ERE for Medical and Vocational Experts: Registration Guide

September 18, 2023

Background

The Office of Hearings Operations (OHO) contracts with Medical Experts (MEs) and Vocational Experts (VEs) to perform services such as providing testimony at ALJ hearings and responding to interrogatories. These services require reviewing case documentation stored in the electronic folder (eFolder).

ERE (Electronics Records Express) for Experts is a secure web service that provides registered experts with electronic access to the exhibited documents in eFolder sections A, E, and F of cases they or their contracted company is assigned to in OHO's case processing systems.

An individual expert with an active BPA to provide medical or vocational expert services for OHO or an expert that works for a company with an active BPA is eligible to obtain an ERE for Experts account. Registration consists of:

- Creating a "*my* Social Security" account using LOGIN.gov
- Adding extra security to your LOGIN.gov account
- Notifying SSA that your registration is complete

Each expert must create an individual Login.gov account with extra security.

Getting Help

If you are having issues adding the extra security to your account, contact the helpdesk for assistance at 1-800-772-1213. The helpdesk hours of operations are 7:00am to 12:00am Eastern Time, Monday through Friday.

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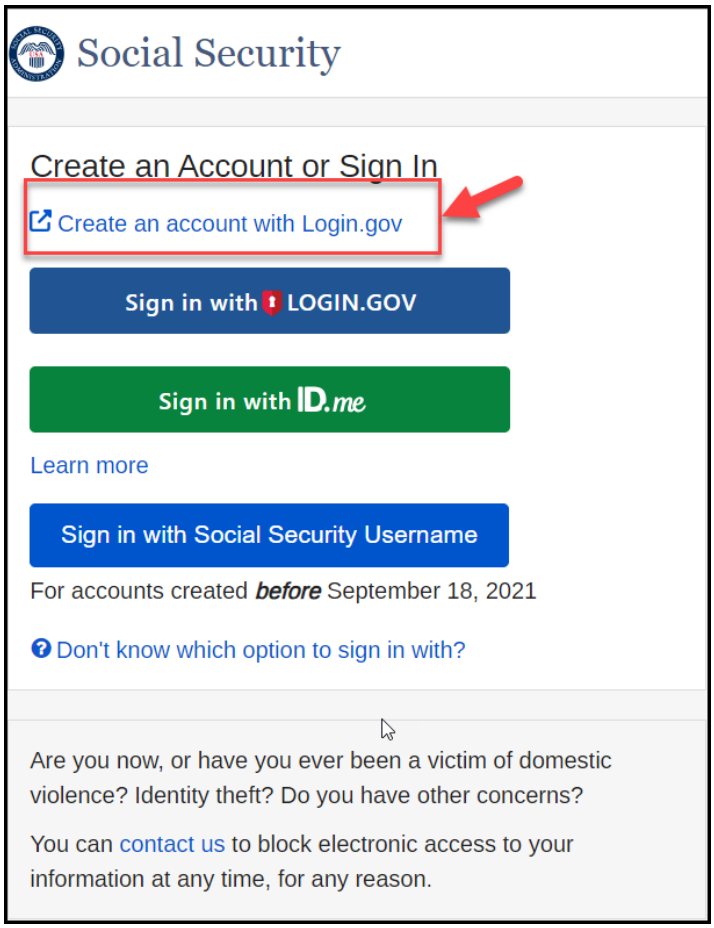
Create a LOGIN.gov account for ERE for Experts

If you already have a "Login.gov" account, skip to Elevating to an Advanced Account.

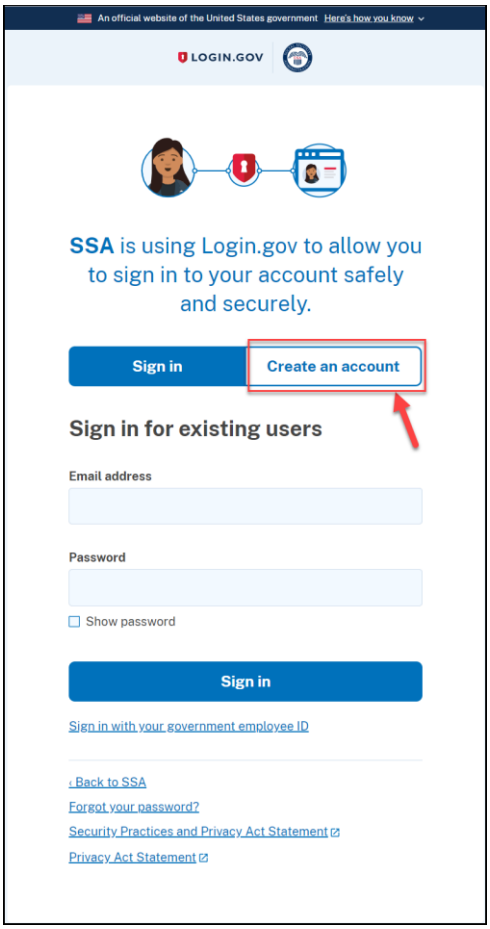
1. Start by clicking on this link: https://secure.ssa.gov/rome/rir-ui/suas?LVL=7&URL=/ERECA/MEVE01View

   You must use this link to register for ERE for Experts. Do not start at Login.gov.
   If clicking the link doesn't work, copy/paste the link into your browser.

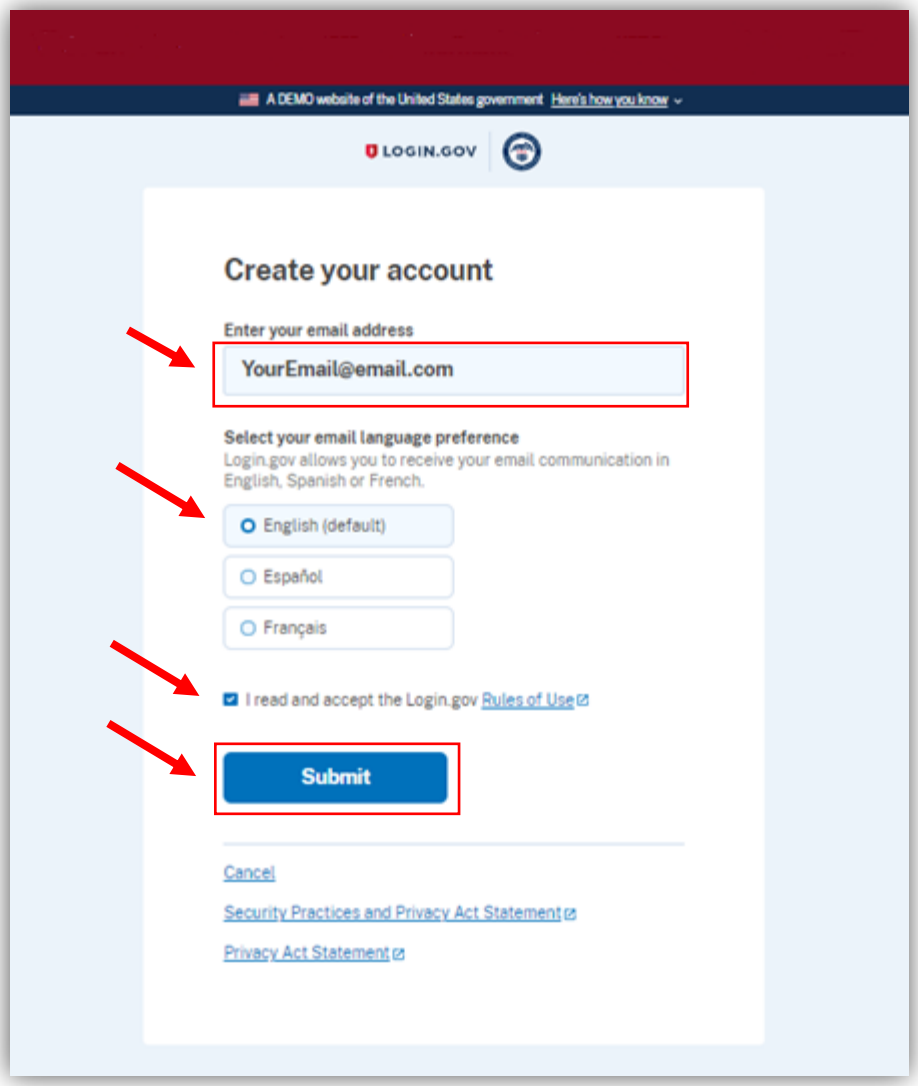
2. Click the "Create an account" button



3. You will be redirected to login.gov. Click on “Create an account”



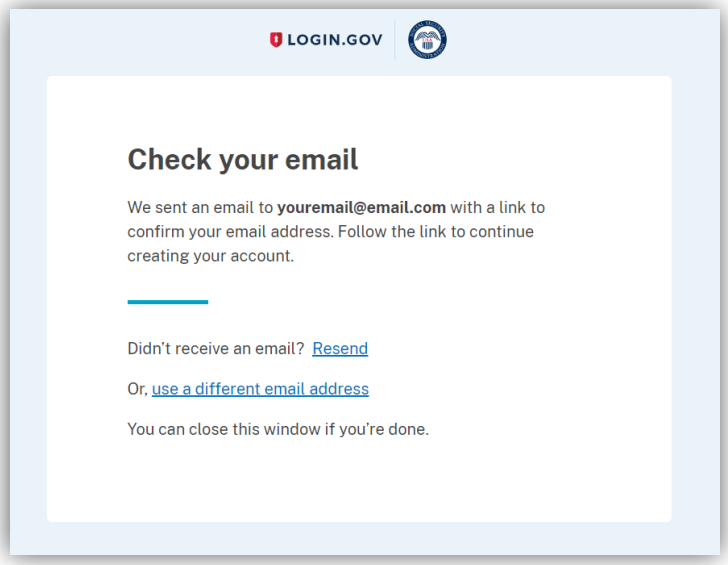
4. Enter your email address and select your email language preference, then check box to accept login.gov “Rules of Use” and submit.



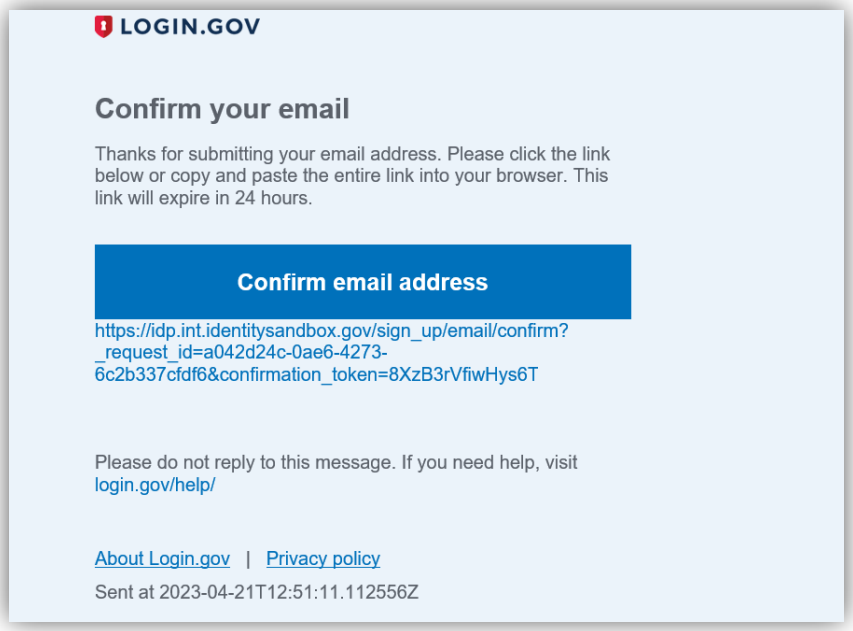
5. An email will be sent to your account for verification.

   NOTE: If you already have an account, the email will state “This email address is already associated with and Account”, so skip to Elevating to an Advanced account.

6. You will see the following “Check your email” screen. DO NOT close this screen.

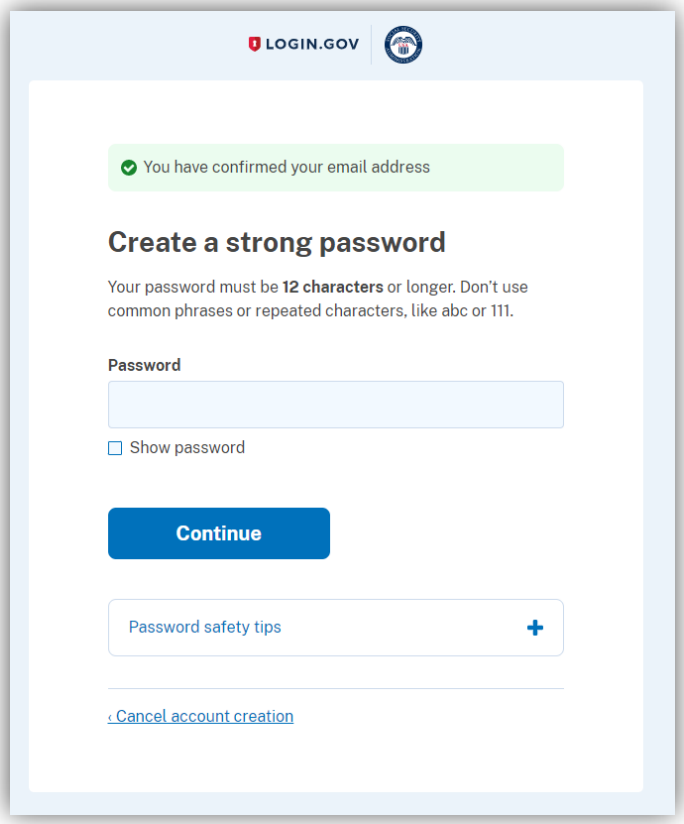


7. Within the email you received, copy the link below the “Confirm email address” button (**DO NOT** click on the button), and paste that link on the same web browser window you used to create the login.gov account.

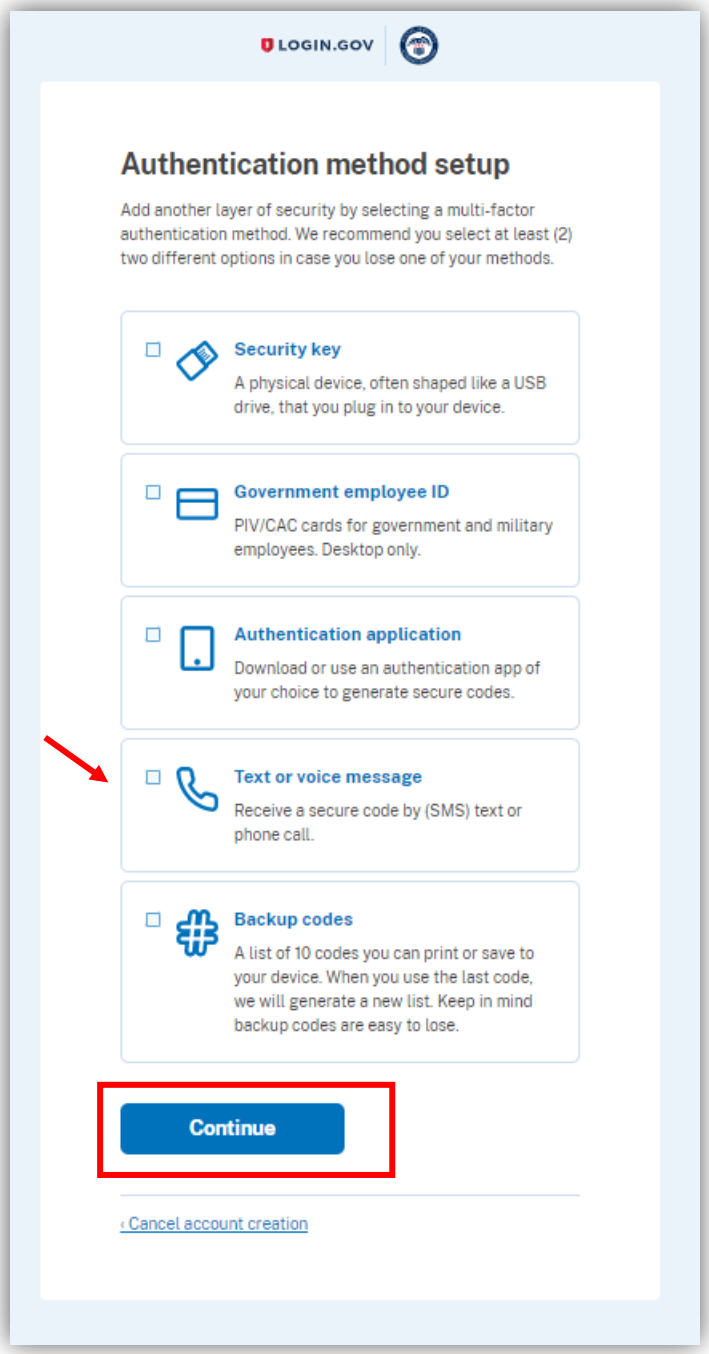


8. Create a password that meets the stated criteria, then select “Continue”.

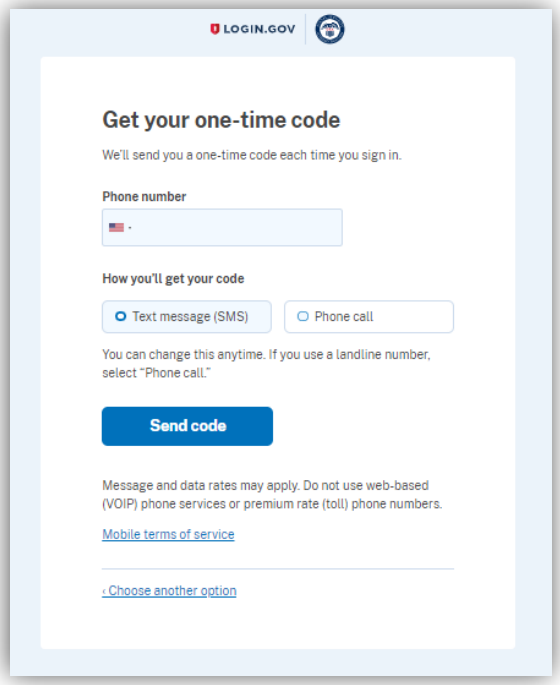
NOTE: PLEASE REMEMBER this password, as it is critical for access to case information.



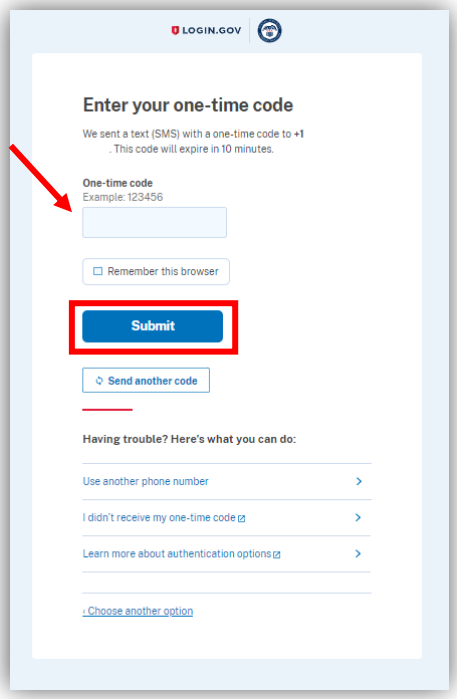
9. Now you will be required to select an “Authentication method setup”. Select “Text or voice message” then select continue.



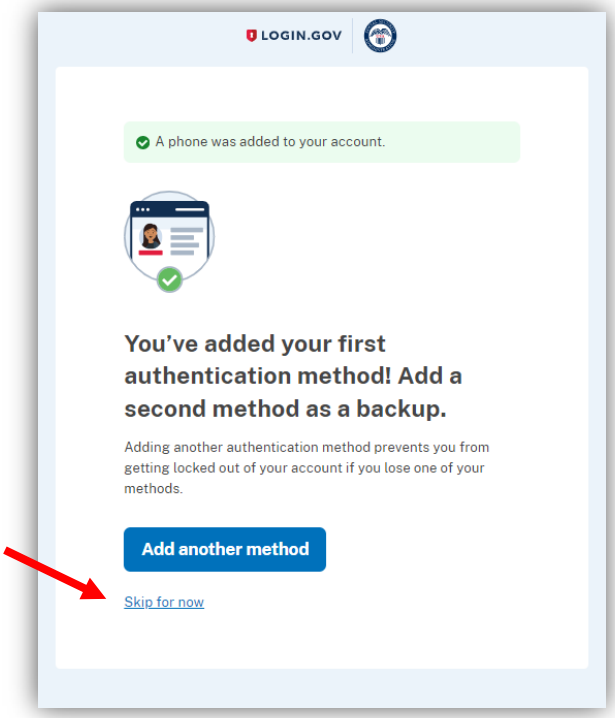
10. Enter your cell phone number, select text message or phone call, then select “Send code”.



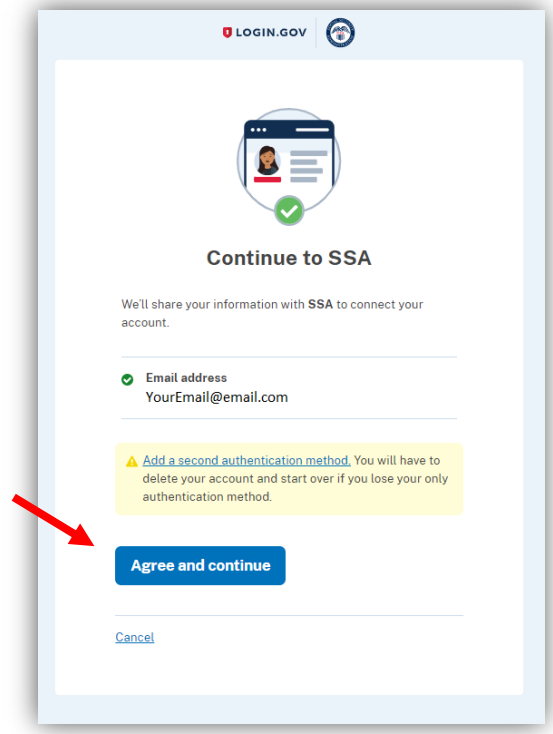
11. Enter the security code that was provided by the method you selected, then click “Submit”.



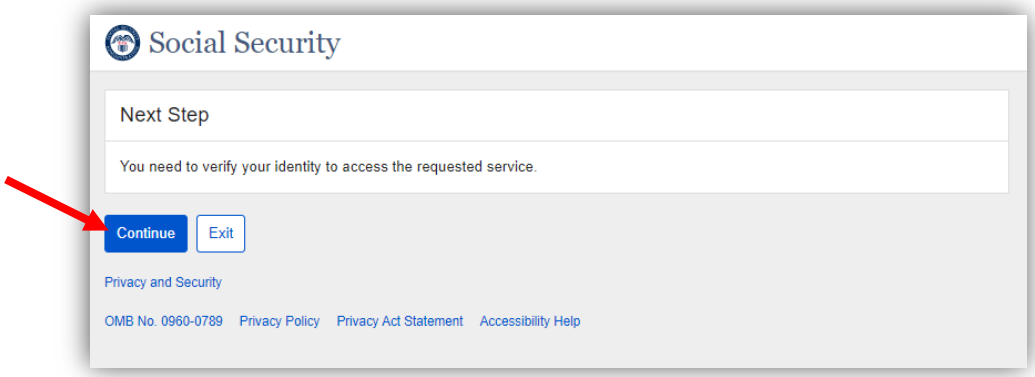
12. You have now created a Login.gov account. Click the “Skip for now” link to go to the next step of the process.



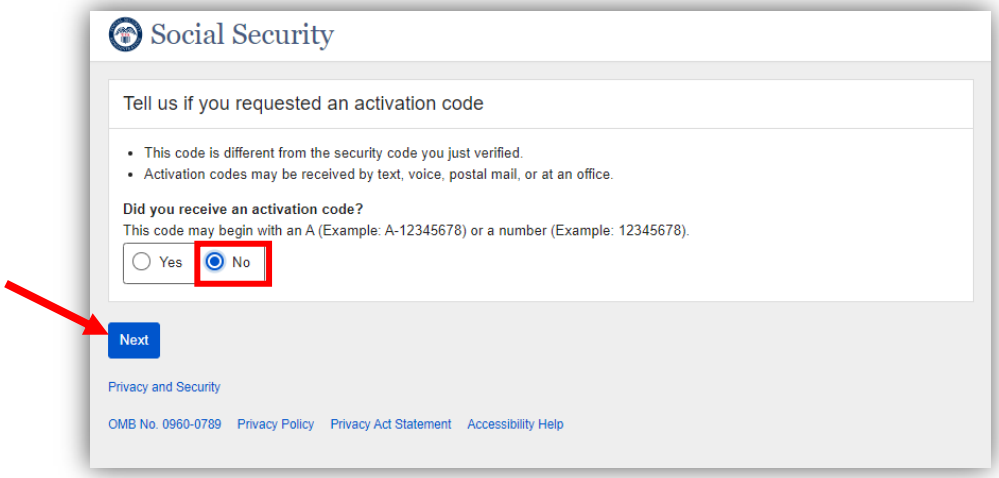
13. You are ready to connect your Login.gov account to SSA. Select the “Agree and continue” button.



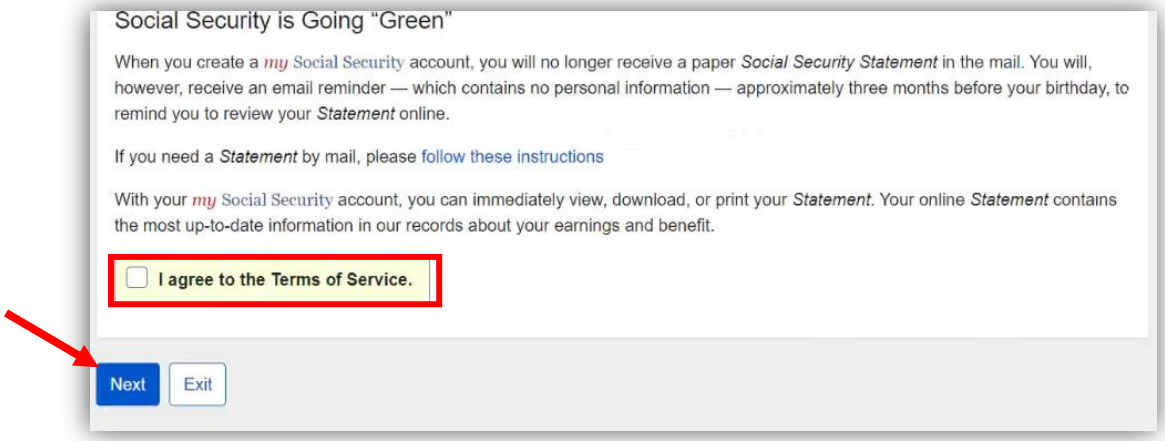
14. You will see this page telling you that you need to verify your identity to access the requested service. Click the “Continue” button.



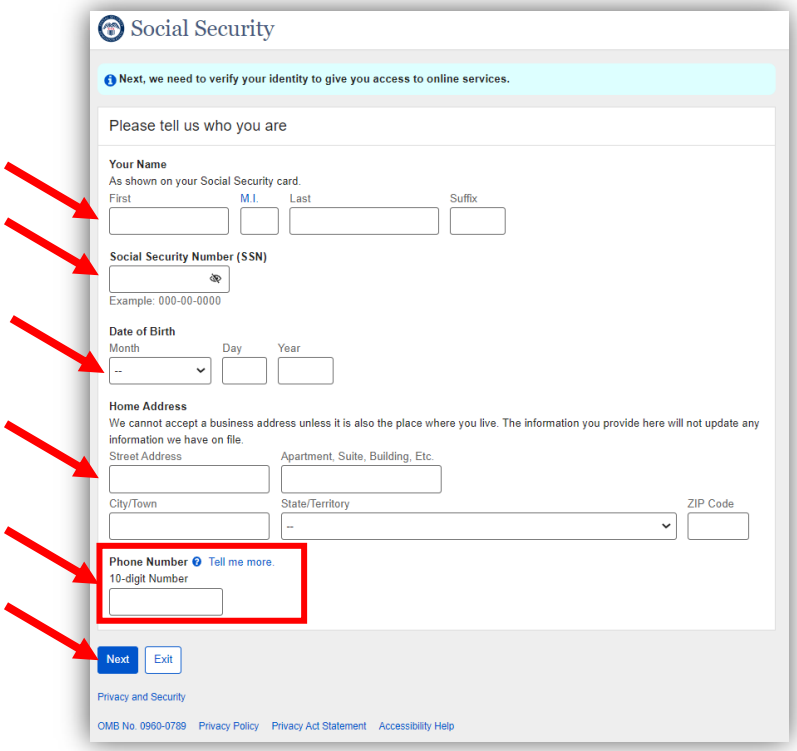
15. Select “No” and click the “Next” button.



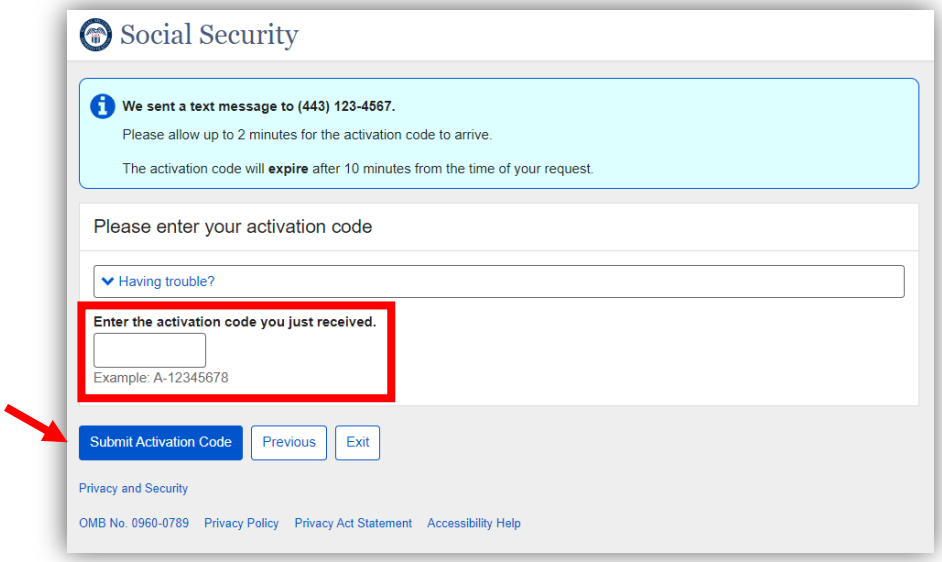
16. Select “I agree to the Terms of Service” and click the “Next” button.



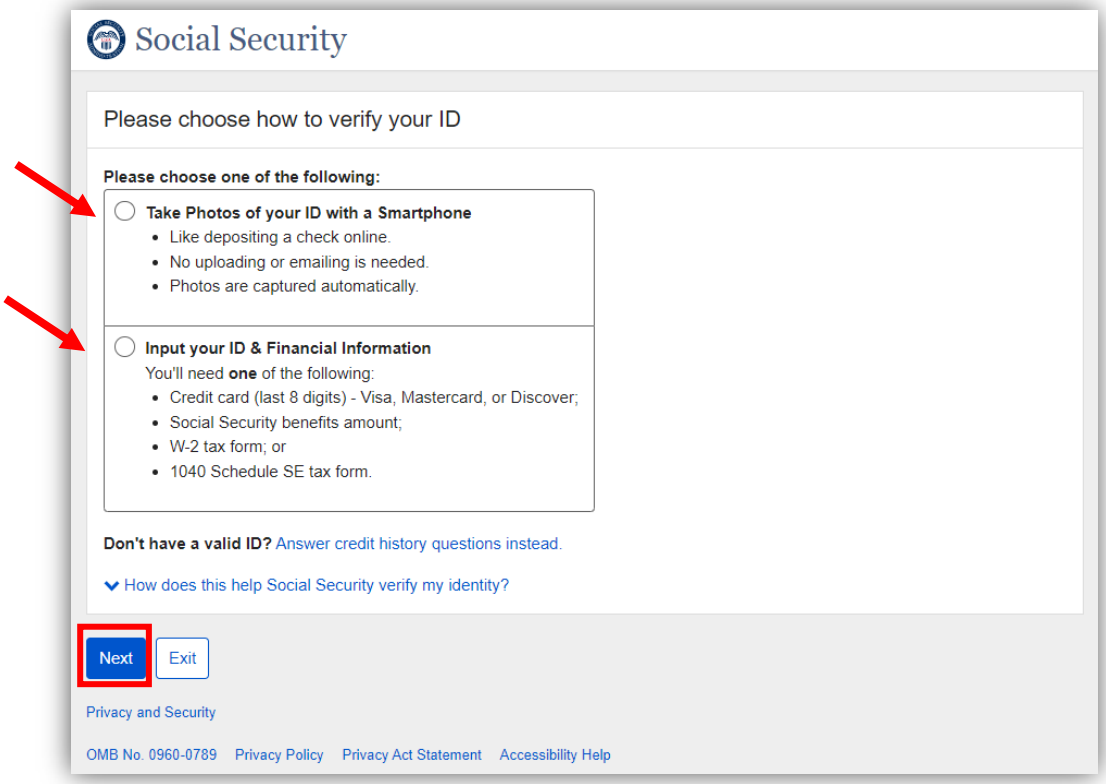
17. Complete the information on this page and click the “Next” button.
    NOTE: We strongly recommend entering your mobile phone for verification. If you do not enter your mobile phone number, you will have to authenticate by receiving an activation code via postal mail.



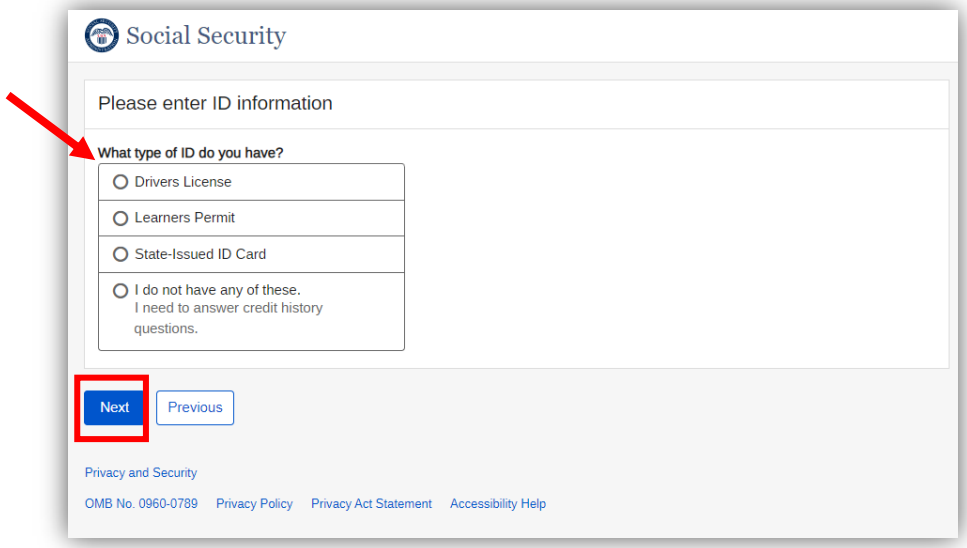
If you elect to receive the activation code in the mail: once you have received the mailed code, go to Activation Code via Mailing: Finish Creating an Account to continue creating an advanced account.
If you followed the preferred method of receiving an activation code via phone: you will receive the activation code via text message, input the code, then select “Submit Activation Code” button.



18. From this point on, you are choosing how you want to verify your identity for an advanced account (which is required for accessing ERE). Depending on what you choose, there are many combinations. The different screens are listed below:



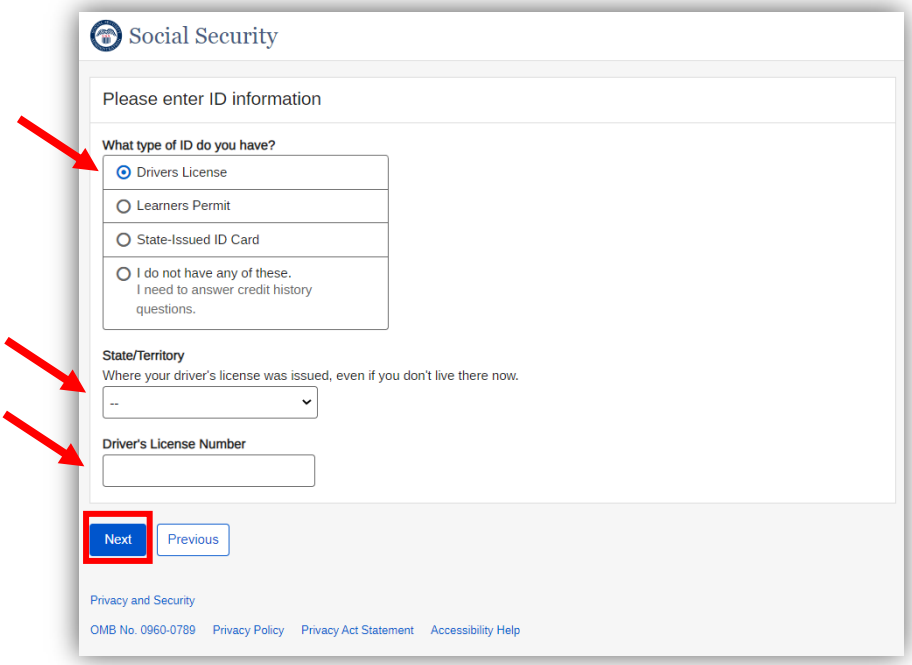
Option 1: Instructions for verifying your ID. Select one of the options from above by clicking the radio button on the left, then click on the "Next" button.



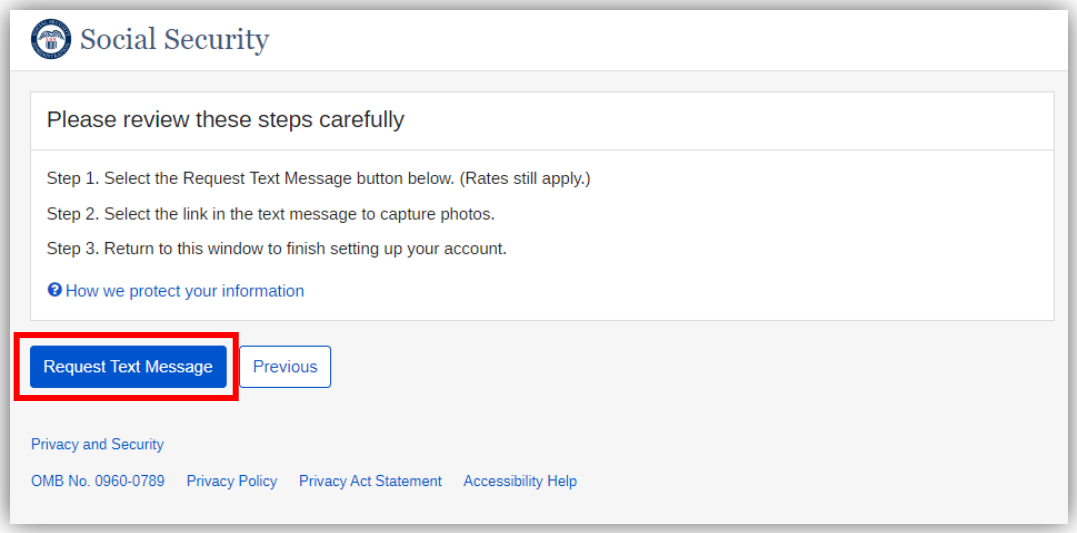
18.1. Additional field will be presented. Fill out the information and click the “Next” button.

Note: The following screen is the “Driver License” option screen as an example.

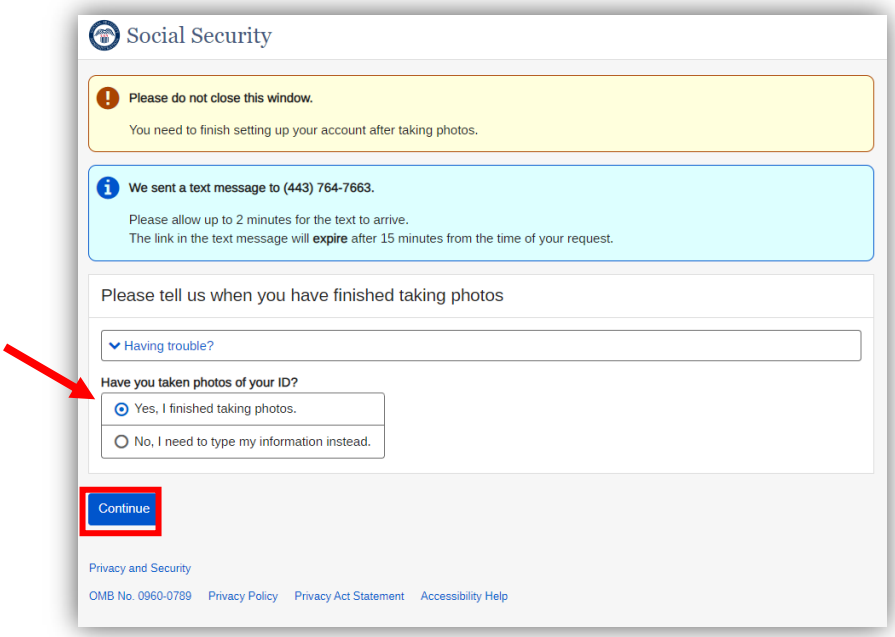
18.2. Select “Drivers License”, then provide the State and Drivers License Number, then select “Next”.



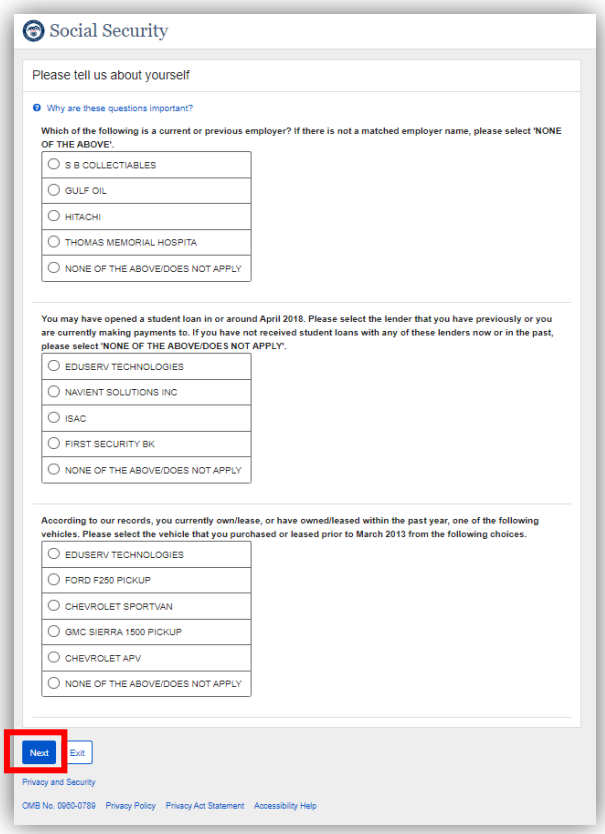
18.3. Read the instructions for uploading photos of your ID, then select “Request Text Message”



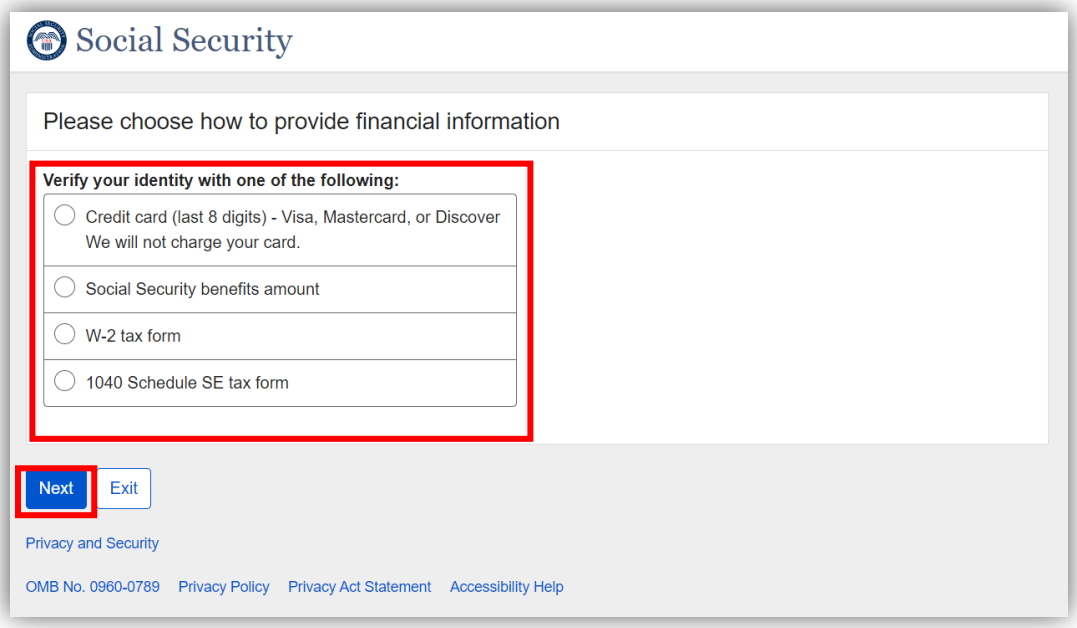
18.4. **Do not close the window**. Once you have completed taking your photos, select “Yes, I finished taking photos”, then click the “Continue” button.



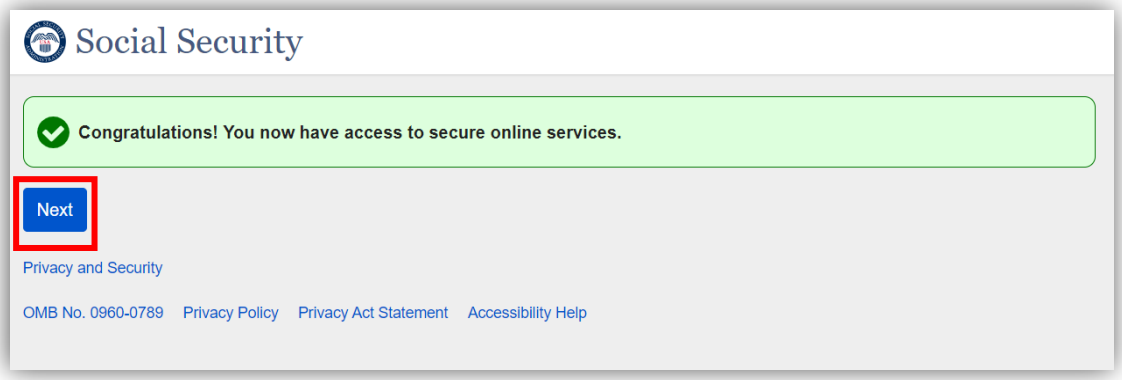
18.5. Select the answers to the Out of Wallet questions, then click the “Next” button



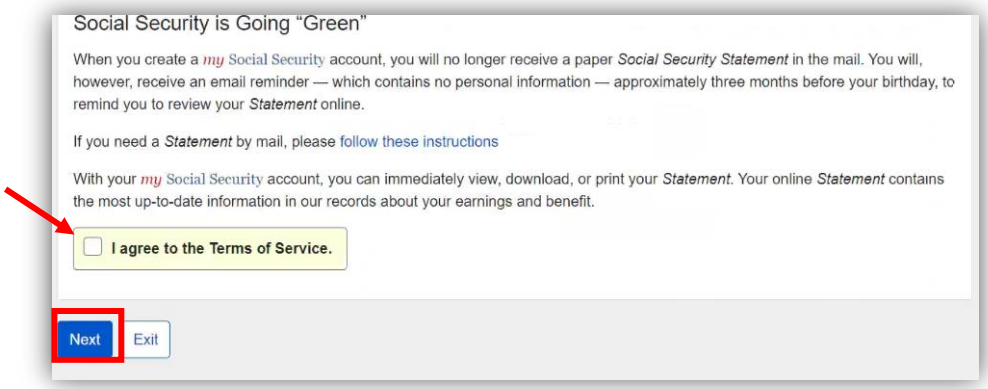
Option 2: Instructions for Finance Information. Select **one** of the options by clicking the radio button on the left. Fill out the information and click the "Next" button.



19. Once the advanced account proofing process is successful, you will see the following screen. Click on the "Next" button.



20. You will be redirected to the “Login Terms of Service” page. Check the “I agree to the Terms of Service” box, then click the “Next” button.



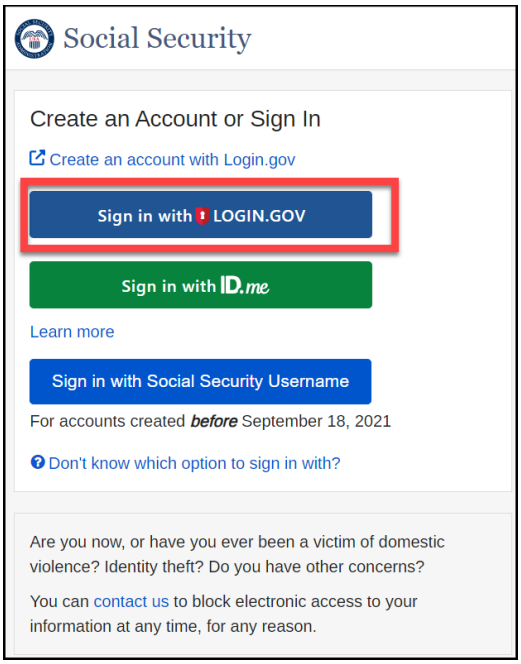
21. You have completed the process. If you are contracted with a company, notify them that you have added advanced security. If you are an individual BPA holder, notify OHO.ERE.Expert.Support@ssa.gov.

Activation Code via Mailing: Finish Creating an Account

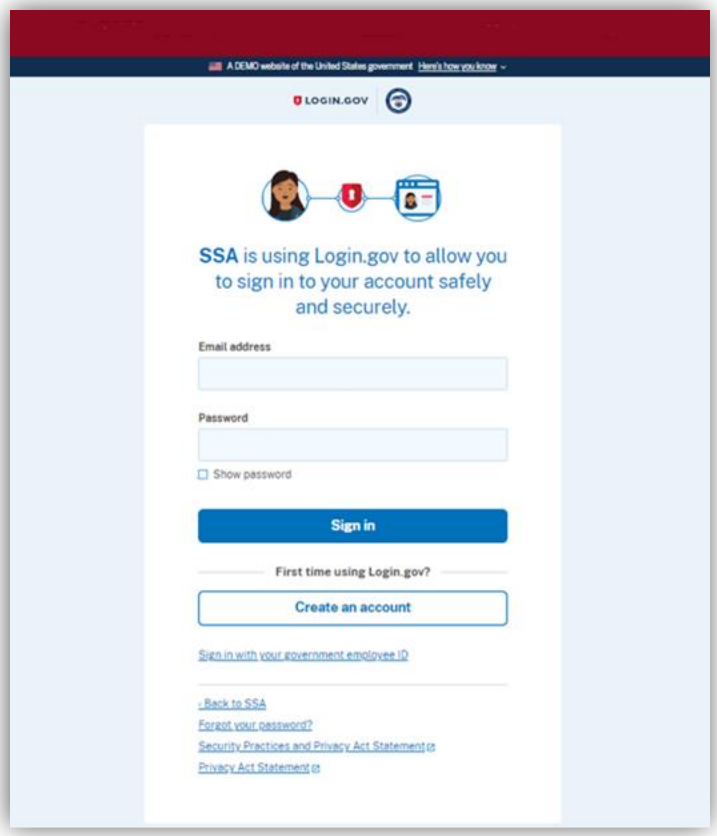
You have received the letter from the Social Security Administration containing the activation code.

1. Start by clicking on this link:
   https://secure.ssa.gov/RIL/SiView.action?URL=/ERECA/MEVE01View

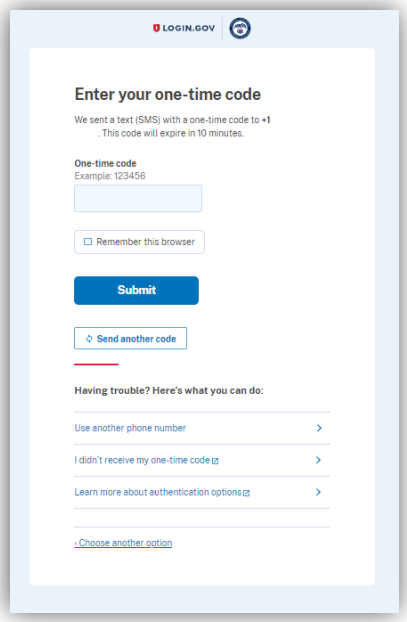
2. Click “Sign in with LOGIN.GOV” button



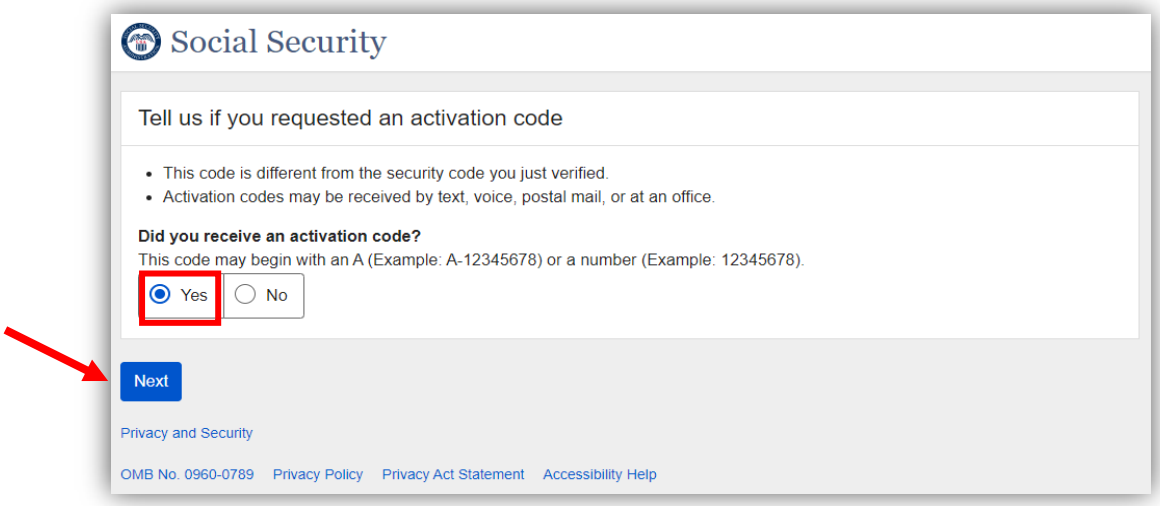
3. You will be redirect to login.gov. Enter your email address and password, then click “Sign in”



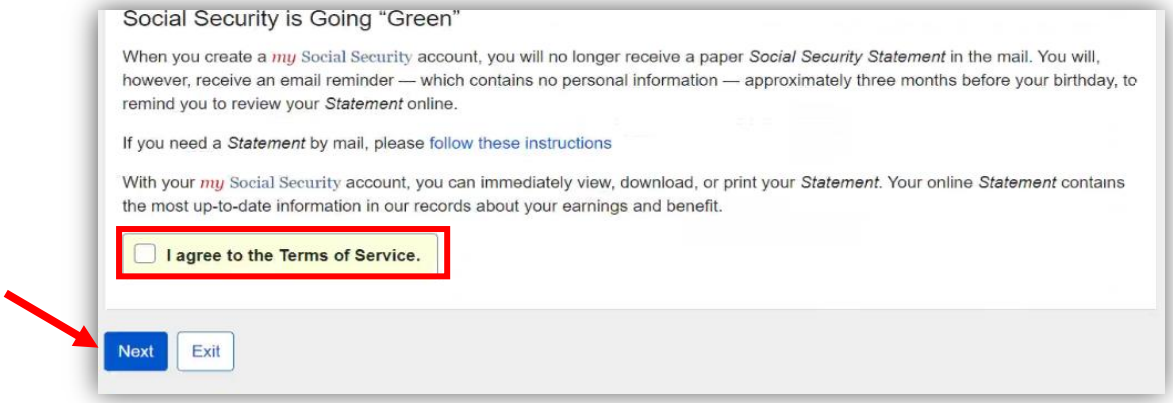
4. Input the one-time code you received on your phone/email and click the “Submit” button.



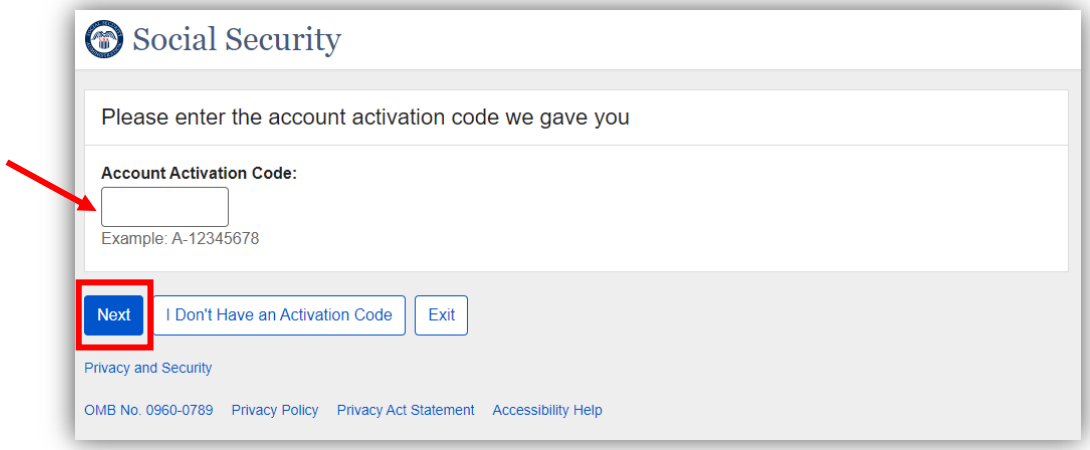
5. Select “Yes” and click the “Next” button.



6. Select “I agree to the Terms of Service” and click the “Next” button.



7. In put the activation code provided in the mailed letter, then select “Next”



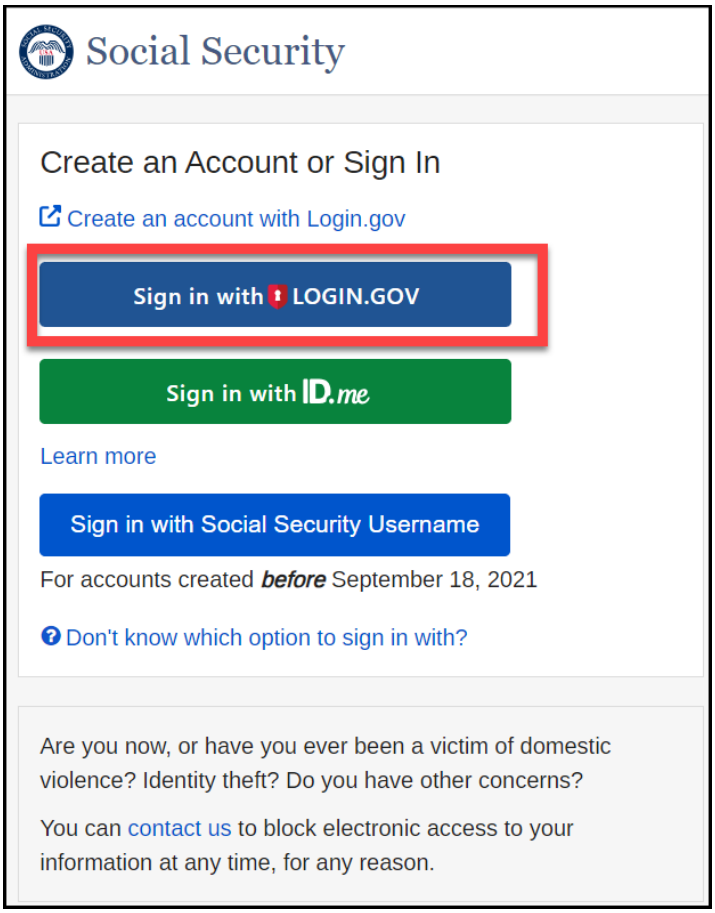
8. You now have a standard account. Continue to add an advance account.

Elevating to an Advanced Account

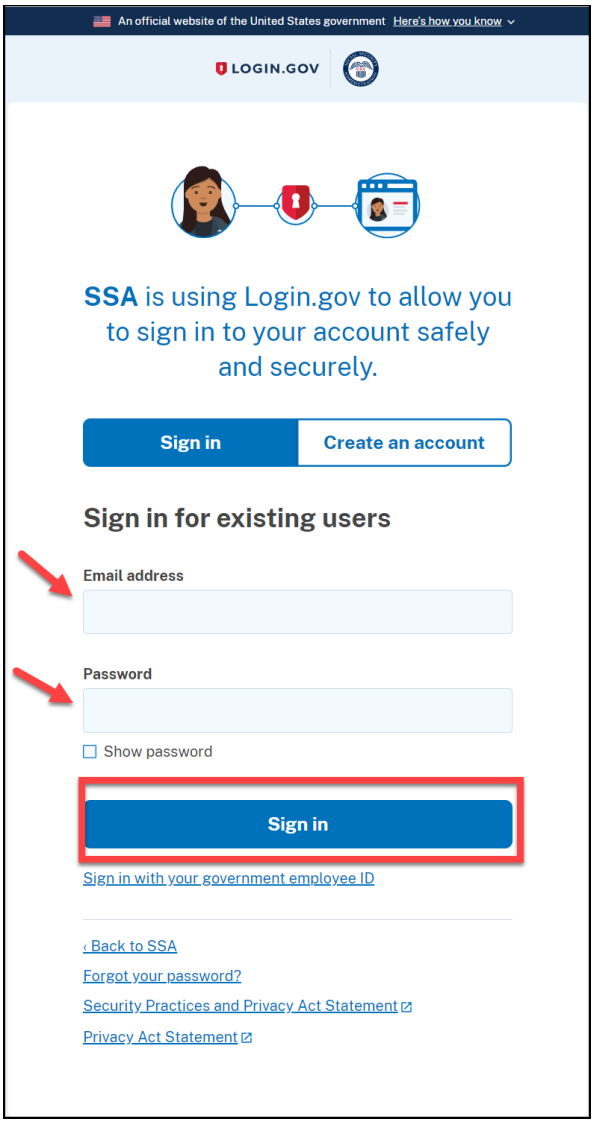
If you already have a Login.gov account, use this link to add extra security:

https://secure.ssa.gov/rome/rir-ui/suas?LVL=7&URL=/ERECA/MEVE01View

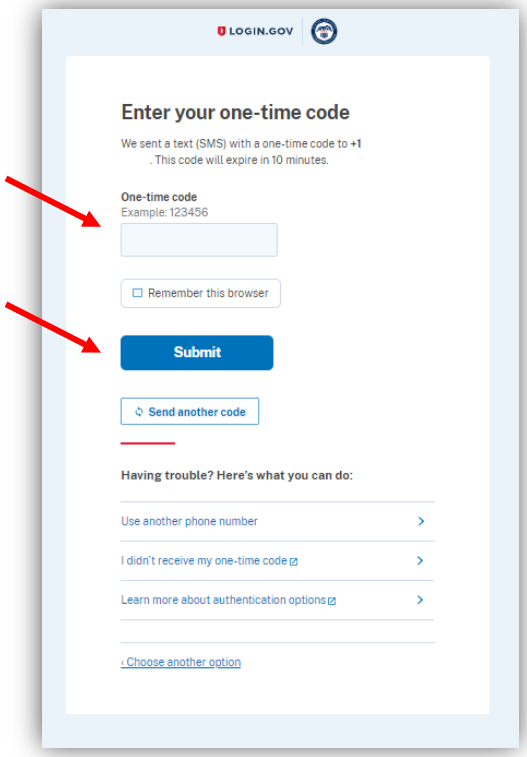
1. Click on “Sign in with LOGIN.GOV”



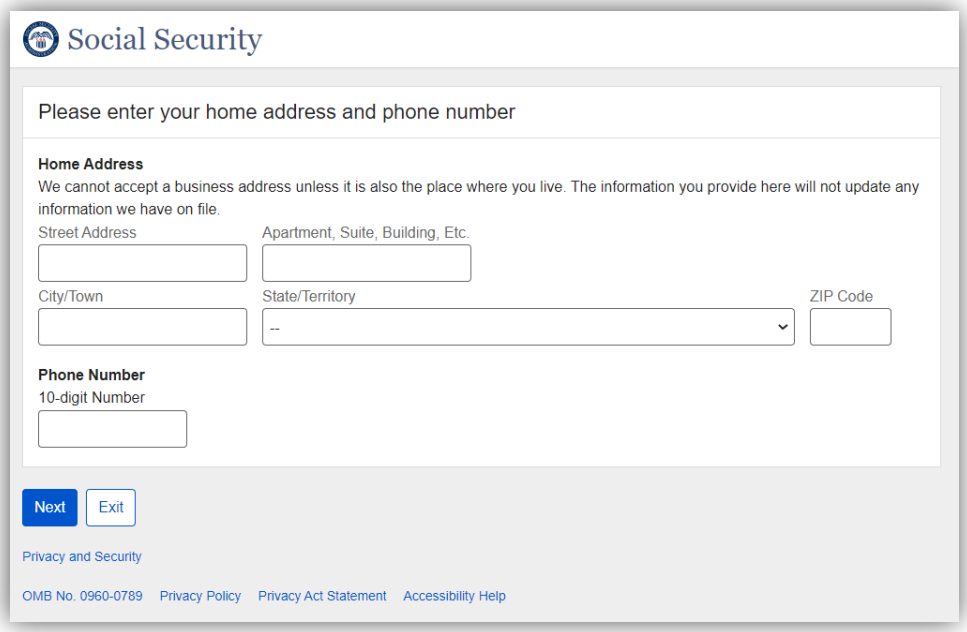
2. Type in your email address and password and click the “Sign in” button.



3. Input the one-time code you received on your phone and click the “Submit” button.



4. Provide your home address and phone number, then click the “Next” button.



5. Refer to step 18 to complete the process.