

User Guide for Send Grouped Files



Office of Disability Determinations

October 2011

Electronic Records Express Website Evidence Submission Services

Instructions for Send Grouped Files

You can use the **Send Grouped Files** function on the Electronic Records Express website to send multiple files on a single upload. You can use this function by combining the multiple files into a single .zip file.

Please note that you are responsible for information submitted on the ERE website when using your ERE User ID and password. Never share your ERE User ID or password with others.

You need the SSA/DDS evidence request letter that contains the barcode available to complete the processing steps of **Send Grouped Files**. If you received the request electronically from the DDS, you cannot use Grouped Files to respond.

The barcode sheet must be the topmost (first page) of the set of records belonging to one individual. Similarly, a group of files containing the records of many individuals must always have a barcode sheet for each individual when transmitted together as a group of files combined in one file.

Please note that Electronic Records Express only accepts zipped files (.zip) that contain .tif, .tiff, .jpg, .bmp, .mdi or .pdf files, and *each individual's* barcode sheet must be the topmost (first page) of the record. For example, a .zip file containing five record sets for five different individuals must have five barcode sheets. A barcode sheet must be the topmost (first page) of each individual's record. You may use combinations of file types within a single transmission session on the Electronic Records Express website.

Grouped Files Upload

Under the **Evidence Submission Services** heading, select **Send Grouped Files**. Selecting this option takes you to the **Electronic Records Express – Send Grouped Files** page.

Electronic Records Express Home—Send Grouped Files

Social Security Online
Frequently Asked Questions
User Instructions

Electronic Records Express

John Public
John.Public@ssa.gov
4433481733
[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](#)
[Send Grouped Files](#)

Consultative Examination (CE) Services
[Review/Submit Prepared Requests](#)
[Send CE Report](#)
[Send CE No Show Response](#)

Document Exchange Services
[Access Electronic Requests](#)
[Pickup Transcription Reports](#)
[Teacher Questionnaire](#)
[Track Status of Submissions](#)

Communication Services
Secure Messaging: [Home Inbox](#)
Communication Utility: [Send E-Mail](#)

Bulletin Board

Updated 08/22/2010

[What's New?](#)

[Get important information about Electronic Records Express availability.](#)

[Email for more information](#) or call toll free:
1-866-691-3061

Group the records based on whether there is a 2-D/enhanced barcode on the request letter. The barcode should look like the barcode below:



RQID: 123456789012345 SITE: S27 DR: F
SSN: 123456789 DOCTYPE: 001 RF: D CS: 9be8

You must separate records that have a 2-D barcode from records that do not have a 2-D barcode. Submit records with a 2-D barcode in one upload. The 2-D barcode must be the first page of the file.

Please note that the **Send Grouped Files** function only accepts **.zip** files. You must follow the rules listed below or your upload will not process.

- The **.zip** file must not contain directories.
- The **.zip** file must be valid and cannot be empty.
- The **.zip** file must contain only **.tiff, .tif, .pdf, .jpg, .mdi, and .bmp** files.
- The **.zip** file must not contain empty (zero-byte) files.
- The **.zip** file must contain one or more **.tiff, .tif, .pdf, .jpg, .mdi, and .bmp** files with either all enhanced barcodes or no enhanced barcodes.
- Each **.tiff** file within a **.zip** file should follow these specifications:
 - a. One **.tif** file per patient with the request letter on the first page

- b. .tiff version 4, 5, or 6
- c. Intel format (little-endian byte order)
- d. CCITT Group 4 Compression
- e. Black & White color (Bitonal)
- f. 200x200 dots per inch (DPI) resolution

Step 1—Destination and Documentation Information

Step 1—Destination and Documentation Information

- Enter the three-character Site code from the barcode. The Site code begins with a letter followed by two digits. If you make a mistake you may backspace and enter the correct letter or digits;

or

Select the **State** from the dropdown. If the State has more than one office destination, you must select the **Destination** office from the drop down list also.

or

Just select the “Destination” from the dropdown.

- There are two bullets to choose from on this page. Select the first bullet if the first page of your documents has an enhanced 2-D barcode that looks like the barcode below (the barcode may not display the DR field):



RQID: 123456789012345 SITE: S27 DR: F
SSN: 123456789 DOCTYPE: 001 RF: D CS: 9be8

or

- Select the second bullet if the first page of your documents does not contain an enhanced 2-D barcode(s) OR does not contain any barcodes at all.
- Select the **Continue** button to proceed to **Step 2—Attach and Upload Files**.

Step 2—Attach and Upload Files

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

John Doe
Log Out

Help Desk: 1-866-691-3061

Destination and request summary:

Destination: **MO - St Louis South DDS [S81]**
These grouped files are being submitted **WITH** a 2-D barcode.
Edit Summary

Attach and upload grouped files:

You must upload at least one file.
A maximum of 8 files can be added and all files must total less than 50MB.
ONLY zipped files can be uploaded. Uploaded zipped files must contain .tif, .tiff, .jpg, .bmp, .mdi or .pdf files.
Please do not upload password-protected files because they cannot be processed.

File 1: Browse... Clear File 1

Add Another File

Cancel Prior Page Submit

You may include up to eight (8) files in a submission. If you need to submit more than eight files for a single request, you will have to perform multiple uploads.

Step 2—Attach and Upload Files

- Review the Destination and Request Summary Information and verify the accuracy of the information selected in Step 1. If any of the information is incorrect, make the corrections by selecting the **Edit Summary** button.
- Select the **Browse** button to identify a file to send. (Do not send files that are password protected.) The **Choose file** window appears.
- Locate the zipped file you wish to send and highlight the file name. The document's file name moves to the "File name" box at the bottom of the **Choose file** window.
- Select the **Open** button. The **Choose file** window closes and the Electronic Records Express website shows the file name displayed in the box to the left of the **Browse...** button. If you have chosen the incorrect file, select the **Clear File 1** button to clear the **File 1** field.

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.

- Select the **Add Another File** button to send additional zipped files.
- Select the **Submit** button to forward the information to the Destination selected in Step 1.

Step 3—Tracking Information

The screenshot displays the 'Tracking Information' page for 'Send Grouped Files'. It includes a header with 'Social Security Online' and 'Electronic Records Express'. The user is identified as 'John Doe'. The page contains the following information:

Thank you for your submission.
Please retain your tracking number in case there are errors or problems that prevent us from processing your submission.

Response Information:

Tracking Number:	1312F6D0CBC04DD4
Date and Time Stamp:	07/15/2011 at 04:11 PM EDT
Barcode Present:	YES
Destination:	MO - St Louis South DDS [S81]

File Name	File Size
ERETestZip.zip	4501.0 KB
Total file size:	4501.0 KB

Buttons at the bottom include 'ERE Print', 'Send More Files', and 'ERE Home'. A callout box labeled 'Tracking Number' points to the tracking number '1312F6D0CBC04DD4'.

Step 3—Tracking Information

- After your submission uploads, Electronic Records Express provides a **Tracking Information** page. The **Tracking Information** page provides a tracking number for you to keep and use if you want to check on the status of your submission. The **Tracking Information** page indicates the specific files that you transmitted.
- If you do not receive the **Tracking Information** page, you should resubmit the materials.
- If you continue to have transmitting problems, contact the Electronic Records Express Website Help Desk at EETechSupport@ssa.gov or 1-866-691-3061.
- If you have additional Grouped Files to send, you may select the **Send More Files**. This will take you to Step 1 of sending Grouped Files.

NOTE: We **strongly recommend** that you print or take a screenshot of the **Tracking Information** page for your documentation. To do this, simply select **ERE Print** located at the bottom of the page. This print link works the same as if you selected File and Print from your browser's menu.

You cannot bookmark and save a **Tracking Information** page, and you will not be able to retrieve it later from Social Security or a DDS office once you exit the webpage.

If the file you selected to transmit is 0 byte, or too large (over 50mb), Electronic Records Express cannot process the submission. Choose **Try Again** on the message page to return to the previous page, update your file(s), and resubmit.

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
Continue	c
Edit Summary	w
ERE Home	h
ERE Print	p
Log Out	l
Prior Page	p
Send More Files	r
Submit	s

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****