



U.S. Equal Employment Opportunity Commission (EEOC)

EEOC Public Portal User's Guide

Vol 7 – Appealing Federal Agency Decisions to the EEOC

December 23, 2024

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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 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 – 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 Appeal an Agency's Decision to the EEOC

If you disagree with the Agency's decision, you may file an appeal with the EEOC. You must file your appeal no later than 30 days after you receive the agency's final action. If you are an attorney/representative for a complainant, you cannot file an appeal on behalf of your client; only your client may file an appeal.

To file an appeal with EEOC, perform the following steps:

- Step 1.** Go to the EEOC Public Portal home page at <https://publicportal.eeoc.gov>
- Step 2.** On the EEOC Public Portal home page, select **Open an Inquiry/Case**.
- Step 3.** When asked to identify the **Type of Employer** you believe discriminated against you, select 'Federal Government agency...' and select the **Next** button.

U.S. Equal Employment Opportunity Commission

Sign In | Register

Filing with EEOC

Progress...

14%

EEOC enforces Federal civil rights laws that protect you from workplace discrimination and retaliation because of your race, color, religion, sex, national origin, age, disability, or genetic information. You may also have rights under other federal, state or local laws.

If you're claiming an employer has discriminated against you, EEOC may be able to help. We'll need to ask you a few basic questions to be sure. Your answers will not be saved unless you submit your complaint (against private sector employers), or hearing request or appeal to EEOC (for complaints against federal agency employers). Submitting to EEOC will allow us to evaluate your information and advise you on what we can do to assist you.

To get started, please tell us what type of employer you believe discriminated against you by choosing one of the following:

- ☐ Business or non-profit organization that I applied to, work for, or worked for
- ☐ State or Local Government that I applied to, work for, or worked for
- ☐ Union that represents me
- ☐ Temp agency or staffing firm that did not refer me to a job
- ☒ Federal Government agency that I applied to, work for, or worked for as a federal employee or contractor.
- ☐ Other

Next Return Home

- Step 4.** An informational page displays with links to help you learn more about EEOC and the hearing and appeal processes. When you are ready, select the **Next** button.
- Step 5.** The **What would you like to do?** page displays. Select **File a new appeal** and select the **Next** button.

U.S. Equal Employment Opportunity Commission

Sign In | Register

Filing with EEOC

Progress...

45%

What would you like to do?

- ☐ File a formal EEO complaint
- ☐ Request a hearing about my formal EEO complaint (to complete this process, you will need to submit a signed copy of your Request for Hearing)
- ☒ File a new appeal
- ☐ Request reconsideration of EEOC's appellate decision on my EEO complaint

Next Back Return Home

Step 6. An informational page displays with information about filing an appeal. Select the **Next** button to continue.

Step 7. You must have an EEOC Public Portal user account. If you have not used the EEOC Public Portal before, select the **Sign-Up Now** button to create your user account (refer to *EEOC Public Portal User's Guide Vol 1 – Getting Started* for details).

➤ **Tip!** If you already registered with the EEOC, select the **Returning Users** button and login.

Step 8. Your personal information is displayed, which will be submitted with the online inquiry. This screen is view-only. Select the **Continue** button to proceed.

➤ **Tip!** If you need to modify this information, select the link at the top of the page to go to your User Account Information. When you have finished and submitted your changes, you will be returned to inquiry submission process.

U.S. Equal Employment Opportunity Commission

Welcome, [Jill](#) [Log Out](#)

Your Information

Progress... 15%

Information about you

This information is from your EEOC Public Portal Account and will be added to your case when you submit it. If you need to modify this information, please return to your Account Information to do so.

Prefix: Ms.

First Name: Jill

Middle Initial: Q

Last Name: Public

Suffix:

Address 1: 150 Elm Street

Address 2:

Country: United States of America

Zip Code: 60601

City: CHICAGO

State: Illinois

Email: jpublic@mailinator.com

(Use your personal email, not your work email)

Home Phone: (555) 412-1234

(At least one phone number must be entered)

Cell Phone: e.g., 1234567890

[Continue](#) [Return Home](#)

Step 9. Next, you will be asked if you want to enter information about your representative (this is optional, but if you are being represented by an attorney or another individual in the EEO process, you should identify your representative here). Select **Yes** or **No** and select the **Next** button to continue.

U.S. Equal Employment Opportunity Commission

Welcome, Jill | Log Out

Your Representatives

Progress... 28%

Representative Information

Do you want to add a representative?

☒ Yes ☐ No

Next

Back

Return Home

- **Tip!** If you choose not to enter a legal representative now, you will be able to enter one later, on the **My Case** page.

Step 10. If you selected **Yes**, a form will display for you to fill in the representative information. When you are finished, select the **Next** button to continue.

U.S. Equal Employment Opportunity Commission

Welcome, Jill | Log Out

Your Representatives

Progress... 33%

Representative Information

(By providing this information you authorize EEOC to verify this person represents you.)

Is this person an attorney? ☒ Yes ☐ No

Prefix:

First Name:

Middle:

Last Name:

Suffix:

Address(1):

Address(2):

Country:

Zip Code:

City:

State:

Phone Number:

(At least one phone number must be entered*)

Cell Number:

Email:

Next

Back

Return Home

- **Tip!** EEOC verifies that the representative represents you by sending a verification email to the email address provided by you for your representative. EEOC expects a reply from the representative within 10 days of sending a verification email; if they haven't received a reply after 10 days, then you will receive an email notifying you that EEOC has been unable to verify the representative.

Step 11. A page displays showing the representative(s) you have entered. Select the **Add Another Representative** button to add another representative. Select the **View/Update/Delete** button to make changes. When you are finished, select the **Next** button to continue.

U.S. Equal Employment Opportunity Commission

Welcome, Jill | Log Out

Your Representatives

Progress... 42%

My Representatives

First Name	Last Name	Middle Initial	
Joe	Atty		View/Update/Delete

Add Another Representative

Next Back Return Home

Step 12. Next, you will be asked to provide information about the Agency named in your EEO complaint, the identification number that the agency initially assigned to your complaint (Agency Complaint Number), and other information about your case. First enter the agency name.

- **Tip!** Select the magnifying glass to display a list of agencies to choose from. You may remove a selection by selecting on the 'x' next to the agency name (an illustration is shown in Step 13).

U.S. Equal Employment Opportunity Commission

Welcome, Jill | Log Out

File New Appeal

Progress... 50%

Agency Information

Agency named in your complaint.*

Agency Complaint number.*

Insert

Location of duty station or local facility in which the complaint arose.*

Address1

Address2

Country/Region.*

United States of America

Zip Code

City.*

State

Next Back Return Home

Step 13. Now, enter the Agency Complaint number and duty station location and select the **Next** button to continue.

- **Tip!** It is crucial that you enter the correct Agency Complaint Number(s) associated with your complaint. This will allow EEOC to get the right documents from the right record-keeping agency about the right case. Entering the wrong Agency Complaint Number will delay the processing of your appeal.
- **Tip!** You can find the Agency Complaint Number listed in several documents, most commonly in your formal complaint (some agencies refer to this number as the "Case number"), the decision of an EEOC administrative judge, or the final decision of an agency. Agencies use different formats for their Agency Complaint Numbers.
- **Tip!** You may enter more than one Agency Complaint Number by selecting on the **Insert** button, as shown in the screenshot below.

The screenshot shows the 'File New Appeal' page on the U.S. Equal Employment Opportunity Commission website. At the top, there's a header with the EEOC logo, the text 'U.S. Equal Employment Opportunity Commission', and a user greeting 'Welcome, Jill | Log Out'. Below the header, a 'Progress...' bar indicates 50% completion. The main section is titled 'Agency Information'. It contains several form fields: 'Agency named in your complaint' with a dropdown menu showing 'Arctic Research Commission'; 'Agency Complaint number' with a text input field containing 'ARC-1234567' and a blue 'Insert' button circled in red; and 'Location of duty station or local facility in which the complaint arose' with fields for 'Address1' (150 Main Street), 'Address2', 'Country/Region' (United States of America), 'Zip Code' (60601), 'City' (Chicago), and 'State' (Illinois). At the bottom of the form, there are three buttons: a blue 'Next' button (highlighted with a red arrow), a grey 'Back' button, and a white 'Return Home' button.

Step 14. Next, you will be asked for some general information about your case (i.e. has final action been taken, has a complaint on this matter been filed with the EEOC or another agency, has a civil suit been filed). If you are appealing an agency's final action based on an EEOC Administrative Judge's decision (with or without a hearing), you should also provide the EEOC Hearing Number assigned to your hearing. When you are finished, select the Submit Appeal button.

- **Tip!** If you enter an EEOC Hearing Number, it must be the number of an EEOC hearing to proceed with an appeal.
- **Tip!** You can find the EEOC Hearing Number in the decision of the EEOC administrative judge. An example of an EEOC hearing number is 520-2012-00123X.
- **Tip!** You may enter only one hearing number. If you are filing an appeal of more than one hearing, you must file an appeal separately for each hearing.

U.S. Equal Employment Opportunity Commission

Welcome, [Jill](#) | [Log Out](#)

File New Appeal

Progress... 85%

Agency Information

Has a final action been taken by the agency, an arbitrator, FLRA, or MSPB on this complaint?*

☒ Yes ☐ No ☐ Alleging a breach of settlement

When was final action issued?*

01/15/2021

Has a complaint on this same matter been filed with the EEOC, another agency or through other administrative or collective bargaining procedures?*

☐ Yes ☒ No

Has a civil action (lawsuit) been filed in connection with this complaint?*

☐ Yes ☒ No

EEOC Hearing Number

440-2020-00007X

[Submit Appeal](#)

[Back](#)

[Return Home](#)

Step 15. When the request is successfully submitted, you will receive an email titled "Acknowledgment of Appeal Request through the EEOC Public Portal". The Notice may also be downloaded from the **My Cases** page for the appeal.

In the Portal, a confirmation with your appeal number displays as shown below (Note: the number displayed is for a fictional appeal.)

U.S. Equal Employment Opportunity Commission

Welcome, [Jill](#) | [Log Out](#)

File New Appeal

EEOC Appeal 2021000044

Your requested appeal of an agency's final action, a FLRA or MSPB decision, or an arbitrator's decision has been received by the U.S. Equal Employment Opportunity Commission's (EEOC) Office of Federal Operations (OFO). You may view the Preliminary Acknowledgement Notice (which has also been emailed to the Email Address in your Public Portal account) [here](#).

When communicating with the EEOC about this appeal, please reference EEOC Routing Number 2021000044

My Documents

Please upload a copy of the agency's final decision, final action, or response to your allegations of settlement breach. You should upload explaining why you believe the agency's decision was wrong. Be advised, however, that the agency is obligated to provide EEOC with the complete administrative record. Accordingly, you need not upload duplicate documentation already contained in the record, unless you feel it is necessary to support your arguments on your appeal. Finally, when uploading relevant supporting documentation to the appellate record, we request that you consolidate your submissions into as few separate files as possible.

[Upload](#)

[My Cases](#)

[Home](#)

Be sure to write down the appeal number so that you can reference it when communicating with the EEOC. You may upload documents associated with your appeal by selecting on the Upload button before leaving this page (you may also upload documents later from the **My Case** page).

Chapter 2 Uploading Appeal Documents

After you have filed an appeal through the EEOC Public Portal, you can upload documents associated with your appeal. Select the **Upload** button to begin and follow the prompts provided.

For Details refer to EEOC Public Portal User's Guide Vol 8 – Managing Case Information.

Chapter 3 Viewing and Managing Information About Your Appeal

After you have filed an appeal with the EEOC, you may view the details of your appeal and associated documents by selecting **My Inquiries/Charges/Cases** on the EEOC Public Portal Home Page. From the **My Cases** page you may also add Legal Representatives, update your contact information, and submit documents to the EEOC.

For Details refer to EEOC Public Portal User's Guide Vol 8 – Managing Case Information.

Chapter 4 Request for Reconsideration (RFR) of EEOC's Decision

If you disagree with the EEOC's decision on your appeal, you may submit a request for reconsideration of the decision within 30 days of the decision. If you are an attorney/representative for a complainant, you cannot submit a RFR on behalf of your client; only your client may submit a RFR.

To submit a request for reconsideration of EEOC's appellate decision, you must provide:

- Your contact information
- Your representative's contact information
- The EEOC Appeal Number for the appellate decision you would like the EEOC to reconsider.

You will also be asked to upload supporting documents or a statement in support of your request for reconsideration.

To submit a request for reconsideration to the EEOC, perform the following steps:

- Step 1.** Go to the EEOC Public Portal home page at <https://publicportal.eeoc.gov>
- Step 2.** On the EEOC Public Portal home page, select **Filing with EEOC**.
- Step 3.** When asked to identify the **Type of Employer** you believe discriminated against you, select 'Federal Government agency...' and select the **Next** button.

U.S. Equal Employment Opportunity Commission

Sign In | Register

Filing with EEOC

Progress...

14%

EEOC enforces Federal civil rights laws that protect you from workplace discrimination and retaliation because of your race, color, religion, sex, national origin, age, disability, or genetic information. You may also have rights under other federal, state or local laws.


If you're claiming an employer has discriminated against you, EEOC may be able to help. We'll need to ask you a few basic questions to be sure. Your answers will not be saved unless you submit your complaint (against private sector employers), or hearing request or appeal to EEOC (for complaints against federal agency employers). Submitting to EEOC will allow us to evaluate your information and advise you on what we can do to assist you.

To get started, please tell us what type of employer you believe discriminated against you by choosing one of the following:

- ☐ Business or non-profit organization that I applied to, work for, or worked for
- ☐ State or Local Government that I applied to, work for, or worked for
- ☐ Union that represents me
- ☐ Temp agency or staffing firm that did not refer me to a job
- ☒ Federal Government agency that I applied to, work for, or worked for as a federal employee or contractor.
- ☐ Other

Next Return Home

- Step 4.** The **What would you like to do?** page displays. Select **Request reconsideration of the EEOC's appellate decision on my EEO Complaint** and select the **Next** button.



U.S. Equal Employment Opportunity Commission

Sign In | Register

Filing with EEOC

Progress... 45%

What would you like to do?

- ☐ File a formal EEO complaint
- ☐ Request a hearing about my formal EEO complaint
(to complete this process, you will need to submit a signed copy of your Request for Hearing)
- ☐ File a new appeal
- ☒ Request reconsideration of EEOC's appellate decision on my EEO complaint

Next Back Return Home

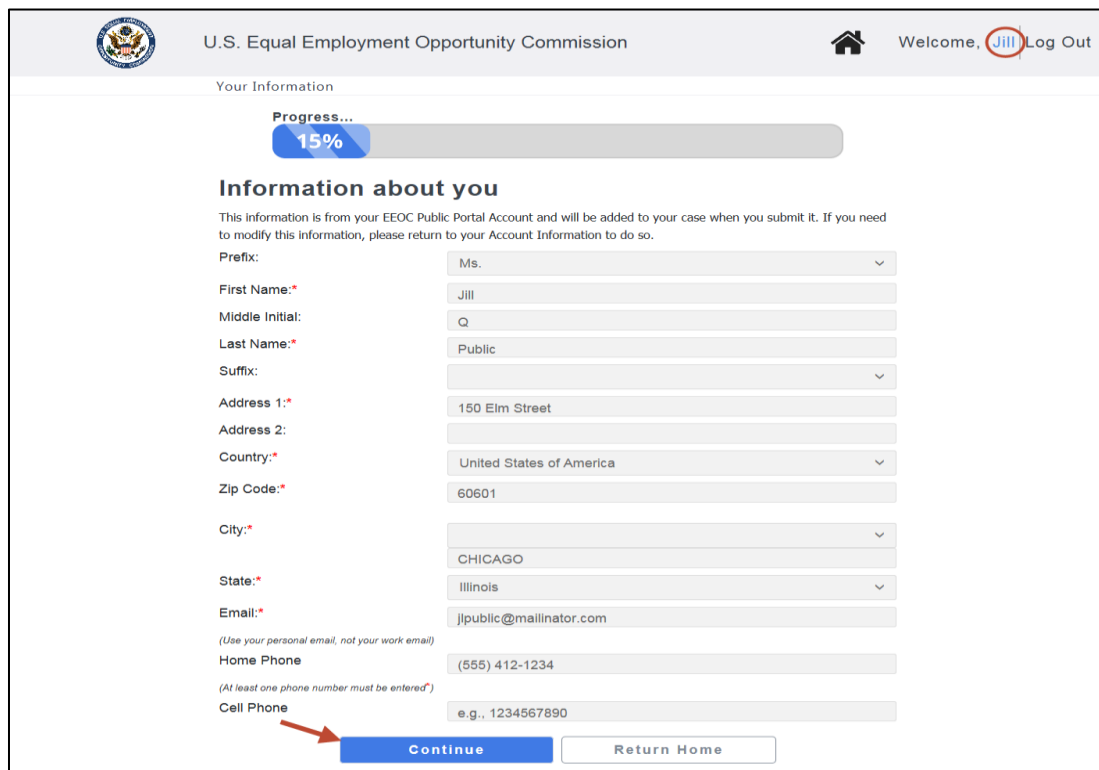
Step 5. An informational page displays with information about a request for reconsideration. Select the **Next** button to continue.

Step 6. You must have an EEOC Public Portal user account. If you have not used the EEOC Public Portal before, select the **Sign-Up Now** button to create your user account (refer to *EEOC Public Portal User's Guide Vol 1 – Getting Started* for details).

➤ **Tip!** If you already registered with the EEOC, select the **Returning Users** button and login.

Step 7. Your personal information is displayed, which will be submitted with the request. This screen is view-only. Select the **Continue** button to proceed.

➤ **Tip!** If you need to modify this information, select the link at the top of the page to go to your **User Account Information**. When you have finished and submitted your changes, you will be returned to RFR submission process.



U.S. Equal Employment Opportunity Commission

Welcome, Jill Log Out

Your Information

Progress... 15%

Information about you

This information is from your EEOC Public Portal Account and will be added to your case when you submit it. If you need to modify this information, please return to your Account Information to do so.

Prefix: Ms.

First Name:* Jill

Middle Initial: Q

Last Name:* Public

Suffix:

Address 1:* 150 Elm Street

Address 2:

Country:* United States of America

Zip Code:* 60601

City:* CHICAGO

State:* Illinois

Email:* jpublic@mallinator.com

(Use your personal email, not your work email)

Home Phone (555) 412-1234

(At least one phone number must be entered*)

Cell Phone e.g., 1234567890

Continue Return Home

Step 8. Next, you will be asked to provide the Appeal Number of the appeal you are asking the EEOC to reconsider. Enter the number in the space provided.

- **Tip!** You can find the EEOC Appeal Number in the decision that you received from the EEOC for your appeal. It is located on the first page of the decision, beside the label **Appeal No.**
- **Tip!** You may submit only one RFR for a case.


The screenshot shows the EEOC Public Portal interface. At the top, the EEOC logo is on the left, and the text "U.S. Equal Employment Opportunity Commission" is in the center. On the right, there is a home icon, the text "Welcome, Jill", and a "Log Out" link. Below the header, the page title "Request Reconsideration" is displayed. A progress bar indicates "Progress..." at "30%". The main heading is "Request for Reconsideration". Below it, the text asks: "What is the Appeal Number of the appeal you are asking the EEOC to reconsider?*" and provides a hint: "You can find the EEOC Appeal Number 'Appeal No.' in the caption of appellate decision you were issued, as well as in the header of each page of the decision." A text input field contains the placeholder "e.g., 1234567890". Below the input field, there is a question: "If you are/were represented for that decision, do you wish to keep the same representative at this time?" with two radio button options: "Yes" and "No". At the bottom, there are three buttons: "Next" (highlighted in blue), "Back" (greyed out), and "Return Home" (greyed out).

Step 9. Next you may identify your representative(s). First, you will be asked if you want to keep the same representative as in the prior appeal. Select **Yes** or **No** and select the **Next** button to continue.

This screenshot shows the same EEOC Public Portal interface as the previous one, but with the "Yes" radio button selected for the question "If you are/were represented for that decision, do you wish to keep the same representative at this time?". The text input field now contains the number "2018000160". A red arrow points to the "Next" button, which remains highlighted in blue. The "Back" and "Return Home" buttons are still greyed out.

Step 10. If you chose to keep the same representative, that representative's information will be copied from the prior appeal to the new RFR. If you chose not to keep the same representative, you will be asked if you want to enter information about your representative (this is optional, but if you are being represented by an attorney or

another individual in the EEO process, you should identify your representative here). Select **Yes** or **No** and select the **Next** button to continue.



U.S. Equal Employment Opportunity Commission

Welcome, Jill | Log Out

Request Reconsideration

Progress... 28%

Representative Information

Do you want to add a representative?

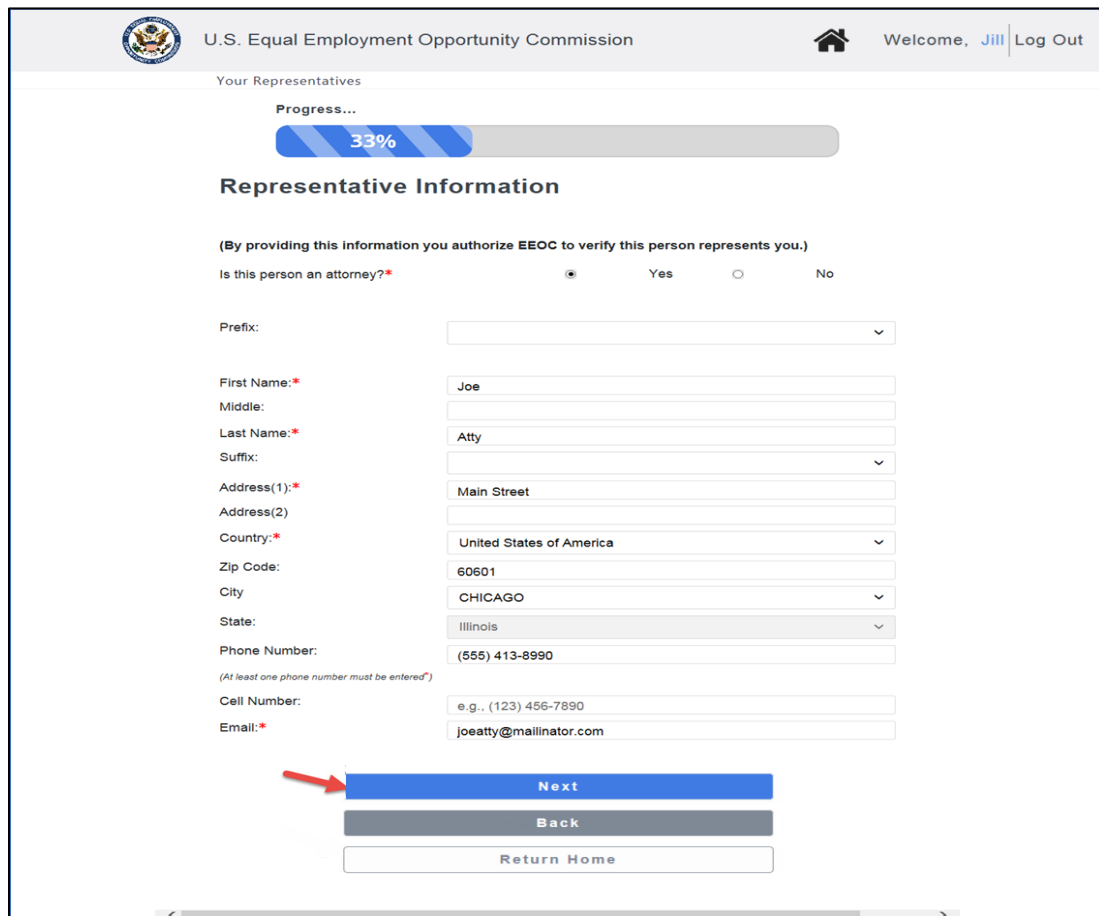
☒ Yes ☐ No

Next

Back

Return Home

Step 11. If you selected **Yes**, a form will display for you to fill in the representative information. When you are finished, select the **Next** button to continue.



U.S. Equal Employment Opportunity Commission

Welcome, Jill | Log Out

Your Representatives

Progress... 33%

Representative Information

(By providing this information you authorize EEOC to verify this person represents you.)

Is this person an attorney? ☒ Yes ☐ No

Prefix:

First Name:

Middle:

Last Name:

Suffix:

Address(1):

Address(2):

Country:

Zip Code:

City:

State:

Phone Number:

(At least one phone number must be entered*)

Cell Number:

Email:

Next

Back

Return Home

➤ **Tip!** If you added a new representative, the EEOC verifies that the representative represents you by sending a verification email to the email address provided by you for

your representative. EEOC expects a reply from the representative within 10 days of sending a verification email; if they haven't received a reply after 10 days, then you will receive an email notifying you that EEOC has been unable to verify the representative.

Step 12. A page displays showing the representative(s) you have entered. Select the **Add Another Representative** button to add another representative. Select the **View/Update/Delete** button to make changes. When you are finished, select the **Next** button to continue.

U.S. Equal Employment Opportunity Commission

Welcome, Jill | Log Out

Request Reconsideration

Progress... 42%

My Representatives

First Name	Last Name	Middle Initial	
Joe	Atty		View/Update/Delete

Add Another Representative

Next Back Return Home

Step 13. Once you have entered the appeal number and any representatives(s) you are ready to submit the RFR. Select the **Submit** button to complete the submission.

U.S. Equal Employment Opportunity Commission

Welcome, Jill | Log Out

Request Reconsideration

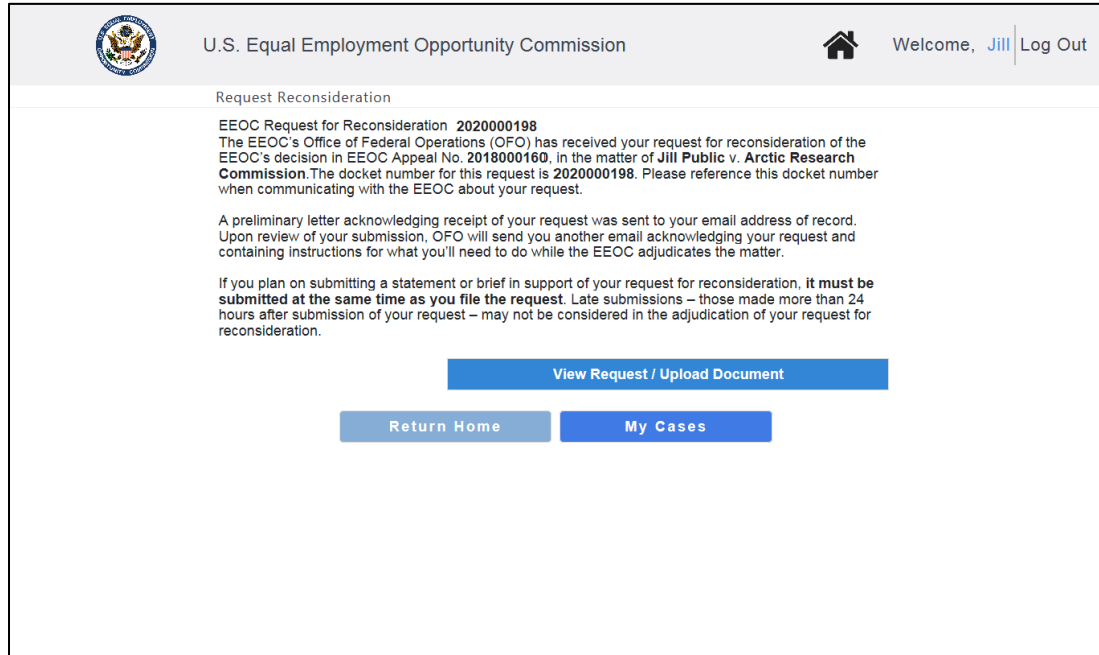
Progress... 85%

Click the **Submit** button below to submit your reconsideration request to EEOC. After that, you will be able to upload supporting documents.

Submit Back Return Home

Step 14. When the request is successfully submitted, you and the Agency will receive an email with the Preliminary Acknowledgement Notice. The Notice may also be viewed on the **My Cases** page for the RFR.

In the Portal, a confirmation with the EEOC tracking number for your request displays as shown below. (Note: the number displayed is for a fictional RFR.)



The screenshot shows the EEOC Public Portal interface. At the top, there is a header with the EEOC seal, the text 'U.S. Equal Employment Opportunity Commission', a home icon, and a user greeting 'Welcome, Jill' with a 'Log Out' link. Below the header, the page title is 'Request Reconsideration'. The main content area contains the following text:

EEOC Request for Reconsideration **2020000198**
The EEOC's Office of Federal Operations (OFO) has received your request for reconsideration of the EEOC's decision in EEOC Appeal No. 2018000160, in the matter of **Jill Public v. Arctic Research Commission**. The docket number for this request is **2020000198**. Please reference this docket number when communicating with the EEOC about your request.

A preliminary letter acknowledging receipt of your request was sent to your email address of record. Upon review of your submission, OFO will send you another email acknowledging your request and containing instructions for what you'll need to do while the EEOC adjudicates the matter.

If you plan on submitting a statement or brief in support of your request for reconsideration, it **must be submitted at the same time as you file the request**. Late submissions – those made more than 24 hours after submission of your request – may not be considered in the adjudication of your request for reconsideration.

At the bottom of the content area, there are three buttons: 'View Request / Upload Document' (a prominent blue button), 'Return Home' (a light blue button), and 'My Cases' (a blue button).

Be sure to write down the tracking number so that you can reference it when communicating with the EEOC.

A follow-up Acknowledgement Letter will be emailed to you and the Agency after the case is docketed.

Step 15. Go to the **My Case** page for your case to upload supporting documents. Select the **View Request/Upload Document** button.

- **Tip!** EEOC requires that any supporting statement or brief be filed at the same time as you submit your request for reconsideration. Accordingly, you are **strongly** advised to submit supporting documents or a statement in support of your request for reconsideration through the EEOC Public Portal at the time you submit your request for reconsideration. Later submissions may not be considered in the adjudication of your request.