

# **Representative Guide for Communication Utility**

## **Sending Communication by Secure Website**



**Office of Disability Adjudication and Review**

**October 2011**

## ODAR COMMUNICATION UTILITY INSTRUCTIONS

The Communication Utility (CU) is a tool which allows external users to securely send a one-way communication to a specific Hearing Office (HO). All communications sent through the CU are sent to an administrative mailbox of the selected HO. The CU is intended for **non-case** related communications, such as a change of address for a representative or a representative's schedule. The CU is not a utility to send the HO electronic evidence; as such evidence is not routed to the Electronic Folder. Any **case-related** documents MUST be submitted via the Electronic Records Express (ERE) website or another method such as fax or mail.

### User Instructions for the Communication Utility

#### Logging In

1. Open an Internet browser
2. In the address window type in: <http://eme.ssa.gov> (do not type "www.").
3. Once you have this page up, add to your Favorites
4. Enter your **case-sensitive** Username and Password

**NOTE:** The Office of Disability Adjudication and Review (ODAR) will assist you in obtaining a Username and Password.

5. Select the **LOGIN** button.

**NOTE:** Users should be aware that, after three failed attempts to sign in, their account will be locked. If this occurs, additional assistance may be obtained online by sending an email to [EE Technical Support](#) or calling 1-866-691-3061. You may also report problems to [ODAR Rep Mail](#).



## Electronic Records Express Login

OMB No. 0960-0753  
Expires 09/30/2012

### 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 User ID.
- 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 User ID.

By entering your User ID, Password and clicking on the "Login" button, you certify that you have read, understand and agree to the above statements.

User ID

Password

**Note:** -Password is case sensitive  
-System will time-out after a half-hour of inactivity

If you need assistance with the Electronic Records Express Website, please contact us via email at [EEAccountInfo@ssa.gov](mailto:EEAccountInfo@ssa.gov) or you can call us at 1-866-691-3061.

### Information about Social Security's Online Policies

The privacy of our customers has always been of utmost importance to the Social Security Administration. Our first regulation, published in 1937, was written and published to ensure your privacy. Our concern for your privacy is no different in the electronic age.

- [Details of Social Security's Online Privacy Policy](#)
- [Details of Social Security's Online Security Policy](#)
- [The Privacy Act and The Freedom of Information Act](#)

### Paperwork Reduction Act

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. The OMB control number for Electronic Records Express is 0960-0753; expiration date 09/30/2012. We estimate that it will take about 5 minutes to read the instructions, gather the necessary facts, and answer the questions. You may send comments to our time estimate above to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401. **Send only comments on our time estimate to this address.**

6. If this is the first time you are logging into the ERE website, you will be required to change your password; this is a security feature.
- The **Change Password** page should automatically appear. You can also access the **Change Password** option from the ERE Home page (scroll down and the **Change Password** option is on the left side of your screen).

Social Security Online  
www.socialsecurity.gov

Home Questions? How to Contact Us Search

Electronic Records Express  
Change Password

An asterisk (\*) indicates a mandatory field.

\* Current Password:

\* New Password:

\* Confirm New Password:

Submit Cancel

To maintain a secure system, the account password needs to consist of the following requirements:

- SSA accounts must have a minimum password length of 7 characters.
- Passwords have to consist of both alpha and numeric/alpha-numeric characters. (Letters and numbers or special characters).
- Passwords are case sensitive.

USA.gov Privacy Policy | Accessibility Policy | Linking Policy | Site Map | Contact Us Benefits.gov

- Enter the password given to you by ODAR in the old password window.
- Enter a new password that is at least 7 characters long and includes both letters and numbers. Confirm your new password by entering it again in the last box. Remember that your Username and Password are **case sensitive**.
- Your password will expire every 90 days and you will be prompted to change your password; the page below will appear after you login.

**NOTE: You have three attempts to enter your password. After the third attempt you will be locked out. If you are locked out of the website, you will need to send an email to [EE Account Info](#).**

7. Entering a correct Username and Password will bring you to the Electronic Records Express Home page.

When you have changed your password after your first login, you may proceed with sending a secure one-way communication to ODAR.

**Note:** The **Electronic Records Express Home** page lists a number of electronic transmission features. Only the **Communication Utility under Communication Services**, **Track Status of Submissions under Document Exchange Services**, and **Send Response for Individual Case under Evidence Submission Services** are available for ODAR users.

## Getting Started

At the **Home** page, select the **Communication Utility** link under the **Communications Services** section.

Social Security Online  
www.socialsecurity.gov

Electronic Records Express  
Frequently Asked Questions  
User Instructions

John Doe  
John.Doe@ssa.gov  
0000000000  
Log Out

FAQ's  
User Instructions

From here you can also:  
Modify your account information  
Change your password

For your security, please log out and close all Internet windows when you are finished.

Electronic Records Express Home  
Welcome to Electronic Records Express

**Evidence Submission Services**  
[Send Response for Individual Case](#)

**Document Exchange Services**  
[Teacher Questionnaire](#)  
[Track Status of Submissions](#)

**Communication Services**  
Communication Utility: [Send E-Mail](#)

**Bulletin Board**  
Updated 01/23/2010  
[What's New?](#)  
[Get important information about Electronic Records Express availability](#)  
Email for more information or call toll free:  
1-866-691-3061

## This takes you to the Communication Utility page

- Step 1:** Select the HO **Destination** from the drop-down menu. Enter the subject of the communication in the **Subject** box.
- Step 2:** To attach a document, use the **Browse** button to select the file to send. To send additional files, select **Add Another File**. The file(s) cannot exceed 5 megabytes in size.

### NOTES:

- **DO NOT SEND DOCUMENTS THAT ARE CASE RELATED.** The **Communication Utility** is for general information purposes only.
- Do not upload documents containing macros (i.e., a set of instructions or scripts that automates tasks). They may cause system problems, which will require you to resubmit your documents without macros.

**Step 3:** If you are including a narrative, enter your text message here.

**Step 4:** Select the **Submit** button to send your message. A **Tracking Information** page displays after you submit your message.

Social Security Online  
www.socialsecurity.gov  
John Doe  
Log Out  
Help Desk: 1-866-691-3061

Electronic Records Express Home  
User Instructions

Electronic Records Express  
Communication Utility  
Send Message and Files

The communication utility allows you to send a message or a file or group of files.

Select the destination and the subject:

Enter the following information.

Destination: [ Select Destination ]

Subject:

Attach and upload files to this message: (optional)

Send files from your computer. Use the Browse button to locate and select files. You may submit up to 8 files and a maximum of 5MB in a single upload.  
File types accepted: .wpd, .doc, .docx, .jpg, .bmp, .md, .txt, .rt, .xls, .xlsx, .pdf, .rtf, .tif, .zip

File 1: [ ] Browse... Clear File 1

Add Another File

Enter your message here: (optional)  
You can type up to three letter size pages (approximately 16,000 characters) of comments.

Message

Characters remaining: 16000

Cancel Submit

## Change Your Email Address:

- Step 1:** If your email address shown on the **Electronic Records Express Home** page (in the User Information box) is incorrect, take the following steps to correct: Select the **Modify your account information** link within the User Information box.
- Step 2:** Enter your new email address within the **Email** field.
- Step 3:** Select the **Modify** button to forward the change.
- Step 4:** A Confirmation Email will be sent to your email address once the change is processed.

The screenshot shows the 'Electronic Records Express Home' page. The user is logged in as John Doe (John.Doe@ssa.gov). The page features a navigation bar with 'Social Security Online', 'www.socialsecurity.gov', and 'Electronic Records Express'. The main content area is divided into three columns. The left column contains user information and links for 'FAQ's', 'User Instructions', and 'From here you can also:'. The middle column lists services: 'Evidence Submission Services', 'Document Exchange Services', and 'Communication Services'. The right column contains a 'Bulletin Board' with a 'What's New?' section. A red arrow points to the 'Modify your account information' link in the left column.

Social Security Online  
www.socialsecurity.gov  
Electronic Records Express  
Frequently Asked Questions  
User Instructions

Electronic Records Express Home  
Welcome to Electronic Records Express

John Doe  
John.Doe@ssa.gov  
000000000  
Log Out

FAQ's  
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From here you can also:  
Modify your account information  
Change your password

Evidence Submission Services  
[Send Response for Individual Case](#)

Document Exchange Services  
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Communication Services  
Communication Utility: [Send E-Mail](#)

Bulletin Board  
Updated 01/23/2010  
[What's New?](#)  
 Get important information about Electronic Records Express availability.  
[Email for more information](#) or call toll free: 1-866-691-3061

For your security, please log out and close all Internet windows when you are finished.

## Access Keys:

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

| Button               | Access Key   |
|----------------------|--|
| Add Another File     | 2 – 8 (number corresponds to the file to be added) |
| Cancel               | n  |
| ERE Home             | h  |
| ERE Print            | p  |
| Log Out              | l  |
| Send Another Message | r  |
| Submit               | s  |

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

### **Note:**

1. To use these keys on Windows-based browsers select the **Alt** button on your keyboard and the access key simultaneously. On the Mac, use the **Ctrl** key.
2. **Internet Explorer Browser Users Only:** In order to trigger the **Browse** button on the Electronic Records Express Submission pages you will need to use the space bar if you are using keyboard access.