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U.S. Equal Employment Opportunity Commission (EEOC)

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**EEOC Public Portal User's Guide**  
**Vol 1 – Getting Started**

May 7, 2019

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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 complaints of employment or hiring discrimination against private business or non-profit organizations, unions, temp agency or staffing firms, state or local governments, or the Federal government. The EEOC Public Portal is the primary point of communication between you and the EEOC.

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### 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):

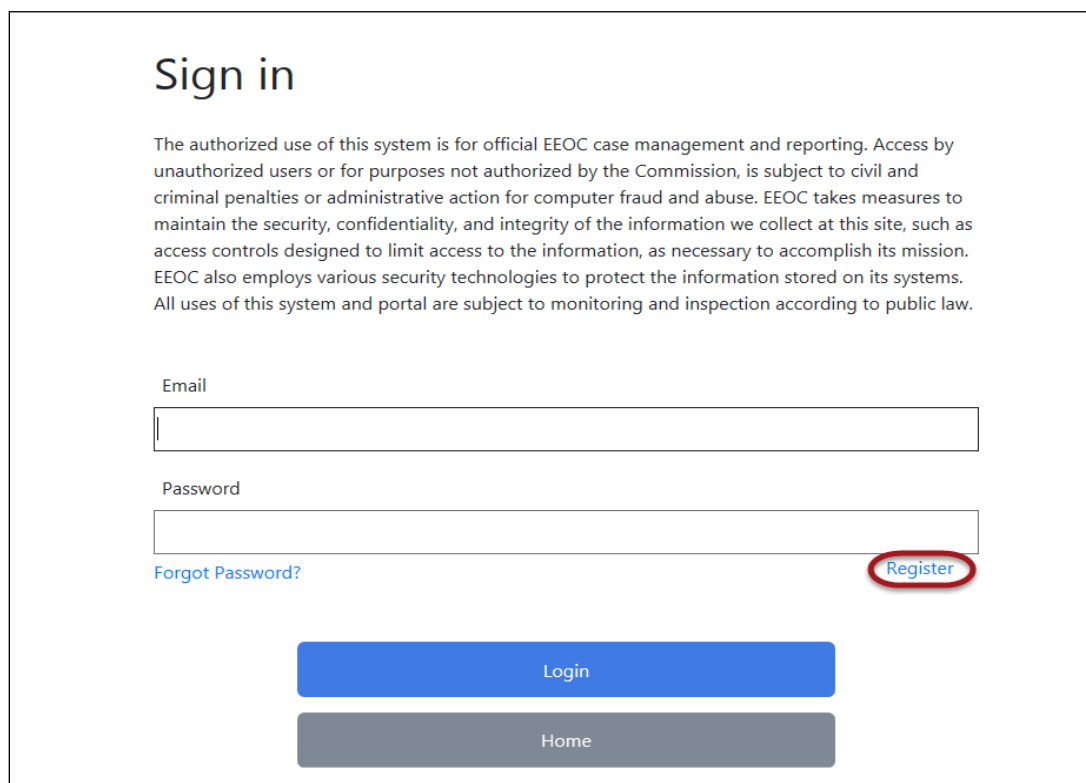
- ❖ Vol 1 – Getting Started (learn about EEOC Public Portal access, structure, and other basic information)
- ❖ Vol 2 – Submit an Online Inquiry to the EEOC
- ❖ Vol 3 – Post-Inquiry Tasks (learn about scheduling an interview with the EEOC, entering additional information about an online inquiry, and 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 during the conclusion of an investigation/conciliation/closure and about your right to sue)
- ❖ 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)

## 1 Creating a User Account

You must have a Public Portal user account to submit an inquiry, a hearing request, or an appeal to EEOC. Your user account is identified by a unique user name (your email address) and protected by a secure password of your choice. If you don't already have a Public Portal user account, you'll be prompted to register when you start the submission process.

To create a user account, perform the following steps:

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



**Sign in**

The authorized use of this system is for official EEOC case management and reporting. Access by unauthorized users or for purposes not authorized by the Commission, is subject to civil and criminal penalties or administrative action for computer fraud and abuse. EEOC takes measures to maintain the security, confidentiality, and integrity of the information we collect at this site, such as access controls designed to limit access to the information, as necessary to accomplish its mission. EEOC also employs various security technologies to protect the information stored on its systems. All uses of this system and portal are subject to monitoring and inspection according to public law.

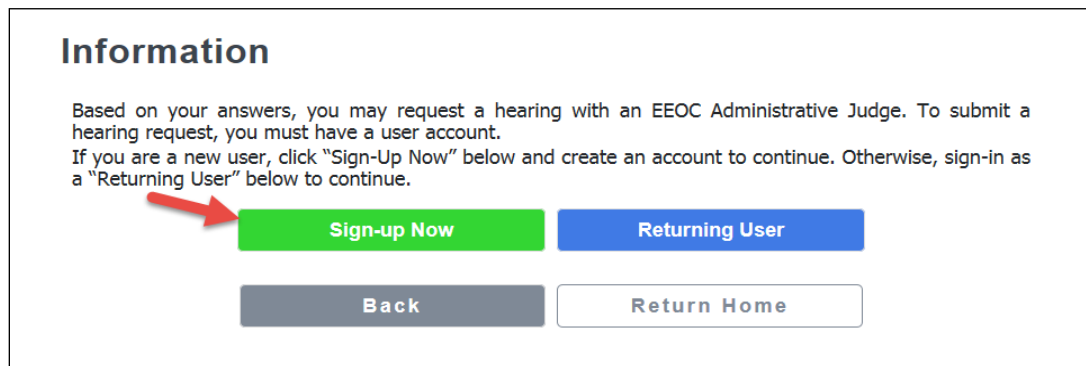
Email

Password

[Forgot Password?](#) [Register](#)

Login

Home



**Information**

Based on your answers, you may request a hearing with an EEOC Administrative Judge. To submit a hearing request, you must have a user account. If you are a new user, click "Sign-Up Now" below and create an account to continue. Otherwise, sign-in as a "Returning User" below to continue.

[Sign-up Now](#) [Returning User](#)

[Back](#) [Return Home](#)

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

U.S. Equal Employment Opportunity Commission

Register

### Create Account

I represent a charging party or complainant

Salutation: Ms.

First Name: Joan

Middle Initial:

Last Name: Worker

Suffix:

Address (1): 150 Main Street

Address (2):

Country/Region: United States of America

Postal Code: (required (\*) if Country is selected as USA): 60601

City: CHICAGO

State: Illinois

Email address: jworker@mailinator.com

(You must validate the Email address)

Please enter at least one phone number:

Home Phone Number: (555) 413-1235

Cell Phone Number: e.g., (123) 456-7890

Email Language Preference: English

### Login Information

User ID: JWORKER@MAILINATOR.COM

Password:

Password Confirmation:

### Security Questions

Password Hint Question 1: What is your pet's name?

Password Hint Answer 1:

Password Hint Question 2: What year was your father born?

Password Hint Answer 2:

[Accessibility Statement](#) [Privacy Statement](#) For website technical support(only). Please contact [digitalsupport@eoc.gov](mailto:digitalsupport@eoc.gov) or 1-800-569-7118 [Access](#)

- **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.** Click on 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 click on the **Submit** button. When the pop-up appears indicating the validation was successful, click on the **OK** button.

Email Code Verification

Enter the email verification code sent to your email. If you cannot find this email in your inbox, please check your Spam folder.

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

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

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

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## 1.1 EEOC Public Portal Access for Representatives

If you represent clients who have filed charges, hearing requests or appeals with the EEOC, you may access the EEOC Public Portal to view your clients' cases. When the **Create Account** page displays, click on the **I represent a charging party or complainant** checkbox and enter your contact information. Be sure to click on the **Validate** button to validate your email address. When you have finished entering information click on the **Submit** button.

Once you log in you will see, on the **My Cases** page, a list of all the charges, hearing requests and/or appeals for which you are identified as a representative for the charging party or complainant. Click on 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 or appeal, contact your client to ensure that you were identified as a representative for matters concerning that case.*

## 2 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 clicking on the **Forgot Password?** link on the **Sign in** page.

To obtain a new password, perform the following steps:

**Step 1.** Click on 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 click on 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 'Login' and 'Register'. The main content area is titled 'Forgot Password' and contains several input fields: 'First Name' with the value 'Joan', 'Last Name' with the value 'Person', 'Zip Code' with the value '60601', and 'Email Address'. Below these fields, there is an 'OR' separator and another empty input field. At the bottom of the form, there are three buttons: 'Next' (highlighted with a red arrow), 'Reset', and 'Cancel'.

➤ **Tip!** Clicking on the **Reset** 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 click on 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 'Login' 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 (dots). At the bottom right of the form, there are three buttons: 'Forgot Answers', 'Reset Password' (highlighted with a red arrow), and 'Cancel'.

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

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

U.S. Equal Employment Opportunity Commission

Login | Register

**Reset Password**

New Password:

Confirm Password:



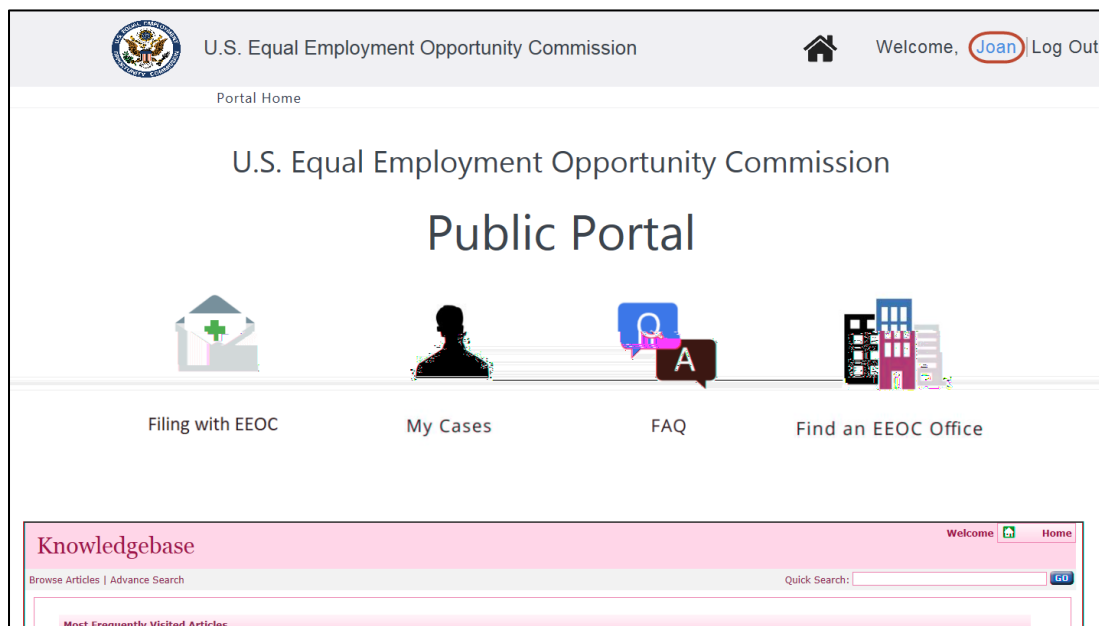
### 3 Change Your Email Address

If your email address has changed, you may modify the address you entered in the Public Portal by clicking on 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.

To change your email address, perform the following steps:

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



**Step 2.** Click on the **OK** button to acknowledge the Privacy Policy.

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

U.S. Equal Employment Opportunity Commission

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

Register

### Update Account

**Personal Information**

I represent a charging party or complainant

Salutation:

First Name:\*

Middle Initial:

Last Name:\*

Suffix:

Address (1):\*

Address (2):

Country/Region:\*

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

City:\*

State:

Email address : \*

(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:\*

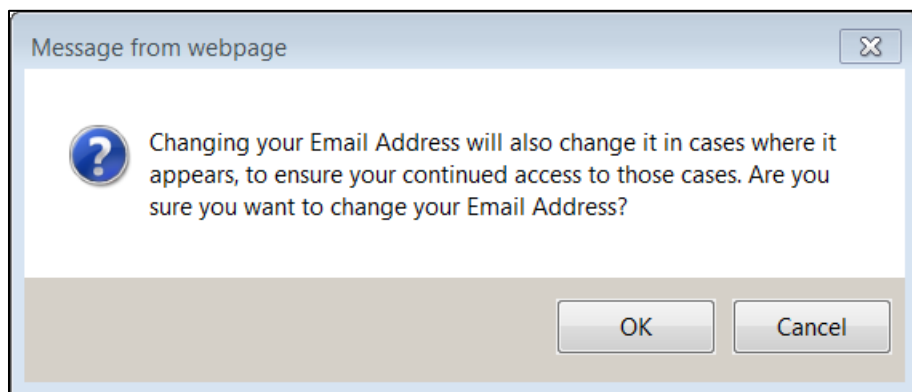
Password Hint Answer 2:\*

For website technical support(only), Please contact [digitalsupport@eoc.gov](mailto:digitalsupport@eoc.gov) or 1-800-569-7118

[Accessibility Statement](#) [Privacy Statement](#)

**Step 4.** Enter your new email address and press **Tab**.

**Step 5.** A confirmation pop-up window displays. Click on **OK** to continue.



**Step 6.** Click on the **Validate** button to verify your new email address.

**Step 7.** A verification code will be sent to the new email address you provided. Enter the code when prompted and click on the **Submit** button. When the pop-up appears indicating the validation was successful, click on the **OK** button.

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

**Step 8.** Click on the **Submit** button to update your account.

**Step 9.** You will be logged out and returned to the home page of the Public Portal. Click on **Login** to login again with your new email address.

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

## 4 The EEOC Public Portal Application Window

The EEOC Public Portal Home page has four links to choose from which are described in the subsections that follow:


- **Filing with EEOC**
- **My Cases**
- **FAQ**
- **Find an EEOC Office**

There is also a Knowledgebase section in the Portal that provides you with helpful information based on a search of the EEOC articles. The most frequently visited articles are listed there. 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



- **Tip!** Click on the house icon (  ) from any page to return to the Home page.
- **Tip!** Turn off Pop-Up blockers in your browser.
- **Tip!** Do not use the browser buttons to navigate the application. Use the **Back** and **Next** buttons.

## 4.1 Filing with EEOC

The **Filing with EEOC** link allows you to submit an inquiry, hearing request, or an appeal to the EEOC. After you click on 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 directed to the appropriate submission process.

## 4.2 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.

## 4.3 Frequently Asked Questions (FAQs)

The FAQ link allows you to access the EEOC's Knowledgebase of articles. Here you can learn more about the EEOC processes and search for answers to your questions. Click on a link to display the article. Click on the **Back** button to return to the previous page.

To display the FAQ page, click on the **FAQ** link on the Home Page. The FAQ page is shown in Figure 2 below:

Figure 2 – FAQ Page

The screenshot shows the EEOC Knowledgebase FAQ page. At the top, there is a header with the EEOC logo, the text 'U.S. Equal Employment Opportunity Commission', a home icon, and 'Login | Register' links. Below the header is a 'FAQ' section with a 'Knowledgebase' title and a 'Quick Search' field. The main content area is divided into three sections: 'Most Frequently Visited Articles', 'Recently Modified Articles', and 'Most frequently searched articles by keywords'. The 'Most frequently searched articles by keywords' section contains a table with search keywords and their counts.

Search Keyword	Count
» APPOINTMENT	2238
» schedule an appointment	1062
» schedule an interview	901
» interview	685
» discrimination	654
» Calendar	533
» inquiry	481
» file a charge	389
» schedule	367

The following functions are available on the FAQ page:

- Browse Articles – Browse the library of EEOC articles.
- Advanced Search – Search by keyword(s) and/or category.
- Quick Search – Search on specific keyword(s).

### 4.4 Locate an EEOC Office

If you need help locating an EEOC office, the **Find an EEOC Office** link will help you. Clicking on 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 click on the link below the map to display information about a specific EEOC office.

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

Figure 3 – Locate an EEOC Office Page

The screenshot shows the EEOC website's 'Field Offices' page. At the top, there is a navigation bar with the EEOC logo and the text 'U.S. Equal Employment Opportunity Commission'. Below the navigation bar, there is a search bar and social media links. The main content area is titled 'EEOC Office List and Jurisdictional Map'. It includes the EEOC Headquarters address and a search box for field offices by zip code. A map of the United States is displayed, showing 15 districts: San Francisco, Los Angeles, Phoenix, Dallas, Chicago, St. Louis, Memphis, Houston, Birmingham, Atlanta, Miami, Philadelphia, Charlotte, New York, and Washington Field Office. Below the map, there is a list of links for each district office and its local offices.

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

## 5 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*

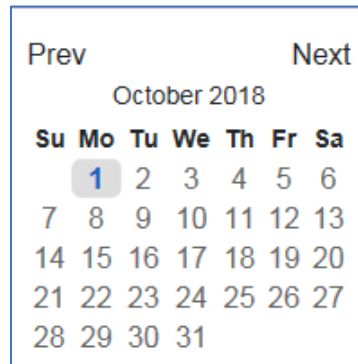
Place your cursor on a button then press the Enter key to execute the button action. The Enter Key may also be used to enter the highlighted value in a drop-down list into a field.

## 6 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, click that day to highlight it.

Once you click on the desired date, the dialog will close and the date you selected will be entered in the field.



## 7 Tutorials and Learning More

When you start the process of submitting an inquiry, requesting a hearing, or filing an appeal, 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. Click on 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. Click on the Play button (▶) to view the video to learn more before getting started.

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