

Electronic Official Personnel Folder (eOPF) Frequently Asked Questions

1. What is the eOPF?

The Electronic Official Personnel Folder (eOPF) is an E-Government initiative developed for all Executive Branch federal agencies by the Office of Personnel Management (OPM) to manage and administer the Official Personnel Folder process and to provide employees access to their individual file through a secure Internet connection. NOAA's Workforce Management Office (WFMO) is collaborating with the Department of Commerce (DOC) and OPM to fully implement the features of eOPF.

The eOPF allows each employee to have an electronic personnel folder instead of a paper file. Some of the features of the system include:

- Provides secure access to OPF forms and information to a geographically dispersed workforce;
- Supports a multi-level secure environment;
- Eliminates loss of an employee's official personnel files in filing and routing;
- Reduces costs associated with storage, maintenance, and retrieval of records;
- Complies with OPM and federally mandated HR employee record management regulations;
- Includes an optional Emergency Contact Information page

2. What protections are in place to ensure security of online data?

The eOPF system security is similar to that of the National Finance Center's (NFC's) Employee Personal Page (EPP) and the Thrift Savings Plan (TSP) sites. The system is hosted on a secure server and users connect via the Internet using a web browser with Secure Sockets Layer (SSL) technology. Accounts are accessed with an ID and a password. User group roles are established so that, for example, HR Specialists and Assistants can view serviced folders, or an Investigator could view a certain folder for a specified period of time. An eOPF System Administrator establishes all user group roles for the accounts. Additionally, in Fall 2007, to aid in optimal protection of eOPF data, users must access the system with a PC on a federal network using an authorized, registered IP address. Usually access from home or away from a federal work site does not meet required criteria. Computers accessing eOPF must have authorization by a DOC bureau.

3. What type of data back-up is conducted?

Business rules require nightly incremental backups which include all new documents and any related information added on a given day. Full system-wide backups occur weekly. The hosting vendor, the National Business Center (NBC), performs complete off-site storage of the entire data repository on a monthly basis.

4. Who will have access to the eOPFs?

WFMO staff responsible for processing personnel actions and payroll documents, and those who provide advisory services or benefits support have access to NOAA-serviced eOPFs. Employees see only their own information. Investigators and auditors are granted limited access for authorized inquiries.

5. What process will be used to import documents into the eOPFs?

SF-50s, Notifications of Personnel Actions, are loaded through a bi-weekly electronic data feed interface from the National Finance Center (NFC). Additionally, a "backfile" conversion scanning effort occurred in 2008 and 2010. An OPM contractor imaged and imported the paper copies of OPF documents into eOPF. On a continuing basis, forms that are not electronic are scanned into the system. Examples are: enter-on-duty forms, updated benefits election forms, beneficiary forms, military service records, and authorization memos and forms. This scanning is managed by the servicing WFMO office.

6. Who will input documents into the eOPFs?

Documents in the paper OPFs have been scanned into eOPF by a private OPM contractor during a “backfile” conversion process. The backfile conversion process was completed in April 2008 for all NOAA-serviced organizations except NWS, NOS, and NESDIS, which were completed in August 2010. Documents, such as official enter-on-duty forms, job application packages, and benefits forms, are manually scanned into eOPF on an on-going basis. That workload is managed by the servicing WFMO office.

7. What will happen to the existing paper OPFs?

After scanning, the paper files are sent to the National Personnel Records Center (NPRC) for long-term storage.

8. Who processes removal of documents, eg., to implement a settlement agreement involving removal of SF-50s?

WFMO staff and/or approved contractors are the only users that may add or delete documents from the eOPF.

9. Do I need an e-mail address in order to access my eOPF?

An e-mail address is required for an employee to receive notification of their temporary password for their initial eOPF logon. Your government email address is verified and entered into the system by WFMO staff prior to sending out a Welcome letter.

10. How do I make sure that the system has my current e-mail address?

Employees can view the email address that has been entered for them by clicking on the menu option *My Profile* and *Change Email*. Employees are requested to use their government e-mail address for eOPF.

11. Will employees be notified when items are removed from their eOPF? eg. a letter of reprimand, or SF-50s?

Generally speaking, notifications are not sent for removal of documents.

12. Will employees be notified if someone else looks at their eOPF?

No. However, a complete audit trail is recorded each time a document is accessed by any user.

13. I am a new employee. How do I get a logon ID?

New employees are sent their logon ID and a Welcome letter with start-up instructions normally within one month after their hire date. No action by the employee is required. Employees who have been on board longer than a month who have not received their ID and instructions should send an email to wfmo.eopf@noaa.gov indicating their official name and hire date. A notification will be sent providing the ID and logon instructions.

14. How will I receive training on the system?

The eOPF, like other web-based systems, is rather intuitive. However, the system features a detailed online Help section.

15. What do I do if I forget my eOPF Logon ID or my password?

Employees can use the self-service links on the eOPF logon screen by clicking on “**Forgot Your Password?**” or “**Forgot Your eOPF ID?**” NOTE: Use upper-case letters for the entries involving your logon ID and Last name.

16. Why am I getting a message, “You are attempting to access the Electronic Official Personnel Folder (eOPF) website from an unauthorized location”?

To aid in optimal protection of your personal data, computers accessing eOPF must be on a federal network and have an authorized, registered IP address. Usually access from home or

away from a federal work site does not meet the criteria. Send an email to wfmo.eopf@noaa.gov for instructions on how to authenticate and register an IP address that meets the required criteria.

17. The system is telling me my eOPF account is locked. What steps should I take to unlock it?

Click on the “Forgot Your Password?” link on the logon screen. Successfully resetting your password will unlock your account.

18. Is it mandatory to complete the Emergency Contact Information?

Employees are able to enter information regarding who to contact in an emergency on the Emergency Contact Information page. Entering this data is entirely voluntary. If entered, it the employee's responsibility to keep the information accurate. Only the employee and the WFMO staff can view this information in eOPF so employees are encouraged to provide the information to his or her immediate supervisor as well.

19. I can view my address information on the Emergency Contact page, but I can't change it. Why not?

The home address information for each employee comes directly from the bi-weekly NFC data feed. If you wish to change this information, you need to [access the NFC Employee Personal Page](#) and change your Home Address there. eOPF will be updated with the information in the next biweekly data feed.

20. Will this system include other documents that are not a part of the OPF?

With eOPF, agencies are able to create “virtual” folders in which to store other HR documents, such as payroll documents, awards, or performance documents. Award actions have been added in eOPF in a Performance folder and are viewable by employees. Additional folders and access to them may be added in the future. Access to any additional folders will be restricted based on current policies.

21. Why are there some documents in my eOPF dated 01/01/1901?

During the backfile conversion scanning process, some documents that contained illegible or missing information were indexed with a default effective date of 01/01/1901. If you have questions about any of these documents in your eOPF, please [contact WFMO staff](#) who service your organization

22. When I leave NOAA, will I have access to my eOPF?

Your access to eOPF will cease shortly after your separation, so before your departure, be sure to print documents from the system for your personal files at home. You should receive copies of your separation documents in the mail from your servicing WFMO.

23. Is there a Help feature for eOPF?

eOPF has an online Help function that you can reach by clicking on the word “Help” at the top of most pages within the web site. The instructions in the Help feature can be printed out if you wish to do so. If you have received your logon ID and instructions but are unable to access eOPF, please contact the eOPF Help Desk at eopf_hd@telesishq.com. You will need to provide the following information:

1. Name
2. Organization (DOC and Bureau)
3. Phone/email contact information
4. Description of problem

Before contacting the Help Desk, please note these steps for assistance: See question 16 regarding steps on how to register your federal IP address; If you have questions on the content of your eOPF, please [contact WFMO staff](#) who service your organization; Refer to question 15 for further information on requesting an eOPF ID.

24. Some of my documents seem like duplicates. For example, there are two SF-50s with the Nature of Action, Career-Conditional Appointment. Are these duplicate documents?

In some cases, there are two pages due to a continuation of remarks for a personnel action. However, if you do find actual duplicate documents, please [contact WFMO staff](#) who service your organization.

25. There are documents in my eOPF that belong to someone else. What should I do?

The eOPF system is implemented in accordance with the Privacy Act of 1974 to safeguard employee records from unauthorized use. However, as hard as we try, sometimes information is erroneously stored. In the event you find documents in our eOPF that do not belong to you, you **must** notify your [WFMO contact](#) immediately so corrective measures can be taken. Anyone who knowingly and willfully discloses personal information pertaining to other individuals, in any manner, to any person or agency not entitled to receive it, may be found guilty of a misdemeanor and fined.

09/27/2010