eOPF Account Guide

The following processes are covered in this guide:

- Initial Registration Process (for new users)

- Forgotten Password Process

- Forgotten Login ID Process

The Initial Registration Process

During the initial registration process, this guide assumes the user has been provided a login ID.

Users can request a login ID by sending an email that includes their official name and hire date to their organization's eOPF mailbox.

Department of Commerce (DOC) users access eOPF at https://eopf.nbc.gov/doc/

Users must access eOPF using a government-issued computer with a registered IP address. If you receive a message stating you are attempting to access from an unauthorized location, it means you are using a computer with an IP address that is not registered with the Department of Commerce. To aid in optimal protection of your eOPF data, access is available to government-issued computers with a registered DOC IP address or government-issued computers accessing via a government Virtual Private Network (VPN). Usually, access from home or away from a federal work site does not meet the criteria.

For the first time login attempt, the user is required to provide the following information before accessing his/her eOPF:

- A self selected eOPF password (with password verification and validation)

- Verification of their government email address

- Three (3) self selected personal challenge questions and corresponding answers

- Three (3) self selected Help Desk challenge questions and corresponding answers

Upon successful completion of these tasks, an eOPF user can access the system. Security questions can be managed by clicking on *My Profile.*

If your account becomes locked due to unsuccessful logins, click on the "Forgot Your Password?" link. Successfully resetting your password will unlock your account.

Within eOPF, use the Help Button to view the online user guide.

New user accessing eOPF for the first time:

From the login page the user enters their eOPF ID and then selects **'New User – Request Password…'**

The following information must be entered for system verification of the user:

Failure to verify the user would result in the following denial message:

The information you provided does not match the information in the eOPF system. Please contact the helpdesk at eopf_hd@telesishq.com for assistance.

Click here to return to logon page.

Upon successful verification and the presence of a valid user email on record in eOPF, an email is sent to the user with his/her new password.

New User - Password Request

Your password request has been submitted for processing.

Click here to return to logon page.

If the user was successfully validated but does not have an email address on record in eOPF, an email is sent to the help desk with the user information.

You do not have an email address of record in eOPF.
You request is being processed and someone from the helpdesk will contact you.

Click here to return to logon page.

Once the user is contacted by the help desk and a valid user email address is entered into eOPF, the login process continues:

Upon successful verification of user information, the user receives a new temporary password by email. Once successfully logged in to eOPF, the user is required to change her/his password and to answer the Security and helpdesk questions.

Please change your password.

Note: Password must contain at least one upper-case letter, one lower-case letter, one number and one special character and must be at least 8 characters in length.

Old Password: [_____]

New Password: [_____]

Password Confirm: [_____]

[RESET PASSWORD]   [CANCEL ⊘]

Personal questions are used by the user to perform self service. Help Desk Verification questions, different than personal questions, are used by the help desk to verify a user's identity.

Security questions

Email Address: [john.doe@emil.com]

☐ If checked, it indicates that you are opting out of notification of Document Activity.

Personal Questions
Please answer all questions below.

What are the last 4 digits of your SSN?(format NNNN) ▾	2341
How many siblings do you have?(1-2 chars) ▾	4
What is your hometown?(2-35 chars) ▾	Faifax

Helpdesk Verification Questions
Please answer all questions below.

What is you mother's birth date?(format NN/NN/NN) ▾	02/08/50
What is your favourite time of the year?(Fall, Winter, Spring,Su ▾	summer
What is you astrological sign?(2-35 chars) ▾	Libra

[SUBMIT ✓]   [RESET ↺]   [CANCEL ⊘]

At this point the new user registration process is complete and the **eOPF Welcome page** is displayed. The Welcome page for DOC employees may differ slightly from the sample screen shown below.

https://eopf.nbc.gov/training/EOPF/EOPF.aspx?LoadPage=EOPFWelcome

TAMMY BROWN

Help | FAQ | Home

My eOPF

Search eOPF

My Profile

Logout

Welcome to the eOPF System

Introduction:

The eOPF System contains electronic copies of the documents that make up your Official Personnel File. Your eOPF may not contain copies of all documents that were created, as many of these documents have not been scanned in yet. If you have questions concerning the technical aspects of the eOPF, email the eOPF administrator at eopfadmin@opm.gov

Questions concerning specific personnel actions should be sent to the appropriate HR representative.

OPM Web Page...

User Info:

Email: BrownT@xyz.com
Emergency Data last updated on:1/1/2000

Internet   100%

Draw   AutoShapes

Page 1   Sec 1   1/1   At 72pt   Ln 1   Col 1   REC TRK EXT OVR English (U.S

Forgotten Password Process

When a user clicks on "**Forgot Your Password**", he/she will be asked to provide the following information:

- Login ID - Verified by the system
- Last 5 Digits of SSN - Verified by the system
- First 4 Letters of Last Name (if the last name is less than 4 characters – then the full last name will be used – e.g. if Ng is the user's last name, two characters would be used in the verification process) - Verified by the system

eOPF searches for the employee using the login ID and verifies the remaining information (SSN and Last Name Check). Failure to verify the user or to verify the SSN and Last Name Check results in the following denial message: "The information you provided does not match the information in the eOPF system. Please contact the help desk at eopf_hd@telesishq.com for assistance").

> The information you provided does not match the information in the eOPF system. Please contact the helpdesk at eopf_hd@telesishq.com for assistance.
>
> Click here to return to logon page.

Upon successfully verifying user identification and information, eOPF randomly selects one (1) of the three (3) personal challenge questions from the user's profile.

The user must answer the Security question correctly or access is denied, displaying the following message: "Your answer to the identity challenge does not match the information in the eOPF system. Please contact the help desk at eopf_hd@telesishq.com for assistance."

> Your answer to the identity challenge does not match the information in the eOPF system. Please contact the helpdesk at eopf_hd@telesishq.com for assistance.
>
>
> Click here to return to logon page.
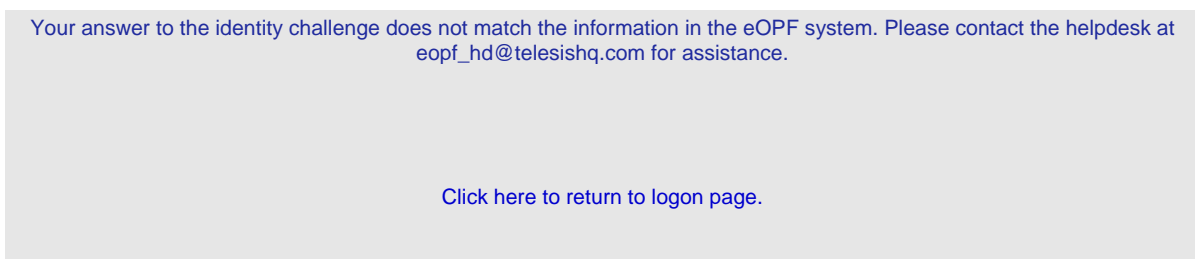
With a correct response to the Security question the user is directed to the "**Please reset your password**" screen and is required to set a new password.

This page displays the password requirements for eOPF: "The password you create must be at least 8 characters and include at least one uppercase letter, one lower case letter, one special character, and one number."

Once a new password is submitted and accepted, a security email is generated and sent to the user's eOPF email of record notifying the user of the password change and displaying the following message: "This email is to notify you that your eOPF password has been changed. If you did not initiate this change, please contact the help desk at eopf_hd@telesishq.com for assistance." The intent of this email is to notify the user in the unlikely event an unauthorized access has occurred. This email does not contain the password or login ID

Forgotten Login ID Process

The following process assumes the user has logged into eOPF in the past and has answered the personal challenge questions. When a user selects the "**Forgot Your eOPF ID**" from the eOPF login page, the "**Request Your eOPF ID**" message displays, requesting the following information:

- Last 5 Digits of SSN - Verified by the system –
- First 4 Letters of Last Name (if the last name is less than 4 characters – then the full last name will be used – e.g. if Ng is the user's last name, two characters would be used in the verification process) - Verified by the system
- The date of birth mm/dd/yyyy – Verified by the system

Since the user does not know the login ID, the information entered will be used to lookup and verify the user. If the information is submitted incorrectly or cannot be verified (because it is either not found or there is a uniqueness problem) the following message displays: "The information you provided does not match the information in the eOPF system. Please contact the helpdesk at eopf_hd@telesishq.com for assistance").

> The information you provided does not match the information in the eOPF system. Please contact the helpdesk at
> eopf_hd@telesishq.com for assistance.
>
>
>
> Click here to return to logon page.

Upon successful lookup and information verification, eOPF randomly selects one (1) of the three (3) personal challenge questions from the user's profile. (NOTE: User selected and answered these questions during the registration process).
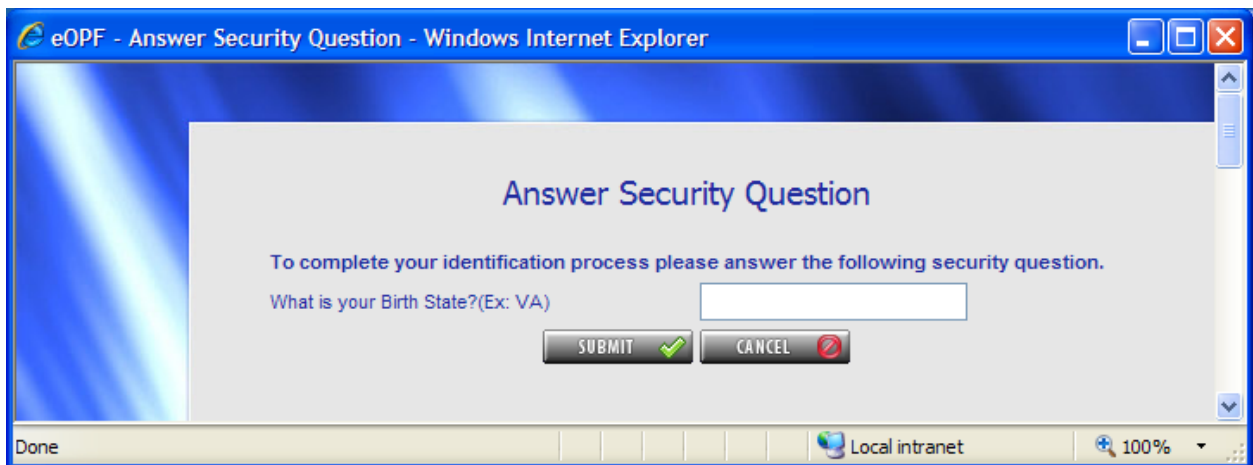

The user must answer the Security question correctly. An incorrect response results in a denial of access message: "Your answer to the identity challenge does not match the information in the eOPF system. Please contact the helpdesk at eopf_hd@telesishq.com for assistance".

> Your answer to the identity challenge does not match the information in the eOPF system. Please contact the helpdesk at
> eopf_hd@telesishq.com for assistance.
>
>
>
> Click here to return to logon page.

A correct response to the Security question results in the user's Login ID displaying on the screen.
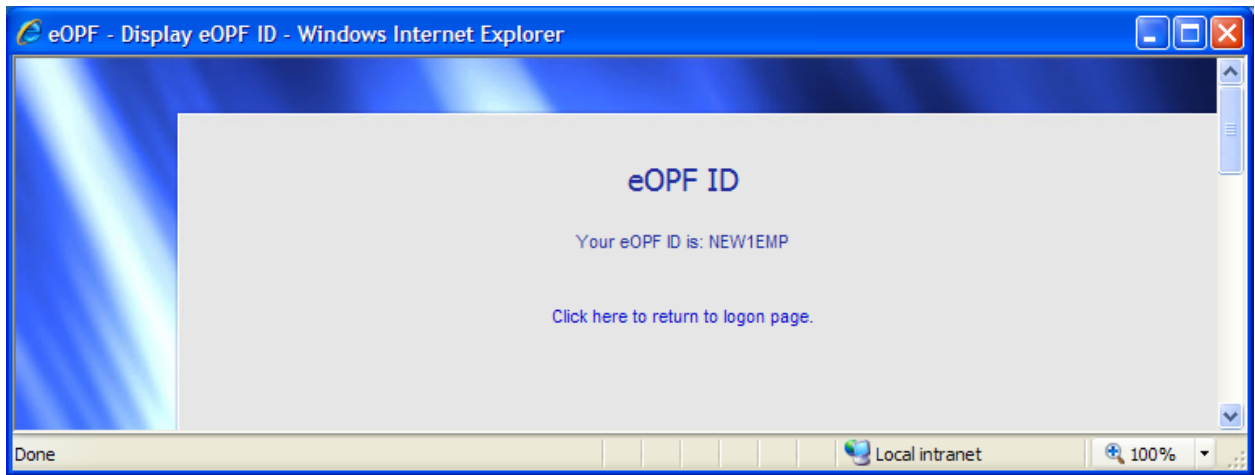
Simultaneously, a security email will be generated to the user's eOPF email of record notifying them of the login ID request: "This email is to notify you that your eOPF login ID has been requested. If you did not initiate this request – please contact the helpdesk at eopf_hd@telesishq.com for assistance).