

Electronic Records Express (ERE)

User Guide for

Send Individual Responses



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Table of Contents

Overview	2
Requirements for Access to the Electronic Folder	2
Logging into the Appointed Representative Services	2
Appointed Representative Services Main Menu	3
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

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, a Rep 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 www.socialsecurity.gov/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.

Social Security Online
www.socialsecurity.gov

Business Services Online
BSO Welcome | BSO Information | Keyboard Navigation

HELP

Log In to Online Services

Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

New User?
You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

To create new account you will need to:

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

Existing User?
Please log in below:

User ID:

Password:

[Forgot user ID?](#)

[Forgot your password?](#)

User Certification:
I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.

I have read & agree to these terms.

Log In

Appointed Representative Services Main Menu

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

Select **Enter ERE**.

The screenshot shows the top of the Social Security Administration website. The header includes the SSA logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below the header is a section titled "Appointed Representative Services". This section is divided into two main areas. On the left, under "Electronic Records Express (ERE)", there is a list of services: "Access Claimant's Electronic Folder", "Send Individual Response", "Contact ODAR Office", and "Get Status Reports". Below this list is a button labeled "Enter ERE" with a red arrow pointing to it from the right. On the right side of the "ERE" section is a "Manage Account" box with three links: "View / Edit Account Info", "Change Password", and "Disable Account". Below the "ERE" section is a "Registration" section with a message stating that internet registration is currently unavailable and provides instructions to complete a paper form SSA-1699. At the bottom left of the page is a "Log Out" button.

How to Use Send Individual Response

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

The screenshot shows the "Electronic Records Express (ERE)" page. The header includes the SSA logo and the text "Social Security The Official Website of the U.S. Social Security Administration". In the top right corner, it says "OMB No. 0960-0618 Paperwork Reduction Act". The main content area is titled "Electronic Records Express (ERE)". It features several sections: "System Notices (3) - Updated: 07/11/2012" with a link to "Sign Up for Email/Text ERE System Notifications"; "What's New? - Updated: 03/15/2015"; "Electronic Folder Functions" with links for "Access Claimant's Electronic Folder", "Pick Up Files", and "Get Status Reports"; "Messaging Functions" with a link for "Contact ODAR Office"; "Evidence Functions" with a link for "Send Individual Response" (highlighted with a red box) and "Track Status of Submissions"; and "Account Functions" with a link for "Manage Your Email Notifications". On the right side, there is a "Help & Support" section with contact information: "Email: EETechSupport@SSA.gov" and "Call Us (toll free): 1-866-691-3061". Below this is a "User Resources" link and a security notice: "For your security, please log out and close all Internet windows when you are finished." At the bottom left, there is a blue button labeled "Return to Appointed Representative Services".

Step 2: Barcode Information

From the barcode provided by ODAR, 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

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

ERE: Send Individual Response

1 Destination Information 2 Review & Add Information 3 Confirmation

Enter Destination and Request Information

Please refer to your request letter or barcode to complete this information.

[User Resources](#)

Select destination by: [More Info](#)

Site Code State

Site Code: T21
State: MD-Maryland
Destination: MD - Baltimore ODAR [T21]

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:



Social Security Number – A unique identifier of the claimant. Enter this value for the "SSN" field on the website.

Request ID – A unique identifier for this case. Enter this value for the "RQID (Request ID)" field on the website.

Site – Identifies which DDS/ODAR office/site should receive this evidence. Refer to this value when making your selection for the "Destination" field on the website. Each value in the dropdown contains the site description along with the respective site code.

Checksum (CS) – A hash code used to validate user input. Enter this value for the "CS" field on the website.

Document Retention (DR) – One of two values used to determine the routing of submitted evidence. Select this value for the "DR" field on the website.

Routing Field (RF) – One of two values used to determine the routing of submitted evidence. Select this value for the "RF (Routing Field)" field on the website.

Step 3: Attach and Upload Files

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

The screenshot displays the Social Security Administration's 'ERE: Send Individual Response' interface. The page is titled 'Social Security' and 'The Official Website of the U.S. Social Security Administration'. The main heading is 'ERE: Send Individual Response'. Below this, there are three steps: 1. Destination Information (checked), 2. Review & Add Information (active), and 3. Confirmation. The 'Review' section shows 'Destination Information' with fields for Destination (MD - Baltimore ODAR [T21]), SSN (531-21-6106), RQID (11111111), RF (D or Blank), DR (F), and CS. Below this is the 'Attach and Upload Files' section, which includes 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, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, .tif', and 'Please do not upload password-protected files because they cannot be processed.' A red arrow points to the 'Browse...' button. An inset window titled 'Choose File to Upload' shows a file explorer view of '(C:) LOCAL_C_DRIVE > Demo > Demo' with a file named 'ARS Demo' selected. The 'File name' field at the bottom of the window contains 'ARS Demo' and the file type is set to 'All Files (*.*)'. The 'Open' button is highlighted.

- 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 File**.

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

ERE: Send Individual Response

1 ✓ Destination Information 2 **Review & Add Information** 3 Confirmation

Review [? User Resources](#)

Destination Information

Destination: **MD - Baltimore ODAR [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, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, .tiff.
- Please do not upload password-protected files because they cannot be processed.

File 1:

Document Type:

Notes:

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 ODAR) after you exit this page.



Social Security

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

ERE: Send Individual Response

1 ✓ Destination Information 2 ✓ Review & Add Information 3 Confirmation

✓ **Thank you for your submission**

Individual Response Submission - Tracking Information

Tracking Number: **14A7221B877B94E2N**

Submitted on: **12/22/2014 at 08:13 AM EST**

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 and Request Information

Destination: **MD - Baltimore ODAR [T21]**
SSN: **111-11-1111**
RQID: **111111111111**
RF: **D or Blank**
DR: **F**
CS:

Uploaded File(s)

File Information	File Size
File Name: TEST DOCUMENT FOR ERE CONNECTIVITY.docx	12 KB
Document Type: Medical Evidence of Record (MER)-0001	
Treatment Source: Test	
Treatment Date Range: 01/01/2014 to 10/15/2014	
Notes: No notes added	
Total File Size	12 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.

Susan Kin | **Sign Out** Text Size | Accessibility Help

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

ERE: Send Individual Response

1 Destination Information 2 Review & Add Information 3 Confirmation

Thank you for your submission.

Individual Response Submission - Tracking Information.

Tracking Number: **12E5G203C4AFEDG6**

Submitted on: **09/29/2013 at 04:16 PM ET**

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 and Request Information

Destination: **MD - Baltimore ODAR [T21]**
SSN: **000-00-0701**
RQID: **00000024156125**
RF: **P**
DR: **F**
CS: **01**

Uploaded File(s)

File Information	File Size
File: MarySim-NeuroReport.doc	100 KB
Document Type: Medical Evidence of Record (MER)	
Treatment Source: Sam Angulara	
Date: 09/05/2013 to 09/06/2013	
Notes: No notes added	
Total File Size:	100 KB

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

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.