UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

## eOPF v5.2 Electronic Official Personnel Folder (eOPF)

Login Guide



**OPM**.GOV

June 25, 2022

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## 1.0 OVERVIEW

eOPF uses Multifactor Authentication (MFA) which is an authentication method that requires the user to provide two or more verification factors to gain access to eOPF. The following MFA options are available for employees to access the documents in their electronic Official Personnel folder (eOPF).

- PIV/CAC: All agency personnel assigned a Personal Identity Verification (PIV) or Common Access Cards (CAC) are expected to log in using their PIV/CAC.
- Login.gov: All employees without PIV or CAC but with an eOPF ID and Password are required to log in using Login.gov.

All employees without PIV or CAC or a Login.gov account are required to contact their HR servicing offices to obtain copies of their documents from eOPF.

### 1.1 PURPOSE

This user guide covers the basic employee role. It assumes access to a federal government assigned computer, PIV/CAC, eOPF ID, password, work email address, and a working knowledge of Microsoft Windows desktop. It also assumes the federal government computer complies with eOPF specifications.

The federal government assigned computer should have a Web browser application and Adobe Acrobat Reader with the "Compatibility Mode" option disabled. The Web browser allows viewing of the various system pages such as *Logon* and *Search*. Adobe Reader allows viewing and printing or downloading each Portable Document Format (PDF) document. Set the Adobe Reader options to **not** view inside the browser.

### 1.2 SCOPE

The intent of this guide is to outline the steps for a user to log into eOPF. All eOPF functionality necessary to log into eOPF is in this user guide.

### **1.3 POINTS OF CONTACT**

The agency Human Resources (HR) personnel staff respond to all employee questions regarding processes, eOPF IDs, passwords, etc. This includes questions regarding agency policies regarding the use of PIV/CAC, Login.gov, issuance of a work email address, and issuance of eOPF ID and password. eOPF staff are available to assist HR personnel as needed.

The eOPF Helpdesk responds to all technical issues with eOPF ID and password, the eOPF self-service and the eOPF application. Contact the help desk at <u>eOPFhelpdesk@opm.gov</u> or 866-275-8518.

Operating hours are:

Monday – Friday: 24 hours per day for email, and 9:00 AM – 9:00 PM EST for phone support Saturday – Sunday: 8:00 AM – 4:30 PM EST for email; no phone support

The Login.gov Helpdesk responds to all technical issues related to signing-in Login.gov. Contact the login help desk at <u>Contact us | Login.gov</u>. Operating hours are Monday-Friday 8:00 am to 8:00 pm ET. Please allow 2 business days for a response.

### 1.4 LOGIN OPTIONS

The process when agency issues a PIV or CAC to employee:

- Agency issues PIV or CAC
- Agency issues a unique work email to employee
- Employee retrieves eOPF ID via eOPF self-service functionality
- Employee establishes a password using eOPF self-service functionality
- Employee registers PIV/CAC in eOPF
- Employee logs into eOPF using PIV/CAC

The process when agency does not issue a PIV or CAC to employee:

- Agency issues a unique work email to employee
- Employee retrieves eOPF ID via eOPF self-service functionality
- Employee establishes a password using eOPF self-service functionality
- Employee establishes an account in Login.gov when the employee does not have an existing Login.gov account (for USAJOBS, EEX, etc.)
- Employee links the Login.gov account to eOPF using the eOPF ID and password
- Employee logs into eOPF via Login.gov

The process when agency does not issue a PIV or CAC or a work email address to employee:

- Employee contacts the HR servicing office to request copies of their documents from eOPF
- HR Servicing office provides requested documents

### 2.0 eOPF User ID and Password

All employees must have an eOPF ID and password to log into eOPF or link a Login.gov account to eOPF. The eOPF ID is created when the eOPF account is created. eOPF established employee self-service functionality that allows a user to retrieve an eOPF ID and password. All users (new employees and those that have forgotten their ids) use employee self-service to locate their eOPF ID. After the eOPF ID is known, the user (new employee or one that has forgotten the password) creates a password using employee self-service.

Criteria to use eOPF self-service includes:

- All employees must have a unique work email address to use the eOPF selfservice functionality
- All employees must know their official name on file with eOPF
- All employees with elevated privileges must know the social security number used to establish their account
- All employees with elevated privileges must know the date of birth used to establish their account

### 2.1 WORK EMAIL ADDRESS

To obtain a user ID and password to access eOPF using the employee self-service functionality, the user must have a unique work email address on file in eOPF. Users that do not have a unique email address cannot access eOPF and must contact their HR servicing office to obtain copies of their documents from eOPF.

Users that do not have a unique work email address on file will not receive emails containing the eOPF ID. Instead, an email will be sent to notify the PO ID administrator of the attempt to obtain an eOPF ID without a valid work email address on file.

### 2.2 RETRIEVING AN eOPF ID VIA eOPF SELF-SERVICE

Employees who do not know or who forgot their password can request the eOPF ID using the eOPF self-service functionality

### To Request eOPF ID from the eOPF Logon page:

Step	Action	Screen Shot
1	Launch the eOPF application by opening a browser and entering the agency's eOPF URL.	URL address for eOPF is https://eopf.opm.gov/ <agency name="">/.</agency>

Step	Action	Screen Shot
	The eOPF User Agreement page displays. Read the User Agreement and	These of Personnel Management exception of the segment of the segm
2	click the Accept button.	negar para han hang para man hang para hang para hang para hang para para para para para para para par
3	The eOPF Logon page displays. From the eOPF Logon page, click the Request eOPF ID link.	<image/>
4	The Request Your eOPF ID page displays. Click the <u>Cancel</u> Cancel button to exit. <b>Or</b> Type the eOPF ID in the eOPF ID field.Type the last 5 digits of the SSN in the Last 5 digits of the SSN field. Type the last name in the Last Name field.	Request Your eOPF ID.         Purpose: This feature allows you to request your eOPF ID. Please enter information in the following fields.         Last 5 digits of your SSN: (Example: 67890)         Last Name:         Date Of Birth: (mm/dd/yyyy)         Submit       Cancel
5	button. If you previously logged into eOPF but have forgotten the eOPF ID, the system displays a drop-down list of challenge questions. Select one question to answer.	Answer Security Question To complete your identification process please answer one of the following security questions. What was your childhood nickname?  What was your childhood nickname?  Maswer Security Question Cancel  Answer Security Question Your answer to the selected question is incorret. Flease try again or select another question to answer. You only have 2 attempt(s) remaining. To complete your identification process please answer one of the following security questions. In what city did you meet your spouse/significant other?  Submit Cancel

Step	Action	Screen Shot
	A failure to answer the challenge question correctly results in an error message. Three incorrect attempts results in an error message.	
6	If all information verifies, eOPF will send an email containing eOPF ID. When the information verifies but there is no valid work email address, a message displays and an email is sent to the PO ID administrator indicating the eOPF ID request processed but there isn't a valid work email address in the system. The employee should contact the HR servicing office to obtain a valid work email address. After the address is in the system, repeat the Request eOPF ID process.	OPF ID Request successful.     Your eOPF ID request has been processed.     You will receive an email with further instructions.     Please contact the helpdesk if you don't receive an email.     DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.     Click here to return to logon page.

### 2.3 RETRIEVING eOPF PASSWORD VIA eOPF SELF-SERVICE

Employees with an eOPF ID but no password and employees who forgot their password can request a password using the eOPF self-service functionality. If an account is locked out because of entering an incorrect password multiple times, use the following process to unlock the account.

#### To Request a Password from the eOPF Logon page:

Step	Action	Screen Shot
1	Launch the eOPF application by opening a browser and entering the agency's eOPF URL.	URL address for eOPF is https://eopf.opm.gov/ <agency name="">/.</agency>
2	The eOPF User Agreement page displays. Read the User Agreement and click the Accept Accept button.	<text></text>
3	The eOPF Logon page displays. From the eOPF Logon page, click the Request a New Password link.	<page-header></page-header>
4	The Request a New Password page displays. Click the <u>Cancel</u> button to exit. <b>Or</b> Type the eOPF ID in the eOPF ID field.	Request a New Password         Purpose: This feature allows you to request your new Password. Please enter information in the following fields.         eOPF ID:         (Hint: eOPF ID = eOPF Login ID)         Last 5 digits of your SSN: (Example: 67890)         Last Name:         Submit       Cancel

Step	Action	Screen Shot
	Type the last 5 digits of the SSN in the Last 5 digits of the SSN field.	
	Type the last name in the Last Name field.	
	Click the <b>Submit</b> Submit button.	
	The entries are compared against data in the eOPF employee information repository.	Answer Security Question To complete your identification process please answer one of the following security questions. What was your childhood nickname? Submit Cancel
5	If all three entered values match the stored values, and the employee is resetting a previous password, eOPF prompts the employee to answer one of the personal security questions.	Answer Security Question Your answer to the selected question is incorrect. Please try again or select another question to answer. You only have 2 attempt(s) remaining. To complete your identification process please answer one of the following security questions. In what city did you meet your spouse/significant other?
		<ul> <li>We're sorry but we're unable to process your Password Request!</li> <li>You have exceeded the maximum allowed attempts.</li> <li>Please return to the logon page to try again or contact the <u>helpdesk</u> for assistance.</li> </ul>
	button.	DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.
	challenge question correctly results in an error message.	
	Three incorrect attempts results in an error message.	
	A message displays indicating the request was successful and the employee receives an email.	<ul> <li>New Password Request successful.</li> <li>Your password request has been processed.</li> <li>You will receive an email with further instructions.</li> <li>Please contact the <u>helpdesk</u> for assistance.</li> </ul>
6	The email includes a link to create a password with instructions.	DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK. Click here to return to logon page.
	OR	OR

Step	Action	Screen Shot
	When the information fails to verify, an <i>Access Denied</i> message displays.	We're sorry but we're unable to process your Password Request!  • Make sure that your eOPF ID, SSN, and Last Name are correct. • Please contact the <u>helpdesk</u> for assistance. DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.
	OR	Click here to return to logon page.
	When the information verifies but there is no valid work email address, a message displays and an email is sent to the PO ID administrator indicating a password request processed but there isn't a valid work email address in the system. Contact the HR servicing office to obtain a valid work email address. After the address is in the system, repeat the Request a New Password process.	<section-header><section-header></section-header></section-header>
7	Upon receiving the email, click on the link to launch the <i>Reset</i> <i>Your Password</i> page. Enter the eOPF ID, Last 5 digits of the SSN, Last Name, answer to the security question (if prompted) and then click the Submit Submit button.	Reset your password         Note: The link provided in your password request.         request.         Please complete the following prompts.         eOPF ID (Hint: eOPF ID = eOPF Login ID):         Last 5 digits of your SSN (Example: 67890):         Last Name:         In what city did you meet your spouse/significant other?         Submit       Cancel

Step	Action	Screen Shot
8	If the information is valid the <i>Please reset your password</i> page displays. Enter a password in the <i>New</i> <i>Password</i> field.	Please reset your password Purpose: Please enter a new password below and click on "Reset Password". After successfully creating the new password, you will be redirected to the Logon page. Use your newly created password to logon to eOPF. Note: Password must meet the following requirements: At least one upper-case letter At least one upper-case letter At least one special character At least one speci
	In the Verify Password field, enter the new password again. After all password requirements are met the Reset Password Reset Password button is enabled. Click the Reset Password Reset Password button, which updates the new password in eOPF.	Cancel         Please enter a new password below and click on "Reset Password". After successfully creating the new password, you will be redirected to the Logon page. Use your newly created password to logon to eOPF.         Note: Password must meet the following requirements:
9	The <i>eOPF Logon</i> page displays.	<page-header></page-header>

# **3.0 REGISTERING AND LOGGING IN WITH A PIV/CAC**

eOPF requires employees to use either a Personal Identity Verification (PIV) or Common Access Card (CAC) or Login.gov to sign into eOPF. This section covers registering and logging into eOPF with a PIV/CAC. If the PIV or CAC is not registered with eOPF, the system requires the employee to register it and create a PIN. Registering the PIV/CAC is a one-time task. After that, whenever the employee logs in to the eOPF, the employee will use the PIV or CAC and PIN to authenticate identity and protect the account.

To register a PIV/CAC, the employee needs an eOPF ID and password.

### To Register a PIV or CAC:

Step	Action	Screen Shot
1	Launch the eOPF application by opening a browser and entering the agency's eOPF URL.	URL address for eOPF is https://eopf.opm.gov/ <agency name="">/.</agency>
2	The eOPF User Agreement page displays. Read the User Agreement and click the Accept Accept button.	<complex-block></complex-block>
3	The eOPF Logon page displays. Click the Login with the PIV or CAC image.	<page-header></page-header>

Step	Action	Screen Shot
4	The Select a Certificate popup displays. Select the certificate that has "Client Authentication" and "Smart Card Logon" capabilities to validate the PIV/CAC. <b>Note:</b> This screenshot shows the Edge browser. Other browsers may look different.	Select a certificate for authentication Site needs your credentials: MS-Organization-Access 1/4/2021 Entrust Signature - 6/25/2020 Entrust Authentication - 6/25/2020
5	Based on the workstation environment, a prompt appears asking for the PIV/CAC PIN. NOTE: The individual agency prompts may look different. Enter the PIN.	ActivClient Login ? X ActivID* ActivClient*  Please enter your PIN.  PIN OK Cancel
6	When the PIN is incorrect, a message indicating Problem Encountered displays.	ActivClient Error Found Problem Encountered The PIN you entered is incorrect. You have 4 PIN attempts left before your smart card will lock. Once the card is locked, you cannot use it until unlocked with the help of your help desk. Cancel Retry

Step	Action	Screen Shot
	When the PIN is correct, the PIV/CAC Registration popup displays. Enter eOPF ID and Password and click the Register Register button.	PIV/CAC Card Registration         Your PIV or CAC Card has not been registered.         Please register below.         Please fill out the fields below and select the 'Register' button to register your PIV or CAC card.         eOPF ID:       A30-ADMIN         Password:
7	<ul> <li>When the information provided *does not* match the information in the eOPF system or there is a problem with the eOPF account, a message explaining the error displays.</li> <li>Follow the instructions on the error message to resolve the issue.</li> <li>Contact the assigned HR servicing office for assistance.</li> </ul>	eOPF Last Name does not match PIV/CAC: () We'are sorry, the last name associated with your PIV/CAC card does not match your last name in eOPF. • Please return to the login page to try again or contact the helpdesk for assistance. eOPF ID/Password incorrect/not found: () We're sorry, we could not find a user with that eOPF ID and password. • You may Request Your eOPF ID, Request a New Password, Reset Your Password or click on the links at the bottom of the page for more help. eOPF Account is locked: • Please return to the login page to try again or contact the helpdesk for assistance. eOPF Account is NOT ACTIVE: () We're sorry, your account in eOPF is NOT ACTIVE. • Please return to the login page to try again or contact the helpdesk for assistance.

Step	Action	Screen Shot
		eOPF Password needs to be Reset:
		We're sorry, your eOPF password needs to be reset.
		<ul> <li>You may <u>Request Your eOPF ID</u>, <u>Request a New Password</u>, <u>Reset</u> <u>Your Password</u> or click on the links at the bottom of the page for more help.</li> </ul>
		eOPF Account start date has not been reached:
		We're sorry, your start date is set for a future date.
	When the information and the last name matches the	<ul> <li>Please return to the <u>login page</u> to try again or contact the <u>helpdesk</u> for assistance.</li> </ul>
	Common Name or Last name in the Certificate correctly, a message indicating PIV/CAC registration is successful displays.	PIV/CAC card registration is successful.     Select "Continue" to access eOPF.     Select "Cancel" to exit.
	Click Continue	Continue Cancel
8	The eOPF Welcome page displays.	User Name: MANTLELIG, ALICE         Help         FAQ         Home           Welcome to the eOPF System         Introduction :         Introduction :         Introduction in the status was developed for eOPF training. You have logged into the <u>MAT INSTERCE</u> , which contains folders and documents for you to use in becoming familiar with TRANSFER. Please note these TRANSFER training databases will be reset to be original dealt. Status every offer fridely, at the close of businese, beginning March 18, 2011. Any transfer processes begin or completed will be eased.           Operational guidance and guestions concerning specific functionally should be directed to your eOPF Project Manager. Short video singless on TRANSFER are available by closing on https://teg/inbc.gov/videos         OPM Web Rege           User Infic:         User Infic:         Infic:           Trade Login Count: 21         Infic:         Infic:

# 3.1 LOGGING INTO eOPF USING PIV/CAC AFTER THE PIV/CAC IS REGISTERED

### To Log on to eOPF with PIV or CAC:

Step	Action	Screen Shot
1	Launch the eOPF application by opening a browser and entering the agency's eOPF URL.	URL address for eOPF is https://eopf.opm.gov/ <agency name="">/.</agency>
2	The eOPF User Agreement page displays. Read the User Agreement and click the Accept button.	When the presence is a support of the same presence is a
3	The eOPF Login page displays. Click the Login with the PIV or CAC image.	<page-header></page-header>

Step	Action	Screen Shot
	The Select a Certificate popup displays.	Select a certificate for authentication ×
4	Select the certificate that has "Client Authentication" and "Smart Card Logon" capabilities to validate the PIV/CAC. <b>Note:</b> This screenshot shows the Edge browser. Other browsers may look different.	MS-Organization-Access 1/4/2021 Entrust Signature - 6/25/2020 Entrust Authentication - 6/25/2020
	Based on the workstation environment, a prompt appears asking for the PIV/CAC PIN.	ActivClient Login ? X ActivID* ActivClient*
5	NOTE: The individual agency prompts may look different.	Please enter your PIN.
	Enter the PIN.	PIN OK Cancel
	The eOPF Welcome page	User Name: MANTLEL16, ALICE Help FAQ Home
6	displays.	Welcome to the eOPF System Introduction : Introduction : Text This ate was developed for eOPF training. You have logged into the <u>UAT INSTANCE</u> , which contains folders and documents for you to use in becoming familiar with TRANSFER. Please note these TRANSFER training databases will be nest to the original default settings every other Friday, at the close of business, beginning March 18, 2011. Any transfer processes begun or completed will be erased. Operational guidance and questions concerning specific functionally should be directed to your eOPF Project Manager. Short video snippets on TRANSFER are available by clicking on https://eopf.nbc.gov/videos OPM Web frage User Info: Emerginery Data best updated on::///2000 Total Login Count: 21

# 4.0 ESTABLISHING AN ACCOUNT AND LOGGING IN WITH LOGIN.GOV

eOPF requires employees to use either a Personal Identity Verification (PIV) or Common Access Card (CAC) or Login.gov to sign into eOPF. Login.gov is used to log into eOPF by employees who do not have a PIV or CAC. This section covers establishing an account and logging into eOPF with a Login.gov. The system requires an employee to establish an account with Login.gov and link it to eOPF. Creating a Login.gov account is a one-time task. After that, whenever an employee logs in to the eOPF, the employee will use Login.gov credentials, as well as a special code to authenticate identity and protect the account.

### 4.1 ESTABLISHING AN ACCOUNT IN LOGIN.GOV

The following information is required when creating a secure Login.gov account:

- Email address An email address that the employee will always be able to access.
- Secure password Passwords must be at least 12 characters and should not include commonly used words or phrases.
- One or more authentication methods such as Security Key or Authentication application

#### To Establish a Login.gov Account:

Step	Action	Screen Shot
1	Launch the eOPF application by opening a browser and entering the agency's eOPF URL.	URL address for Login.gov is <u>https://login.gov</u> .
2	The eOPF User Agreement page displays. Read the User Agreement and click the Accept button.	<text></text>

Step	Action	Screen Shot
3	The eOPF Logon page displays. Click the "Click Here Access eOPF using Login.gov" button	<page-header></page-header>
		Descent a formation of the second methods. Association stream is a second method of the second of the secon
	The Sign in page displays.	U LOGIN.GOV
	Click on Create an account.	Sign in Email address
4		Password  Sign in  Create an account  Sign in with your government employee ID  Forgot your password? Security Practices and Privacy Act Statement to
5	The Create your account page displays. Enter your email address. Select your language preference. Read and Check I read and accept the Login.gov Rules of Use box. Click Submit.	Privacy Act Statement is         Image: Contract of the contract of t
		Security Practices and Privacy Act Statement Ø Privacy Act Statement Ø

Step	Action	Screen Shot	
6	The Check your email page displays. A message displays indicating the request was successful and the employee receives an email. The email includes a link to create a password with instructions. Upon receiving the email, follow the link to continue creating an account.	<pre>     LOGIN.GOV      Check your email     We sent an email to      @gmail.com with a link to     confirm your email address. Follow the link to continue     creating your account.      Didn't receive an email? <u>Resend</u>      Or, <u>use a different email address</u>      You can close this window if you're done. </pre>	
7	Enter Login.gov credentials.	LOGIN.GOV OF COPPE LOGIN.GOV OF COPPE I Count of Coppe Control of Coppe	
8	Select secondary authentication.	Decin.cov Officer	

Step	Action	Screen Shot
9	Select secondary authentication method.	Image: Decision correction correcti
10	Enter one-time use authentication code. Users will be directed to link Login.gov account to eOPF account if either of the following conditions exist: This is the initial sign-in via Login.gov. Once association has been completed, subsequent logins will not require this step. User has changed their eOPF password via self-service or help desk assistance.	Decinit.cov   Construction

### 4.2 LINKING A LOGIN.GOV ACCOUNT TO EOPF

Step	Action	Screen Shot
Steps below are required following a user's initial Login.gov sign-in or eOPF password reset. Steps below continue the steps in table above.		
1	The Sign in page displays. Enter eOPF ID. Enter eOPF password. Click on Submit.	Office of Personnel Management eOPF eOPF Login: Please use your eOPF credentials to link your Login.gov account eOPF LOg PasswoRD: 
**This step creates the association between a user's Login.gov account and the eOPF account. Once this is completed, users will no longer use their eOPF IDs and passwords.		
2	The eOPF Home page displays.	Ny coff         Net Name:         Net Dir         FAQ         Home           Ny coff         Reach a0TF         Tradication         Trad

### 5.0 LOGIN HELP/FAQs

### To access Login Help:

Step	Action	Screen Shot
1	Launch the eOPF application by opening a browser and entering the agency's eOPF URL.	URL address for eOPF is https://eopf.opm.gov/ <agency name="">/.</agency>
2	The eOPF User Agreement page displays. Read the User Agreement and click the Accept button.	<text><text><text><text><text><text><text><text><text></text></text></text></text></text></text></text></text></text>
3	The eOPF Logon page displays. For assistance, click the "Login Help" link at the bottom of the eOPF Login page. The Login Help page displays.	<page-header></page-header>

### To access Login FAQs:

Step	Action	Screen Shot
1	Launch the eOPF application by opening a browser and entering the agency's eOPF URL.	URL address for eOPF is https://eopf.opm.gov/ <agency name="">/.</agency>

Step	Action	Screen Shot
2	The eOPF User Agreement page displays. Read the User Agreement and click the Accept button.	<text><text><text><text><text><text><text><text><text></text></text></text></text></text></text></text></text></text>
3	The eOPF Logon page displays. To view Frequently Asked Questions, click the "Login FAQs" link at the bottom of the eOPF Login page. The Login Frequently Asked Questions (FAQs) page displays.	<page-header></page-header>