


# AR Home Page

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

**Electronic Records Express (ERE)** OMB No. 0980-0767  
[Paperwork Reduction Act](#)

**System Notices (2)** - Last Updated: 09/24/2020 | **What's New?** - Last Updated: 09/26/2020

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**Help & Support**

Email:  
[EETechSupport@ssa.gov](mailto: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.

[Return to Appointed Representative Services](#)

# Electronic Folder Agreement Screen

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## Social Security

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### ERE: Electronic Folder Agreement

#### 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 Administration 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 to 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):**

[User Resources](#)

[I Agree](#) [Cancel](#)


## Folder Cannot Be Accessed Screen – Paper Case



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ERE: Electronic Folder Agreement

 **Folder cannot be accessed**

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

- This is a paper case.

Please contact your local 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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ERE: Electronic Folder Agreement

 **Folder cannot be accessed**

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

- There are multiple cases pending.

Please contact your local office to obtain a copy of the file.

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

## Folder Cannot Be Accessed Screen – No active or closed cases



The screenshot shows the top of the Social Security Administration website. The header includes the Social Security logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below the header, the page title is "ERE: Electronic Folder Agreement". A light blue information box contains the message "Folder cannot be accessed" with an information icon. Below this, it states "Access for this folder cannot be provided for the following reason:" followed by a bullet point: "There are no active or recently closed cases." At the bottom of the page, there are two buttons: "New Case Search" and "ERE Home".

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### ERE: Electronic Folder Agreement

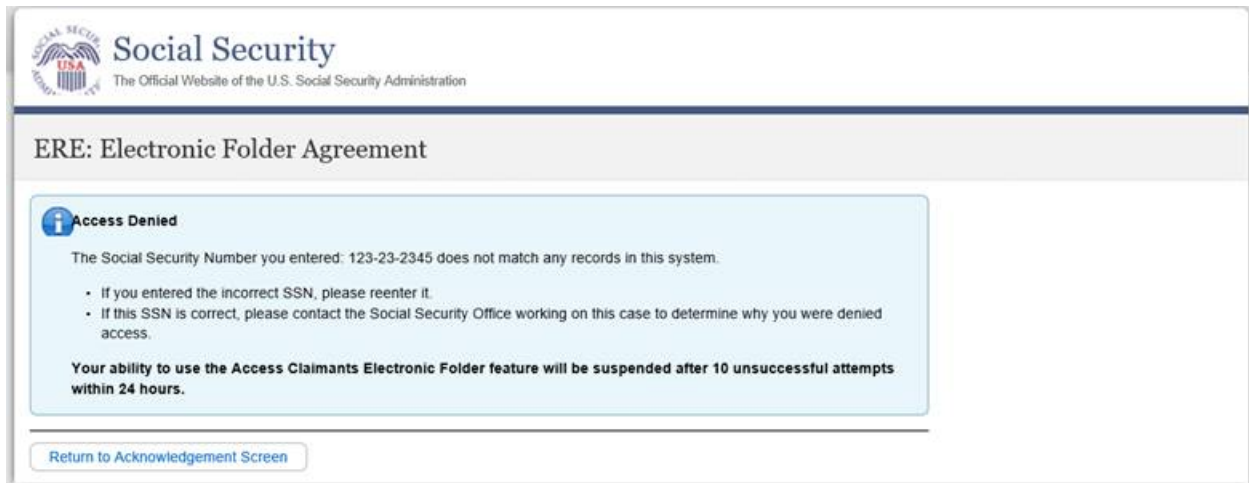
**i** **Folder cannot be accessed**

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

- There are no active or recently closed cases.

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

## eFolder Access Denied Screen – Unsuccessful Attempts Warning



The screenshot shows the top of the Social Security Administration website. The header includes the Social Security logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below the header, the page title is "ERE: Electronic Folder Agreement". A light blue information box contains the message "Access Denied" with an information icon. Below this, it states "The Social Security Number you entered: 123-23-2345 does not match any records in this system." followed by two bullet points: "If you entered the incorrect SSN, please reenter it." and "If this SSN is correct, please contact the Social Security Office working on this case to determine why you were denied access." Below the bullet points, it states "Your ability to use the Access Claimants Electronic Folder feature will be suspended after 10 unsuccessful attempts within 24 hours." At the bottom of the page, there is a button: "Return to Acknowledgement Screen".

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### ERE: Electronic Folder Agreement

**i** **Access Denied**

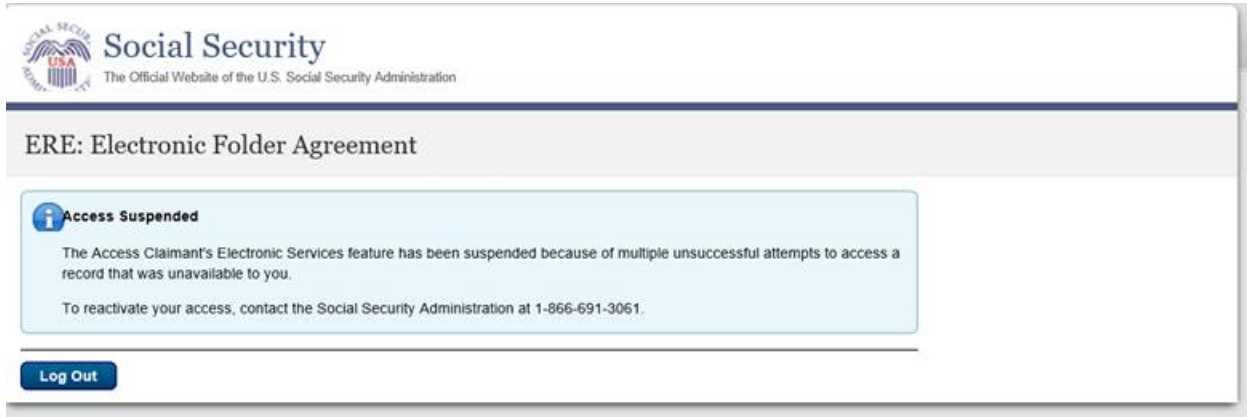
The Social Security Number you entered: 123-23-2345 does not match any records in this system.

- 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 Claimants Electronic Folder feature will be suspended after 10 unsuccessful attempts within 24 hours.**

[Return to Acknowledgement Screen](#)

## eFolder Access Denied Screen – Account Suspension



The screenshot shows the Social Security Administration's website. 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 the heading "ERE: Electronic Folder Agreement". A light blue box contains an information icon and the text "Access Suspended". The message states: "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." At the bottom of the box is a "Log Out" button.

## Unable to Process Your Request Screen - Not easy to generate

## Case Document Screen




The screenshot shows the Social Security Administration's website. 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 the heading "ERE: Electronic Folder". The page displays claimant information: "Claimant: Ryan Joseph Theunissen", "Level: Hearing", "Application: 04/15/2008", "Claimant SSN: 115-28-0081", "Last Insured: 12/31/2008", "Blind Last Insured: 12/31/2008", "Claim Type: T2", "Last Change: 09/25/2020", and "Alleged Onset: 09/27/2007". There is a "User Resources" link. Below the claimant information are tabs for "Case Documents (1,002)", "Exhibit List (19)", and "Multimedia Files (5)". There are buttons for "Show All", "Hide All", "Select All", and "Deselect All". A table lists document categories with their item counts and page counts:

Category	Items	Page Count
A. Payment Documents/Decisions	3	1
B. Jurisdictional Documents/Notices	62	473
D. Non-Disability Development	10	200
E. Disability Related Development	274	411
F. Medical Records	653	6049

At the bottom of the page are buttons for "Download Selected to ZIP", "Download Selected to PDF", "Upload New File", and "New Case Search". At the very bottom is a "ERE Home" button.

# Exhibit List Screen

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## ERE: Electronic Folder

Claimant: **Ryan Joseph Theunissen** | Claimant SSN: **115-28-0081** | Last Change: **09/25/2020**  
Level: **Hearing** | Last Insured: **12/31/2008** | Alleged Onset: **09/27/2007**  
Application: **04/15/2008** | Blind Last Insured: **12/31/2008** | Claim Type: **T2**

[User Resources](#)

[Case Documents \(1,002\)](#) | [Exhibit List \(19\)](#) | [Multimedia Files \(5\)](#)

[Show All](#) | [Hide All](#) | [Select All](#) | [Deselect All](#)


<a href="#">A. Payment Documents/Decisions</a>	Items: 2	Page Count: 0
<a href="#">B. Jurisdictional Documents/Notices</a>	Items: 5	Page Count: 0
<a href="#">D. Non-Disability Development</a>	Items: 1	Page Count: 0
<a href="#">E. Disability Related Development</a>	Items: 8	Page Count: 0
<a href="#">F. Medical Records</a>	Items: 5	Page Count: 0

[Download Selected to ZIP](#) | [Download Selected to PDF](#) | [Upload New File](#) | [New Case Search](#)

[ERE Home](#)

# Multimedia Files Screen

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### ERE: Electronic Folder

Claimant: **Ryan Joseph Theunissen**      Claimant SSN: **115-28-0081**      Last Change: **09/25/2020**  
Level: **Hearing**      Last Insured: **12/31/2008**      Alleged Onset: **09/27/2007**  
Application: **04/15/2008**      Blind Last Insured: **12/31/2008**      Claim Type: **T2**

[User Resources](#)


[Case Documents \(1,002\)](#) | [Exhibit List \(19\)](#) | [Multimedia Files \(5\)](#)


<input type="checkbox"/>	File Name (ID)	Judge/Owner	Hearing Date	Receipt Date
<input type="checkbox"/>	Audio Hearing Record - AUDIOHR	Greg Geslois	10/28/2014	10/29/2014
<input type="checkbox"/>	Audio Hearing Record - AUDIOHR	Greg K Geslois	10/28/2014	10/29/2014
<input type="checkbox"/>	Audio Hearing Record - AUDIOHR	Greg Gesloi		06/14/2012
<input type="checkbox"/>	Audio Hearing Record - AUDIOHR	Greg Gesl		06/01/2012
<input type="checkbox"/>	Audio Hearing Record - AUDIOHR	Greg Ges		05/09/2012

[Download Selected Multimedia](#) | [Upload New File](#) | [New Case Search](#)

[ERE Home](#)

# Pickup Files Screen

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### ERE: Pickup Files

**Downloading Your Files** [Help](#)

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

**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.


[User Resources](#)

SSN (Last 4)	Last Name	File Type	Date & Time (ET) Requested	Status	File Deletion Date & Time (ET)
At this time you do not have any files available for download.					

[ERE Home](#)

# Manage Email Notification

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### ERE: Manage Your Email Notifications

**Email Notifications**

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

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**Manage Email Notifications:**

Update notifications for "Files Ready for Pick-up" sent to me at [ilavazhagan.s.ramachandran@ssa.gov](mailto:ilavazhagan.s.ramachandran@ssa.gov)

On

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


[Update your email address](#)


[User Resources](#)

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



# Manage Email Notification – Confirmation

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### ERE: Manage Your Email Notifications

You successfully turned ON email notifications.

[User Resources](#)

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[ERE Home](#)