U.S. Equal Employment Opportunity Commission (EEOC)

# EEOC Public Portal User's Guide

## Vol 2 – Submit an Online Inquiry to the EEOC

September 23, 2026

# Table of Contents

**Table of Contents** ..... i
**Introduction to the EEOC Public Portal** ..... 1
**Chapter 1 Submitting an Online Inquiry** ..... 2
**Chapter 2 Opt Out of an Inquiry** ..... 14
**Chapter 3 Additional Steps** ..... 16

# 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 – 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 Submitting an Online Inquiry

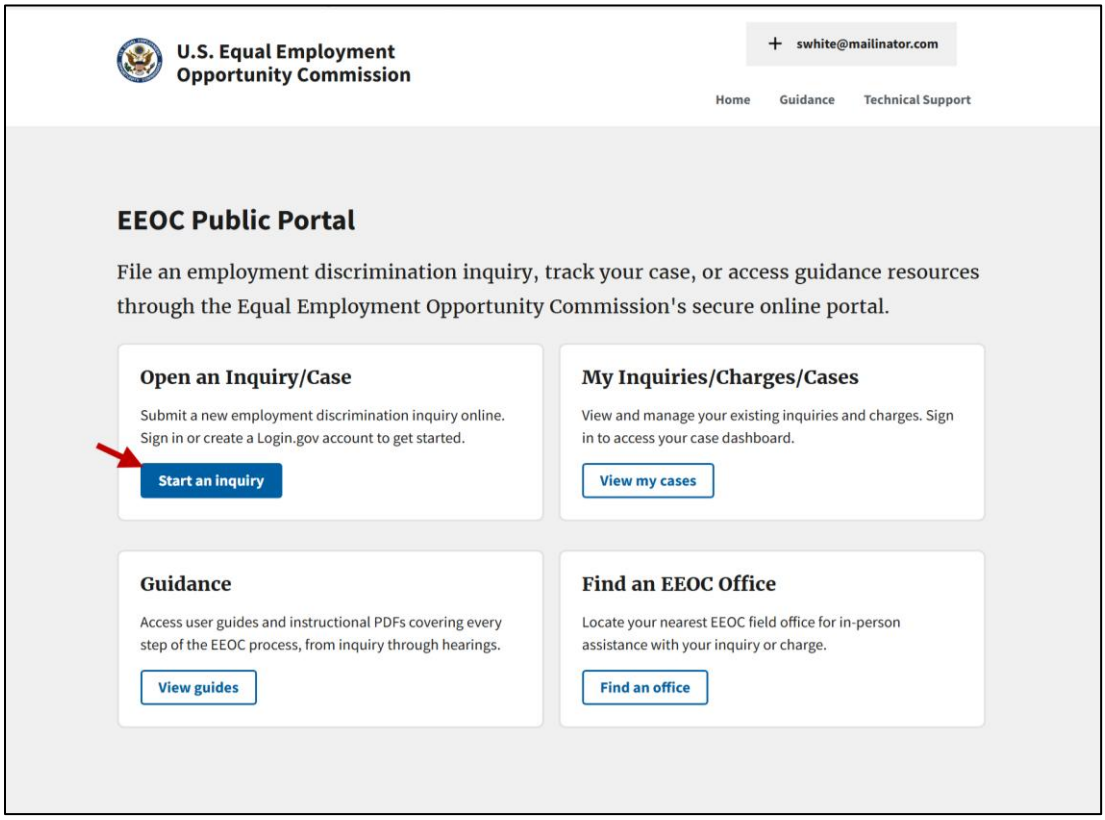
The first step in the online process of filing a charge with the EEOC is to submit an inquiry. This will provide the EEOC with basic information to evaluate your complaint and to determine if the agency can help you.

The EEOC Public Portal now uses **Login.gov** for user authentication. You must have a Login.gov account to submit an inquiry. If you do not have a Login.gov account, select the **Create Login.gov account** button on the EEOC Public Portal Home page to create one.

- ***Tip!*** *If you believe that a Federal Agency has discriminated against you, and wish to file a formal complaint, you must file it with the agency's EEO office.*
- ***Tip!*** *If you have not used the EEOC Public Portal before, select the* ***Create Login.gov Account*** *button (refer to EEOC Public Portal User's Guide Vol 1 – Getting Started for details on creating a user account).*

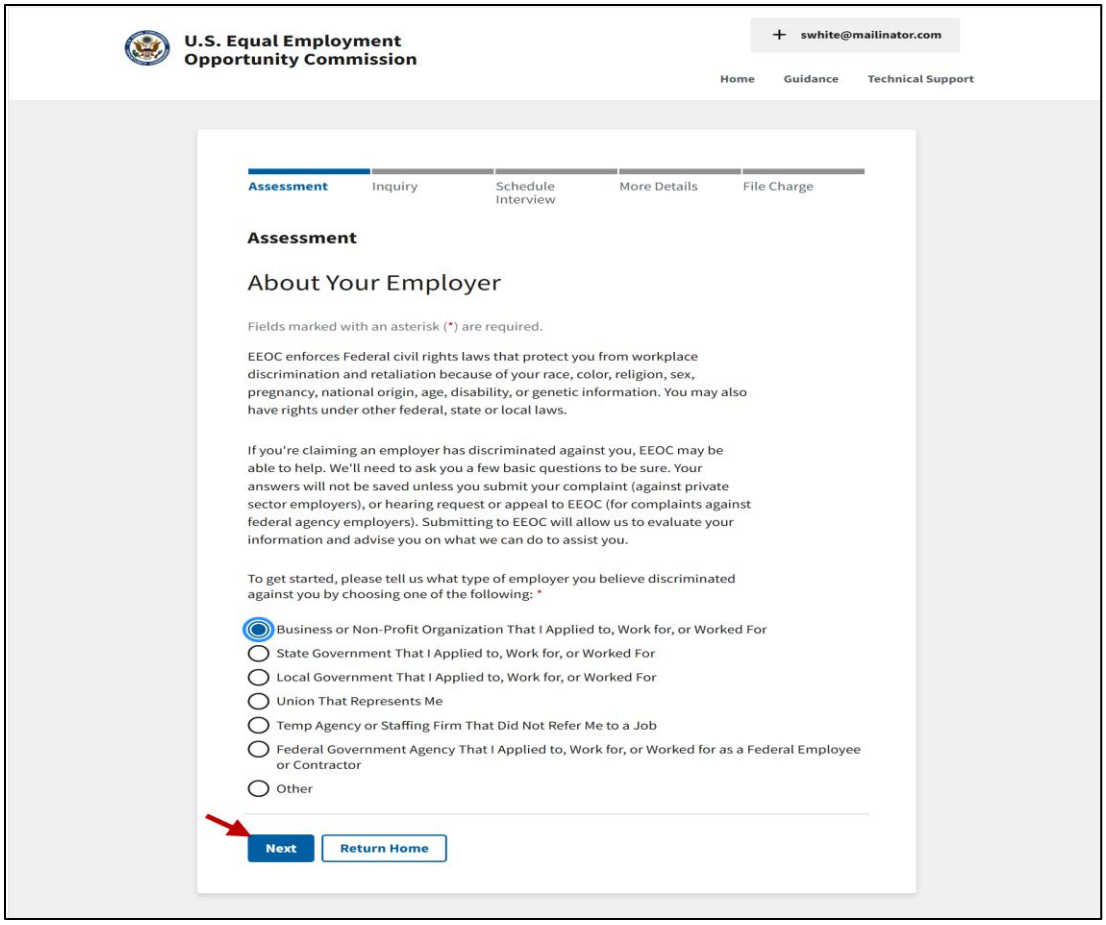
To submit an inquiry online perform the following steps:

**Step 1.** After you have logged in with Login.Gov, on the EEOC Public Portal Home Page, select the **Start an Inquiry** button in the **Open an Inquiry/Case** box to begin the process.

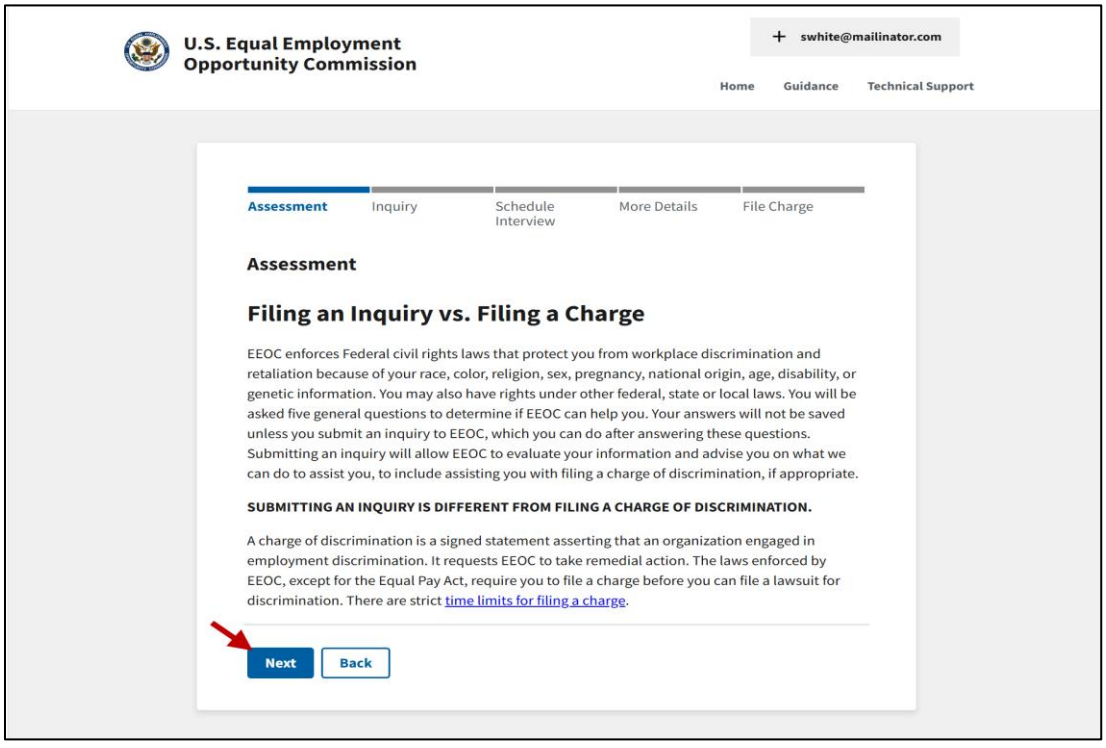



- ***Tip!*** *The recommended browsers to use are Microsoft Edge and Google Chrome. Using other browsers may result in diminished performance or compatibility issues.*
- ***Tip!*** *Turn off Pop-Up blockers in your browser.*
- ***Tip!*** *Do not use the browser buttons to navigate the application. Use the* ***Back*** *and* ***Next*** *buttons.*

**Step 2.** When asked to identify the **Type of Employer** you believe discriminated against you, select the employer from the available choices and select the **Next** button.




**Step 3.** An informational page displays. When you are ready, select **Next** to continue.



**Step 4.** A page displays with links to help you learn more about the EEOC and its processes (e.g. "What types of discrimination goes EEOC cover?", "What happens after I file with EEOC?", "How long does it take EEOC to resolve my charge?", etc.).

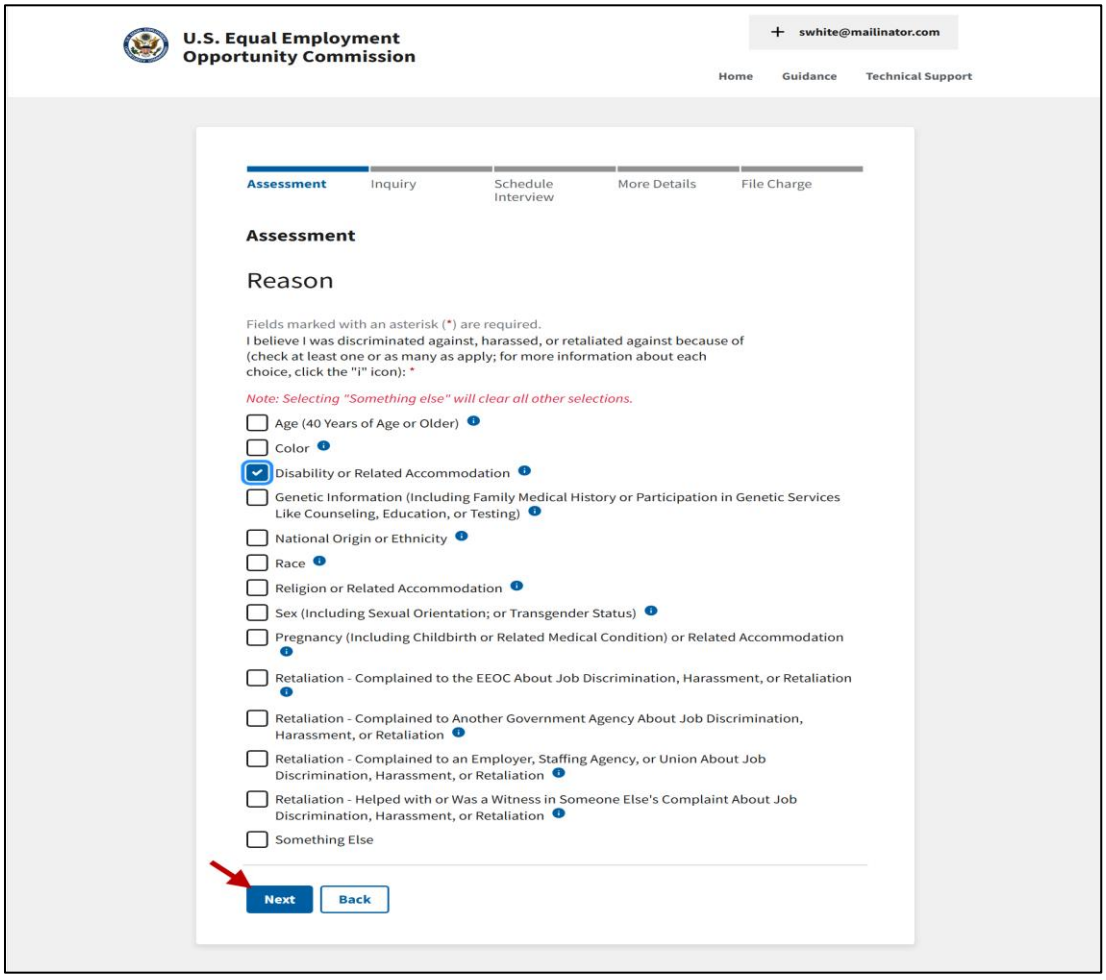
Select the **Next** button when you are ready to continue with your inquiry.

**Step 5.** You will now be asked four general questions about the nature of your complaint, to determine if the EEOC can help you. Your answers will be saved only if you submit an inquiry. Select the **Next** button after answering each question.

The assessment may end early if it detects an answer indicating the EEOC may not be able to help you. In that event, a reason will display as to why the assessment ended and a list of additional resources will be provided that you can contact.

**Timeliness.** Enter the date you believe the discrimination occurred[1].

**Reason.** Select the Reason why you believe you were discriminated against. Check all reasons that apply to your complaint.




- ***Tip!*** *Select an "I" icon ( ) to learn more about an available reason.*
- ***Tip!*** *Selecting "Something else" will clear all other selections.*

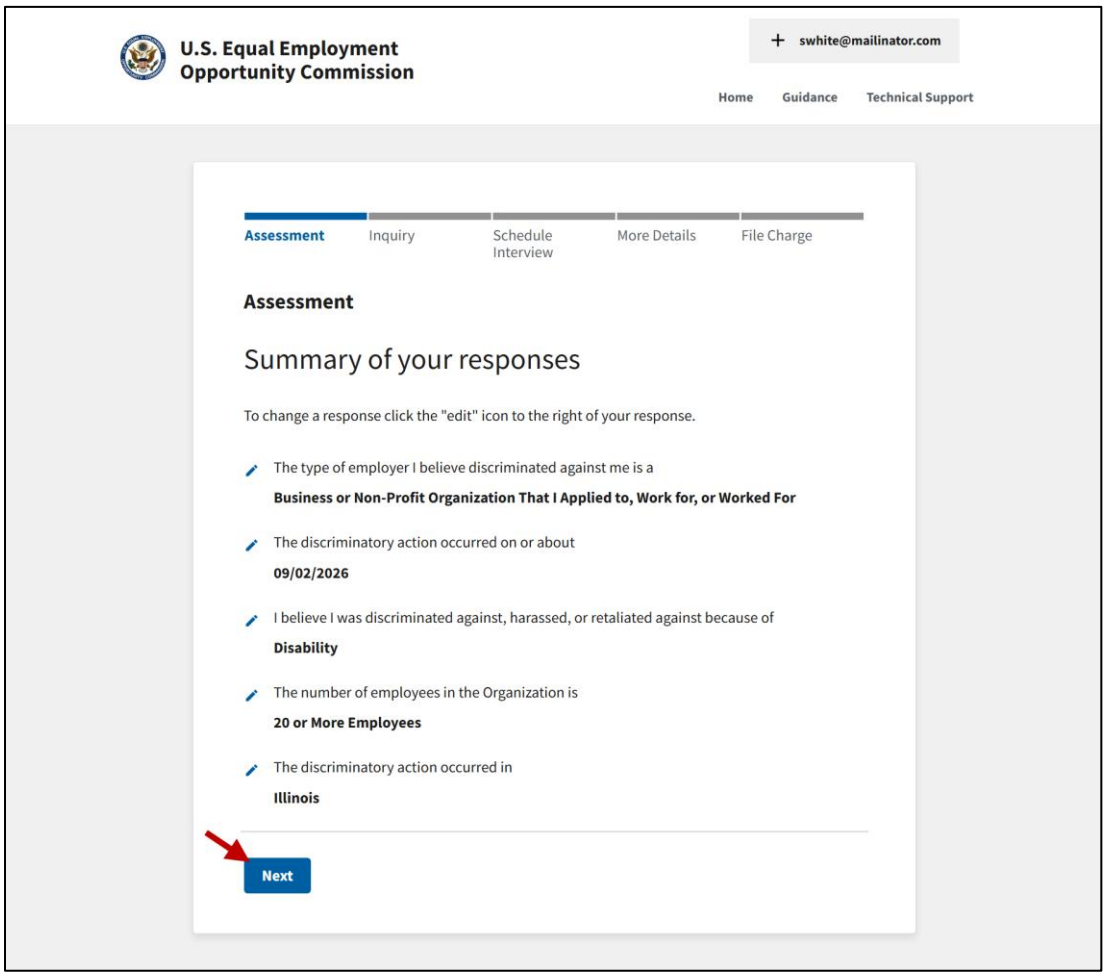
[1] The date you provide helps EEOC determine how much time you have to file. In most states, you have 300 days from the date the discrimination took place to file a charge, but in some states you have only 180 days to file with the EEOC.

Depending on the reason(s) you selected, you may be asked for additional information to aid the EEOC in determining if it can help you.

**Number of Employees.** Depending on your previous answers, you may be asked to select the approximate number of employees who work for the employer that you believe discriminated against you. Select from the available choices.

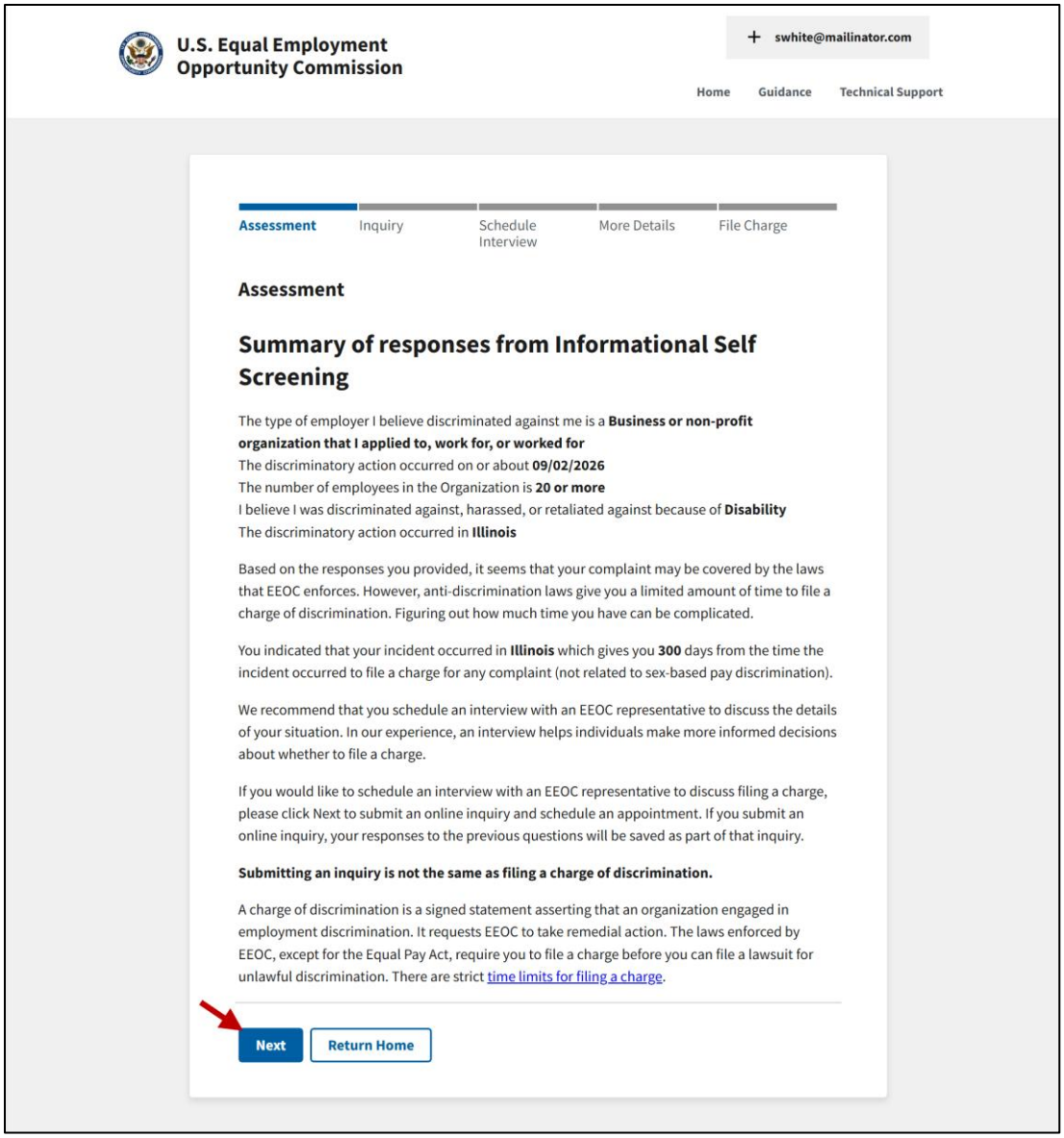
**Location of Work.** Choose the state where you believe the discrimination occurred from the list provided.

**Step 6.** After you complete the questions, review your answers on the summary page that appears. To change any answer, select the **Edit** icon next to that answer ( ). If you are satisified with your answers, select the **Next** button to continue.



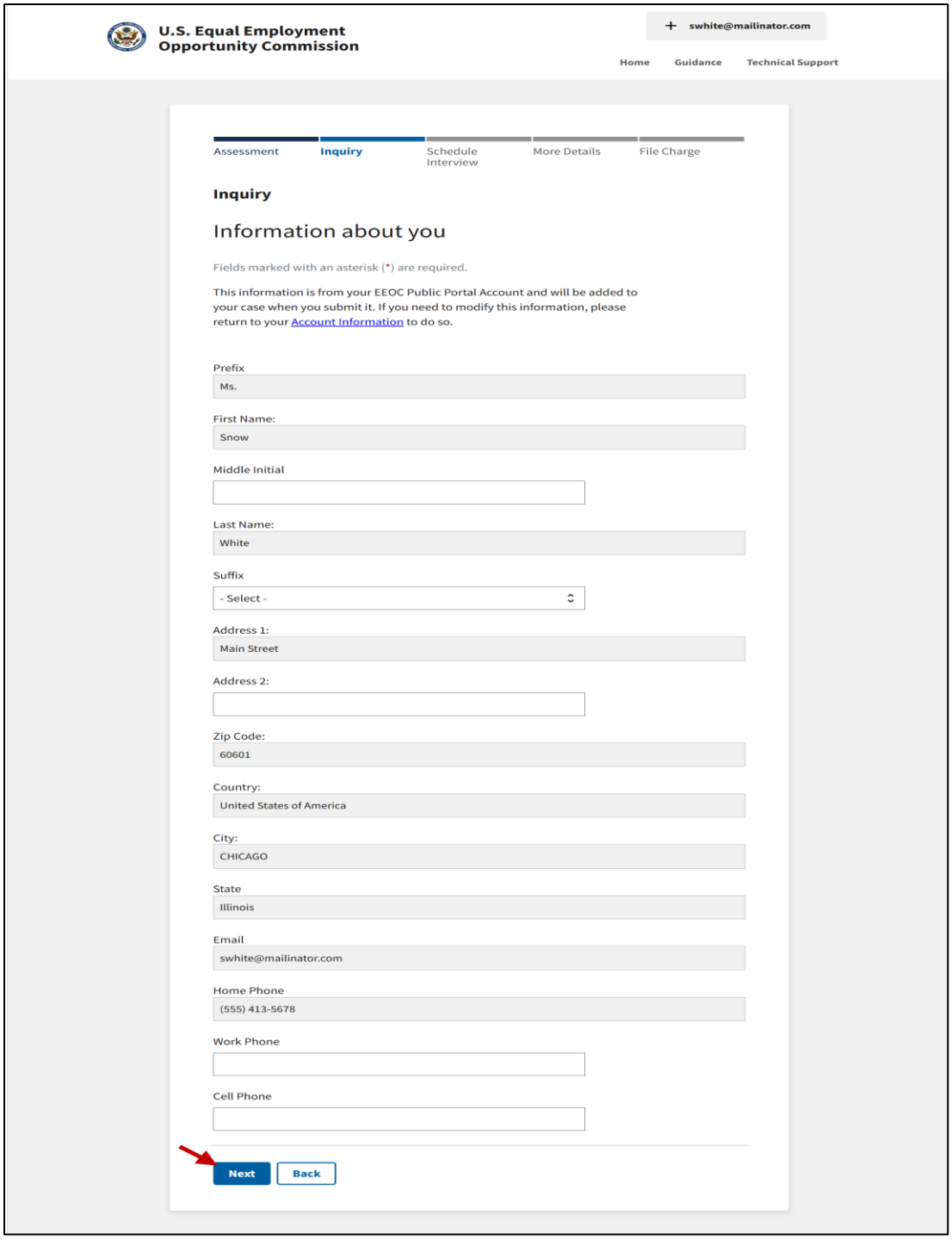

**Step 7.** The next page will let you know if you may continue the online inquiry process. Anti-discrimination laws give you a limited amount of time to file a charge of discrimination (typically 180 or 300 days from the date the discrimination occurred, depending on the law and state in which the discrimination occurred), and your answers help to determine if you have enough time left to file. If your time to file has not run out, you will be able to select the **Next** button to continue.[2]

[2] If your time has run out, you may still file a charge with EEOC in person, although EEOC may not be able to assist you and will be required by law to notify your employer that the charge was filed.




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

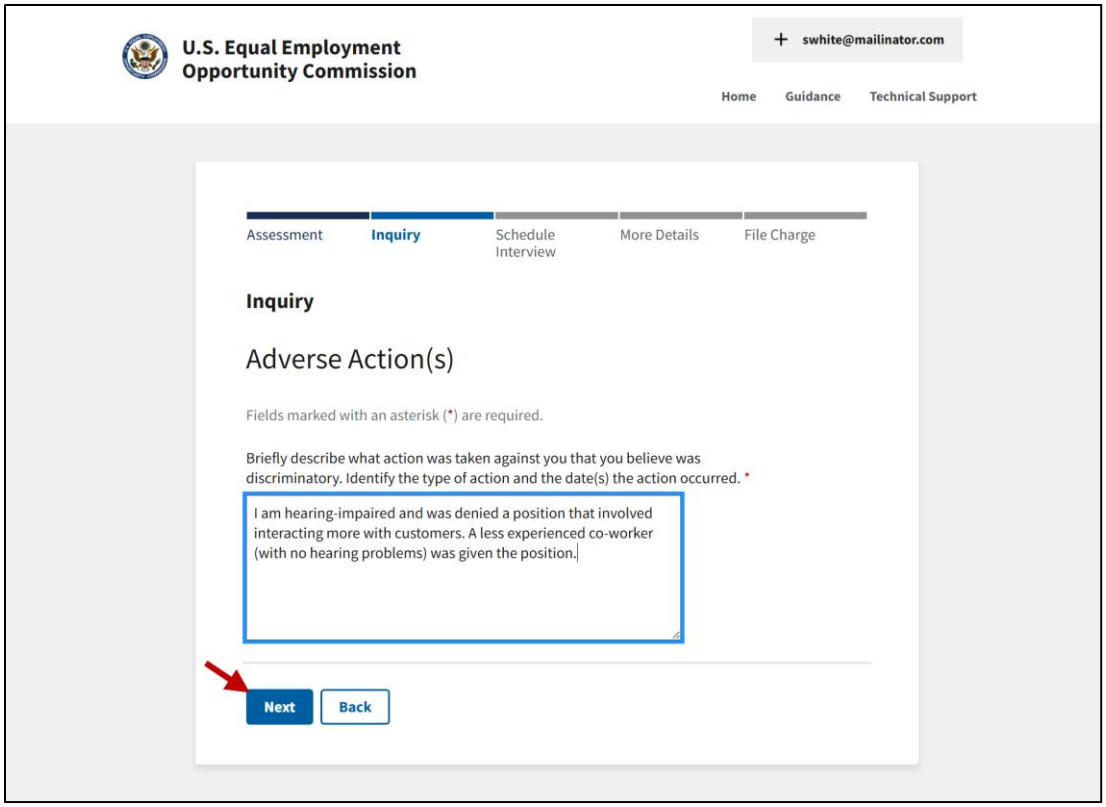
- ***Tip!*** *If you need to modify this information, select the button at the top of the page to go to your My Account page. When you have finished and submitted your changes, you will be returned to inquiry submission process.*




**Step 9.** After confirming the information about yourself, you will be asked to provide additional details about your situation to complete the inquiry. Select the **Next** button after answering each question.

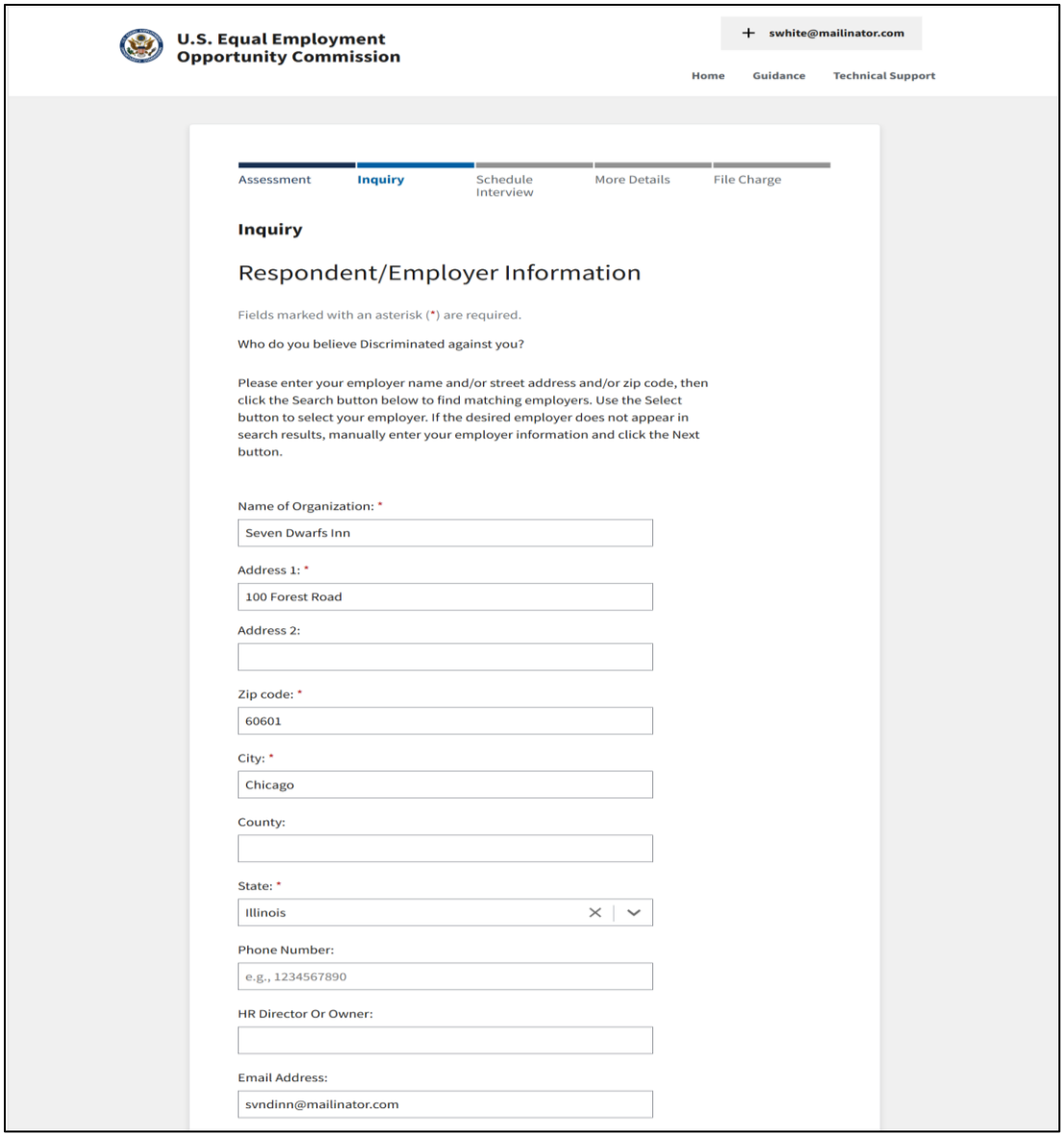
- ***Tip!*** *You must provide information wherever a red asterisk is displayed (*) to continue.*

**Adverse Action**. First, briefly describe the action taken against you that you believe is discriminatory.




**Step 10. Respondent/Employer Information.** Provide the contact information for the employer you believe discriminated against you (the "respondent").

- ***Tip!*** *When you type the street address, a list of possible matches will display. You may choose one or continue if no match is found.*

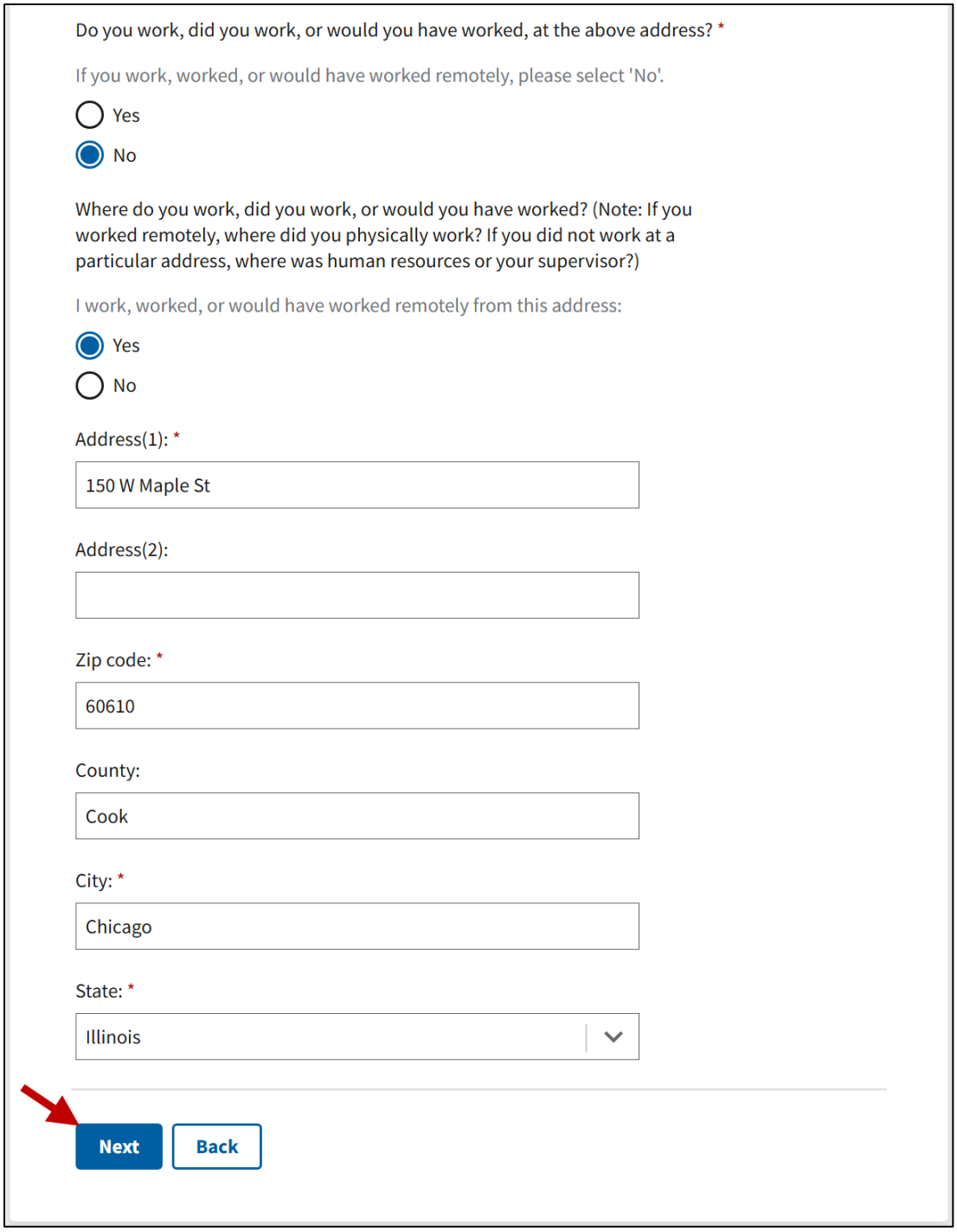



**Step 11.** **Work Location.** If you work, worked, or would have worked at the employer's primary address when the discrimination occurred, answer **Yes** to the question at the bottom of this page. If you work, worked, or would have worked at a different address, or remotely, answer, **No**.

- ***Tip!*** *If you select* ***No*** *to the question "Do you work, did you work, or would you have worked, at the above address?" the screen will change to provide fields to enter your work address and ask if this was remote work.*

If you work, worked, or would have worked at a location other than the employer's primary address (or remotely) when the discrimination occurred, enter the address where you worked and indicate whether this was remote work.

- ***Tip!*** *If you worked remotely, enter the address where you physically worked. If you did not work at a particular address, enter the location of human resources or your supervisor.*

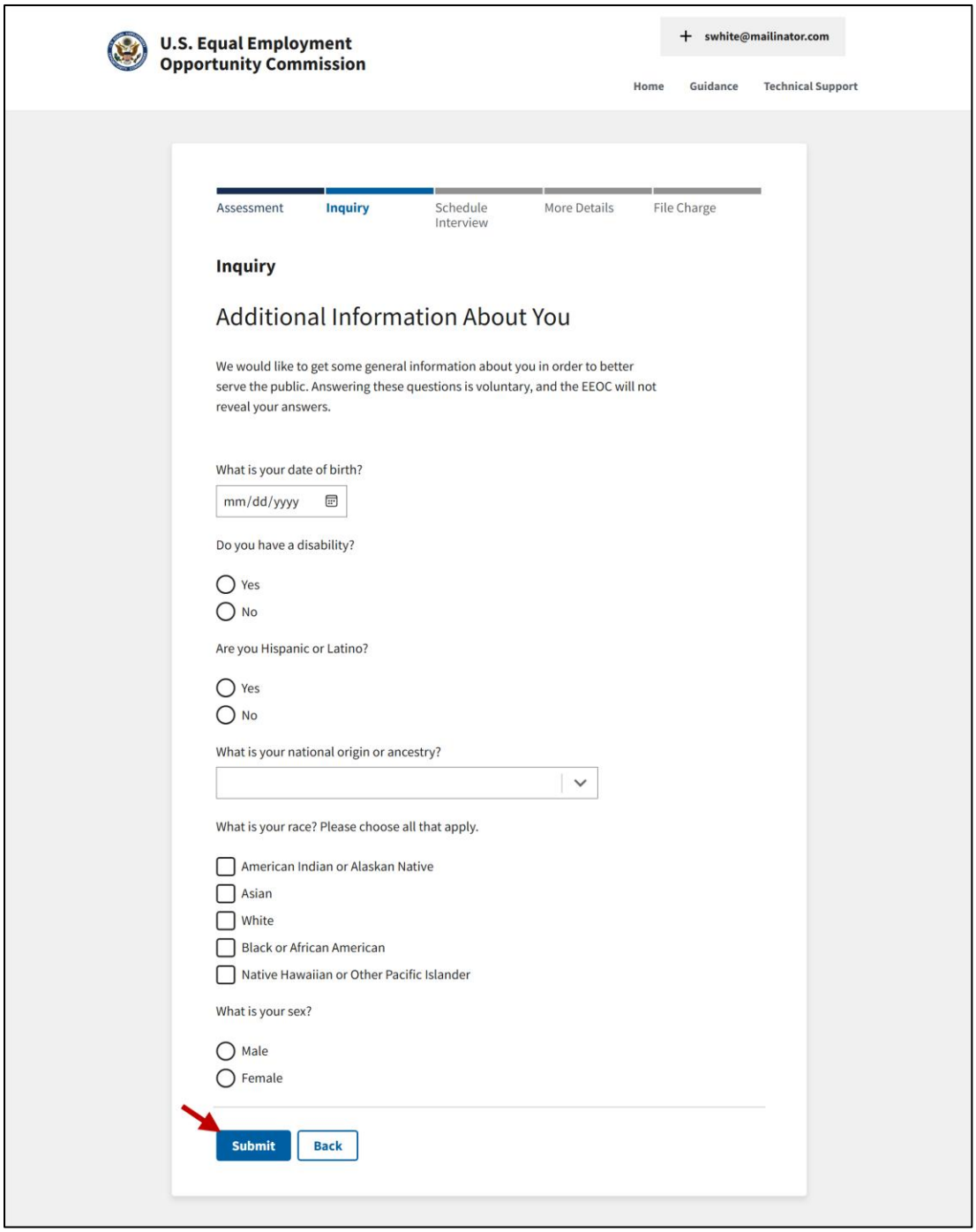



**Step 12. Previous Filing Information.** Indicate whether you have previously filed a complaint about this matter, either with the EEOC or another agency.

- ***Tip!*** *If you select* ***Yes*** *to the question "Have you already filed a charge with the EEOC about this matter?" the screen will change to provide fields to enter the date you filed (required) and the charge number.*
- ***Tip!*** *If you select* ***Yes*** *to the question "Have you filed a complaint with another agency about this matter?" the screen will change to provide fields to enter the agency name, date you filed, and what the complaint was about (all three are required).*

**Step 13.** **Demographics.** Finally, you will be asked some general demographic questions (date of birth, disability, ethnic background, sex, etc.). This information is important to the EEOC for research purposes that help them better serve the public. It is voluntary and the EEOC will not reveal your answers.

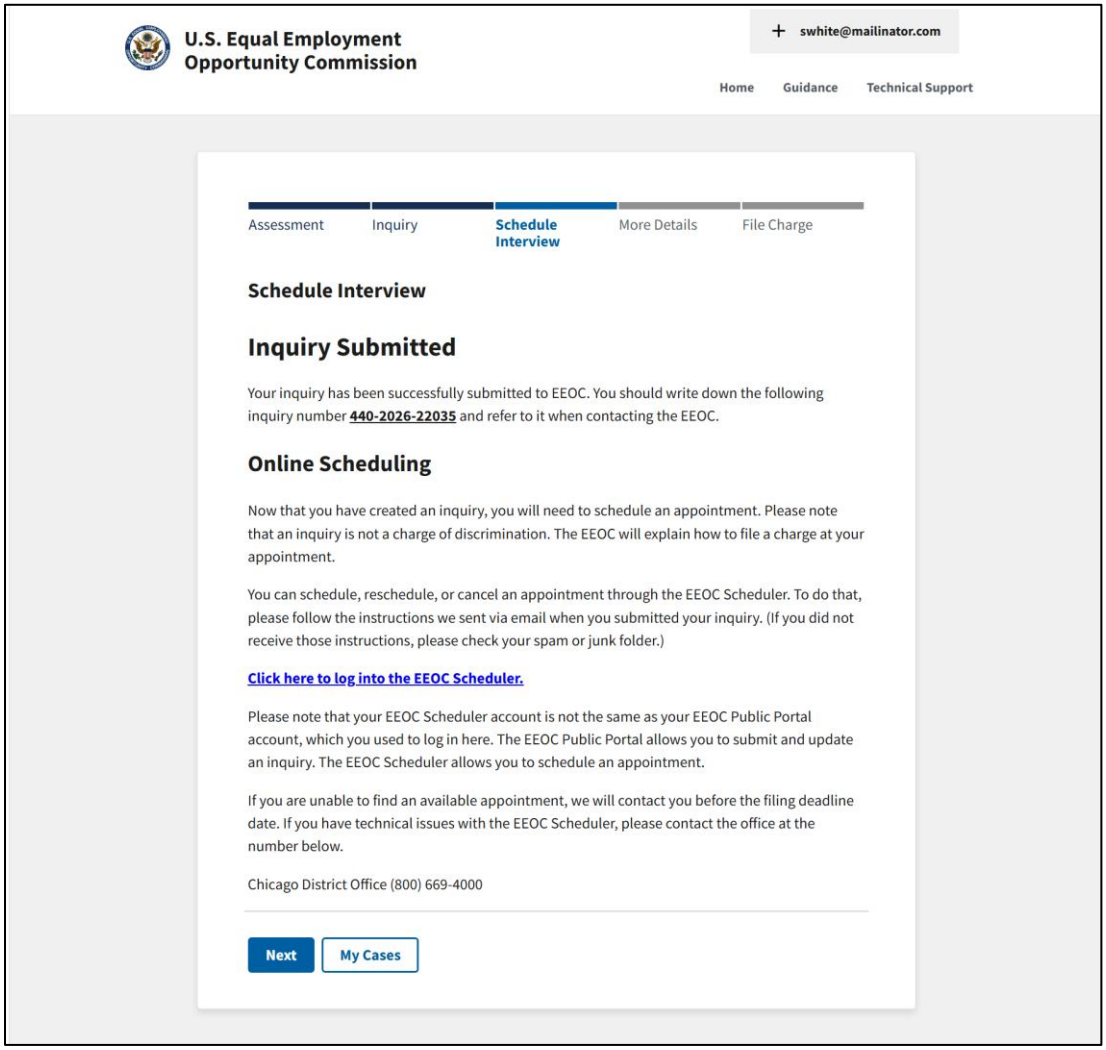
- ***Tip!*** *Previously your age could be entered as a number. To enter your age, you must provide your date of birth.*




**Step 14.** Select the **Submit** button to submit the inquiry. The EEOC will evaluate your information and advise you on what they can do to assist you.

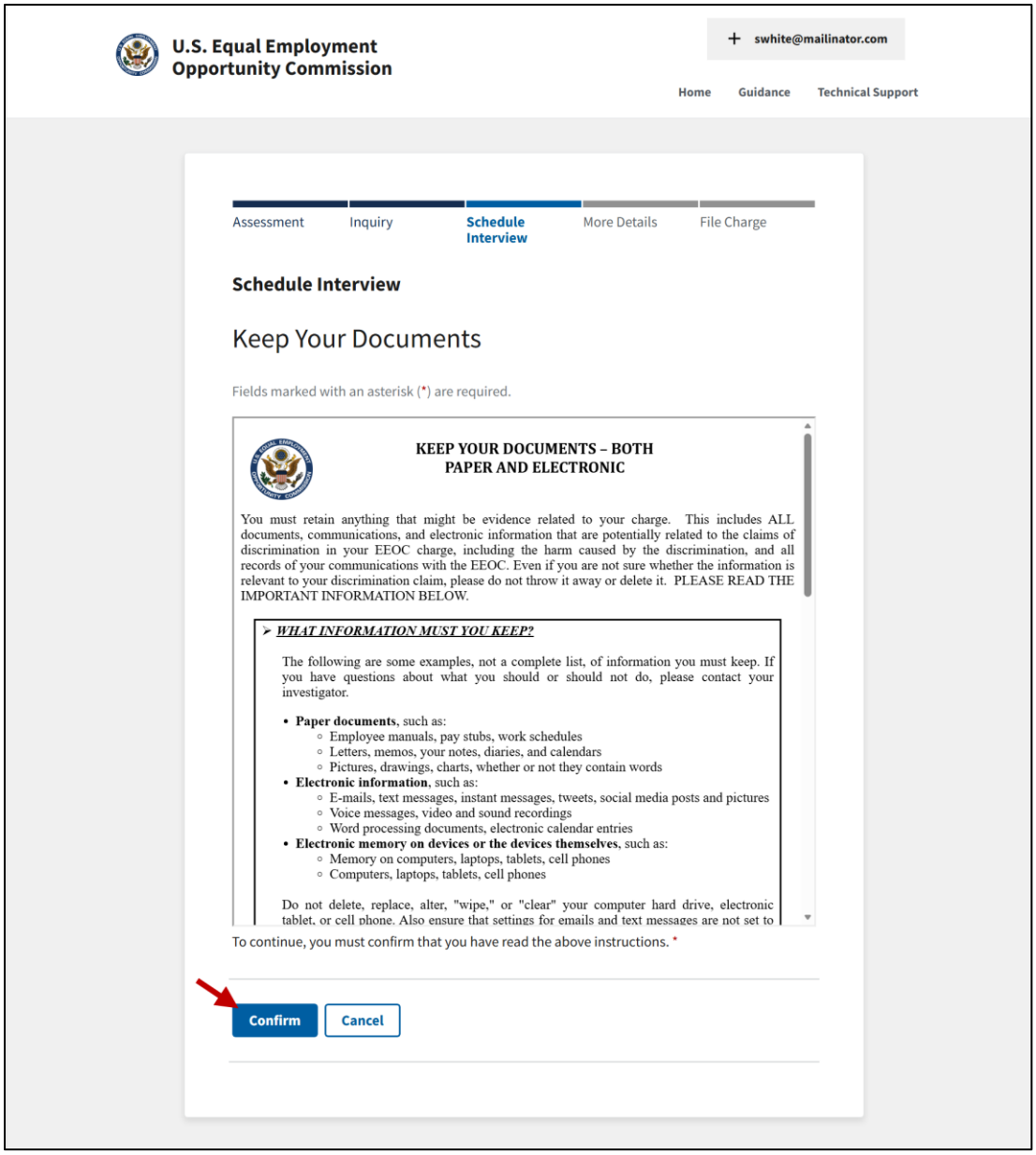
**Step 15.** When the inquiry is successfully submitted, a page displays confirming your submission with an inquiry number as shown below. (Note: the inquiry number displayed is for a fictional case.) Be sure to write the inquiry number down so you can refer to it later. Also on the page are instructions for scheduling an interview with the EEOC (for more on scheduling an interview refer to *EEOC Public Portal User's Guide Vol 3 – Post-Inquiry Tasks*).

- ***Tip!*** *If you choose not to pursue your inquiry, you may close it at any time, by selecting the* ***Opt Out*** *button (refer to Chapter 2 for details).*




**Step 16.** If you select the **Next** button, you will be presented with the instructions for Preservation of Evidence. You must read and confirm you have read them by selecting the **Confirm** button at the bottom of the screen. You will not be able to take further action on your inquiry until you have confirmed that you have read the instructions.

- ***Tip!*** *If you prefer to read and confirm the instructions later, you may select the* ***Cancel*** *button. However, the instructions will continue to be displayed when you open this case until you confirm them.*


U.S. Equal Employment Opportunity Commission
swhite@mailinator.com
Home
Guidance
Technical Support
Assessment
Inquiry
Schedule Interview
More Details
File Charge
Schedule Interview
Keep Your Documents
Fields marked with an asterisk (*) are required.
KEEP YOUR DOCUMENTS – BOTH PAPER AND ELECTRONIC
You must retain anything that might be evidence related to your charge. This includes ALL documents, communications, and electronic information that are potentially related to the claims of discrimination in your EEOC charge, including the harm caused by the discrimination, and all records of your communications with the EEOC. Even if you are not sure whether the information is relevant to your discrimination claim, please do not throw it away or delete it. PLEASE READ THE IMPORTANT INFORMATION BELOW.
WHAT INFORMATION MUST YOU KEEP?
The following are some examples, not a complete list, of information you must keep. If you have questions about what you should or should not do, please contact your investigator.
Paper documents, such as:
Employee manuals, pay stubs, work schedules
Letters, memos, your notes, diaries, and calendars
Pictures, drawings, charts, whether or not they contain words
Electronic information, such as:
E-mails, text messages, instant messages, tweets, social media posts and pictures
Voice messages, video and sound recordings
Word processing documents, electronic calendar entries
Electronic memory on devices or the devices themselves, such as:
Memory on computers, laptops, tablets, cell phones
Computers, laptops, tablets, cell phones
Do not delete, replace, alter, "wipe," or "clear" your computer hard drive, electronic tablet, or cell phone. Also ensure that settings for emails and text messages are not set to
To continue, you must confirm that you have read the above instructions. *
Confirm
Cancel

# Chapter 2 Opt Out of an Inquiry

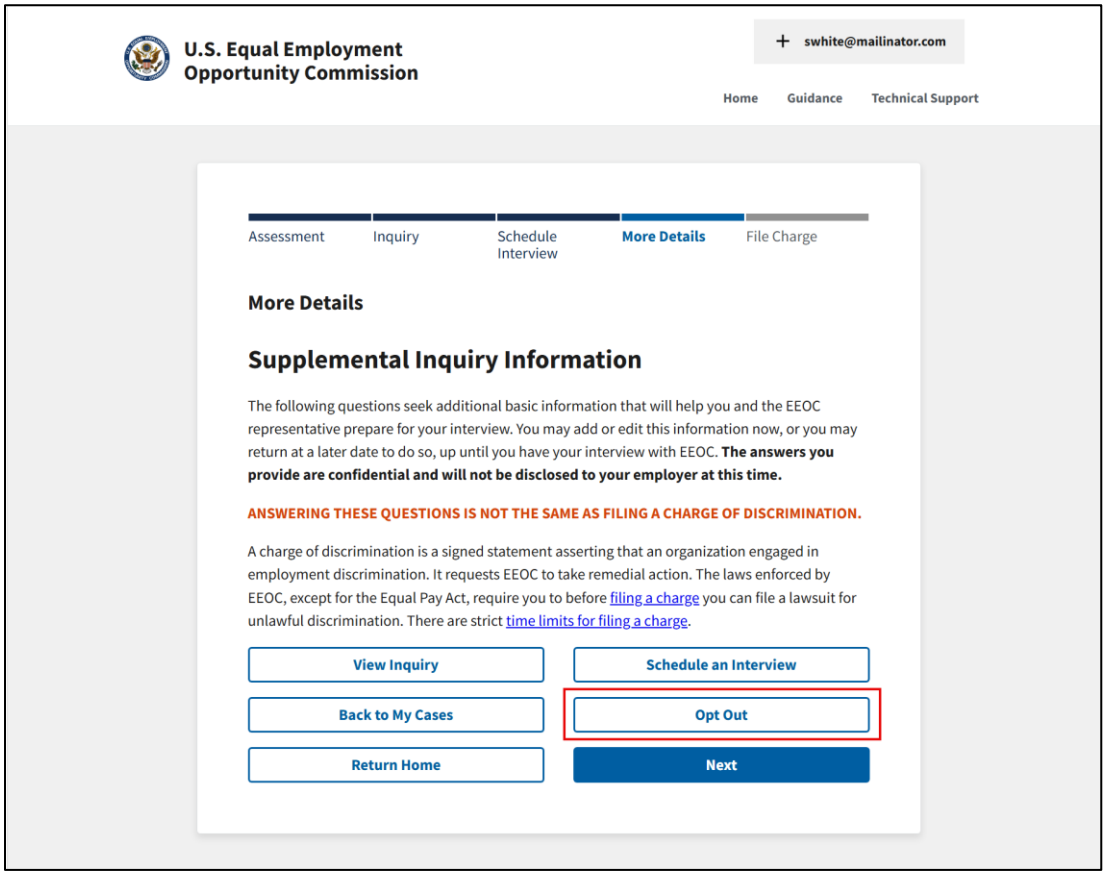
If you decide not to pursue your inquiry, you may notify the EEOC at any time by selecting the **Opt Out** button in the EEOC Public Portal. This action will close your inquiry and cancel any appointments you have scheduled with the EEOC regarding this inquiry. This button appears in several places on the EEOC Public Portal for your convenience.

To cancel your inquiry, perform the following steps:

**Step 1.** Sign into the EEOC Public Portal and select **My Cases**.

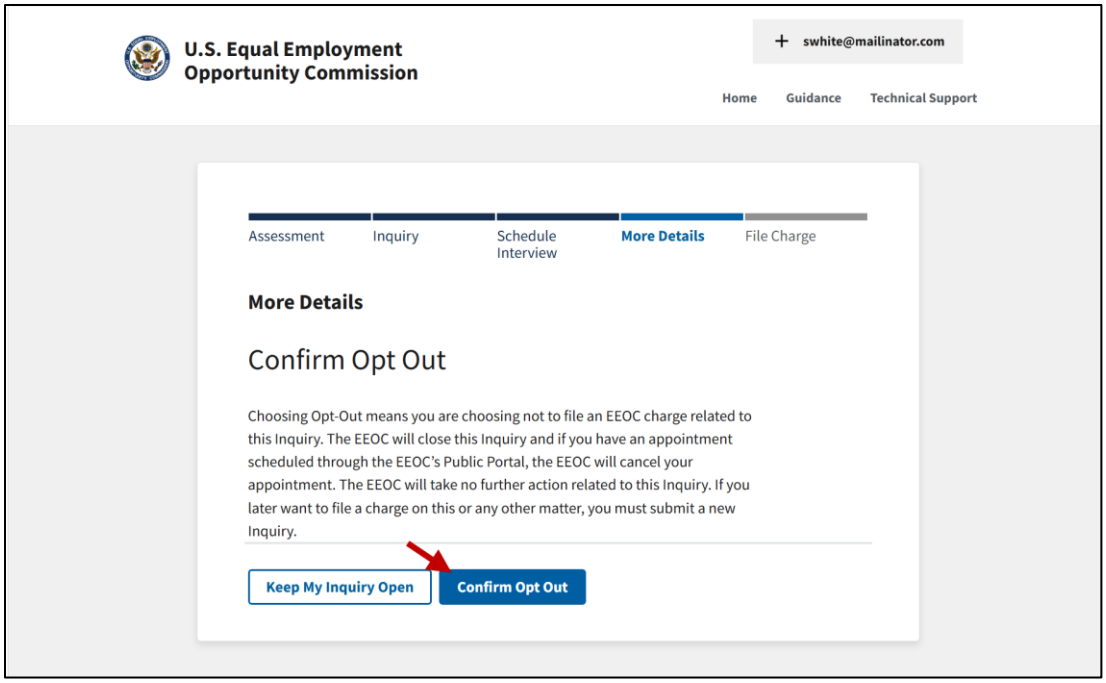
**Step 2.** If you have more than one case submitted with the EEOC, the **My Cases listing** displays first; select the EEOC Number to access your inquiry.

**Step 3.** The inquiry **More Details** page displays. Select the **Opt Out** button.




**Step 4.** The confirmation page displays. Select the **Confirm Opt Out** button to close your inquiry.

- ***Tip!*** *If you change your mind, you may keep your inquiry open by selecting the* ***Keep My Inquiry Open*** *button instead (you can still opt to close it at any time). This will return you to the inquiry* ***More Details*** *page.*




**Step 5.** The inquiry is closed, and any appointments you scheduled with the EEOC regarding this inquiry are cancelled. You will receive an email notification that the inquiry is closed.

# Chapter 3 Additional Steps

After you submit your online inquiry, you may schedule an interview to discuss your inquiry with an EEOC representative. You should provide additional information about your complaint prior to the interview (refer to *EEOC Public Portal User's Guide Vol 3 – Post-Inquiry Tasks* for details).