



Equal Employment Opportunity Commission (EEOC)

EEOC Public Portal User's Guide
Vol 3 – Post-Inquiry Tasks

March 19, 2020

Table of Contents

Table of Contents	i
Introduction to the EEOC Public Portal.....	1
About the User's Guide.....	1
Chapter 1 What Happens After Submitting an Inquiry.....	2
Chapter 2 Schedule an Interview	3
Chapter 3 Enter Supplemental Information	9
Chapter 4 File the Charge of Discrimination	10

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 right now:

- ❖ Vol 1 – Getting Started (learn about logging into the EEOC Public Portal, the Portal 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 Supplemental Information, filing a Charge of Discrimination)
- ❖ Vol 4 – Post-Charge Tasks (learn how to check the status of your case, respond to an Invitation to Mediate, request/respond to a Respondent's Position Statement)
- ❖ Vol 5 – Charge Closure (learn what happens when your charge has been closed)
- ❖ Vol 6 – Hearings with the EEOC
- ❖ Vol 7 – Appeals 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 What Happens After Submitting an Inquiry

After you have successfully submitted an inquiry to the EEOC, you must schedule an interview with an EEOC representative to proceed with the complaint (see Chapter 2). You will also be able to enter any additional information you may have before the interview (see Chapter 3).

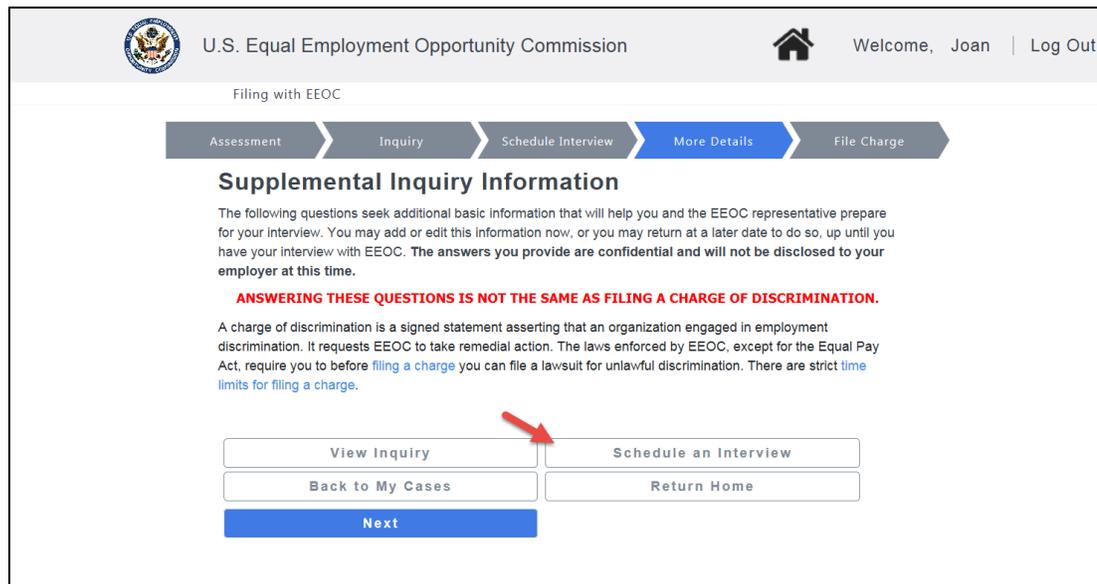
After you have met with the EEOC, if they find the complaint is covered by EEOC's laws, you will receive a Charge of Discrimination prepared by the EEOC. A Charge of Discrimination is a formal complaint of employment discrimination filed with the EEOC; it is the legal document of record. Once you have received a charge of discrimination, you may sign it and use it to file a complaint of employment discrimination with the EEOC (see Chapter 4). The organization named in your complaint will then receive an official notice of the charge.

Each of these tasks (schedule an interview, enter supplemental information, sign & file a formal charge) can be performed using the EEOC Public Portal and are described in the chapters that follow.

Chapter 2 Schedule an Interview

To schedule an interview, perform the following steps:

- Step 1.** Click on the **Schedule an Interview** button, which can be located in one of the following ways:
- The button is displayed on the bottom of the confirmation/inquiry status page after you submit an inquiry, or
 - When you select **My Cases** and login, the button is displayed on the bottom of the **My Charge** page with a prompt to enter supplemental information. (If you have more than one case submitted with the EEOC, the **My Cases listing** will display first; click on the **Case Number** to access the **My Charge** page.)



U.S. Equal Employment Opportunity Commission

Welcome, Joan | Log Out

Filing with EEOC

Assessment Inquiry Schedule Interview More Details File Charge

Supplemental Inquiry Information

The following questions seek additional basic information that will help you and the EEOC representative prepare for your interview. You may add or edit this information now, or you may return at a later date to do so, up until you have your interview with EEOC. The answers you provide are confidential and will not be disclosed to your employer at this time.

ANSWERING THESE QUESTIONS IS NOT THE SAME AS FILING A CHARGE OF DISCRIMINATION.

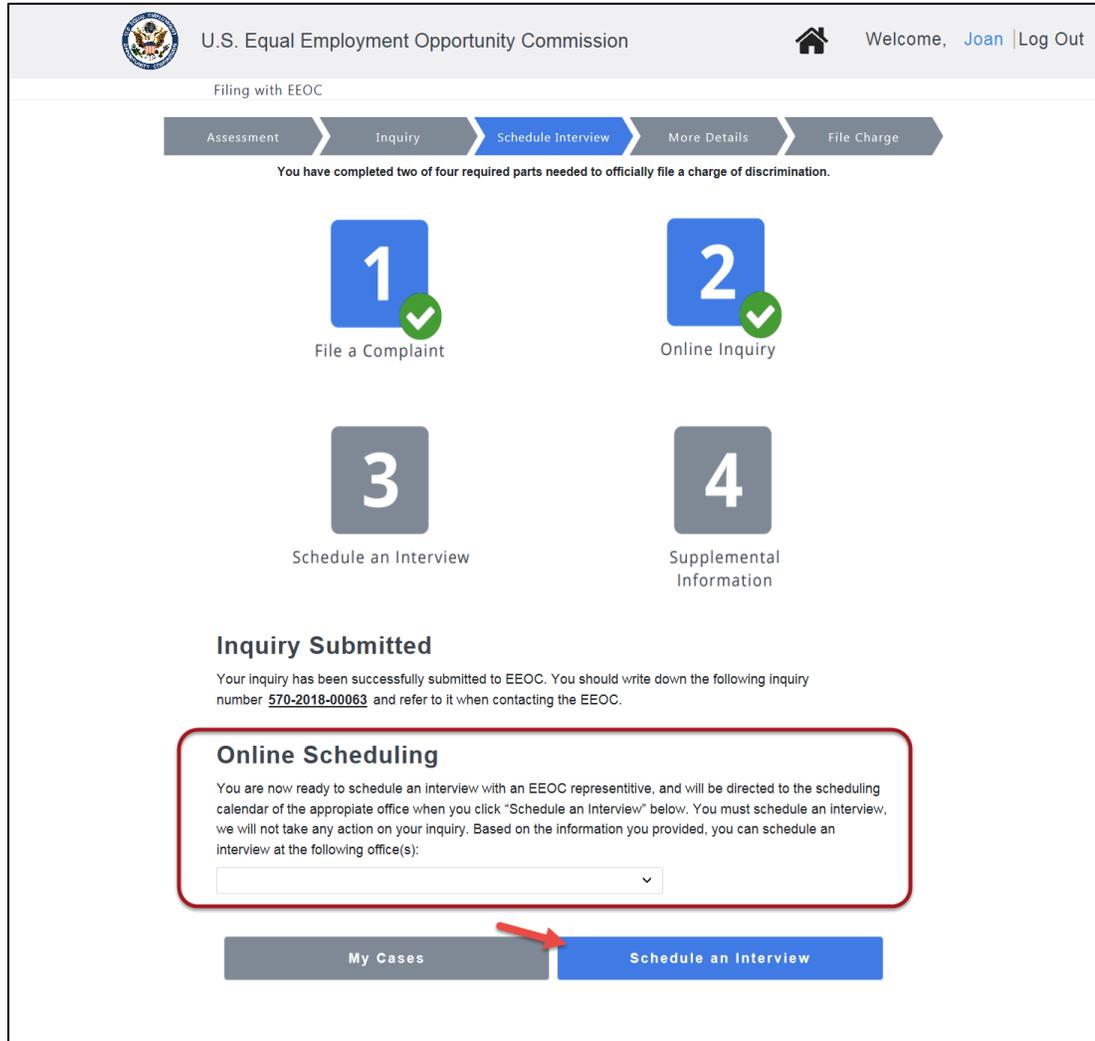
A charge of discrimination is a signed statement asserting that an organization engaged in employment discrimination. It requests EEOC to take remedial action. The laws enforced by EEOC, except for the Equal Pay Act, require you to before [filing a charge](#) you can file a lawsuit for unlawful discrimination. There are strict [time limits for filing a charge](#).

View Inquiry Schedule an Interview

Back to My Cases Return Home

Next

The inquiry status page displays. You must select an area office at which to schedule the interview using the drop-down list provided. After you have selected an office, click on **Schedule an interview** again to continue.



Step 2. A page with general appointment information displays. On this page you may also specify any additional needs for the interview (e.g. interview type, preferred language, interpreter needed, etc.). Make your selections and click on the **Next** button to continue.

U.S. Equal Employment Opportunity Commission Public Portal

Appointment Scheduling Step 1 of 3

EEOC Public Portal

Please enter information about your appointment and click the **Next** button when you are ready to choose your appointment time.

Your Name: *

Case Number: 440-2018-00200

Appointment Office: Chicago (Time Zone: Central)

Office Address: 500 West Madison Street, Suite 2000, Chicago, Illinois 60661

Description: Welcome to the EEOC Chicago office located at 500 West Madison, Suite 2000, Chicago, IL 60661. The office is located in downtown Chicago on the corner of Madison and Canal Street, one block west of the Chicago river and three blocks east of the Kennedy expressway. The Chicago District Office is open Monday through Friday, 8:30 a.m. to 4:00 p.m. Everyone visiting our offices must present a photo ID at the building security desk. Individuals wishing to file charges of discrimination may schedule an interview for time slots available at 8:45 am, 10:45 am, 1:00 p.m. and 3:00 p.m. on Monday through Friday, except federal holidays. If you are unable to schedule an appointment, walk-ins may be seen if arrival time is prior to 11:30 a.m. Individuals with an appointment who arrive late 15 minutes or more, will be treated as a walk-in and may have to re-schedule their appointment.

What type of interview are you requesting: **In-Person** Suggested for those within 50-miles of the office
 By-Phone

If you need an interpreter, what is your preferred language? (e.g., Spanish, ASL, etc.):

Your E-mail (Required): *

What is your phone number (Required): *

Preferred Notification Method (Required):

Is there any other information that EEOC should have to make the interview go smoothly? (such as "I use a wheelchair", "I use ASL", etc.)

EEOC Public Portal

[Privacy Policy](#) | [Disclaimer](#) | [USA.gov](#)

Step 3. The **Appointment Date Selector** screen displays a calendar from which to select a date/time for your appointment. Use the arrow keys to navigate between months. Select the date first:

U.S. Equal Employment Opportunity Commission Public Portal

Appointment Scheduling Step 2 of 3

[Go Back](#) [EEOC Public Portal](#)

Please select **Date** for your appointment

Appointment Date Selector

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	09/17/2018	09/18/2018	09/19/2018	09/20/2018	09/21/2018	09/22/2018
09/23/2018	09/24/2018	09/25/2018	09/26/2018	09/27/2018	09/28/2018	09/29/2018
09/30/2018	10/01/2018	10/02/2018	10/03/2018	10/04/2018	10/05/2018	10/06/2018
10/07/2018	10/08/2018	10/09/2018	10/10/2018	10/11/2018	10/12/2018	10/13/2018
10/14/2018	10/15/2018	10/16/2018				

[Go Back](#) [EEOC Public Portal](#)

Then select a time from the available choices that are displayed:

U.S. Equal Employment Opportunity Commission Public Portal

Appointment Scheduling Step 2 of 3

[Go Back](#) [EEOC Public Portal](#)

Please select **Time** for your appointment

Appointment Time Selector

08:45 AM 10:45 AM 01:00 PM 03:00 PM

Appointment Date Selector

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	09/17/2018	09/18/2018	09/19/2018	09/20/2018	09/21/2018	09/22/2018
09/23/2018	09/24/2018	09/25/2018	09/26/2018	09/27/2018	09/28/2018	09/29/2018
09/30/2018	10/01/2018	10/02/2018	10/03/2018	10/04/2018	10/05/2018	10/06/2018
10/07/2018	10/08/2018	10/09/2018	10/10/2018	10/11/2018	10/12/2018	10/13/2018
10/14/2018	10/15/2018	10/16/2018				

[Go Back](#) [EEOC Public Portal](#)

Step 4. After both date and time are selected, a page will automatically display with your selections. Click on the **Confirm** button to confirm the appointment. Click on the **Go Back** link to make changes.

U.S. Equal Employment Opportunity Commission Public Portal

Appointment Scheduling (Step 3 of 3)

Please review the information below for accuracy. Click the **Confirm** button to schedule your appointment.

Your Name: Joan Person
Your E-Mail: jperson@mailinator.com
Your Phone Number: (555) 413-4567
Interpreter/Language: No interpreter needed
Additional Information:
Appointment Code: 440-2018-00200
Appointment Date: Tuesday, 09/25/2018, 10:45 AM
Appointment Time: 10:45 AM (Time Zone: Central)
Appointment Office: Chicago
Office Address: 500 West Madison Street, Suite 2000, Chicago, Illinois 60661
What type of interview : In-Person

[EEOC Public Portal](#) [Go Back](#) **Confirm**

[EEOC Public Portal](#) [Go Back](#) **Confirm**

[Privacy Policy | Disclaimer | USA.gov](#)

Step 5. A confirmation page displays indicating that the interview is scheduled. You will be sent an email with the same information that appears on the page.

U.S. Equal Employment Opportunity Commission Public Portal

Your Appointment is Scheduled

Your appointment has been scheduled

[EEOC Public Portal](#)

Your Name: Joan Person
Your E-Mail: jperson@mailinator.com
Your Phone Number: (555) 413-4567
Interpreter/Language: No interpreter needed
Additional Information:
Appointment Code: 440-2018-00200
Appointment Date: Tuesday, 09/25/2018, 10:45 AM
Appointment Time: 10:45 AM (Time Zone: Central)
Appointment Office: Chicago
Office Address: 500 West Madison Street, Suite 2000, Chicago, Illinois 60661
What type of interview : In-Person

On the day of your interview, please have the password for your EEOC Public Portal user account with you.
An email has been sent to jperson@mailinator.com, confirming that your appointment is scheduled. You will receive another email five business days before your scheduled interview, asking you to confirm your attendance. **Failure to confirm your attendance by 09/20/2018 will result in the cancellation of your appointment.**

Now that you have scheduled an appointment for an interview, please click "Next" below to answer a few important questions about your inquiry. Your responses can help make the interview more productive and efficient. The information you provide is confidential and will not be disclosed to your employer during an investigation.

[EEOC Public Portal](#) **Next**

[Privacy Policy | Disclaimer | USA.gov](#)

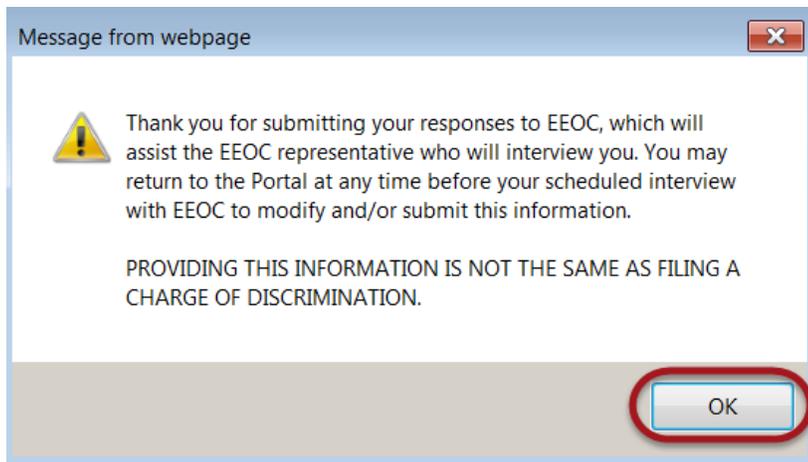
Click on the **Next** button to continue. You will be returned to the **My Charge** page.

- Step 6.** If you need to change or cancel the interview, you can do that through the EEOC Public Portal also. Go to the **My Charge page** and click on the **Schedule an Interview** button and it displays **Reschedule Appointment** and **Cancel Appointment** buttons. You will be sent an email confirming the change.
- Step 7.** You will be sent emails 20 and 5 business days, and 48 hours, before your appointment to remind you of the date and time of your appointment. You must confirm that you will come to the interview on the date and time scheduled at least 48 hours prior to the appointment or it will be cancelled. You may also reschedule your appointment if you need to. The demand for EEOC appointments is very high, and they are trying to make more appointments available.

Chapter 3 Enter Supplemental Information

You will have the opportunity to provide additional information you may have, at any time prior to the interview. This information can help make the interview more productive and efficient. To do so:

- Step 1.** Select **My Cases** and log in. If the **My Cases listing** is displayed, select the appropriate inquiry by clicking on the **Case Number** to access the **My Charge** page.
- Step 2.** The **My Charge** page displays with a prompt to enter supplemental information (as shown in Chapter 2 above). Click on the **Next** button.
- Step 3.** You will be asked a series of four fill-in-the-blank questions. Answer any or all of the questions. Click on the **Next** button after answering a question. When you are finished entering supplemental information click on the **Save and Submit** button.
- Step 4.** A confirmation pop-up window displays. Click on the **OK** button to continue.



- **Tip!** You may return as often as you wish before the interview to edit the information you provided, until the EEOC locks the inquiry.
- **Tip!** Typically, the EEOC will lock the inquiry 24-48 hours before the scheduled interview, to review the information submitted. If you login to the Public Portal when the inquiry is locked, you will see a message indicating that "additional information cannot be entered at this time". You can still view the information you submitted for the inquiry by clicking on the **View Inquiry** button.

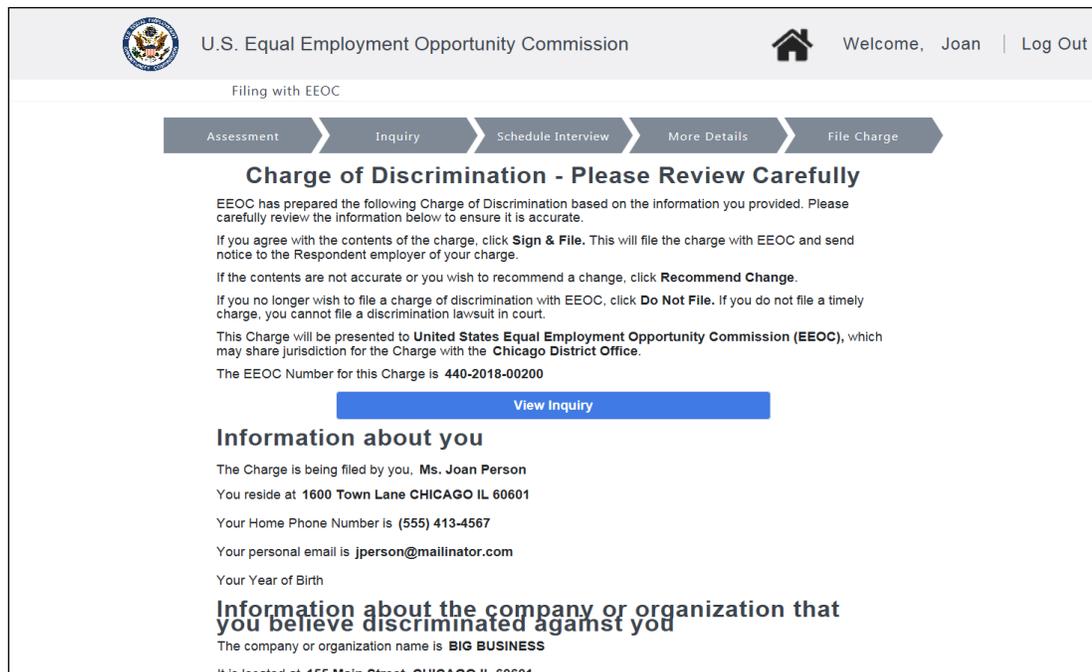
Chapter 4 File the Charge of Discrimination

The EEOC sends the Charge of Discrimination electronically to you via the EEOC Public Portal. You can view, recommend changes to, and sign and file the Charge of Discrimination through the EEOC Public Portal. To file a Charge of Discrimination:

- Step 1.** The EEOC sends the Charge of Discrimination to the EEOC Public Portal. You will receive an email that the Charge of Discrimination is available for review.
- Step 2.** Open the EEOC Public Portal and click on **My Cases**.



- Step 3.** The login page displays. Enter your user ID and password to login.
- Step 4.** If you have more than one case submitted with the EEOC, the **My Cases listing** displays first; click on the Charge Number to access the **My Charge** page.
- Step 5.** The **My Charge** page displays with the information relating to the Charge of Discrimination that the EEOC has prepared.
 - **Tip!** If you want to view the inquiry that you submitted, click on the **View Inquiry** button.



Step 6. Scroll down the page to the **Recommended Changes** section and click on the **View Charge Document** at the bottom of the page to view the Charge of Discrimination.

- **Tip!** *If you need to change the supplemental information for your inquiry before filing the charge, EEOC will unlock the inquiry. When the inquiry is unlocked, the Supplemental Inquiry Information page displays for you to edit the supplemental information. EEOC will modify the charge particulars as needed and resend the charge to you for review in the EEOC Public Portal.*
- **Tip!** *If you no longer want to file the charge, click on the **Do Not File** button.*

Step 7. A pair of radio buttons, **Yes** or **No**, displays to indicate if you want to make changes to the document.

Recommend Changes

Please indicate below any changes or corrections you would like EEOC to make to the contents of the Charge of Discrimination before you file it. Click Submit Changes when you're ready to send your recommendations. EEOC will review your recommendations and revise the Charge of Discrimination as necessary. You will be able to review the revised Charge of Discrimination information before you agree to sign and submit it.

Please remember that submitting recommendations for changes or corrections is NOT the same as filing a charge of discrimination. A charge of discrimination is a signed statement asserting that an organization engaged in employment discrimination. It requests EEOC to take remedial action. The laws enforced by EEOC require you to file a charge before you can file a lawsuit for unlawful discrimination. Click here for more information about [filing a charge](#). There are strict [time limits for filing a charge](#).

Using the radio buttons, please indicate whether you wish to recommend changes. Yes No

View Charge Document

Do Not File

Step 8. If you want to make changes or corrections to the Charge of Discrimination, click on the **Yes** button. A space to enter changes and a **Submit Changes** button are displayed.

Enter your recommendations in the space provided and click on the **Submit Changes** button. Your changes will be automatically sent to the EEOC.

Recommend Changes

Please indicate below any changes or corrections you would like EEOC to make to the contents of the Charge of Discrimination before you file it. Click Submit Changes when you're ready to send your recommendations. EEOC will review your recommendations and revise the Charge of Discrimination as necessary. You will be able to review the revised Charge of Discrimination information before you agree to sign and submit it.

Please remember that submitting recommendations for changes or corrections is NOT the same as filing a charge of discrimination. A charge of discrimination is a signed statement asserting that an organization engaged in employment discrimination. It requests EEOC to take remedial action. The laws enforced by EEOC require you to file a charge before you can file a lawsuit for unlawful discrimination. Click here for more information about [filing a charge](#). There are strict [time limits for filing a charge](#).

Using the radio buttons, please indicate whether you wish to recommend changes. Yes No

Submit Changes

View Charge Document

Do Not File

The EEOC addresses the recommended changes and sends the modified document back to you for review (Note: this step can be repeated if necessary).

Step 9. When you are ready to file your charge, click on the **No** button. The **Sign & File** button is displayed. Click on the **Sign & File** button to file a formal charge.

Recommend Changes

Please indicate below any changes or corrections you would like EEOC to make to the contents of the Charge of Discrimination before you file it. Click Submit Changes when you're ready to send your recommendations. EEOC will review your recommendations and revise the Charge of Discrimination as necessary. You will be able to review the revised Charge of Discrimination information before you agree to sign and submit it.

Please remember that submitting recommendations for changes or corrections is NOT the same as filing a charge of discrimination. A charge of discrimination is a signed statement asserting that an organization engaged in employment discrimination. It requests EEOC to take remedial action. The laws enforced by EEOC require you to file a charge before you can file a lawsuit for unlawful discrimination. Click here for more information about [filing a charge](#). There are strict [time limits for filing a charge](#).

Using the radio buttons, please indicate whether you wish to recommend changes. Yes No

[View Charge Document](#) [Do Not File](#)
[Sign & File](#)

Step 10. The confirmation page will appear. Check the box to confirm that the information in the charge is true and correct and electronically sign the document, then click on the **File Charge** button.

U.S. Equal Employment Opportunity Commission

Welcome, Joan | Log Out

Filing with EEOC

Assessment Inquiry Schedule Interview More Details File Charge

I want this charge filed with both the EEOC and the State or local Agency, if any. I will advise the agencies if I change my contact information and I will cooperate fully with them in the processing of my charge in accordance with their procedures.

I understand by signing below that I am filing a charge of employment discrimination with the EEOC. I understand that the EEOC is required by law to give notice of the charge, which includes my name, to **BIG BUSINESS** I also understand that the EEOC can only investigate charges of job discrimination based on race, color, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, or based on retaliation for filing a charge of employment discrimination, helping in someone else's complaint about job discrimination, or complaining to the employer about job discrimination.

I swear (or affirm) under the penalty of perjury that: (1) I am the person named in this charge; and (2) that the information contained in this charge is true and correct.

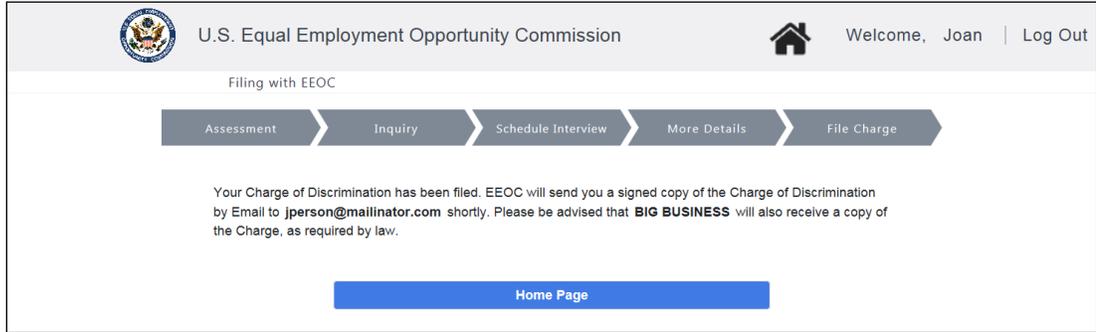
X Ms. Joan Person Signed by Ms. Joan Person On 09/17/18 12:18:09

[Back](#) [View Charge Document](#)
[File Charge](#)

- **Tip!** If you want to view the Charge of Discrimination again before confirming, click on the **View Charge Document** button.
- **Tip!** If you have changed your mind about filing, click on the **Back** button, then click on the **Do Not File** button when the previous page displays.

Step 11. The Charge of Discrimination is automatically regenerated to add your electronic signature and uploaded. A signed copy of the Charge of Discrimination will be emailed to you.

A confirmation page is displayed. Click on the **Home Page** button to continue.



The screenshot displays the EEOC Public Portal interface. At the top left is the EEOC logo, followed by the text "U.S. Equal Employment Opportunity Commission". To the right is a home icon and the text "Welcome, Joan | Log Out". Below this is a breadcrumb trail "Filing with EEOC" and a progress bar with five steps: "Assessment", "Inquiry", "Schedule Interview", "More Details", and "File Charge". The "File Charge" step is highlighted, indicating the current status. Below the progress bar, a message states: "Your Charge of Discrimination has been filed. EEOC will send you a signed copy of the Charge of Discrimination by Email to jperson@mailinator.com shortly. Please be advised that **BIG BUSINESS** will also receive a copy of the Charge, as required by law." At the bottom center, there is a blue button labeled "Home Page".