

1. Request account creation, process can take 10 to 14 business days. To begin the process, email the below information to electronic-records-express@ssa.gov

Name (first and last)

Organization

Mailing Address

E-mail address

Phone number

Fax Number

2. Once you've received log in credentials, navigate to <https://eme.ssa.gov> and log in.

The screenshot shows the login page for the Social Security Electronic Records Express (ERE) system. The browser address bar displays <https://secure.ssa.gov/acu/iresear/login>. The page header includes the Social Security logo and the title "Electronic Records Express (ERE)".

Sign In

Acknowledgement for Website Access
I understand that the Social Security Administration will validate the information I provide against the information in Social Security Administration's systems.

I certify that:

- 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.

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.

Username

Password

Help & Support

- For questions or concerns regarding password resets and new ERE account registration, please dial 1-866-691-3061. This number will be staffed from 7am - 7pm EST, Monday thru Friday. After hours questions about password resets and new ERE account registration may be emailed to electronic-records-express@ssa.gov
- For ERE technical issues please send an email to EETechSupport@ssa.gov
- All other ERE questions can be sent to OHO.HQ.Rep.Mail@ssa.gov
- Appointed Representatives who are locked out can send their name and User ID to electronic-records-express@ssa.gov
- Appointed Representatives who are having issues accessing cases can send their name and Rep ID or User ID to the OHO.HQ.ARS@ssa.gov mailbox.

Privacy Statement

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

3. 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(3) - Updated: 12/30/2014 **What's New?** - Updated: 03/15/2015
[Sign Up for Email/Text ERE System Notifications](#)

Evidence Functions [Help](#)

- [Access Electronic Requests](#)
- [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](#)

- [Secure Messaging](#)

Payment Functions [Help](#)

- [Submit Payment Request](#)

Help & Support
Email: 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.

4. Enter the site code found on barcode located on the request for records then click **Enter**



Social Security
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:

5. Enter Request information located on the barcode and click **Next**

SSN:

RQID (Request ID):

(Do not enter leading zeroes)

RF (Routing Field):
☐ P
☐ D or Blank
☐ No RF or No Barcode

DR:
☐ F
☐ S
☐ No DR or No Barcode

CS:

Next **Cancel**

Barcode Legend:

- Social Security Number** – Enter this value for the "SSN" field on the website.
- Request ID** – A unique identifier for this case. Enter this value for the "RQID (Request ID)" field on the website.
- Site** – Identifies which DDS/ODAR office/site should receive this evidence. Refer to this value when making your selection for the "Destination" field on the website. Each value in the dropdown contains the site description along with the respective site code.
- Checksum (CS)** – A hash code used to validate user input. Enter this value for the "CS" field on the website.
- Document Retention (DR)** – One of two values used to determine the routing of submitted evidence. Select this value for the "DR" field on the website.
- Routing Field (RF)** – One of two values used to determine the routing of submitted evidence. Select this value for the "RF (Routing Field)" field on the website.

6. Attach and Upload and click **Submit**. You can use the Centralis Health Desktop to create a combined PDF for easier uploading to the portal ([How to Create Combined PDF](#))

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

ERE: Send Individual Response

1 Destination Information 2 Review & Add Files 3 Confirmation

Review

Destination and Request Information

Destination: MD - Baltimore OHO [T21] RF: D or Blank
SSN: xxx-xx-1234 DR: F
RQID: 00000001102400 CS:

Attach and Upload Files

- A maximum of 25 files can be added (individually or as a group) and all files must total less than 200MB.
- File types accepted: .wpd, .doc, .docx, .txt, .xls, .pdf, .rtf, .tif, .tiff.
- Please do not upload password-protected files because they cannot be processed.

File 1: Patient_J45...
Document Type: --
Notes: --
Remove File

Add Files: **Choose Files** Patient_J45...

Open **Previous** **Cancel**

File Explorer: (C:) OS... > Medical Records

File name: Patient_J4569_XRayreports.pdf All Files (*.*)

Open **Cancel**

7. Once uploaded you will receive a confirmation page, keep this for your records just as you would a fax confirmation page (*this is way better than a fax confirmation page!*)

The screenshot shows the 'Social Security' website header with the tagline 'The Official Website of the U.S. Social Security Administration'. Below the header, the page title is 'ERE: Send Grouped Response'. A progress bar indicates three steps: 1. Destination Information, 2. Review & Add Information, and 3. Confirmation (the current step). A green box with a checkmark icon contains the text: 'Thank you for your submission', 'Grouped Response Submission - Tracking Information', 'Tracking Number: 14AD11CC3E8A47C4N', 'Submitted on: 01/09/2015 at 06:52 PM EST', and 'Please retain your tracking number in case there are errors or problems that prevent us from processing your submission.' Below this is a 'Print this page' link. The 'Submission Summary' section includes 'Tracking Information', 'Destination Information' (Destination: AK - Alaska DDS [S02], Barcode Present? Yes), and 'Uploaded File(s)'. A table lists the uploaded files:

| File Name | File Size |
|-------------------------|---------------|
| ERE_AR_HomePage.zip | 103 kB |
| Total File Size: | 103 kB |

At the bottom, there are links for 'Send Another Response' and 'ERE Home'.

8. To track the status of an upload, log in and click Track Status of Submission using the above confirmation details.

The screenshot shows the 'Social Security' website header with the tagline 'The Official Website of the U.S. Social Security Administration'. Below the header, the page title is 'Electronic Records Express (ERE)'. There are links for 'System Notices(0) - System Notice Updated: 12/31/2018' and 'What's New? - What's New Updated: 10/12/2016', along with a link to 'Sign Up for Email ERE System Notifications'. The page is organized into four main sections, each with a 'Help' link:

- Evidence Functions**
 - Send Individual Response
 - Send Grouped Response
 - Track Status of Submissions** (circled in red)
 - Teacher Questionnaire (PDF)
- Account Functions**
 - Modify Your Account
 - Change Your Password
 - Manage Your Email Notifications
- Messaging Functions**
 - Secure Messaging
- Payment Functions**
 - Submit Payment Request