

User Guide for Secure Messaging



Office of Disability Determinations

October 2011

Electronic Records Express Website

Communication Services

Secure Messaging

The Secure Messaging function allows registered **Electronic Records Express** (ERE) users to exchange confidential messages and sensitive documents. Only registered users can send and receive secure messages, and messages can only be sent to other registered users (no forwarding to external email addresses). Messages and documents are stored in a central repository on a protected system within the SSA network. All messages and documents are scanned for virus infection before processing.

Electronic Records Express sends email notices to users sent a Secure Message. The email notification contains a link to the **Electronic Records Express** website. You must log into the ERE to retrieve the message. **Messages have a limited lifetime of 20 days from creation date.**

Electronic Records Express Home—Secure Messaging

The screenshot shows the Electronic Records Express Home page. At the top, there is a red banner with the text "Electronic Records Express" and "Social Security Online". Below the banner, there is a navigation bar with links for "www.socialsecurity.gov", "Frequently Asked Questions", and "User Instructions". The main content area is divided into several sections:

- Left Sidebar:** Displays the user's name "John Public", email "John.Public@ssa.gov", and phone number "4433481733". There is a "Log Out" button and links for "FAQ's" and "User Instructions". Below this, it says "From here you can also:" followed by links for "Modify your account information" and "Change your password". At the bottom of the sidebar, it says "For your security, please log out and close all Internet windows when you are finished."
- Main Content Area:** Starts with the "Electronic Records Express Home" logo and "Welcome to Electronic Records Express". It is divided into four service categories:
 - Evidence Submission Services:** Includes links for "Send Response for Individual Case" and "Send Grouped Files".
 - Consultative Examination (CE) Services:** Includes links for "Review/Submit Prepared Requests", "Send CE Report", and "Send CE No Show Response".
 - Document Exchange Services:** Includes links for "Access Electronic Requests", "Pickup Transcription Reports", "Teacher Questionnaire", and "Track Status of Submissions".
 - Communication Services:** Includes "Secure Messaging: [Home Inbox](#)" (highlighted with a red arrow) and "Communication Utility: [Send E-Mail](#)".
- Right Sidebar (Bulletin Board):** Titled "Bulletin Board", it shows "Updated 08/22/2010" and a "What's New?" link. Below that, there is a link for "Get important information about Electronic Records Express availability" and a link for "Email for more information" or call toll free: 1-866-691-3061.

Select the [Home](#) link, and the Mailbox Home screen displays.

Secure Messaging Inbox:

Select the [Inbox](#) link from the **Electronic Records Express Home** page to view the **Secure Messaging Inbox**.

Screenshot of the Secure Messaging Mailbox Home page. The page features a red header with the text "Secure Messaging Mailbox Home" and "Electronic Records Express". Below the header is a dark blue navigation bar containing "www.socialsecurity.gov", "Electronic Records Express Home", and "User Instructions". The main content area is white and divided into two columns. The left column contains user information for "John Public" (with a "Log Out" button), the "Help Desk" number (1-866-691-3061), and a "Mailbox Home" section with links for "Check Mail", "Compose", and "Folders" (listing "Inbox(1)", "Pending", "Drafts(0)", "Sent", and "Blocked"). The right column displays the "Secure Messaging Mailbox Home" title, a "Welcome John Public" message, the "Today's Date" (September 7, 2010 3:05 PM, EDT), and a notification: "You have 1 unread messages: [Inbox\(1\)](#)". A large red arrow points from the "Check Mail" link in the left sidebar to the "Inbox(1)" link in the main content area.

View an Individual Message:

To view an individual message, select the hyperlink of the message you would like to view in the **Subject** column.

Secure Messaging Inbox

Social Security Online
www.socialsecurity.gov

Electronic Records Express Home
User Instructions

John Doe
Log Out

Help Desk: 1-866-691-3061

Mailbox Home
Check Mail
Compose

Folders
Inbox(1)
Pending(1)
Drafts(1)
Sent(1)
Blocked(1)

Secure Messaging

Delete

Messages Per Page: 10 Select

Messages: 2 Previous | Next | Page Number: 1 Select

<input type="checkbox"/>	!	📧	From	Subject	Received	Expires	Size
<input type="checkbox"/>		📧	Doe, Jane	Demo Test	03/01/2010 02:08:40 PM	03/21/2010 12:00:00 AM	37k
<input type="checkbox"/>			System	READ: Read Receipt Demo	03/01/2010 02:36:28 PM	03/21/2010 12:00:00 AM	1k

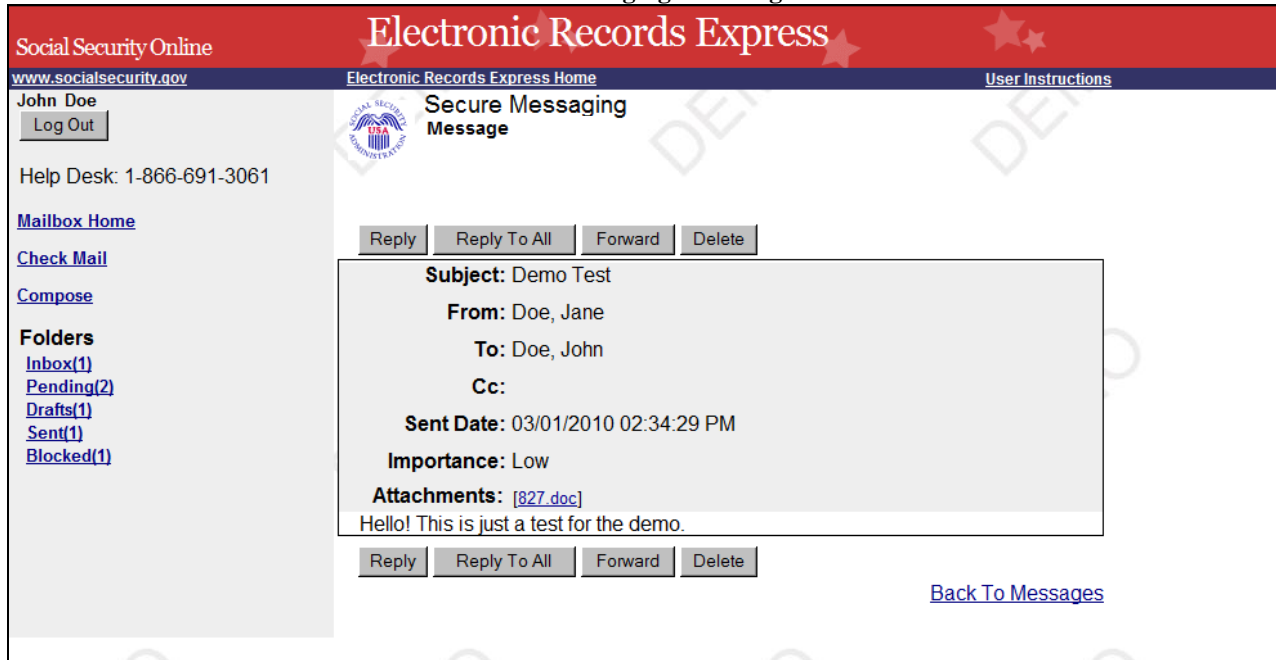
Delete

Select a hyperlink under **Subject** to view a message

Reply to a Message:

- Use the **Reply**, **Reply to All**, or **Forward** button to respond to the message. Follow the instructions for **Compose and Send a Message** below to send the message; or
- Choose the **Delete** button to delete the message; or
- To view another message, select **Check Mail** or **Mailbox Home**. **Viewed messages remain in the Inbox until they are automatically deleted (20 days from creation date) or manually deleted.**

Secure Messaging – Message



The screenshot displays the 'Secure Messaging – Message' page. At the top, there is a red header with 'Social Security Online' and 'Electronic Records Express'. Below this is a dark blue navigation bar with 'www.socialsecurity.gov', 'Electronic Records Express Home', and 'User Instructions'. The main content area is white and features a sidebar on the left with a user profile for 'John Doe' (with a 'Log Out' button), a help desk number, and a list of folders: 'Inbox(1)', 'Pending(2)', 'Drafts(1)', 'Sent(1)', and 'Blocked(1)'. The main message area shows a 'Secure Messaging Message' with a 'Subject: Demo Test' and a 'From: Doe, Jane' field. The 'To:' field lists 'Doe, John'. The 'Cc:' field is empty. The 'Sent Date' is '03/01/2010 02:34:29 PM' and the 'Importance' is 'Low'. An attachment named '[827.doc]' is listed. The message body contains the text 'Hello! This is just a test for the demo.' Above and below the message content are buttons for 'Reply', 'Reply To All', 'Forward', and 'Delete'. A 'Back To Messages' link is located at the bottom right of the message area.

Compose and Send a Message:

- Select the link for either **Home** or **Inbox** from the **Electronic Records Express Home** page. You may also respond directly to a received message by choosing the **Reply**, **Reply To All** or **Forward** button.
- If composing a message from the **Inbox** page or **Mailbox Home** page, select the **Compose** link. The form for creating a new message displays.

Compose Message – Secure Messaging

Social Security Online
Electronic Records Express

www.socialsecurity.gov
User Instructions

John Public
[Log Out](#)

Help Desk: 1-866-691-3061

[Mailbox Home](#)

[Check Mail](#)

[Compose](#)

Folders

[Inbox\(0\)](#)

[Pending](#)

[Drafts\(0\)](#)

[Sent](#)

[Blocked](#)

Secure Messaging
 Compose

From: Public, John

To:

Cc:

Subject:

Importance: Normal ▾

Attachments:

- Enter the destination recipient(s) in the **To:** and/or **Cc:** fields. (You can only send Messages to registered users of Secure Messaging.)
 - The easiest way to enter a recipient is by selecting the **Show Address List** button. This displays the recipient pull-down list. (You can only send Messages to registered users displayed in this list.)
 - Either scroll down the list to the name, or search for the name using the **Search Name** text box. As you type the name in the box, you advance to the corresponding location in the list.
 - Highlight the name of the user you are sending a message to and insert it in either the **To:** box or the **Cc:** box by selecting the **Add To:** or **Add Cc:** button on the search window.
 - Repeat this step until all you have entered all desired destination recipients (up to 76 characters).

Compose Message – Secure Messaging

Social Security Online
www.socialsecurity.gov
Electronic Records Express Home
User Instructions

MERPRO ONLY
Log Out
Help Desk: 1-866-691-3061
Mailbox Home
Check Mail
Compose
Folders
Inbox(1)
Pending
Drafts(0)
Sent
Blocked

Secure Messaging
Compose

Check Names Save Send Cancel

From ONLY, MERPRO Hide Address List

Address List:
Account Admin Testz
Account AdminTest user
Account Automated
Account Automated
Account Automated

Search Name: Add To Add Cc

To
Cc
Subject
Importance: Normal

Attachments: Browse... Clear Attachment
Add More Attachments

Highlight the recipient

After highlighting the recipient, choose "Add To" or "Add Cc"

Enter message in text box

- Enter a **Subject**, and then select the level of **Importance** from the drop-down list.
- Attach files as necessary using the **Browse** button. All file types are acceptable except .htm, .html, and .exe. A maximum of 8 attachments can be sent with each message.
- Enter any text message that needs to be included in the large text box.
- The overall size of the message cannot exceed 51 MB (50MB total for file attachments and 1MB for message text).
- Send the message by selecting the **Send** button. Or, you can save an unfinished message for later by selecting the **Save** button. (Creating a draft message starts the 20-day lifespan of the message.)
- A copy of the sent message is saved in the **Sent** folder.

View Blocked Messages:

Blocked messages are messages the user attempted to upload with an attachment in which the **Electronic Records Express** virus scan found a suspected virus. Quarantined messages are blocked from transmission and the suspected file is deleted. In addition to the benefit of knowing about the suspected file, users need to know that the message has been blocked.

- Select the hyperlink for either **Home** or **Inbox** from the **Electronic Records Express Home** page.
- Select the **Blocked** link. The blocked messages list displays.
- To take action on the message:
 - To delete the message, select the checkbox next to the message and select the **Delete** button.

<p>NOTE: 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 re-submit your documents without macros.</p>

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
Cancel	n
Check Names	c
Delete	l
Delete Checked Item(s)	l
Forward	w
Log Out	l
Reply	r
Reply To All	l
Save	s
Select	l
Send	r


Other keyboard commands, hotkeys or access keys will vary based upon 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 or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note: To use these keys select the “Alt” button on your keyboard and the access key simultaneously.

How to Get Important Information about Electronic Records Express Website Availability

You may subscribe to receive ERE website availability notifications through the GovDelivery services on the Social Security Administration's Electronic Records Express internet website: [Social Security Online: Electronic Records Express](#). Please see the following website for GovDelivery FAQs: <https://service.govdelivery.com/service/help.html#general1>

To subscribe to the ERE website availability notification, follow these instructions:

- Click  [Get important information about Electronic Records Express website availability](#).
- Type your email address and select **Go**
- Confirm your email address
- Select "Send updates immediately by e-mail."
- Choose an optional password
- Select **Save**
- Select **Next**
- Subscribe to additional topics by checking the boxes or unsubscribe by un-checking the boxes
- Select **Save**
- Subscribe to topics from other agencies by checking the boxes or unsubscribe by un-checking the boxes
- Select **Save**

****Once you have subscribed, you will receive a Subscription Acknowledgement e-mail with instructions on how to update your user profile****