

# **User Guide for Send CE with Scanned Signature**



**Office of Disability Determinations**

**October 2017**

# Electronic Records Express (ERE): Send CE with Scanned Signature

## Instructions for Send CE with Scanned Signature

On the **Electronic Records Express Home** page, under the **Evidence Functions** heading, select **Send CE with Scanned Signature**. This link takes you to the page that allows providers or administrative staff to submit CE reports. The provider physically signs a hardcopy of the CE report, scans the signed copy of the CE report, and submits the CE report through this function.

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

CESS User | Sign Out | Text Size | Accessibility Help

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

Electronic Records Express (ERE) | OMB No. 0960-0753 | Paperwork Reduction Act

**System Notices(3)** - Updated: 12/30/2014 | **What's New?** - Updated: 03/15/2015  
Sign Up for Email/Text ERE System Notifications

**Evidence Functions** ? Help

- **Send CE with Scanned Signature**
- Send CE Report
- Send CE No Show Response
- Track Status of Submissions
- Teacher Questionnaire (PDF)

**Account Functions** ? Help

- Modify Your Account
- Change Your Password
- Manage Your Email Notifications

**Messaging Functions** ? Help

- Secure Messaging

**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.

- You need the SSA/DDS evidence request letter that contains the barcode available to complete the processing steps of **Send CE with Scanned Signature**. If you received the request electronically from the DDS, you cannot use “Send CE with Scanned Signature” function to respond.
- The barcode sheet must be the topmost (first page) of the record set.
- Electronic Records Express only accepts zipped files (.zip) that contain .tif, .tiff, .jpg, .bmp or .pdf files. You may use combinations of file types within a single transmission session on the Electronic Records Express website.

*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.* 2

# Electronic Records Express (ERE): Send CE with Scanned Signature

**Note:** The **Send CE with Scanned Signature** 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** 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** and **.bmp** files with either all enhanced barcodes or no enhanced barcodes.

Each **.tiff** file within a **.zip** file should follow these specifications:

- One **.tif** file per patient with the request letter on the first page
- .tiff** version 4, 5, or 6

Submit records with 2-D barcodes together, and submit records without the 2-D barcode together. In the group of records with the barcode, the 2-D barcode must be included on the first page of the documents.

**Note:** The barcode is essential for properly routing records and reports to the appropriate claimant's electronic disability claims folder. Please be careful not to alter the readability of the barcode (e.g., writing over the barcode or date-stamping the barcode). This is particularly important for providers who are scanning copies of the DDS request letter to be uploaded via the Electronic Records Express website (i.e., using the **Send Grouped Response** and **Send CE with Scanned Signature** functions).

## Destination and Request Information (Step 1 of 3)

The screenshot shows the 'ERE: Send CE with Scanned Signature' form. At the top, it says 'CESS User | Sign Out' and 'Text Size | Accessibility Help'. The Social Security Administration logo and name are visible. The page title is 'ERE: Send CE with Scanned Signature'. Below the title, there are three steps: 1. Destination Information (active), 2. Review & Add Information, and 3. Confirmation. The main form area is titled 'Destination and Request Information' and includes a 'User Resources' link. The form contains the following fields and options:

- Select destination by:**  More Info
- Site Code  State
- Site Code:** AR
- State:** AR-Arkansas
- Destination:** AR - EST DDS [S0J]
- 
- Does the first page of all the documents contain an enhanced 2-D barcode?**  More Info
- Yes  No

At the bottom of the form, there are 'Next' and 'Cancel' buttons.

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# Electronic Records Express (ERE): Send CE with Scanned Signature

## Step 1 – Destination and Request Information

- Select the DDS Destination by first selecting the appropriate radio button depending on your desire to search by either Site Code or State
- 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. After choosing the **State**, the **Destination** list updates and lists the offices in the State you selected. 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

- Select the second bullet if the first page of your document does not contain a barcode.
- Select the Next button to proceed to Step 2.

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## Review and Add Information (Step 2 of 3)

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### ERE: Send CE with Scanned Signature

1 ✓ Destination Information | 2 Review & Add Information | 3 Confirmation

#### Review

[User Resources](#)

[Edit](#) Destination Information

Destination: **AR - EST DDS [S0J]**  
Barcode Present? **Yes**

#### Attach and Upload Files

- A maximum of 10 files can be added and all files must total less than 50MB.
- Uploaded files must be .tif, .tiff, .jpg, .bmp, .pdf, or .zip types.
- Zipped files can only contain .tif, .tiff, .jpg, .bmp, .pdf.
- You may not upload a zip within a zipped file.
- Please do not upload password-protected files because they cannot be processed.

File 1:  No file chosen

## Step 2—Review & Add Information

- Select the button to identify a file to send. (Do not send files that are password protected.) The **Choose file** window appears on your screen.
- Locate the file you wish to send and highlight the file name. The document's file name moves into the **File name** box at the bottom of the **Choose file** window.
- Select the **Open** button. The **Choose file** window closes and the file name displays. If you have chosen the incorrect file, select the **Delete** button to clear the field.
- Select the **Add File** button to send additional zipped files.
- Select the **Submit** button to forward the information to the Destination selected in Step 3.

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# Electronic Records Express (ERE): Send CE with Scanned Signature

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.

## Confirmation (Step 3 of 3)

The screenshot shows the Social Security Administration's Electronic Records Express (ERE) interface. At the top, it says "CESS User | Sign Out" and "Text Size | Accessibility Help". The main header is "Social Security" with the tagline "The Official Website of the U.S. Social Security Administration". The page title is "ERE: Send CE with Scanned Signature". Below the title, there are three steps: "1 Destination Information", "2 Review & Add Information", and "3 Confirmation". A green box contains a confirmation message: "Thank you for your submission", "CE Scanned Signature Submission - Tracking Information", "Tracking Number: 14AD0A274DAA01BBN", and "Submitted on: 01/09/2015 at 04:38 PM EST". A "User Resources" link is also visible. Below the confirmation message is a "Print this page" link. The "Submission Summary" section includes "Tracking Information", "Destination Information" (Destination: AR - EST DDS [S0J], Barcode Present? Yes), and "Uploaded File(s)". A table shows the uploaded file: "ERE\_AR\_HomePage.zip" with a size of 103 KB. At the bottom, there are buttons for "Send Another Response" and "ERE Home".

CESS User | Sign Out Text Size | Accessibility Help

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### ERE: Send CE with Scanned Signature

1 ✓ Destination Information    2 ✓ Review & Add Information    3 Confirmation

✓ **Thank you for your submission**

CE Scanned Signature Submission - Tracking Information

Tracking Number: **14AD0A274DAA01BBN**

Submitted on: **01/09/2015 at 04:38 PM EST**

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

[Print this page](#)

[User Resources](#)

#### Submission Summary

Tracking Information

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#### Destination Information

Destination: **AR - EST DDS [S0J]**  
Barcode Present? **Yes**

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#### Uploaded File(s)

File Name	File Size
ERE_AR_HomePage.zip	103 KB
<b>Total File Size:</b>	<b>103 KB</b>

[Send Another Response](#)    [ERE Home](#)

## Step 3 – Confirmation

After your submission uploads, Electronic Records Express provides a **Confirmation** page. The **Confirmation** page provides a tracking number for you to keep and use if you want to check on the status of your submission.

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## Electronic Records Express (ERE): Send CE with Scanned Signature

- If you do not receive the **Confirmation** 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](mailto:EETechSupport@ssa.gov) or 1-866-691-3061.
- To respond to another request, select the **Send Another Response** button.

**NOTE:** We **strongly recommended** that you print or take a screenshot of the **Confirmation** page for your documentation. To do this, simply select **Print this page** located at the bottom of the green box. This print link works the same as if you selected File and Print from your browser's menu. You cannot bookmark and save a **Confirmation** page, and you will not be able to retrieve it later once you exit the webpage.

# Electronic Records Express (ERE): Send CE with Scanned Signature

## 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://subscriberhelp.govdelivery.com/hc/en-us>

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

1. Click “**Sign Up for Email/Text ERE System Notifications**” on the Electronic Records Express Home Page,
2. Type your email address and select **Submit**
3. Confirm your email address
4. Select “Send updates immediately by email.”
5. Choose an optional password
6. Select **Submit**
  - a. You will receive a “Success” confirmation.
7. Select **Close** to exit.

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