

User Guide for Secure Messaging



Office of Disability Determinations

October 2015

Electronic Records Express (ERE): Secure Messaging

Instructions for Secure Messaging

The Secure Messaging function allows registered **Electronic Records Express (ERE)** users to exchange confidential messages and sensitive documents. Only registered users can send and receive secure messages, and messages can only be sent to other registered users (no forwarding to external email addresses). Messages and documents are stored in a central repository on a protected system within the SSA network. All messages and documents are scanned for virus infection before processing.

Electronic Records Express sends email notices to users via a Secure Message. The email notification contains a link to the **Electronic Records Express** website. You must log into the ERE to retrieve the message. **Messages have a limited lifetime of 20 days from creation date.**

Doctor Wong | [Sign Out](#) Text Size Accessibility Help

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

Electronic Records Express (ERE) OMB No. 0960-0753
[Paperwork Reduction Act](#)

[System Notices\(3\)](#) - Updated: 12/30/2014 [What's New?](#) - Updated: 03/15/2015

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

Evidence Functions [Help](#)

- [Access Electronic Requests](#)
- [Send Individual Response](#)
- [Send CE Report](#)
- [Send CE No Show Response](#)
- [Review / Submit Prepared Requests](#)
- [Track Status of Submissions](#)
- [Teacher Questionnaire \(PDF\)](#)

Account Functions [Help](#)

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

Messaging Functions [Help](#)

- [Secure Messaging](#)

Payment Functions [Help](#)

- [Submit Payment Request](#)

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.

Select the **Secure Messaging** link from the **Electronic Records Express Home** page to view the **Secure Messaging Inbox**.

Please note that you are responsible for information submitted on the ERE website when using your ERE User ID and password. Never share your ERE User ID or password with others.

Electronic Records Express (ERE): Secure Messaging

Secure Messaging – Inbox

The screenshot shows the user interface for the ERE Secure Messaging inbox. At the top, it displays the user's name 'Doctor Wong' and a 'Sign Out' link. There are also links for 'Text Size' and 'Accessibility Help'. The Social Security Administration logo and name are prominently displayed. Below this, the page title is 'ERE: Secure Messaging'. On the left side, there is a navigation menu with links for 'ERE Home', 'Compose', and 'Folders'. Under 'Folders', there are links for 'Inbox (1)', 'Pending', 'Drafts', 'Sent', and 'Blocked'. At the bottom of the left menu is a 'User Resources' link. The main content area is titled 'Inbox' and contains the text 'Your messages are delivered here.' Below this is a table with one message entry. The table has columns for 'From', 'Subject', 'Received (ET)', 'Expires (ET)', and 'Size'. The message is from 'Doe, John' with the subject 'Scheduled Appointment', received on '01/10/2015', and expires on '01/30/2015'. The size is '156 KB'. Below the table is a 'Delete Selected' button.

Doctor Wong | [Sign Out](#) | [Text Size](#) | [Accessibility Help](#)

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ERE: Secure Messaging

[ERE Home](#)
[Compose](#)

Folders

- [Inbox \(1\)](#)
- [Pending](#)
- [Drafts](#)
- [Sent](#)
- [Blocked](#)

[User Resources](#)

Inbox

Your messages are delivered here.

			From	Subject	Received (ET)	Expires (ET)	Size
<input type="checkbox"/>			Doe, John	Scheduled Appointment	01/10/2015	01/30/2015	156 KB

[Delete Selected](#)

View an Individual Message:

To view an individual message, select the hyperlink of the message you would like to view in the **Subject** column.

Electronic Records Express (ERE): Secure Messaging

Reply to a Message:

- Use the **Reply**, **Reply to All**, or **Forward** button to respond to the message. Follow the instructions for **Compose and Send a Message** below to send the message; or
- Choose the **Delete** button to delete the message; or
- To view another message, select **Check Mail** or **Mailbox Home**. **Viewed messages remain in the Inbox until they are automatically deleted (20 days from creation date) or manually deleted.**

Secure Messaging – Message

Doctor Wong | Sign Out Text Size | Accessibility Help

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ERE: Secure Messaging

[ERE Home](#)
[Compose](#)

Folders

- [Inbox](#)
- [Pending](#)
- [Drafts](#)
- [Sent](#)
- [Blocked](#)

[User Resources](#)

Subject: Scheduled Appointment

From: Doe, John
To: Wong, Doctor
CC:

Attachments:
[CE_NoShow_Payment.doc](#)

Message: This is a copy of the CE No Show Payment.

[Reply](#) [Reply to All](#) [Forward](#) [Delete](#)

Compose and Send a Message:

- You may respond directly to a received message by choosing the **Reply**, **Reply to All** or **Forward** button.
- If composing a new message select the **Compose** link. The form for creating a new message displays.

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Electronic Records Express (ERE): Secure Messaging

Compose Message

The screenshot shows the 'Compose Message' interface on the Social Security Administration's ERE website. At the top, it displays 'Doctor Wong | Sign Out' and 'Text Size | Accessibility Help'. The Social Security Administration logo and name are prominently featured. The main heading is 'ERE: Secure Messaging'. On the left, there is a navigation menu with links for 'ERE Home', 'Compose', and 'Folders' (Inbox, Pending, Drafts, Sent, Blocked). Below the menu is a 'User Resources' button. The main content area is titled 'Compose' and includes fields for 'To:', 'Cc:', 'Subject:', and 'Importance:'. A 'Search Contacts' button is located below the 'Cc:' field. There is a file upload section with a 'File 1:' label, a 'Browse...' button, and 'Delete' and 'Add File' buttons. Below this is a large text area for 'Your Message:' with a 'Characters remaining: 1000000' indicator. At the bottom, there are three buttons: 'Send', 'Save as Draft', and 'Cancel'.

- Enter the destination recipient(s) in the **To:** and/or **Cc:** fields. (You can only send Messages to registered users of Secure Messaging.)
 - The easiest way to enter a recipient is by selecting the **Search Contacts** button. This opens up to a light box and it allows you to filter by a user's first or last name. (You can only send Messages to registered users displayed in this list.)

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Electronic Records Express (ERE): Secure Messaging

Doctor Wong Sign Out Text Size Accessibility Help

Search Contacts

Enter your contact's first or last name, or location and click the **Apply** button. Click the **To** or **CC** button to include them in the **To** or **CC** fields of your message. Lastly, click **Add** to return to your message.

Filter By:
CESS
Name

Action	Name	City	State
<input type="button" value="To"/>	User, CESS	Silver Spring	MD
<input type="button" value="Cc"/>			

To

Cc

- Search for the name using the **Filter By** text box. As you type the name in the box, you advance to the corresponding location in the list.
 - Highlight the name of the user you are sending a message to and insert it in either the **To:** box or the **Cc:** box by selecting the **To:** or **Cc:** button on the search window.
 - Repeat this step until you have entered all desired destination recipients
 - Select **Add** to include the selected recipients in your message.
- Enter a **Subject**, and then select the level of **Importance** from the drop-down list.
 - Attach files as necessary.

Note: A maximum of 10 files may be sent by selecting the **Add File** button and repeating the previous steps.

SSA's Electronic Records Express website accepts the following file formats: **.wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, xlsx, .pdf, .tiff, .tif.**

Do not upload documents containing macros (i.e., a set of instructions or scripts that automates tasks). They may cause system problems, which will require you to re-submit your documents without macros.

- Enter any text message that needs to be included in the large text box.
- The overall size of the message cannot exceed 51 MB (50MB total for file attachments and 1MB for message text).

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Electronic Records Express (ERE): Secure Messaging

- Send the message by selecting the **Send** button. Or, you can save an unfinished message for later by selecting the **Save as Draft** button. (Creating a draft message starts the 20-day lifespan of the message.)
- A copy of the sent message is saved in the **Sent** folder.

Compose Message – Confirmation

Doctor Wong | Sign Out | Text Size | Accessibility Help

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ERE: Secure Messaging

You successfully submitted the message.

You will be notified via email if there are any errors in sending this message. It will be held in the Pending folder until processing is complete. If any attachment carries a virus, the message will be moved to your Blocked folder.

The message will expire on 01/30/2015.

[ERE Home](#)
[Compose](#)

Folders

- [Inbox](#)
- [Pending \(1\)](#)
- [Drafts](#)
- [Sent](#)
- [Blocked](#)

[User Resources](#)

Inbox

Your messages are delivered here.

<input type="checkbox"/>			From	Subject	Received (ET)	Expires (ET)	Size
<input type="checkbox"/>			Doe, John	Scheduled Appointment	01/10/2015	01/30/2015	156 KB

[Delete Selected](#)

View Blocked Messages:

Blocked messages are messages the user attempted to upload with an attachment in which the **Electronic Records Express** virus scan found a suspected virus. Quarantined messages are blocked from transmission and the suspected file is deleted. In addition to the benefit of knowing about the suspected file, users need to know that the message has been blocked.

- Select the **Blocked** link. The blocked messages list displays.
- To take action on the message:
 - To delete the message, select the checkbox next to the message and select the **Delete** button.

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Electronic Records Express (ERE): Secure Messaging

NOTE: Do not upload documents containing macros (i.e., a set of instructions or scripts that automates tasks). They may cause system problems, which will require you to re-submit your documents without macros.

Access Keys

This application 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
Delete	l
Send	s
Save as Draft	r
Reply	r
Replay All	y
Forward	w
Apply	y
To	t
Cc	c
Add	a
Skip Folder Menu	m
User Resources	u

Other keyboard commands, hotkeys or access keys will vary based upon browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note: To use these keys select the “Alt” or “Ctrl” button on your keyboard and the access key simultaneously.

Electronic Records Express (ERE): Secure Messaging

How to Get Important Information about Electronic Records Express Website Availability

You may subscribe to receive ERE website availability notifications through the GovDelivery services on the Social Security Administration's Electronic Records Express internet website: [Social Security Online: Electronic Records Express](#). Please see the following website for GovDelivery FAQs: <https://subscriberhelp.govdelivery.com/hc/en-us>

To subscribe to the ERE website availability notification, follow these instructions:

- Click “**Sign Up for Email/Text ERE System Notifications**” on the Electronic Records Express Home Page,
- Type your email address and select **Submit**
- Confirm your email address
- Select “Send updates immediately by email.”
- Choose an optional password
- Select **Submit**
You will receive a “Success” confirmation.
- Select **Close** to exit.

****Once you have subscribed, you will receive a Subscription Acknowledgement e-mail with instructions on how to update your user profile****