Frequently Asked Questions (FAQ) – Login.gov Authentication Transition

1. What is Login.gov?

One account and password. Login.gov is a secure sign-in service used by the U.S. government that allows individuals to access multiple government websites with a single account. It provides enhanced security through multi-factor authentication and identity protection.

It helps protect your information by asking you to take extra steps to make sure it's really you when you log in.

To learn more about Login.gov, visit:
 https://login.gov/what-is-login/

2. What is changing with the EEOC Public Portal login process?

The EEOC Public Portal is transitioning to **Login.gov for user authentication**. After the transition, users will sign in through Login.gov instead of using the existing Public Portal login credentials.

3. When will the Login.gov transition take place?

The transition to Login.gov authentication will occur on **March 30**. After this date, users must sign in using **Login.gov credentials** to access the EEOC Public Portal.

4. Do I need to create a Login.gov account and what email should I use?

If you do not already have a Login.gov account, **you must create one to access the Public Portal after the transition**. You can create a Login.gov account by visiting:
 https://login.gov/create-an-account/

You should create your Login.gov account using **the same email address associated with your EEOC Public Portal account** to ensure proper access.

If you already have a **Login.gov account with the same email address used for the EEOC Public Portal, no further action is required.**

5. What if I already have a Login.gov account?

You may use your existing Login.gov account to access the Public Portal **if it uses the same email address associated with your Public Portal account**.

6. Will this change affect my case information or documents in the Public Portal?

No. The transition only changes the **authentication method**. Your **case information, documents, and portal activity will remain unchanged**.

7. Does this change impact FedSEP or the Respondent Portal?

No. The transition to Login.gov authentication only applies to the **EEOC Public Portal**. It **does not impact FedSEP or the Respondent Portal**, and users of those systems will continue to access them using their existing login processes.

8. What information is required to create a Login.gov account?

To create a Login.gov account, you will need:

- A **valid email address**
- A **secure password**
- At least one **multi-factor authentication (MFA) method**, such as:
    - Text message or phone call
    - Authentication application
    - Security key
    - Backup codes

You will also need to **verify your email address** during account creation.

9. What should I do if I cannot sign in after the transition?

If you experience issues signing in:

- Confirm you are signing in through **Login.gov**
- Ensure you are using the **correct email address**
- Verify your **multi-factor authentication (MFA) method**

If the issue persists, you may contact **EEOC Technical Support**:
 https://publicportal.eeoc.gov/Portal/TechSupport.aspx

For Login.gov account related issues, please contact https://www.login.gov/help/

10. Where can I get help if I have issues with my Login.gov account or authentication methods?

If you cannot access your authentication method (such as your phone or authentication app), or need assistance creating or managing your Login.gov account, please visit the **Login.gov Help Center**:

https://www.login.gov/help/

This page provides guidance for **account setup, authentication methods, account recovery, and other Login.gov support topics**.