U.S. Equal Employment Opportunity Commission (EEOC)

EEOC Public Portal User's Guide

Vol 1 – Getting Started

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Table of Contents

Table of Contents ..... **i**
Introduction to the EEOC Public Portal **1**
Chapter 1 Getting Started **2**
1.1 The EEOC Public Portal Home Page 2
1.2 Tips for Using the EEOC Public Portal 3
1.3 EEOC Public Portal Access 3
Chapter 2 Creating an Account to Access the EEOC Pubic Portal **4**
2.1 How to Create a Login.gov Account 4
2.2 EEOC Public Portal Access for Representatives 8
Chapter 3 Change or Reset Your Password **9**
Chapter 4 Change Your Account Information **10**
4.1 Change Your Street Address or Phone Number 10
Chapter 5 The EEOC Public Portal Application Window **12**
5.1 Open an Inquiry/Case 12
5.2 My Inquiries/Charges/Cases 12
5.3 Guidance 12
5.4 Locate an EEOC Office 13
Chapter 6 Keyboard Navigation **14**
Chapter 7 The Calendar Dialog **15**
Chapter 8 Tutorials and Learning More **16**

Figures

Figure 1 – EEOC Public Portal Home Page 2
Figure 2 – Sign Page Showing Forgot Password? Link 9
Figure 3 – Guidance Page 12
Figure 4 – Locate an EEOC Office Page 13
Figure 5 – Calendar Dialog 15

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 is optimized for and officially supports Microsoft Edge and Google Chrome browsers. For the best user experience and seamless functionality, we recommend accessing this website using either Microsoft Edge or Google Chrome. Please note that using other browsers may result in diminished performance or compatibility issues.**

1.1 The EEOC Public Portal Home Page

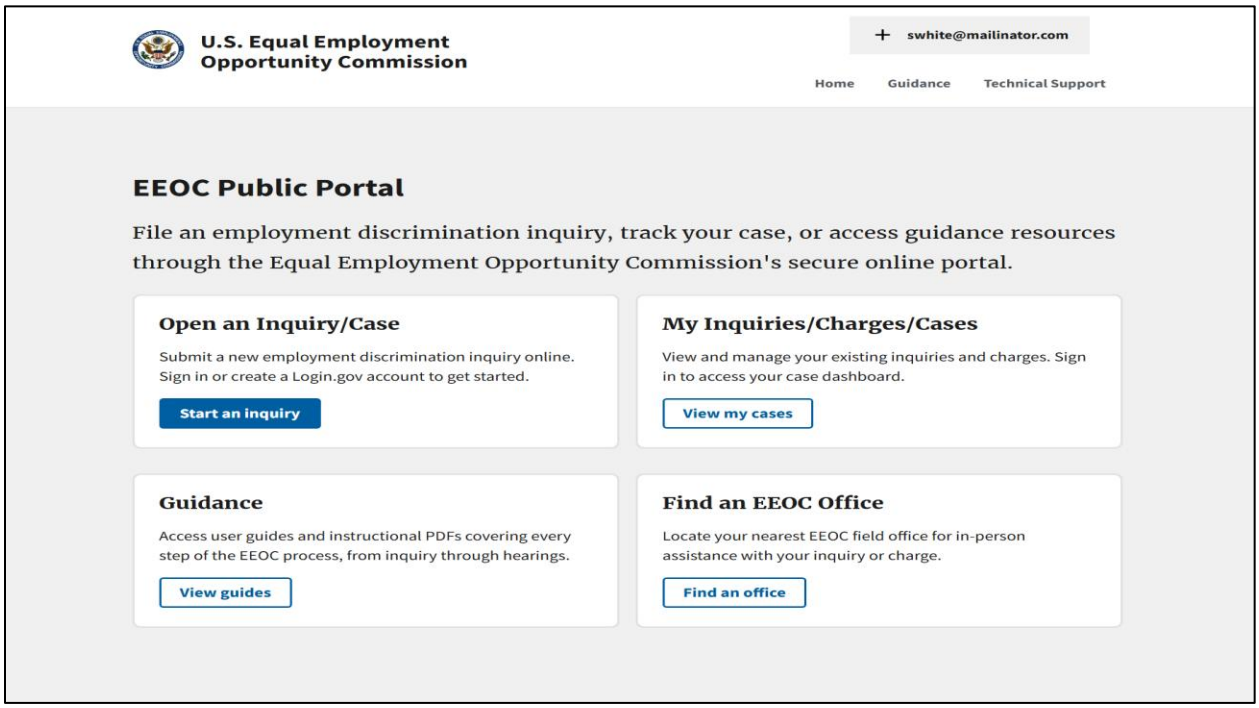
The EEOC Public Portal Home page has four links to choose from which are described in detail in Chapter 5:

- **Open an Inquiry/Case** – Allows you to submit an inquiry, hearing request, an appeal, or a request for reconsideration (charging party/complainant only).
- **My Inquiries/Charges/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.

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



1.2 Tips for Using the EEOC Public Portal

The following are tips to ensure a smooth experience using the EEOC Public Portal:

- Select the **Home** link from any page to return to the Home page, the **Guidance** link to go to the Guidance page to access User Guides, etc., or the **Technical Support** link to get additional help.
- Turn off Pop-Up blockers in your browser.
- Do not use the browser buttons to navigate the application. Use the **Back** and **Next** buttons.

1.3 EEOC Public Portal Access

The EEOC Public Portal uses Login.gov for user authentication. You must have a Login.gov 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 for creating an Login.gov user account are provided in the next chapter.

Chapter 2 Creating an Account to Access the EEOC Pubic Portal

Login.gov uses two-step authentication to provide a more secure method of access. You are identified by your EEOC Public Portal email address and protected by a secure password of your choice plus a method of authentication of your choice.

If you are a Charging Party/Complainant who doesn't already have a Login.gov user account, you must create an account from the Home page. Creating a Login.gov account consists of three parts:

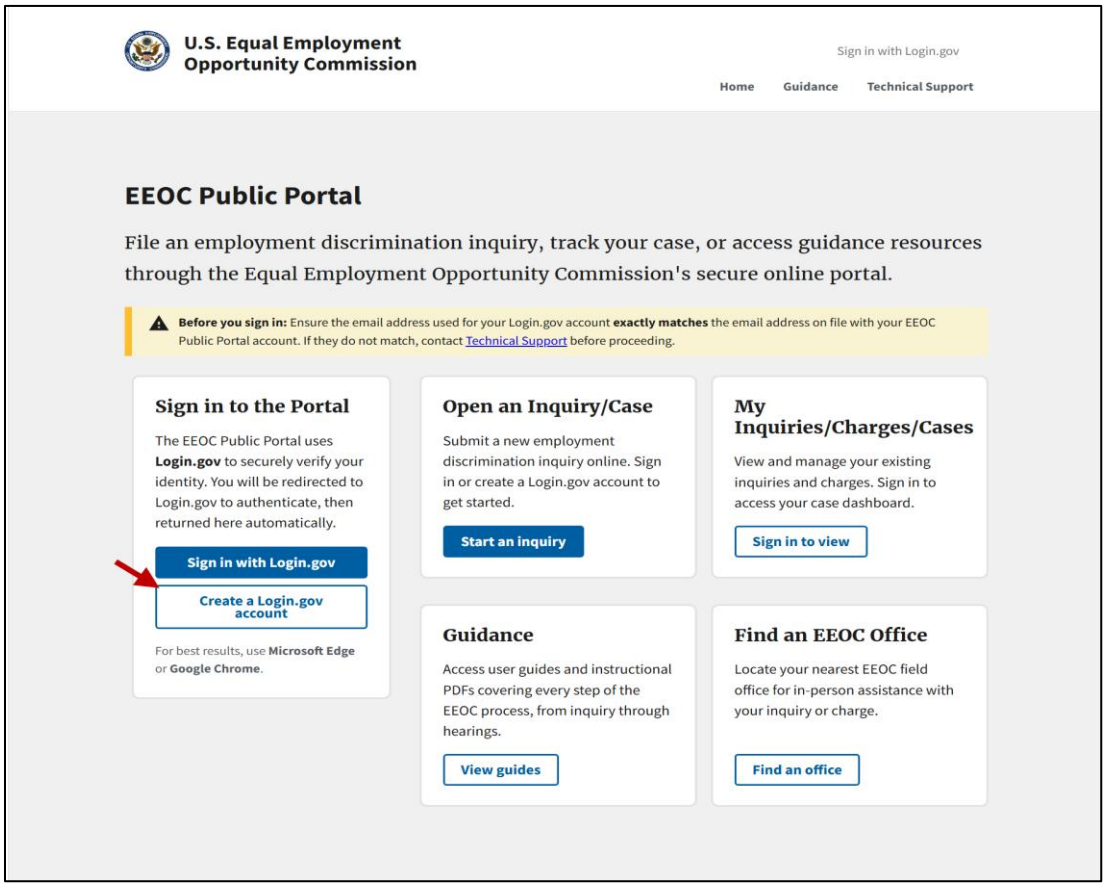
- Enter your email address.
- Choose a password.
- Select at least one authentication method (e.g. text message, PIV card, security key).

For additional information about Login.gov, refer to the FAQ document on the EEOC Public Portal **Guidance** Page.

2.1 How to Create a Login.gov Account

To create a Login.gov account, perform the following steps:

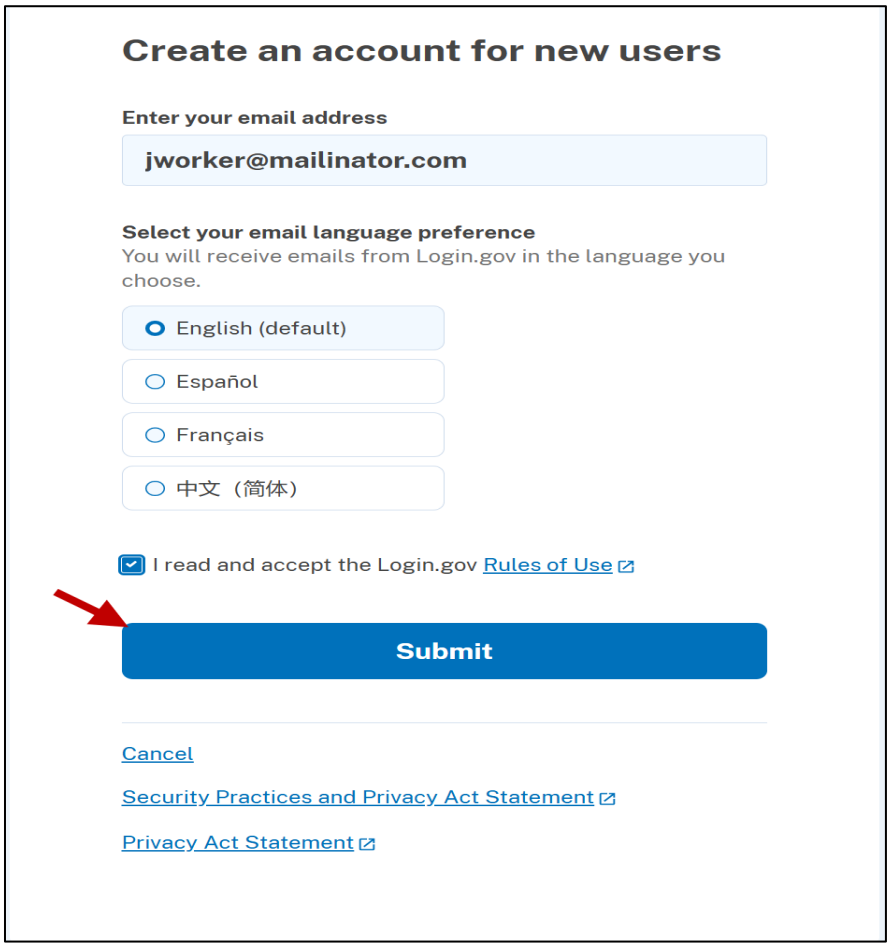
Step 1. On the EEOC Public Portal Home Page select the **Create Login.gov account** button.



You will be taken to the Login.gov home page. Select the **Create an Account** button at the bottom of the page to continue.

Step 2. Enter your email address and select your language preference. Check the **I read and accept the Login.gov Rules of Use** checkbox. Then select the **Submit** button.

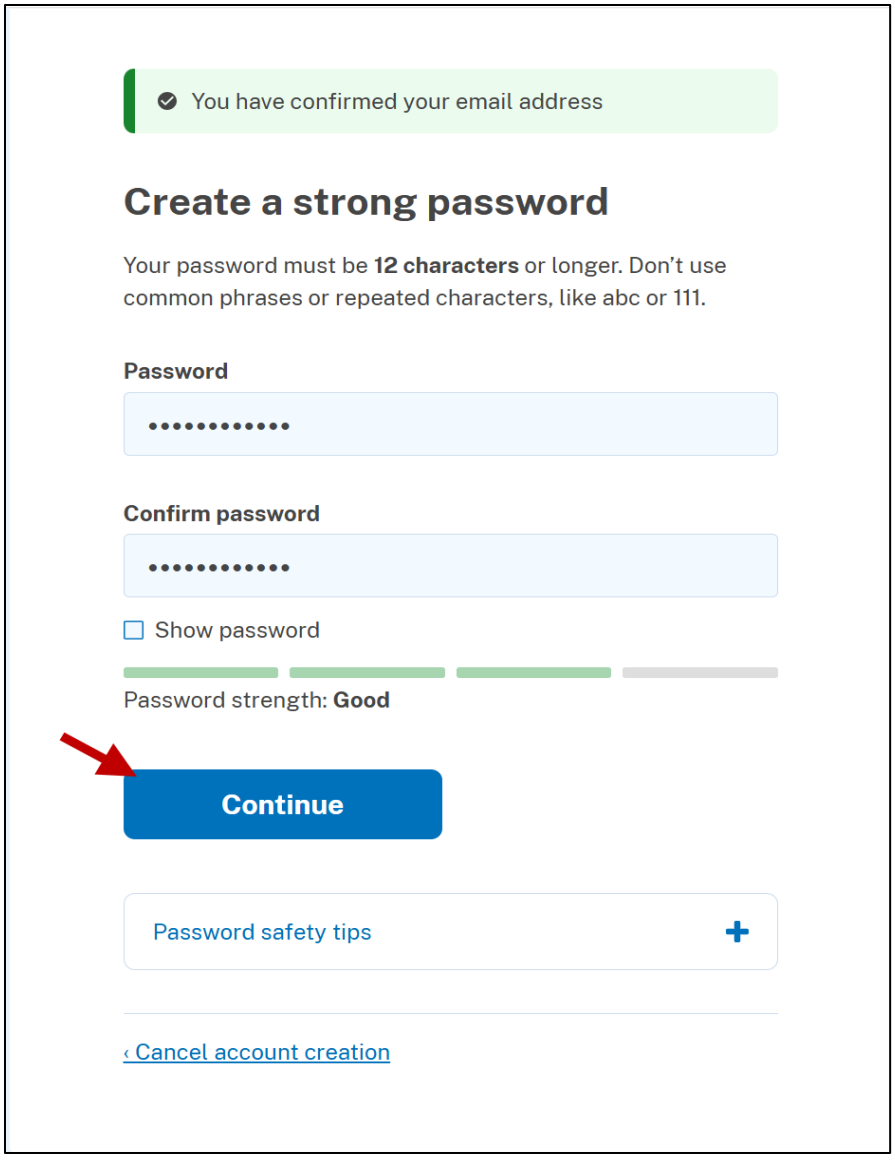
- ***Tip!*** *Make sure the email address you use for your Login.gov account matches your EEOC Public Portal email address.*
- ***Tip!*** *The language preference you select will be the language in which you will receive emails from Login.gov.*
- ***Tip!*** *Select the "Rules of Use" hyperlink to display the Login.gov Rules of Use document to read before continuing.*



Step 3. Go to your email box and select the link in the Confirmation email to confirm your email address and continue creating your Login.gov account.

Step 4. The screen to create your Login.gov password displays. Enter your password then enter it again to confirm it. Then select the **Continue** button.

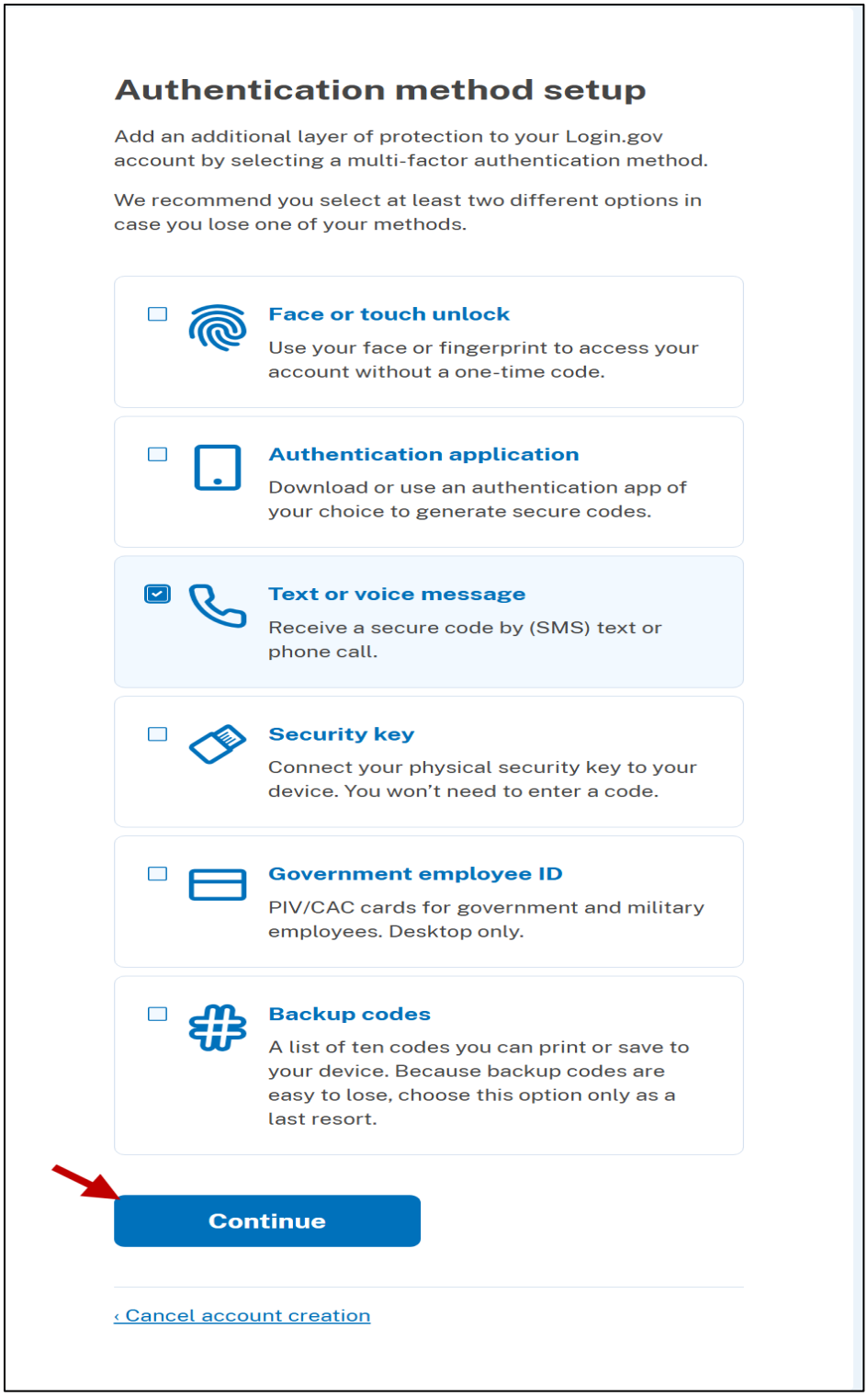
- ***Tip!*** *Passwords must be 12 characters long.*
- ***Tip!*** *On the screen it will indicate if the Password you created is strong enough. If your password is analyzed as being too weak you will need to enter a stronger password before you are allowed to proceed.*



Step 5. The screen to select your authentication method displays. Select the method you want to use. You may select any of the following methods:

- Face or touch unlock (use your face or fingerprint)
- Download and use an authentication app
- Receive a code via text or voice message
- Security Key
- PIV Card (Government employee ID)
- List of backup codes (use only as a last resort)

When you have made your choice, select the **Continue** button.



Step 6. Depending on the authentication method you chose you may be prompted for additional information (for example, if you selected "text or voice message" you will be prompted to enter a phone number and verify it by entering the code that is sent to you).

Step 7. You will then be prompted to choose a second authentication method as a backup (optional). Select the button to choose another authentication method or select the **Skip** button to skip this step.

- ***Tip!*** *if you do not choose a second authentication method and later lose your only authentication method, you will have to delete your Login.gov account and start over,*

Step 8. A confirmation screen displays. You will then be taken to the EEOC Public Portal Home page.

Once you have created a Login.gov account, you can log into the EEOC Public Portal via the **Sign in with Login.gov** button on the EEOC Public Portal Page.

2.2 EEOC Public Portal Access for Representatives

If you represent clients who have filed charges, hearing requests, appeals, or requests for reconsideration (RFRs) with the EEOC, you may access the EEOC Public Portal to view your clients' cases. You must also have a Login.gov account (refer to the instructions above).

When you select **My Cases** from the Home Page and sign in, you will see on the **My Cases** page a list of all the charges, hearing requests, appeals and/or RFRs for which you are identified as a representative for the charging party or complainant. Select 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.

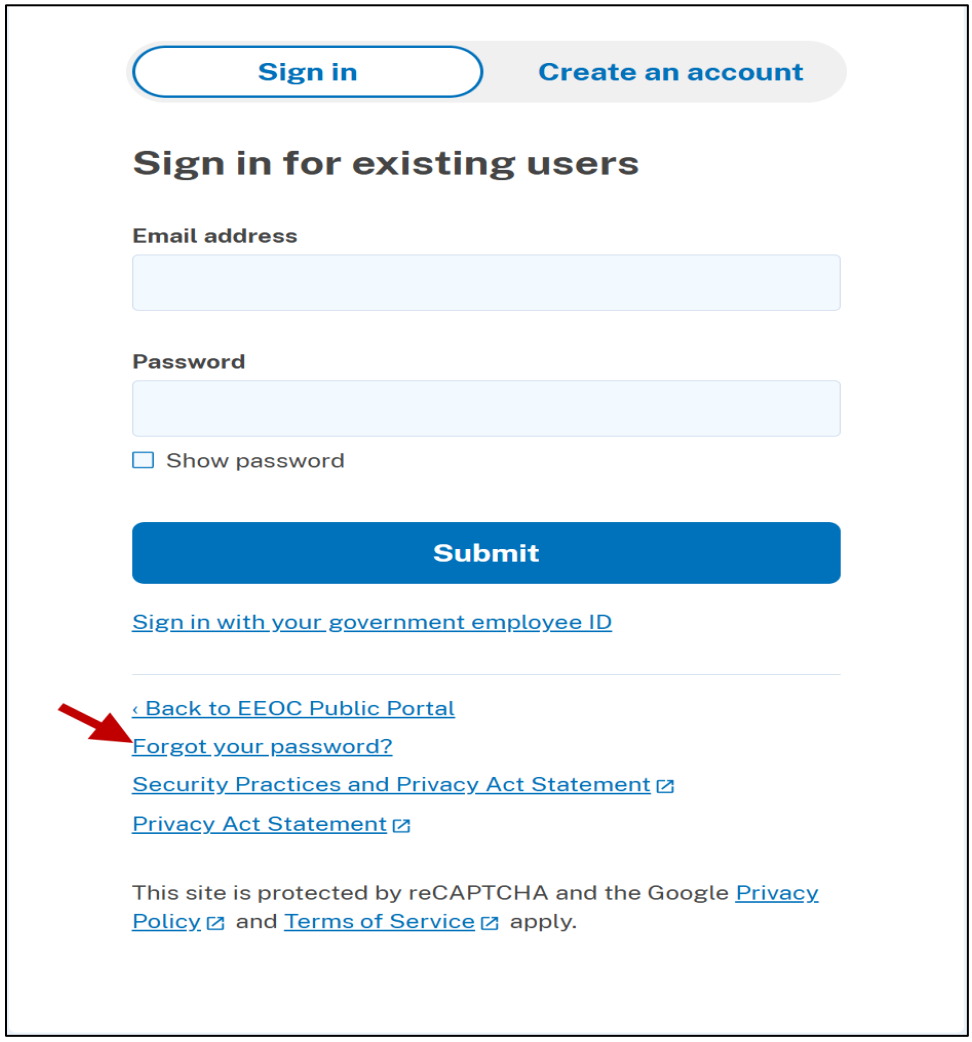
- ***Tip!*** *You will access the Public Portal as if you were the client you represent.*
- ***Tip!*** *You can only access your client's cases* ***after*** *they have been filed with the EEOC.*
- ***Tip!*** *If you do not see your client's charge, hearing request, appeal, or RFR, contact your client to ensure that you are identified as a representative for matters concerning that case.*
- **NOTE:** You cannot submit a hearing request, file an appeal, or submit a RFR, on behalf of your client; only your client can perform these actions.

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 selecting the **Forgot Password?** link on the **Sign in** page, illustrated in Figure 2 below.

- ***Tip!*** *For more information go to https://www.login.gov/help/ and select Manage My Account on the Login.gov Help Center page.*

Figure 2 – Sign Page Showing Forgot Password? Link



Chapter 4 Change Your Account Information

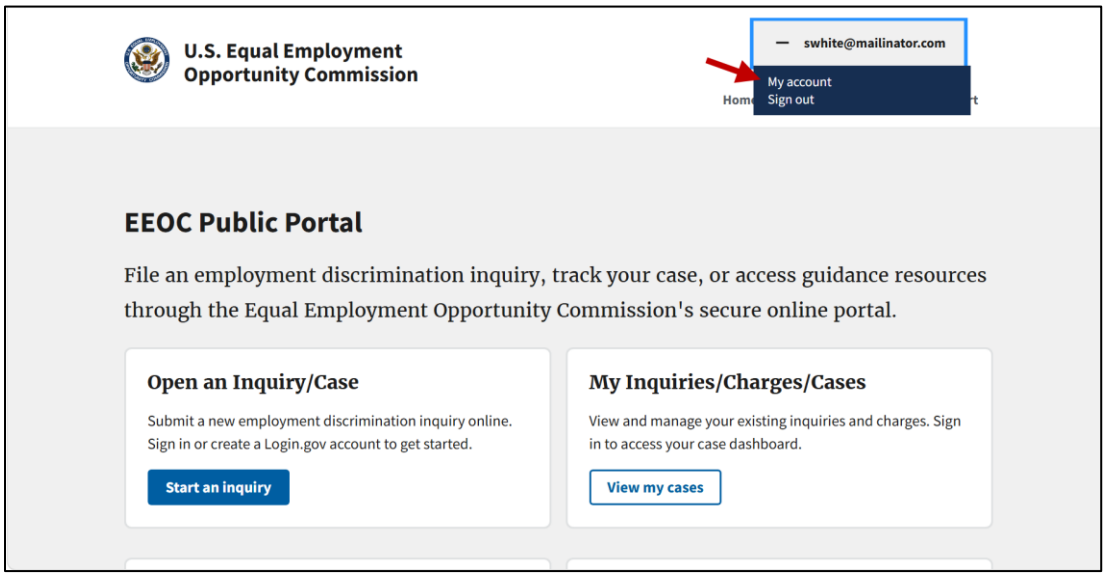
If the information you entered when you created your account in the Public Portal has changed (e.g., street address, phone number, language preference), you may modify it by selecting the plus sign next to your name at the top of any screen.

- ***Tip!*** *You cannot change your email address through the EEOC Public Portal. You must create a new account via Login.gov. For more information go to https://www.login.gov/help/ and select Manage My Account on the Login.gov Help Center page.*

4.1 Change Your Street Address or Phone Number

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

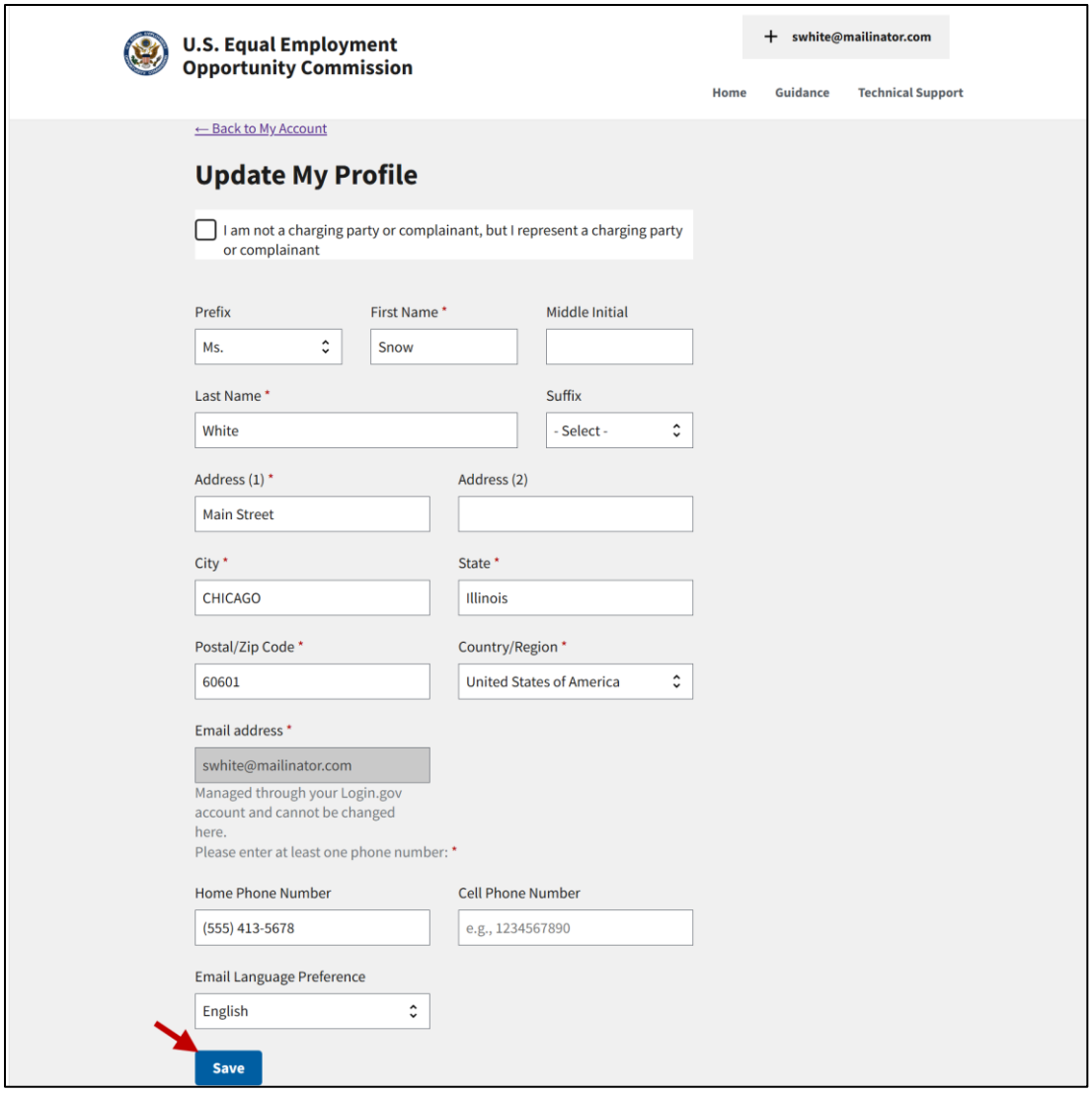
Step 1. Select the plus sign next to your name at the top-right corner of any page to display the menu (the EEOC Public Portal Home Page is shown in this example). Then select **My Account**.



Step 2. Select the **My Account** option.

Step 3. The **Update My Profile** page displays.

Step 4. Make the necessary changes and select the **Save** button to update your account.



Step 5. The changes are saved, and you are returned to the **My Account** page. Select the **Home** link to return to the EEOC Public Portal Home Page.

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 Open an Inquiry/Case

The **Open an Inquiry/Case** button allows you to submit an inquiry, hearing request, an appeal, or a request for reconsideration to the EEOC. After you select the **Open an Inquiry/Case** 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. (**NOTE:** If you are an attorney/ representative for a complainant do not use this link. You cannot submit a hearing request, file an appeal, or submit a RFR on behalf of your client; only your client can perform these actions.)

5.2 My Inquiries/Charges/Cases

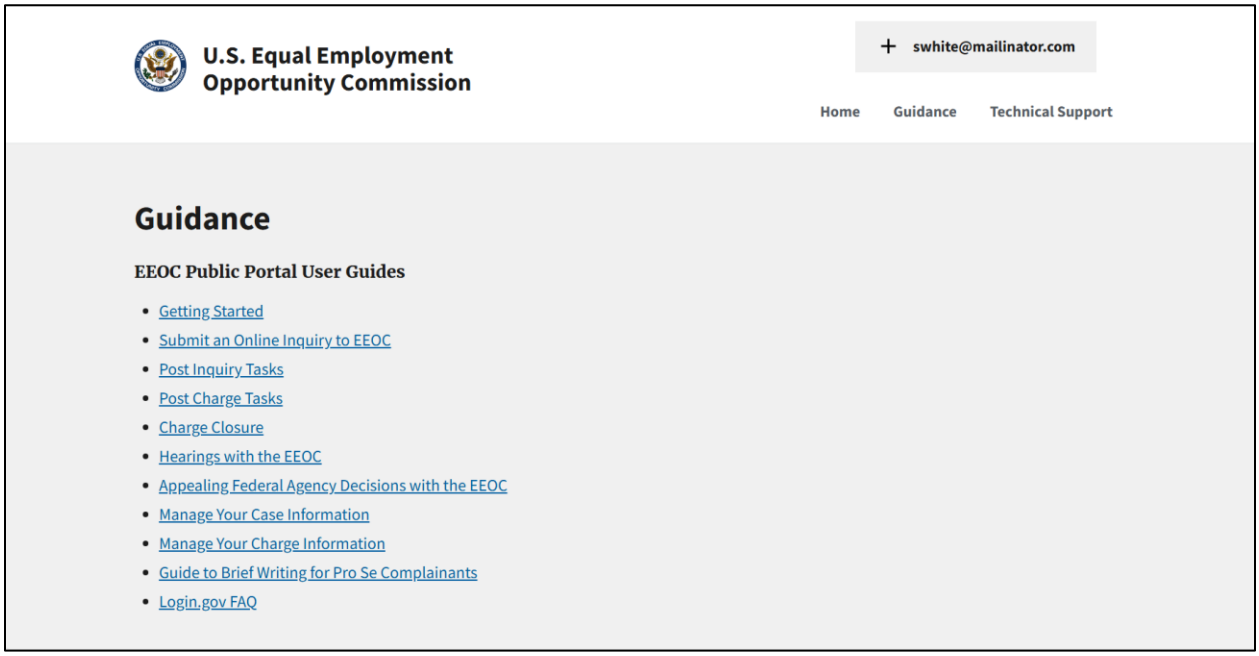
The **My Inquiries/Charges/Cases** button allows you to track the process of your online inquiries, charges, hearing requests, and/or appeals, respond to the EEOC when an action is required, maintain information on your representatives and your personal contact information, and view/submit documents 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** button allows you to access the EEOC Public Portal User Guides. Here you can get information about how to use the EEOC Public Portal. Select a link to display the document. Select the Back button to return to the previous page.

To display the **Guidance** page, Select the **View Guidance** button on the Home page. The **Guidance** page is shown in Figure 3 below.

Figure 3 – Guidance Page

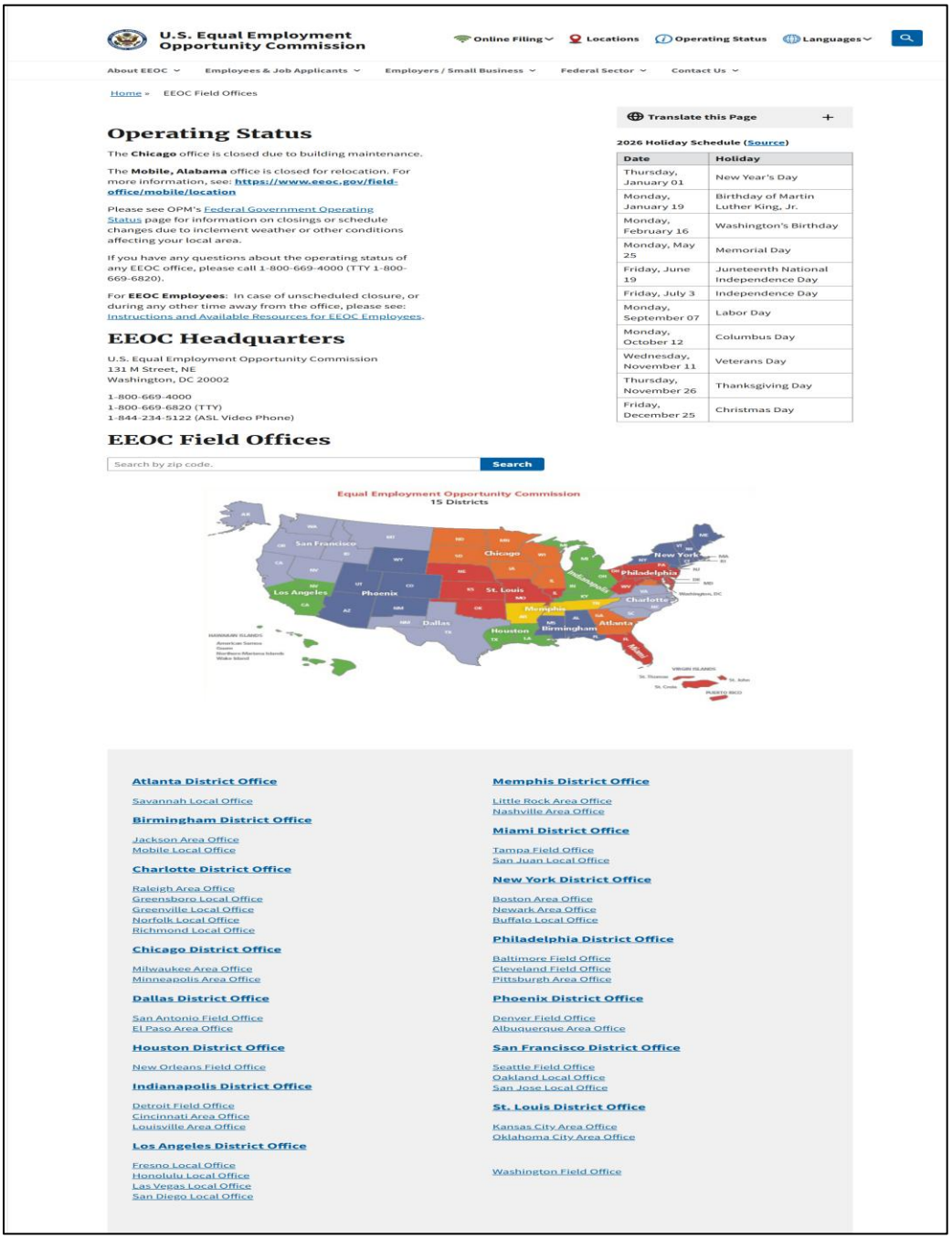


5.4 Locate an EEOC Office

If you need help locating an EEOC office, the **Find an Office** button will help you. Selecting the button brings up a map of the EEOC districts in the United States, as shown in Figure 4 below. Enter a zip code or select the link below the map to display information about a specific EEOC office. EEOC Operating status information and contact information for the EEOC Headquarters is displayed also.

To display the **Locate an EEOC Office** page, select the **Find an Office** button on the Home page:

Figure 4 – 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*

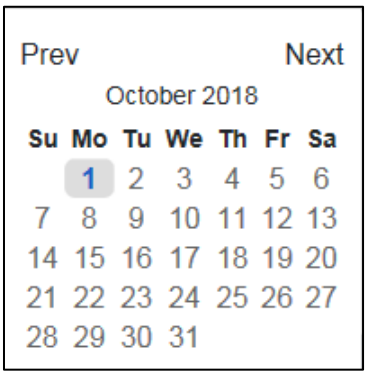
Place your cursor on a button then press the Enter key to execute the button action. The Enter Key may also be used to enter the highlighted value in a drop-down list into a field.

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 5 below:

Figure 5 – 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 5). If you want to enter a different day, select that day to highlight it.

Once you select 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 containing links to information about the EEOC and its processes. Select a link to learn more before getting started.

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