



eOPF Quick Reference

Self-service Feature for PIV/CAC Registration and Login ID/Password Retrieval for New Users in Release 5.1

eOPF provides web-based access for federal personnel to view and print employment documents. Employees are able to view their own documents through the eOPF application at <https://eopf.opm.gov/doi/>. eOPF includes security measures that ensure the integrity of the system and protection of employee documents.

eOPF benefits include:

- Immediate access to user documents
- Ability to view or print user documents
- Enhanced accuracy, portability, and security of user documents
- Increased accountability through an audit trail that tracks who accesses user documents and the reason why
- Faster and more efficient records transfer between federal agencies
- Timely and accurate data retrieval for retirement claims processing

Registering/Logging in with PIV/CAC Card

Users who wish to connect using their PIV/CAC Card for the first time need to register their PIV/CAC card to authenticate their card with the eOPF system. Upon successful login user's identity is recognized and only the PIN needs to be entered.

[Part 1: Register PIV/CAC Card](#)

[Part 2: PIV/CAC Login Scenarios for Previously Registered Users](#)

New Users/Logging in with eOPF ID and Password

Accessing eOPF is simple and convenient. To access eOPF, user needs an eOPF ID and password, which may be retrieved using the eOPF self-service feature. This Help page consists of three sections for NEW users.

[Part 1: Obtain eOPF ID for New Users](#)

[Part 2: Create an eOPF Password for New Users](#)

[Part 3: First Time eOPF Logon for New Users](#)

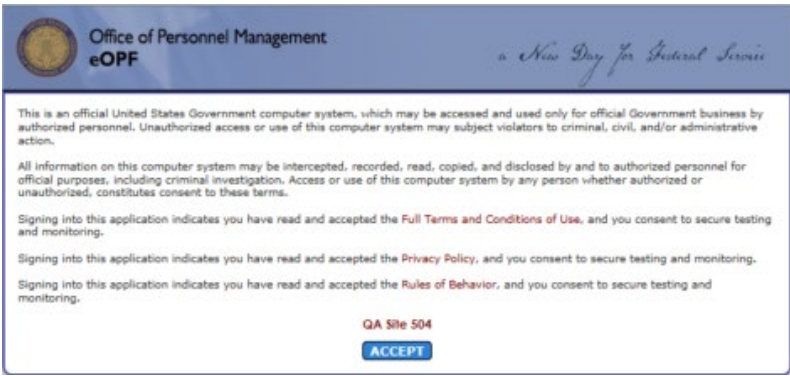
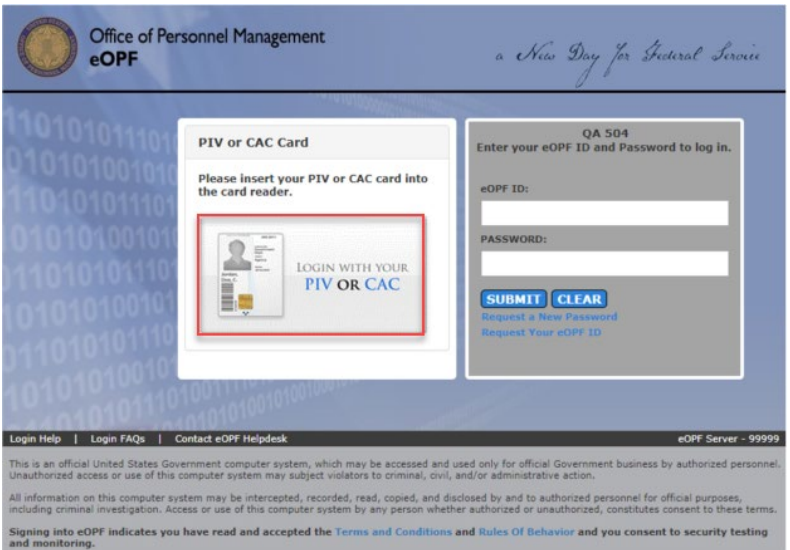
Registering/Logging in with PIV/CAC Card

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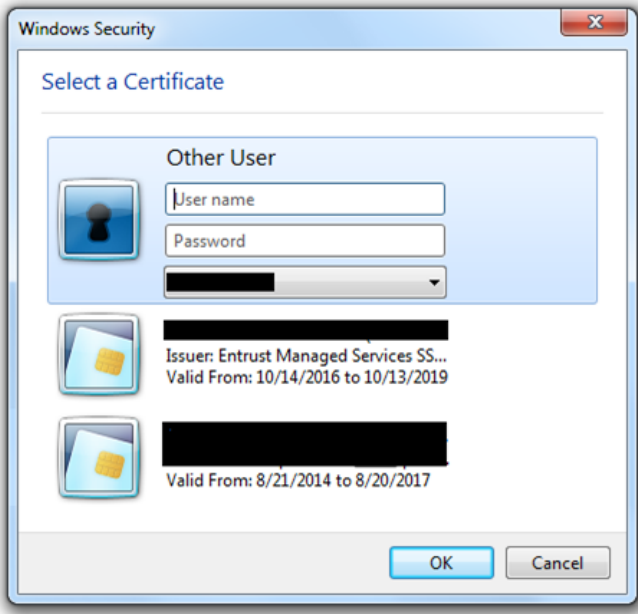
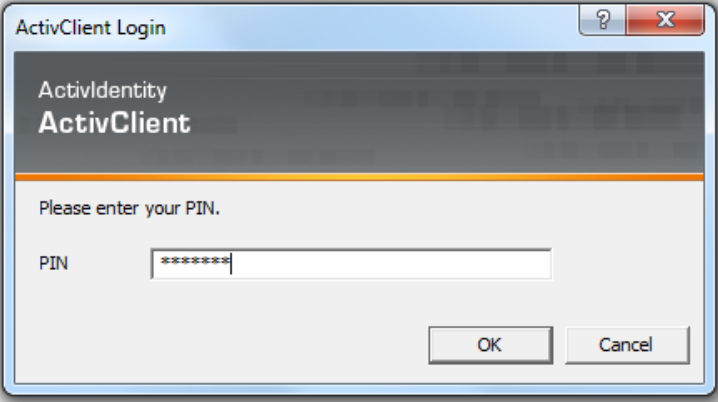
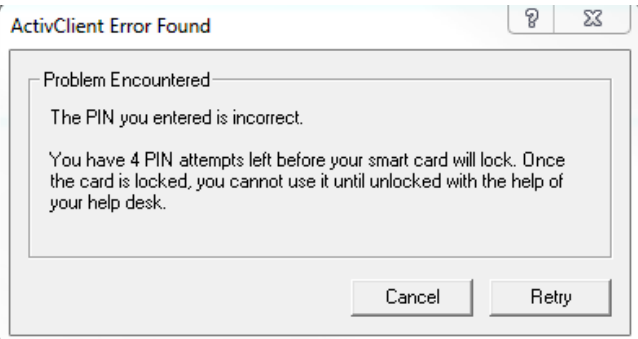
Part 1: Register your PIV/CAC Card

Part 2: PIV/CAC Login Scenarios for Previously Registered Users


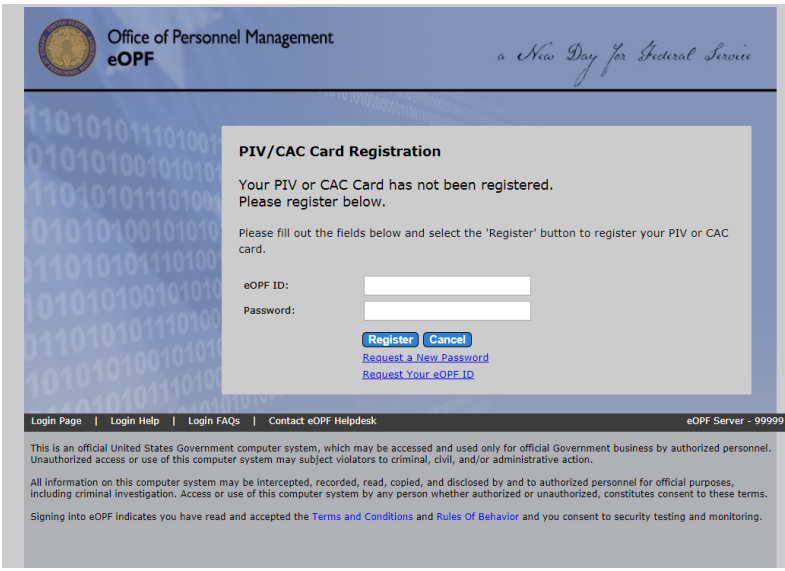
Part 1: Register PIV/CAC Card

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 eOPF User Agreement page.</p> <p>Click the Accept button.</p>	
2	<p>From the eOPF Login page, select the Login with your PIV or CAC image.</p> <p>Make sure PIV/CAC card is inserted into the reader.</p>	

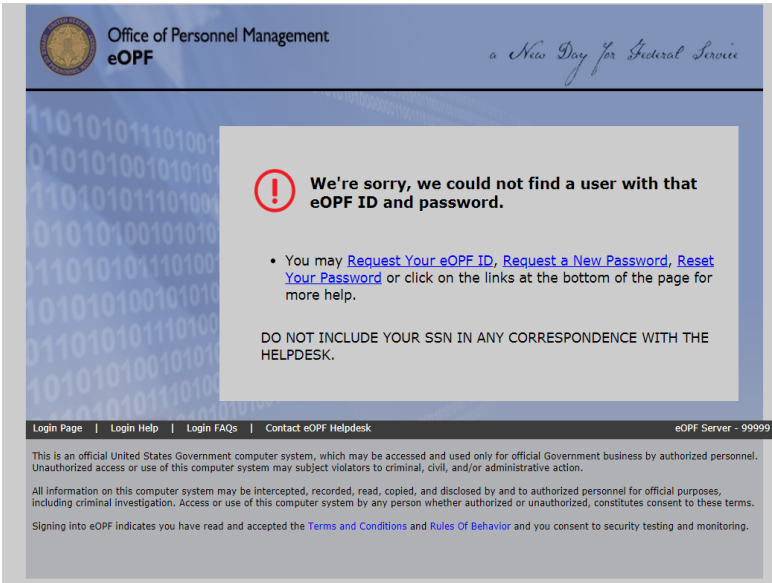
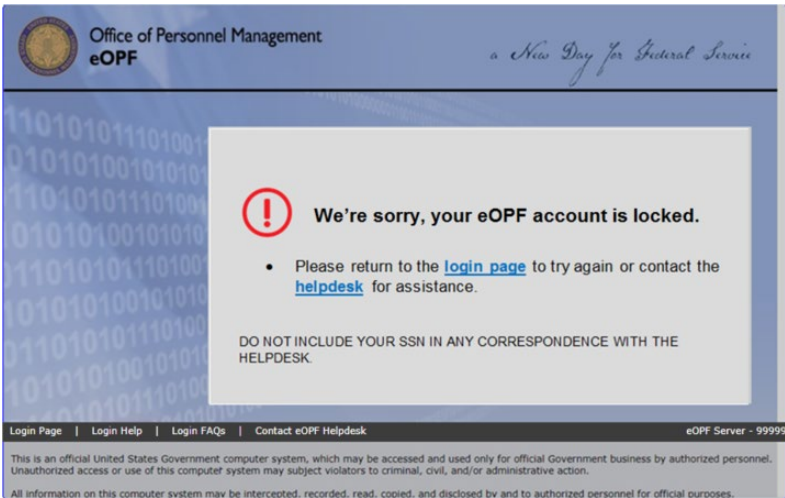
ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
3	<p>User is prompted for the certificate to be used based on what is available from the workstation/PIV.</p> <p>Select the certificate to be used to validate PIV/CAC. Users must use the certificate that has “Client Authentication” and “Smart Card Logon” capabilities (do *not* use the certificate for Email Authentication).</p>	
4	<p>Once selected, based on the workstation environment, a prompt appears asking for the PIV/CAC PIN.</p> <p>This example uses ActivIdentity Software; user's prompts may look slightly different.</p>	
5	<p>If the PIN is not entered correctly a message similar to the one shown here displays.</p>	

ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
6	<p>If the correct PIN is entered and the user has previously used PIV/CAC authentication to access eOPF, user is logged into eOPF and forwarded to the eOPF Welcome page.</p>	
7	<p>If the correct PIN is entered, however, the user has *not* accessed eOPF with PIV/CAC previously, the user is shown a subsequent authentication page.</p> <p>Enter user's eOPF ID and Password before selecting the Register button.</p>	

ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
8	If the information provided does not match the information in the eOPF system, then the following message displays.	
9	If user's credentials are validated but user's account in eOPF is locked, then the following error message displays.	

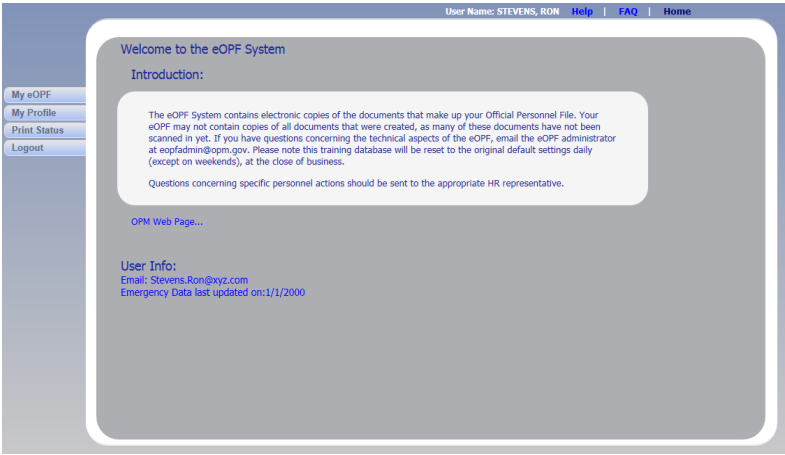
ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
10	If user's status is not active (i.e., retired, terminated or inactive) the following error message displays.	<p>The screenshot shows the eOPF login page with a blue header containing the Office of Personnel Management logo and the slogan 'a New Day for Federal Service'. A large white box in the center contains a red exclamation mark icon and the text: 'We're sorry, your account in eOPF is NOT ACTIVE.' Below this, a bullet point states: 'Please return to the login page to try again or contact the helpdesk for assistance.' A warning at the bottom of the box says: 'DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.' The footer includes navigation links (Login Page, Login Help, Login FAQs, Contact eOPF Helpdesk), the server ID 'eOPF Server - 99999', and a disclaimer about the official nature of the system and security policies.</p>
11	If user's password is entered correctly but needs to be reset (i.e., password is expired, etc.) the following message displays.	<p>The screenshot shows the eOPF login page with a blue header containing the Office of Personnel Management logo and the slogan 'a New Day for Federal Service'. A large white box in the center contains a red exclamation mark icon and the text: 'We're sorry, your eOPF password needs to be reset.' Below this, a bullet point states: '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.' A warning at the bottom of the box says: 'DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.' The footer includes navigation links (Login Page, Login Help, Login FAQs, Contact eOPF Helpdesk), the server ID 'eOPF Server - 99999', and a disclaimer about the official nature of the system and security policies.</p>

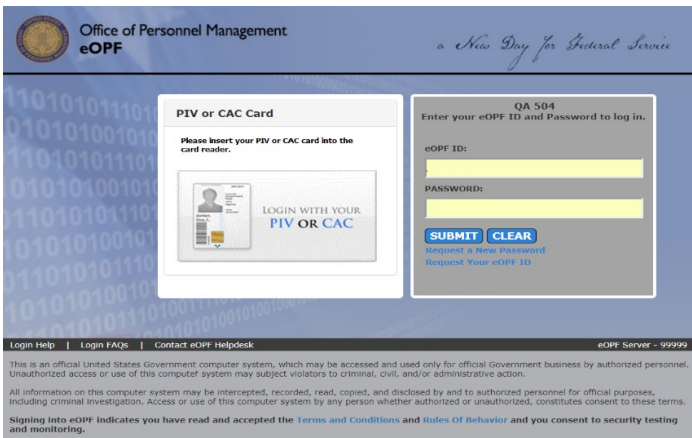
ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
12	If user's active start date within eOPF is in the future, the following error message displays.	<p>The screenshot shows the eOPF login page with a blue header. A central white box contains a red exclamation mark icon and the text: "We're sorry, your start date is set for a future date." Below this, a bullet point says: "Please return to the login page to try again or contact the helpdesk for assistance." At the bottom of the box, it says: "DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK." The footer includes links for "Login Page", "Login Help", "Login FAQs", and "Contact eOPF Helpdesk", along with the text "eOPF Server - 99999".</p>
13	<p>If the eOPF ID and Password provided in Step 7 are valid then the PIV/CAC Card registration process is complete, and user is redirected to the confirmation page as displayed here.</p> <p>Click Continue to proceed to the next step.</p>	<p>The screenshot shows the eOPF login page with a blue header. A central white box contains a green checkmark icon and the text: "PIV/CAC card registration is successful." Below this, two bullet points say: "Select 'Continue' to access eOPF." and "Select 'Cancel' to exit." At the bottom of the box, there are two buttons: "Continue" and "Cancel". The footer is identical to the previous screenshot.</p>

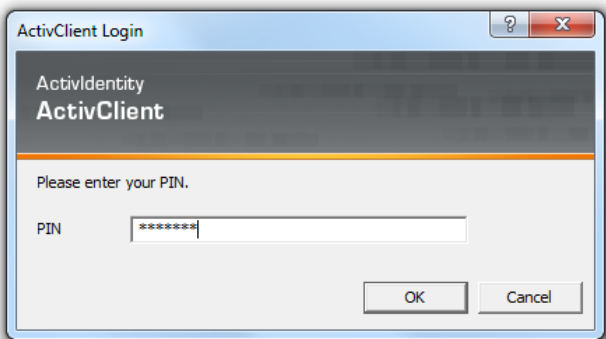
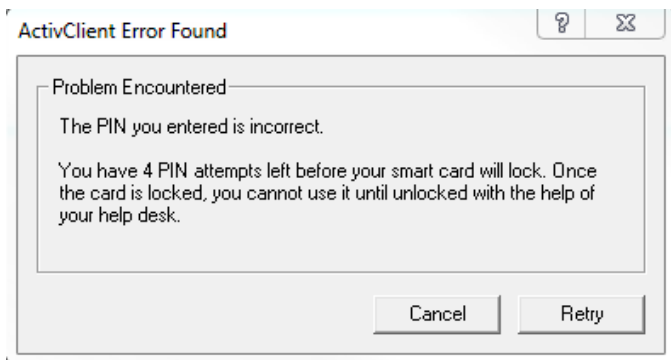

ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
14	<p>Clicking Continue sends the user to the eOPF Welcome page.</p> <p>Note: If the user is logging into eOPF for the first time, the user is redirected to the Security Profile page to complete security questions.</p> <p>If the Rules of Behavior have not been accepted, or if the rules have changed since the user last accepted them, user is redirected to the Rules of Behavior page. To proceed to eOPF, user must read and accept the Rules of Behavior. After accepting, the eOPF Welcome page is displayed.</p>	

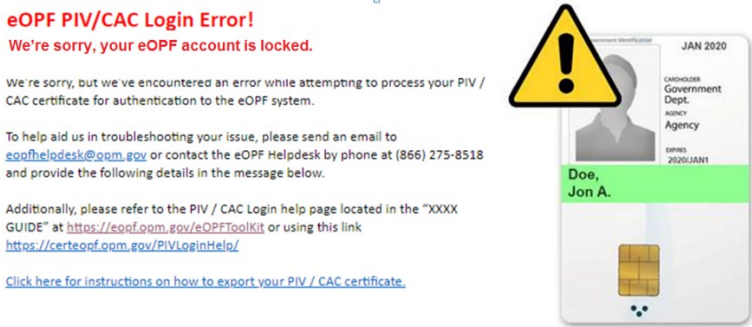
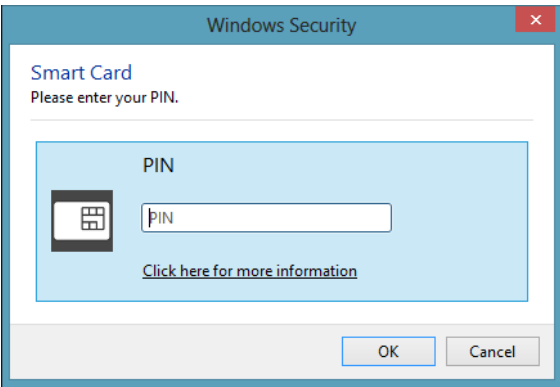
Part 2: PIV/CAC Login Scenarios for Previously Registered Users

Step	Action	Screen Shot
1	<p>From the eOPF Login page, click the Login with your PIV or CAC image.</p> <p>Make sure the PIV/CAC card is inserted into the reader.</p>	

ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
2	<p>Once selected, based on the workstation environment, a prompt appears asking for the PIV/CAC PIN.</p> <p>This example uses ActivIdentity Software; user's prompts may look slightly different.</p>	
3	<p>If the PIN is not entered correctly user is shown a message similar to the one shown here.</p>	
4	<p>If the correct PIN is entered and the PIV/CAC was previously registered then the eOPF Welcome page is presented.</p>	

ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
5	<p>If user's credentials are valid but user's account in eOPF is locked, the following error message displays.</p> <p>Follow the instructions in the error message to resolve.</p>	 <p>eOPF PIV/CAC Login Error! We're sorry, your eOPF account is locked.</p> <p>We're sorry, but we've encountered an error while attempting to process your PIV / CAC certificate for authentication to the eOPF system.</p> <p>To help aid us in troubleshooting your issue, please send an email to eoportalhelpdesk@oem.gov or contact the eOPF Helpdesk by phone at (866) 275-8518 and provide the following details in the message below.</p> <p>Additionally, please refer to the PIV / CAC Login help page located in the "XXXX GUIDE" at https://eoportalhelpdesk.oem.gov/eOPFToolkit or using this link https://certeoportalhelpdesk.oem.gov/PIVLoginHelp/</p> <p>Click here for instructions on how to export your PIV / CAC certificate.</p> <p>The screenshot shows a yellow warning triangle icon next to a sample CAC card. The card displays: JAN 2020, CHANDLER Government Dept. Agency, and Doe, Jon A. with a photo and a gold chip.</p>
6	<p>The following screenshot depicts an alternative PIN prompt other than the ActivIdentity prompt used in the above scenarios.</p>	 <p>The screenshot shows a Windows Security dialog box titled "Smart Card". It says "Please enter your PIN." and has a text input field labeled "PIN". Below the field is a link "Click here for more information". At the bottom are "OK" and "Cancel" buttons.</p>

New Users/Logging in with eOPF ID and Password

Accessing eOPF is simple and convenient. To access your eOPF, you need an eOPF ID and password, which may be retrieved using the eOPF self-service feature. This Help page consists of three sections for NEW users.

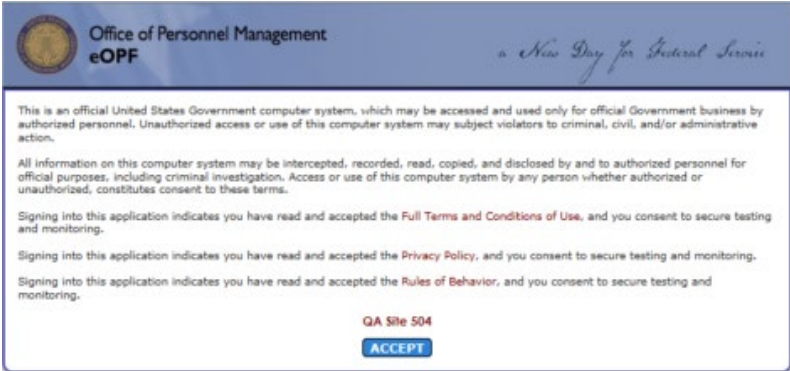
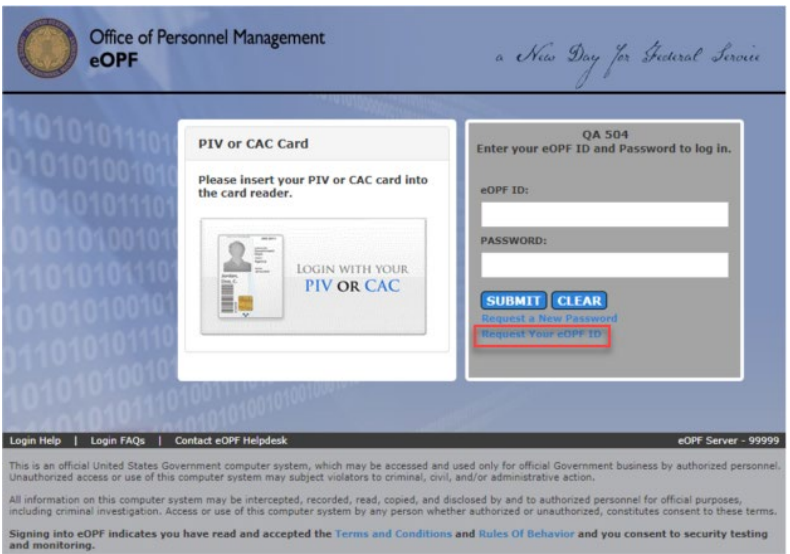

[Part 1: Obtain Your eOPF ID for New Users](#)

[Part 2: Create an eOPF Password for New Users](#)

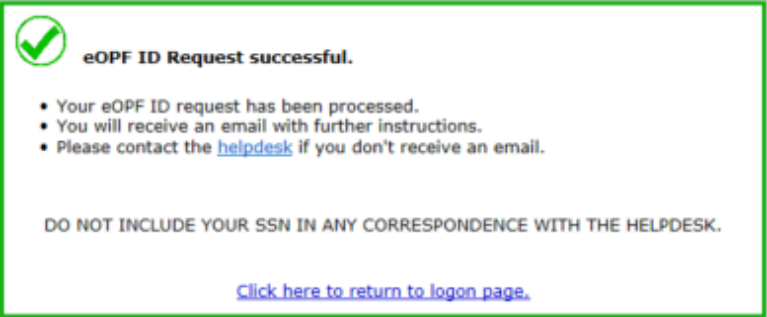
[Part 3: First Time eOPF Logon for New Users](#)

ELECTRONIC OFFICIAL PERSONNEL FOLDER

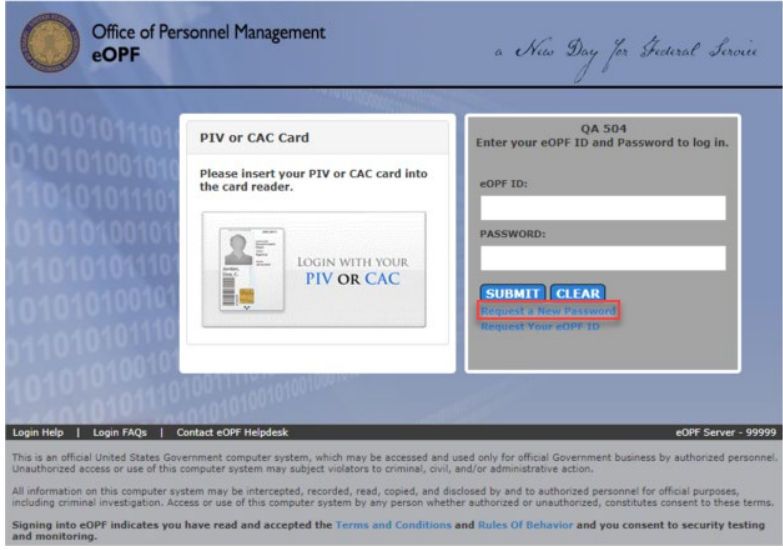
Part 1: Obtain eOPF ID for New Users

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 eOPF User Agreement page.</p> <p>Click the Accept button.</p>	
2	<p>From the eOPF Login page, click the Request Your eOPF ID link.</p>	
3	<p>From the Request Your eOPF ID page, enter:</p> <ul style="list-style-type: none"> • SSN • Last Name • Date of Birth (mm/dd/yyyy) <p>Click the Submit button.</p>	

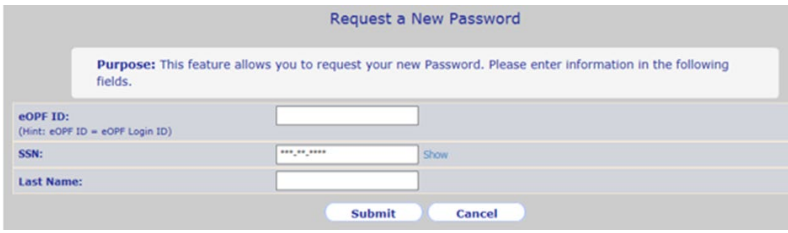
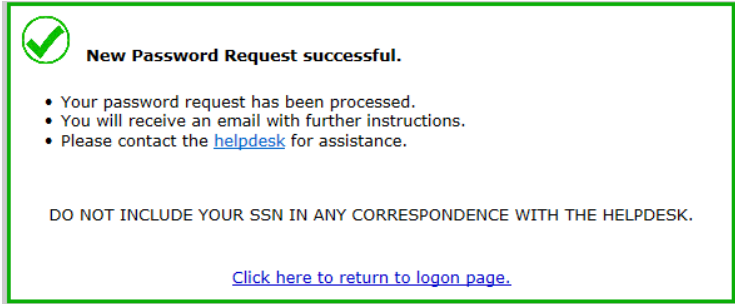
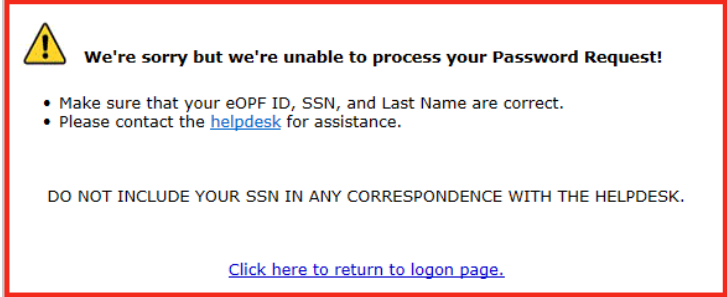
ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
4	<p>The Request Your eOPF ID page displays stating that the request has been submitted for processing.</p> <p>Select the Click here to return to logon page link.</p>	
5	<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 eOPFHelpdesk@opm.gov ; or by calling (toll-free) at 1-866-275-8518.</p> <p>Your eOPF ID: A16-ADMIN</p> <p>Please protect your personal information by keeping your eOPF ID and password in a secure location.</p> <p>Agency: http://vm-fseopf12tst1/QA504/</p> <p>38366</p>

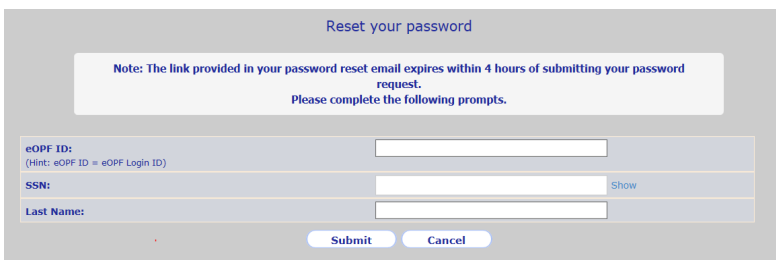
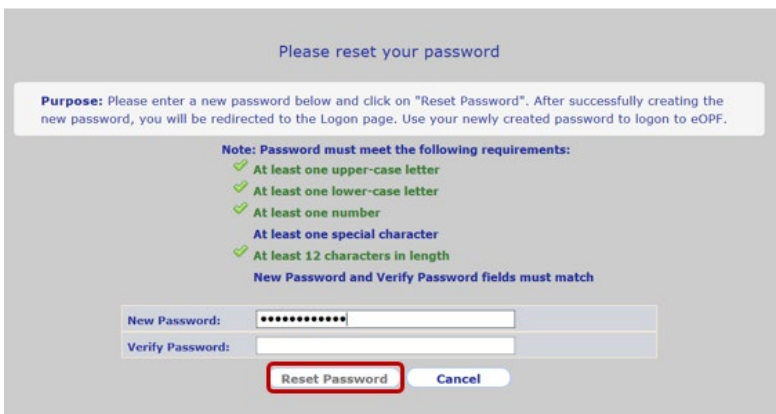
Part 2: Create an eOPF Password for New Users

Step	Action	Screen Shot
1	<p>From the eOPF Logon page, select the Request a New Password link.</p> <p>User needs their eOPF ID to request a password.</p>	

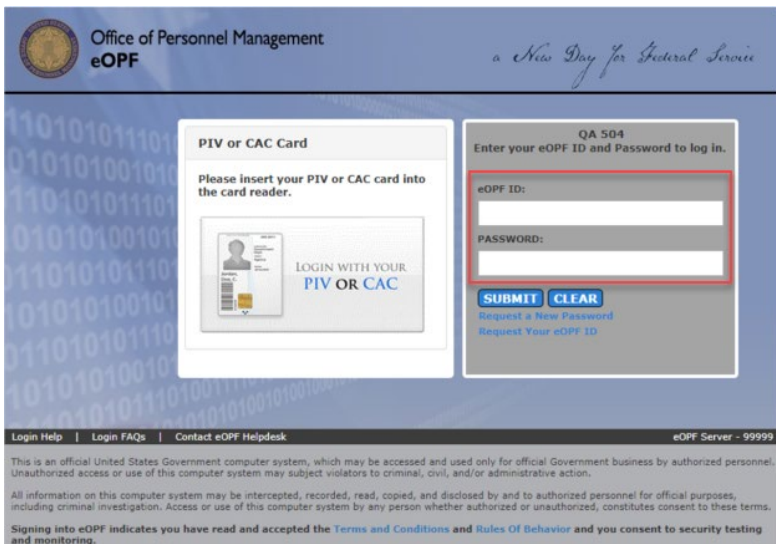
ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
2	<p>On the Request a New Password page, enter:</p> <ul style="list-style-type: none"> eOPF ID SSN Last Name <p>Select the Submit button.</p>	
3	<p>The Request a New Password page displays indicating user's request has been submitted for processing.</p> <p>Note: If user's information is verified, but user's eOPF account does not have a valid email address, then an email is sent to user's PO ID administrator stating that the user requested their password but does not have a valid email address in the system.</p>	
4	<p>If user's information fails to be verified, an Access Denied message is displayed.</p> <p>Verify user information is correct OR contact the helpdesk.</p>	
5	<p>If New Password Request is successful as shown in step 3, an email with a password reset link and instructions is sent to the email address on file in user's eOPF. The link is valid for 4 hours.</p> <p>Select the LINK. If it is not selectable, copy and paste it into the browser window.</p> <p>Please contact the eOPF Helpdesk if an 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 eOPFHelpdesk@opm.gov; or by calling (toll-free) 1-866-275-8518.</p> <p>To create a new eOPF password:</p> <ol style="list-style-type: none"> Click the link below, which is unique to your request. <p>PLEASE NOTE THAT THE LINK EXPIRES WITHIN 4 HOURS OF SENDING THIS EMAIL.</p> <p>http://vm-fseopf12tst1/QA504/VerifyReset.aspx?tn=98D2D7ASE74A</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"> When prompted provide your account information and submit. Complete the password reset process. Then you are taken to the eOPF Login Page where you must enter your new password to access eOPF. <p>Agency: http://vm-fseopf12tst1/QA504/</p> <p>38367</p>


ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
6	<p>The link opens the Reset Your Password screen. Enter:</p> <ul style="list-style-type: none"> eOPF ID SSN Last Name <p>Click the Submit button.</p>	
7	<p>The Please reset your password page displays.</p> <p>Enter a password that meets user's agency's security guidelines in the New Password field, then again in the Verify Password field.</p> <p>Select the Reset Password button, which brings user back to the eOPF Logon page.</p> <p>You are ready to log in to eOPF! Continue with Part 3.</p>	

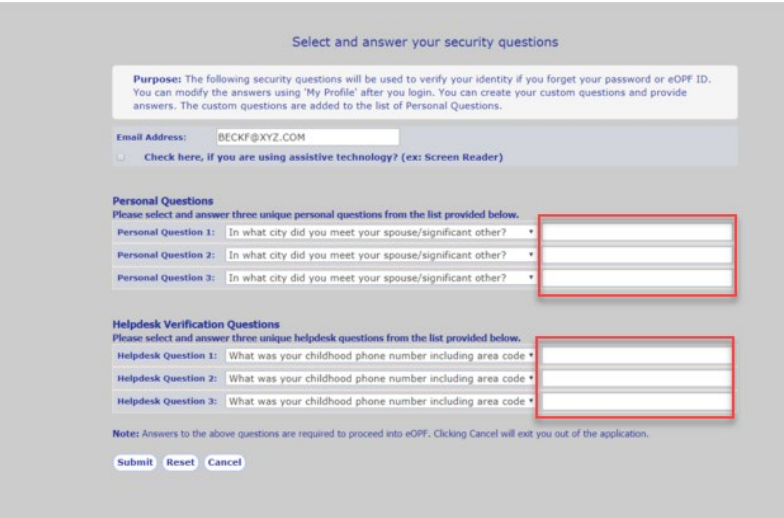
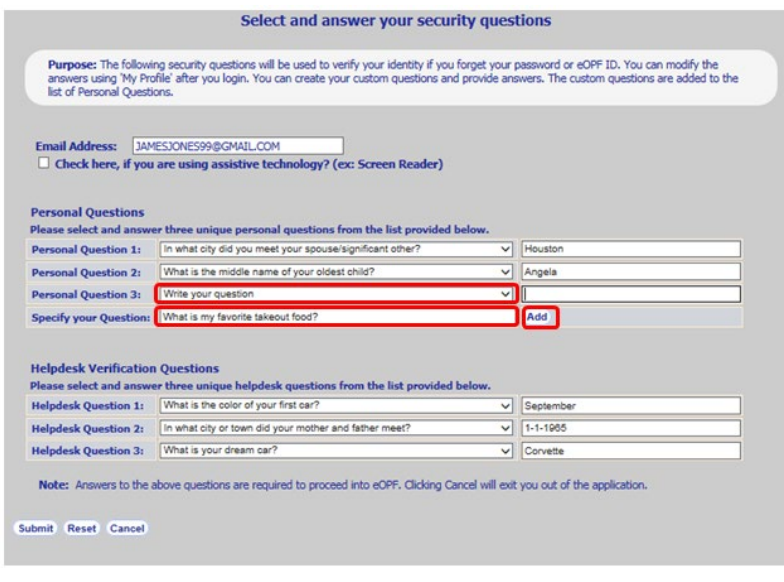
Part 3: First Time eOPF Logon for New Users

Step	Action	Screen Shot
1	<p>Enter eOPF ID and password on the eOPF Logon page.</p> <p>Click the Submit button.</p>	

ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
2	<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 joohee.kim@ngc.com 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: http://vm-f5eopf12stt1/QA5041/</p> <p>37099</p>
3	<p>Enter the verification code provided via email and select the Submit button.</p>	

ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
4	<p>The Select and answer your security questions screen displays. Select questions from the drop-down menu, and answer the questions in the blank fields on the right.</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> <p>To start over, click the Reset button.</p>	
5	<p>User has the ability to create custom questions for Personal Questions; however, custom questions cannot be created for Helpdesk Questions.</p> <p>Select the drop-down menu and choose Write your question. Once selected, a blank question field is added, allowing user to type a custom question. Click Add.</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 you may create.</p>	

ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
6	<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 user's newly created question. Type the answer in the blank field to the right.</p>	<p>Select and answer your security questions</p> <p>Purposes: The following security questions will be used to verify your identity if you forget your password or eOPF ID. You can modify the answers using 'My Profile' after you login. You can create your custom questions and provide answers. The custom questions are added to the list of Personal Questions.</p> <p>Your question is added to the Personal questions list.</p> <p>Email Address: JAMES.JONES99@GMAIL.COM</p> <p><input type="checkbox"/> Check here, if you are using an existing technology? (See: Screen Reader)</p> <p>Personal Questions</p> <p>Please select and answer:</p> <p>Personal Question 1: What was your childhood nickname?</p> <p>Personal Question 2: What is the name of your favorite childhood friend?</p> <p>Personal Question 3: What is my favorite takeout food?</p> <p>Answers: Houston, Angela</p> <p>Helpdesk Verification Questions</p> <p>Please select and answer three unique helpdesk questions from the list provided below.</p> <p>Helpdesk Question 1: What was your childhood phone number including area code? September</p> <p>Helpdesk Question 2: What was your childhood phone number including area code? 1-1-1965</p> <p>Helpdesk Question 3: What was your childhood phone number including area code? Corvette</p> <p>Note: Answers to the above questions are required to proceed into eOPF. Clicking Cancel will exit you out of the application.</p> <p>Submit Reset Cancel</p>
7	<p>To save, click the Submit button below the questions.</p>	<p>Helpdesk Question 1: What is the color of your first car? September</p> <p>Helpdesk Question 2: In what city or town did your mother and father meet? 1-1-1965</p> <p>Helpdesk Question 3: What is your dream car? Corvette</p> <p>Note: Answers to the above questions are required to proceed into eOPF. Clicking Cancel will exit you out of the</p> <p>Submit Reset Cancel</p>
8	<p>The Rules of Behavior page displays.</p> <p>Read the rules and click the Accept button.</p>	<p>Rules of Behavior for eOPF</p> <p>The federal employees and contractors entrusted with responsibilities for maintaining, handling and processing PII have a critical role in protecting the privacy of individuals. They must understand and comply with security responsibilities and the rules of behavior to be allowed access to PII. It is important to understand the importance of securing and protecting PII, and therefore, agree to the following statements:</p> <ul style="list-style-type: none"> I will not disclose, without authorization, any PII or any sensitive, classified, or compartmented information I access or learn as a result of my privileged user duties and activities. I will only disclose information with those who have an official need to know. I will protect all government-issued equipment assigned to me from unauthorized access. I will never share my user identification, password/PIN, or passwords with anyone. I will not use my privileged user access to obtain information or data for which I am not specifically authorized, or for non-official purposes. I further understand that investigation and monitoring of my "privileged" user activities may be conducted to ensure integrity of agency systems. I will collect PII only if required to do so by law or regulation. When required, I will collect the minimum amount of PII required to accomplish my official duties, and delete PII from the hard drive or other electronic device(s) when no longer needed. I will ensure appropriate and authorized encryption software is installed on all government-issued computers and devices assigned to me. This includes any government-issued external hard drives and USB flash drives. When electronic transmission or physical transport of PII is necessary, I will apply additional protection measures. I will encrypt or password-protect any electronic communication or portable media that contains PII. I will double-wrap any documents that must be transported through a certified delivery service, and obtain tracking information to confirm delivery. I will print paper copies of PII only when absolutely necessary to perform official duties. I will not store paper copies of PII at my residence, or authorized telework location, without the knowledge and approval of my supervisor. I will store paper copies containing PII in a secure, locked cabinet or other locked storage container. I will read and understand all banner pages and end user licensing agreements. I will adhere to all additional security and PII training and procedures that are specific to my position and/or agency. I will immediately report to my supervisor and the OPM Situation Room (202-418-0111 or sitroom@opm.gov) any incident where PII or other sensitive agency data may have been lost, stolen, or compromised while working within eOPF system. <p>I acknowledge failure to comply with these responsibilities may result in corrective action, to include but not limited to formal discipline up to removal from federal employment, and/or suspension of system privileges. I further acknowledge any willful disclosure of PII to any person or agency not entitled to receive such information may result in possible criminal prosecution and a fine.</p> <p>I understand that the Data Warehouse Program, eOPF Project Management Office (PMO) reserves the right, to terminate or suspend my access and use of the eOPF System, without notice, if there is a violation of these Rules of Behavior.</p> <p>Accept Decline</p>

ELECTRONIC OFFICIAL PERSONNEL FOLDER

Step	Action	Screen Shot
9	<p>The screen refreshes and the eOPF Welcome page displays. That's it! You are in eOPF.</p> <p>From this page, eOPF can be navigated with the buttons on the left.</p>	