User Guide for Track Status of Submissions

Office of Disability Determinations

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Electronic Records Express (ERE): Track Status of Submissions

Instructions for Track Status of Submissions

<u>Overview</u>

The Electronic Records Express (ERE) **Track Status of Submissions** application allows you to track the status of your submissions. You can select from multiple search criteria: **Tracking Number, Request ID (RQID), Claimant's SSN, Date** of submission and **Status** of submission.

The Track Status of Submissions application is comprised of the following pages:
- **Search** Screen
- **Results** Screen
- **Details** Screen

<u>Search Screen</u>

You may search for information about files submitted within the past 180 calendar days after entering one or more of the following criteria on the **Search Submissions** page:

1. **Tracking Number** – The **Tracking Number** is a unique number assigned to a submission. When searching by a Tracking Number, all other fields are disabled.

2. **RQID (Request ID)** - The **RQID** is a unique identifier located on the request letter near or on the barcode. When searching by **RQID**, all other fields are disabled. The **RQID** is case sensitive.

3. **Claimant's SSN** - You can search using the individual's Social Security Number (**SSN**).

4. **Date, Status or Site**.

- **Date** - use the **Date** search and choose one of the following **Date** options:
  - **Last 45 days** - Searches submissions within the last 45 days
  - **Single day** (date must be within 180 calendar days from the current date)
    - **Date of Submission**
    - **Start Time** (Eastern Time)
    - **End Time** (Eastern Time)
  - **Date Range** (date must be within 180 calendar days from the current date)
    - **From Date** – The start date for your search
    - **To Date** – The end date for your search
- **Status** - Search all your submissions within the past 180 calendar days or choose one of the following statuses:
  - **Sent** – Search your successful submissions within the past 180 days
  - **Error** – Search your failed submissions within the past 180 days
  - **Contacted** – Search your submissions that required ERE Tech Support to contact you to resolve a problem with the original submission
- **Site** - Search all your submissions within the past 180 days by **Site** or narrow your search by choosing one of the following options:
  - **State** – searches your submissions for a specific State
  - **Site Code** – searches your submissions for a specific Site Code

Electronic Records Express (ERE): Track Status of Submissions

Note: The radio buttons for **Search by date** - **Last 45 Days**, **Search by status-All**, and **Search by site-All** are automatically selected after choosing the **Track Status of Submissions** link from the **Electronic Records Express Home** page.

Inquiry Results Page

The **Inquiry Results** page displays a list of your submissions from the past 180 calendar days that met the criteria you selected on the **Search Submissions** page. The list contains the following information about your submissions:

- **Tracking Number** – a unique number generated by ERE to identify your submission.

- **Date and Eastern Time** – The Date and Eastern Time your submission was uploaded to the website.

- **Status** – The status displayed in this column will be one of the following:
  - Sent – Your submission was successful
  - Error – Your submission failed
  - Contacted – A problem occurred with the original submission and ERE Tech Support contacted you to resolve the issue
  - Processing – Your submission is processing

- **Site Code** – The Site Code for your submission

- **Last 4 of SSN** – The last four digits of the individual's Social Security Number (SSN)

- **RQID** - Request ID

Note: Each column may be sorted in ascended or descending order by selecting the column heading.

Inquiry Results - Detail Page

The **Inquiry Results - Detail** page displays details of your submission from the Tracking Number selected from the Results screen.

The **Inquiry Results - Detail** screen displays the following submission information:
- **Tracking Number**
- **Submission Date and Eastern Time**
- **Submission Status**
- **Site Code**
- **Last 4 of SSN**
- **Number of Files Uploaded**
- **RQID (Request ID)**

- **Filename** – The name of your uploaded file, including the extension

- **File Status** - The status displayed in this column will be one of the following:
  - Sent – Your submission was successful
  - Error – Your submission failed

- Contacted – You were contacted by ERE Tech Support to resolve a problem with the original submission
- Processing – Your submission is processing

- **File Size** – The size of your file in bytes

Electronic Records Express (ERE): Track Status of Submissions

From the **Electronic Records Express Home** page, select **Track Status of Submissions** under the **Evidence Functions** heading.

Electronic Records Express Homepage- CE provider view

You may search by entering the **Tracking Number, Request ID, Claimant's SSN**, other **date** choices, submission **status**, or **site**. When searching submissions by **Tracking Number** or **Request ID**, all other fields are disabled.

Note: You can only search for information about your submissions within the past 180 calendar days.

Electronic Records Express (ERE): Track Status of Submissions

Search by Tracking Number

Note: If you search by **Tracking Number,** all other fields are disabled.

Step 1 – Enter the **Tracking Number** in the first block. The **Tracking Number** is the unique number assigned to your original submission.

Step 2 – Select the **Search** button.

Step 3 – View your search results on the **Inquiry Results** page. The search provides your submissions from the past 180 calendar days that match the **Tracking Number** you entered on the previous page. Select the **Tracking Number** hyperlink to go to the **Inquiry Results – Detail** page.

Electronic Records Express (ERE): Track Status of Submissions

Search by Request ID

Note: When searching by **RQID** (Request ID), all other fields are disabled.

Step 1 – Enter the **RQID** found on the request letter or barcode in the second block. The **RQID** field is case sensitive.

Step 2 – Select the **Search** button. Any files you submitted in the past 180 days with that **RQID** display on the **Inquiry Results** page.

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. 7

Electronic Records Express (ERE): Track Status of Submissions

Search by Claimant's SSN

Note: When searching by **Claimant's SSN** (Social Security Number), all other fields are disabled.

Step 1 – Enter the **Claimant's SSN** found on the request letter or barcode.

Step 2 – Select the **Search** button. Any files you submitted in the past 180 days with that **SSN** display on the **Inquiry Results** page.

Search by Date, Status or Site

Default Search
Step 1 – The **Last 45 Days** and **All** buttons are automatically selected. To searchyou're your submissions in the last 45 days, simply select the **Search** button.

Step 2 – All your submissions in the Last 45 Days display. You may sort the results in ascending or descending order by selecting of the underlined headings (**Tracking Number, Date and Eastern Time, Status, Site Code, Last 4 of SSN**, or **RQID**).

Step 3 – Select the **Tracking Number** to view the details of the submission. You may also select the **Prior Page** button to return to the **Search Submissions** page.

Electronic Records Express (ERE): Track Status of Submissions

Step 4 – View submission details. You may select **Prior Page** to return to **Inquiry Results** or **Start New Search** to begin a new search for submissions. You may sort the results in ascending or descending order by selecting an underlined heading (**Filename, File Status** or **File Size**).

Search by Submission Date, Status or Site

When searching by submission **date**, **status**, and **site**, you may choose any combination of **date**, **status,** and **site** searches. Note that your search results will only include your submissions from the past 180 calendar days.

Search by Date:

- **Last 45 Days** – Searches all your submissions from the last 45 days
- **Single Day** – Searches all your submissions from a single day (the date must be within the past 180 calendar days)
- **Date Range** – Searches all your submissions made in a date range (dates must be within past 180 calendar days)

Search by Status:

Electronic Records Express (ERE): Track Status of Submissions

- **All** – Searches all your submissions
- **Sent** – Searches your successful submissions
- **Error** – Searches your failed submissions
- **Contacted** – Searches all submissions that resulted in ERE Tech Support contacting you to resolve an issue

and

Search by Site:
- **State** – Searches all your submissions for a specific State.
- **Site Code** – Searches your submissions for a specific Site Code.

Step 1 –

- Select the option for the date to search - **Last 45 Days, Single Day, or Date Range**

- If you choose the **Single Day** option, you must enter the **Date of Submission** (MM/DD/YYYY). This date must be within the past 180 days.

- If you choose the **Date Range** option, you must enter the **From Date** (MM/DD/YYYY) and **To Date** (MM/DD/YYYY). These dates must be within the past 180 days.

Step 2 – Select the **status** search option: **All, Sent, Error**, or **Contacted.** (The **All** option defaults for you.)

Step 3 –
- Select the **site** search option: **All, State**, or **Site Code.** (The **All** option defaults for you.)

- If you choose the **State** option, you must select a State from the dropdown box.

- If you choose the **Site Code** option, you must select a site from the destination dropdown box. You may also type the site code in the **Site Code** box (example: V59). You can first choose the state from the **State** dropdown box that narrows your choices in the **Destination** dropdown box.

Step 4 – Select the **Search** button. If you have any submissions from the past 180 days that match your search criteria, these results are provided on the **Inquiry Results** page.

Step 5 – Select the **Tracking Number** to obtain the details of the submission

Electronic Records Express (ERE): Track Status of Submissions

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

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Search Results

❓ User Resources

Display submissions from the past 180 days. Select the Tracking Number to view status.

Tracking Number	Date	Time(ET)	Status	Site Code	SSN(Last 4)	RQID
13341C14C1BD19B4	10/26/2011	15:42 PM	Processing	V76	1111	1

Edit Search   New Search   ERE Home

Step 6 – View submission details. You may select **Back to Search Results** to return to the **Inquiry Results** page or **New Search** to return to the **Search Submissions** page.

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ERE: Track Status of Submissions

Tracking Number: **13341C14C1BD19B4**   RQID (Request ID): **1**

Submission Status: **Processing**   Site Code: **V76**

SSN (Last 4): **1111**   Number of User Uploaded Files: **5**

Submitted On: **10/26/2011 15:42 PM**

❓ User Resources

File Name	File Status	File Size
freeFormText.txt	Processing	4 bytes
827.doc	Processing	23 KB
eSignature.txt	Processing	577 bytes
	Processing	13 KB
	Processing	11 KB

ERE Home   Back to Search Results   New Search

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
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.

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