Addendum for Electronic Records Express (ERE)
OMB No. 0960-0767

<u>**Revision to the Collection Instrument**</u>
We completely redesigned ERE to update the screens to the agency standards for User Experience Framework. This standardization provides consistency throughout the entire SSA online experience. We updated every ERE page to conform to SSA standards. We also updated the underlying software architecture because SSA no longer supports the previous architecture. We worked with our Usability team in making these changes. Whenever possible, we took advantage of this screen and software redesign to incorporate our user suggestions and requests.

We scheduled the updated software release for December 2014, which will be our implementation date for the following revisions:

- <u>**Change 1:**</u> We added the ability for users to manage their email notifications.

  <u>**Justification 1:**</u> Some high-volume users expressed interest in this type of function. Some users are receiving hundreds of emails a day. Since these users are daily users, they do not need the email notification to log in to their account. However, users who access the ERE website less frequently still need our email notification.

- <u>**Change 2:**</u> We renamed "Communication Utility" to "Contact ODAR Office."

  <u>**Justification 2:**</u> The new name more accurately describes the ERE function. Users were not sure what function was available through "Communication Utility."

- <u>**Change 3:**</u> We simplified the site code and destination question displays.

  <u>**Justification 3:**</u> We now allow users to either type in the site code or select a state and destination. We collect this information in the functions where the user uploads evidence through the ERE website.

- <u>**Change 4:**</u> We added the ability for users to provide the document type when uploading records requested by a state Disability Determination Service (DDS). Users who uploaded to a Hearing Office already provided this information.

  <u>**Justification 4:**</u> This change allows us to collect additional types of evidence and identify them correctly in our electronic disability folder.

- <u>**Change 5:**</u> We increased the number of files individuals can upload in a single submission from 8 to 10.

  <u>**Justification 5:**</u> We made this change because ERE users requested it.

- **Change 6:** We relabeled "Continue" buttons to "Next" buttons.

  Justification 6: This conforms to SSA standards.

- **Change 7:** We relabeled "Prior Page" buttons to "Previous" buttons.

  Justification 7: This conforms to SSA standards.

- **Change 8:** We relabeled "Edit Summary" buttons to "Edit" buttons.

  Justification 8: This conforms to SSA standards.

- **Change 9:** We replaced the "ERE Print" button with "Print this Page" links on all confirmation pages.

  Justification 9: We suggest that ERE users print the confirmation page after uploading documents through ERE. The confirmation page contains identifying information for users to use in the future for each submission. "ERE Print" was confusing to some users, because it implied the printing process was going through ERE instead of the user's printer.

- **Change 10:** We took advantage of the redesign to correct function names and remove SSA terminology that provided no useful information to the public.

  Justification 10: Currently the major function used by ERE users is "Send Response for Individual Case." We renamed this function, "Send Individual Response." SSA's terminology for "working 'cases'" had no meaning for our public users.

- **Change 11:** We took advantage of the redesign to reorganize functions on the ERE home page and rename the categories of functions.

  Justification 11: We made this change to provide a better categorization and naming of the ERE functions. Users did not understand the previous categories.

- **Change 12:** We changed the bulletin board on the ERE home page to a "System Notices" link.

  Justification 12: We made this change to conform to SSA standards.

- **Change 13:** We added "Help" links throughout the ERE home page.

  Justification 13: The Help links provide additional information to the ERE users regarding the various ERE functionality.

- **Change 14:** We provided a specific reason in certain situations when we are unable to allow the appointed representative third party to access the eFolder.

Justification 14: Both public and SSA users were uncertain why access couldn't be provided online in certain scenarios and requested help. These more specific reasons should eliminate the confusion.

- **Change 15:** We removed the "Download Started" column on the "Pickup Files" page and replaced it with a "Status" and "File Deletion Date & Time (ET)" columns.

  Justification 15: Our Usability staff recommend this change. Providing these columns will greatly assist users that have large numbers of downloads pending. Users can sort on the columns to identify downloads that are available. We also inform users when a download failed. The File Deletion Date & Time provides a visual warning for downloads about to expire.

Since the above listed revisions merely update the look and feel of the ERE screens, and do not remove or revise any of the current questions we ask, or information we request on ERE, these revisions will not change the burden hours for this information collection. However, conforming to SSA's standards for User Experience Framework, and including minor language changes as requested by the public ERE users, we enhance clarity and understanding of our ERE website. While these enhancements may not decrease the burden, they increase ease of usability for the public.