

# **Electronic Records Express User Guide for Track Status of Submissions**



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## Electronic Records Express Track Status of Submissions

# Overview

The Electronic Records Express (ERE) Track Status of Submissions application allows you to view the status of your submissions. You can select from multiple search criteria: **Tracking Number, Request ID (RQID), Claimant's SSN, Date of Submission and Status of Submission**. However, ERE can only supply information about submissions within the past 180 days.

The **Track Status of Submissions** application is comprised of the following pages:

- **Search**
- **Results**
- **Details**

### Search Page

You can submit a search request after one or more of the following criteria have been entered on the **Search** page:

1. **Tracking Number** – The **Tracking Number** is a unique number assigned to a submission. When tracking a submission by a **Tracking Number**, all other fields are disabled.
2. **Request ID (RQID)** - The **RQID** is a unique identifier located on the request letter near or on the barcode. When tracking a submission by **RQID**, all other fields are disabled. The **RQID** is case sensitive.
3. **Claimant's SSN** - You can search the claimant's Social Security Number (**SSN**).
4. **Date, Status or Site.**
  - **Date** - a search by Date may be made by choosing one of the following **Date** options:
    - a. **Last 45 days** - Tracks a submission made within the last 45 days of the search date.
    - b. **Single day** (date must be within 180 calendar days from the current date)
      - i. Date of the Submission
      - ii. Start Time (Eastern Time)
      - iii. End Time (Eastern Time)

- c. **Date Range** (date must be within 180 calendar days from the current date)
  - i. **From Date** (Eastern Time) – The start date for your search.
  - ii. **To Date** (Eastern Time) – The end date for your search.
- **Status** - Search all submissions or choose one of the following statuses:
  - **Sent** – Tracks your successful submissions.
  - **Error** – Tracks your submissions that have failed.
  - **Contacted** – Tracks submissions when a problem occurs with the original submission and ERE Tech Support has contacted you to make a new submission.
- **Site** - Search all submissions or choose one of the following statuses:
  - **State** – Tracks submissions from a specific State.
  - **Site Code** – Tracks submissions from a Site Code.

**Note:** The radio buttons for **Search by date, Last 45 days, Search by Status-All,** and **Search by Site-All** are automatically selected after choosing **Track Status of Submissions** from the homepage.

### **Inquiry Results Page**

The **Inquiry Results** page displays the following information about your submissions from the past 180 days:

- **Tracking Number** – a unique number generated by ERE to identify the submission.
- **Date and Eastern Time** – The Date and Eastern Time the submission was downloaded to the ERE website.
- **Status** – The status displayed in this column will be one of the following:
  - Sent – Your submission was successful.
  - Error – Your submission failed.
  - Contacted – A problem occurred with the original submission and ERE Tech Support has contacted you.
  - Processing – Your submission is being processed.
- **Site Code** – The Site Code you sent the submission
- **Last 4 of SSN** – The last four digits of the individual’s Social Security Number.
- **RQID** - Request ID

**Note:** You can sort each column in ascending or descending order by selecting the column heading.

## **Details Page**

The **Details** page displays details of the submission from the **Tracking Number** selected from the **Inquiry Results** page.

The **Details** page displays the following submission information:

- **Tracking Number**
  
- **Submission Date and Eastern Time**
  
- **Submission Status**
  
- **Site Code**
  
- **Last 4 of SSN**
  
- **Number of Files Uploaded**
  
- **Request ID (RQID)**
  
- **Filename** – The name of your originally uploaded file, including its extension.
  
- **File Status** - The status displayed in this column will be one of the following:
  - Sent – Your submission was successful.
  - Error – Your submission failed.
  - Contacted –A problem occurred with the original submission and ERE Tech Support has contacted you.
  - Processing – Your submission is being processed.
  
- **File Size** – The size of the file in bytes

# Track Status of Submission Instructions

From the **Electronic Records Express Home** page, select **Track Status of Submissions** under the **Document Exchange Services** heading.

## Electronic Records Express Home

The screenshot shows the 'Electronic Records Express Home' page. At the top, there is a red header with 'Social Security Online' and 'Electronic Records Express'. Below the header, the page is divided into several sections. On the left, there is a user profile for 'John Doe' with a 'Log Out' button and links for 'FAQ's', 'User Instructions', 'Modify your account information', and 'Change your password'. The main content area is titled 'Electronic Records Express Home' and 'Welcome to Electronic Records Express'. It contains three main service categories: 'Evidence Submission Services' with a link to 'Send Response for Individual Case'; 'Document Exchange Services' with links for 'Teacher Questionnaire' and 'Track Status of Submissions'; and 'Communication Services' with a link to 'Send E-Mail'. A large red arrow points to the 'Track Status of Submissions' link. On the right side, there is a 'Bulletin Board' section with a 'What's New?' link and a message about getting important information about Electronic Records Express availability, with a link to 'Email for more information' and a toll-free number '1-866-691-3061'.

You may search by entering the **Tracking Number**, **Request ID**, **Claimant's SSN**, other **date** choices, Submission **status**, or **site**. When tracking a submission by **Tracking Number** or **Request ID** all other fields are disabled.

## Search by Tracking Number

**Note:** When searching a submission by **Tracking Number** all other fields are disabled.

**Step 1** – Enter the **Tracking Number** in the first block. The **Tracking Number** is the unique number assigned to your original submission.

**Step 2** – Select the **Search** button.

### Search by Tracking Number - Steps 1 and 2

Social Security Online  
www.socialsecurity.gov

Electronic Records Express Home  
User Instructions

John Doe  
Log Out

Help Desk: 1-866-691-3061

To view your submissions enter search criteria into one of the four sections.

Please note that you can only search for submissions from the past 180 days.

**Track Status of Submissions**  
Search Submissions

1. Search for a specific submission by entering the Tracking Number:
2. Search submissions by entering the RQID (Request ID) found on the request letter or barcode: (case sensitive)
3. Search submissions by entering the Claimant's SSN found on the request letter or barcode:
4. Search submissions by using the following options:

Search by date:  Last 45 Days  Single Day  Date Range

*Date must be within 180 calendar days from the current date.*

From Date  To Date   
MM/DD/YYYY MM/DD/YYYY

Search by status:  All  Sent  Error  Contacted

Search by site:  All  State  Site Code

Cancel Reset to Default Search

**Step 3** – View the inquiry results on the **Inquiry Results** page. Select the **Tracking Number** hyperlink to go to the **Inquiry Details** page.

**Search by Tracking Number – Step 3**

Social Security Online

www.socialsecurity.gov

Electronic Records Express Home

User Instructions

John Doe  
Log Out

Help Desk: 1-866-691-3061

Select the tracking number to view the status of a submission.

Electronic Records Express displays submissions from the past 180 days

**Select the Tracking Number for more details about the submission.**

**Track Status of Submissions Inquiry Results**

Tracking Number	Date and Eastern Time	Status	Site Code	Last 4 of SSN	RQID
<a href="#">13148EB33623B0E7</a>	07/20/2011 03:00 PM	Sent	T21	5454	11111111111111111111111111111111
<a href="#">13148130C7858FC6</a>	07/20/2011 11:03 AM	Sent	T1G	4234	5467354534345345345
<a href="#">1313D5C4ACF1A501</a>	07/18/2011 09:08 AM	Sent	S81	3453	567345345345
<a href="#">1313D4F289CB1634</a>	07/18/2011 08:53 AM	Sent	S23		
<a href="#">1313D3B512D0E057</a>	07/18/2011 08:32 AM	Sent	S08	3242	546234234234
<a href="#">1312F6D0CBC04DD4</a>	07/15/2011 04:11 PM	Sent	S81		
<a href="#">1312F2E2B8A541AB</a>	07/15/2011 03:03 PM	Sent	S81	2242	3452342324

Prior Page

**Step 4** – View submission details on the **Inquiry Results Details** page. You may select **Prior Page** to return to the **Inquiry Results** or **Start New Search** to begin a new search for submissions.

### Search by Tracking Number – Step 4

The screenshot displays the 'Track Status of Submissions' page. On the left, a user profile for 'John Doe' is shown with a 'Log Out' button and the help desk number '1-866-691-3061'. The main content area features a table of submission details and a table of files. A callout box with a green background and a pointer to the 'Start New Search' button contains the text: 'Select Start New Search to return to the Search page.'

Tracking Number	1313D5C4ACF1A501
Submission Date and Eastern Time	07/18/2011 09:08 AM
Submission Status	Sent
Site Code	S81
Last 4 of SSN	3453
Number of User Uploaded Files	1
RQID(Request ID)	567345345345

  

Filename	File Status	File Size
ere_test_file.txt	SENT	1 KB

## Search by Request ID

**Note:** When tracking a submission by **Request ID** all other fields are disabled.

**Step 1**—Enter the Request ID (**RQID**) found on the request letter or barcode in the second block. From the barcode provided by ODAR, (example below) enter the Request ID information. **Be sure to enter the Request ID beginning with the first non-zero number.** For example, if the request letter shows RQID as 000000013385, enter 13385.



**Step 2** – Select the **Search** button.

### Search by Request ID - Steps 1 and 2

The screenshot shows the 'Track Status of Submissions' page on Social Security Online. The page has a red header with 'Electronic Records Express' and 'Social Security Online'. The main content area is titled 'Track Status of Submissions' and 'Search Submissions'. There are four search options listed, each with a text input field. A green callout bubble points to the second input field with the text 'Enter the RQID'. At the bottom of the form, there are three buttons: 'Cancel', 'Reset to Default', and 'Search'. A second green callout bubble points to the 'Search' button with the text 'Select the Search button.'

Search by date:  Last 45 Days  Single Day  Date Range

Search by status:  All  Sent  Error  Contacted

Search by site:  All  State  Site Code

**Step 3** – Select the **Tracking Number** hyperlink to obtain details about the submission.

### Search by Request ID – Step 3

The screenshot shows the 'Electronic Records Express' interface. At the top, it says 'Social Security Online' and 'Electronic Records Express'. Below that, there's a navigation bar with 'www.socialsecurity.gov', 'Electronic Records Express Home', and 'User Instructions'. The user is logged in as 'John Doe' with a 'Log Out' button. A help desk number '1-866-691-3061' is also visible. The main heading is 'Track Status of Submissions Inquiry Results'. Below this is a table with the following data:

Tracking Number	Date and Eastern Time	Status	Site Code	Last 4 of SSN	ROID
<a href="#">1313D5C4ACF1A501</a>	07/18/2011 09:08 AM	Sent	S81	3453	567345345345

Below the table is a 'Prior Page' button. A callout box with a green background and black border points to the 'Tracking Number' column, containing the text: 'Select the Tracking Number hyperlink for more details.'

**Step 4** – View submission details. You may select **Prior Page** to return to the **Inquiry Results** or **Start New Search** to begin a new search for submissions.

**Search by Request ID – Step 4**

Social Security Online Electronic Records Express

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www.socialsecurity.gov Electronic Records Express Home [User Instructions](#)

**John Doe**

Help Desk: 1-866-691-3061



**Track Status of Submissions**  
**Inquiry Results - Detail**

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Tracking Number	1313D5C4ACF1A501
Submission Date and Eastern Time	07/18/2011 09:08 AM
Submission Status	Sent
Site Code	S81
Last 4 of SSN	3453
Number of User Uploaded Files	1
RQID(Request ID)	567345345345

  

▼ Filename	File Status	File Size
ere_test_file.txt	SENT	1 KB

## Search by Claimant's SSN

Note: When tracking a submission by Claimant SSN all other fields are disabled.

**Step 1** – Enter the Claimant's SSN found on the request letter or barcode.

**Step 2** – Select the **Search** button.

### Search by Claimant SSN - Steps 1 and 2

Social Security Online  
www.socialsecurity.gov  
Electronic Records Express Home  
User Instructions

John Doe  
Log Out

Help Desk: 1-866-691-3061

To view your submissions enter search criteria into one of the four sections.

Please note that you can only search for submissions from the past 180 days.

**Track Status of Submissions**  
Search Submissions

1. Search for a specific submission by entering the Tracking Number:
2. Search submissions by entering the RQID (Request ID) found on the request letter or barcode: (case sensitive)
3. Search submissions by entering the Claimant's SSN found on the request letter or barcode:
4. Search submissions by using the following options:

Search by date:  Last 45 Days  Single Day  Date Range

Search by status:  All  Sent  Error  Contacted

Search by site:  All  State  Site Code

Enter the Claimant's SSN

Select the Search button.

Cancel Reset to Default Search

**Step 3** – Select the **Tracking Number** hyperlink to obtain details about the submission.

**Search by Claimant's SSN – Step 3**

The screenshot shows the 'Electronic Records Express' interface. At the top, it says 'Social Security Online' and 'Electronic Records Express'. Below that, there's a navigation bar with 'www.socialsecurity.gov', 'Electronic Records Express Home', and 'User Instructions'. The user is logged in as 'John Doe' with a 'Log Out' button. The page title is 'Track Status of Submissions Inquiry Results'. On the left, there's a help desk number '1-866-691-3061' and instructions: 'Select the tracking number to view the status of a submission.' and 'Electronic Records Express displays submissions from the past 180 days'. A table displays the following data:

Tracking Number	Date and Eastern Time	Status	Site Code	Last 4 of SSN	ROID
<a href="#">1313D5C4ACF1A501</a>	07/18/2011 09:08 AM	Sent	S81	3453	567345345345

Below the table is a 'Prior Page' button. A green callout box with a pointer to the tracking number hyperlink contains the text: 'Select the Tracking Number hyperlink for more details.'

**Step 4** – View submission details. You may select **Prior Page** to return to the **Inquiry Results** or **Start New Search** to begin a new search for submissions

### Search by Claimant's SSN – Step 4

Social Security Online **Electronic Records Express**

[www.socialsecurity.gov](http://www.socialsecurity.gov) [Electronic Records Express Home](#) [User Instructions](#)

John Doe [Log Out](#)

Help Desk: 1-866-691-3061

 **Track Status of Submissions**  
Inquiry Results - Detail

Tracking Number	1313D5C4ACF1A501
Submission Date and Eastern Time	07/18/2011 09:08 AM
Submission Status	Sent
Site Code	S81
Last 4 of SSN	3453
Number of User Uploaded Files	1
RQID(Request ID)	567345345345

▼Filename	File Status	File Size
ere_test_file.txt	SENT	1 KB

[Prior Page](#) [Start New Search](#)

## Search by Date, Status or Site

### Default Search

**Step 1** – The **Last 45 Days** and **All** buttons are automatically selected. To search all submissions in the last 45 days, simply select the **Search** button.

#### Default Search - Steps 1

Social Security Online  
www.socialsecurity.gov  
Electronic Records Express Home  
User Instructions

John Doe  
Log Out

Help Desk: 1-866-691-3061

To view your submissions enter search criteria into one of the four sections.

Please note that you can only search for submissions from the past 180 days.

**Track Status of Submissions**  
Search Submissions

1. Search for a specific submission by entering the Tracking Number:
2. Search submissions by entering the RQID (Request ID) found on the request letter or barcode: (case sensitive)
3. Search submissions by entering the Claimant's SSN found on the request letter or barcode:
4. Search submissions by using the following options:  
Search by date:  Last 45 Days  Single Day  Date Range  
Search by status:  All  Sent  Error  Contacted  
Search by site:  All  State  Site Code

Cancel Reset to Default Search

**Last 45 Days and All (status and site) are the Default settings.**

**Step 2** – All the submissions in the Last 45 Days are displayed. You may sort the results in ascending or descending order by selecting the underlined headings (**Tracking Number, Date and Eastern Time, Status, Site Code, Last 4 of SSN, or RQID**).

**Step 3** – Select the **Tracking Number** to view the details of the submission. You may also select **Prior Page** button to return to the **Search Submissions** page.

**Default Search – Steps 2 and 3**

The screenshot shows the 'Electronic Records Express' interface. At the top, it says 'Social Security Online' and 'Electronic Records Express'. Below that, there's a navigation bar with 'www.socialsecurity.gov', 'Electronic Records Express Home', and 'User Instructions'. The user is logged in as 'John Doe' with a 'Log Out' button. A help desk number '1-866-691-3061' is also visible. The main heading is 'Track Status of Submissions Inquiry Results'. A table displays submission data with columns: Tracking Number, Date and Eastern Time, Status, Site Code, Last 4 of SSN, and RQID. Two rows of data are shown. A 'Prior Page' button is located below the table. Two callouts are present: one pointing to the first tracking number and another pointing to the 'Tracking Number' column header.

<u>Tracking Number</u>	<u>Date and Eastern Time</u>	<u>Status</u>	<u>Site Code</u>	<u>Last 4 of SSN</u>	<u>RQID</u>
<a href="#">13148EB33623B0E7</a>	07/20/2011 03:00 PM	Sent	T21	5454	11111111111111111111111111111111
<a href="#">13148130C7858FC6</a>	07/20/2011 11:03 AM	Sent	T1G	4234	5467354534345345

**Step 4** – View submission details. You may select **Prior Page** to return to the **Inquiry Results** or **Start New Search** to begin a new search for submissions. You may sort the results in ascending or descending order by selecting one of the underlined headings (**Filename**, **File Status**, or **File Size**).

**Default Search – Step 4**

The screenshot displays the 'Electronic Records Express' interface. At the top, there is a red header with 'Social Security Online' on the left and 'Electronic Records Express' in the center. Below the header, a dark blue navigation bar contains 'www.socialsecurity.gov', 'Electronic Records Express Home', and 'User Instructions'. The main content area is titled 'Track Status of Submissions' and 'Inquiry Results - Detail'. On the left, a user profile for 'John Doe' is shown with a 'Log Out' button and the help desk number '1-866-691-3061'. The central part of the page features a table of submission details:

Tracking Number	1313D5C4ACF1A501
Submission Date and Eastern Time	07/18/2011 09:08 AM
Submission Status	Sent
Site Code	S81
Last 4 of SSN	3453
Number of User Uploaded Files	1
RQID(Request ID)	567345345345

Below this table is a smaller table with three columns: 'Filename', 'File Status', and 'File Size'. The first row shows 'ere\_test\_file.txt', 'SENT', and '1 KB'. At the bottom of the page, there are two buttons: 'Prior Page' on the left and 'Start New Search' on the right.

## **Search by Submission Date, Status or Site**

When searching by submission **date**, **status**, and **site**, you may choose any combination of **date**, **status**, and **site** searches by choosing a button next to each option (**date**, **status**, and **site**).

### **Search by Date:**

- **Last 45 Days** – Searches all submissions made in the last 45 days.
- **Single Day** – Searches all submissions made in a single day. (date must be within 180 calendar days from the current date)
- **Date Range** – Searches all submissions made in a date range. (date must be within 180 calendar days from the current date)

### **Search by Status:**

- **All** – Searches all statuses within the past 180 days.
- **Sent** – Searches your successful submissions within the past 180 days.
- **Error** – Searches all your failed submissions within the past 180 days.
- **Contacted** – Searches all submissions that required ERE Tech Support contact you within the past 180 days.

**and**

### **Search by Site:**

- **State** – Searches all submissions for a specific State within the past 180 days.
- **Site Code** – Searches submissions for a Site Code within the past 180 days.

### **Step 1 –**

- Select the button for the date to search - **Last 45 Days**, **Single Day**, or **Date Range** button.
- If you choose the **Single Day button**, you must enter the **Date of Submission** (MM/DD/YYYY). It must be within the past 180 calendar days.
- If you choose the **Date Range button**, you must enter the **From Date** (MM/DD/YYYY) and **To Date** (MM/DD/YYYY). Both dates must be within the past 180 calendar days.

**Step 2 –** Select the button for a status to search - **All**, **Sent**, **Error**, or **Contacted**.

### **Step 3 –**

- Select the button for a site to search - **All**, **State**, or **Site Code**.
- If you choose the **State** button, you must select a State from the dropdown box.

- If you choose the **Site Code** button, you must select a site from the destination dropdown box. You may also type in the site code in the **Site Code** box (ex. V59) or you may choose the state from the **State** dropdown box, which narrows your choices in the **Destination** dropdown box.

**Step 4** – Select the **Search** button.

**Search by Date, Status or Site – Steps 1- 4**

The screenshot shows the 'Track Status of Submissions' page on the Social Security Online website. The page title is 'Electronic Records Express' and the sub-header is 'Track Status of Submissions'. The user is logged in as 'John Doe'. The page contains four search methods:

- Search for a specific submission by entering the Tracking Number.
- Search submissions by entering the RQID (Request ID) found on the request letter or barcode: (case sensitive)
- Search submissions by entering the Claimant's SSN found on the request letter or barcode.
- Search submissions by using the following options:
  - Search by date:  Last 45 Days  Single Day  Date Range
  - Date must be within 180 calendar days from the current date.
  - From Date:  To Date:  (format: MM/DD/YYYY)
  - Search by status:  All  Sent  Error  Contacted
  - Search by site:  All  State  Site Code
  - Site code:  OR State: [Select]
  - Destination: [Select Destination]

Callout boxes provide instructions for each step:

- Select a button to search by date.** (Points to the 'Date Range' radio button)
- Select a button to search by status.** (Points to the 'All' radio button)
- Select a button to search by site.** (Points to the 'Site Code' radio button)
- Type the Date Range** (Points to the 'From Date' and 'To Date' input fields)
- Select the Destination.** (Points to the 'Destination' dropdown menu)
- Select the Search Button** (Points to the 'Search' button)

**Step 5** – Select the **Tracking Number** to obtain the details of the submission

**Search by Date, Status or Site – Steps 5**

The screenshot shows the 'Electronic Records Express' interface. At the top, it says 'Social Security Online' and 'Electronic Records Express'. Below that, there's a navigation bar with 'www.socialsecurity.gov', 'Electronic Records Express Home', and 'User Instructions'. The main content area is titled 'Track Status of Submissions Inquiry Results'. On the left, there's a user profile for 'John Doe' with a 'Log Out' button and a help desk number '1-866-691-3061'. Below that, instructions state: 'Select the tracking number to view the status of a submission.' and 'Electronic Records Express displays submissions from the past 180 days.' A table with two rows of submission data is displayed. A green callout box points to the 'Tracking Number' column with the text 'Select a Tracking Number to view details.' Below the table is a 'Prior Page' button.

Tracking Number	Date and Eastern Time	Status	Site Code	Last 4 of SSM	ROID
<a href="#">13148EB33623B0E7</a>	07/20/2011 03:00 PM	Sent	T21	5454	11111111111111111111111111111111
<a href="#">13148130C7858FC6</a>	07/20/2011 11:03 AM	Sent	T1G	4234	5467354534345345345

**Step 6** – View submission details. You may select **Prior Page** to return to the **Inquiry Results** page or **Start New Search** to return to the **Search Submissions** page.

**Search by Date, Status or Site – Steps 6**

The screenshot displays the 'Electronic Records Express' interface. At the top, it shows 'Social Security Online' and 'Electronic Records Express'. The user is logged in as 'John Doe' with a 'Log Out' button. The page title is 'Track Status of Submissions' and 'Inquiry Results - Detail'. A table lists submission details, and a file list shows 'ere\_test\_file.txt' with a status of 'SENT' and a size of '1 KB'. Navigation buttons for 'Prior Page' and 'Start New Search' are visible at the bottom.

Tracking Number	1313D5C4ACF1A501
Submission Date and Eastern Time	07/18/2011 09:08 AM
Submission Status	Sent
Site Code	S81
Last 4 of SSN	3453
Number of User Uploaded Files	1
RQID(Request ID)	567345345345

Filename	File Status	File Size
ere_test_file.txt	SENT	1 KB

## Access Keys

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button	Access Key
Cancel	n
Log Out	l
Prior Page	p
Reset to Default	r
Search	s
Start New Search	s

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

**Note:**

1. To use these keys on Windows-based browsers select the **Alt** button on your keyboard and the access key simultaneously. On the Mac, use the **Ctrl** key.
2. **Internet Explorer Browser Users Only:** In order to trigger the **Browse** button on the Electronic Records Express Submission pages you will need to use the space bar if you are using keyboard access.