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Equal Employment Opportunity Commission (EEOC)

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

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**Vol 7 – Appealing Federal Agency Decisions to the EEOC**

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.

## 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 logging into the EEOC Public Portal, the Portal structure, and other basic information)
- ❖ Vol 2 – Submit an Online Inquiry to the EEOC
- ❖ Vol 3 – Post-Inquiry Tasks (learn about scheduling an interview with the EEOC, entering Supplemental Information, filing a Charge of Discrimination)
- ❖ Vol 4 – Post-Charge Tasks (learn how to check the status of your case, respond to an Invitation to Mediate, request/respond to a Respondent's Position Statement)
- ❖ Vol 5 – Charge Closure (learn what happens during the conclusion of an investigation/conciliation/closure and about your right to sue)
- ❖ **Vol 6 – Hearings with the EEOC**
- ❖ Vol 7 – Appealing Federal Agency Decisions to the EEOC
- ❖ Vol 8 – Manage Your Case/Charge Information (learn how to display information about your case, enter/update your personal information, add Legal Representatives, and submit/receive documents associated with your case)

## Chapter 1 Appeal an Agency's Decision to the EEOC

To file an appeal with EEOC, perform the following steps:

- Step 1.** Go to the EEOC Public Portal's home page at <https://publicportal.eeoc.gov>
- Step 2.** On the EEOC Public Portal's home page, click **Filing with EEOC**.
- Step 3.** When asked to identify the **Type of Employer** you believe discriminated against you, select 'Federal Government agency...' and click on the **Next** button.

U.S. Equal Employment Opportunity Commission

Home Login Register

Filing with EEOC

Progress...

14%

EEOC enforces Federal civil rights laws that protect you from workplace discrimination and retaliation because of your race, color, religion, sex, national origin, age, disability, or genetic information. You may also have rights under other federal, state or local laws.

If you're claiming an employer has discriminated against you, EEOC may be able to help. We'll need to ask you a few basic questions to be sure. Your answers will not be saved unless you submit your complaint (against private sector employers), or hearing request or appeal to EEOC (for complaints against federal agency employers). Submitting to EEOC will allow us to evaluate your information and advise you on what we can do to assist you.

To get started, please tell us what type of employer you believe discriminated against you by choosing one of the following:

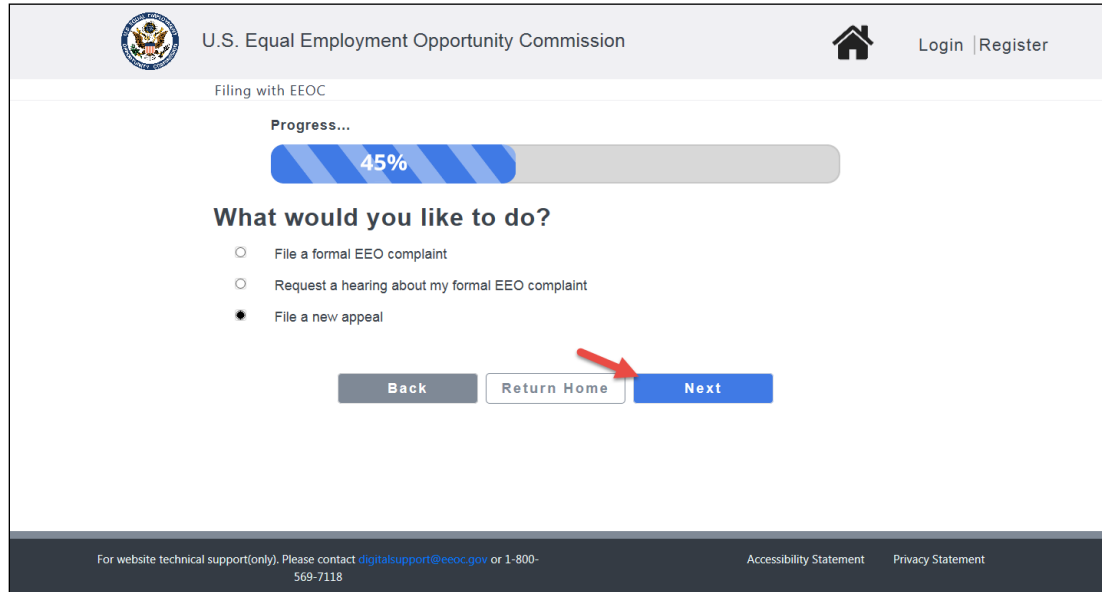
- Business or non-profit organization that I applied to, work for, or worked for
- State or Local Government that I applied to, work for, or worked for
- Union that represents me
- Temp agency or staffing firm that did not refer me to a job
- Federal Government agency that I applied to, work for, or worked for as a federal employee or contractor.
- Other

Return Home Next

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

Accessibility Statement Privacy Statement

- Step 4.** An informational page displays with links to help you learn more about EEOC and the hearing and appeal processes. When you are ready to continue, click on the **Next** button.
- Step 5.** The **What would you like to do?** page displays. Select **File a new appeal** and click on the **Next** button.



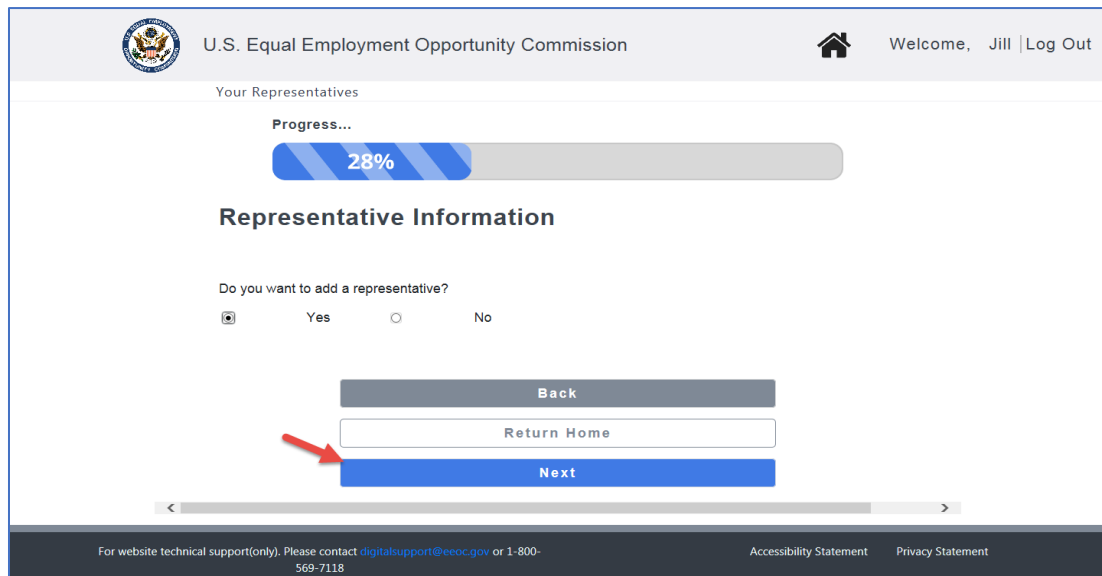
**Step 6.** An informational page displays with information about filing an appeal. Click on the **Next** button to continue.

**Step 7.** You must have an EEOC Public Portal user account. If you have not used the EEOC Public Portal before, click on the **Sign-Up Now** button to create your user account (see *EEOC Public Portal User's Guide Vol 1 – Getting Started* for details).

➤ **Tip!** If you already registered with the EEOC, click on the **Returning Users** button and login.

**Step 8.** Once you are logged in, you will be asked to confirm your contact information and provide additional information to complete the request. When you have confirmed your contact information, click on the **Continue** button.

**Step 9.** Next, you will be asked if you want to enter information about your legal representative (this is optional, but if you are being represented by an attorney or another individual in the EEO process, you should identify your representative here). Select **Yes** or **No** and click on the **Next** button to continue.



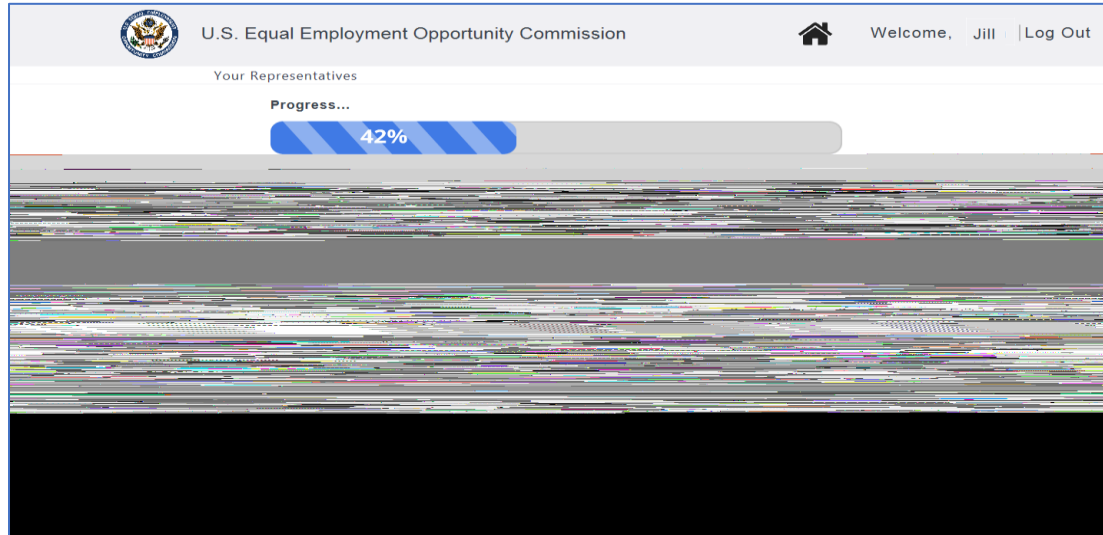
- **Tip!** If you choose not to enter a legal representative now, you will be able to enter one later on the **My Case page**.

**Step 10.** If you selected **Yes**, a form will display for you to fill in the representative information. When you are finished, click on the **Next** button to continue.

The screenshot shows the 'Your Representatives' page on the EEOC website. At the top, there is a header with the EEOC logo, the text 'U.S. Equal Employment Opportunity Commission', a home icon, and the user's name 'Welcome, Jill | Log Out'. Below the header, the page title is 'Your Representatives'. A progress bar indicates that 33% of the information has been entered. The main section is titled 'Representative Information' and includes a sub-header: '(By providing this information you authorize EEOC to verify this person represents you.)'. The first question is 'Is this person an attorney?\*' with radio buttons for 'Yes' (selected) and 'No'. Below this are several input fields: 'Prefix:', 'First Name:\*' (filled with 'Joe'), 'Middle:', 'Last Name:\*' (filled with 'Atty'), 'Suffix:', 'Address(1):\*' (filled with 'Main Street'), 'Address(2):', 'Country:\*' (filled with 'United States of America'), 'Zip Code:' (filled with '60601'), 'City' (filled with 'CHICAGO'), 'State:' (filled with 'Illinois'), 'Phone Number:' (filled with '(555) 413-8990'), 'Cell Number:' (with a hint 'e.g., (123) 456-7890'), and 'Email:\*' (filled with 'joeatty@mailinator.com'). At the bottom of the form are three buttons: 'Back', 'Return Home', and 'Next'. A red arrow points to the 'Next' button. The footer contains technical support information, an accessibility statement, and a privacy statement.

- **Tip!** EEOC verifies that the representative represents you by sending a verification email to the email address provided by you for your representative. EEOC expects a reply from the representative within 10 days of sending a verification email; if they haven't received a reply after 10 days, then you will receive an email notifying you that EEOC has been unable to verify the representative.

**Step 11.** A page displays showing the representative(s) you have entered. Click on the **Add Another Representative** button to add another representative. Click on the **View/Update Delete** button to make changes. When you are finished, click on the **Next** button to continue.



**Step 12.** Next, you will be asked to provide information about the Agency named in your EEO complaint, the identification number that the agency initially assigned to your complaint (Agency Complaint Number), and other information about your case. First, enter the Agency information and click on the **Next** button to continue.

- **Tip!** It is crucial that you enter the correct Agency Complaint Number(s) associated with your complaint. This will allow EEOC to get the right documents from the right record-keeping agency about the right case. Entering the wrong Agency Complaint Number will delay processing your appeal.
- **Tip!** You can find the Agency Complaint Number listed in several documents, most commonly in your formal complaint (some agencies refer to this number as the "Case number"), the decision of an EEOC administrative judge, or the final decision of an agency. Agencies use different formats for their Agency Complaint Numbers.
- **Tip!** You may enter more than one Agency Complaint Number by clicking on the **Add Another Complaint Number** button.

U.S. Equal Employment Opportunity Commission

Welcome, Jill | Log Out

File New Appeal

Progress... 50%

### Agency Information

Agency named in your complaint:\*

Agency Complaint number:\*  
  
[Add Another Complaint Number](#)

Location of duty station or local facility in which the complaint arose:\*

Address1

Address2

Country/Region\*

Zip Code

City\*

State

[Back](#)

[Return Home](#)

[Next](#)

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

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

**Step 13.** Next, you will be asked for some general information about your case (i.e. has final action been taken, has a complaint on this matter been filed with the EEOC or another agency, has a civil suit been filed). If you are appealing an agency's final action based on an EEOC Administrative Judge's decision (with or without a hearing), you should also provide the EEOC Hearing Number assigned to your hearing. When you are finished, click on the Submit Appeal button.

- **Tip!** If you enter an EEOC Hearing Number, it must be the number of an EEOC hearing to proceed with an appeal.
- **Tip!** You can find the EEOC Hearing Number in the decision of the EEOC administrative judge. An example of an EEOC hearing number is 520-2012-00123X.
- **Tip!** You may enter more than one hearing number by clicking on the **Add Another Hearing Number** button.



The screenshot shows the 'File New Appeal' page with a progress bar at 85%. Below the progress bar is the 'Agency Information' section. It contains several questions with radio button options: 'Has a final action been taken by the agency, an arbitrator, FLRA, or MSPB on this complaint?\*' (Yes selected), 'When was final action issued?\*' (08/20/2018), 'Has a complaint on this same matter been filed with the EEOC, another agency or through other administrative or collective bargaining procedures?\*' (No selected), and 'Has a civil action (lawsuit) been filed in connection with this complaint?\*' (No selected). There is an input field for 'EEOC Hearing Number' containing '440-2018-00012X' and a blue 'Add Another Hearing Number' button. At the bottom of the form are 'Back', 'Return Home', and 'Submit Appeal' buttons. Two red arrows point to the 'Add Another Hearing Number' and 'Submit Appeal' buttons. The footer contains technical support information, an Accessibility Statement, and a Privacy Statement.

**Step 14.** When the request is successfully submitted, you will receive an email with a document identified as "Acknowledgment of Appeal Request through the EEOC Public Portal". The Notice may be downloaded from the My Cases page for the appeal.

In the Portal, you will also see confirmation with your appeal number as shown below (Note: the number displayed is for a fictional appeal.)

The screenshot shows the confirmation page for 'EEOC Appeal 2018000160'. It includes a message: 'Your requested appeal of an agency's final action, a FLRA or MSPB decision, or an arbitrator's decision has been received by the U.S. Equal Employment Opportunity Commission's (EEOC) Office of Federal Operations (OFO). You may view the Preliminary Acknowledgement Notice (which has also been emailed to the Email Address in your Public Portal account) here.' Below this is the text: 'When communicating with the EEOC about this appeal, please reference EEOC Routing Number 2018000160'. There is a 'My Documents' section with an 'Upload' button and a table with columns: Name, Type, Added On, and Added By. At the bottom of the form are 'Home' and 'My Cases' buttons. The footer contains technical support information, an Accessibility Statement, and a Privacy Statement.

Be sure to write down the appeal number so you can refer to it later.

## Chapter 2 Uploading Appeal Documents

After you have filed an appeal through the EEOC Public Portal, you can upload documents associated with your appeal. Click on the **Upload** button to begin and follow the prompts provided.

*For Details see EEOC Public Portal User's Guide Vol 8 – Managing Case Information.*

### **Chapter 3 Viewing and Managing Information About Your Appeal**

After you have filed an appeal with the EEOC, you may view the details of your appeal and associated documents by clicking on **My Cases** on the EEOC Public Portal Home Page. From the **My Case** page you may also add Legal Representatives, update your contact information, and submit documents to the EEOC.

*For Details see EEOC Public Portal User's Guide Vol 8 – Managing Case Information.*

## **Chapter 4 Request for Reconsideration of EEOC's Decision**

This function will be implemented in a future release.

## **Chapter 5    Petition for Clarification/Enforcement of EEOC Decision**

This function will be implemented in a future release.