



Equal Employment Opportunity Commission (EEOC)

EEOC Public Portal User's Guide
Vol 8 – Manage Case Information

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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 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 – 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 Displaying Information About Your Case

If you have requested a hearing, filed an appeal, or submitted a request for reconsideration (RFR) with the EEOC, as a federal sector employee, applicant or contractor, you can click on **My Cases** on the EEOC Public Portal to view the case information and associated documents. If you have more than one case filed with the EEOC, the **My Cases Listing** will display all your cases (see Figure 1). This screen displays a list of all the cases (hearings, appeals, RFRs) you have filed with the EEOC and their status. If you have only one case you will be taken directly to the **My Case** page when you click on **My Cases** on the Portal's home page.

The **My Cases Listing** is sorted by submission date, with newest cases listed first. If you have a large number of cases, use the page navigation buttons (<< < > >>) to move between pages. Select the case you wish to view by clicking on the **Case Number**; this will display the **My Case** page.

Figure 1 – Example of My Cases Listing

Case Number	Submission Date	Type	Status
2019000932	06-17-2019	APPEAL	Appeal Received
440-2019-00016X	06-10-2019	HEARING	Open
440-2019-00013X	05-29-2019	HEARING	Referred to ADR
440-2019-00012X	05-23-2019	HEARING	ADR Successful
440-2019-00011X	05-21-2019	HEARING	Referred to ADR

« < 3 of 4 > » Current Page: 3

For website technical support(only). Please contact digitalsupport@eoc.gov or 1-800-569-7118

Accessibility Statement Privacy Statement

A hearing, appeal, or RFR case will have different process status as the case progresses. You can find out about the status of your case at any time when you login to the EEOC Public Portal. The case status column displays as follows:

- For hearing requests, the status will be one of the following:
 - **Open** – The hearing request has been submitted to the EEOC.
 - **Referred to ADR** – An invitation to ADR has been sent to both parties and the EEOC is waiting for their response.
 - **ADR Scheduling** – The EEOC is in the process of scheduling an ADR session with both parties.
 - **ADR Scheduled** – The EEOC has scheduled an ADR session with both parties.
 - **ADR Held** – The ADR session was held.
 - **ADR Complete** – ADR has been completed.
 - **ADR Successful** – The ADR session resulted in a resolution of the complaint.

- **ADR Unsuccessful** – The ADR session did not result in a resolution of the complaint.
- **Pending AJ Assignment** – The EEOC is in the process of assigning the complaint to an Administrative Judge to continue processing.
- **Assigned to AJ** – The EEOC has assigned the complaint to an Administrative Judge to continue processing.
- **Hearing Scheduled** – The EEOC has scheduled a hearing on the complaint.
- **Hearing Held** – The hearing on the complaint was concluded.
- **Closure Document Issued** – A closure document was issued in the case.
- **Closed** – The case is now closed.
- For appeals and RFRs the status will be one of the following:
 - **Appeal Received** – The appeal request has been received by the EEOC.
 - **Complaint File Received** – The EEOC has received the complaint file from the agency.
 - **Complaint File Not Received** – The EEOC has not received the complaint file from the agency.
 - **Appeal Being Processed** – The EEOC is working on the appeal.
 - **Appeal Closed/Issued** – The EEOC has issued a decision and closed the appeal.

1.1 My Case Page

The My Case page provides information for hearings, appeals, and RFRs, both open and closed cases. Each is discussed in the subsections that follow.

1.1.1 My Case Page for Hearings

If you have requested a hearing, the **My Case** page will appear as shown in Figure 2 below (the page shown illustrates the **My Case** page for a hearing request, but the **My Case** page for an appeal or RFR is very similar). The page is divided into three sections: **My Case**, **My Representatives**, and **My Documents**. Descriptions of the numbered items follow Figure 2. (*NOTE: Numbers are not actually seen on the screen.*)

For hearing requests, you will see the following additional information on the **My Case** page:

- When a hearing status changes, a description will display on the **My Case** page between the **My Case** and **My Representatives** sections (e.g. "A hearing in the case is scheduled"). These are informative and do not require you to respond.
- If the hearing request is eligible for ADR, you will see the invitation to participate in ADR on the **My Case** page between the **My Case** and **My Representatives** sections. For details on accepting or rejecting an invitation to participate in ADR, refer to *EEOC Public Portal User's Guide Volume 6 – Hearings with the EEOC*.

Figure 2 – My Case Page for a Hearing Request

The screenshot shows the 'My Case' page for a hearing request. At the top, there is a header with the EEOC logo, the text 'U.S. Equal Employment Opportunity Commission', a home icon, and the user's name 'Welcome, Joan | Log Out'. The main content is divided into three numbered sections:

- 1 My Case:** Includes a blue 'Update My Information' button, the case title 'EEOC Hearing Request 440-2019-00016X', a paragraph of introductory text, and the status 'Status: Open'.
- 2 My Representatives:** Features an 'Add Representative' button and a table with columns for First Name, Last Name, and Middle Initial. The table contains one entry: Joseph Attorney T. A blue 'View/Update' button is located to the right of the table.
- 3 My Documents:** Includes an 'Upload' button, a paragraph of instructions, a table with columns for Name, Type, and Added On, and a blue 'My Cases' button. The table lists one document: 'Request for Hearing.docx' of type 'Hearing Request' added on '06/10/2019'. A 'Return Home' button is at the bottom of this section.

At the bottom of the page, there is a footer with contact information: 'For website technical support(only), Please contact digitalsupport@eoc.gov or 1-800-569-7118', and links for 'Accessibility Statement' and 'Privacy Statement'.

- 1 My Case.** This section displays the general information about your hearing/appeal/RFR and allows you to update your contact information. (Chapter 2)
- 2 My Representatives.** This section displays a table of the (legal or non-legal) representatives you have entered. You may add, update, or delete your representatives here. If you have not entered any representatives, the **My Representatives** section displays only the **Add Representative** button. (Chapter 3)
- 3 My Documents.** This section displays the documents associated with your hearing/appeal/RFR that you have submitted, the agency has submitted, or that the EEOC has sent to you (e.g. Report of Investigation, Initial Acknowledgement Notice). You may view, download, and/or submit documents here. (Chapter 4)

1.1.2 My Case Page for Appeals/RFRs

If you have filed an appeal or submitted an RFR, the **My Case** page will appear as shown in Figure 3 below (the page shown illustrates the **My Case** page for an initial appeal, but the **My Case** page for an RFR is very similar). The page is divided into three sections: **My Case**, **My Representatives**, and **My Documents**.

Figure 3 – My Case Page for an Appeal


U.S. Equal Employment Opportunity Commission

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

My Case

[View/Update My Information](#)

EEOC Number 2018000454

Your appeal of 2018000454 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)

When communicating with the EEOC about this appeal, please reference EEOC Number **2018000454**

Status: Appeal Received

My Representatives

Add Representative

First Name	Last Name	Middle Initial	
Joe	Atty		View/Update

My Documents

Initial Appeals from an Agency's Decision on an EEO Complaint, and Appeals from a Decision on a Grievance Containing Claims of Discrimination

You may submit documents related to your appeal to the EEOC using this Portal. However, please be aware that EEOC's regulations at [29 C.F.R. § 1614.403\(d\)](#) state that any statement or brief in support of the appeal must be submitted to the Office of Federal Operations within 30 days of filing the notice of appeal. Accordingly, if you elect to file any statements or briefs after the 30-day time period, it will be at the discretion of the attorney reviewing the matter whether or not to read or consider them during the adjudication of your appeal.

Petitions for Review of a Decision by the Merit Systems Protection Board (MSPB) on an MSPB Appeal Containing Claims of Discrimination

The Commission's regulations at [29 C.F.R. § 1614.304\(b\)\(3\)](#) require that any statement or brief in support of a petition be filed at the same time as the Petition for Review is filed. Accordingly, if you elect to file any statements or briefs after you filed the Petition, it will be at the discretion of the attorney reviewing the matter whether or not to read or consider them during the adjudication of your Petition for Review.

Requests for Reconsideration of an EEOC Decision on an Appeal

EEOC management Directive 110, which provides federal agencies and complainants with Commission policies, procedures, and guidance relating to the processing of employment discrimination complaints governed by the Commission's regulations in [29 C.F.R. Part 1614](#) require that any statement or brief in support of a Request for Reconsideration be filed at the same time as the Request is filed. Accordingly, if you elect to file any statements or briefs after you filed the Request, it will be at the discretion of the attorney reviewing the matter whether or not to read or consider them during the adjudication of your Request for Reconsideration.

You can open a document to review it or download and save it. Please submit only documents of the available Document Types. Documents that you send to or receive from the EEOC are listed below.

[Upload](#)

Name	Type	Added On
2018000454_01_AT-CO_022520_104850_C.pdf	Complainant Acknowledgement Letter	02/25/2020
2018000454_01_A1-AG_022520_104850_A.pdf	Acknowledgement Letter Agency	02/25/2020

[My Cases](#)

[Return Home](#)

Technical Support
Accessibility Statement
Privacy Statement

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1.1.3 My Case Page for Closed Cases

You may continue to view information for your case after it has been closed. You may not make any changes to the case information or representatives, and you may not submit any documents (though downloading documents is permitted).

For a closed case a read-only version of the **My Case** page will appear as shown in Figure 4 below (the page shown illustrates the **My Case** page for a closed hearing, but the **My Case** page for a closed appeal or RFR is very similar). Similar to the page for an open hearing/appeal, the page is divided into 3 sections: **My Case**, **My Representatives**, and **My Documents**.

Figure 4 – My Case Page for a Closed Case

The screenshot displays the EEOC Public Portal interface. At the top, there is a header with the EEOC logo, the text 'U.S. Equal Employment Opportunity Commission', a home icon, and a user greeting 'Welcome, Joan | Log Out'. The main content area is titled 'My Case' and features a blue 'View My Information' button. Below this, the case title 'EEOC Hearing Request 440-2019-00001X' is shown, followed by a paragraph explaining the hearing request process. The status is 'Closed', and a message informs the user that the case is closed and to review the Closure Document. The 'My Representatives' section contains a table with one entry: Joseph Atty, with a 'View' button. The 'My Documents' section includes a warning about submission instructions and a table listing two documents: 'Report of Investigation_440-2019-00001X.docx' and 'Order on Exhibits_440-2019-00001X.docx'. At the bottom, there are buttons for 'My Cases' and 'Return Home', and a footer with 'Technical Support', 'Accessibility Statement', 'Privacy Statement', and '2013-2019 AINS, Inc. All Rights Reserved.'

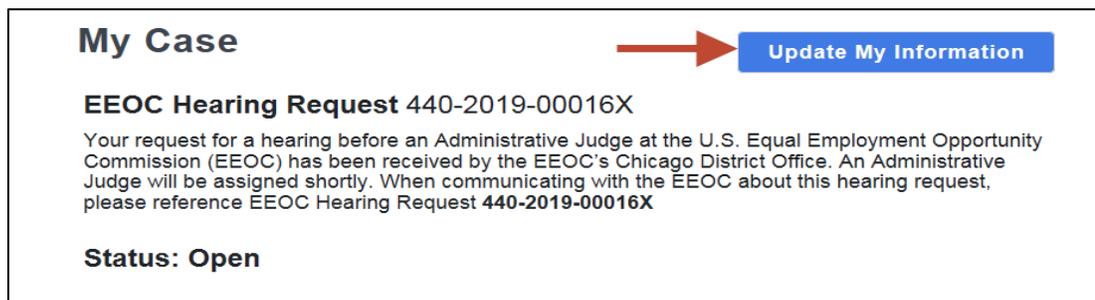
Chapter 2 Manage Contact Information

Please remember that it is your responsibility to ensure that the EEOC has your current address and contact information. On the **My Case** page, you can update your contact information (name, address, phone number, etc.). This allows you to keep the EEOC informed in the event that you have moved, or changed your phone number or email address. (For the example in this chapter, information for a hearing request is shown but the process for appeals and RFRs is identical.)

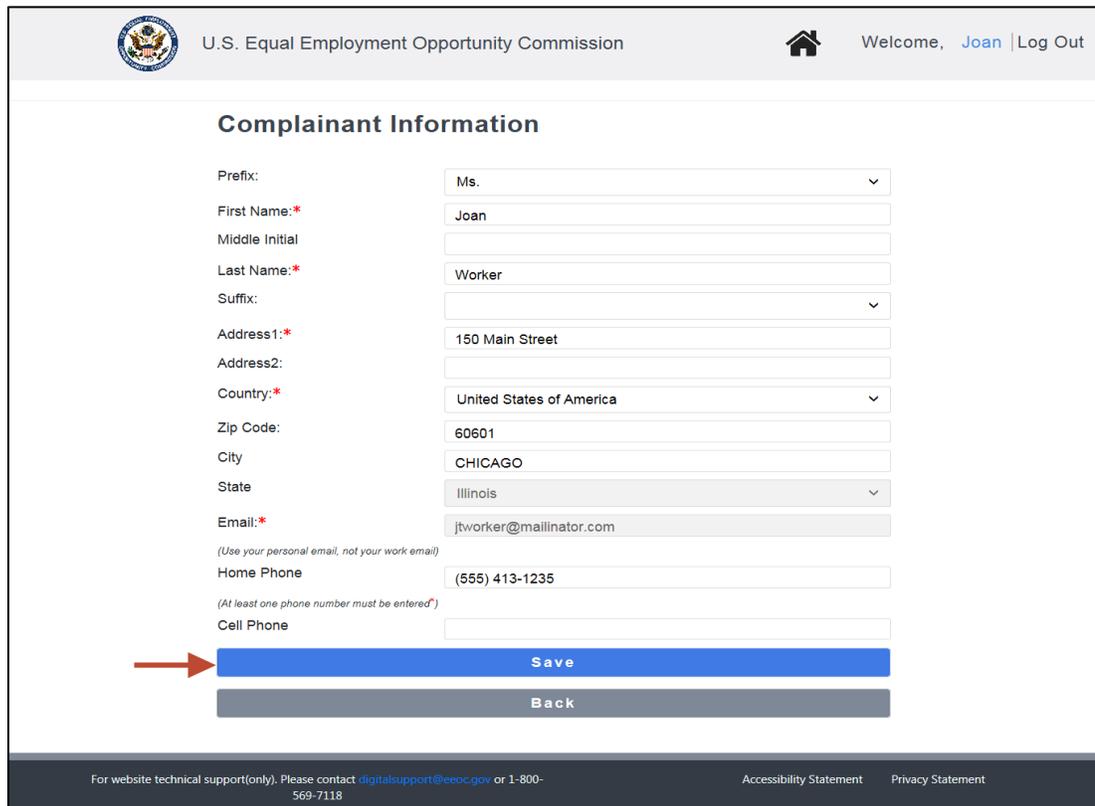
- **Tip!** You cannot change your email address using the **Update My Information** button on the **My Case** page for a specific case. You must use the **Update Account** page as described in *EEOC Public Portal User's Guide - Volume 1 – Getting Started*.

To update your contact information, perform the following steps:

Step 1. On the **My Case** page, click on the **Update My Information** button.



Step 2. On the **Complainant Information** page, your current contact information is displayed (initially you will see the information you entered when submitting your request). Make any needed changes.



- Step 3.** Click on the **Save** button. Click on the **Back** button to return to the **My Case** page.
- Step 4.** Click on **Update My Information** at any time to view/update the information.

Chapter 3 Manage Representatives

If you have an attorney or another person representing you before the EEOC, you may enter information about the person who represents you on the **My Case** page. (For the examples in this chapter, information for a hearing request is shown but the process for appeals and RFRs is identical.)

- **Tip!** You may enter multiple representatives. The representatives you enter will be listed in the table in the **My Representatives** section on the **My Case** page.

3.1 Add a Representative

To add a representative, perform the following steps:

- Step 1.** On the **My Case** page, click the **Add Representative** button.

The screenshot shows the 'My Case' page interface. At the top left is the title 'My Case' and at the top right is a blue button labeled 'Update My Information'. Below the title, the case number 'EEOC Hearing Request 440-2019-00016X' is displayed, followed by a paragraph of text: 'Your request for a hearing before an Administrative Judge at the U.S. Equal Employment Opportunity Commission (EEOC) has been received by the EEOC's Chicago District Office. An Administrative Judge will be assigned shortly. When communicating with the EEOC about this hearing request, please reference EEOC Hearing Request 440-2019-00016X'. Below this text, the status 'Status: Open' is shown. At the bottom left, the section 'My Representatives' is visible. To the right of this section, a red arrow points to a button labeled 'Add Representative'.

- Step 2.** The **Representative Information** page displays. Indicate if the person who represents you is an attorney by clicking on either the **Yes** or **No** button.
- Step 3.** Enter the information for the representative.

U.S. Equal Employment Opportunity Commission

Welcome, Joan | Log Out

Representative Information

Is this person an attorney? Yes No

Prefix: Mr.

First Name: Joseph

Middle: T

Last Name: Attorney

Suffix:

Address1: 100 Main Street

Address2:

Country: United States of America

Zip Code: 60601

City: CHICAGO

State: Illinois

Phone Number: (555) 413-7890

(At least one phone number must be entered)

Cell Number: e.g., (123) 456-7890

Email: joeatty@mailinator.com

Status:

Save

Back

Delete

For website technical support(only). Please contact digitalsupport@eEOC.gov or 1-800-569-7118

Accessibility Statement | Privacy Statement

➤ **Tip!** When the **Zip Code** is entered, the city and state fields are automatically populated.

Step 4. Click on the **Save** button. Click on the **Back** button to return to the **My Case** page.

Step 5. The representative you identified will be sent an email to confirm that he/she will be representing you.

Step 6. If the EEOC does not receive confirmation from the representative after 10 days, you may confirm by uploading a Notice of Representative signed by your representative, or you may designate a different representative.

3.2 Update/Delete a Representative

To update the information for or delete a representative, perform the following steps:

Step 1. On the **My Case** page, click on the **View/Update** button beside the representative's name in the **My Representatives** table (shown below).

My Case Update My Information

EEOC Hearing Request 440-2019-00016X

Your request for a hearing before an Administrative Judge at the U.S. Equal Employment Opportunity Commission (EEOC) has been received by the EEOC's Chicago District Office. An Administrative Judge will be assigned shortly. When communicating with the EEOC about this hearing request, please reference EEOC Hearing Request **440-2019-00016X**

Status: Open

My Representatives Add Representative

First Name	Last Name	Middle Initial	
Joseph	Attorney	T	View/Update

- Step 2.** When the **Representative Information** page displays, make any necessary changes and click on the **Save** button.
- Step 3.** If you need to delete a representative, click on the **Delete** button. When the confirmation prompt displays, click on the **Yes** button to delete.
- Step 4.** Click on the **Back** button to return to the **My Case** page.

Chapter 4 Submit and Receive Documents

4.1 Submit Documents to the EEOC/Agency

In the **My Documents** section of the **My Case** page, you may upload documents supporting your hearing or appeal. Please wait for further instructions from the Administrative Judge. **Submissions that do not follow the Judges' instructions may result in the Administrative Judge not considering the submission.**

When you upload documents in the Portal, they will be available for you, the EEOC and the agency to read. Once you have uploaded a document, you can open or save it. An uploaded document cannot be deleted.

To upload a document, perform the following steps (for this example, uploading a document for a hearing request is shown but the process for appeals and RFRs is identical):

Step 1. On the **My Case** page, click on the **Upload** button.

My Documents

You will be able to upload documents as your case progresses. Please wait for further instructions from the Administrative Judge. **Please note that submissions that do not follow the Judges' instructions may result in the Administrative Judge not considering the submission.**

Upload

Name	Type	Added On
440-2020-00003X_Missing_ROI_Notice	Order to Produce File	11/14/2019
Agency Notice of Receipt of Hearing Request	Agency Notice of Receipt of Hearing Request	10/29/2019
Request for Hearing.docx	Request for Hearing	10/29/2019
440-2020-00003X_Acknowledgement-Complainant	Complainant Notice of Receipt of Hearing Request	10/29/2019

Step 2. The **Upload Document** window displays.

☰
✕

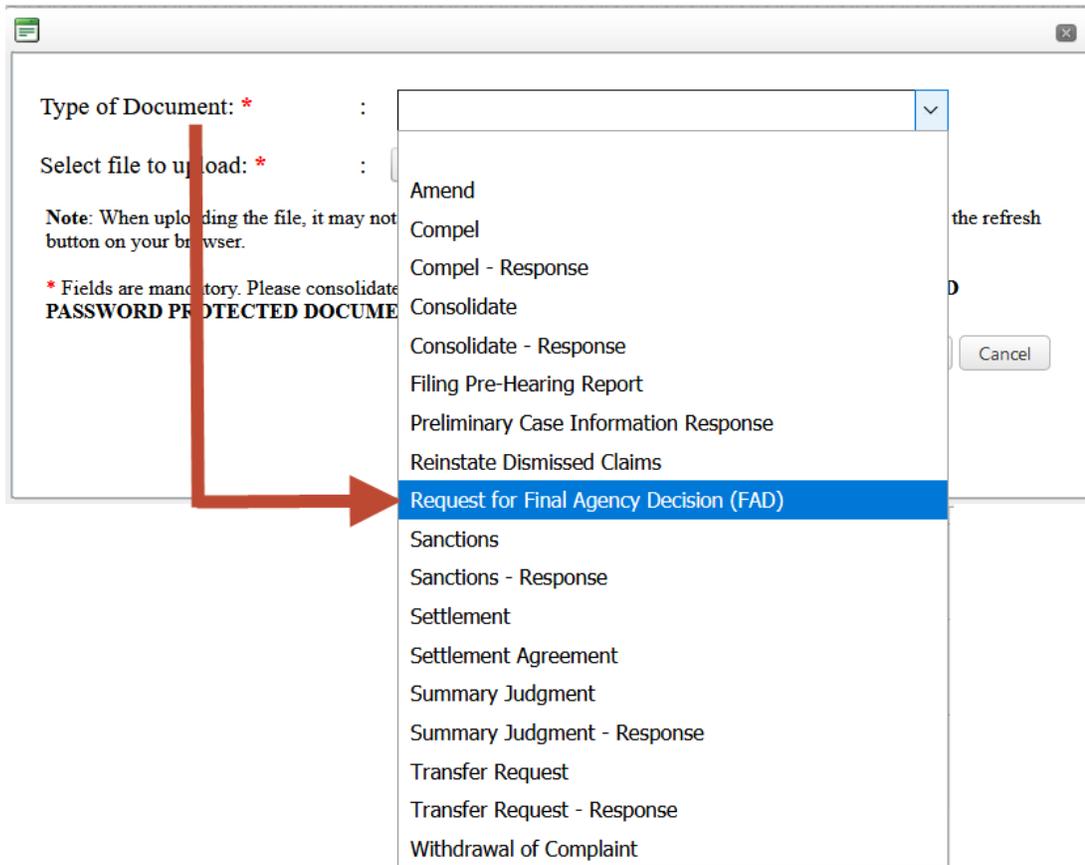
Type of Document: * :

Select file to upload: * :

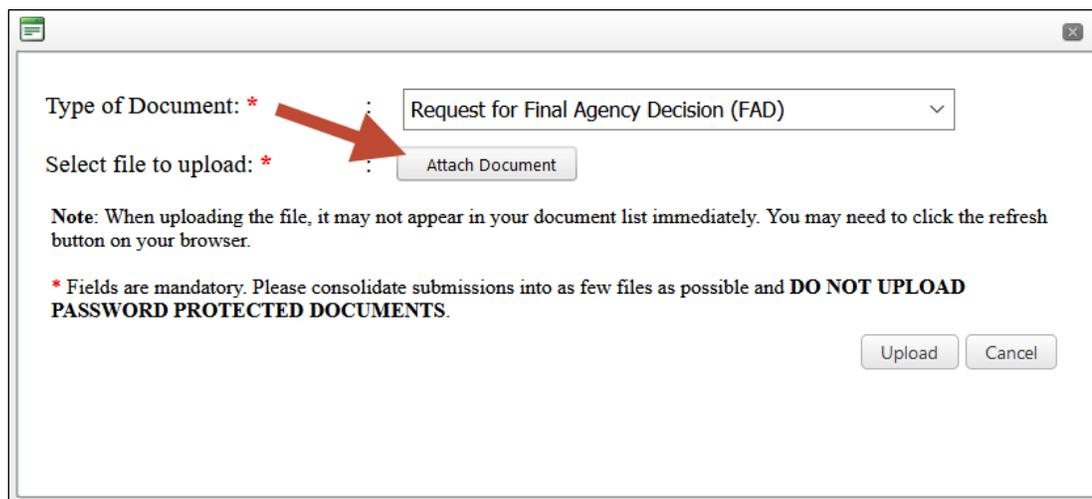
Note: When uploading the file, it may not appear in your document list immediately. You may need to click the refresh button on your browser.

* Fields are mandatory. Please consolidate submissions into as few files as possible and **DO NOT UPLOAD PASSWORD PROTECTED DOCUMENTS.**

Step 3. Select the **Type of Document** from the drop-down list.



Step 4. Select the file to upload by clicking on the **Attach Document** button.



Navigate to the file in the **Choose File to Upload** window and click on **OK**.

Step 5. Click on the **Upload** button in the **Upload Document** window.

Type of Document: * : Request for Final Agency Decision (FAD)

Select file to upload: * : Request for FAD.docx Remove

Note: When uploading the file, it may not appear in your document list immediately. You may need to click the refresh button on your browser.

* Fields are mandatory. Please consolidate submissions into as few files as possible and **DO NOT UPLOAD PASSWORD PROTECTED DOCUMENTS.**

Upload Cancel

Step 6. The document you uploaded is displayed at the top of the **My Documents** list (documents are listed by **Added On** date, in reverse chronological order, with the most recently uploaded documents listed first).

Step 7. If you do not see the document you uploaded in the **My Documents** list, click on the refresh button on your browser.

4.2 View/Download Documents

In the **My Documents** section of the **My Case** page, you will see a list of the documents associated with your case that you have sent to the EEOC and those that the EEOC or the agency has sent to you. You may download a copy of a document to view it at any time. You may also save the document to your computer.

The information displayed for each document in the **My Documents** list is shown in Table 1 below.

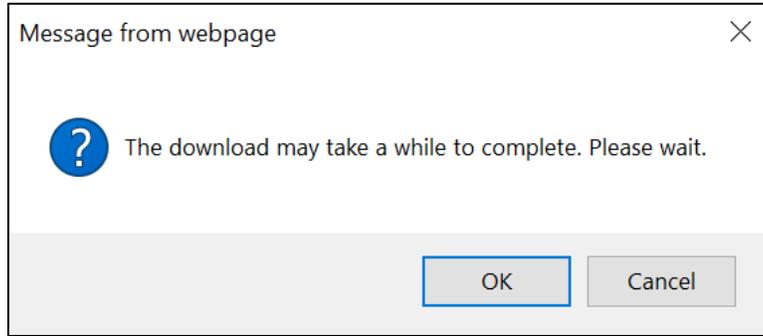
Table 1 – Document Information Displayed on the Portal

Column Name	Description
Name	The name of the document. Identical to the document’s file name minus the file extension.
Type	The document type (e.g. “Complainant Appeal Brief”).
Added On	The date the document was uploaded.

To download a document, perform the following steps:

Step 1. On the **My Case** page, in the **My Documents** section, locate in the list of documents the one you want to download and click on the **Name** to start downloading it.

Step 2. A pop-up message displays indicating that the download may take a while. Click on the **OK** button to continue with the document download (if you do not want to continue with the download, click on the **Cancel** button).



Note: The message may display differently depending on the browser you're using.

Step 3. The document will be downloaded. Choose to open it, or save the file to your computer or a shared drive, as shown below:



If you choose to save it, you will be asked to select a location on your computer where you want it saved. (You may also rename the document if you choose to save it.)

Be sure to save all documents related to your hearing, or appeal, including Email correspondence.