



## eOPF Quick Reference

# Self-service Feature for Login ID Retrieval, Password Reset and PIV/CAC Login Scenarios for Current Users in Release 5.1

### Using the Self-service Feature

### **Current Users/Logging in with eOPF ID and Password**

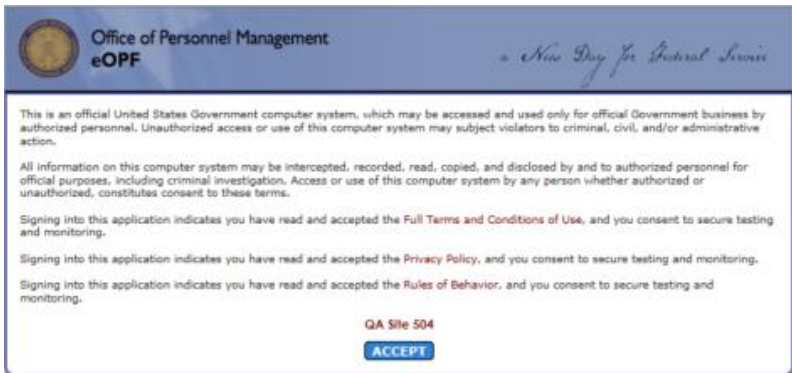
To access eOPF, an eOPF ID and password is needed. If one or both of these have been forgotten, the user may obtain new eOPF ID and password by using the eOPF self-service features. Using the self-service feature, a user does not need to contact the eOPF Helpdesk or the agency's HR servicing office for an eOPF ID or password reset. This Help page consists of three sections for CURRENT users.

#### [Part 1: Request eOPF ID for Current Users](#)

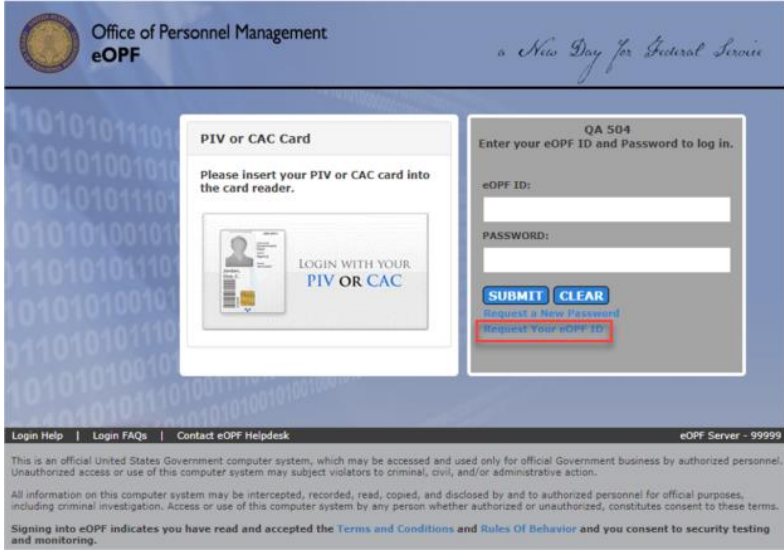

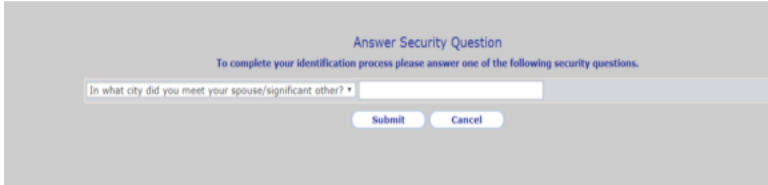
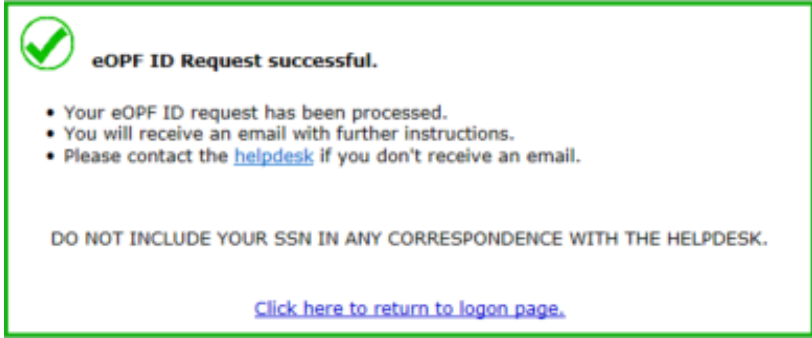
#### [Part 2: Request a New eOPF Password for Current Users](#)

#### [Part 3: Change Security Questions and Add Custom Questions for Current Users](#)

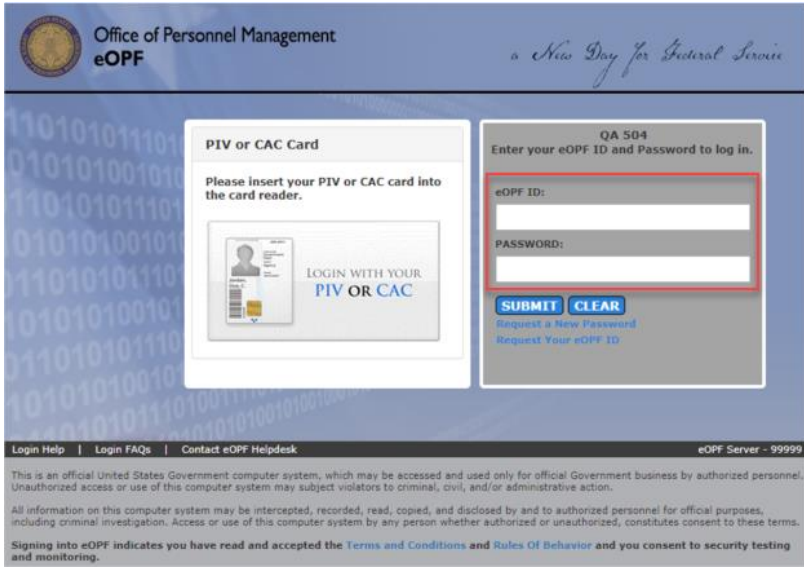
### **Part 1: Request eOPF ID for Current Users**

Step	Action	Screen Shot
1	<p>Access user's specific agency eOPF URL. This can be obtained from the HR servicing office.</p> <p>Read the <b>eOPF User Agreement</b> page.</p> <p>Click the <b>Accept</b> button.</p>	

# ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
2	<p>From the <b>eOPF Login</b> page, select the <b>Request Your eOPF ID</b> link.</p>	
3	<p>From the <b>Request Your eOPF ID</b> page, enter:</p> <ul style="list-style-type: none"> <li>• SSN</li> <li>• Last Name</li> <li>• Date of Birth (mm/dd/yyyy)</li> </ul> <p>Click the <b>Submit</b> button.</p>	
4	<p>The <b>Answer Security Question</b> page displays, requesting an answer to one of the Security Questions that is chosen.</p> <p>Enter the appropriate response.</p> <p>Click the <b>Submit</b> button.</p>	
5	<p>The <b>Request Your eOPF ID</b> page displays stating that the Login ID request has been submitted for processing.</p> <p>Click the <b>Click here to return to logon page</b> link.</p>	

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Step	Action	Screen Shot
6	<p>The eOPF ID is emailed to the email address of record in eOPF.</p> <p>Please contact the eOPF Help Desk if an email with the requested eOPF ID is not received.</p>	<p>Subject: Request eOPF ID</p> <p>This email is to notify you that a request for your eOPF ID was made. If you didn't initiate this request, please contact the Helpdesk via email at <a href="mailto:eOPFHelpdesk@opm.gov">eOPFHelpdesk@opm.gov</a> ; or by calling (toll-free) at 1-866-275-8518.</p> <p><b>Your eOPF ID: A16-ADMIN</b></p> <p>Please protect your personal information by keeping your eOPF ID and password in a secure location.</p> <p>Agency: <a href="http://vm-fseopf12tst1/QA504/">http://vm-fseopf12tst1/QA504/</a></p> <p>38366</p>
7	<p>Return to the <b>eOPF Logon</b> page. Type in eOPF ID and user password.</p> <p>Click the <b>Submit</b> button.</p>	
8	<p>Agencies that enable 2-factor authentication require users logging in with their eOPFID/PWD to enter a single-use code provided via email.</p> <p>Access user email to retrieve verification code.</p>	<p>Subject: eOPF Two Factor Authentication</p> <p>This email is to notify that your eOPF login credentials have been identified in the System. If you didn't initiate this request, please contact the Help Desk via email at <a href="mailto:joohee.kim@nrc.com">joohee.kim@nrc.com</a>; or by calling (toll-free) 1-866-275-8518.</p> <p>To continue the eOPF 2-Factor Authentication process, enter this single-use code on the verification page.</p> <p>698417</p> <p>Please note that the code expires within 4 hours of sending this email.</p> <p>Agency: <a href="http://vm-fseopf12tst1/QA5041/">http://vm-fseopf12tst1/QA5041/</a></p> <p>37099</p>

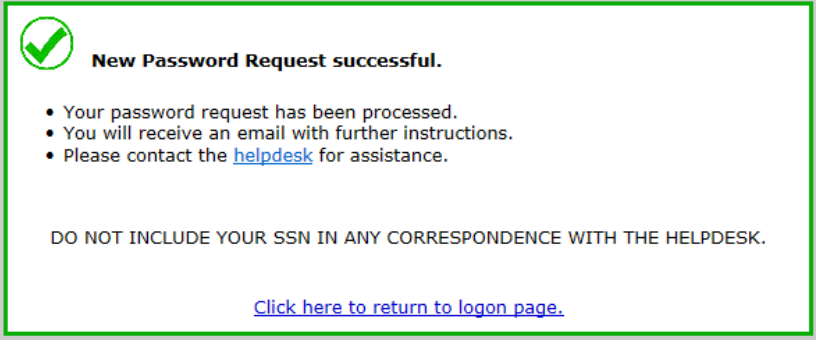
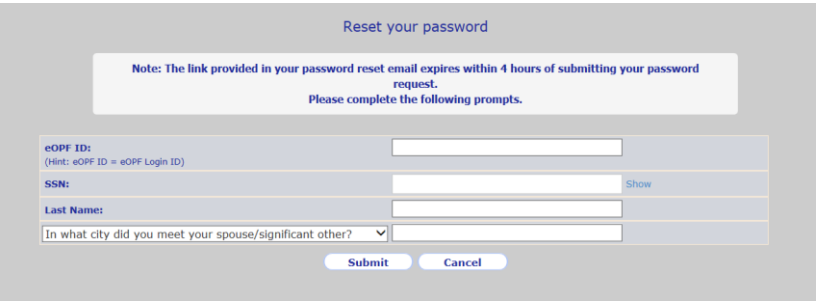
# ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
9	Enter the verification code provided via email and click the <b>Submit</b> button.	


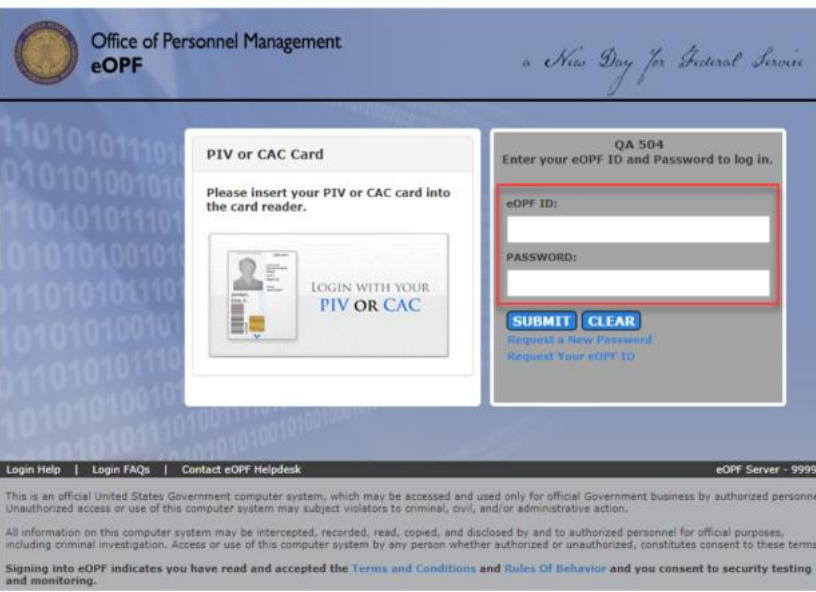
## Part 2: Request a New eOPF Password for Current Users

Step	Action	Screen Shot
1	From the <b>eOPF Logon</b> page, select the <b>Request a New Password</b> link.	
2	On the <b>Request a New Password</b> page, enter: <ul style="list-style-type: none"> <li>eOPF ID</li> <li>SSN</li> <li>Last Name</li> </ul> Click the <b>Submit</b> button.	
3	The <b>Answer Security Question</b> page displays, requesting an answer to one of the Security Questions that is chosen.  Enter the appropriate response.  Click the <b>Submit</b> button.	

# ELECTRONIC OFFICIAL PERSONNEL FOLDER


Step	Action	Screen Shot
4	<p>The <b>Request a New Password</b> page displays stating that the request has been submitted for processing.</p>	
5	<p>An email with a password request link and instructions is sent to the email address on file in eOPF. The link is valid for 4 hours.</p> <p>Select the <b>LINK</b>. If it is not selectable, copy and paste it into the browser window.</p> <p>Please contact the eOPF Helpdesk if email with the password reset link is not received.</p>	<p>Subject: eOPF Password Request</p> <p>This email is to notify you that a request for your eOPF Password was made. If you didn't initiate this request, please contact the Help Desk via email at <a href="mailto:eOPFHelpdesk@opm.gov">eOPFHelpdesk@opm.gov</a>; or by calling (toll-free) 1-866-275-8518.</p> <p>To create a new eOPF password:</p> <ol style="list-style-type: none"> <li>1. Click the link below, which is unique to your request.</li> </ol> <p>PLEASE NOTE THAT THE LINK EXPIRES WITHIN 4 HOURS OF SENDING THIS EMAIL.</p> <p><a href="http://vm-f5eopf12tst1/QA504/VerifyReset.aspx?tn=98D2D7A5E74A">http://vm-f5eopf12tst1/QA504/VerifyReset.aspx?tn=98D2D7A5E74A</a></p> <p>If clicking the link above does not work, please copy and paste the URL in a new browser window.</p> <ol style="list-style-type: none"> <li>2. When prompted provide your account information and submit.</li> <li>3. Complete the password reset process.</li> <li>4. Then you are taken to the eOPF Login Page where you must enter your new password to access eOPF.</li> </ol> <p>Agency: <a href="http://vm-f5eopf12tst1/QA504/">http://vm-f5eopf12tst1/QA504/</a></p> <p>38367</p>
6	<p>The link opens the <b>Reset Your Password</b> page. Enter:</p> <ul style="list-style-type: none"> <li>• eOPF ID</li> <li>• SSN</li> <li>• Last Name</li> <li>• Appropriate response to security question that is chosen</li> </ul> <p>Click the <b>Submit</b> button.</p>	

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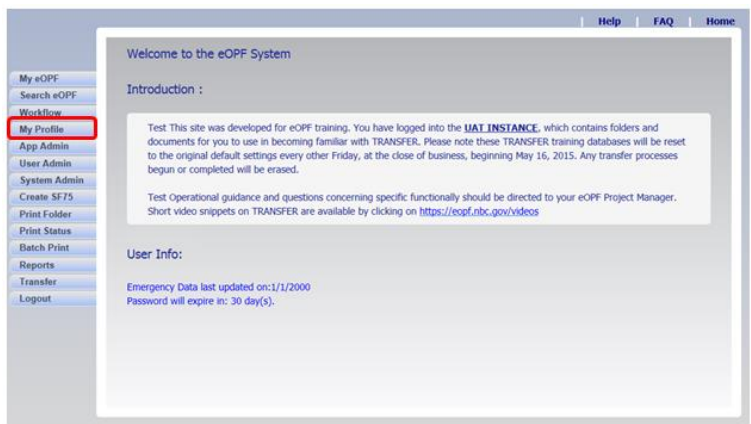

Step	Action	Screen Shot
7	<p>The <b>Please reset your password</b> page displays.</p> <p>Enter a password that meets user's agency's security guidelines in the <b>New Password</b> field, then again in the <b>Verify Password</b> field.</p> <p>Click the <b>Reset Password</b> button.</p>	
8	<p>The page refreshes, displaying the <b>eOPF Logon</b> page.</p> <p>Enter eOPF ID and new password to login to eOPF.</p>	
9	<p>Agencies that enable 2-factor authentication require users logging in with their eOPFID/PWD to enter a single-use code provided via email.</p> <p>Access user email to retrieve verification code.</p>	<p>Subject: eOPF Two Factor Authentication</p> <p>This email is to notify that your eOPF login credentials have been identified in the System. If you didn't initiate this request, please contact the Help Desk via email at <a href="mailto:joohee.kim@ngc.com">joohee.kim@ngc.com</a> or by calling (toll-free) 1-866-275-8518.</p> <p>To continue the eOPF 2-Factor Authentication process, enter this single-use code on the verification page.</p> <p>698417</p> <p>Please note that the code expires within 4 hours of sending this email.</p> <p>Agency: <a href="http://vm-f5eopf12tst1/QA5041/">http://vm-f5eopf12tst1/QA5041/</a></p> <p>37099</p>



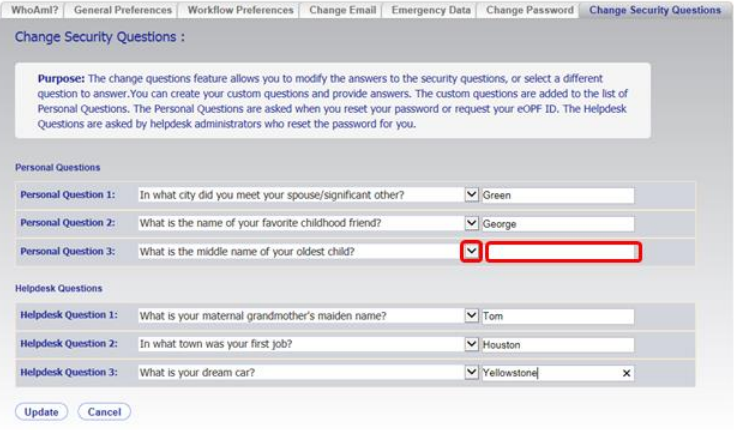
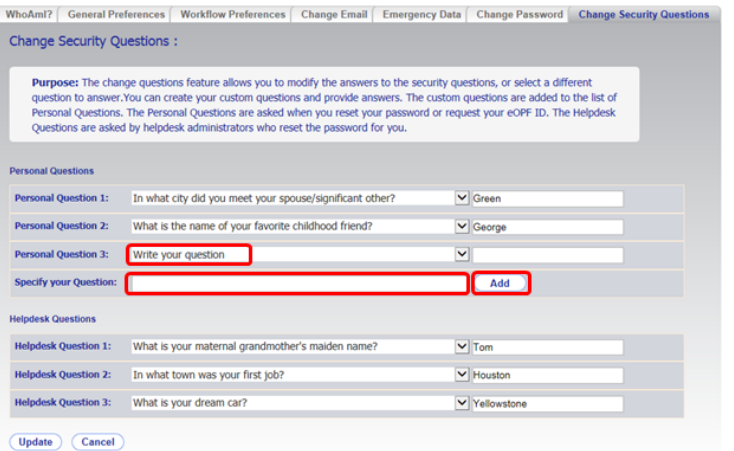
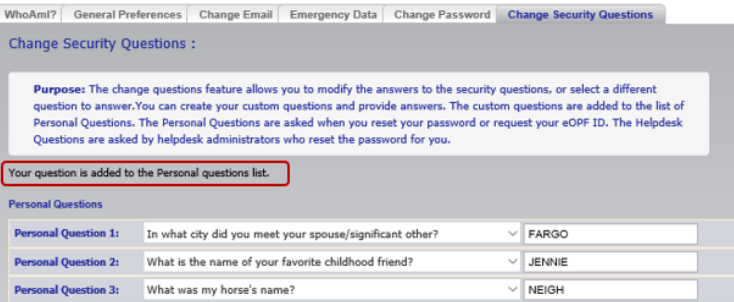
# ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
10	Enter the verification code provided via email and select the <b>Submit</b> button.	

## Part 3: Change Security Questions and Add Custom Questions for Current Users

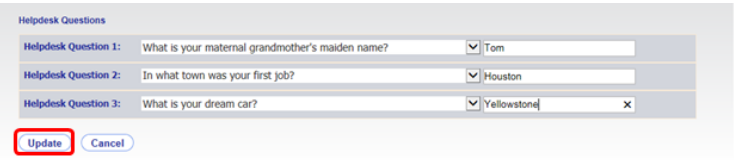
Step	Action	Screen Shot
1	eOPF lets users change the security questions at any time. From the <b>eOPF Welcome</b> page, click the <b>My Profile</b> button.	
2	From the <b>Who Am I?</b> page, select the <b>Change Security Questions</b> tab.	

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Step	Action	Screen Shot
3	<p>The <b>Change Security Questions</b> page appears. Select the drop-down menu arrow and choose the security question to change.</p> <p>Type the answer into the box to the right of the question.</p> <p>Security question answers are not validated for format or correctness (i.e. state, numbers, or dates). Maximum length for an answer is 35 characters.</p>	
4	<p>User has the ability to create custom questions for <b>Personal Questions</b>; however, custom questions cannot be created for <b>Helpdesk Questions</b>.</p> <p>Select the drop-down menu and choose <b>Write your question</b>. Once chosen, a blank question field is added, allowing user to type a custom question. Click <b>Add</b>.</p> <p>Once a custom question is created, it will always be listed in the drop-down menu. Maximum length for a question is 100 characters. There is no limit to the number of custom questions a user may create.</p>	
5	<p>A confirmation message states, "Your question is added to the Personal questions list."</p> <p>Select the drop-down menu arrow again and choose a newly created question. Type the answer in the blank field to the right.</p>	



# ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
6	To save, click the <b>Update</b> button below the questions.	 <p>The screenshot shows a form titled "Helpdesk Questions" with three rows of questions, each with a dropdown menu. The first question is "What is your maternal grandmother's maiden name?" with "Tom" selected. The second question is "In what town was your first job?" with "Houston" selected. The third question is "What is your dream car?" with "Yellowstone" selected. At the bottom left, there is a red-bordered "Update" button and a blue-bordered "Cancel" button.</p>