

Electronic Records Express (ERE)

User Guide for

Sending Individual Responses



August 2018

Table of Contents

Overview	2
Requirements to Use Electronic Records Express (ERE)	2
Logging into ERE.....	2
How to Use Send Individual Response.....	3
Step 1: Destination and Request Information	4
Step 2: Barcode Information	5
Step 3: Attach and Upload Files.....	6
Step 4: Tracking Information.....	8
Logging Out of ERE.....	9
Timing Out	10
Avoiding User Errors	10
ERE Electronic File Format Options:.....	10
Access Keys	10

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. It also provides guidance on submitting evidence in electronic format (e.g., briefs and additional disability-related evidence) using the upload feature inside the claimant's electronic file.

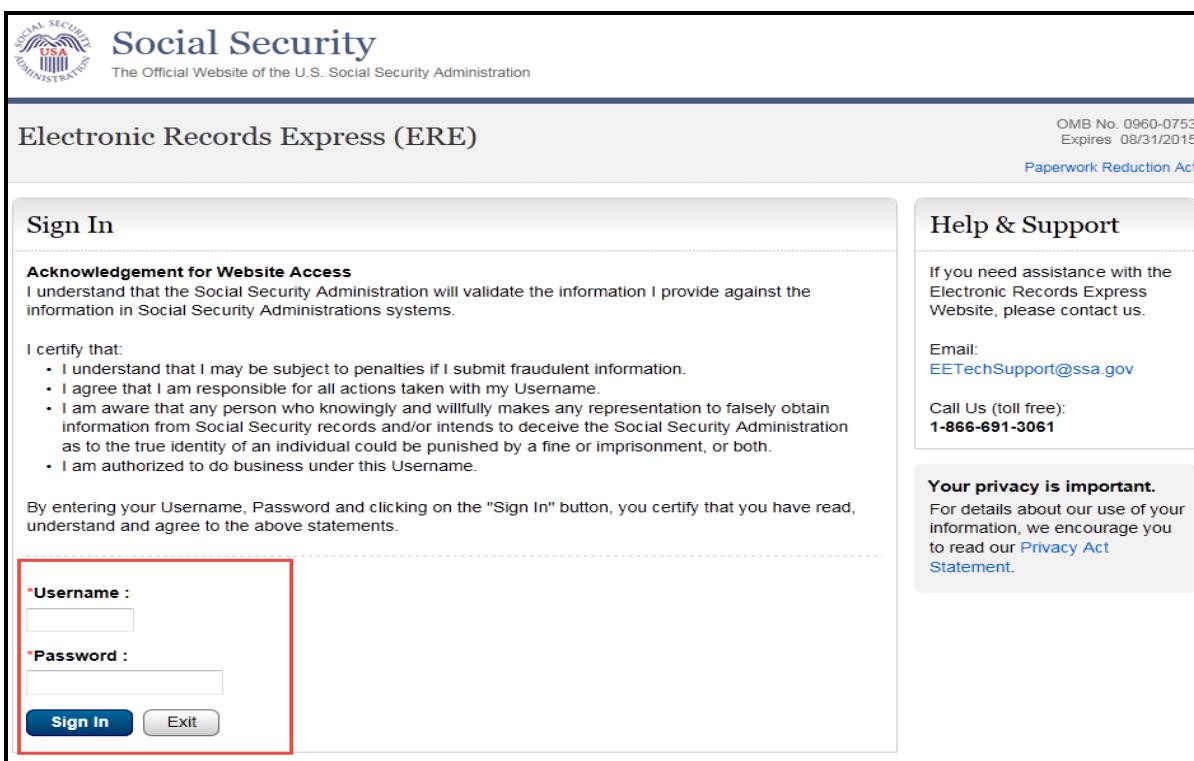
Requirements to Use Electronic Records Express (ERE)

- Internet access
- A Web browser
- A computer that supports an encryption level of 128 bits (most computers purchased in the last five years support 128 bit encryption)
- A Username and Password to access the ERE website (the Office of Hearing Operations will assist you with the obtaining a Username)

No special software is required to use the ERE website.

Logging into ERE

1. Open an Internet browser
2. In the address window type in: **http://eme.ssa.gov (do not type the “www.”)**
3. Enter your **case-sensitive** Username and Password; select **Sign In**.

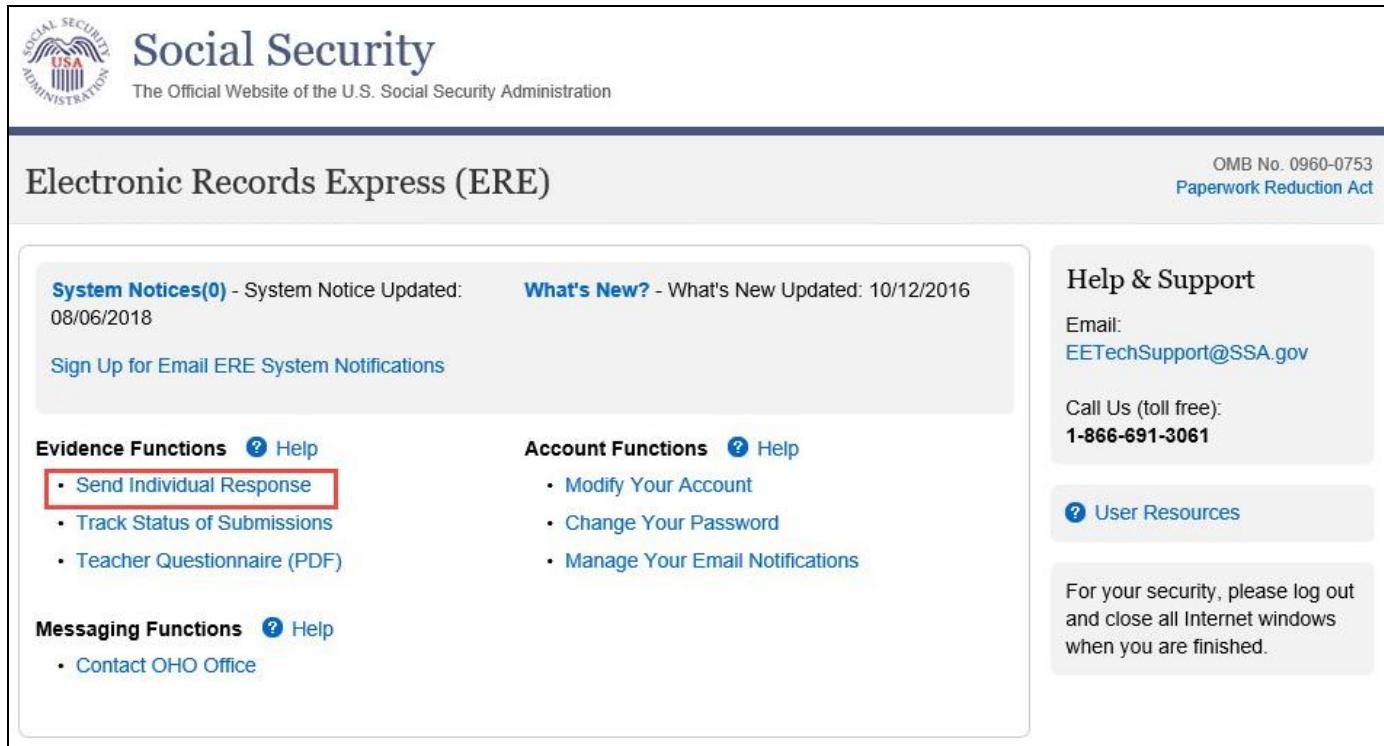


The screenshot shows the ERE sign-in interface. At the top, the Social Security logo and the text "The Official Website of the U.S. Social Security Administration" are visible. Below that, the title "Electronic Records Express (ERE)" is centered. To the right, there are links for "Help & Support" and "Your privacy is important", along with OMB and Paperwork Reduction Act information. The main "Sign In" section contains an "Acknowledgement for Website Access" paragraph, a list of "I certify that:" statements, and a note about agreeing to statements. At the bottom of this section is a red-bordered box containing input fields for "Username" and "Password", and buttons for "Sign In" and "Exit".

NOTE: You should be aware that after 3 failed attempts to sign in, your account will be locked. If this occurs, you may obtain additional assistance online by reporting problems to EEAccountInfo@ssa.gov or calling 1-866-691-3061. You may also report problems to the Office of Disability Adjudication and Review at oho.hq.rep.mail@ssa.gov.

How to Use Send Individual Response

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



System Notices(0) - System Notice Updated: 08/06/2018 **What's New?** - What's New Updated: 10/12/2016

[Sign Up for Email ERE System Notifications](#)

Evidence Functions [? Help](#)

- [Send Individual Response](#)
- [Track Status of Submissions](#)
- [Teacher Questionnaire \(PDF\)](#)

Account Functions [? Help](#)

- [Modify Your Account](#)
- [Change Your Password](#)
- [Manage Your Email Notifications](#)

Messaging Functions [? Help](#)

- [Contact OHO Office](#)

Help & Support

Email: EETechSupport@SSA.gov

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

User Resources

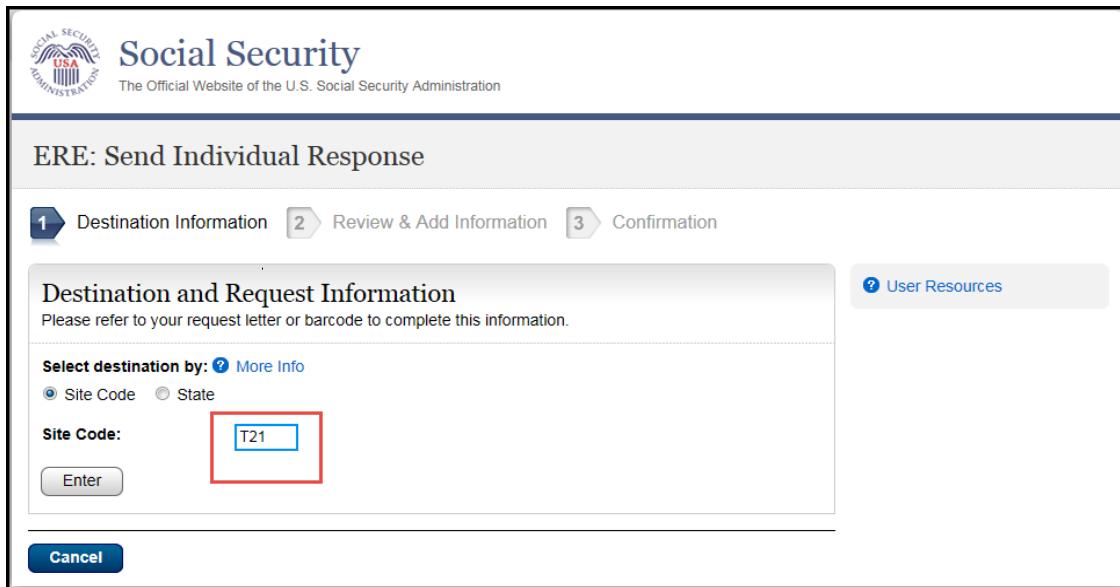
For your security, please log out and close all Internet windows when you are finished.

NOTE: You will need to have the barcode to enter information in the next few steps. The illustration below will help you find the necessary information on the barcode.



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**



The screenshot shows the Social Security website with the title "Social Security" and the subtitle "The Official Website of the U.S. Social Security Administration". Below the title, the page header reads "ERE: Send Individual Response". A navigation bar at the top indicates three steps: "1 Destination Information", "2 Review & Add Information", and "3 Confirmation".

The main content area is titled "Destination and Request Information" and contains the instruction "Please refer to your request letter or barcode to complete this information." Below this, there is a section titled "Select destination by:" with a "More Info" link. Two radio buttons are present: "Site Code" (which is selected) and "State". A text input field labeled "Site Code:" contains the value "T21", which is highlighted with a red rectangular box. To the left of the input field is a "Enter" button. To the right of the input field is a "User Resources" link.

At the bottom of the form, there is a "Cancel" button.

Step 2: Barcode Information

From the barcode, 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**.

SOCIAL SECURITY
USA
ADMINISTRATION

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

Destination and Request Information
Please refer to your request letter or barcode to complete this information.

Select destination by: [More Info](#)

Site Code State

Site Code: T21

State: MD-Maryland

Destination: MD - Baltimore OHO [T21]

[Edit](#)

Social Security Number (SSN):

RQID (Request ID):
(Do not enter leading zeroes)

RF (Routing Field):
 P
 D or Blank
 No RF or No Barcode

DR:
 F
 S
 No DR or No Barcode

CS (only if applicable):

SSN - Social Security Number of the claimant. Enter this value for the "SSN" Field on the website.

RQID - Request ID is a unique identifier for this case. Enter the value for the "RQID" field on the website.

RF - Routing Field is one of two values used to determine the routing of submitted evidence. Select this value for the "RF" field on the website.

DR - Document Retention is one of the two values used to determine the routing of submitted evidence. Select this value for the "DR" Field on the website.

CS - Checksum is a hash code used to validate user input. Enter this value for the "CS" field on the website.

Site - Identifies which DDS/OHO office should receive the evidence. Refer to this value when making your selection for the "Destination" field on the website.

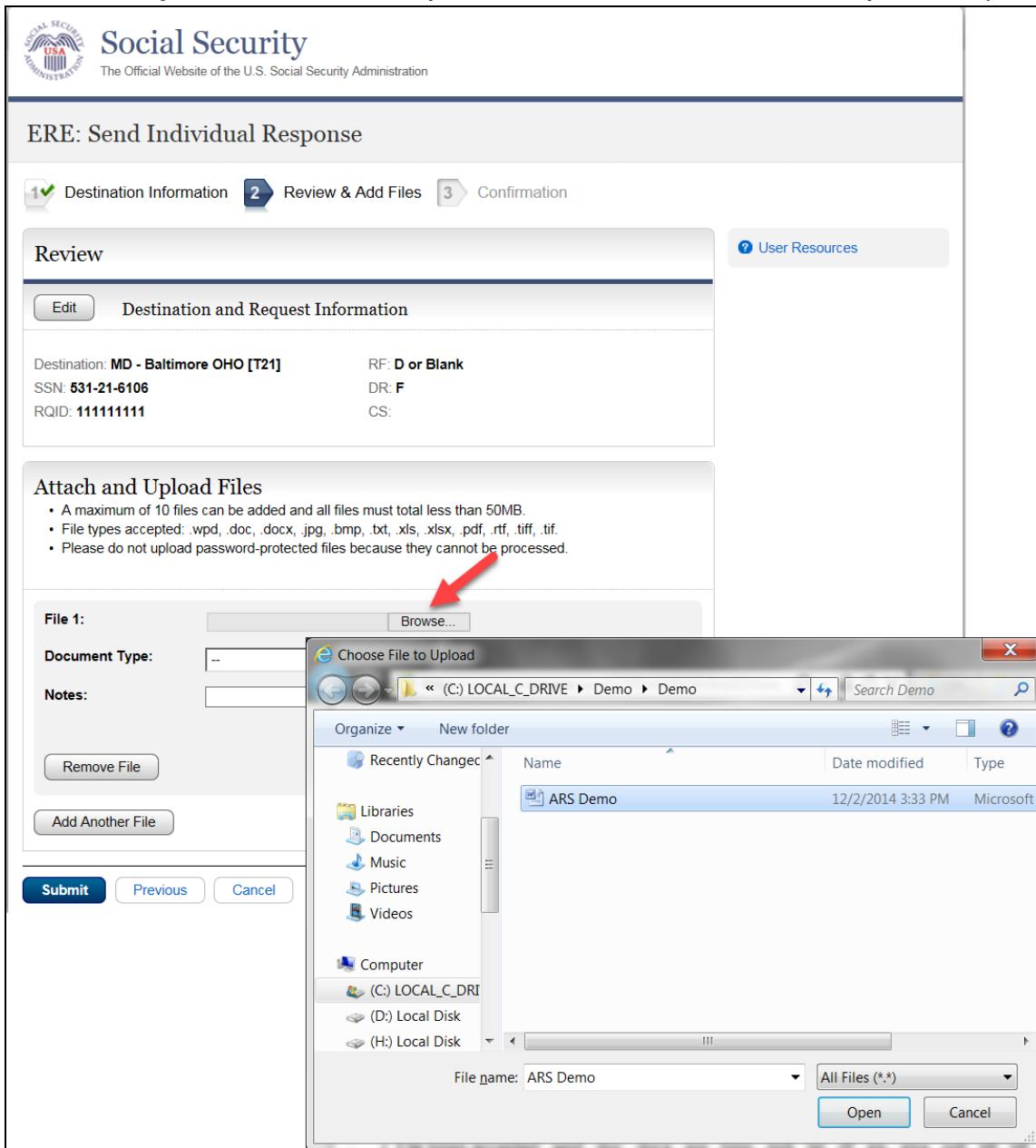
Next **Cancel**



RQID: 0000000000000000000019059 SITE: Y28 DR: F
SSN: DOCTYPE: 0001 RF: D CS: 5e3f

Step 3: Attach and Upload Files

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



The screenshot shows the Social Security ERE: Send Individual Response page. At the top, the Social Security logo and the text 'The Official Website of the U.S. Social Security Administration' are visible. Below this, the page title 'ERE: Send Individual Response' is displayed, along with a progress bar showing 'Destination Information' (step 1), 'Review & Add Files' (step 2, highlighted in blue), and 'Confirmation' (step 3). The 'Review' section shows destination information: 'Destination: MD - Baltimore OHO [T21]', 'RF: D or Blank', 'SSN: 531-21-6106', 'DR: F', 'RQID: 11111111', and 'CS:'. The 'Attach and Upload Files' section contains instructions: '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.', and 'Please do not upload password-protected files because they cannot be processed.' A red arrow points to the 'Browse...' button in the 'File 1:' field. The 'Choose File to Upload' dialog box is overlaid, showing the file 'ARS Demo' selected for upload. The dialog box includes fields for 'File name' (set to 'ARS Demo') and 'Type' (set to 'Microsoft Word Document').

- Select the **Browse** 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**.

Sign Out Text Size Accessibility Help

 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

[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: Q:\ERETESTDOC.doc

Document Type:

Notes:

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.

Sign Out | Text Size | Accessibility Help

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

>User Resources

Thank you for your submission

Individual Response Submission - Tracking Information

Tracking Number: **164F74F071744254N**

Submitted on: 08/01/2018 at 05:05 PM EDT

Please retain your tracking number in case there are errors or problems that prevent us from processing your submission.

[Print this page](#)

Submission Summary
Tracking Information

Destination and Request Information

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

Uploaded File(s)

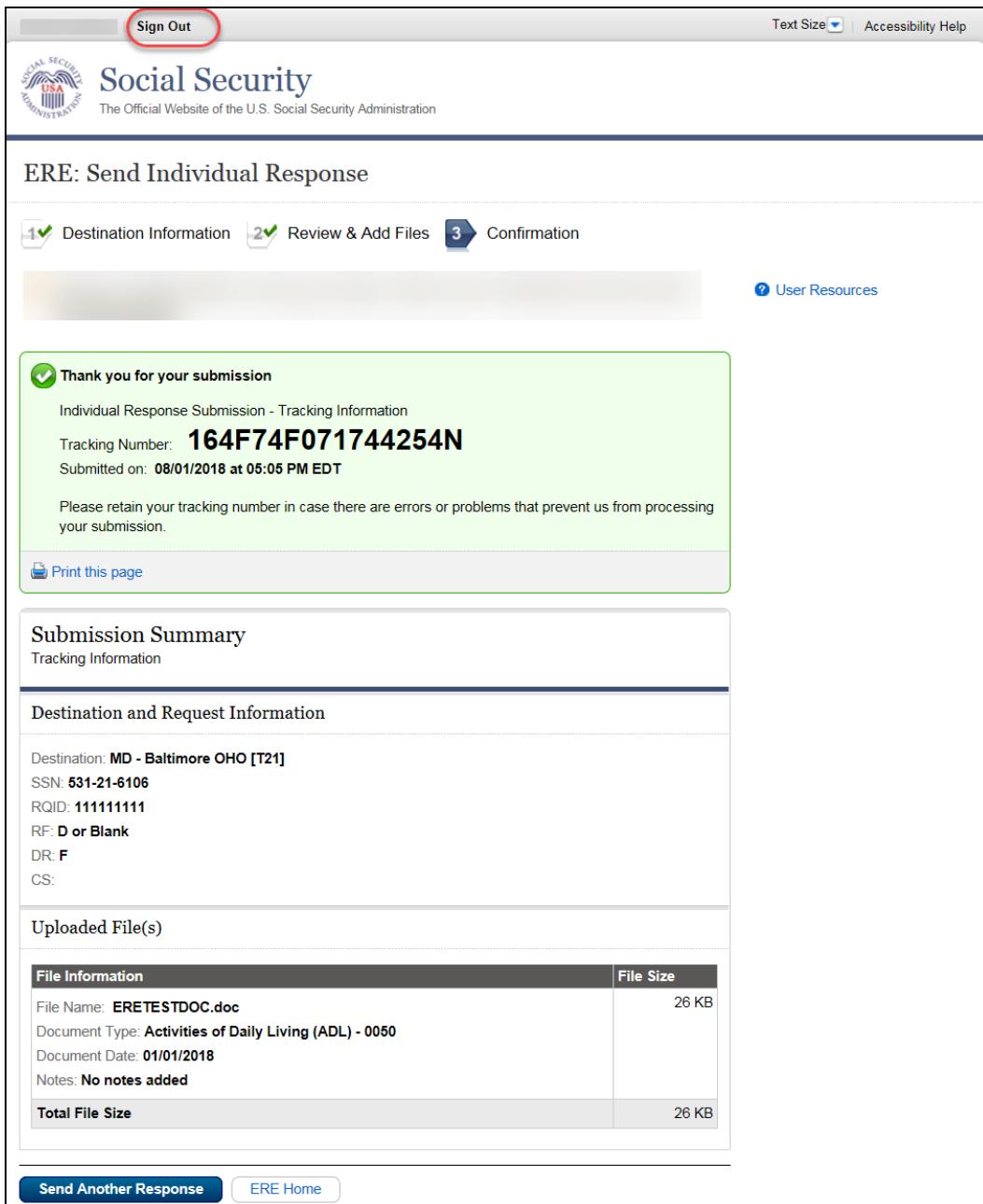
File Information	File Size
File Name: ERETESTDOC.doc Document Type: Activities of Daily Living (ADL) - 0050 Document Date: 01/01/2018 Notes: No notes added	26 KB
Total File Size	26 KB

[Send Another Response](#) [ERE Home](#)

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.



The screenshot shows the Social Security ERE website. At the top, the Social Security logo and the text "The Official Website of the U.S. Social Security Administration" are visible. The "Sign Out" button in the top left corner is circled in red. The main content area shows a "Thank you for your submission" message with tracking information: Tracking Number **164F74F071744254N**, Submitted on **08/01/2018 at 05:05 PM EDT**. It also includes a note to retain the tracking number for processing issues. A "Print this page" button is located below this message. Below this, the "Submission Summary" section contains "Destination and Request Information" with fields for Destination (MD - Baltimore OHO [T21]), SSN (531-21-6106), RQID (111111111), RF (D or Blank), DR (F), and CS. The "Uploaded File(s)" section shows a table with one file: ERETESTDOC.doc (26 KB). At the bottom, there are "Send Another Response" and "ERE Home" buttons.

File Information	File Size
File Name: ERETESTDOC.doc Document Type: Activities of Daily Living (ADL) - 0050 Document Date: 01/01/2018 Notes: No notes added	26 KB
Total File Size	26 KB

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.