Electronic Records Express (ERE)

User Guide for

Send Individual Responses

August 2018

Table of Contents

Overview

This guide provides Social Security Administration (SSA) claimants' appointed representatives with detailed instructions for viewing and downloading documents in their claimant's electronic folder.

Requirements for Access to the Electronic Folder

- You must have a User ID and a self-selected password;
- The claimant's file must be electronic at the Hearing or Appeals Council level; and
- The link **Send Individual Response** must be displayed on the **Electronic Records Express Home** page under the **Evidence Functions** heading.

Logging into the Appointed Representative Services

Log into Business Services Online at
https://secure.ssa.gov/acu/LoginWeb/loginHandler.do?SUITE=AR

NOTE: You must open a *single* browser session to log into the Appointed Representative Services to access electronic folders. After login, do not open multiple browser sessions to open electronic folders and review or download files.
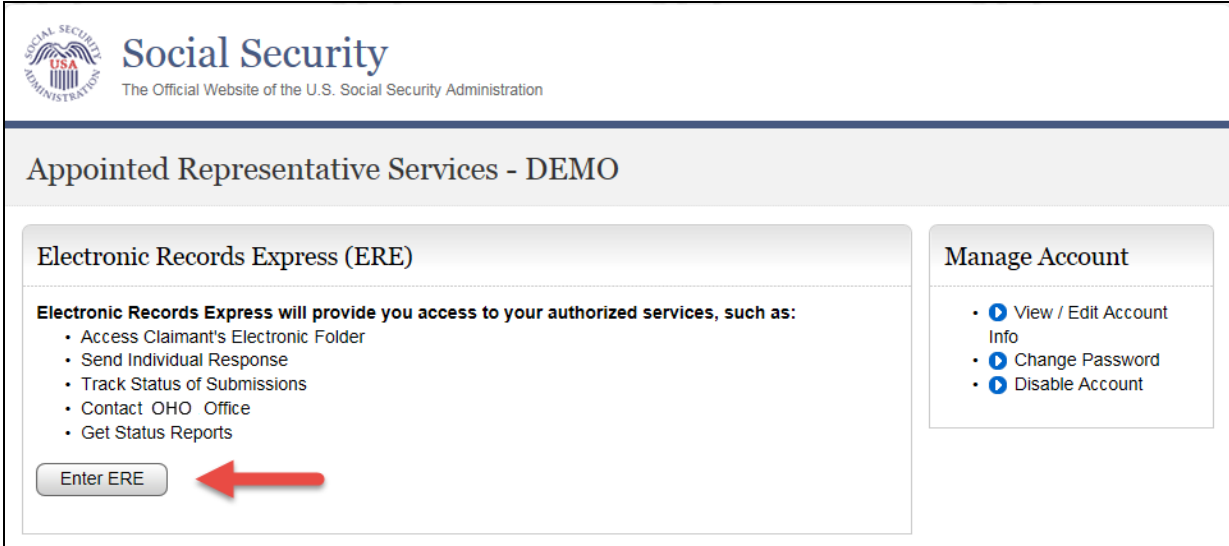
The User ID and password for the Appointed Representative Services cannot be used on other Social Security Administration website login pages. The login will fail and be considered an invalid attempt. After a certain number of invalid login attempts, your User ID may be suspended.

Appointed Representative Services Main Menu

The main menu displays information about ERE authorized services, Appointed Representative registration, and account management.

Select **Enter ERE**.

How to Use Send Individual Response

On the **ERE** home page under **Evidence Functions**, select **Send Individual Response**.

Step 1: Destination and Request Information

- Enter the OHO site code in the **Site Code** field in the **Destination and Request Information** section.

Select **Enter**

Step 2: Barcode Information

From the barcode provided by OHO, enter the following information in the appropriate fields.
- Claimant's SSN
- RQID (Request ID): Enter the RQID beginning with the first non-zero number. For example, if the barcode shows RQID as 00000001102400, enter 1102400.
- RF (Routing Field)
- DR code
- DO NOT enter the CS code.

Select **Next**.

Step 3: Attach and Upload Files

In the **Attach and Upload Files** section, you can send electronic files from your computer to OHO.

Social Security
The Official Website of the U.S. Social Security Administration

ERE: Send Individual Response

1 ✔ Destination Information | 2 ▸ Review & Add Files | 3 ▸ Confirmation

Review

❓ User Resources

[Edit] **Destination and Request Information**

Destination: **MD - Baltimore OHO [T21]** RF: **D or Blank**
SSN: **531-21-6106** DR: **F**
RQID: **111111111** CS:

Attach and Upload Files
- A maximum of 10 files can be added and all files must total less than 50MB.
- File types accepted: .wpd, .doc, .docx, .jpg, .bmp, .txt, .xls, .xlsx, .pdf, .rtf, .tiff, .tif.
- Please do not upload password-protected files because they cannot be processed.

File 1: [_____] [Browse...]

Document Type: [--]

Notes: [_____]

[Remove File]

[Add Another File]

[**Submit**] [Previous] [Cancel]

Choose File to Upload ✖

← → | « (C:) LOCAL_C_DRIVE ▸ Demo ▸ Demo | ▼ ↻ | Search Demo 🔍

Organize ▼   New folder | ▦ ▾ 🔲 ❓

- 🔍 Recently Changed
- 📚 Libraries
  - 📄 Documents
  - 🎵 Music
  - 🖼 Pictures
  - 🎞 Videos
- 💻 Computer
  - 💽 (C:) LOCAL_C_DRI
  - 💽 (D:) Local Disk
  - 💽 (H:) Local Disk

Name	Date modified	Type
📄 ARS Demo	12/2/2014 3:33 PM	Microsoft

File name: [ARS Demo ▼] [All Files (*.*) ▼]

[Open] [Cancel]
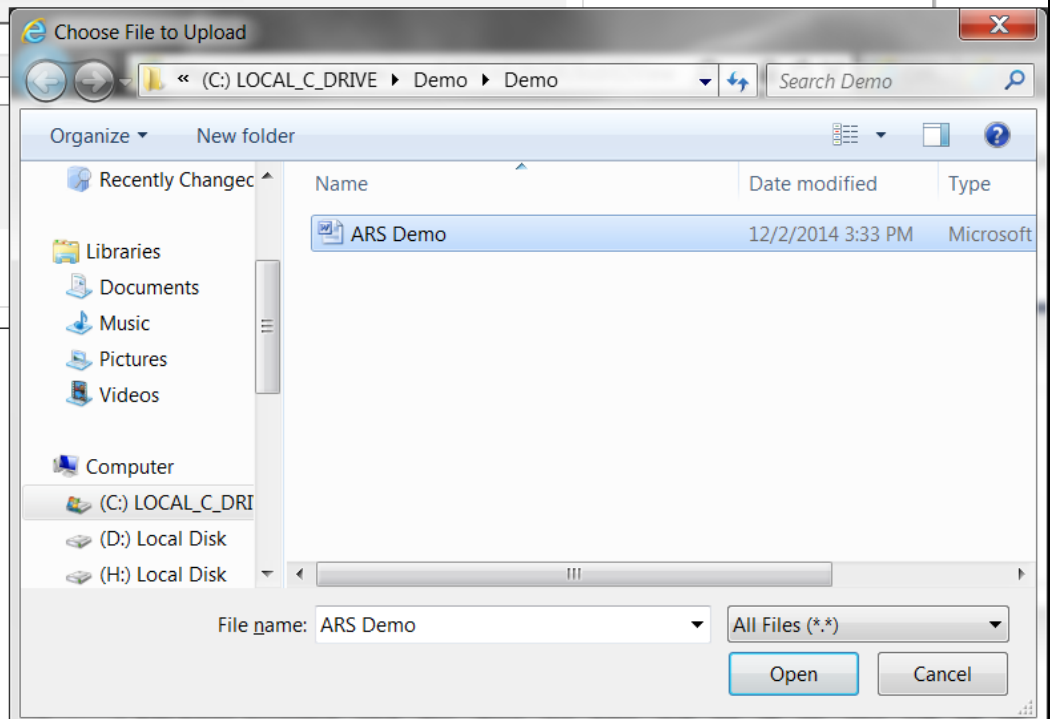
- Select the **Brow**se button; this will launch the **Choose File to Upload** window.
- Using the **Choose File to Upload** window, select the file you wish to send to the electronic folder. The document's file name will insert into the **File name** field at the bottom of the window.
- Next, select the **Open** button.
- The **Choose File** window closes and the file name displays in the field to the left of the **Browse** button. You have successfully attached the file.
- **Document Type**: Select from the drop down list a document type for the document you are sending.
- Depending on the document type you select, additional fields may appear which require completion.
- Select **Submit** or add additional files by selecting **Add Another File**.

Step 4: Tracking Information

You should receive a **Confirmation** screen acknowledging that SSA has received your transmission. The transmission must still go through an SSA systems check before being sent to the electronic folder. You will be notified by email if there are any errors or problems that prevent SSA from processing your submission. **NOTE**: We recommend that you print this page for documentation. You will not be able to retrieve this information from SSA (including OHO) after you exit this page.

If you have evidence to send for another claimant, select the **Send Another Response** button.

Logging Out of ERE

When you have completed your file uploads, select **Sign Out** on the top left of the page. Logging out ensures that others may not access the ERE website through your Username and Password.

Timing Out

The website will time out after 30 minutes of inactivity. After 2 hours, the website will log you out and you must re-enter your User ID and Password to continue.

Avoiding User Errors

Errors can occur for many reasons. The following list briefly explains some common ERE website user errors:

- Bookmarking the **Confirmation** page – **Never** bookmark pages within the ERE website.
- Once you have submitted documents by selecting the **Submit** button, you should NOT use the **Back** button or close your Internet browser file until you receive the **Confirmation** page.

ERE Electronic File Format Options:

The ERE website currently supports the following file formats:

.wpd	**.doc**	**.txt**
.pdf	**.xls**	**.jpg**
.bmp	**.tiff**	**.tif**
.docx	**.rtf**	**.mdi**
	.xlsx	

Access Keys

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

Button/Link	Access Key
Next	n
Submit	P
User Resources	u

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 you will need to use the space bar if you are using keyboard access.