Electronic Records Express (ERE)

User Guide for

Sending Individual Responses

August 2018

Table of Contents

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**.

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**.
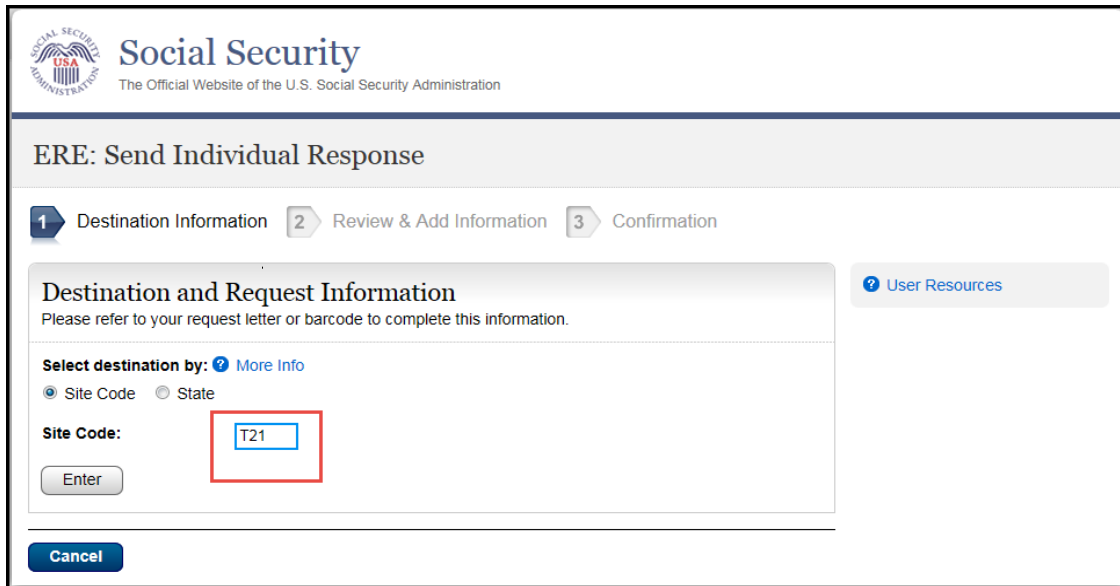

NOTE: You will need to have the barcode to enter information in the next few steps. The illustration below will help you find the necessary information on the barcode.

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**

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.
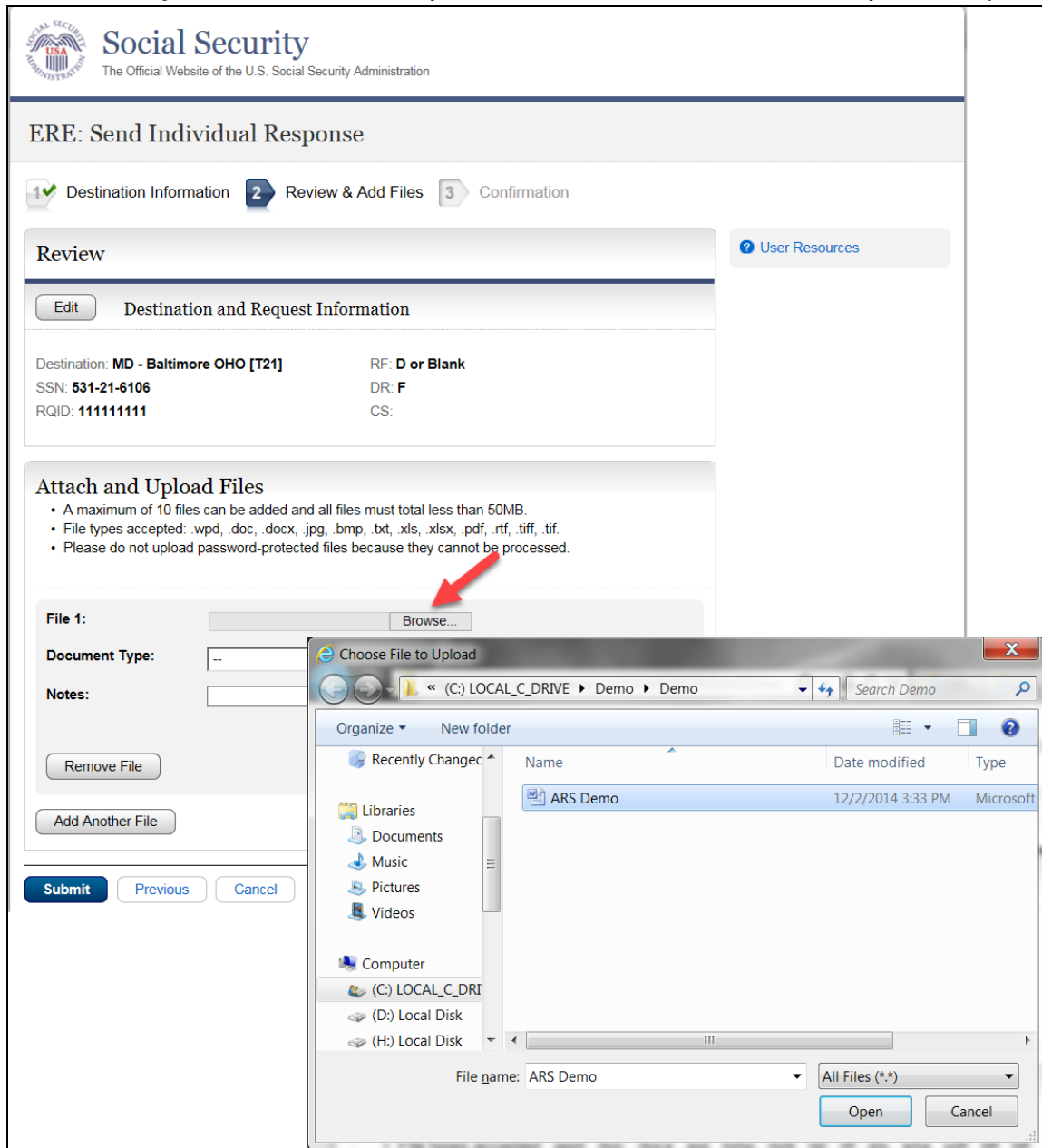
Select **Next**.

Step 3: Attach and Upload Files
In the **Attach and Upload Files** section, you can send electronic files from your computer.

- Select the **Brow**se 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**.

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.

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.

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.