U.S. Equal Employment Opportunity Commission (EEOC)

# EEOC Public Portal User's Guide

## Vol 3 – Post-Inquiry Tasks

September 23, 2026

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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 – Appeals to the EEOC
- Vol 8 – Manage Case/Charge Information (learn how to display information about your case, enter/update your personal information, add representatives, and submit/receive documents associated with your case)

# Chapter 1 What Happens After Submitting an Inquiry

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

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

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

# Chapter 2 Schedule an Interview

Now that you have submitted an inquiry, you will need to schedule an interview with an EEOC staff member. The instructions for scheduling and managing your interview are described in the subsections that follow.

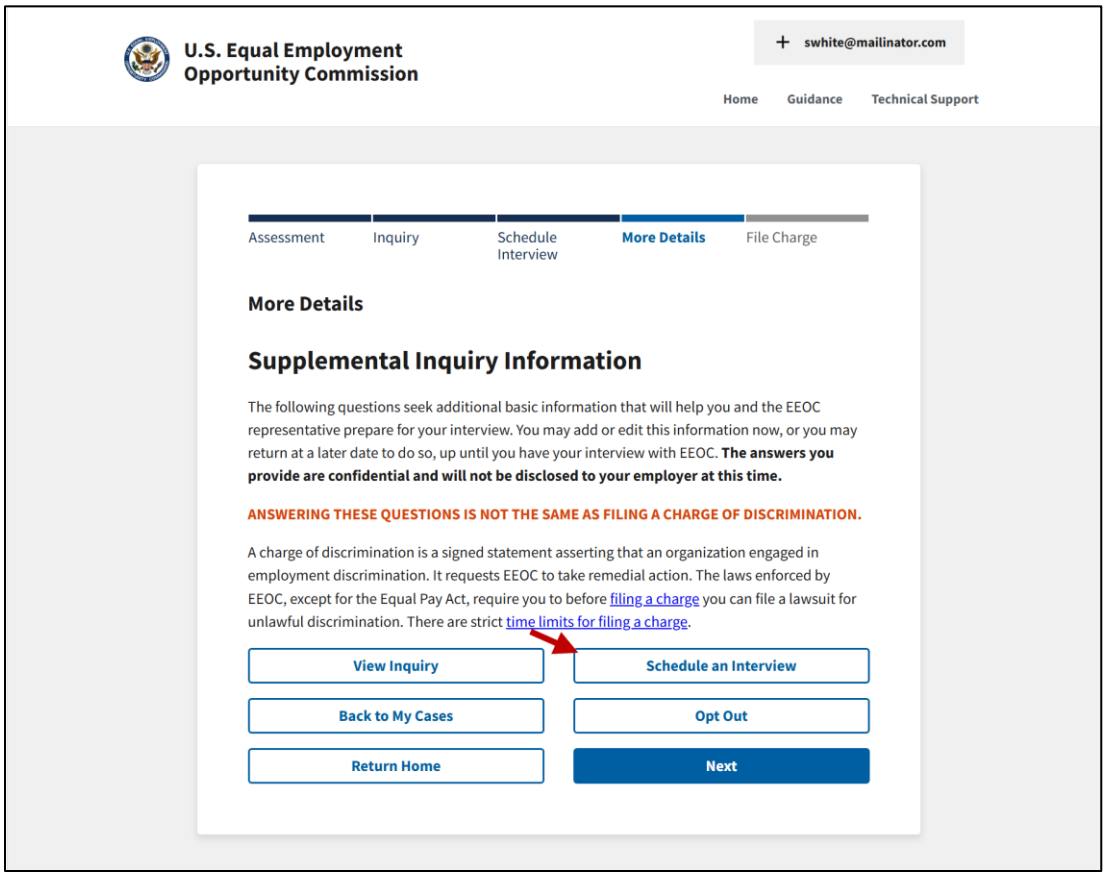
## 2.1 How to Schedule an Interview with the EEOC

To schedule an interview, perform the following steps:

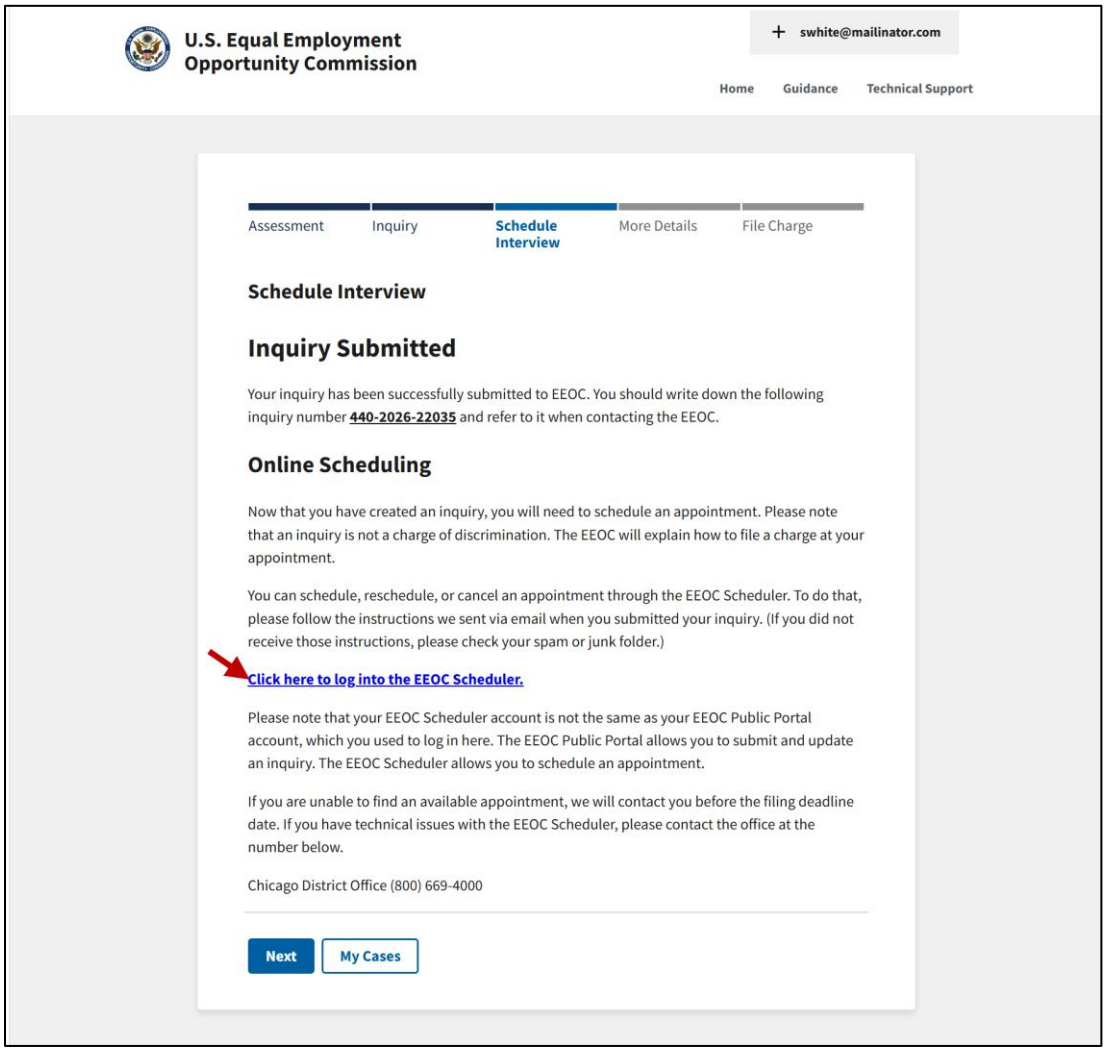
**Step 1.** Select the **Schedule an Interview** button, which can be found on one of the following pages:

a) The button is displayed on the bottom of the confirmation/inquiry status page after you submit an inquiry, or

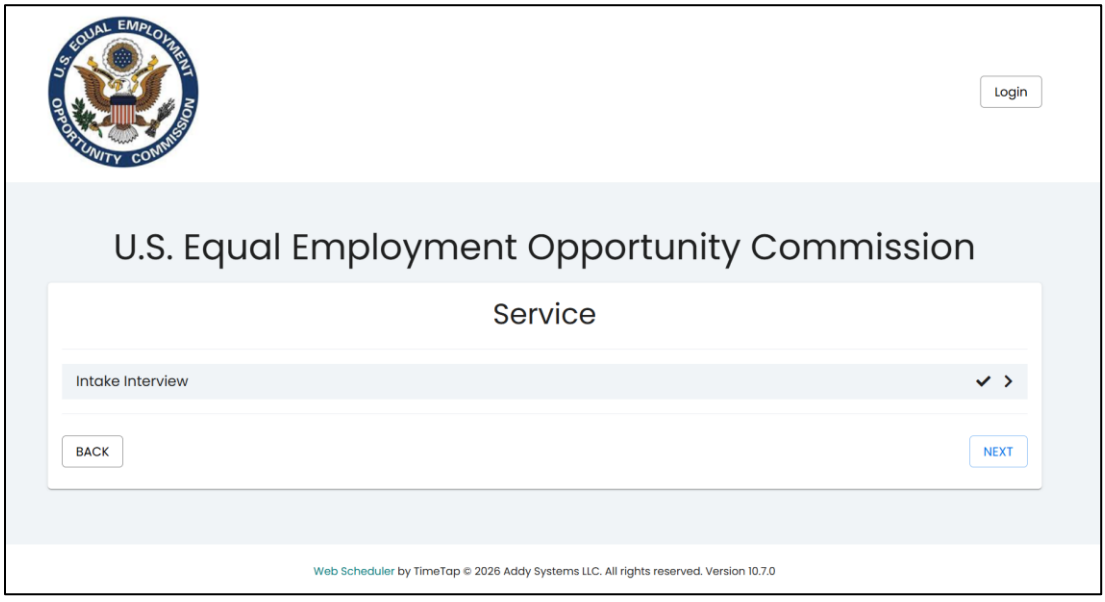
b) When you select **My Inquiries/Charges/Cases** after you login, the **Schedule an Interview** button is displayed on the **My Charge** page below the prompt to enter supplemental information. (If you have more than one case submitted with the EEOC, the **My Cases** listing will display first; select the **Case Number** to access the **My Charge** page.) Select the button to proceed.




**Step 2.** The inquiry status page displays. Select the **Click here to log into EEOC Scheduler** link. You will leave the EEOC Public Portal to go to the EEOC Scheduler Tool to schedule the interview.

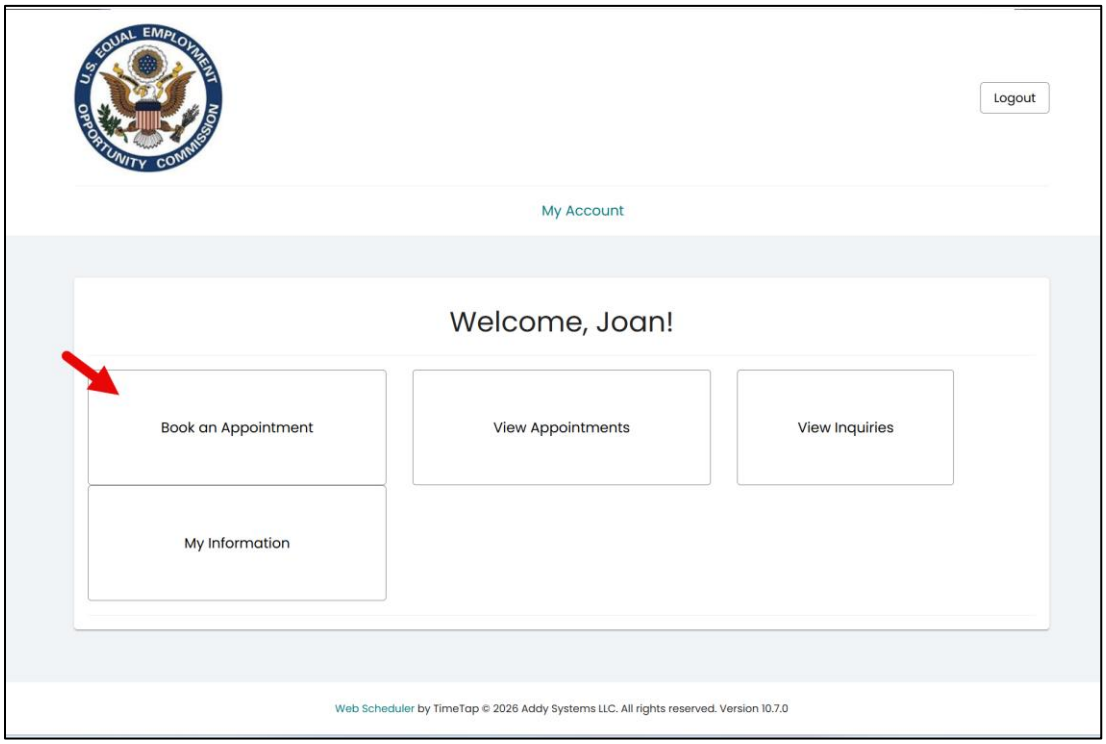



**Step 3.** The EEOC Scheduler Home Page displays. Select **Intake Interview** to continue.



**Step 4.** You will be prompted to login to the EEOC Scheduler Tool. Enter the user ID and password for your EEOC Scheduler account. NOTE: This is not the same as the Login.gov account you used to login to the EEOC Public Portal.

**Step 5.** Your EEOC Scheduler home page displays. Select **Book an Appointment** to schedule the interview.




You will be sent emails 20, 5, and 1 business day(s) before your appointment to remind you of the date and time of your appointment. When you receive the 5-day reminder, you must confirm that you will come to the interview on the date and time scheduled no later than 3 days prior to the appointment or it will be cancelled. You may also reschedule your appointment if you need to. The demand for EEOC appointments is very high, and they are trying to make more appointments available.

## 2.2 Cancel or Reschedule an Interview

If you need to change or cancel the interview, you can do that through the EEOC Public Portal/EEOC Scheduler Tool also.

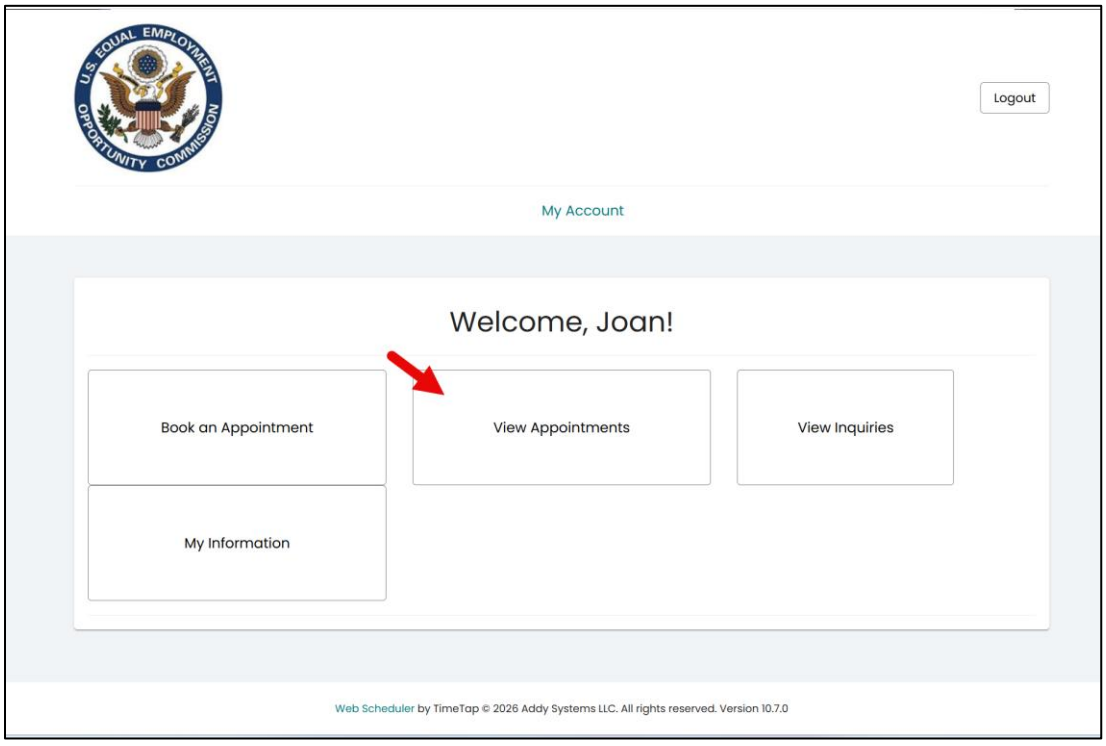
- ***Tip!*** *You must cancel an interview before you can reschedule it.*
- ***Tip!*** *If you decide not to pursue the inquiry, you may select the* ***Opt Out*** *button (refer to EEOC Public Portal User's Guide Vol 2 – Submit an Online Inquiry to EEOC for details).*

To cancel or reschedule an interview, perform the following steps:

**Step 1.** Go to the **My Charge page** and select the **Schedule an Interview** button.

**Step 2.** Select the link to log into the EEOC Scheduler Tool.

**Step 3.** In the EEOC Scheduler Tool, select **View Appointments** to manage your interview. You will be sent an email confirming the change.




**Step 4.** On the **View Appointments** page select **View Details** button for the interview. This will take you to the page where you can cancel the interview.

**Step 5.** If you are rescheduling the interview repeat the steps in Section 2.1 to schedule a new appointment.

## Chapter 3 Enter Supplemental Information

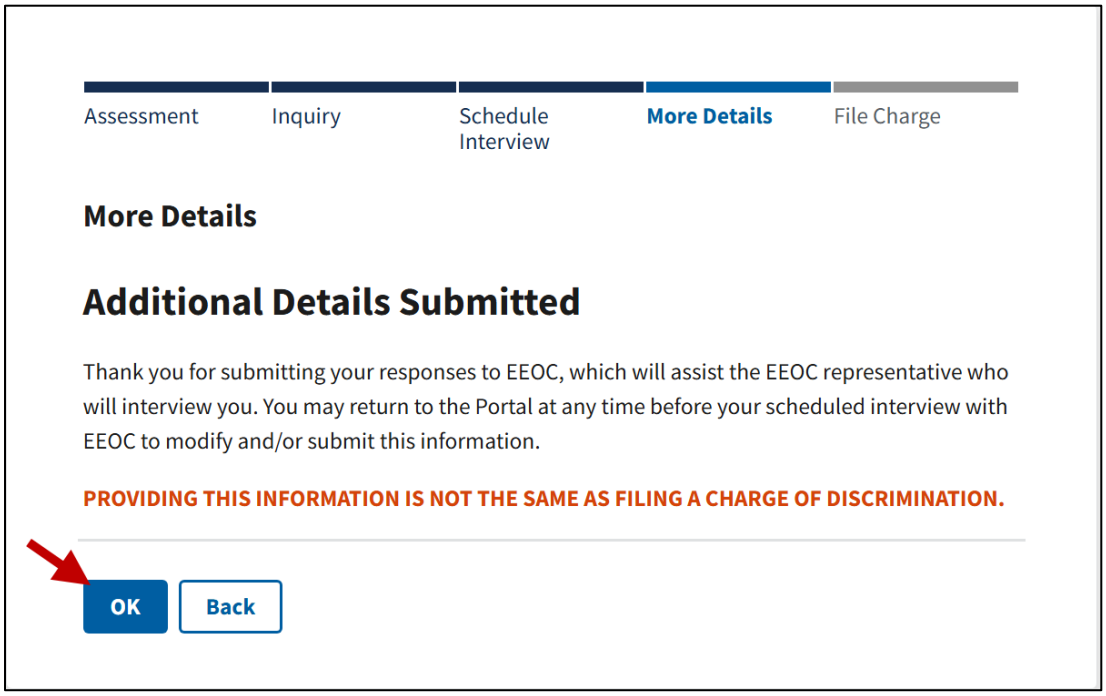
You will have the opportunity to provide additional information about your inquiry at any time prior to the interview. This information can help make the interview more productive and efficient. To do so:

**Step 1.** Select **My Inquiries/Charges/Cases** after you log in. If the **My Cases** listing is displayed, select the appropriate inquiry by selecting the **Case Number** to access the **My Charge** page.

**Step 2.** The **More Details – Supplemental Information** page displays with a prompt to enter supplemental information (as shown in Chapter 2 above). Select the **Next** button to proceed.

**Step 3.** You will be asked a series of four fill-in-the-blank questions. Answer any or all of the questions. Select the **Next** button after answering a question. When you are finished entering supplemental information select the **Save and Submit** button.

**Step 4.** A confirmation pop-up window displays. Select the **OK** button to continue.




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

# Chapter 4 File the Charge of Discrimination

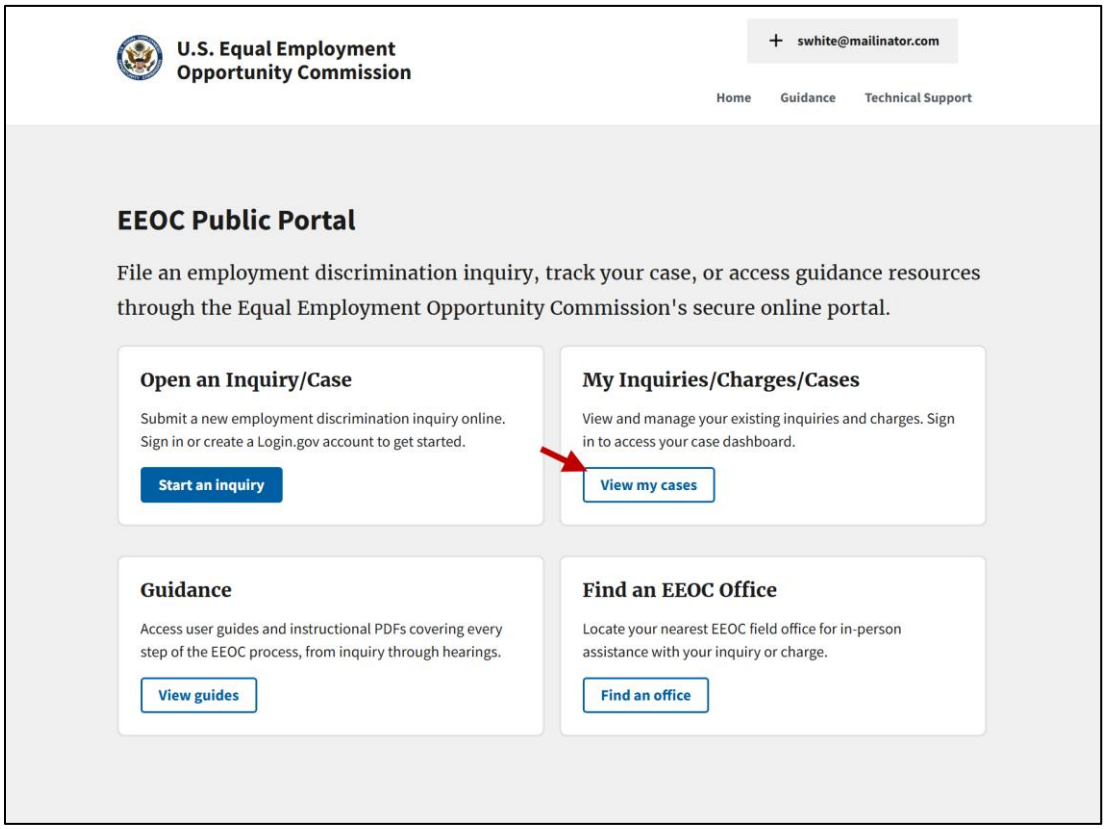
The EEOC sends the Charge of Discrimination electronically to you via the EEOC Public Portal. You can view, recommend changes to, and sign and file the Charge of Discrimination through the EEOC Public Portal.

If the charge was filed on your behalf (e.g., by your attorney), you must still sign the document, otherwise the EEOC may close the charge without taking further action. Follow the process as described below (the screen display will vary slightly but the steps are identical).

To sign/file a Charge of Discrimination, perform the following steps:

**Step 1.** The EEOC sends the Charge of Discrimination to the EEOC Public Portal. You will receive an email that the Charge of Discrimination is available for review.

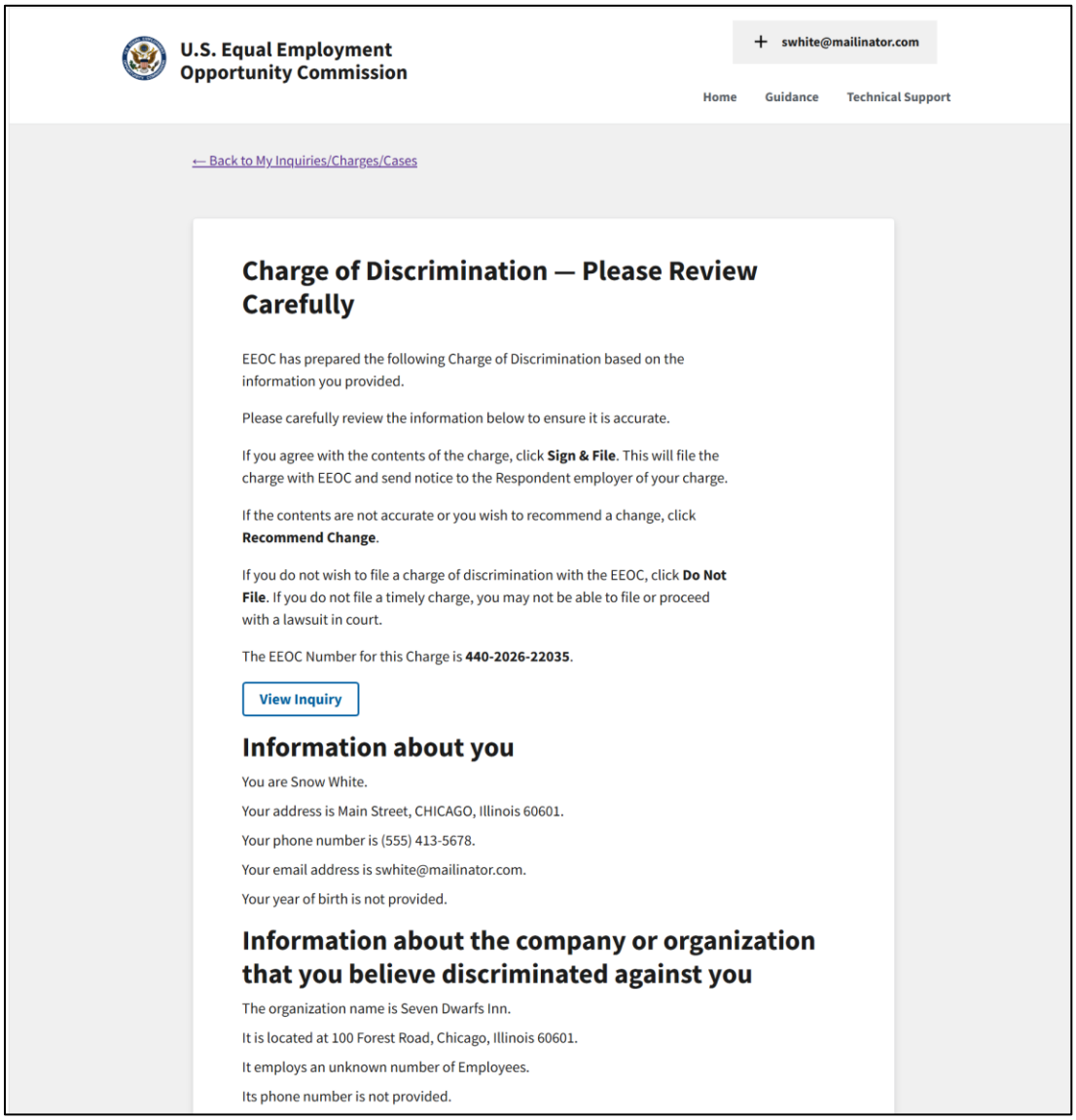
**Step 2.** Sign into the EEOC Public Portal and select the **View My Cases** button in the **My Inquiries/Charges/Cases** box.




**Step 3.** If you have more than one case submitted with the EEOC, the **My Cases listing** displays first; select the Charge Number to access the **My Charge** page.

**Step 4.** The **My Charge** page displays with the information relating to the Charge of Discrimination that the EEOC has prepared.

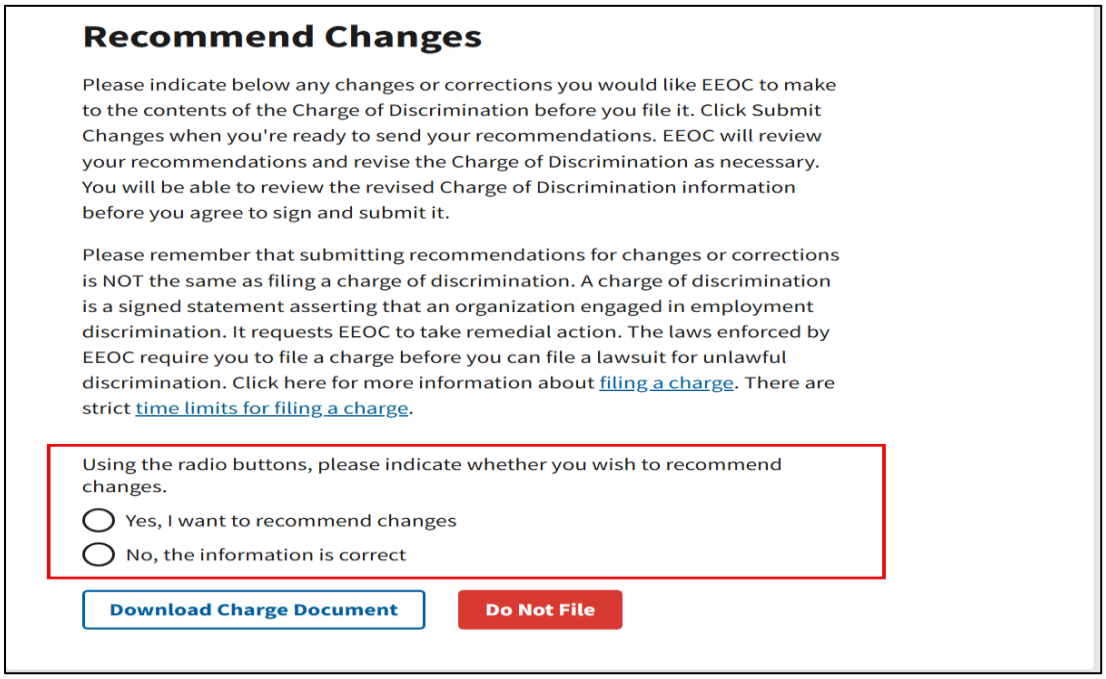
- ***Tip!*** *If you want to view the inquiry that you submitted, select the* ***View Inquiry*** *button.*




**Step 5.** Scroll down the page to the **Recommended Changes** section and select the **Download Charge Document** at the bottom of the page to view the Charge of Discrimination.

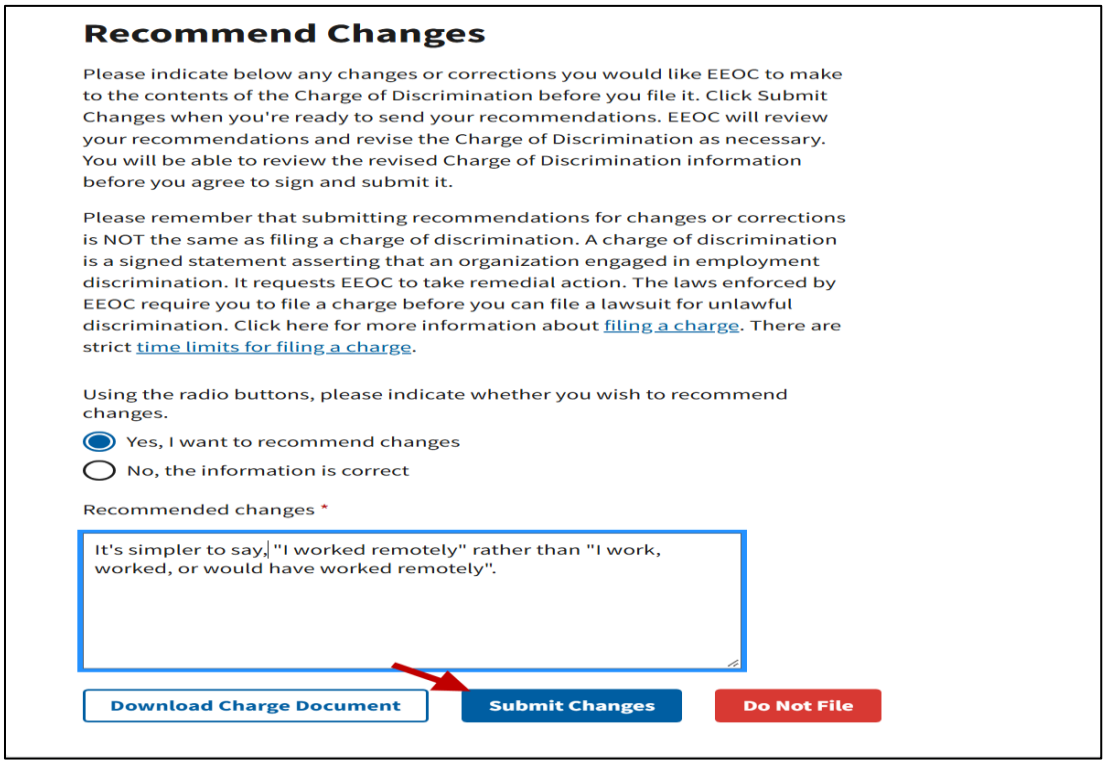
- ***Tip!*** *If you need to change the supplemental information for your inquiry before filing the charge, EEOC will unlock the inquiry. When the inquiry is unlocked, the Supplemental Inquiry Information page displays for you to edit the supplemental information. EEOC will modify the charge particulars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

**Step 6.** A pair of radio buttons, **Yes** or **No**, displays to indicate if you want to make changes to the document.



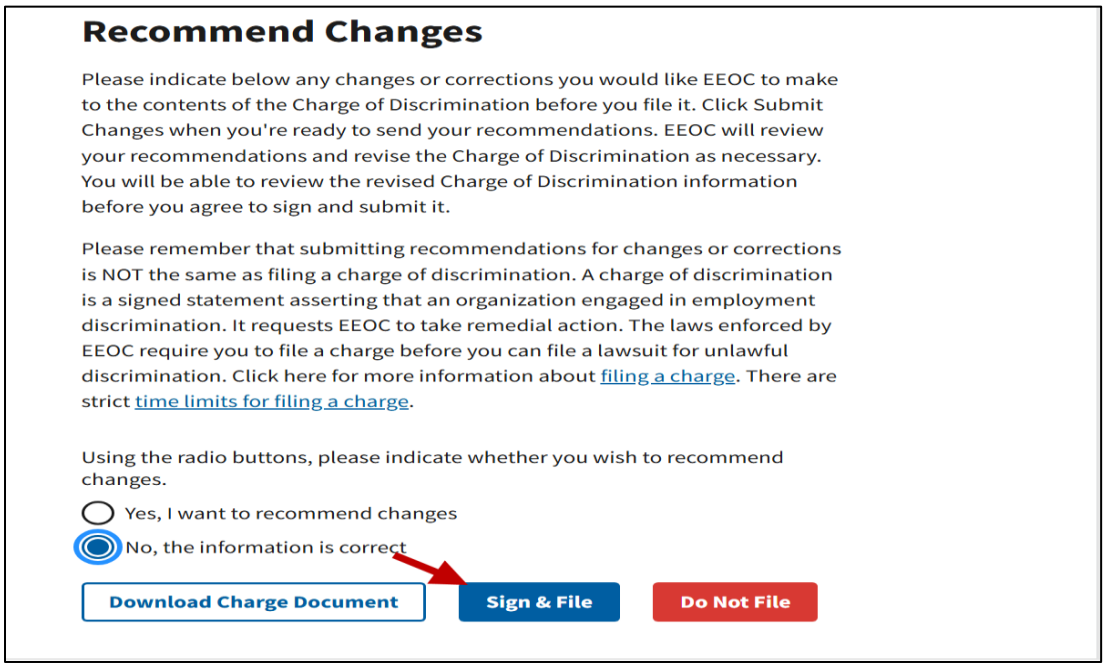

**Step 7.** If you want to make changes or corrections to the Charge of Discrimination select the **Yes** button. A space to enter changes and a **Submit Changes** button are displayed.

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

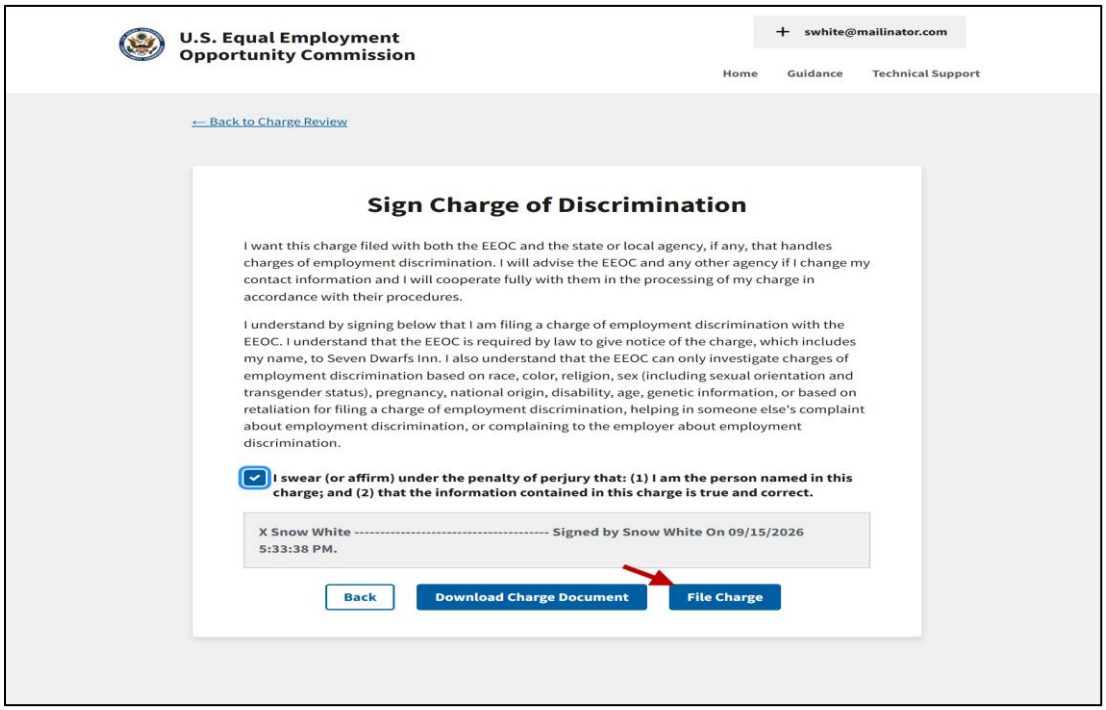



The EEOC addresses the recommended changes and sends the modified document back to you for review (Note: this step can be repeated if necessary).

**Step 8.** When you are ready to file your charge, select the **No** button. The **Sign & File** button is displayed. Select the **Sign & File** button to file a formal charge.




**Step 9.** The confirmation page will appear. Check the box to confirm that the information in the charge is true and correct and electronically sign the document, then select the **File Charge** button.




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

**Step 10.** The Charge of Discrimination is automatically regenerated to add your electronic signature and uploaded. A signed copy of the Charge of Discrimination will be emailed to you.

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

