

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

eOPF v5.2

Electronic Official Personnel

Folder (eOPF)

Login Guide



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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 eOPFhelpdesk@opm.gov 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 [Contact us | Login.gov](#). 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 self-service 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.


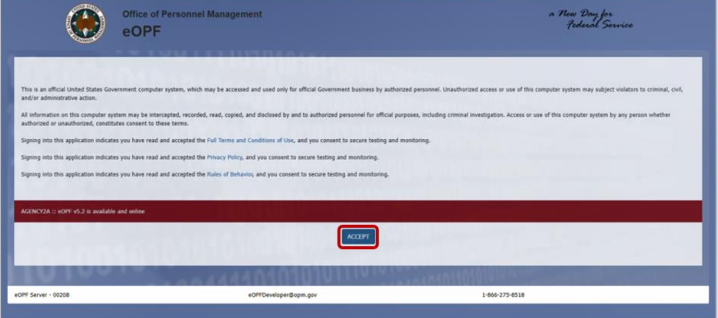
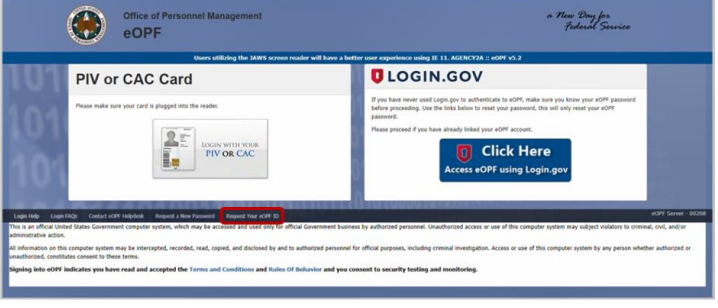



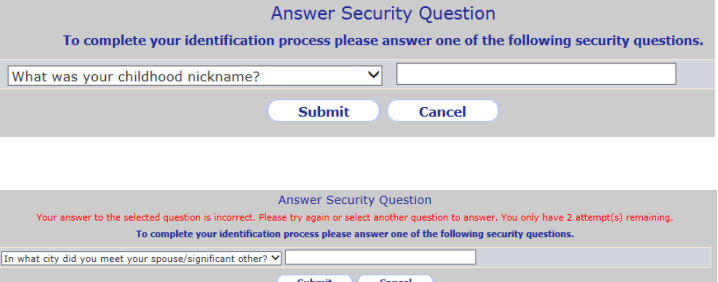
Users that do not have a unique work email address on file will not receive emails containing the eOPF ID. Instead, an email will be sent to notify the PO ID administrator of the attempt to obtain an eOPF ID without a valid work email address on file.

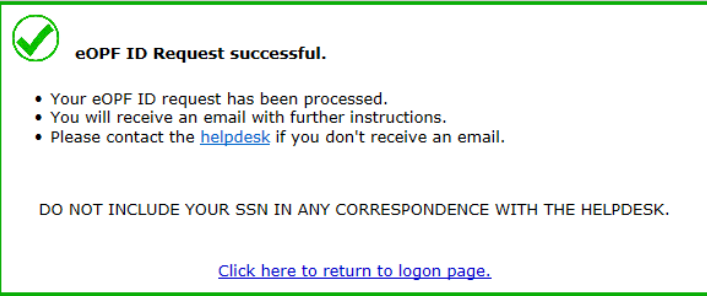

2.2 RETRIEVING AN eOPF ID VIA eOPF SELF-SERVICE

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 <a href="https://eopf.opm.gov/<agency name>/">https://eopf.opm.gov/<agency name>/ .


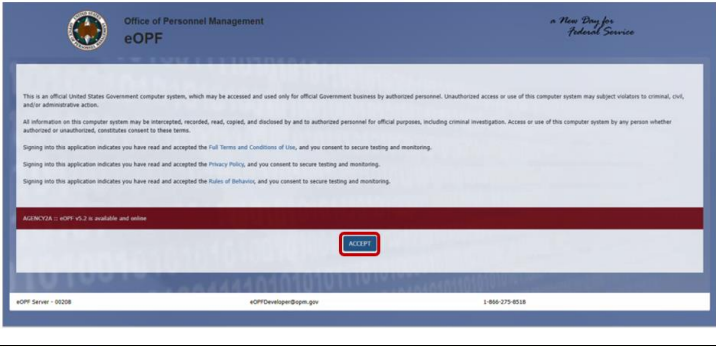
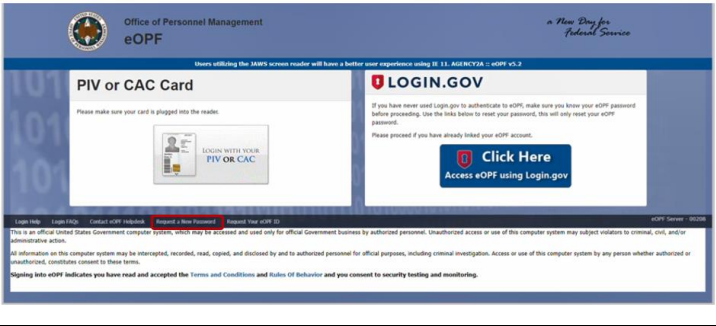

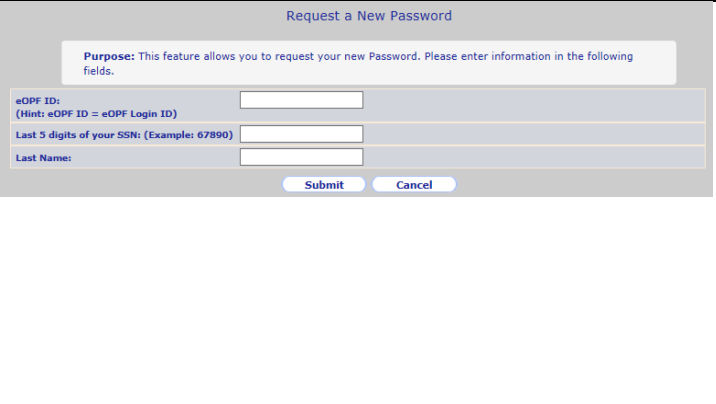
Step	Action	Screen Shot
2	<p>The eOPF User Agreement page displays.</p> <p>Read the User Agreement and click the  Accept button.</p>	
3	<p>The eOPF Logon page displays.</p> <p>From the eOPF Logon page, click the Request eOPF ID link.</p>	
4	<p>The Request Your eOPF ID page displays.</p> <p>Click the  Cancel button to exit.</p> <p>Or</p> <p>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.</p> <p>Type the last name in the Last Name field.</p> <p>Click the  Submit button.</p>	
5	<p>If you previously logged into eOPF but have forgotten the eOPF ID, the system displays a drop-down list of challenge questions.</p> <p>Select one question to answer.</p>	



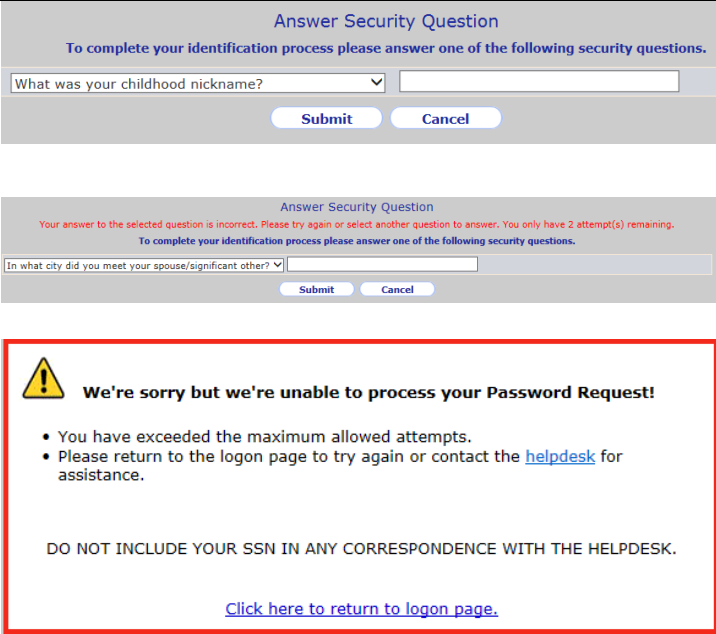
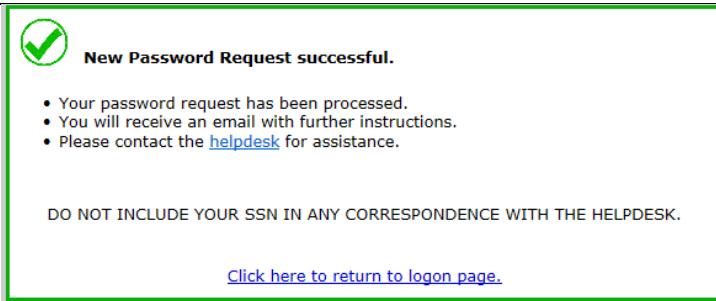
Step	Action	Screen Shot
	<p>A failure to answer the challenge question correctly results in an error message.</p> <p>Three incorrect attempts results in an error message.</p>	
<p>6</p>	<p>If all information verifies, eOPF will send an email containing eOPF ID.</p> <p>When the information verifies but 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.</p> <p>The employee should contact the HR servicing office to obtain a valid work email address.</p> <p>After the address is in the system, repeat the Request eOPF ID process.</p>	 <p> eOPF ID Request successful.</p> <ul style="list-style-type: none"> • 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. <p>DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.</p> <p>Click here to return to logon page.</p>

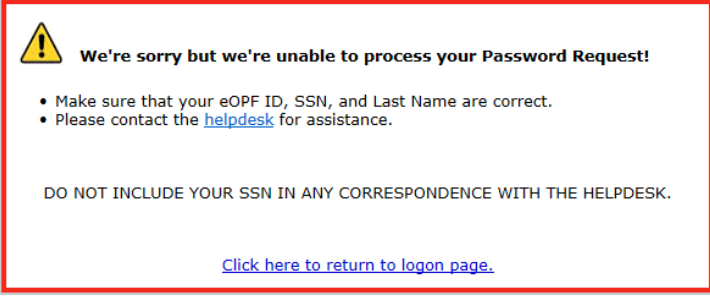
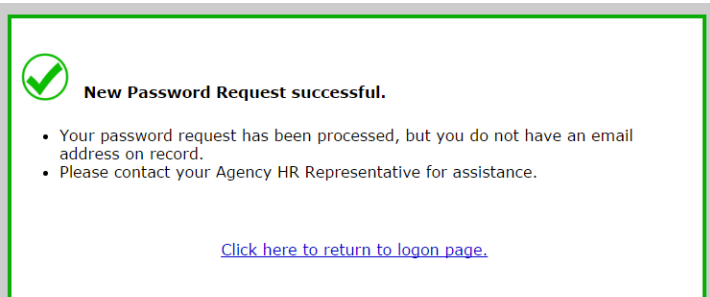

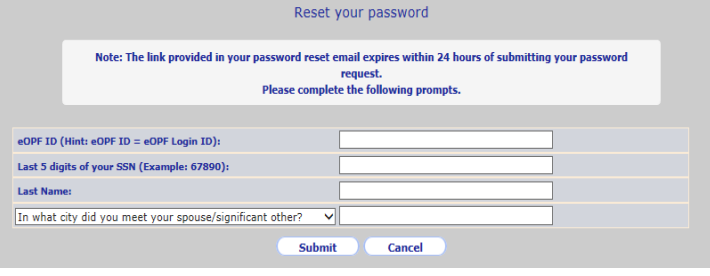
2.3 RETRIEVING eOPF PASSWORD VIA eOPF SELF-SERVICE

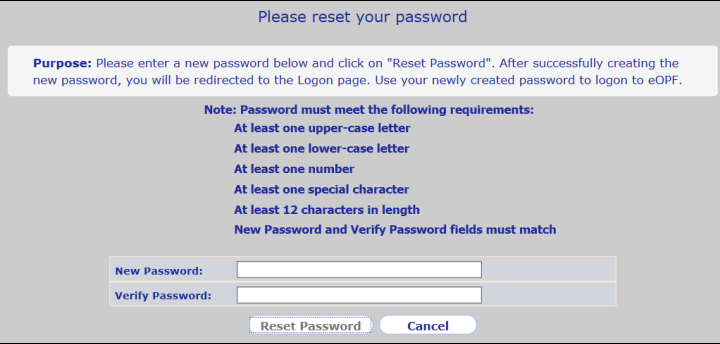
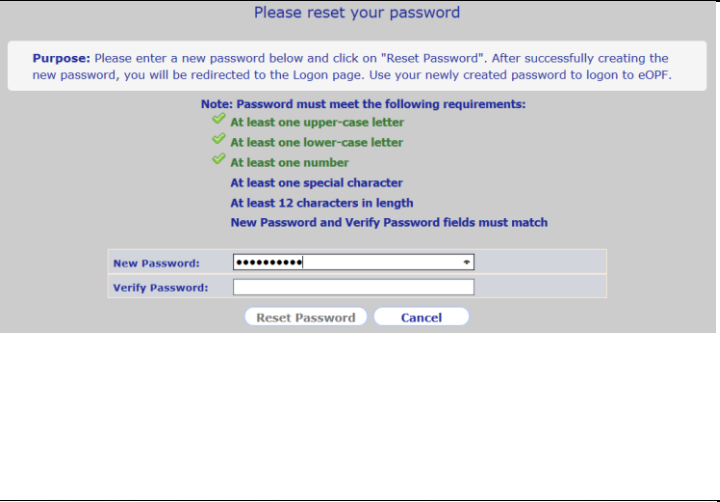
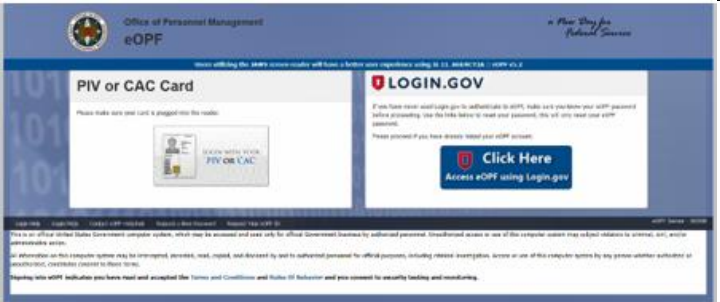
Employees with an eOPF ID but no password and employees who forgot their password can request a password using the eOPF self-service functionality. If an account is locked out because of entering an incorrect password multiple times, use the following process to unlock the account.

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>/ .
2	The eOPF User Agreement page displays. Read the User Agreement and click the  Accept button.	
3	The eOPF Logon page displays. From the eOPF Logon page, click the Request a New Password link.	
4	The Request a New Password page displays. Click the  Cancel button to exit. Or Type the eOPF ID in the eOPF ID field.	

Step	Action	Screen Shot
	<p>Type the last 5 digits of the SSN in the Last 5 digits of the SSN field.</p> <p>Type the last name in the Last Name field.</p> <p>Click the  Submit button.</p>	
<p>5</p>	<p>The entries are compared against data in the eOPF employee information repository.</p> <p>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.</p> <p>Click the  <i>Submit</i> button.</p> <p>A failure to answer the challenge question correctly results in an error message.</p> <p>Three incorrect attempts results in an error message.</p>	 <p>The screenshot shows two instances of the 'Answer Security Question' prompt. The first shows a dropdown menu with 'What was your childhood nickname?' and a text input field. Below are 'Submit' and 'Cancel' buttons. The second instance shows a red error message: 'Your answer to the selected question is incorrect. Please try again or select another question to answer. You only have 2 attempt(s) remaining.' Below this is another security question prompt: 'In what city did you meet your spouse/significant other?' with a dropdown and text input, and 'Submit' and 'Cancel' buttons.</p> <p>We're sorry but we're unable to process your Password Request!</p> <ul style="list-style-type: none"> You have exceeded the maximum allowed attempts. Please return to the logon page to try again or contact the helpdesk for assistance. <p>DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.</p> <p>Click here to return to logon page.</p>
<p>6</p>	<p>A message displays indicating the request was successful and the employee receives an email.</p> <p>The email includes a link to create a password with instructions.</p> <p>OR</p>	 <p>The screenshot shows a green checkmark icon and the text: 'New Password Request successful.'</p> <ul style="list-style-type: none"> Your password request has been processed. You will receive an email with further instructions. Please contact the helpdesk for assistance. <p>DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.</p> <p>Click here to return to logon page.</p> <p>OR</p>

Step	Action	Screen Shot
	<p>When the information fails to verify, an <i>Access Denied</i> message displays.</p> <p>OR</p> <p>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.</p> <p>Contact the HR servicing office to obtain a valid work email address.</p> <p>After the address is in the system, repeat the Request a New Password process.</p>	 <p>OR</p> 
<p>7</p>	<p>Upon receiving the email, click on the link to launch the <i>Reset Your Password</i> page.</p> <p>Enter the eOPF ID, Last 5 digits of the SSN, Last Name, answer to the security question (if prompted) and then click the  <i>Submit</i> button.</p>	


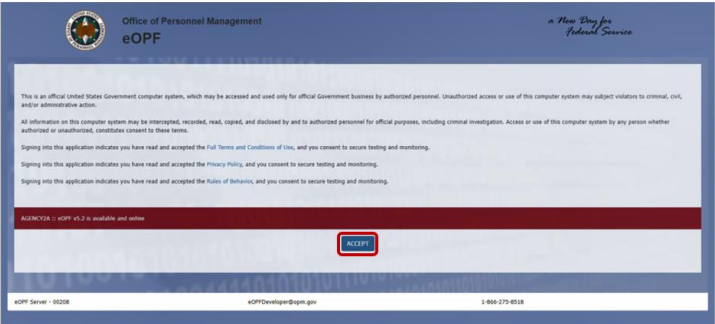
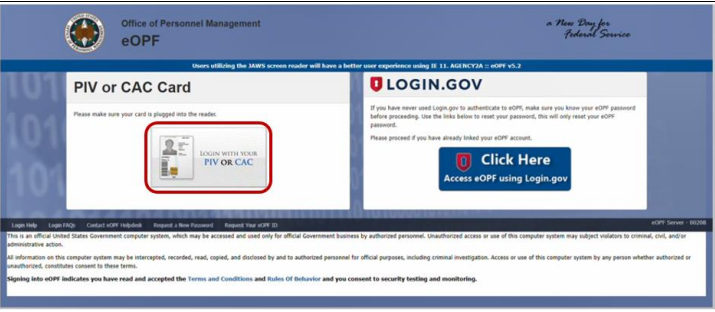
Step	Action	Screen Shot
8	<p>If the information is valid the <i>Please reset your password</i> page displays.</p> <p>Enter a password in the <i>New Password</i> field.</p>	
	<p>In the <i>Verify Password</i> field, enter the new password again.</p> <p>After all password requirements are met the Reset Password <i>Reset Password</i> button is enabled.</p> <p>Click the Reset Password <i>Reset Password</i> button, which updates the new password in eOPF.</p>	
9	<p>The <i>eOPF Logon</i> page displays.</p>	

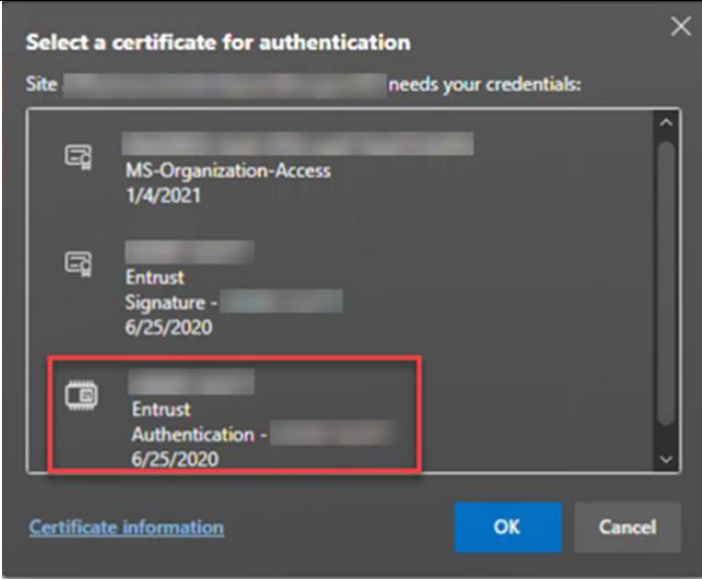
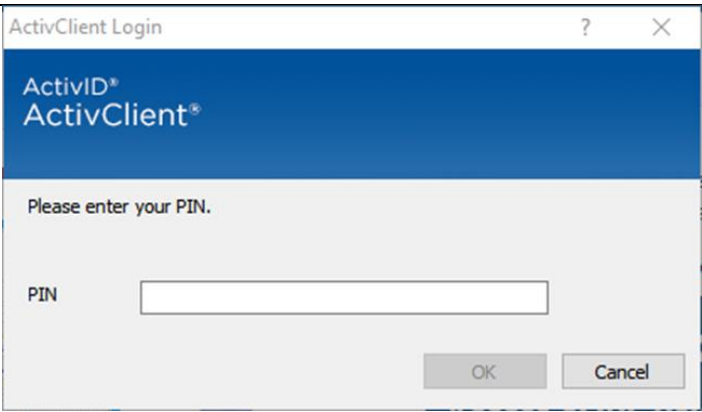
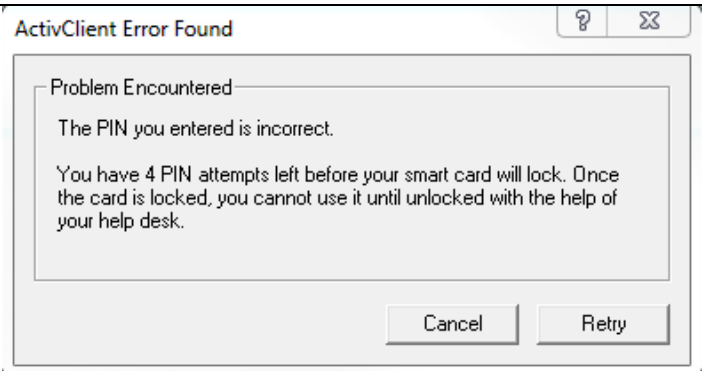
3.0 REGISTERING AND LOGGING IN WITH A PIV/CAC



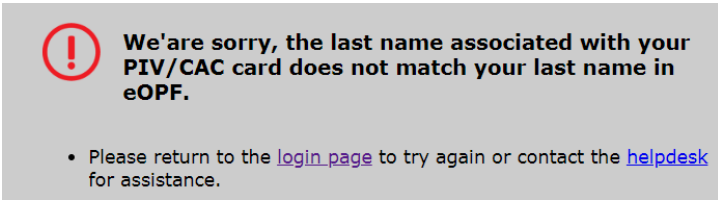
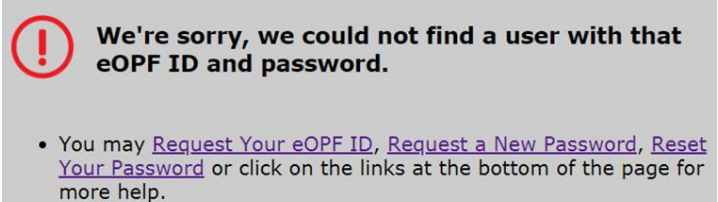
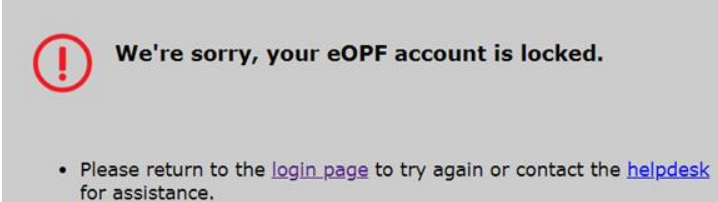
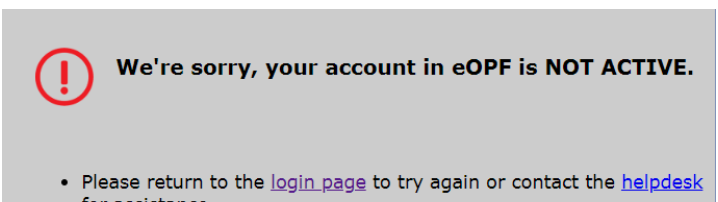
eOPF requires employees to use either a Personal Identity Verification (PIV) or Common Access Card (CAC) or Login.gov to sign into eOPF. This section covers registering and logging into eOPF with a PIV/CAC. If the PIV or CAC is not registered with eOPF, the system requires the employee to register it 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.


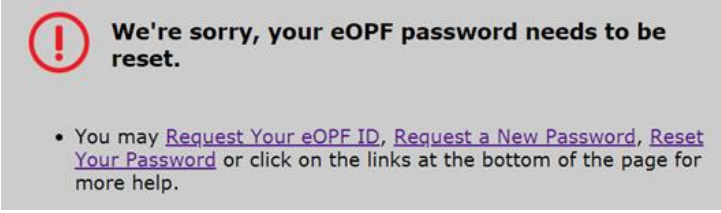
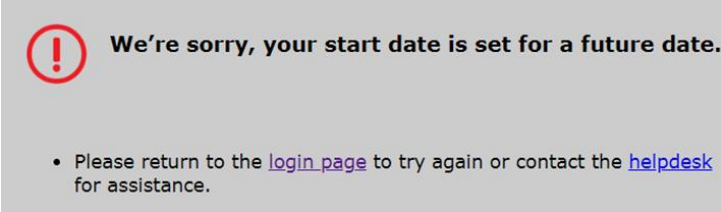
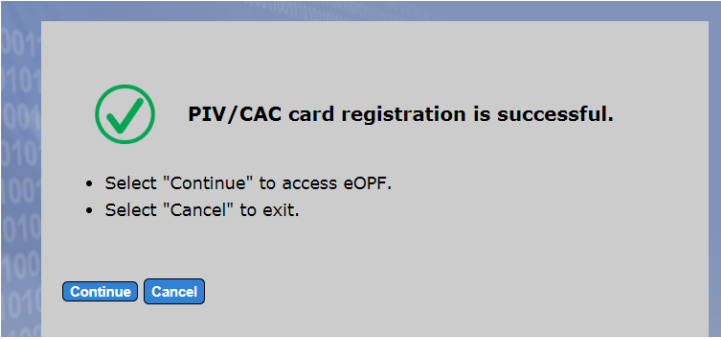
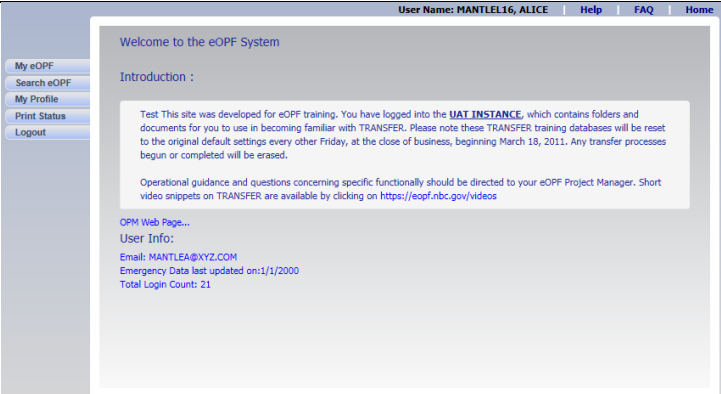
To register a PIV/CAC, the employee needs an eOPF ID and password.

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 <a href="https://eopf.opm.gov/<agency name>/">https://eopf.opm.gov/<agency name>/ .
2	The eOPF User Agreement page displays. Read the User Agreement and click the  Accept button.	
3	The eOPF Logon page displays. Click the Login with the PIV or CAC image.	


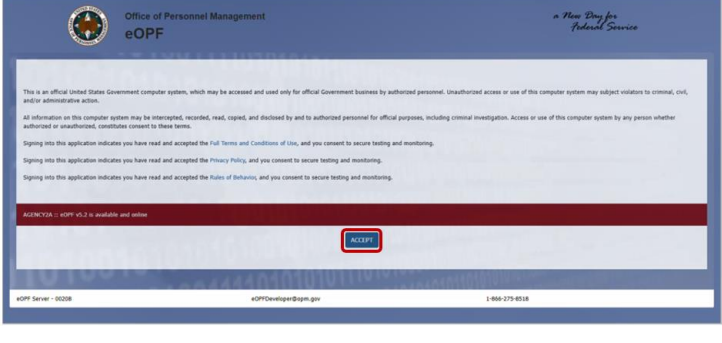
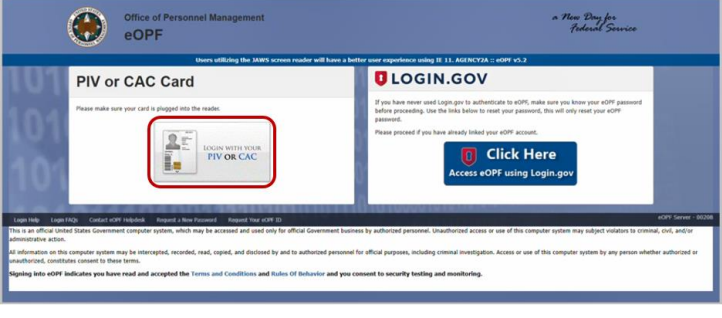
Step	Action	Screen Shot
4	<p>The Select a Certificate popup displays.</p> <p>Select the certificate that has “Client Authentication” and “Smart Card Logon” capabilities to validate the PIV/CAC.</p> <p>Note: This screenshot shows the Edge browser. Other browsers may look different.</p>	
5	<p>Based on the workstation environment, a prompt appears asking for the PIV/CAC PIN.</p> <p>NOTE: The individual agency prompts may look different.</p> <p>Enter the PIN.</p>	
6	<p>When the PIN is incorrect, a message indicating Problem Encountered displays.</p>	

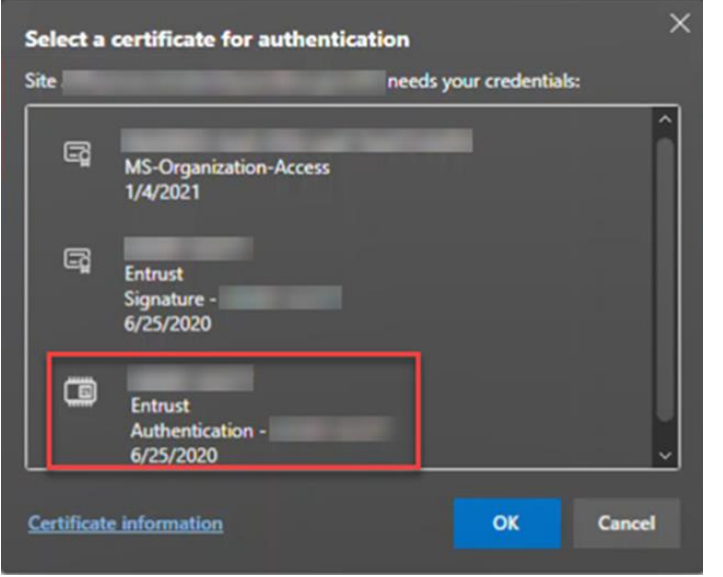
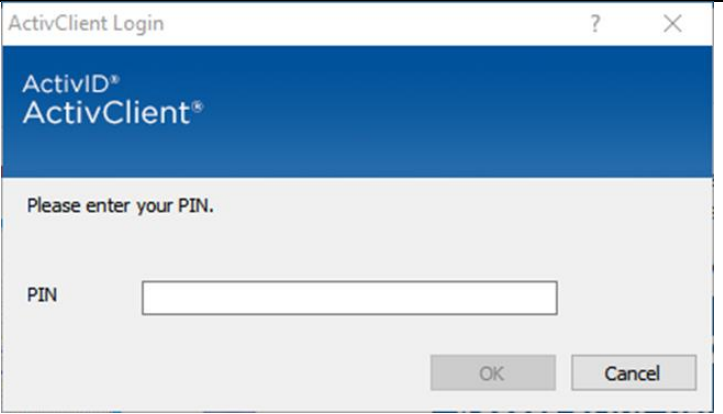
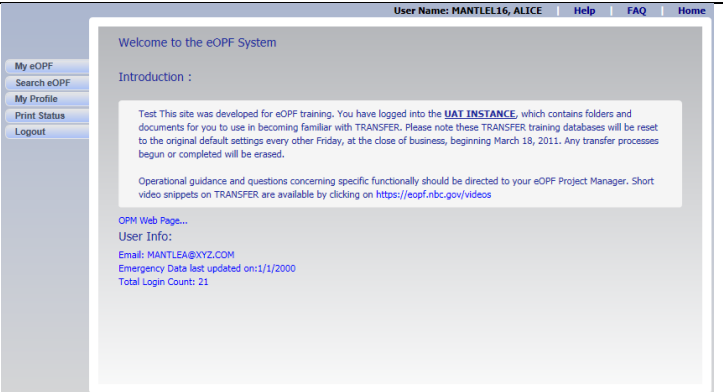
Step	Action	Screen Shot
	<p>When the PIN is correct, the PIV/CAC Registration popup displays.</p> <p>Enter eOPF ID and Password and click the  <i>Register</i> button.</p>	
<p>7</p>	<p>When the information provided *does not* match the information in the eOPF system or there is a problem with the eOPF account, a message explaining the error displays.</p> <p>Follow the instructions on the error message to resolve the issue.</p> <p>Contact the assigned HR servicing office for assistance.</p>	<p>eOPF Last Name does not match PIV/CAC:</p>  <p>eOPF ID/Password incorrect/not found:</p>  <p>eOPF Account is locked:</p>  <p>eOPF Account is NOT ACTIVE:</p> 

Step	Action	Screen Shot
	<p>When the information and the last name matches the Common Name or Last name in the Certificate correctly, a message indicating PIV/CAC registration is successful displays.</p> <p>Click  Continue.</p>	<p>eOPF Password needs to be Reset:</p>  <p>eOPF Account start date has not been reached:</p>  
8	The eOPF Welcome page displays.	

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 <a href="https://eopf.opm.gov/<agency name>/">https://eopf.opm.gov/<agency name>/ .
2	The eOPF User Agreement page displays. Read the User Agreement and click the  Accept button.	
3	The eOPF Login page displays. Click the Login with the PIV or CAC image.	

Step	Action	Screen Shot
4	<p>The Select a Certificate popup displays.</p> <p>Select the certificate that has “Client Authentication” and “Smart Card Logon” capabilities to validate the PIV/CAC.</p> <p>Note: This screenshot shows the Edge browser. Other browsers may look different.</p>	
5	<p>Based on the workstation environment, a prompt appears asking for the PIV/CAC PIN.</p> <p>NOTE: The individual agency prompts may look different.</p> <p>Enter the PIN.</p>	
6	<p>The eOPF Welcome page displays.</p>	

4.0 ESTABLISHING AN ACCOUNT AND LOGGING IN WITH LOGIN.GOV


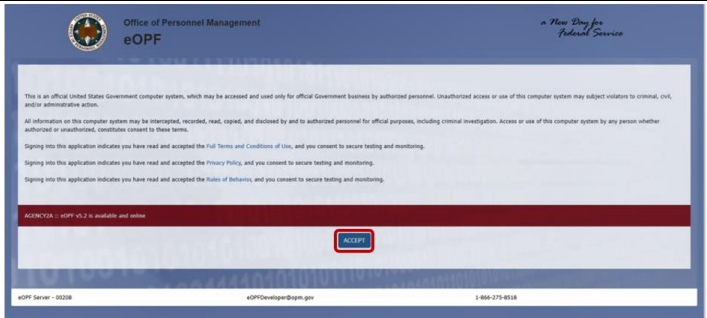
eOPF requires employees to use either a Personal Identity Verification (PIV) or Common Access Card (CAC) or Login.gov to sign into eOPF. Login.gov is used to log into eOPF by employees who do not have a PIV or CAC. This section covers establishing an account and logging into eOPF with a Login.gov. The 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.

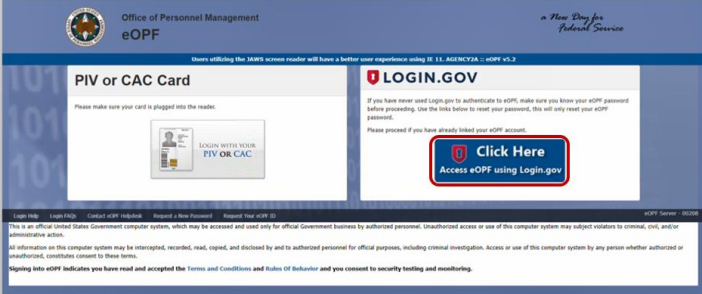
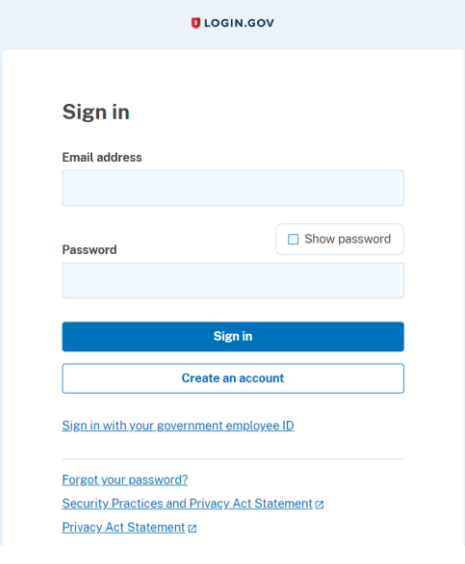
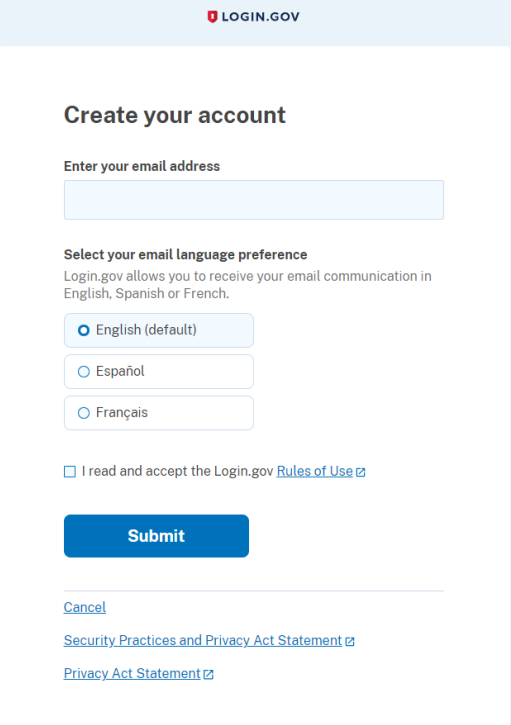
4.1 ESTABLISHING AN ACCOUNT IN LOGIN.GOV

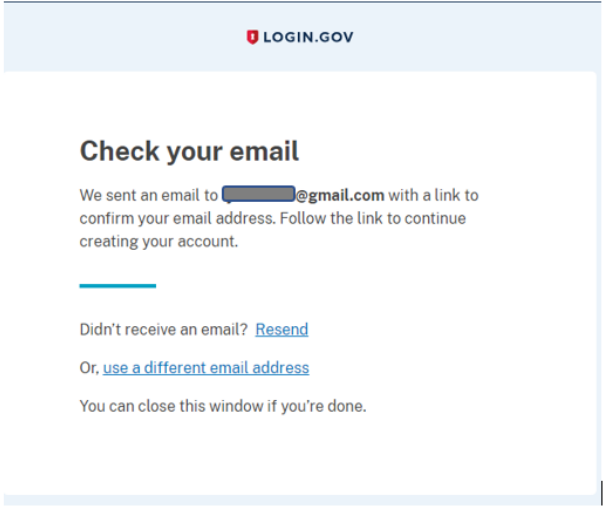
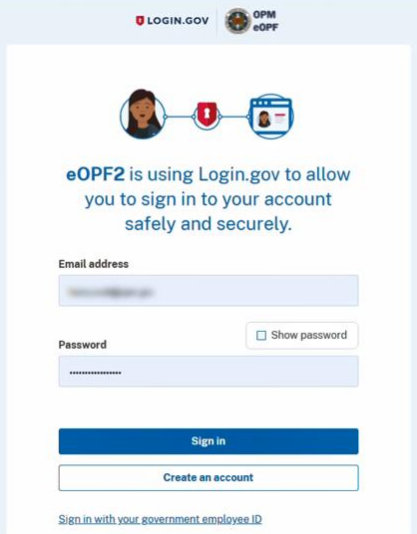
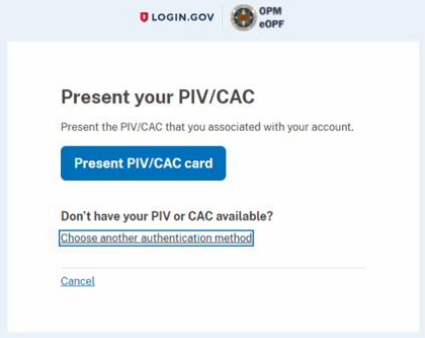
The following information is required when creating a secure Login.gov account:

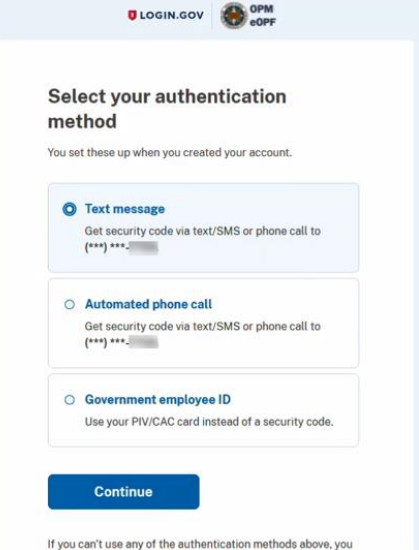
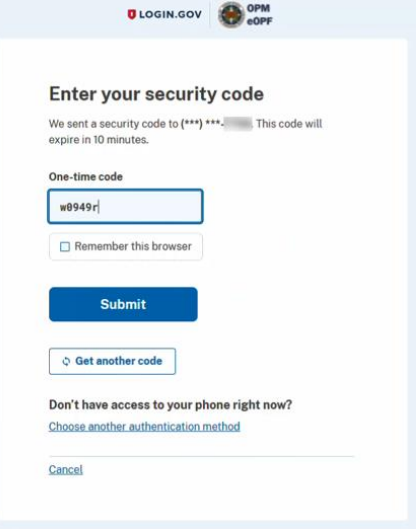
- Email address - An email address that the employee will always be able to access.
- Secure password - Passwords must be at least 12 characters and should not include commonly used words or phrases.
- One or more authentication methods such as Security Key or Authentication application

To Establish a Login.gov Account:

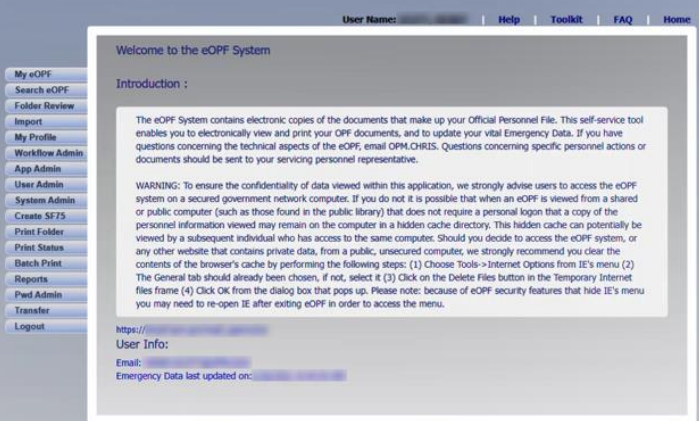
Step	Action	Screen Shot
1	Launch the eOPF application by opening a browser and entering the agency's eOPF URL.	URL address for Login.gov is https://login.gov .
2	The eOPF User Agreement page displays. Read the User Agreement and click the  Accept button.	

Step	Action	Screen Shot
3	<p>The eOPF Logon page displays.</p> <p>Click the “Click Here Access eOPF using Login.gov” button</p>	
4	<p>The Sign in page displays.</p> <p>Click on Create an account.</p>	
5	<p>The Create your account page displays.</p> <p>Enter your email address.</p> <p>Select your language preference.</p> <p>Read and Check I read and accept the Login.gov Rules of Use box.</p> <p>Click Submit.</p>	

Step	Action	Screen Shot
6	<p>The Check your email page displays. A message displays indicating the request was successful and the employee receives an email.</p> <p>The email includes a link to create a password with instructions.</p> <p>Upon receiving the email, follow the link to continue creating an account.</p>	
7	<p>Enter Login.gov credentials.</p>	
8	<p>Select secondary authentication.</p>	


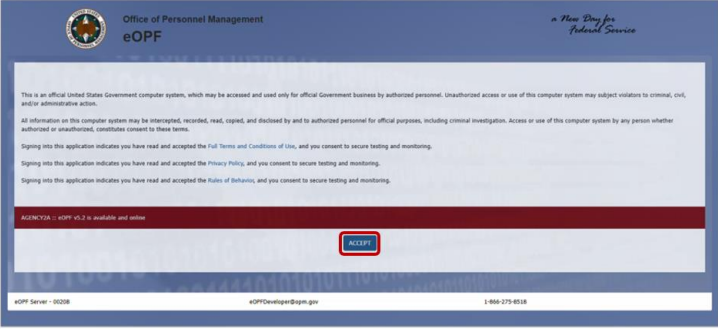
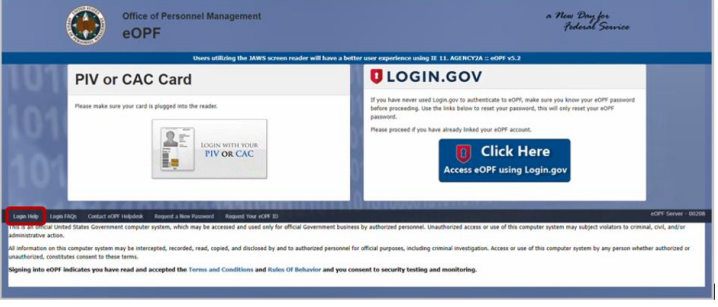
Step	Action	Screen Shot
9	<p>Select secondary authentication method.</p>	 <p>The screenshot shows the 'Select your authentication method' screen. At the top, there are logos for LOGIN.GOV and OPM eOPF. The main heading is 'Select your authentication method'. Below it, a sub-heading says 'You set these up when you created your account.' There are three radio button options: 'Text message' (selected), 'Automated phone call', and 'Government employee ID'. Each option has a brief description. At the bottom, there is a blue 'Continue' button. Below the button, there is a note: 'If you can't use any of the authentication methods above, you'.</p>
10	<p>Enter one-time use authentication code.</p> <p>Users will be directed to link Login.gov account to eOPF account if either of the following conditions exist:</p> <p>This is the initial sign-in via Login.gov. Once association has been completed, subsequent logins will not require this step.</p> <p>User has changed their eOPF password via self-service or help desk assistance.</p>	 <p>The screenshot shows the 'Enter your security code' screen. At the top, there are logos for LOGIN.GOV and OPM eOPF. The main heading is 'Enter your security code'. Below it, a sub-heading says 'We sent a security code to (***) (***)-****. This code will expire in 10 minutes.' There is a text input field with the value 'w0949r '. Below the input field is a checkbox labeled 'Remember this browser'. At the bottom, there is a blue 'Submit' button and a button labeled 'Get another code'. Below the 'Get another code' button, there is a link: 'Don't have access to your phone right now? Choose another authentication method'. At the very bottom, there is a 'Cancel' link.</p>

4.2 LINKING A LOGIN.GOV ACCOUNT TO EOPF

Step	Action	Screen Shot
<p>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.</p>		
<p>1</p>	<p>The Sign in page displays. Enter eOPF ID. Enter eOPF password. Click on Submit.</p>	
<p>**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.</p>		
<p>2</p>	<p>The eOPF Home page displays.</p>	


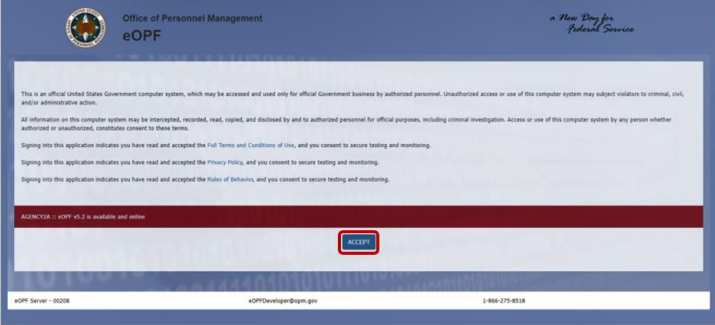
5.0 LOGIN HELP/FAQs

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>/ .
2	The eOPF User Agreement page displays. Read the User Agreement and click the  Accept button.	
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.	

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>/ .

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