



---

U.S. Equal Employment Opportunity Commission (EEOC)

---

## **EEOC Public Portal User's Guide**

---

### **Vol 1 – Getting Started**

June 23, 2023

**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 EEOC Public Portal User Account .....4**

    2.1 EEOC Public Portal Access for Charging Parties/Complainants .....4

    2.2 EEOC Public Portal Access for Representatives ..... 6

**Chapter 3 Change or Reset Your Password.....7**

**Chapter 4 Change Your Account Information .....8**

    4.1 Change Your Address or Phone Number ..... 8

    4.2 Change Your Email Address..... 10

**Chapter 5 The EEOC Public Portal Application Window .....11**

    5.1 Filing with EEOC ..... 11

    5.2 My Cases ..... 11

    5.3 Guidance ..... 11

    5.4 Locate an EEOC Office ..... 11

**Chapter 6 Keyboard Navigation .....13**

**Chapter 7 The Calendar Dialog .....14**

**Chapter 8 Tutorials and Learning More.....15**

**Figures**

Figure 1 – EEOC Public Portal Home Page ..... 2

Figure 2 – Guidance Page..... 11

Figure 3 – Locate an EEOC Office Page..... 12

Figure 4 – Calendar Dialog ..... 14

## 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

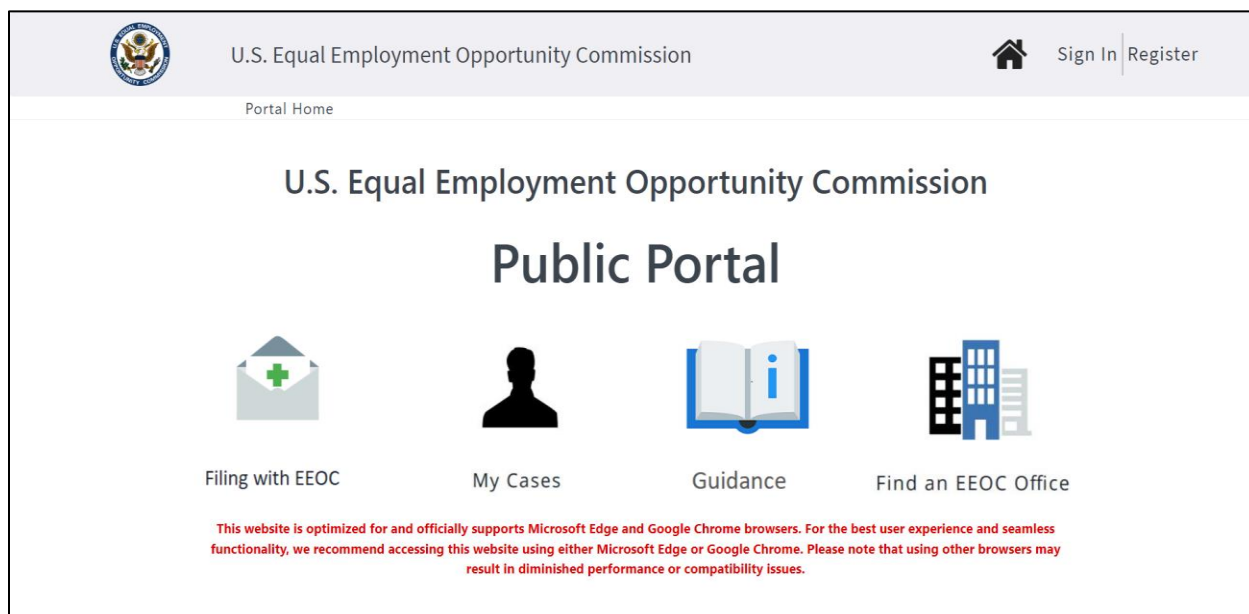
The EEOC Public Portal Home page has four links to choose from which are described in detail in Chapter 5:

- **Filing with EEOC** – Allows you to submit an inquiry, hearing request, an appeal, or a request for reconsideration (charging party/complainant only).
- **My 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 house icon (  ) from any page to return to the Home page.
- 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

You must have an EEOC Public Portal user 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 on creating an EEOC Public Portal user account are provided in the next chapter.

## Chapter 2 Creating an EEOC Public Portal User Account

Your user account is identified by a unique username (your email address) and protected by a secure password of your choice. If you are a charging party/complainant who doesn't already have an EEOC Public Portal user account, you will be prompted to register during the submission process. If you are an attorney/representative for a charging party/complainant, you can register from the Home Page.

### 2.1 EEOC Public Portal Access for Charging Parties/Complainants

To create a user account, perform the following steps:

**Step 1.** When prompted, select the **Register** link (inquiries) or the **Sign Up Now** button (federal sector hearings/appeals).

**Step 2.** On the **Create Account** page, enter the required information, including a password.

- **Tip!** Enter a zip code to automatically populate the city and state fields.
- **Tip!** Your password must be at least 8-characters and contain at least one uppercase, lowercase, and numeric character.

**Step 3.** Select the **Validate** button to verify your email address. A verification code will be sent to the email address you provided. Enter the code when prompted and select the **Submit** button. When the pop-up appears indicating the validation was successful, select the **OK** button.

- **Tip!** Can't find the email with the verification code? Check your spam folder.

**Step 4.** When you are finished entering the information, select the **Submit** button to create your account.

Once you have created a user account, you can login via the **Sign in page**, either by selecting the **Returning Users** button (when it appears), or on **My Cases**.

## 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. Select the **Register** link on the Home Page; when the **Create Account** page displays, select the **I represent a charging party or complainant** checkbox and enter your contact information. Be sure to select the **Validate** button to validate your email address. When you have finished entering information select the **Submit** button.

When you select **My Cases** from the Home Page and log 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 were 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.

To obtain a new password, perform the following steps:

**Step 1.** Select the **Forgot Password?** link on the **Sign in** page.

**Step 2.** Enter your identifying information, either your first name, last name, zip code or your email address and select the **Next** button.

The screenshot shows the 'Forgot Password' page of the U.S. Equal Employment Opportunity Commission. At the top, there is a header with the EEOC logo, the text 'U.S. Equal Employment Opportunity Commission', and links for 'Sign In' and 'Register'. The main content area is titled 'Forgot Password' and contains the following fields: 'First Name:', 'Last Name:', 'Zip Code:', and 'Email Address:'. Below these fields are three buttons: 'Next' (highlighted with a red arrow), 'Clear', and 'Cancel'.

➤ **Tip!** Selecting the **Clear** button will clear the fields on the screen.

**Step 3.** Next answer the security questions you entered when you created your user account. Provide your answers and select the **Reset Password** button to continue.

The screenshot shows the 'Security Questions' page of the U.S. Equal Employment Opportunity Commission. At the top, there is a header with the EEOC logo, the text 'U.S. Equal Employment Opportunity Commission', and links for 'Sign In' and 'Register'. The main content area is titled 'Security Questions' and contains two questions: 'What is your pet's name?' and 'What year was your father born?'. Each question has a corresponding input field with masked characters. Below the input fields are three buttons: 'Forgot Answers', 'Reset Password' (highlighted with a red arrow), and 'Cancel'.

➤ **Tip!** Forgot the answers? Select the **Forgot Answers** button and they will be emailed to you.

**Step 4.** The **Reset Password** screen displays. Enter a new password and select the **Save Password** button. A confirmation email will be sent to you.

The screenshot shows the 'Reset Password' page of the U.S. Equal Employment Opportunity Commission. At the top, there is a header with the EEOC logo, the text 'U.S. Equal Employment Opportunity Commission', and links for 'Sign In' and 'Register'. The main content area is titled 'Reset Password' and contains two input fields: 'New Password:' and 'Confirm Password:'. Below these fields are two buttons: 'Save Password' (highlighted with a red arrow) and 'Cancel'.

## Chapter 4 Change Your Account Information

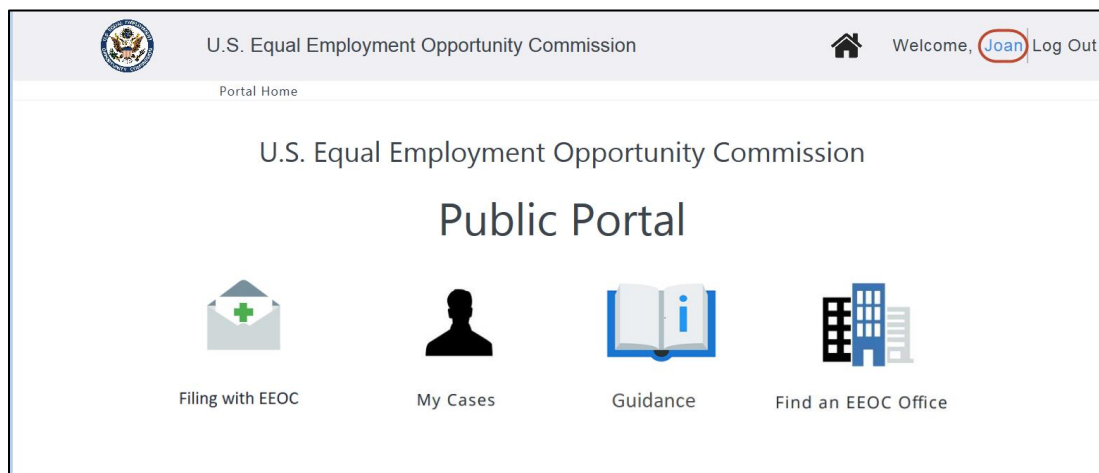
If the information you entered when you created your account in the Public Portal has changed (e.g., address, phone number, email address), you may modify it by selecting your name link at the top of any screen.

- **Tip!** Your email address is your login ID for the Public Portal. If you change it, remember to login using the new email address.
- **Tip!** You cannot change your email address using the **Update My Information** button on either the **My Charge** or **My Case** page for a specific case. You must use the **Update Account** page as described below.

### 4.1 Change Your Address or Phone Number

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

**Step 1.** Select your name at the top-right corner of any page (the Public Portal home page is shown in this example).



**Step 2.** Select the **OK** button to acknowledge the Privacy Policy.

**Step 3.** The **Update Account** page displays.

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

U.S. Equal Employment Opportunity Commission

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

Register

### Update Account

#### Personal Information

If you are using Microsoft Edge® as your Web Browser, be sure you **turn off** the Browser's 'Auto-Fill' settings. To learn how to do this, please visit [here](#).

I am not a charging party or complainant, but I represent a charging party or complainant

Salutation:

First Name:\*

Middle Initial:

Last Name:\*

Suffix:

Address (1):\*

Address (2):

Country/Region:\*

Postal/Zip Code: (required (\*) if Country is selected as USA):

City:\*

State:

Email address : \*

[Validate](#)  
(You must validate the Email address)

Please enter at least one phone number:\*

Home Phone Number:

Cell Phone Number:

Email Language Preference:

#### Login Information

User ID:\*

[Change Password](#)

#### Security Questions

Password Hint Question 1:\*

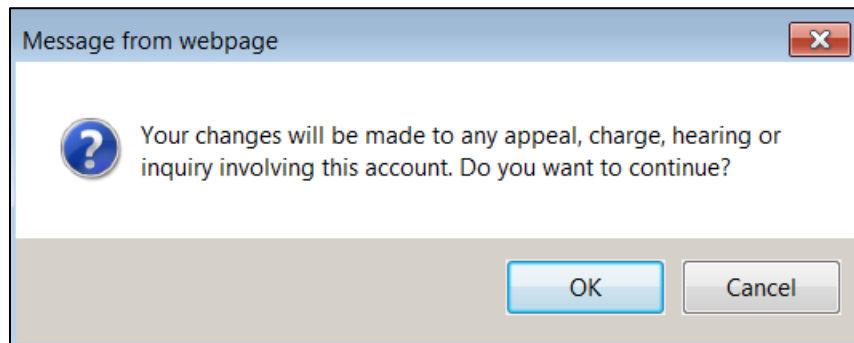
Password Hint Answer 1:\*

Password Hint Question 2:\*

Password Hint Answer 2:\*

[Submit](#) [Clear](#)

**Step 5.** A confirmation pop-up window displays. When prompted “Your changes will be made to any appeal, charge, hearing, or inquiry involving this account. Do you want to continue?” select **OK** to continue.



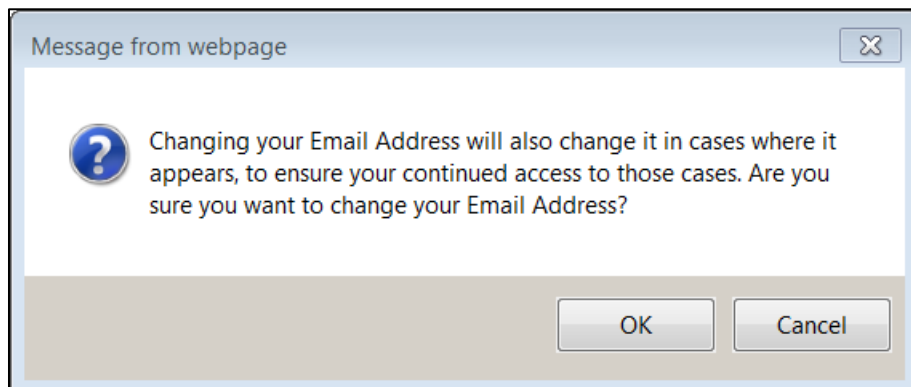
**Step 6.** The changes are saved, and you are returned to the page where you selected your name link.

## 4.2 Change Your Email Address

To change your email address, perform the following steps:

**Step 1.** Perform steps 1-3 in Section 4.1 above to display the **Update Account** page. Enter your new email address and press **Tab**.

**Step 2.** A confirmation pop-up window displays. Select **OK** to continue.



**Step 3.** Select the **Validate** button to verify your new email address.

**Step 4.** A verification code will be sent to the new email address you provided. Enter the code when prompted and select the **Submit** button. When the pop-up appears indicating the validation was successful, select the **OK** button.

➤ **Tip!** Can't find the email with the verification code? Check your spam folder.

**Step 5.** Select the **Submit** button to update your account.

**Step 6.** You will be logged out and returned to the Home page of the Public Portal. Select **Login** to login again with your new email address.

➤ **Tip!** Your password and security questions will remain the same.

## 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 Filing with EEOC

The **Filing with EEOC** link allows you to submit an inquiry, hearing request, an appeal, or a request for reconsideration to the EEOC. After you select the **Filing with EEOC** 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 Cases

The **My Cases** link 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** link 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 **Guidance** link on the Home page. The **Guidance** page is shown in Figure 2 below.

**Figure 2 – Guidance Page**



### 5.4 Locate an EEOC Office

If you need help locating an EEOC office, the **Find an EEOC Office** link will help you. Selecting the link brings up a map of the EEOC districts in the United States, as shown in Figure 3 below. Enter a zip code or select the link below the map to display information about a specific EEOC office.

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

**Figure 3 – Locate an EEOC Office Page**

**EEOC Office List and Jurisdictional Map**

**EEOC Headquarters**  
U.S. Equal Employment Opportunity Commission  
131 M Street, NE  
Washington, DC 20507  
202-663-4900 / (TTY) 202-663-4494

**EEOC Field Offices**  
Enter your zip code to find the EEOC field office with jurisdiction over your area. Or you can select an office from the map or the lists below.

Zipcode:

**Equal Employment Opportunity Commission  
15 Districts**

|   |   |  |  |
|---|---|--|--|
| <a href="#">Atlanta District Office</a><br><a href="#">Savannah Local Office</a>  | <a href="#">Dallas District Office</a><br><a href="#">San Antonio Field Office</a><br><a href="#">El Paso Area Office</a>   | <a href="#">Memphis District Office</a><br><a href="#">Little Rock Area Office</a><br><a href="#">Nashville Area Office</a>  | <a href="#">Phoenix District Office</a><br><a href="#">Denver Field Office</a><br><a href="#">Albuquerque Area Office</a>  |
| <a href="#">Birmingham District Office</a><br><a href="#">Jackson Area Office</a><br><a href="#">Mobile Local Office</a>  | <a href="#">Houston District Office</a><br><a href="#">New Orleans Field Office</a>   | <a href="#">Miami District Office</a><br><a href="#">Tampa Field Office</a><br><a href="#">San Juan Local Office</a>   | <a href="#">San Francisco District Office</a><br><a href="#">Seattle Field Office</a><br><a href="#">Oakland Local Office</a><br><a href="#">San Jose Local Office</a> |
| <a href="#">Charlotte District Office</a><br><a href="#">Raleigh Area Office</a><br><a href="#">Greensboro Local Office</a><br><a href="#">Greenville Local Office</a><br><a href="#">Norfolk Local Office</a><br><a href="#">Richmond Local Office</a> | <a href="#">Indianapolis District Office</a><br><a href="#">Detroit Field Office</a><br><a href="#">Cincinnati Area Office</a><br><a href="#">Louisville Area Office</a>  | <a href="#">New York District Office</a><br><a href="#">Boston Area Office</a><br><a href="#">Newark Area Office</a><br><a href="#">Buffalo Local Office</a>               | <a href="#">St. Louis District Office</a><br><a href="#">Kansas City Area Office</a><br><a href="#">Oklahoma City Area Office</a>                                      |
| <a href="#">Chicago District Office</a><br><a href="#">Milwaukee Area Office</a><br><a href="#">Minneapolis Area Office</a>   | <a href="#">Los Angeles District Office</a><br><a href="#">Fresno Local Office</a><br><a href="#">Honolulu Local Office</a><br><a href="#">Las Vegas Local Office</a><br><a href="#">San Diego Local Office</a> | <a href="#">Philadelphia District Office</a><br><a href="#">Baltimore Field Office</a><br><a href="#">Cleveland Field Office</a><br><a href="#">Pittsburgh Area Office</a> | <a href="#">Washington Field Office</a>  |

## 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*

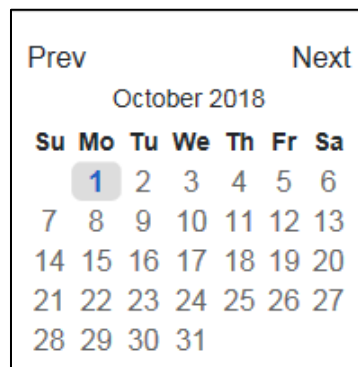
Place your cursor on a button then press the Enter key to execute the button action. The Enter Key may also be used to enter the highlighted value in a drop-down list into a field.

## 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 4 below:

**Figure 4 – Calendar Dialog**



| Prev | October 2018 |    |    |    |    |    |  | Next |
|------|--------------|----|----|----|----|----|--|------|
| Su   | Mo           | Tu | We | Th | Fr | Sa |  |      |
|      | 1            | 2  | 3  | 4  | 5  | 6  |  |      |
| 7    | 8            | 9  | 10 | 11 | 12 | 13 |  |      |
| 14   | 15           | 16 | 17 | 18 | 19 | 20 |  |      |
| 21   | 22           | 23 | 24 | 25 | 26 | 27 |  |      |
| 28   | 29           | 30 | 31 |    |    |    |  |      |

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 4). 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 with links to information about the EEOC and its processes. Select a link to learn more before getting started.

If you are submitting an inquiry, there is a video available, in English and Spanish, that explains the basics of filing a charge with the EEOC. Select the **Play** button to view the video to learn more before getting started.

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