U.S. Equal Employment Opportunity Commission (EEOC)

EEOC Public Portal User's Guide

Vol 1 – Getting Started

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Introduction to the EEOC Public Portal

The EEOC Public Portal is a secure, web-based application developed for individuals to interact with the EEOC regarding a complaint of employment discrimination. Using the EEOC Public Portal, you may file a complaint against an employer in the Private Sector (i.e. Business or non-profit) or a State or Local Government Agency. If you work or worked for the U.S. Federal Government as an employee or a contractor, or applied to work for the Federal Government, you may request a hearing with or appeal a decision to the EEOC regarding your formal EEO complaint. The EEOC Public Portal is the primary point of communication between you and the EEOC.

About the User's Guide

The EEOC Public Portal User's Guide ("User's Guide") provides comprehensive guidance for using the EEOC Public Portal's features and functions. The User's Guide is published as individual documents, each of which covers a feature or related features of the EEOC Public Portal.

The following EEOC Public Portal User's Guide documents are available; the highlighted Document Name is the one you're reading now:

- Vol 1 – Getting Started (learn about EEOC Public Portal access, structure, and other basic information)
- Vol 2 – Submit an Online Inquiry to the EEOC
- Vol 3 – Post-Inquiry Tasks (learn about scheduling an interview with the EEOC, entering additional information about an online inquiry, and signing a Charge of Discrimination)
- Vol 4 – Post-Charge Tasks (learn how to check the status of your charge, respond to an Invitation to Mediate, and request/respond to a Respondent's Position Statement)
- Vol 5 – Charge Closure (learn what happens when your charge has been closed)
- Vol 6 – Federal Sector EEO Complaint Hearings with the EEOC
- Vol 7 – Appealing Federal Agency Decisions to the EEOC
- Vol 8 – Manage Case/Charge Information (learn how to display information about your case, enter/update your personal information, add representatives, and submit/receive documents associated with your case)

Chapter 1 Getting Started

The EEOC Public Portal is your means of communicating with the EEOC regarding discrimination complaints. Here you can submit a discrimination complaint electronically, track the progress of your case, upload associated documents and manage information about your representative(s). You will also receive notification from the EEOC in the Portal when an action is required regarding your case.

The EEOC Public Portal Home page has four links to choose from which are described in detail in Chapter 5:

- **Filing with EEOC** – Allows you to submit an inquiry, hearing request, an appeal, or a request for reconsideration.
- **My Cases** – Allows you to view information about and track the progress of your case(s). You can upload documents and enter/update information about your representative(s).
- **Guidance** – Allows you to view the Public Portal User Guide.
- **Find an EEOC Office** – Allows you to locate an EEOC office.

There is also a FAQ section in the Portal that provides you with helpful information based on a search of the EEOC articles. The most frequently visited articles are listed there. The EEOC Public Portal is Section 508-compliant, which means the website is accessible to people with disabilities.

The EEOC Public Portal Home page is illustrated in Figure 1 below.

Figure 1 – EEOC Public Portal Home Page

- ***Tip!*** *Click on the house icon ( ) from any page to return to the Home page.*
- ***Tip!*** *Turn off Pop-Up blockers in your browser.*
- ***Tip!*** *Do not use the browser buttons to navigate the application. Use the* ***Back*** *and* ***Next*** *buttons.*

1.1 EEOC Public Portal Access

You must have an EEOC Public Portal user account to submit an inquiry, a hearing request, an appeal, or a request for reconsideration to the EEOC; and to view information about your case(s) and track their progress. Instructions on creating an EEOC Public Portal user account are provided in the next chapter.

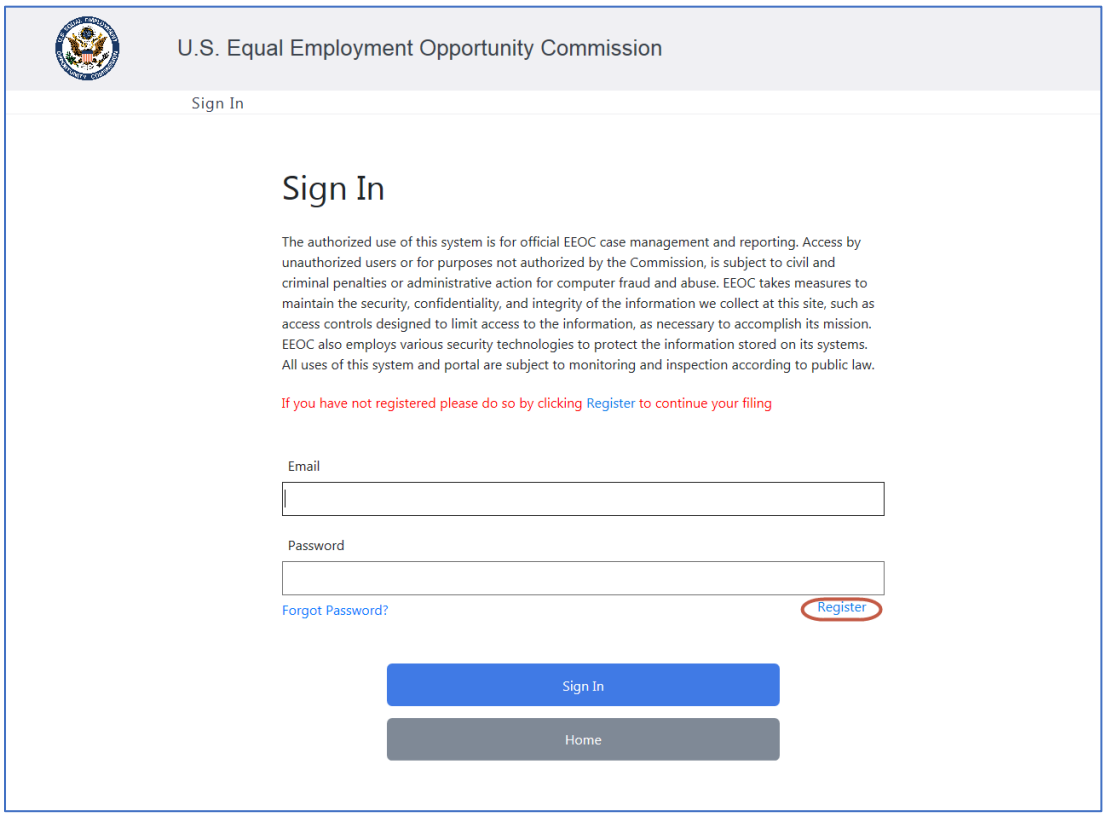
Chapter 2 Creating an EEOC Public Portal User Account

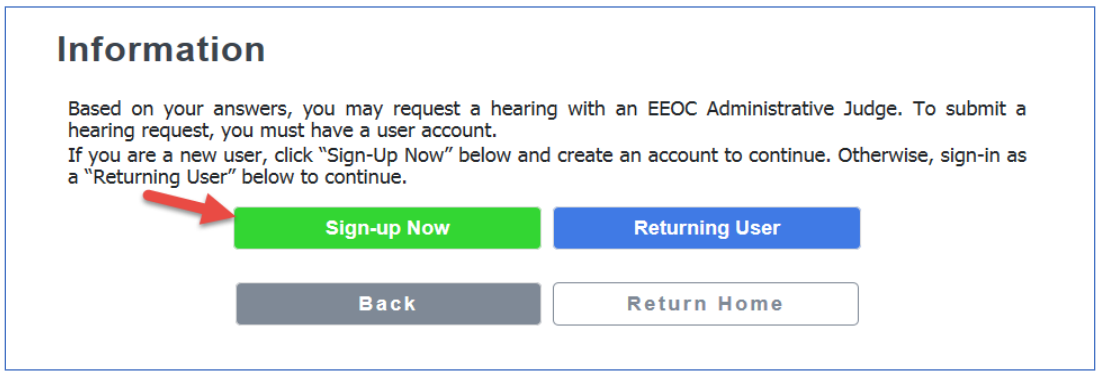
Your user account is identified by a unique user name (your email address) and protected by a secure password of your choice. If you don't already have an EEOC Public Portal user account, you'll be prompted to register during the submission process.

2.1 How to Create a User Account

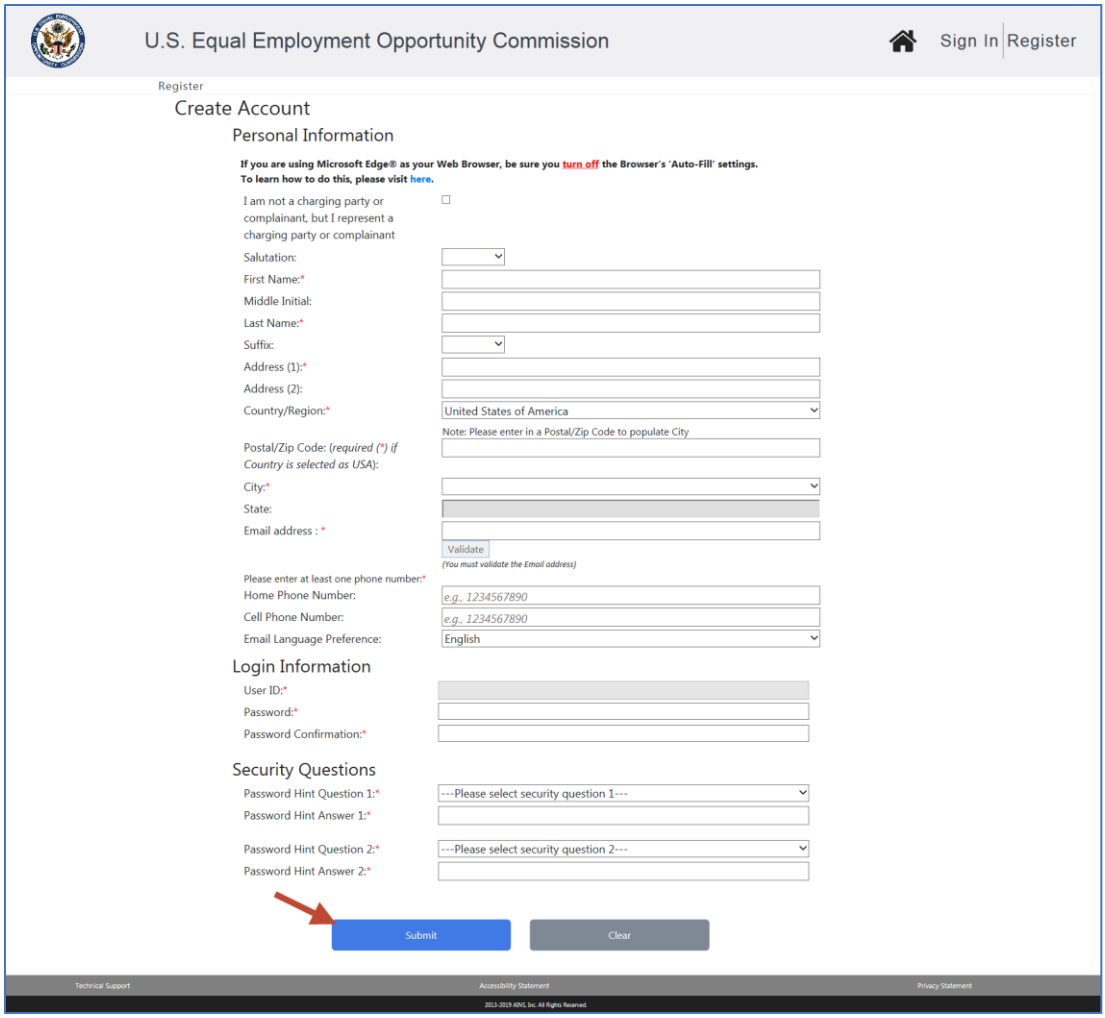
To create a user account, perform the following steps:

Step 1. When prompted, click on the **Register** link (inquiries) or the **Sign Up Now** button (federal sector hearings/appeals).



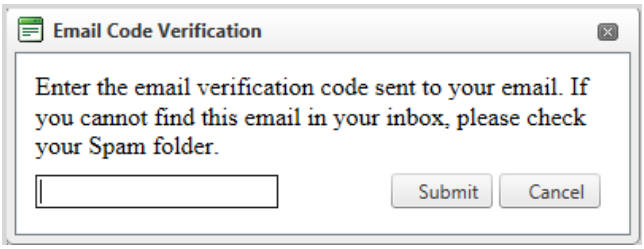


Step 2. On the **Create Account** page, enter the required information, including a password.



- ***Tip!*** *Enter a zip code to automatically populate the city and state fields.*
- ***Tip!*** *Your password must be at least 8-characters and contain at least one uppercase, lowercase, and numeric character.*

Step 3. Click on the **Validate** button to verify your email address. A verification code will be sent to the email address you provided. Enter the code when prompted and click on the **Submit** button. When the pop-up appears indicating the validation was successful, click on the **OK** button.



- ***Tip!*** *Can't find the email with the verification code? Check your spam folder.*

Step 4. When you are finished entering the information, click on the **Submit** button to create your account.

Once you have created a user account, you can login via the **Sign in page**, either by clicking on the **Returning Users** button (when it appears), or on **My Cases**.

2.2 EEOC Public Portal Access for Representatives

If you represent clients who have filed charges, hearing requests or appeals with the EEOC, you may access the EEOC Public Portal to view your clients' cases. When the **Create Account** page displays, click on the **I represent a charging party or complainant** checkbox and enter your contact information. Be sure to click on the **Validate** button to validate your email address. When you have finished entering information click on the **Submit** button.

Once you log in you will see, on the **My Cases** page, a list of all the charges, hearing requests and/or appeals for which you are identified as a representative for the charging party or complainant. Click on the **Case Number** link to view the case specifics.

In addition to accessing your client's cases, you may also update your client's information and your (the representative's) information, submit documents to the EEOC or take an action on your client's behalf, and view any documents associated with the case.

- ***Tip!*** *You will access the Public Portal as if you were the client you represent.*
- ***Tip!*** *You can only access your client's cases* ***after*** *they have been filed with the EEOC.*
- ***Tip!*** *If you do not see your client's charge, hearing request or appeal, contact your client to ensure that you were identified as a representative for matters concerning that case.*

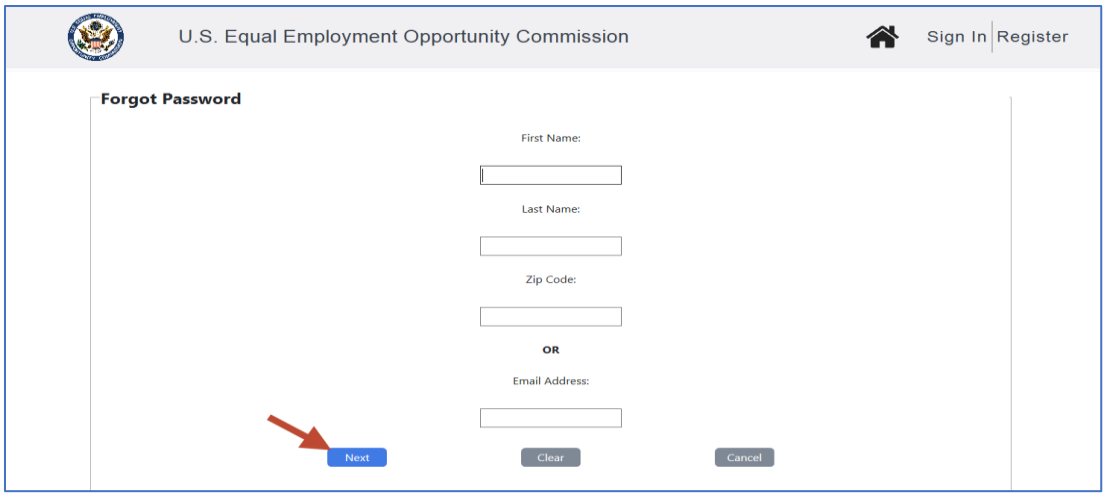
Chapter 3 Change or Reset Your Password

If you want to change your password or have forgotten your password and need a new one, you can get a new password by clicking on the **Forgot Password?** link on the **Sign in** page.

To obtain a new password, perform the following steps:

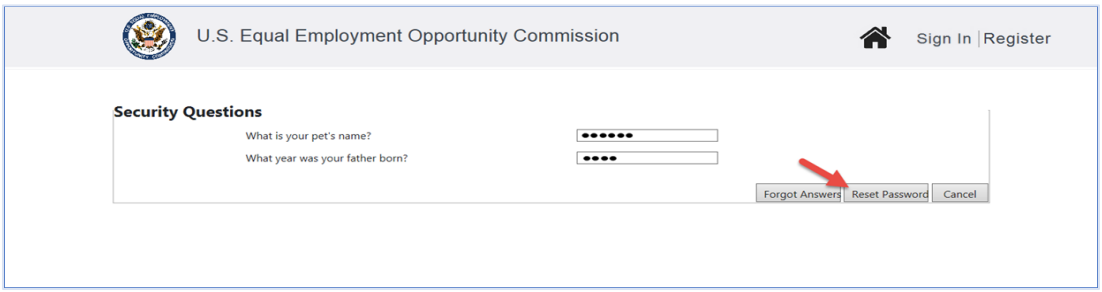
Step 1. Click on the **Forgot Password?** link on the **Sign in** page.

Step 2. Enter your identifying information, either your first name, last name, zip code or your email address and click on the **Next** button.



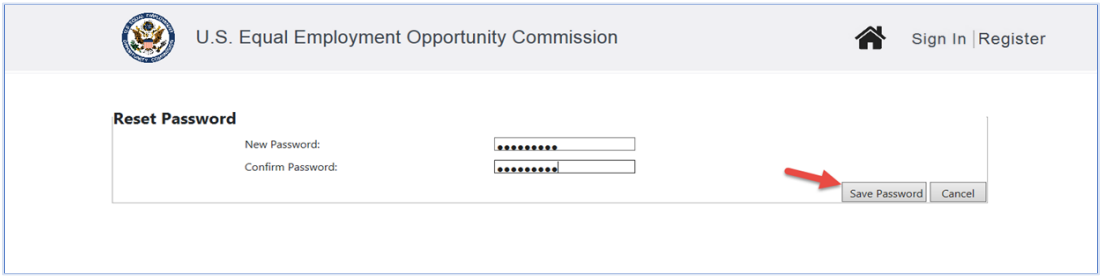
➢ ***Tip!*** *Clicking on the* ***Clear*** *button will clear the fields on the screen.*

Step 3. Next answer the security questions you entered when you created your user account. Provide your answers and click on the **Reset Password** button to continue.



➢ ***Tip!*** *Forgot the answers? Click the* ***Forgot Answers*** *button and they will be emailed to you.*

Step 4. The **Reset Password** screen displays. Enter a new password and click on the **Save Password** button. A confirmation email will be sent to you.



Chapter 4 Change Your Account Information

If the information you entered when you created your account in the Public Portal has changed (e.g. address, phone number, email address), you may modify it by clicking on your name link at the top of any screen.

- ***Tip!*** *Your email address is your login ID for the Public Portal. If you change it, remember to login using the new email address.*
- ***Tip!*** *You cannot change your email address using the* ***Update My Information*** *button on either the* ***My Charge*** *or* ***My Case*** *page for a specific case. You must use the* ***Update Account*** *page as described below.*

4.1 Change Your Address or Phone Number

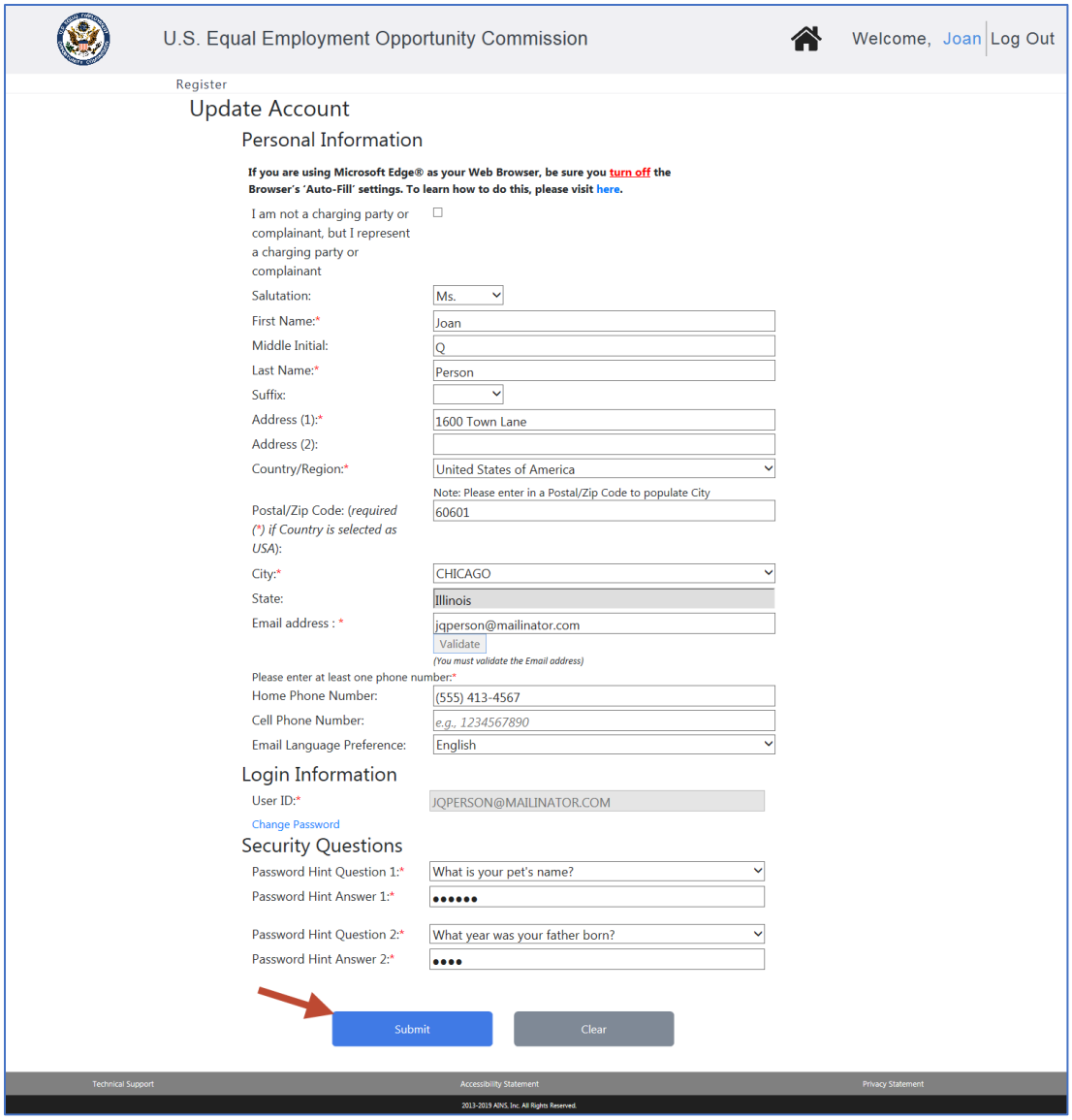
To change your address or phone number, perform the following steps:

Step 1. Click on your name at the top-right corner of any page (the Public Portal home page is shown in this example).

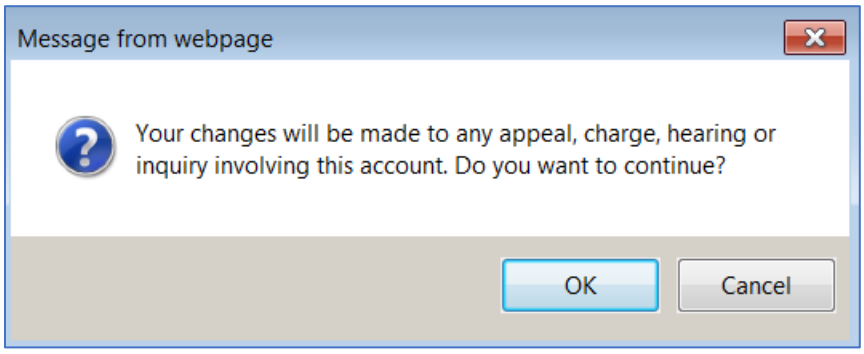
Step 2. Click on the **OK** button to acknowledge the Privacy Policy.

Step 3. The **Update Account** page displays.

Step 4. Make the necessary changes and click on the **Submit** button to update your account.



Step 5. A confirmation pop-up window displays. When prompted "Your changes will be made to any appeal, charge, hearing, or inquiry involving this account. Do you want to continue?" click on **OK** to continue.



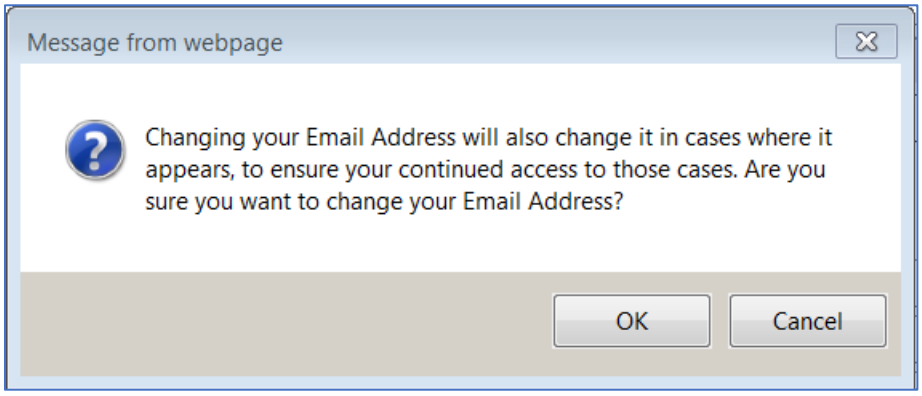
Step 6. The changes are saved, and you are returned to the page where you clicked on your name link.

4.2 Change Your Email Address

To change your email address, perform the following steps:

Step 1. Perform steps 1-3 in Section 4.1 above to display the **Update Account** page. Enter your new email address and press **Tab**.

Step 2. A confirmation pop-up window displays. Click on **OK** to continue.



Step 3. Click on the **Validate** button to verify your new email address.

Step 4. A verification code will be sent to the new email address you provided. Enter the code when prompted and click on the **Submit** button. When the pop-up appears indicating the validation was successful, click on the **OK** button.

- ***Tip!*** *Can't find the email with the verification code? Check your spam folder.*

Step 5. Click on the **Submit** button to update your account.

Step 6. You will be logged out and returned to the Home page of the Public Portal. Click on **Login** to login again with your new email address.

- ***Tip!*** *Your password and security questions will remain the same.*

Chapter 5 The EEOC Public Portal Application Window

The components of the EEOC Public Portal Application Window are described in the subsections that follow.

5.1 Filing with EEOC

The **Filing with EEOC** link allows you to submit an inquiry, hearing request, an appeal, or a request for reconsideration to the EEOC. After you click on the **Filing with EEOC** link, you will be asked to select the type of employer you work for, worked for, or applied to, and then be directed to the appropriate submission process.

5.2 My Cases

The **My Cases** link allows you to track the process of your online inquiries, charges, hearing requests, and/or appeals, respond to the EEOC when an action is required, maintain information on your representatives and your personal contact information, and view/submit documents associated with your case. If you submitted an online inquiry, the **My Cases** link will allow you to schedule an interview with the EEOC, enter supplemental information, or sign a Charge of Discrimination, depending on where you are in the process.

5.3 Guidance

The **Guidance** link allows you to access the EEOC Public Portal User Guides. Here you can get information about how to use the EEOC Public Portal. Click on a link to display the document. Click on the Back button to return to the previous page.

To display the **Guidance** page, click on the **Guidance** link on the Home page. The **Guidance** page is shown in Figure 2 below.

Figure 2 – Guidance Page

5.4 Locate an EEOC Office

If you need help locating an EEOC office, the **Find an EEOC Office** link will help you. Clicking on the link brings up a map of the EEOC districts in the United States, as shown in Figure 3 below. Enter a zip code or click on the link below the map to display information about a specific EEOC office.

To display the **Locate an EEOC Office** page, click on the **Find an EEOC Office** link on the Home page:

Figure 3 – Locate an EEOC Office Page

Chapter 6 Keyboard Navigation

For brevity, procedures in the User's Guide presume that you'll use your mouse to navigate the EEOC Public Portal. However, the EEOC Public Portal is Section 508 compliant, so you can also navigate it using your keyboard.

❖ *Tab, Shift+Tab Keys*

Pressing the Tab key moves your cursor forward and pressing the Shift+Tab keys moves it back. The steps in the User's Guide's procedures typically follow the tabulation order of the screens.

❖ *Space Key*

Place your cursor on a checkbox field or radio button and press the Space key to add/remove a checkmark (this also can be used to select a radio button).

❖ *«Key»+Up/Down Arrow Keys*

Place your cursor on a field with a drop list, type a letter to drill-down to the list values that begin with that letter, and then use the Up (↑) or Down (↓) keys to scroll up or down through the listed values.

❖ *Enter Key*

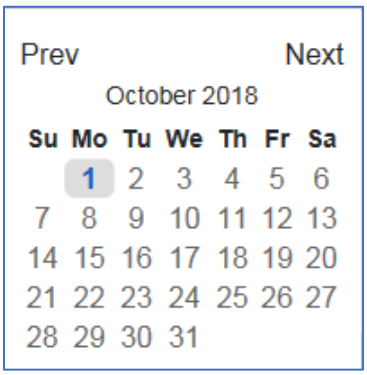
Place your cursor on a button then press the Enter key to execute the button action. The Enter Key may also be used to enter the highlighted value in a drop-down list into a field.

Chapter 7 The Calendar Dialog

When you enter a date value (e.g., date of birth, date you filed your formal EEO complaint, etc.) you may select it using the calendar dialog.

When you encounter a field that lets you enter a date, when you place your cursor in the field the Calendar dialog will open. The dialog will display the current month, as shown in Figure 4 below:

Figure 4 – Calendar Dialog



Above the Month and Year are the **Prev** and **Next** buttons, which let you select a different year and/or month by toggling through the calendar one month at a time.

The current day is highlighted for you in the calendar grid (e.g., "1" in Figure 4). If you want to enter a different day, click that day to highlight it.

Once you click on the desired date, the dialog will close and the date you selected will be entered in the field.

Chapter 8 Tutorials and Learning More

When you start the process of submitting an inquiry, requesting a hearing, filing an appeal, or submitting a request for reconsideration, after selecting the type of employer you work or worked for, a page will display with links to information about the EEOC and its processes. Click on a link to learn more before getting started.

If you are submitting an inquiry, there is a video available, in English and Spanish, that explains the basics of filing a charge with the EEOC. Click on the **Play** button to view the video to learn more before getting started.

When you are ready to start, click on the **Next** button.