

# **Electronic Records Express (ERE)**

## **User Guide for**

## **Sending Individual Responses**



**August 2018**

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## 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 Social Security Administration's Electronic Records Express (ERE) website. At the top left is the SSA logo. The main header reads "Social Security" and "The Official Website of the U.S. Social Security Administration". Below this, the page title is "Electronic Records Express (ERE)". On the right side, there is a notice: "OMB No. 0960-0753 Expires 08/31/2015" and a link to the "Paperwork Reduction Act".

The main content area is divided into two columns. The left column is titled "Sign In" and contains an "Acknowledgement for Website Access" section. It states: "I understand that the Social Security Administration will validate the information I provide against the information in Social Security Administrations systems." Below this, it says "I certify that:" followed by a list of terms and conditions:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my Username.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this Username.

Below the terms, it says: "By entering your Username, Password and clicking on the 'Sign In' button, you certify that you have read, understand and agree to the above statements."

The login form is highlighted with a red box and contains the following fields and buttons:

- \*Username :
- \*Password :
- 
- 

The right column is titled "Help & Support" and contains the following text:

If you need assistance with the Electronic Records Express Website, please contact us.

Email: [EETechSupport@ssa.gov](mailto:EETechSupport@ssa.gov)


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

**Your privacy is important.** For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

**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](mailto: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](mailto:oho.hq.rep.mail@ssa.gov).

## How to Use Send Individual Response

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



# 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(0)** - System Notice Updated: 08/06/2018  
[Sign Up for Email ERE System Notifications](#)

**What's New?** - What's New Updated: 10/12/2016

### 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.

### 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](#)

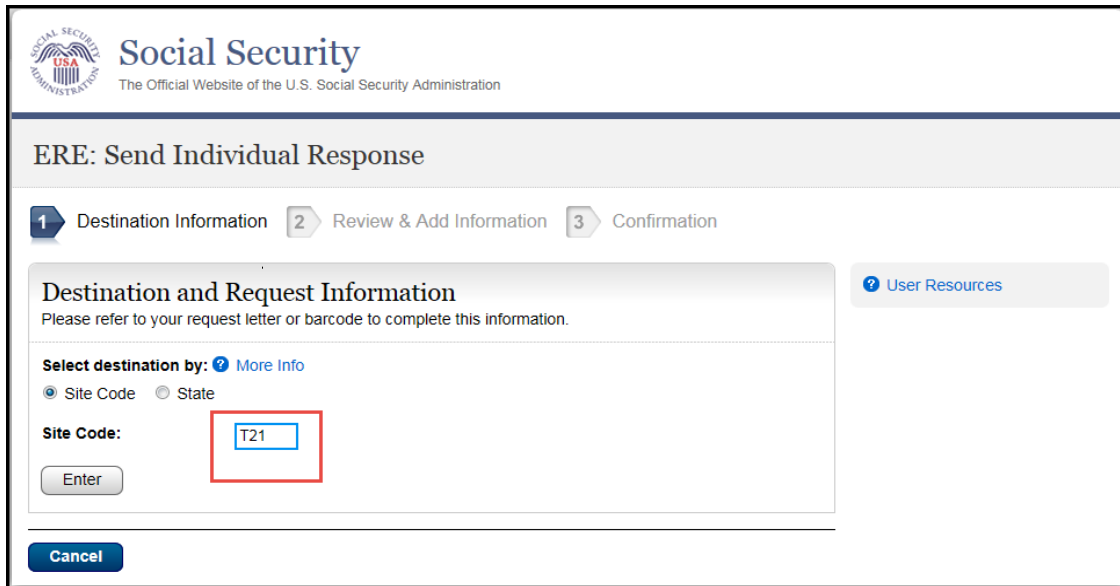
- Contact OHO Office

**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**



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

### ERE: Send Individual Response

1 Destination Information 2 Review & Add Information 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:

Enter

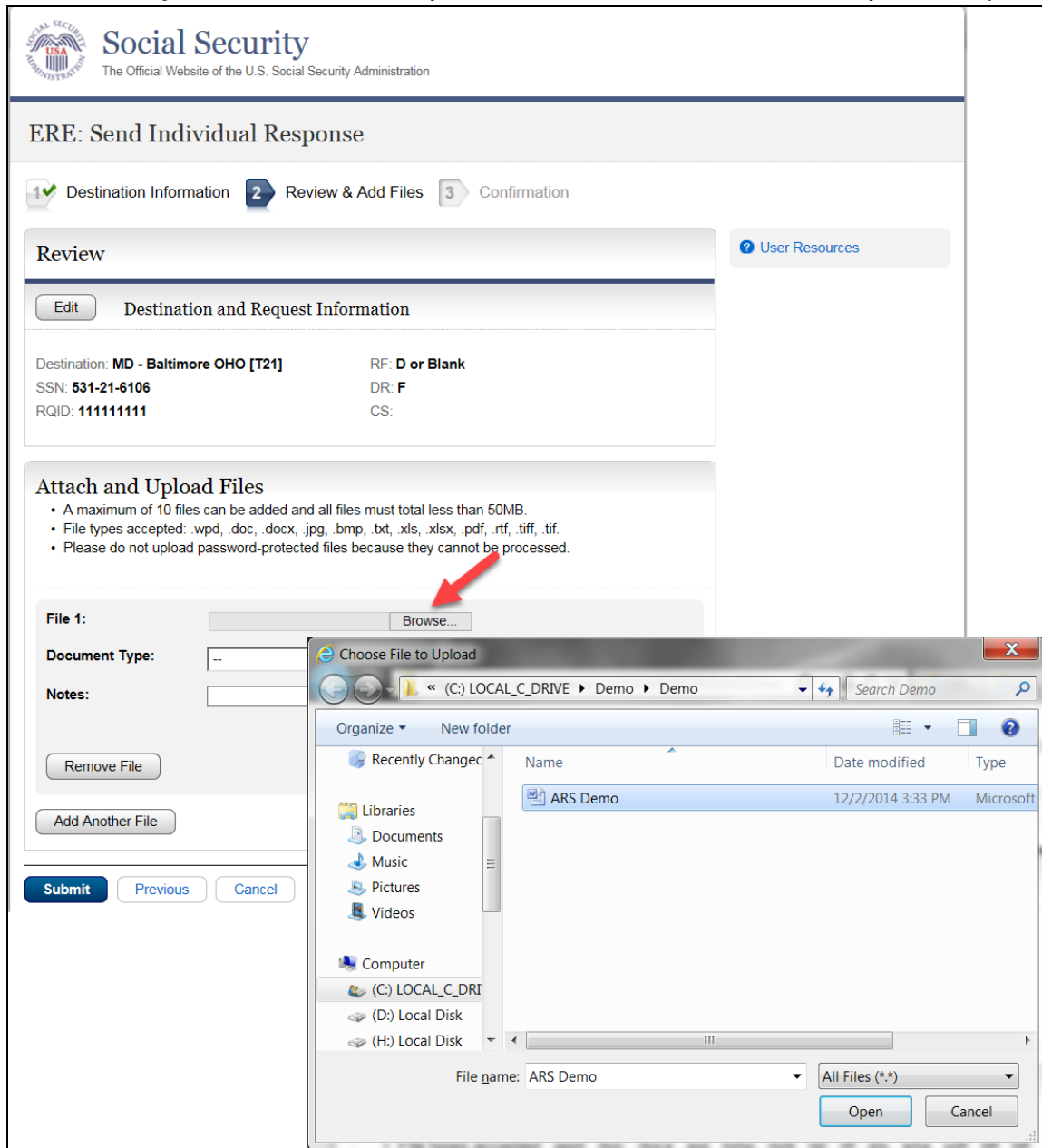
[User Resources](#)

Cancel



### Step 3: Attach and Upload Files

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



- 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

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### ERE: Send Individual Response

1 ✓ Destination Information 2 Review & Add Files 3 Confirmation

#### Review

[User Resources](#)

[Edit](#) Destination and Request Information

Destination: <b>MD - Baltimore OHO [T21]</b>	RF: <b>D or Blank</b>
SSN: <b>531-21-6106</b>	DR: <b>F</b>
RQID: <b>111111111</b>	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:  [Browse...](#)

Document Type:

Notes:

[Remove File](#)

[Add Another File](#)

[Submit](#) [Previous](#) [Cancel](#)




## 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

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### 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

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

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[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.

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

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### ERE: Send Individual Response

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[User Resources](#)

**Thank you for your submission**

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Tracking Information

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SSN: **531-21-6106**  
RQID: **111111111**  
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[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:

<b>.wpd</b>	<b>.doc</b>	<b>.txt</b>
<b>.pdf</b>	<b>.xls</b>	<b>.jpg</b>
<b>.bmp</b>	<b>.tiff</b>	<b>.tif</b>
<b>.docx</b>	<b>.rtf</b>	<b>.mdi</b>
	<b>.xlsx</b>	

## Access Keys

ERE contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

<b>Button/Link</b>	<b>Access Key</b>
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.