

**Medical and Vocational Expert
User Guide
for**

ERE: Pick Up Files



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Overview

This guide provides Medical and Vocational Experts (ME/VEs) with detailed instructions for retrieving downloads requested from claimant's electronic folders (eFolders).

Although large files may take up to 48 hours to download, most files are available much sooner. We encourage you to check **Pick Up Files** often for download status. Downloads are only available in **Pick Up Files** for seven (7) days after the download is complete.

Electronic Records Express (ERE) Home

If you are not already logged into ERE for eFolder access, you must sign in using the specialized link <https://secure.ssa.gov/ERECA/MEVE01View> if you are not already logged into ERE.

On the ERE home page, select the **Pick Up Files** link under **Electronic Folder Services**.

The screenshot shows the Social Security Administration's Electronic Records Express (ERE) home page. At the top left is the Social Security Administration logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below this is a header for "Electronic Records Express (ERE)". The main content area is divided into two columns. The left column contains a notification bar for "ERE System Alerts [4]" and "What's New", a link to "Receive ERE System Alerts Via Email", and a section titled "Electronic Folder Services" with a "Help" link. Under "Electronic Folder Services", there are two bullet points: "Access Claimant's Electronic Folder" and "Pick Up Files". The right column contains a "Help & Support" section with text about user guides and FAQs, a link to "User Resources", and a security notice at the bottom: "For your security, please log out and close all Internet windows when you are finished."

Pick Up Files

The table on this screen lists all claimant files you requested for download. You can identify the files by the last four digits of the claimant's Social Security Number (SSN) and last name. The table provides information about file type, date and time of download request, and date and time we will automatically delete the file.

The table also shows the **Status** of the file download. **Status** options are:

- **Ready for Download** – these files can be downloaded on your personal/ work computer by clicking on the last 4 digits of the claimant SSN.
- **Downloaded** – these files have been downloaded by you already, but they remain available for seven (7) days.
- **Processing**- these files have been requested but are not yet ready for download because we are converting them and creating either a ZIP or PDF package.
- **Failed**- go back into the claimant eFolder and request these downloads again.

ERE: Pick Up Files

Downloading Your Files [Help](#)

- Select the claimant's Social Security Number (SSN) to download the file.
- The status will change to Downloaded.

Files Will Automatically Be Deleted

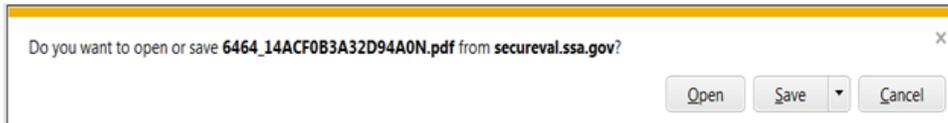
- **7 days** after they are ready for download, even if you have not downloaded them.
- **24 hours** after you begin the download process.

SSN (Last 4)	Last Name	File Type	Date & Time (ET) Requested	Status	File Deletion Date & Time (ET)
8232	Curran	PDF	03/07/2016 19:04	Downloaded	03/08/2016 19:43
8232	Curran	ZIP	03/07/2016 19:02	Downloaded	03/08/2016 19:10
8232	Curran	ZIP	03/07/2016 10:11	Downloaded	03/08/2016 11:05
8232	Curran	ZIP	03/07/2016 09:54	Ready for Download	03/14/2016 09:56
8232	Curran	ZIP	03/05/2016 17:16	Ready for Download	03/12/2016 17:18
8232	Curran	PDF	03/04/2016 17:41	Ready for Download	03/11/2016 17:42
8232	Curran	ZIP	03/04/2016 17:40	Ready for Download	03/11/2016 17:42
8232	Curran	ZIP	03/04/2016 17:40	Ready for Download	03/11/2016 17:42

[ERE Home](#)

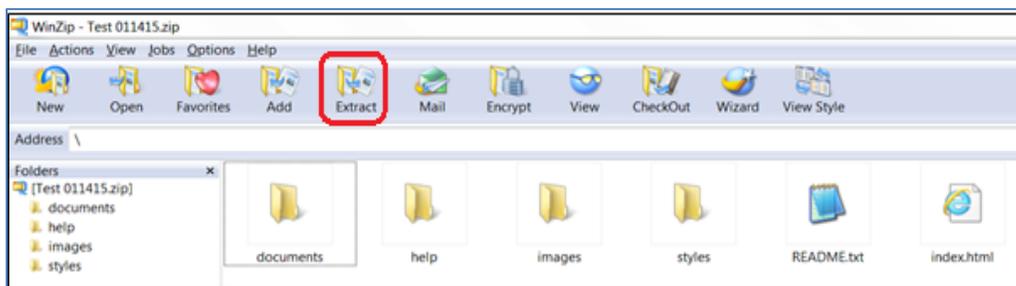
Ready for Download

Select the claimant's **SSN (Last 4)** link to download the file to your personal or work computer. A message box will display (may vary depending on your browser). **Save** the document to a desired location on your computer.

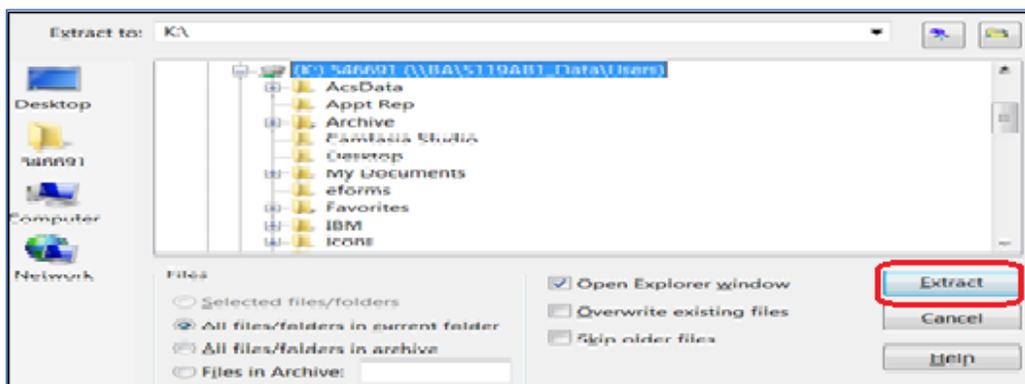


Opening ZIP Files

- 1) Go to the location where you saved the ZIP file and double click on the file to open it.
- 2) On the WinZip toolbar, select **Extract**.



- 3) Save all the files/folders in the ZIP file package to the desired location on your computer.



- 4) To view the documents, go to the location where you extracted the files and select the **index.html** file.

Opening PDF Files

Go to the location where you saved the PDF file and double click on the file to open it.

Signing Out

To end your ERE session, select the **Sign Out** button on the upper left corner of the screen.

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 in again using the ME/ VE eFolder access link.
- After two (2) hours of activity - This is another safeguard. If this happens, you will have to sign in again using the ME/ VE eFolder access 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.