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

Online eOPF Self-service Feature for Current Employees

Working for America

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.

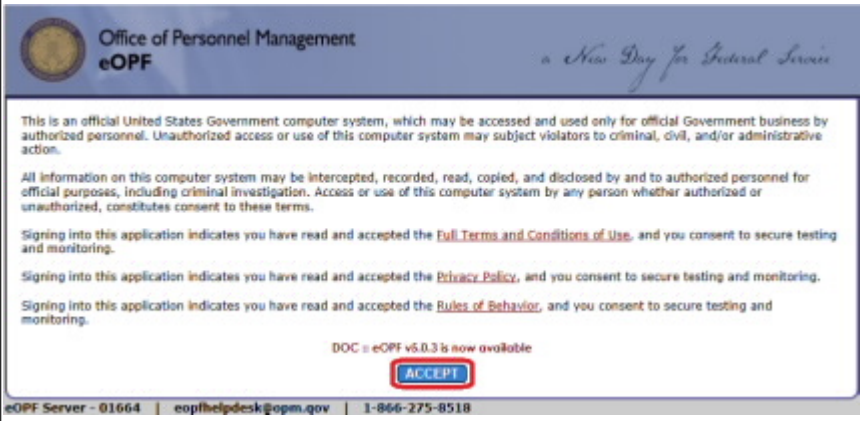
This Quick Reference document on self-service eOPF ID and password reset consists of three sections:

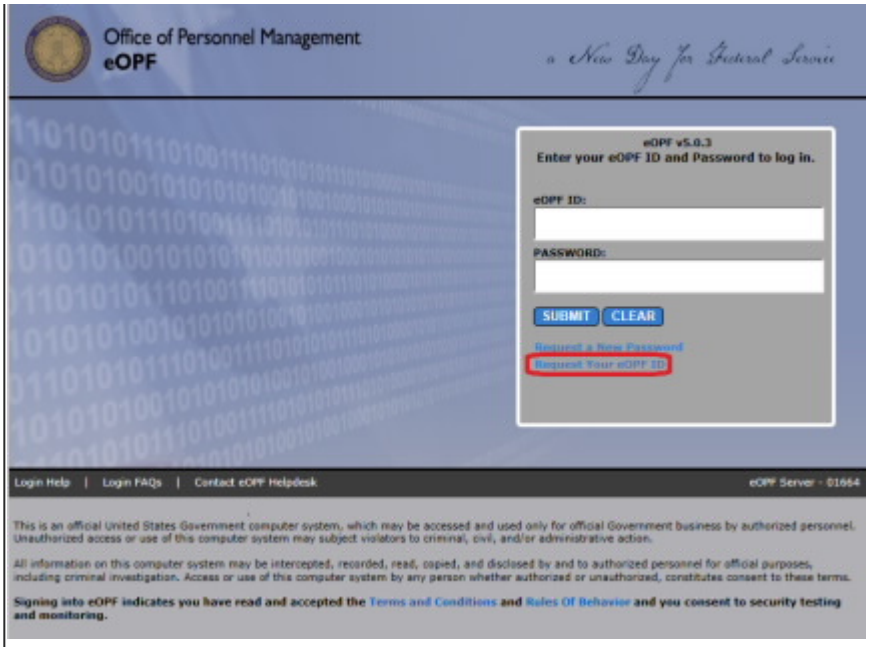
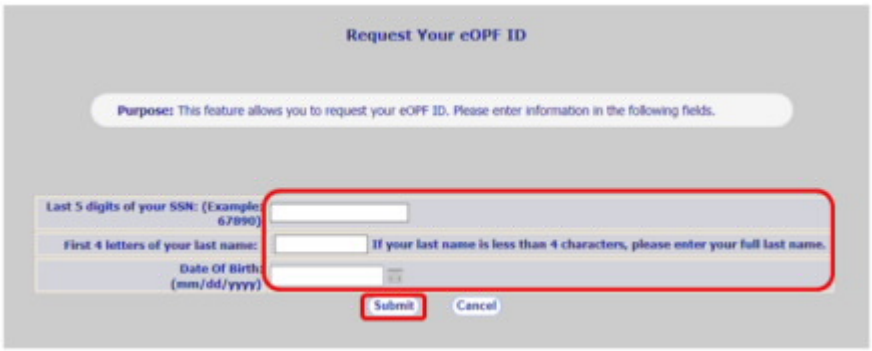
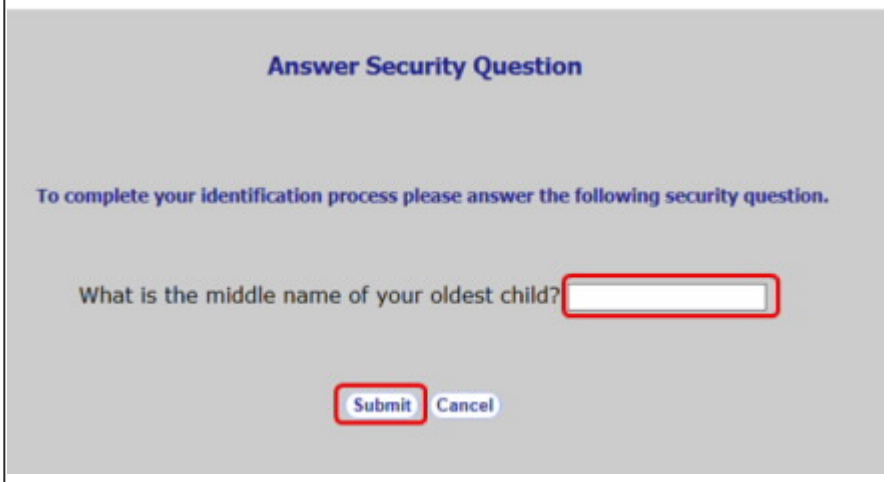
Part 1: Request Your eOPF ID

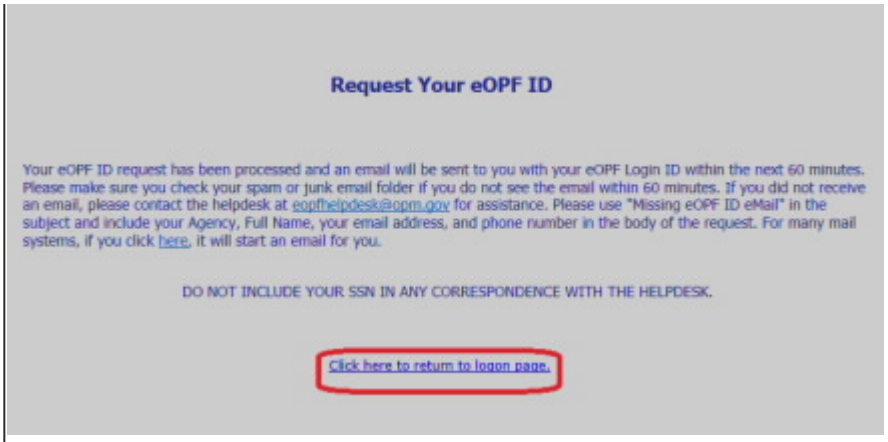
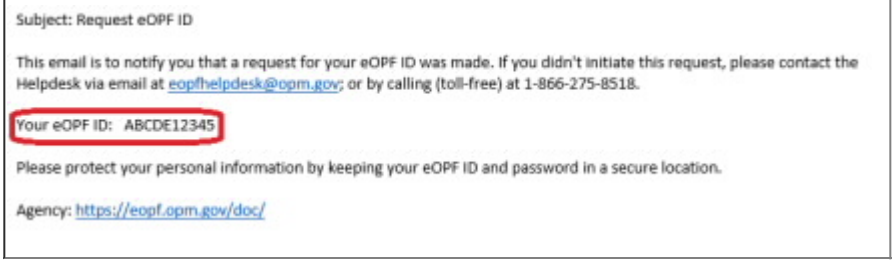
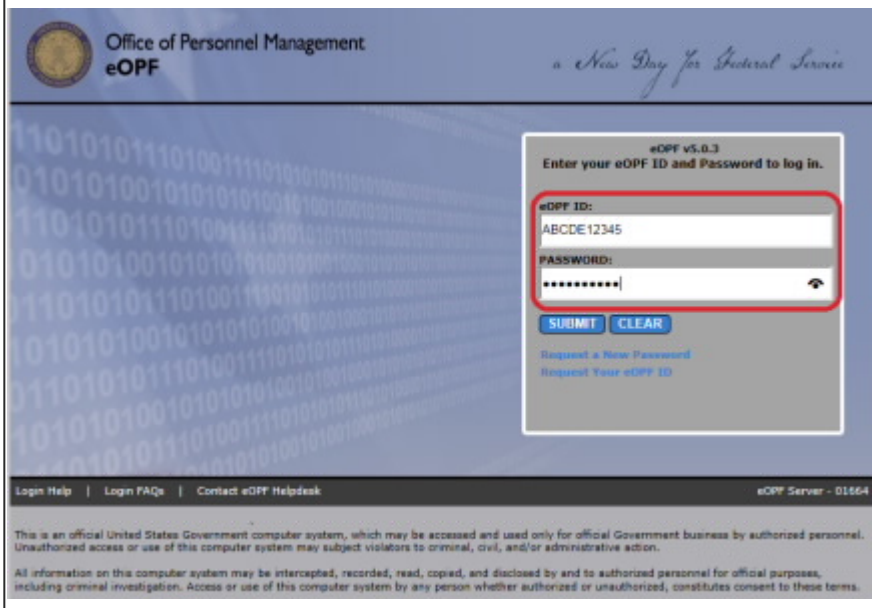
Part 2: Request a New eOPF Password

Part 3: Change Security Questions and Add Custom Questions

Part 1: Request Your eOPF ID

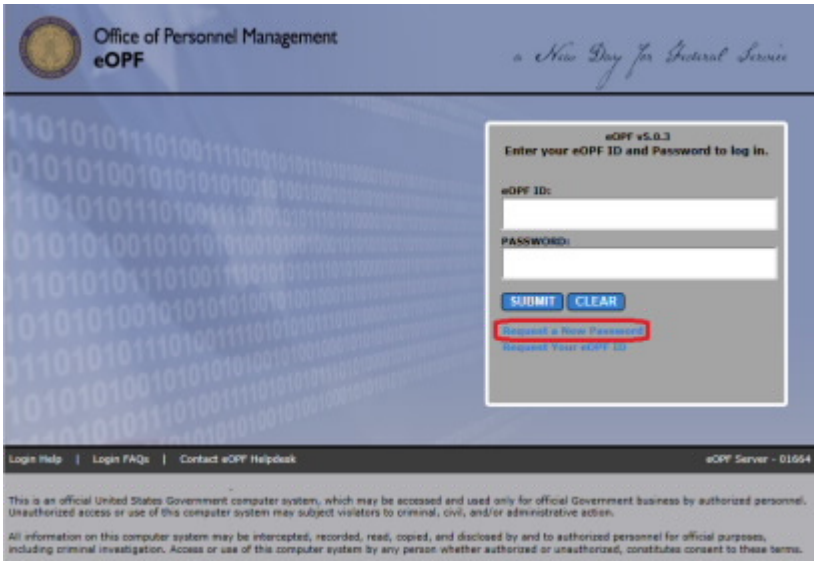
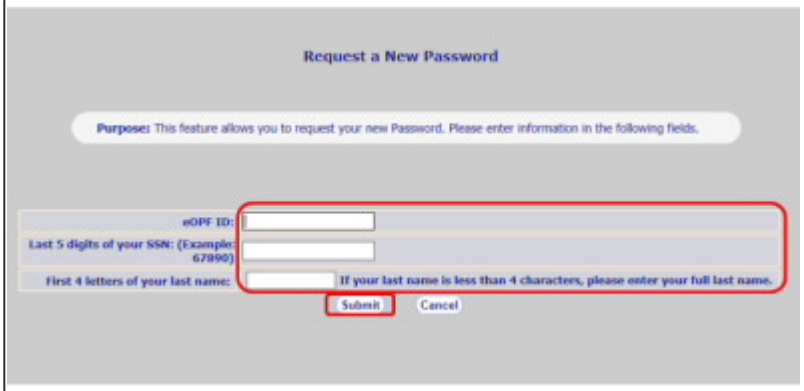
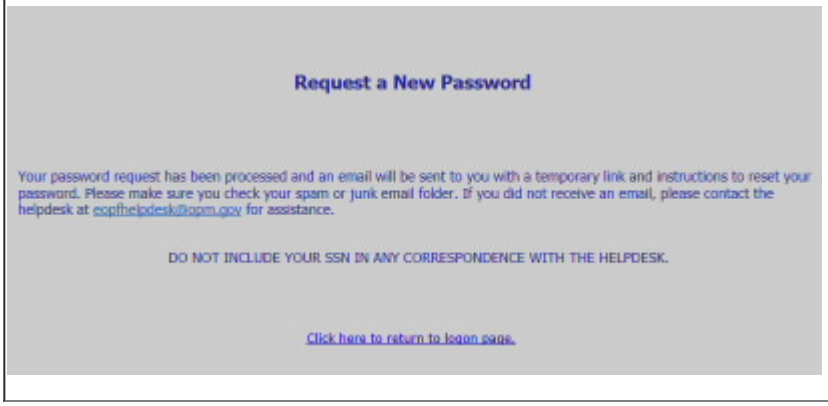
Step	Action	Screen Shot
1	Access your specific agency eOPF URL at: **https://eopf.opm.gov/doc/** Read the **eOPF User Agreement** page. Click the **Accept** button.	
2	From the **eOPF Logon** screen, click the **Request Your eOPF ID** link.	

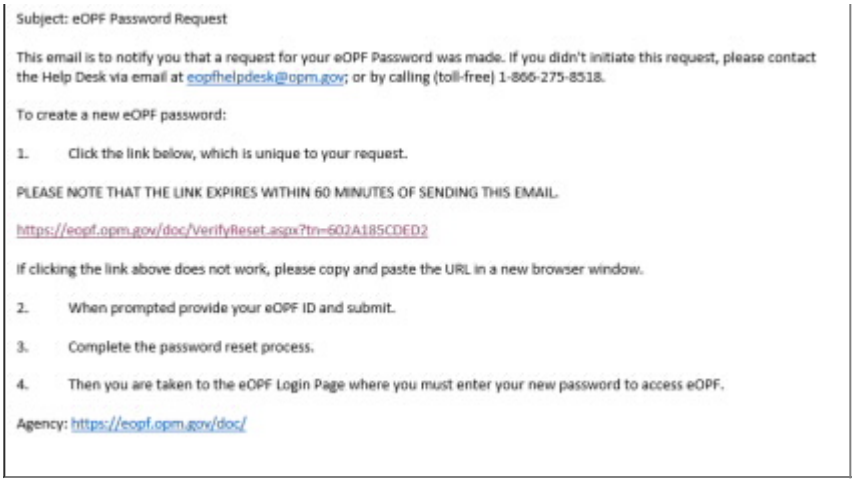
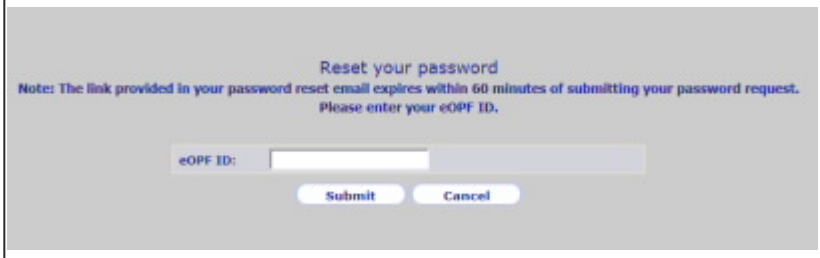
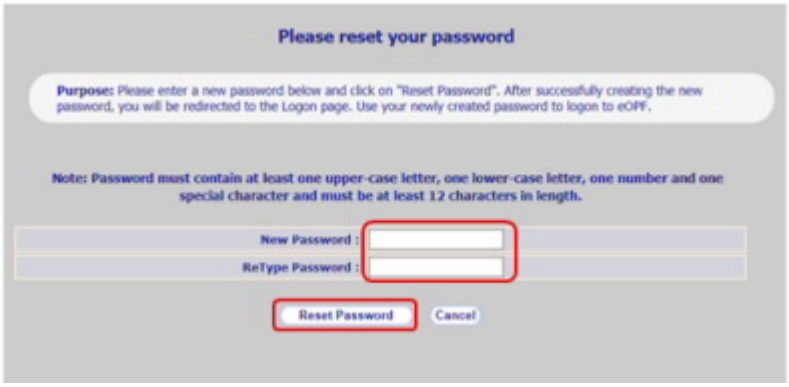
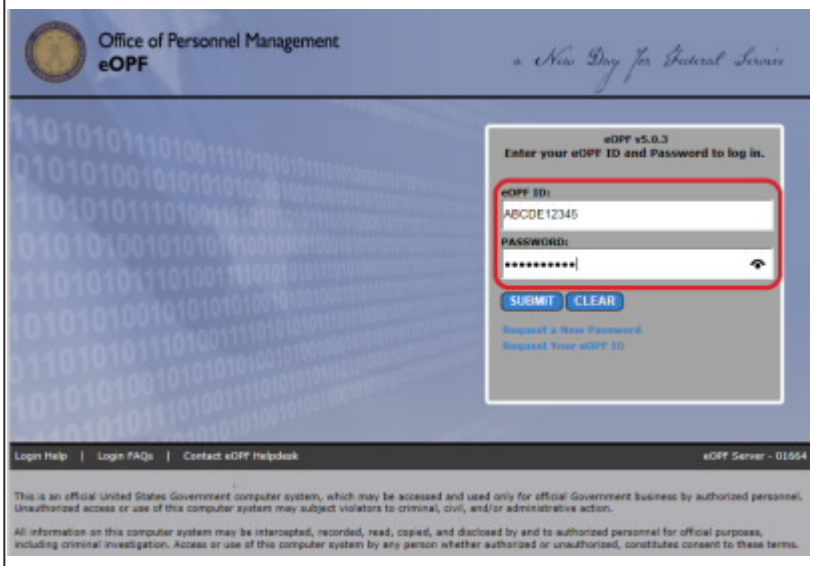
		
3	From the **Request Your eOPF ID** page, enter the • Last 5 digits of your SSN • First 4 letters of your last name • Date of birth (mm/dd/yyyy) Click the **Submit** button.	
4	The **Answer Security Question** page displays, requesting an answer to one of the Security Questions that you chose. Enter the appropriate response. Click the **Submit** button.	
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.	

		
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.	
7	Return to the **eOPF Logon** page. Type in your eOPF ID and your password. Click the **Submit** button.	

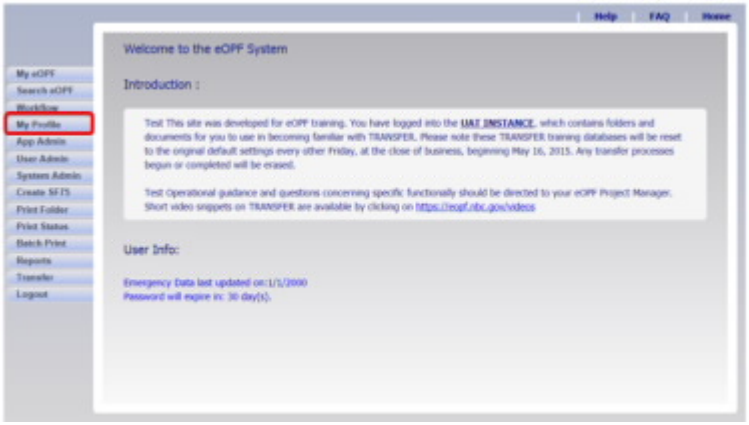
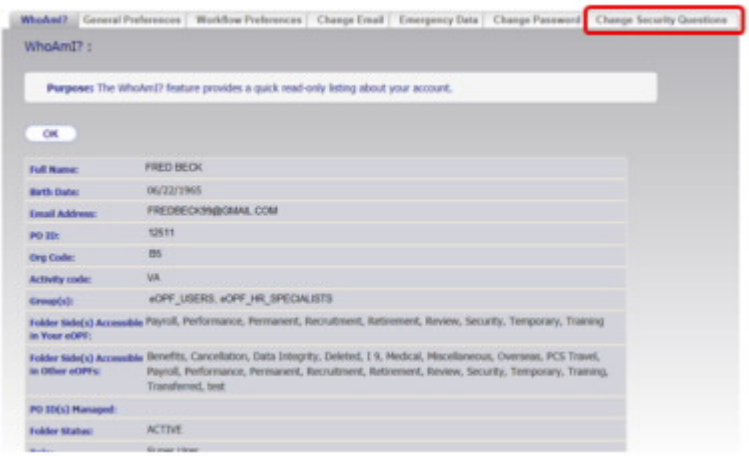
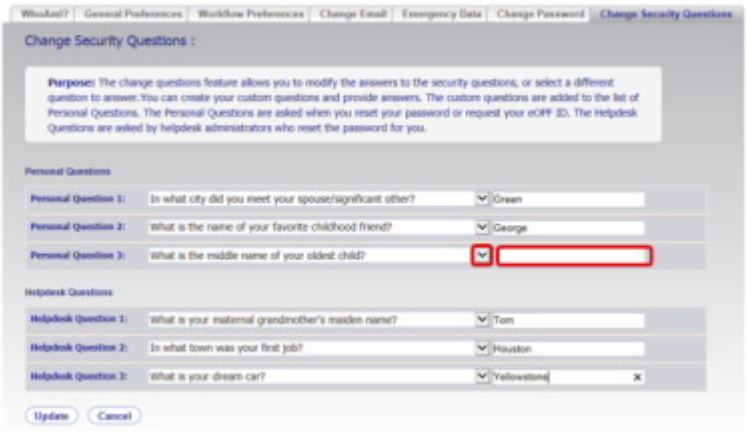
Part 2: Request a New Password

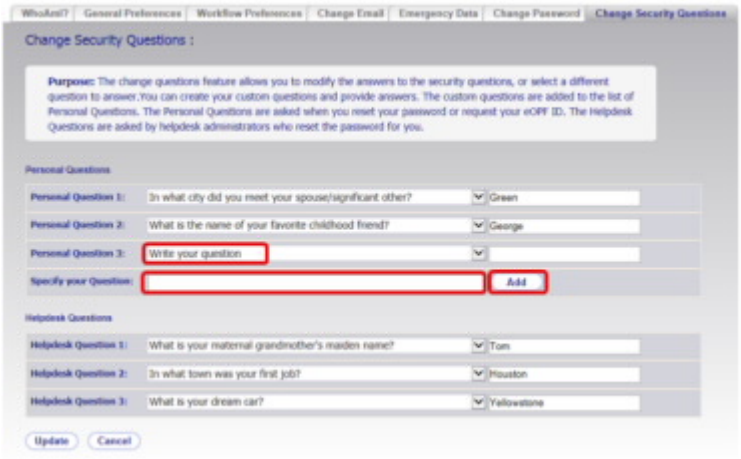
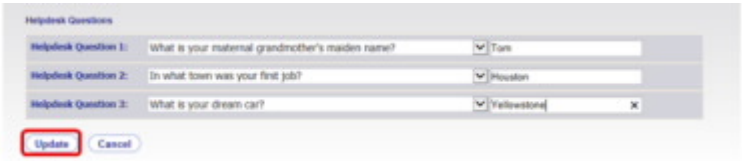
Step	Action	Screen Shot
1	From the **eOPF Logon** page, click the **Request a New Password** link.	

		
2	On the **Request a New Password** page, enter your: • eOPF ID • Last 5 digits of your SSN • First 4 letters of your last name Click the **Submit** button.	
3	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.	
4	The **Request a New Password** page displays stating that your request has been submitted for processing. Click the **Click here to return to login page** link.	

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.	 Subject: eOPF Password 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 eopfhelpdesk@opm.gov; 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 LINK 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 email 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 eOPF. 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 : ReType 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 eOPF a New Day for Federal Service eOPF v5.0.3 Enter your eOPF ID and Password to log in. eOPF ID: ABCDE12345 PASSWORD: SUBMIT CLEAR Request a New Password Request Your eOPF ID Login Help | Login FAQs | Contact eOPF Helpdesk eOPF Server - 01664 This is an official United States Government computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action. All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigation. Access or use of this computer system by any person whether authorized or unauthorized, constitutes consent to these terms.

Part 3: Change Security Questions and Add Custom Questions

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.	
2	From the **Who Am I?** page, click the **Change Security Questions** tab.	
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.	
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.	
5	To save, click the **Update** button below the questions.	

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