

**Medical and Vocational Expert
User Guide
for**

**ERE: Access to Claimant's
Electronic Folder**



May 2016

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Overview

This guide provides Medical and Vocational Experts (ME/ VEs) with detailed instructions for viewing and downloading exhibited evidence in claimant's electronic folders (eFolders).

Requirements for ERE eFolder Access

You meet the criteria for ERE eFolder access if you are a Medical or Vocational Expert (ME/VE) who has:

- Been awarded a Blanket Purchase Agreements (BPA) with the Social Security Administration (SSA)
- Received a favorable letter from the SSA Personnel Security & Suitability office
- Successfully registered for an Extra Security **my Social Security** account online through the ssa.gov official website
- Been assigned an Interrogatory and/or been scheduled to testify at a Hearing for a disability case

Signing into Electronic Records Express (ERE)

Sign into your ERE eFolder access account using this link - <https://secure.ssa.gov/ERECA/MEVE01View>.

You will sign in with the Username and Password you created when you registered for **my Social Security**. During sign-in, you must have handy the text-enabled cell phone you provided during **my Social Security** registration.


Sign In or Create an Account

OMB No. 0960-0789
Paperwork Reduction Act

New Users

You must be able to verify some information about yourself and:

- Have a valid E-mail address,
- Have a Social Security number,
- Have a U.S. mailing address, and
- Be at least 18 years of age.



You can only create an account using your own personal information and for your own exclusive use.

You cannot create an account on behalf of another person or using another person's information or identity, even if you have that person's written permission.

For example, you cannot create an account for another person:

- With whom you have a business relationship
- For whom you are a representative payee, or
- For whom you are an appointed representative.

Unauthorized use of this service may subject you to criminal or civil penalties, or both.

Create An Account ? Learn More

Existing Users

Username:

Forgot Username

Password:

Forgot Password

Sign In

Forgot Username or Password

If you have forgotten either your Username or Password, select the *Forgot Username* or *Forgot Password* link on the **Sign In** screen, and follow the instructions.

Extra Security Sign In

You will receive a security code on the text-enabled cell phone number you provided during your **my Social Security** registration. Enter the security code and submit.


NOTE: Delete the text message after it is used. It is a one-time code and is valid for only 10 minutes.

IMPORTANT: Do not request to “disable extra security” because you will no longer be able to access claimants’ eFolders.

Extra Security Sign In

OMB No. 0960-0789
Paperwork Reduction Act

Please enter your security code

 We sent a text message to: (123) 456-7890
Please allow up to 2 minutes for the text to arrive. The security code will expire 10 minutes from the time of your request.

Enter the security code you just received:

Having trouble?

No longer have this cell phone number?
You can request to [reset or disable extra security](#).

Check your reception and text messaging (SMS)
You may need to move to a location where your phone can receive a text message. Please check that your phone can receive text messages.

Still having trouble?
We can [send a new text message](#).

Submit Security Code

Exit

Terms of Service

You must read and agree to the **my Social Security Terms of Service**, then select **Next**.

NOTE: These **Terms of Service** apply to all **my Social Security** customers with personal accounts. You cannot access your personal **my Social Security** services (like Online Statement) when you sign in using the specialized ME/ VE link.

Signing in...

Terms of Service

- I am using this service with the account that I created myself using my own personal information and identity. I am not using an account created by another person or created using another person's information or identity, even if I have that person's written permission.

I will never share the use of my account with anyone else under any circumstances. I will never use another person's account.
- I understand that this computer program contains U.S. Government information.
- I consent to the monitoring and recording of my use of this program to ensure its appropriate use.
- I understand that it is a federal crime to:
 - Give false or misleading statements to obtain information in Social Security records; or
 - Deceive the Social Security Administration of an individual's identity.
- I understand that unauthorized use of this service is a misrepresentation of my identity to the federal government and could subject me to criminal or civil penalties, or both.
- I understand that Social Security may stop me from using these services online if it finds or suspects misuse.
- I accept that the responsibility to properly protect any information provided to me by Social Security is mine and that I am the responsible party should any information on or from my computer or other device be improperly disclosed. I agree that Social Security is not responsible for the improper disclosure of any information that Social Security has provided to me, whether due to my negligence or the wrongful acts of others.

With your **my Social Security** account, you can immediately view, download, or print your *Social Security Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

Remember, now that you have a **my Social Security** account, you will no longer receive a paper *Statement* in the mail. If you need a *Statement* by mail, please [follow these instructions](#).

☐ * I agree to the Terms of Service.

Next

Exit

Electronic Records Express (ERE) Home

Electronic Records Express (ERE)

[ERE System Alerts \(4\)](#) – Updated: 01/07/2016 [What's New](#) – Updated: 04/30/2016

[Receive ERE System Alerts Via Email](#)

Electronic Folder Services [Help](#)

- [Access Claimant's Electronic Folder](#)
- [Pick Up Files](#)

Help & Support

User guides and FAQs are available in **User Resources** below.

For technical support, email ODAR.ERE.Expert.Support@ssa.gov. DO NOT include any Social Security numbers (SSNs) in the email.

[User Resources](#)

For your security, please log out and close all Internet windows when you are finished.

General ERE information is available to you on the ERE home page:

- **ERE System Alerts** notifies you of technical difficulties that may affect ERE performance.
- **What's New** informs you of the latest changes and updates to ERE.
- **Receive ERE System Alerts via Email** allows you to receive automated ERE updates via email.

The following **Electronic Folder Services** features are available to you:

- **Access Claimant's Electronic Folder:** select this link to view or download exhibited documents in the claimant's eFolder.
- **Pick Up Files:** select this link to retrieve downloads requested from the eFolder.

Customer support tools are available:

- **Help & Support:** select the link to send an email to the help desk. Include your contact information, a description of the issue or question, and an applicable screen shot. DO NOT include Social Security Numbers in your email.
- **User Resources:** select this link for Frequently Answered Questions (FAQs), User Guides, and tips for customers with disabilities.

Access Claimant's Electronic Folder

On the ERE home page, select the **Access Claimant's Electronic Folder** link under **Electronic Folder Services**.

Electronic Folder Agreement

You must read the terms and conditions about ERE access, enter the claimant's Social Security Number (SSN), and then select the **I Agree** button. You will find the claimant's SSN on the notice we mailed to you.

ERE: Electronic Folder Agreement

Acknowledgement for Online Services

By entering this United States Government website, I agree to the following terms and conditions:

- I agree to use this service only to access the records that are necessary to complete my work on the cases that the Social Security Administration (SSA) has assigned me. I will not disclose any of the information or data that I access through this service unless Federal law or regulations authorize me to do so.
- I agree that I will not enter this service unless I have installed anti-virus software, anti-spyware software, and personal firewalls on the computer or device I am using. I will regularly update the operating system, application software, and security software of the computer or device that I am using to maintain the latest data protection.
- I will not store my Username and Password for this service on my computer or device and will take precautions to avoid dissemination of my Username and Password for this service.
- I understand that there could be criminal and civil penalties if I: misuse this system, improperly access information or data, improperly disclose information or data I access, fail to take proper measures to protect information or data from improper disclosure, or furnish false or misleading information to SSA.
- I understand that use of the certified electronic folder may be monitored, recorded, and audited.

By providing the claimant's Social Security Number (SSN) to access his or her electronic folder and selecting the "I Agree" button, I certify that I have read, understand, and agree to the above statements.

Claimant's Social Security Number (SSN):

Unable to Access an eFolder

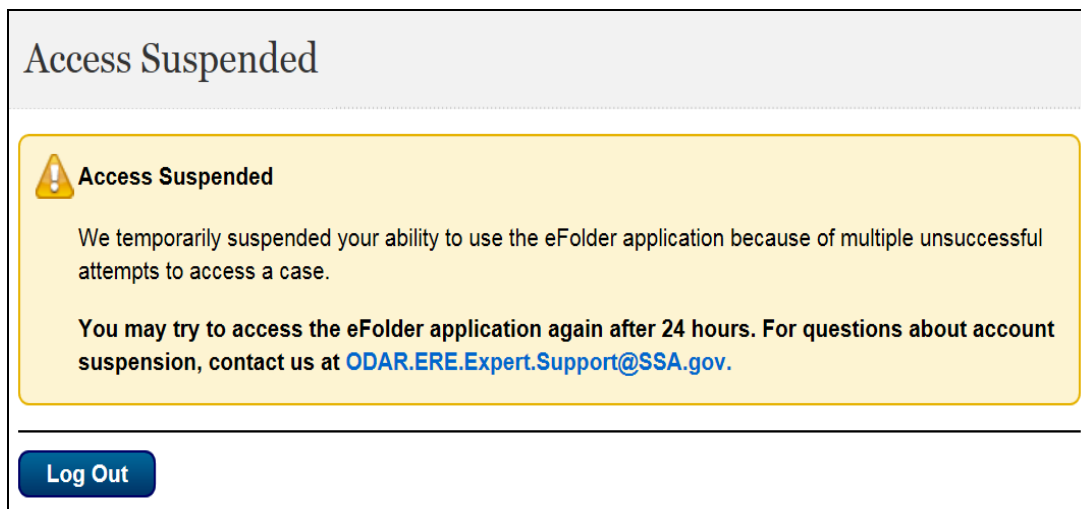
If you receive an **Access Denied** or **Unable to Process Your Request** message after entering the claimant SSN, the reason may be:

- You entered an incorrect SSN
- You are not assigned to this specific case
- The case is NOT electronic or pending at the Hearing level
- The Interrogatory has been received or the Hearing has been held

Verify that you entered the correct SSN and try again. If you receive another error message, we recommend you save a screen shot and email it, along with your contact information, to ODAR.ERE.Expert.Support@ssa.gov. Please DO NOT include SSNs in your email.

Access Suspended

We automatically suspend your ERE eFolder access account if you have 10 unsuccessful attempts when entering a claimant SSN. Once suspended, you will have to wait 24 hours for your ERE account to be automatically unlocked.



If you enter an incorrect SSN more than three (3) times, we recommend that you stop and send an email to ODAR.ERE.Expert.Support@ssa.gov. Do not include SSN's in your email correspondence.

Claimant eFolder

The **Electronic Folder** contains a header that lists case-specific information: the claimant's name and SSN, claim type and level, Hearing Office site code with jurisdiction of the case, and several pertinent dates.

The eFolder initially displays with all exhibits hidden. Medical and Vocational Experts have access to three sections of the eFolder:

- **Section A. Payment Documents/ Decisions:** Contains disability determination notices.
- **Section E. Disability Related Development:** Contains the Disability Reports, Vocational Reports, Medical Release forms, and Activities of Daily Living (ADL) forms.
- **Section F. Medical Records:** Contains all exhibited medical evidence from all levels of the disability claim (initial, reconsideration, and hearing).

ERE: Electronic Folder Contractor Access

Claimant:
Curran

Claimant SSN:
Last Insured: N/A

Last Change: 05/22/2014
Alleged Onset: 01/01/2003

[? User Resources](#)

Exhibit List (27)

[Show All](#) [Hide All](#) [Select All](#) [Deselect All](#)

+ A. Payment Documents/Decisions	Items: 4	Page Count: 35
+ E. Disability Related Development	Items: 8	Page Count: 46
+ F. Medical Records	Items: 15	Page Count: 224

[Download Selected to ZIP](#) [Download Selected to PDF](#) [New Case Search](#)

[ERE Home](#)

Exhibit List Options

View an Individual Document - You can open and view individual documents immediately by clicking on the description link.

Show All / Hide All - Select the **Show All** button to open all sections and display all documents. Select the **Hide All** button to close all sections.

Show/ Hide by Section – To the left of each section name is a blue square. Select the plus sign to open that section and display the documents. Select the minus sign to close that section.

Select All / Deselect All - Select these buttons to mark or unmark all documents in all sections. A selected document will be marked with a checkmark in the first column.

Select / Deselect Individual Documents – You can select / deselect individual documents by checking / unchecking the box in the first column.

Exhibit List (13)

Show All

Hide All

Select All

Deselect All

A. Payment Documents/Decisions

Items: 4

Page Count: 9

<input type="checkbox"/>	#	Description	Decision Date	Received	Marked	Pg
<input type="checkbox"/>	1A	Misc Non-Disability Development - MDF D	02/20/2013	Prior to Hearing	N	1
<input type="checkbox"/>	2A	DDS Medical Evaluation Document - MEDEVAL	02/20/2013	Prior to Hearing	N	3
<input type="checkbox"/>	3A	Disability Determination Explanation - DDE	02/20/2013	Prior to Hearing	N	4
<input type="checkbox"/>	4A	Disability Determination Transmittal - 831	02/20/2013	Prior to Hearing	N	1

E. Disability Related Development

Items: 2

Page Count: 11

<input type="checkbox"/>	#	Description	Source	Date From	Date To	Received	Marked	Pg
<input type="checkbox"/>	1E	Disability Report - Field Office - 3367			01/23/2013	Prior to Hearing	N	3
<input type="checkbox"/>	2E	Disability Report - Adult - 3368				Prior to Hearing	N	8

F. Medical Records

Items: 7

Page Count: 74

Download Selected to ZIP

Download Selected to PDF

New Case Search

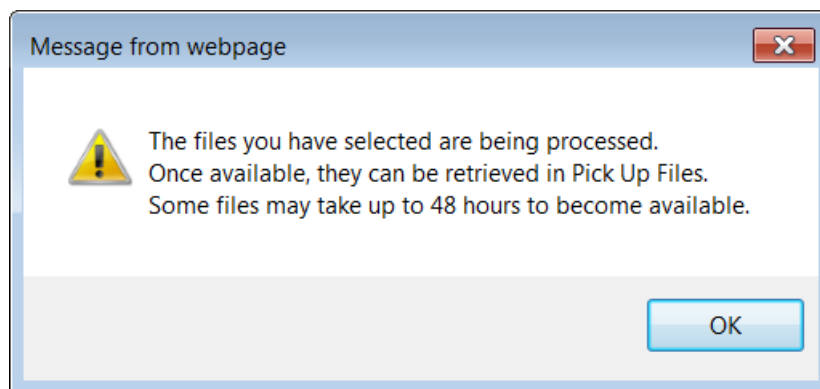
ERE Home

Downloading Documents

You can select documents from the eFolder to download and save to your personal or work computer.

Select documents to download by checking the box beside each individual document or by clicking the **Select All** button. If you are selecting many documents to download, we recommend you download them to ZIP or PDF. There is no difference in download times between PDF and ZIP files. Larger files may take up to 48 hours to download, but most download times are much faster.

You will receive the following message after you request a download:



New Case Search

To access another claimant's eFolder, select the **New Case Search** button. You will return to the **Electronic Folder Agreement** screen where you can enter another claimant SSN.

Pick Up Files

Return to **ERE Home** and select the **Pick Up Files** link to check the status of your download requests. See the **Pick Up Files User Guide** for detailed information.

Signing Out

To end your ERE session, select the **Sign Out** button. This button is located on the upper left on most screens.

Timing Out

ERE will automatically log you out:

- After 30 minutes of inactivity - This is a safeguard to protect your ERE eFolder access account and the claimant's information. If this happens, you will have to sign into ERE again using the specialized link.
- After 2 hours of activity - This is another safeguard. If this happens, you will have to sign into ERE again using the specialized link.

Common User Errors

Errors can occur for many reasons. The following list briefly explains some common ERE customer errors:

- Bookmarking– Never bookmark screens within ERE. The **only** bookmark you should use for ERE is for the sign-in screen at <https://secure.ssa.gov/ERECA/MEVE01View>.
- Back Button - DO NOT use the **Back** button or “X” out of your Internet browser. You should always use the **Sign Out** button at the top left of the ERE screen.

Access Keys

ERE utilizes 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 on your browser and the version of the browser you are using. You can find a list of these commands in the **Help** section of your browser located on the **Menu** bar.

Assistive devices will also have a list of hotkeys or access keys in their **Help** section.

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