

Social Security Administration

Access to Claimant's Electronic Folder Screen Shots

For OMB Clearance 0960-0767




2014

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AR Home Page

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Text Size  | [Accessibility Help](#)



Social Security


Official Website of the U.S. Social Security Administration

Electronic Records Express (ERE)

System Notices (2) - Updated: 07/08/2013

[Sign Up for ERE System Notifications](#)

What's New? - Updated: 07/01/2013

Electronic Folder Functions  [Help](#)

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

Evidence Functions  [Help](#)

- [Send Individual Response](#)
- [Track Status of Submissions](#)

Messaging Functions  [Help](#)

- [Contact ODAR Office](#)


Account Functions  [Help](#)

- [Manage Your Email Notifications](#)

Help & Support

Email:
EETechSupport@SSA.gov


Call Us (toll free):
1-866-691-3061

 [User Resources](#)

[Return to Appointed Representative Services](#)

Electronic Folder Agreement Screen

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Social Security

Official Website of the U.S. Social Security Administration

ERE: Electronic Folder Agreement

OMB No. 0000-0000
[Paperwork Reduction Act](#)

Acknowledgement for Online Services

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

- I will not disclose any information or data about a claimant that I access on this website without the claimant's written, signed consent unless there is a Federal law or regulation authorizing me to disclose this information or data;
- I will not knowingly furnish, or participate in furnishing, false or misleading information to the Social Security Administration;
- I will not enter this website unless I have installed anti-virus software, anti-spyware software, and personal firewalls on my computer;
- I will update my operating system, application software, and security software regularly to maintain the latest data protection;
- I will not store User-IDs and passwords on my computer.

WARNING

- If you improperly disclose any information or data that you access on this website or fail to take proper measures to protect that information or data from improper disclosure, and your actions result in an improper disclosure, you may be suspended for 1-5 years from representing anyone before the Social Security Administration, or you may be disqualified from representing anyone before the Social Security Information for an indefinite period of time.
- If you improperly disclose any information or data that you access on this website or fail to take proper measures to protect that information or data from improper disclosure, and your actions result in an improper disclosure, you may be found guilty of a felony and subject to a fine of not more than \$10,000 or imprisonment of not more than 5 years, or both.
- If you knowingly furnish, or participate in furnishing, false or misleading information to the Social Security Administration, you may be subject to civil and/or criminal prosecution.
- Use of the Certified Electronic Folder may be monitored, recorded, and audited. We may disclose unauthorized or improper use to law enforcement personnel investigating or prosecuting a violation of civil or criminal law and the officials of domestic and foreign agencies.

By providing the Claimant's Social Security Number to access his or her Electronic Folder and selecting the "I Agree" button, you certify that you have read, understand and agree to the above statements.

Claimant's Social Security Number (SSN):

[I Agree](#)







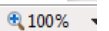
[Cancel](#)

[? User Resources](#)

Your privacy is important.

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

Local intranet | Protected Mode: Off



Social Security

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

ERE: Electronic Folder Agreement

Privacy Act Statement

Appointed Representative Electronic Records Express Collection and Use of Personal Information

Sections 205(a) [42 U.S.C. § 405], 223(d) [42 U.S.C. § 423], and 1631(e)(1)[42 U.S.C. § 1383] of the Social Security Act, as amended, authorize us to collect this information. We will use the information you provide to make a decision on the named claimant's claim.

Providing this information is voluntary. However, failing to provide the requested information could prevent us from making an accurate and timely decision on the named claimant's claim.

We rarely use the information you provide for any purpose other than to make a decision on a claimant's claim. We may also disclose information to another person or to another agency in accordance with approved routine uses, which include but are not limited to the following:

1. To enable a third party or an agency to assist us in establishing rights to Social Security benefits and/or coverage;
2. To comply with Federal laws requiring the release of information from our records (e.g., to the General Services Administration and National Archives Records Administration);
3. To make determinations for eligibility in similar health and income maintenance programs at the Federal, State, and local level; and
4. To facilitate statistical research, audit, or investigative activities necessary to ensure the integrity of Social Security programs.

We may also use the information you provide in computer matching programs. Matching programs compare our records with records kept by other Federal, State, or local government agencies. Information from these matching programs can be used to establish or verify a person's eligibility for federally-funded or administered benefit programs and for repayment of payments or delinquent debts under these programs.

A complete list of routine uses for this information is available in our Privacy Act Systems of Records Notices entitled, Claims Folder System (60-0089) and Electronic Disability (60-0320). These notices, additional information about this collection, and any other information regarding our systems and programs, are available on-line at www.socialsecurity.gov or at your local Social Security office.


Close


Help & Support

Email:
EEchSupport@SSA.gov

Call Us (toll free):
1-866-691-3061

Folder Cannot Be Accessed Screen – Paper Case


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Social Security

Official Website of the U.S. Social Security Administration


Folder Cannot be Accessed


 Access for this folder cannot be provided for the following reason:
This is a paper case.
Please Contact your local Hearing Office to obtain a copy of the file.

[? User Resources](#)

[New Case Search](#) [ERE Home](#)

Folder Cannot Be Accessed Screen – Case not at Hearings or Appeals Level


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Official Website of the U.S. Social Security Administration


Folder Cannot be Accessed


 Access for this folder cannot be provided for the following reason:
This case is not currently pending at the Hearings or Appeals Levels.
Please Contact your local Hearing Office to obtain a copy of the file.

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[New Case Search](#) [ERE Home](#)

Folder Cannot Be Accessed Screen – Multiple Cases Pending


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Folder Cannot be Accessed


 Access for this folder cannot be provided for the following reason:


- There are multiple cases pending.
- Please Contact your local Hearing Office to obtain a copy of the file.

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[New Case Search](#) [ERE Home](#)

eFolder Access Denied Screen – Unsuccessful Attempts Warning


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Access Denied

 The Social Security Number you entered: 111-11-1111 does not match any records in this system.

- If you entered the incorrect SSN, please reenter it.
- If this SSN is correct, please contact the Social Security Office working on this case to determine why you were denied access.


Your ability to use the Access Claimant's Electronic Folder feature will be suspended after 10 unsuccessful attempts within 24 hours.

[? User Resources](#)

[Return to Acknowledgement Screen](#)

eFolder Access Denied Screen – Account Suspension


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Official Website of the U.S. Social Security Administration

Access Suspended

 The Access Claimant's Electronic Services feature has been suspended because of multiple unsuccessful attempts to access a record that was unavailable to you.

To reactivate your access, contact the Social Security Administration at 1-866-691-3061.

[? User Resources](#)

[Logout](#)

Unable to Process Your Request Screen

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Unable to Process Your Request

 We are sorry for the inconvenience, but the information you are attempting to obtain is not available through this process.

Please contact the local Social Security Office to obtain the information.

[? User Resources](#)

[New Case Search](#) [ERE Home](#)

Case Document Screen

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Social Security

Official Website of the U.S. Social Security Administration

ERE: Electronic Folder

Claimant: **Jane Doe**
Level: **Hearing**
Last Insured: **01/01/2013**

Claimant SSN: **779-01-0404**
Last Change: **03/01/2013**
Alleged Onset: **02/02/2012**

Claim Type: **T2**
Application: **04/01/2013**

[? User Resources](#)

Case Documents (5)

[Exhibit List \(5\)](#)

[Multimedia Files \(2\)](#)

[Show All](#)

[Hide All](#)

[Select All](#)

[Deselect All](#)

[+ A. Payment Documents / Decisions](#)

Items: 0

Page Count: 0

[+ B. Jurisdictional Documents / Notices](#)

Items: 0

Page Count: 0

[+ D. Non-Disability Development](#)

Items: 0

Page Count: 0

[+ E. Disability Related Development](#)

Items: 4

Page Count: 0

[+ F. Medical Records](#)

Items: 1

Page Count: 0

[Download Selected to ZIP](#)

[Download Selected to PDF](#)

[Upload New File](#)

[New Case Search](#)

[ERE Home](#)

Local intranet | Protected Mode: Off

100%

Exhibit List Screen

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Social Security

Official Website of the U.S. Social Security Administration

ERE: Electronic Folder

Claimant: Jane Doe Level: Hearing Last Insured: 01/01/2013	Claimant SSN: 779-01-0404 Last Change: 03/01/2013 Alleged Onset: 02/02/2012	Claim Type: T2 Application: 04/01/2013
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[? User Resources](#)

Case Documents (5)Exhibit List (5)Multimedia Files (2)

Show AllHide AllSelect AllDeselect All

+ A. Payment Documents / Decisions	Items: 0	Page Count: 0
+ B. Jurisdictional Documents / Notices	Items: 0	Page Count: 0
+ D. Non-Disability Development	Items: 0	Page Count: 0
+ E. Disability Related Development	Items: 4	Page Count: 28
+ F. Medical Records	Items: 1	Page Count: 6


Download Selected to ZIPDownload Selected to PDFUpload New FileNew Case Search

[ERE Home](#)

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Multimedia Files Screen

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Text Size  | [Accessibility Help](#)



Social Security

Official Website of the U.S. Social Security Administration

ERE: Electronic Folder

Claimant: **Jane Doe**
Level: **Hearing**
Last Insured: **01/01/2013**

Claimant SSN: **779-01-0404**
Last Change: **03/01/2013**
Alleged Onset: **02/02/2012**

Claim Type: **T2**
Application: **04/01/2013**

[? User Resources](#)

[Case Documents \(5\)](#)

[Exhibit List \(5\)](#)

[Multimedia Files \(2\)](#)

<input type="checkbox"/>	<u>File Name (ID)</u>	<u>Judge/Owner</u>	<u>Hearing Date</u>	<u>Receipt Date</u>
<input type="checkbox"/>	Audio Hearing Record 1	Norman Bennett	03/01/2013	04/01/2012
<input type="checkbox"/>	Audio Hearing Record 2	Norman Bennet	01/01/2012	02/01/2012





[Download Selected Multimedia](#)

[Upload New File](#)

[New Case Search](#)

[ERE Home](#)

Local intranet | Protected Mode: Off

   100% 

Pickup Files Screen



ERE: Pickup Files

Downloading Your Files [? Detailed instructions](#)

- Select the claimant's SSN to download the file.
- The status will change to Download Started.

[? User Resources](#)


Files Will Automatically Be Deleted


- **7 days** after they are sent to you for pickup, 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)
0404	Doe	.zip	09/29/2013 9:00AM	Ready to Download	10/05/2013 9:00AM
1404	Moe	.pdf	09/30/2013 9:01AM	Failed	
3111	Ramjet	.pdf	09/30/2013 9:05AM	Failed	
2223	Alvarez	multimedia	10/01/2013 6:35AM	Download	10/02/2013 6:42AM
0055	Jones	.zip	10/01/2013 7:00AM	Ready to Download	10/08/2013 7:00AM

[ERE Home](#)

Manage Email Notification

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Social Security

Official Website of the U.S. Social Security Administration

ERE: Manage Your Email Notifications

Email Notifications

ERE automatically sends email notifications indicating that you have new requests.

Manage Email Notifications:
Update notifications for "Files Ready for Pickup" sent to me at **martha.alexander@ssa.gov**
(To update your email address, please contact your local ODAR office).


On


Off (You will still continue to receive emails about errors and system notifications.)

[? User Resources](#)

[Submit](#) [ERE Home](#)

Manage Email Notification - Confirmation


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Official Website of the U.S. Social Security Administration

ERE: Manage Your Email Notifications

 **You successfully turned OFF email notifications.**

[? User Resources](#)

[ERE Home](#)