



**To Run Queries and Access the Online Query Screen:**

**To submit a single query:**

1. Click **Online Query** from the menu bar list.
2. From the Online Query screen, select the **Query Purpose** from the Query Purpose dropdown list.
3. Select the **Search Criteria** from the Search Criteria dropdown list.
4. Enter criteria data in the appropriate fields based on the parameters selected in the Search Criteria dropdown list.
5. Click the **Submit Single** button. *(Note: To return to the Online Query Results screen, click the **Back** button at the bottom of the page).*
6. To view the disqualification details, from the Online Query Results screen, click on the SSN of the record you would like to view.

**To submit a batch query:**

1. Click **Online Query** from the menu bar list.
2. Select the **Query Purpose**.
3. Select the **Search Criteria**.
4. Enter criteria data in the appropriate fields based on the parameters selected in the Search Criteria dropdown list.
5. Click the **Add to Batch** button to add your query to the batch and enter another query. This query and all additional queries for the batch will be displayed in the Pending Queries section of the screen. The queries in Pending Queries may be edited at any time (see step 8) while building the batch query, or the queries can be reviewed and edited once all queries have been entered.
6. If the Search Criteria for the second query remains the same, simply enter new search data (e.g., next SSN) and click **Add to Batch**. If you wish to search using a different criterion, select the new criteria before entering the search data.
7. Repeat steps 5 and 6 until all queries have been entered. Remember to click **Add to Batch** after the final query even though no more queries are to be added.
8. To edit a query, click the check box beside the entry you want to edit and click the **Edit** button. *(Note: You can edit only one query at a time)*
9. To delete a query, click the check box beside the entry you want to delete and click the **Delete** button.

**To Submit a Batch Query continued:**

10. To submit the batch query, click the check box beside each entry you want to submit, or click the check box next to Submit All, and click the **Submit Batch** button to submit your batch.
11. To return to the Online Query screen, either click the Back button at the bottom of the page, or click **Online Query** on the menu bar.
12. To view the disqualification details, from the Online Query Results screen, click on the **SSN** of the record you would like to view.
13. To return to the Online Query Results screen, click the **Back** button at the bottom of the page.

**To Request Secondary Verification:**

1. Conduct an **Online Query**.
2. Select the record that you would like to request a secondary verification to view the disqualification details.
3. Click the **Request Secondary Verification** button.

**To Search Profiles/Contacts:**

1. Click on **Search/Profiles Contacts** from the menu bar list.
2. Search contact by selecting the **Region**, **State**, and/or **Locality** associated to the contact.
3. Click the **Search** button to retrieve results.

**To Add, Modify, or Delete Disqualifications:**

**To add a disqualification:**

1. Click **Add/Modify/Delete Disqualifications**.
2. Click the **Add** button.
3. Complete the required **Recipient Details** fields.
4. Click **Add Disqualification** button.
5. Complete the required **Disqualification details** fields.
6. Click **Save** and then **OK** in the confirmation pop-up box. For states that use the approval process, click **Request Approval** instead of **Save**.



## Electronic Disqualified Recipient System

# eDRS

# User's Quick Guide

## To Add, Modify, or Delete Disqualifications (continued):

### To modify or delete a disqualification:

1. Enter the name and/or social security number.
2. Click the **Search** button.
3. Select the **Disqualification Record** that you would like to modify.
4. Select the **Disqualification Number** for the record you would like to modify.
5. Update the **Disqualification Details**.
6. Click the **Save** button to store the changes. For states that use the approval process, click **Request Approval** instead of **Save**.

### To perform an Ad Hoc Query:

1. Click **Ad Hoc Query** in the left menu bar.

*Note: You may choose not to enter criteria or enter specific data in any combination.*

2. Select the **Location Criteria** you wish to search (optional).
3. In the **Recipient Criteria** section, enter data into the fields you wish to search (optional).
4. In the **Disqualification Criteria** section, enter the disqualification data into the fields you wish to search. For disqualification number and penalty length, you have the ability to choose the kind of search operation for the criteria (optional).
5. Click **Get Count** for the system to display the number of records that meet your criteria.
6. Click **Display Results** for the system to display the records that match your search criteria. Note that above the records display the system indicates the criteria used to conduct the search.

### To Approve Disqualifications:

1. Click **Approve Disqualifications**.
2. Select the **Pending Disqualification** to be approved.
3. Click either the **Approve** or **Disapprove** button.

## To Run Reports:

### For SNAP, Recent Disqualifications, Records to be Deleted by State, and Secondary Verification

1. Click on the report name under Reports on the left menu bar.
2. Select the **Report Type** in the Report Type dropdown list.
3. Enter the **Start Date** for the data that will be included in the report, if required. *(Not used in all reports)*
4. Enter the **End Date** for the data that will be included in the report, if required. *(Not used in all reports)*
5. Select the **Region** for which you would like to run the report *(if required)*.
6. Select the **State** *(optional)*.
7. Select the **Locality** *(optional)*.
8. Select the **File Type** to indicate which format to be used to view the report.
9. Click the **Submit** button to view the report.
10. To clear the page and change parameters, click the **Clear** button.

### Helpful Hints:

1. To access eDRS, you must have an eAuthentication ID with Level 2 access and an FNS Form-674 must be completed, submitted and approved.
2. Requesting additional roles requires the completion and resubmission of FNS Form 674.
3. Browser privacy setting must be set to allow pop-ups in order to access the system. Alternatively, the eDRS site can be added to the "Allowed sites" for your pop-up blocker.
4. JavaScript must be enabled.
5. To ensure that text is not cut off when printing reports, choose the landscape print layout.

### To Contact the Help Desk:

#### eDRS Help Desk information:

Phone Number: (866) 557-8330, 8:00AM-8:00PM ET  
E-mail: [eDRSHelpDesk@fns.usda.gov](mailto:eDRSHelpDesk@fns.usda.gov)

#### eAuthentication Help Desk information:

For password related questions contact the eAuthentication help desk:

Phone: (800) 457-3642  
E-mail: [eAuthenticationHelpDesk@usda.gov](mailto:eAuthenticationHelpDesk@usda.gov)