

U.S. DEPARTMENT of COMMERCE Office of the Secretary Office of Human Resources Management

Home > HR Practitioners

Online eOPF Self-service Feature for Current Employees

Working for Imerica

Online eOPF Self-service Feature for Logon ID Retrieval and Password Reset for Current Users

Using the Self-service Feature

To access eOPF, the user requires an eOPF ID and password. If the user has forgotten one or both of these, the user may obtain new eOPF ID and password by using the eOPF self-service feature. Using this self-service feature in eOPF, a user does not need to contact the eOPF Help Desk or the agency's HR Office for an eOPF ID or password reset.

This Quick Reference document on self-service eOPF ID and password reset consists of three sections:

Part 1: Request Your eOPF ID

Part 2: Request a New eOPF Password

Part 3: Change Security Questions and Add Custom Questions

Part 1: Request Your eOPF ID

Step	Action	Screen Shot
1	Access your specific agency eOPF URL at: https://eopf.opm.gov/doc/ Read the eOPF User Agreement page. Click the Accept button.	Copper Server - 01664 [opfhelpdesk@opm.gov] 1-866-275-8518
2	From the eOPF Logon screen, click the Request Your eOPF ID link.	

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3	From the Request Your eOPF ID page, enter the • Last 5 digits of your SSN • First 4 letters of your last name • Date of birth (mm/dd/yyyy) Click the Submit button.	Request Your cOPF ID Purpose: This feature allows you to request your cOPF ID. Please enter information in the following fields. Last 5 digits of your SSN: (Example: 6/2990) First 4 letters of your last name: Date of Birth (mm/dd/yyyy) Submit Cencel
4	The Answer Security Question page displays, requesting an answer to one of the Security Questions that you chose. Enter the appropriate response. Click the Submit button.	Answer Security Question To complete your identification process please answer the following security question. What is the middle name of your oldest child?
5	The Request Your eOPF ID page displays stating that your Login ID request has been submitted for processing. Click the Click here to return to login page link.	

		Request Your eOPF ID Your eOPF ID request has been processed and an email will be sent to you with your eOPF Login ID within the next 60 minutes. Please make sure you check your spam or junk email folder if you do not see the email within 60 minutes. If you did not receive an email, please contact the helpdesk at <u>eopthelpdeskilliopm.gov</u> for assistance. Please use "Missing eOPF ID eMail" in the subject and include your Agency, full Name, your email address, and phone number in the body of the request. For many mail systems, if you click <u>here</u> , it will start an email for you. DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK. Click here to return to logon page.
6	Your eOPF ID will be emailed to the email address of record in eOPF. Please contact the eOPF Help Desk if you do not receive an email with your eOPF ID.	Subject: Request eOPF ID 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 <u>eopfhelpdesk@opm.gov</u> ; or by calling (toll-free) at 1-866-275-8518. Your eOPF ID: ABCDE12345 Please protect your personal information by keeping your eOPF ID and password in a secure location. Agency: <u>https://eopf.opm.gov/doc/</u>
7	Return to the eOPF Logon page. Type in your eOPF ID and your password. Click the Submit button.	Office of Personnel Management opper Der Der Der Der Der Der Der Der Der D

Part 2: Request a New Password

Step	Action	Screen Shot
1	From the eOPF Logon page, click the Request a New Password link.	

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		Office of Personnel Management a New Day for General Service		
		Image: source of the computer system may be intercepted; recorded, read; copied, and declared by and to satisfaction personnel for efficiel personnel.		
2	On the Request a New Password page, enter your: • eOPF ID	Request a New Password Purpose: This feature allows you to request your new Password. Please enter information in the following fields.		
	 Last 5 digits of your SSN First 4 letters of your last name Click the Submit button. 	eOPF ID: Last 5 digits of your SSN: (Example: 67980) First 4 letters of your last name: Submit Cencel		
3	The Answer Security Question page displays, requesting an answer to one of the Security Questions that you chose.	Answer Security Question		
	Enter the appropriate response.	To complete your identification process please answer the following security question.		
	Click the Submit button.	What is the name of your favorite childhood friend?		
		Submit Cancel		
4	The Request a New Password page displays stating that your request has been submitted for processing.	Request a New Password		
	Click the Click here to return to login page link.	Your password request has been processed and an email will be sent to you with a temporary link and instructions to reset your password. Please make sure you check your spam or junk email folder. If you did not receive an email, please contact the helpdesk at <u>expline(pdesk0)(ppm.gov</u> for assistance.		
		DO NOT INCLUDE YOUR 55N IN ANY CORRESPONDENCE WITH THE HELPDESK.		
		Click here to return to logon page.		

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5	An email is sent to the email address of record in eOPF with a URL link and instructions. Click the URL link. Please contact the eOPF Help Desk if you do not receive an email with the URL.	Instruct. Core Plasmond Request 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 <u>copfhelpdesk@opm.gov;</u> or by calling (toll-free) 1-866-275-8518. To create a new eOPF password: 1. Click the link below, which is unique to your request. PLEASE NOTE THAT THE UNK EXPIRES WITHIN 60 MINUTES OF SENDING THIS EMAIL. https://eopf.opm.gov/doc/VerifyReset_aspx?tn=602A185CDED2 If clicking the link above does not work, please copy and paste the URL in a new browser window. 2. When prompted provide your eOPF ID and submit. 3. Complete the password reset process. 4. Then you are taken to the eOPF Login Page where you must enter your new password to access eOPF. Agency: https://eopf.opm.gov/doc/		
6	The link opens the Reset Your Password page. Type in your eOPF ID . Click the Submit button.	Reset your password Note: The link provided in your password reset entail expires within 60 minutes of submitting your password request. Please enter your eOPF ID. eOPF ID: Submit Cancel		
7	The Please reset your password page displays. Enter a password that meets your agency's security guidelines in the New Password field, then again in the ReType Password field. Click the Reset Password button.	Please reset your password Purpose: Please enter a new password below and click on "Reset Password". After successfully creating the new password, you will be redirected to the Logon page. Use your newly created password to logon to eOFF. 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 12 characters in length. New Password : Reset Password : Reset Password Cancel		
8	The page refreshes, displaying the eOPF Logon page. Use your eOPF ID and your new password to logon to eOPF.	Office of Personnel Management opp a Hear Day for Bedenal Service Image: Description of the service of the		

Part 3: Change Security Questions and Add Custom Questions

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Step	Action	Screen Shot
1	eOPF lets you change your security questions at any time. From the eOPF Welcome page, click the My Profile button.	Weight with the set of the eCPF System Weight with the eCPF System Weight with the eCPF System Mark and the economic for you for users of the economic for you for users of the economic for you for users of the economic for the economic for you for users of the economic for the economic for you for users of the economic for the economic for you for users of the economic for the economic for you for users of the economic for the economic for you for users of the economic for you for users of the economic for you for economic for you for the economic for the
2	From the Who Am I? page, click the Change Security Questions tab.	Whedest? General Professesses Warkflow Professesses Change Encally Change Faculty Questions Whedest? Change Security Questions Change Security Questions Whedest? Purposes: The Whodws?? feature provides a quark read-only leting about your account. Conc OK Purpose: PRED BEDK Biology Concentration India Name: PRED BEDK Biology Concentration India Name: PRED BEDK Biology Concentration India Nations: PREDBECK/99(IXAAL.COM Biology Concentration Po ID: SIS11 Concentration Biology Concentration India Nations: PREDBECK/99(IXAAL.COM Point SIS11 Cong Code: B5 Actively code: VA Industry code: VA Encored Provide, Personal Concentration, Data Integrity, Deleted, 1 9, Medical, Macromark, Review, Security, Temporary, Training, Transformed, Review, Security, Temporary, Training, Transformed, Review, Security, Temporary, Training, Transformed, Biol Point Side(I) Accountable Benefits, Cancellatory, Data Integrity, Deleted, I 9, Medical, Macromark, Review, Security, Temporary, Training, Transformed, Review, Security, Temporary, Trainin
3	The Change Security Questions page appears. Click the drop-down menu arrow and select the security question you would like to change. Type in the answer in the box to the right of the question. Security question answers are not validated for format or correctness (i.e. state, numbers, or dates). Maximum length for an answer is 35 characters.	Whadkel? General Performances Whatkline Preformances Change Encall Emmyoring Data Change Personed Change Security Questions : Purpose: The change questions feature allows you to modify the answers to the security questions, or solect a different questions are added to the lat of neuronal questions are added to the lat of the goosse isgon/that other? Personal Questions ? In what of the did you meet your spoose/sign/that other? Image Generation Neuronal Questions ? In what is the name of your fluorite childhood firent? Image Generation Neuronal Questions ? In what is the matternal grandmother's maxim name? Image Generation Highdek Questions ? In what is your maternal grandmother's maxim name? Image Generation Image Generation Highdek Questions ? In what is your direm car? Image Generation Image Generation Image Generation Update Cencel Image Generation Image Generation Image Generation Image Generation
4	You also have the ability to create custom questions for Personal Questions ; however, custom questions cannot be created for Helpdesk Questions . Click the drop-down menu and select Write your question. Once selected, a blank question field is added, allowing you to type your custom question. Click Add .	

	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.	Whodkel? General Professores Workflow Prefesences Change Encartly Change Faceword Change Security Generations Change Security Questions :			
		Personal Question 1:	In what city did you meet your spouse/significant other?	Green	
		Personal Question 2	What is the name of your favorite childhood firend?	George	
		Personal Question 3:	Write your question	v	
		Specify your Question:			
		Helpdesk Questions			
		Helpdesk Question 1	What is your maternal grandmother's marden name?	Tom	
		Helpdesk Question 2:	In what town was your first job?	Mouston	
		Helpdesk Question 3:	What is your dream car?	Velowstone Velowstone	
		(Update) Cancel			
5	To save, click the Update button	Helplesk Questions			
	below the questions.	Helpdesk Question 1:	What is your maternal grandmother's maiden name?	₩ Tan	
		Helpdesk Question 2:	In what town was your first job?	Mousion	
		Helpdeck Question 3:	What is your dream car?	Velevestore X	
		Update Cancel			

Need Assistance?

For technical assistance, select the **Help** link from the upper-right corner of any eOPF screen or contact the eOPF Help Desk:

Email: eopfhelpdesk@opm.gov

Phone: 1-866-275-8518

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