U.S. Equal Employment Opportunity Commission (EEOC)

EEOC Public Portal User's Guide

Vol 8 – Manage Charge 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:

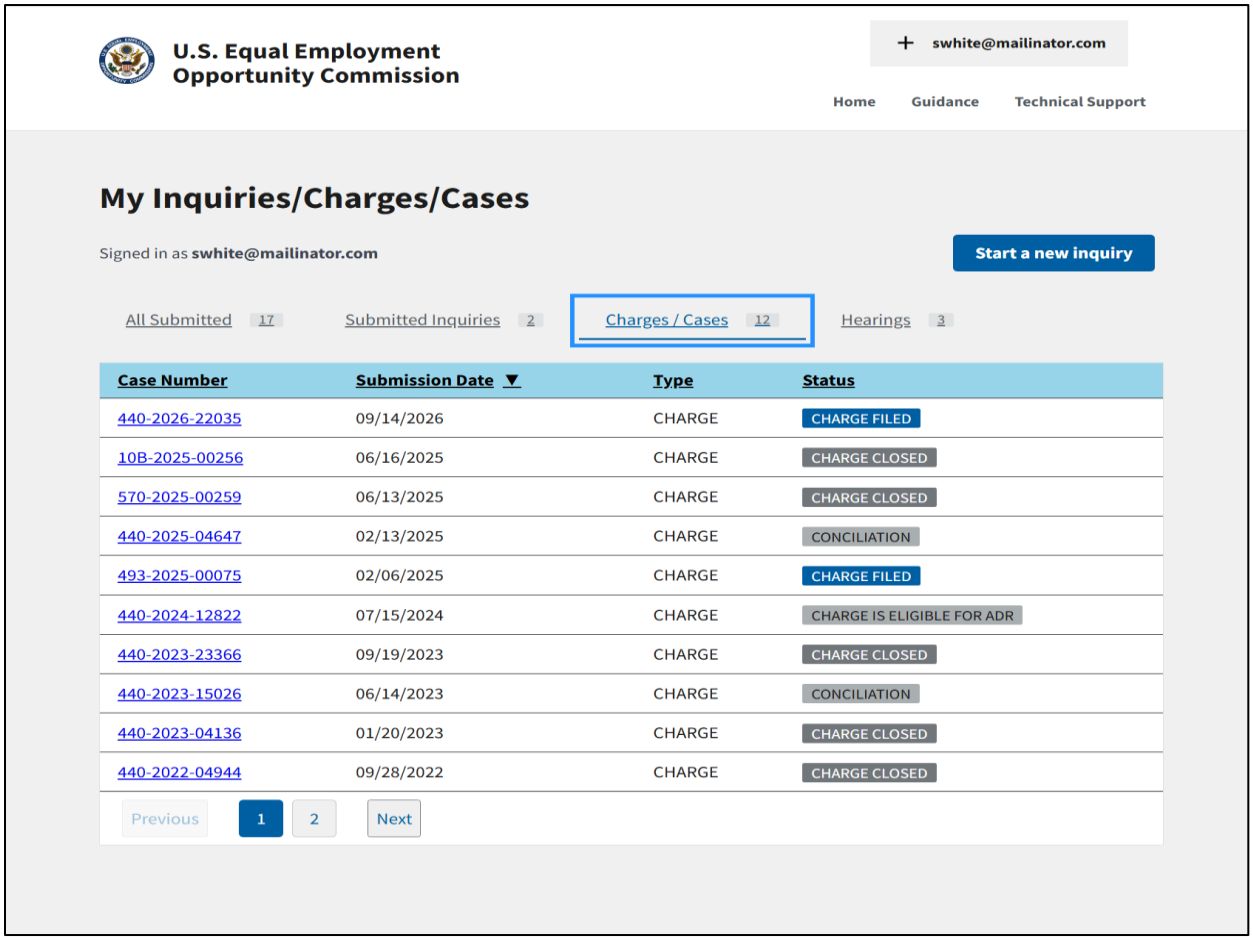
- Vol 1 – Getting Started (learn about logging into the EEOC Public Portal, the Portal structure, and other basic information)
- Vol 2 – Submit an Online Inquiry to the EEOC
- Vol 3 – Post-Inquiry Tasks (learn about scheduling an interview with the EEOC, entering Supplemental Information, filing a Charge 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

After you have submitted an inquiry or filed a charge with the EEOC, you can select the **View My Cases** button in the **My Inquiries/Charges/Cases** box on the EEOC Public Portal Home Page 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 (Figure 1). This screen displays a list of all the cases (inquiries, charges, hearings, appeals) you have filed with the EEOC and their status. If you have only one inquiry/charge you will be taken directly to the details page for the inquiry/charge when you select **View 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 selecting the **Case Number**; this will display details page for the inquiry/charge.

Figure 1 – My Cases Listing (Inquiries/Charges)



The case status column displays as follows:

- For online inquiries, the status will be **Inquiry Submitted**.
- For charges, the status displayed is consistent with the status shown in the Portal's online charge status page.

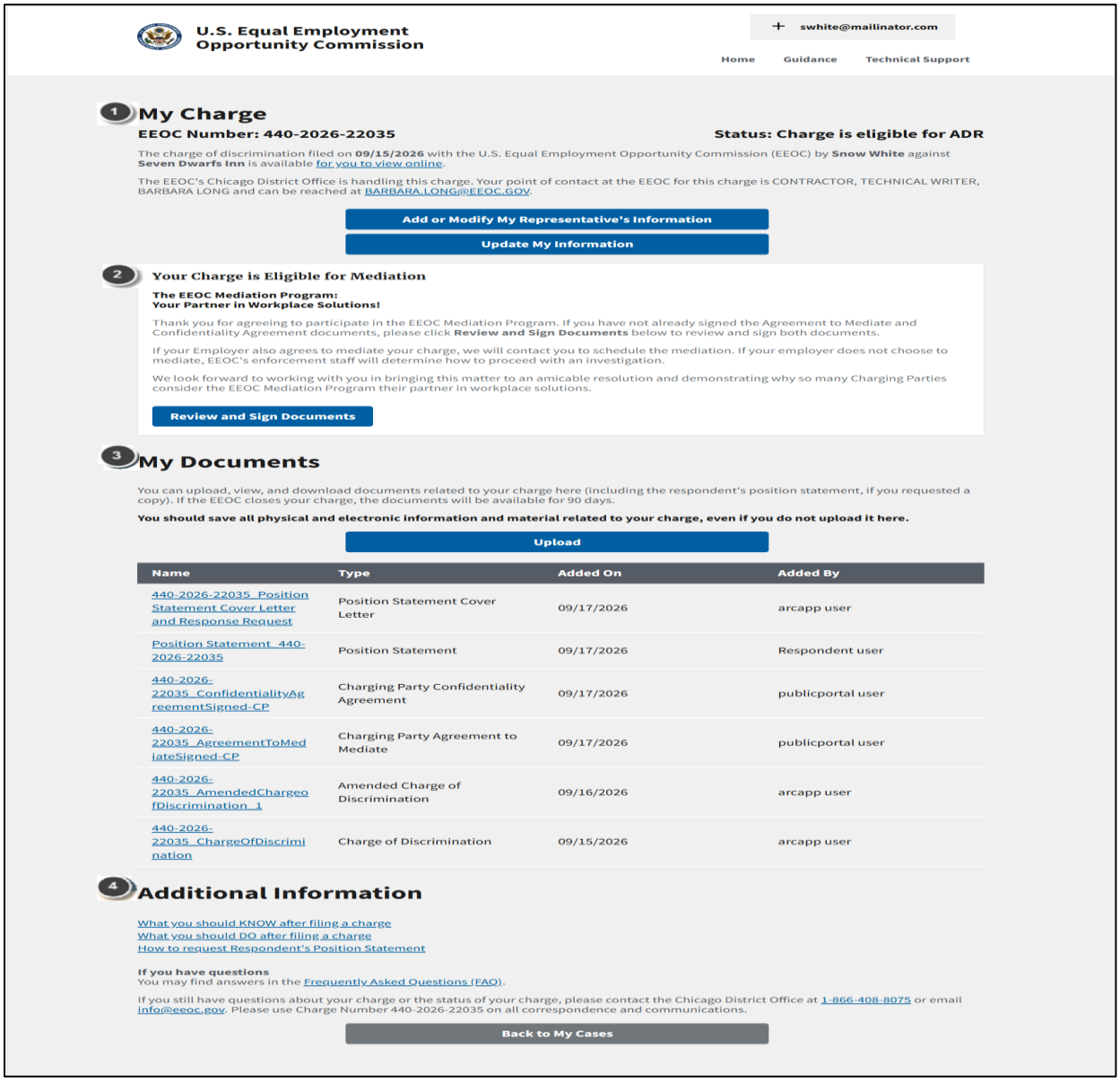
Above the table are filters you can use to filter the list by case type (i.e., All Submitted, Submitted Inquiries, Charges/Cases, Hearings, Appeals). Simply select the filter to apply it to the list of your cases.

1.1 My Charge Page

If you are working with the EEOC on an inquiry, the appearance of the case details page will vary. You will see a screen prompting you to take the next action (e.g. enter supplemental information, schedule an interview, review the Charge of Discrimination, choose whether to file a charge).

If you have filed a charge that is being processed by the EEOC, the **My Charge** page will appear as shown in Figure 2 below. In general, the page is divided into three sections: **My Charge**, **My Documents**, and **Additional Information**. As your case progresses notifications when an action is needed or has occurred will display below the **My Charge** section (e.g. "Position Statement is Available", "Position Statement Provided", "Your Charge is Eligible for Mediation"). Descriptions of the numbered items follow Figure 2. *(NOTE: Numbers are not actually seen on the screen.)*

Figure 2 – My Charge Page



❶ **My Charge**. This section displays general information about your charge and allows you to update your contact information and/or add (legal or non-legal) representative information (only one representative may be entered). (Chapter 2 & Chapter 3)

❷ **Notifications:** This section displays notifications from the EEOC when an action is required or has occurred (e.g. invitation to mediate the charge, Respondent has uploaded their Position Statement, etc.) The example above shows that the EEOC has determined the charge is no longer eligible for mediation. For more details see *EEOC Public Portal User's Guide Vol 4 – Post Charge Tasks*.

❸ **My Documents**. This section displays the documents associated with your charge that you have sent or that the EEOC has sent to you (e.g. Charge of Discrimination, Respondent's Position Statement). You may view, download, and/or submit documents here. (Chapter 4)

❹ **Additional Information**. This section provides you with additional information related to the EEOC charge process, via three links:

- What you should KNOW after filing a charge
- What you should DO after filing a charge
- How to request Respondent's position statement

Additionally, a link is provided to FAQs, where you can search for answers to questions you may have, and the EEOC office contact information is displayed.

1.1.1 Dual Filed Charges

If your charge is dual filed with a State or Local Fair Employment Practices Agency (FEPA) and has been transferred to that FEPA, you will not be able to access the charge information nor submit documents for the charge through the Public Portal; if the charge is returned to the EEOC, your access to that charge in the Public Portal will be restored. Instead, a message will display indicating the FEPA office that is processing the charge.

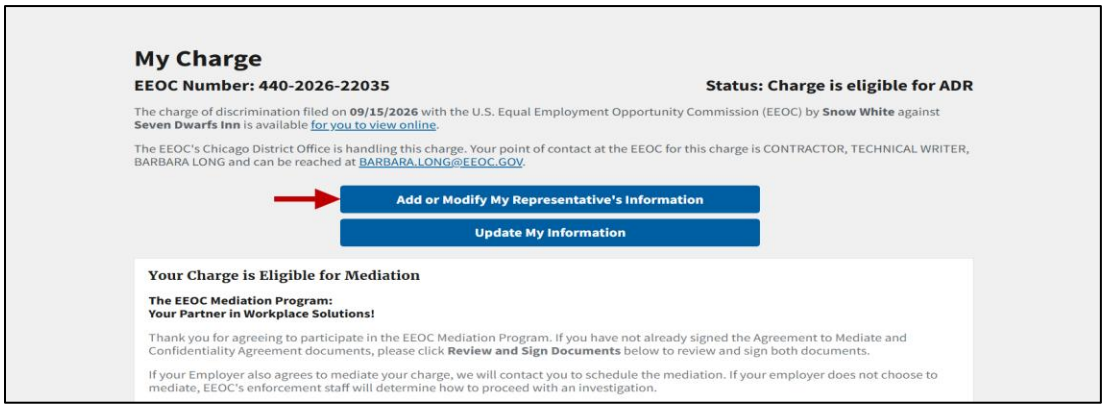
Chapter 2 Manage Representatives

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 Charge** page.

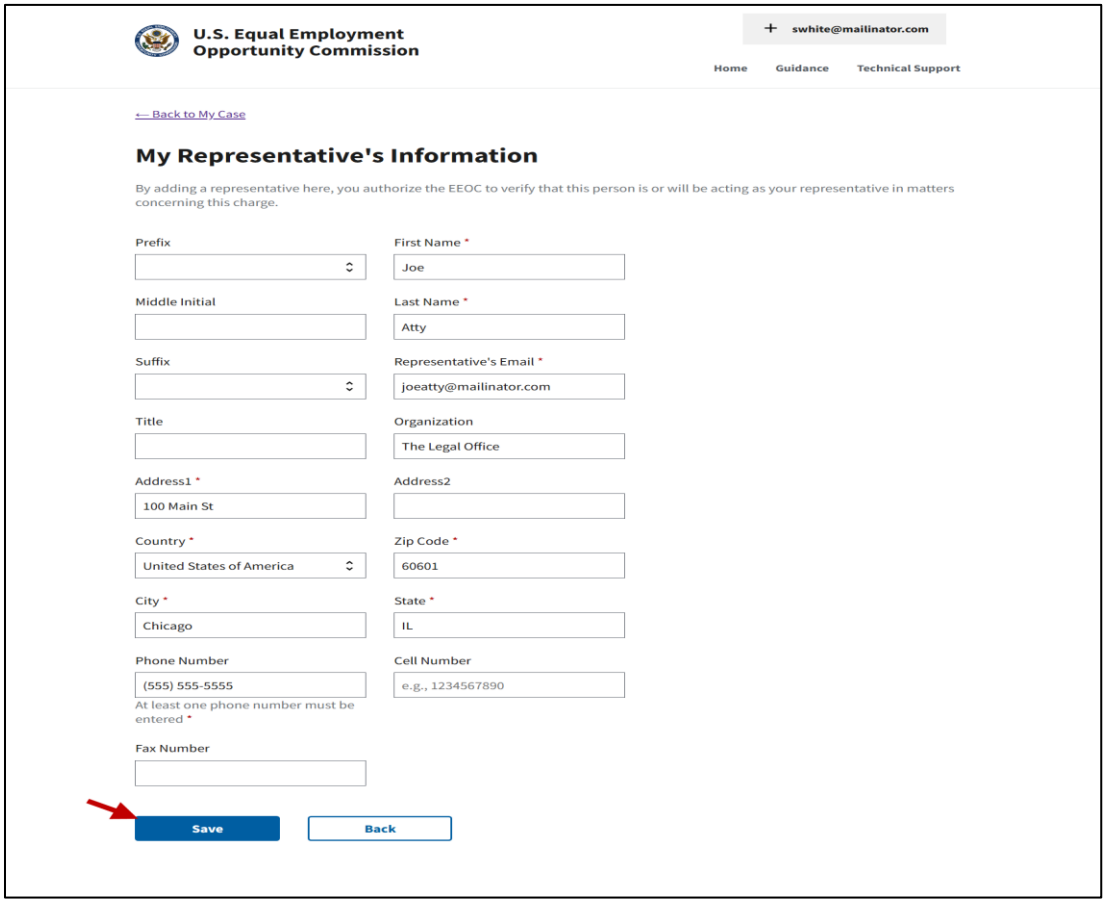
2.1 Add a Representative

To add a representative, perform the following steps:

Step 1. On the **My Charge** page, select the **Add or Modify My Representative's Information** button.



Step 2. The **My Representative's Information** page displays. Enter the information for the representative, then select the **Save** button.



Step 3. Select the **Back** button to return to the **My Charge** page.

Step 4. The representative you identified will be sent an email to confirm that he/she will be representing you.

Step 5. If the EEOC does not receive confirmation from the representative after 10 days, you may confirm by uploading a Letter of Representation signed by your representative, or you may designate a different representative.

2.2 Update/Delete a Representative

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

Step 1. On the **My Charge** page, select the **Add or Modify My Representative's Information** button.

Step 2. When the **My Representative's Information** page displays, make any necessary changes and select the **Save** button.

- ***Tip!*** *A representative's email address cannot be changed using the* ***Add or Modify My Representative's Information*** *button on the* ***My Charge*** *page. The representative must create a new account via Login.gov..*

Step 3. If you need to delete a representative, select the **Delete** button. When the confirmation prompt displays, select the **Yes** button to delete.

Step 4. Select the **Back** button to return to the **My Charge** page.

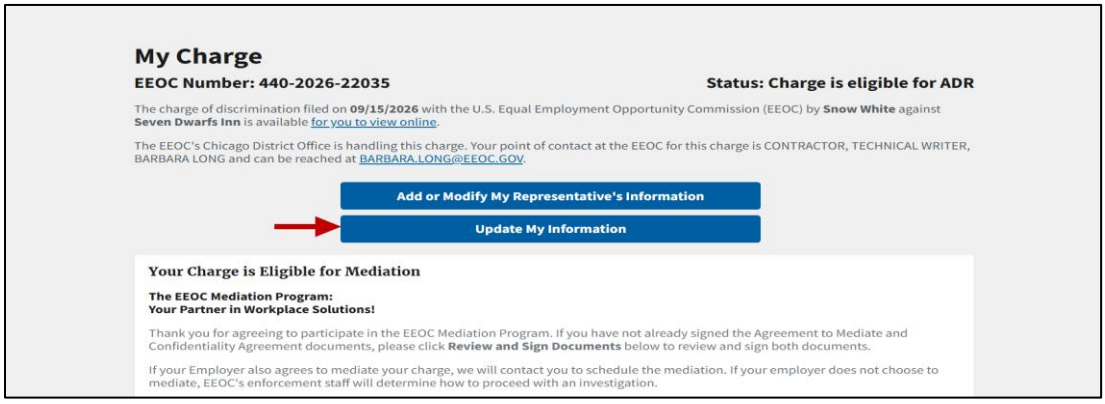
Chapter 3 Manage Contact Information

On the **My Charge** page, you may also update your contact information (name, address, phone number, etc.). This allows you to keep the EEOC informed in the event you have moved or changed your phone number.

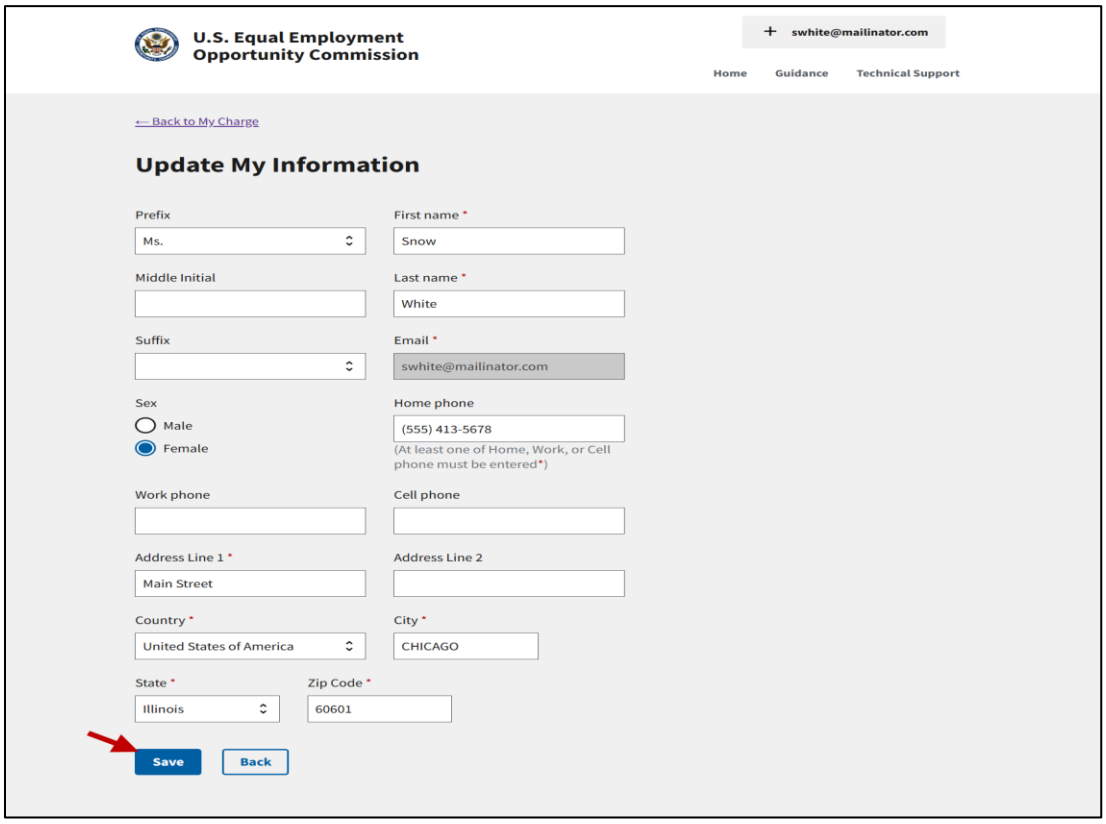
- ***Tip!*** *You cannot change your email address through the EEOC Public Portal. You must create a new account via Login.gov. For more information go to https://www.login.gov/help/ and select Manage My Account on the Login.gov Help Center page.*

To update your contact information, perform the following steps:

Step 1. On the **My Charge** page, select the **Update My Information** button.



Step 2. On the **My Information** page, your current contact information is displayed (initially you will see the information you entered when submitting your inquiry). Make any needed changes then select the **Save** button.



Step 3. Select the **Back** button to return to the **My Charge** page.

Step 4. Select **Update My Information** at any time to view/update the information.

Chapter 4 Submit and Receive Documents

In the **My Documents** section of the **My Charge** page, you may upload documents supporting your charge to send them to the EEOC, and also download documents related to your charge. The steps for these tasks are described in the subsections below.

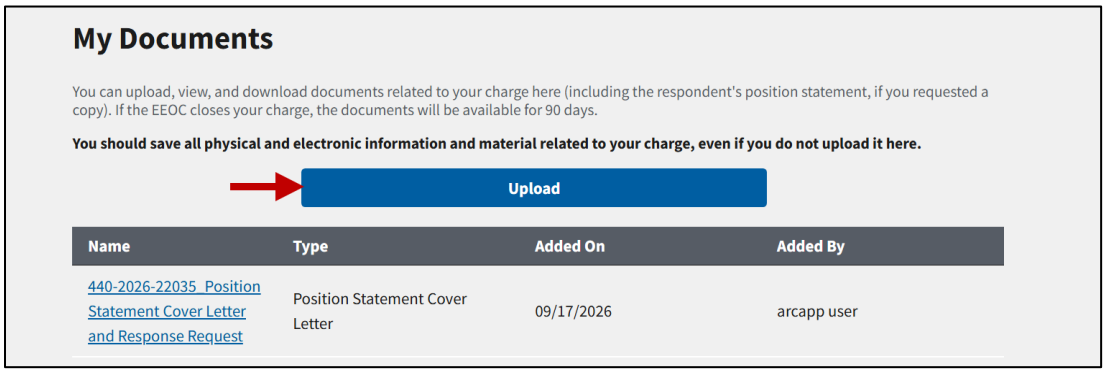
4.1 Submit Documents to the EEOC

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

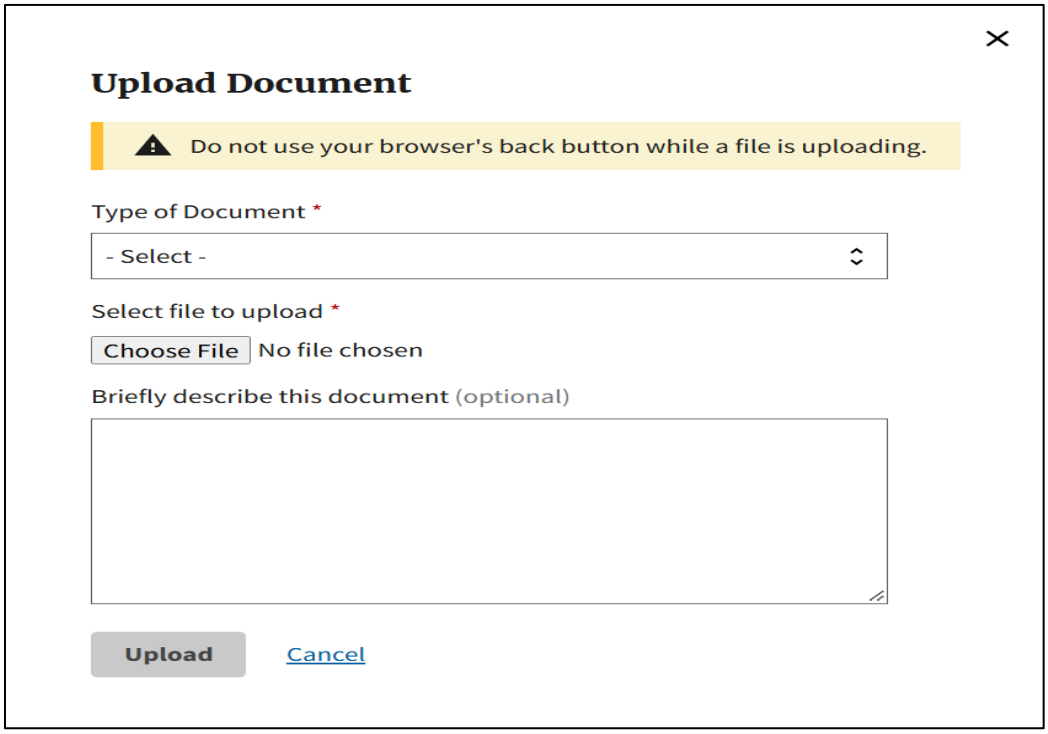
A variety of file types may be uploaded, including: .pdf, .xml, .xls, .xlsx, .doc, .docx, .png, jpg, .jpeg, .tif, .tiff, .gif, .txt, .avi, .asf, .zip, .csv, .mp3, .mp4, .mpeg, .rtf, .asp, .fdf, .dwg, .msg, .sdx1, .xdp, .rpt, .ppt, and .mov.

To upload a document and send it to the EEOC, perform the following steps:

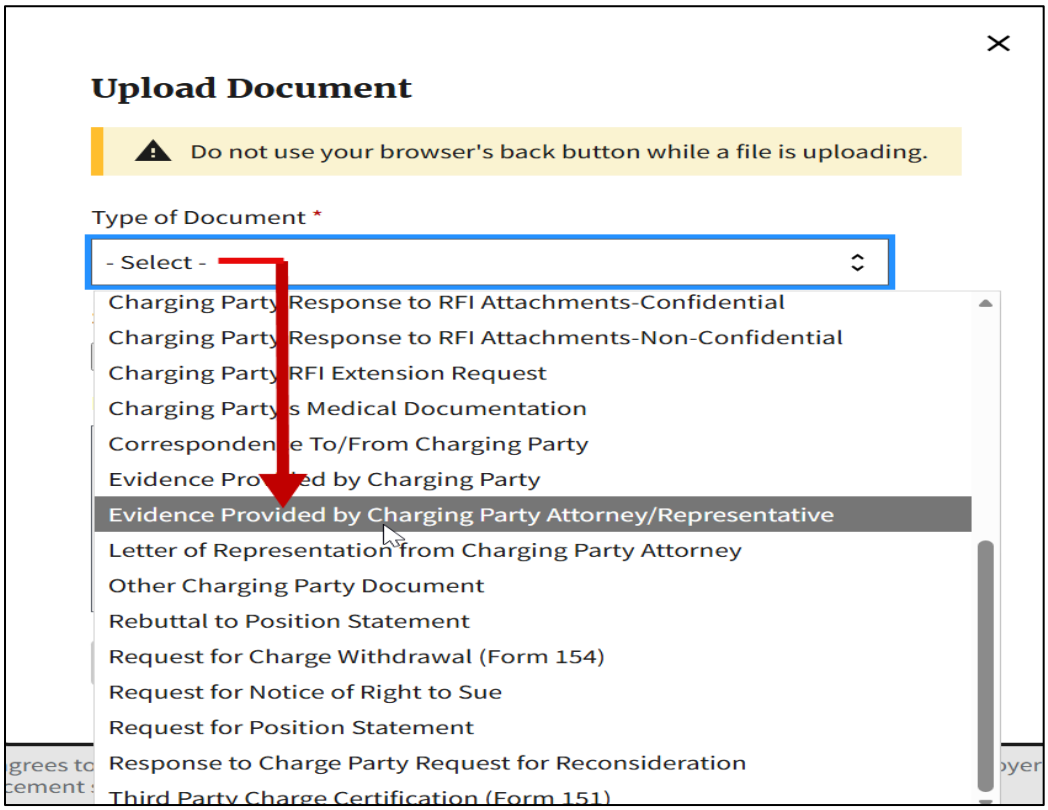
Step 1. On the **My Charge** page, select the **Upload** button.



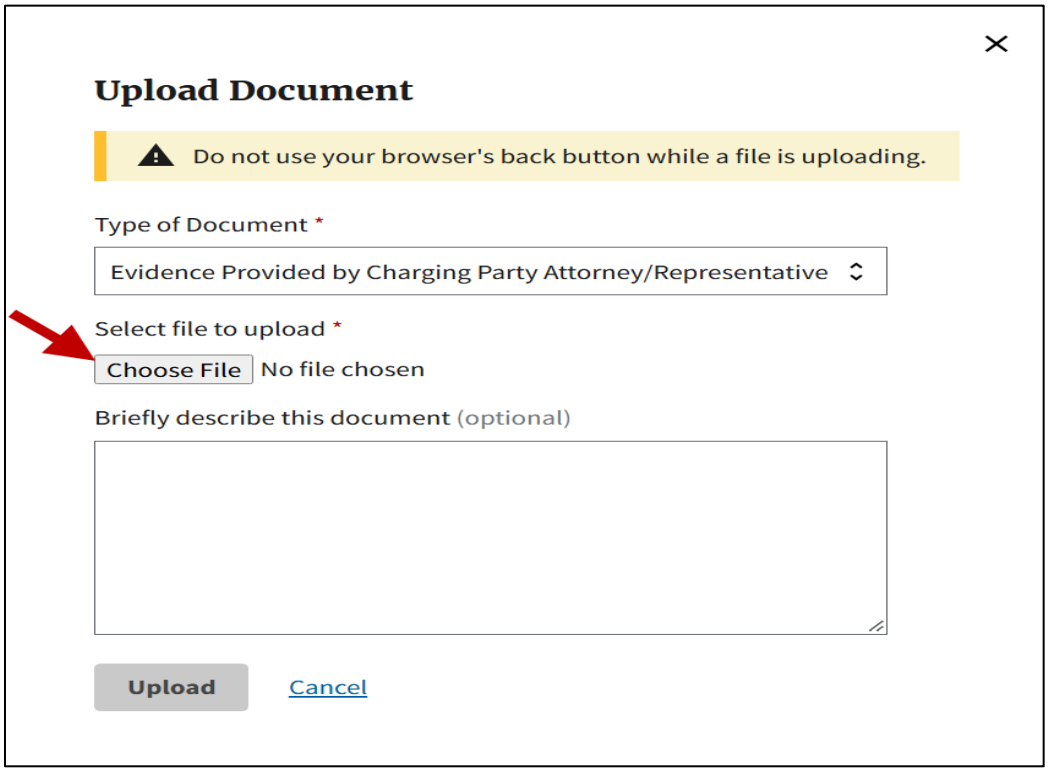
Step 2. The **Upload Document** window displays.



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

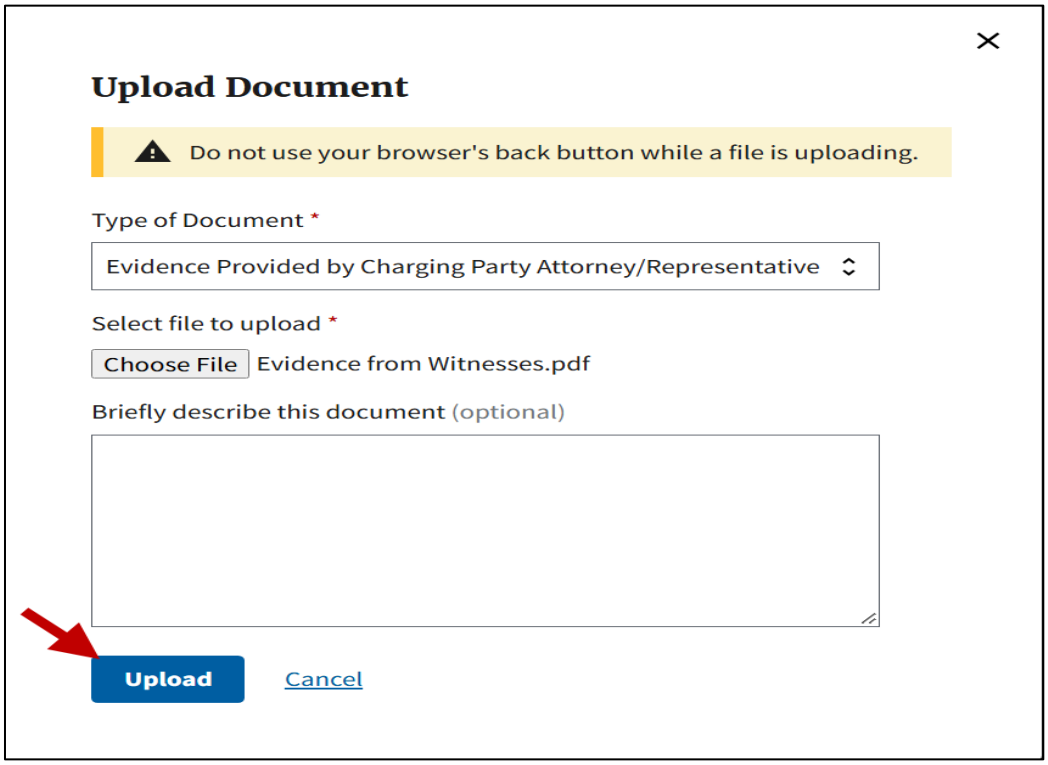


Step 4. Select the file to upload by selecting the **Choose File** button.



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

Step 5. Select the **Upload** button in the **Upload Document** window.



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, select the refresh button on your browser.

4.2 View/Download Documents

In the **My Documents** section of the **My Charge** page, you will see a list of the documents associated with your case, both those you have sent to the EEOC and those that the EEOC 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. "Charge of Discrimination").
Added On	The date the document was uploaded.

Column Name	Description
Added By	The person who uploaded the document: • "EEOC" if uploaded by the EEOC • "Charging Party" if uploaded by the charging party • "Respondent" if uploaded by the respondent

To download a document, perform the following steps:

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

Step 2. The document will be downloaded. After you open it, you may save the file to your computer or a shared drive. 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 charge, including Email correspondence.