

# **Electronic Records Express (ERE)**

## **User Guide for Get Status Reports**



**August 2018**

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## Overview

The Electronic Records Express (ERE) **Get Status Reports** feature allows you to view the status of your submissions. ERE can only supply information about submissions from your oldest 100 cases.

## Appointed Representative Services Main Menu

Go to the ARS main menu and select **Enter ERE**.



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### Appointed Representative Services - DEMO

**Electronic Records Express (ERE)**

**Electronic Records Express will provide you access to your authorized services, such as:**

- Access Claimant's Electronic Folder
- Send Individual Response
- Track Status of Submissions
- Contact OHO Office
- Get Status Reports

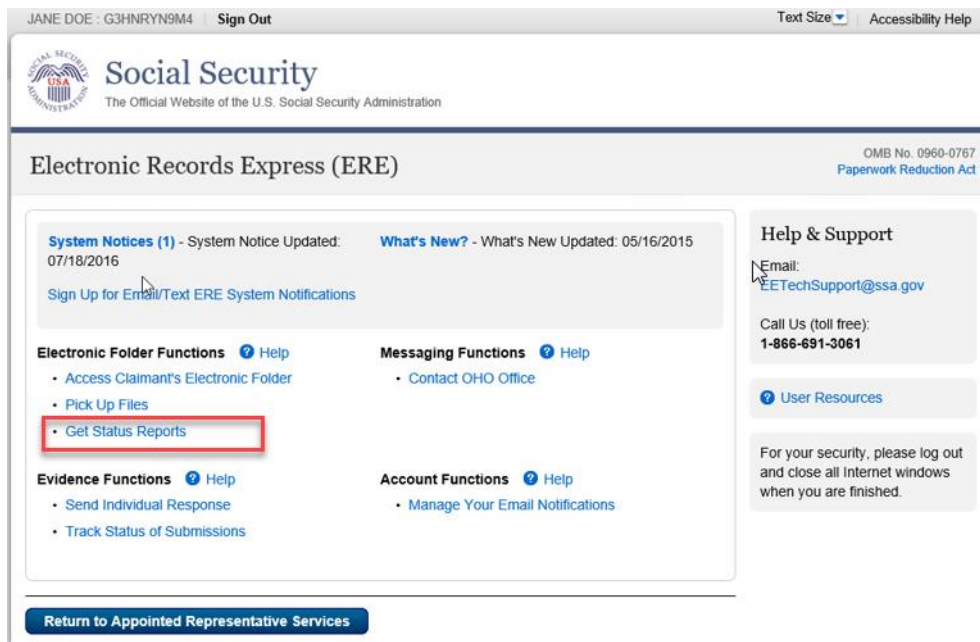
**Manage Account**

- View / Edit Account Info
- Change Password
- Disable Account

**Enter ERE** ←

## ERE Home Page

Select the **Get Status Reports** link in the **Electronic Folder Functions** section.



JANE DOE · G3HNRYN9M4 | Sign Out | Text Size | Accessibility Help

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OMB No. 0960-0767  
Paperwork Reduction Act

### Electronic Records Express (ERE)

**System Notices (1)** - System Notice Updated: 07/18/2016 | **What's New?** - What's New Updated: 05/16/2015  
Sign Up for Email/Text ERE System Notifications

**Electronic Folder Functions** Help

- Access Claimant's Electronic Folder
- Pick Up Files
- **Get Status Reports**

**Messaging Functions** Help

- Contact OHO Office

**Evidence Functions** Help

- Send Individual Response
- Track Status of Submissions

**Account Functions** Help

- Manage Your Email Notifications

**Help & Support**

Email: [ETechSupport@ssa.gov](mailto:ETechSupport@ssa.gov)

Call Us (toll free): **1-866-691-3061**

User Resources

For your security, please log out and close all Internet windows when you are finished.

[Return to Appointed Representative Services](#)

## Get Status Reports

Choose your option and select **Submit**.



The screenshot shows the Social Security Administration website. At the top left is the SSA logo. To its right is the text "Social Security" in a large blue font, with "The Official Website of the U.S. Social Security Administration" in a smaller font below it. Below this is a horizontal line. Underneath the line is the heading "Status Reports" in a grey box. Below that is a breadcrumb trail: "Appointed Representative Home > ERE Home". The main content area is titled "Get Status Report". Below this title is the instruction "Please select a status report type:". There are two radio button options: "Get Hearing Office Status Report" and "Get Appeals Council Status Report". At the bottom of the form is a blue "Submit" button.

## View Status Reports

There are three options to review status information for both Hearing Office and Appeals Council cases.



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- **Search for individual case:** This view contains limited data
- **View your list of cases for all [hearing or appeals] offices:** This view contains limited data
- **Download all your cases for all [hearing or appeals] offices in a spreadsheet file including additional data:** This download contains all data

## **Search for Individual Case**

Enter the SSN for the case status you wish to view. You must be on record as the appointed representative for this case, and the case must be currently pending at the Hearing/ Appeals Council level or closed within the past 90 days.

**Step 1** – Select the **Search for individual case** radio button; enter an SSN.

**Step 2** – Select **Submit**.

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### Appeals Council Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#)

#### View Status Report

**Please select one:**

- Search for individual case.  
**Claimant's Social Security Number (SSN):**
- View your list of cases for all appeals offices. (Only your oldest 100 cases by Appeals Request Date will be shown in this quick view. This quick view contains limited data.)
- Download all your cases for all appeals offices in a spreadsheet file including additional data.  
[? How do I use this spreadsheet file?](#)

**NOTE:** If no results display for the SSN you entered, then the Hearing/ Appeals Council office likely does not show that you are the appointed representative for the SSN you entered. If you believe you received the “**SSN not found on your case list**” message in error, please contact the Hearing/ Appeals Council office with jurisdiction of the case.

## Representative Status Report

The following case characteristics will display for both Hearing and Appeals Council case, although the column order will differ slightly.

- Claimant Name
- Last 4 of SSN
- Office with Jurisdiction
- Case Status/ Status Date
- Request Date
- Expedited indicator

The Hearing Office Status Report will include the ALJ name.

The Appeals Council Status Report will include an Electronic Case indicator and Transfer Information.

The screenshot shows the Social Security Administration's Appeals Council Status Report page. At the top, it features the Social Security logo and the text "The Official Website of the U.S. Social Security Administration". Below this, the page title is "Appeals Council Status Report". A breadcrumb trail reads: "Appointed Representative Home > ERE Home > Status Report Home > Status Report Search". There is a link for "User Instructions" on the right. The main heading is "Representative Status Report for JAN ADLER". Below this is a table with the following data:

Claimant Name Last, First	Last 4 of SSN	Case Status / Status Date	Appeals Office with Jurisdiction	Transfer Information	Electronic Case	Request Date	Expedited
Donley, Mirandy	6106	NEW CASE 12/04/2014	FALLS CHURCH VA		Yes	12/04/2014	No

## View Your Case List

This quick view provides limited data your oldest 100 cases. If you have fewer than 100 cases pending or recently closed, you will see a list containing all your cases.

The screenshot shows the Social Security Administration's "View Status Report" selection screen. At the top, it features the Social Security logo and the text "The Official Website of the U.S. Social Security Administration". Below this, the page title is "Appeals Council Status Report". A breadcrumb trail reads: "Appointed Representative Home > ERE Home > Status Report Home". The main heading is "View Status Report". Below this is a section titled "Please select one:" with three radio button options:

- Search for individual case.
- View your list of cases for all appeals offices. (Only your oldest 100 cases by Appeals Request Date will be shown in this quick view. This quick view contains limited data.)
- Download all your cases for all appeals offices in a spreadsheet file including additional data.

Below the options is a link: "How do I use this spreadsheet file?". At the bottom of the form is a blue "Submit" button.

Once you select **Submit**, the **Representative Status Report** screen will display in the same format as **Search for Individual Case**.

## Download All Your Cases

This view provides data on all your pending and recently closed cases.

**Step 1** – Under **View Status Report**, select the third radio button.

**Step 2** – Select **Submit**.



**Step 3:** When the dialog box opens, select **Save As**, choose a location on your computer, give the file a name, and select **Save**.

**Step 4:** Go to the location where you saved the spreadsheet and **Open** the file.

**Step 5:** To resize the columns and see all the data, drag the borders above the top row.

**Step 6:** Use the spreadsheet's sort command to sort by column.