

# **Electronic Records Express (ERE)**

## **User Guide for**

## **Contact ODAR Office**



**October 2015**

## **Table of Contents**

Contact ODAR Office Overview .....	2
Appointed Representative Services Main Menu .....	2
ERE Home Page.....	3
Destination & Message Information .....	3
Attach & Upload Files.....	5
Tracking Information .....	5

## Contact ODAR Office Overview

The **Contact ODAR Office** feature allows external users to securely send one-way communications to a specific Hearing Office (HO). All communications sent through **Contact ODAR Office** go directly to an administrative mailbox of the selected HO.

**Contact ODAR Office** is intended for *non-case* related communications, such as a change of address for a representative or a representative's schedule. **Contact ODAR Office** is NOT to be used to send electronic evidence to the HO. Any *case-related* documents MUST be submitted via the **Send Individual Response** feature in Electronic Records Express (ERE) or by fax or mail.

## Appointed Representative Services Main Menu

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

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

### Appointed Representative Services

#### 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
- Contact ODAR Office
- Get Status Reports

[Enter ERE](#) 

#### Registration

Internet Registration for Appointed Representative Services is currently unavailable while we improve the online registration process. Please complete the paper form SSA-1699 to register for Direct Pay or to update your information, and fax it to 1-877-268-3827.

#### Manage Account

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

[Log Out](#)

## ERE Home Page

Select the **Contact ODAR Office** link in the **Messaging Functions** section.

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

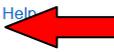
Electronic Records Express (ERE) OMB No. 0960-0618  
Paperwork Reduction Act

**System Notices (3)** - Updated: 07/11/2012      **What's New?** - Updated: 03/15/2015

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 ODAR Office

**Evidence Functions** ? Help

- Send Individual Response
- Track Status of Submissions

**Account Functions** ? Help

- Manage Your Email Notifications

**Help & Support**

Email:  
[EETechSupport@SSA.gov](mailto: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.

[Return to Appointed Representative Services](#)

## Destination & Message Information

- Select the **Site Code** or **State** radio button. If you select Site Code, type the ODAR site code into the blank field.

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

ERE: Contact ODAR Office

**Destination & Message Information** ? User Resources

Select destination by: ? More Info

Site Code     State

Site Code:

- If you select the **State** radio button, choose the appropriate **State** and **Destination** from the drop-down menus.
- Select the **Enter** button.

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

ERE: Contact ODAR Office

Destination & Message Information [? User Resources](#)

Select destination by: [? More Info](#)

Site Code  State

State:

Destination:

- Enter the **Subject** of the communication.

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

ERE: Contact ODAR Office

Destination & Message Information [? User Resources](#)

Select destination by: [? More Info](#)

Site Code  State

Site Code: T21

State: MD-Maryland

Destination: MD - Baltimore ODAR [T21]

Subject:

## Attach & Upload Files

You may send *non-case related* documents to ODAR.

- To attach a document, use the **Browse** button to select the file to send.
- To send additional files, select **Add File**. You may send up to 10 files; the files cannot exceed a total of 5 megabytes in size.
- You may type a custom message in the **Your Message** box.
- Select the **Submit** button to send your message.

**Attach and Upload Files**

- A maximum of 10 files can be added and all files must total less than 5 MB
- File types accepted: .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, .tif, .zip

**File 1:**  **Browse...** 

**Delete**

**Add File**

**Your Message:**  
(16,000 characters maximum)

Characters remaining: 16000

**Submit** **Cancel**

**NOTE:** Do not upload documents containing macros (i.e., a set of instructions or scripts that automates tasks). They may cause system problems and you will have to resubmit.

## Tracking Information

You should receive a confirmation screen acknowledging that SSA has received your submission. 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 ODAR) after you exit this page.



## ERE: Contact ODAR Office



**Thank you for your submission.**

Contact ODAR Office - Tracking Information.

Tracking Number: **14A788986C8F7871N**

Submitted on: Tue Dec 23 14:04:46 EST 2014

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

[Print this page](#)

[User Resources](#)

### Submission Summary

Tracking Information

#### Destination & Message Information

Slate: **MD-Maryland**

Destination: **MD - Baltimore ODAR [T21]**

Subject: **Message to ODAR**

#### Attached Files

File Name	File Size
text.txt.docx	12 KB
<b>Total File Size:</b>	12 KB

[Send Another Message](#)

[ERE Home](#)

To submit another message to an ODAR Hearing Office, select the **Send Another Message** button.

If you are done, select the **ERE Home** button.

## 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
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.