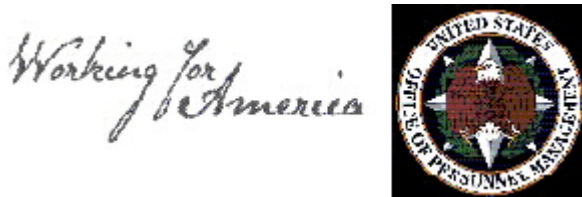




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Online eOPF Self-service Feature for New Employees



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:

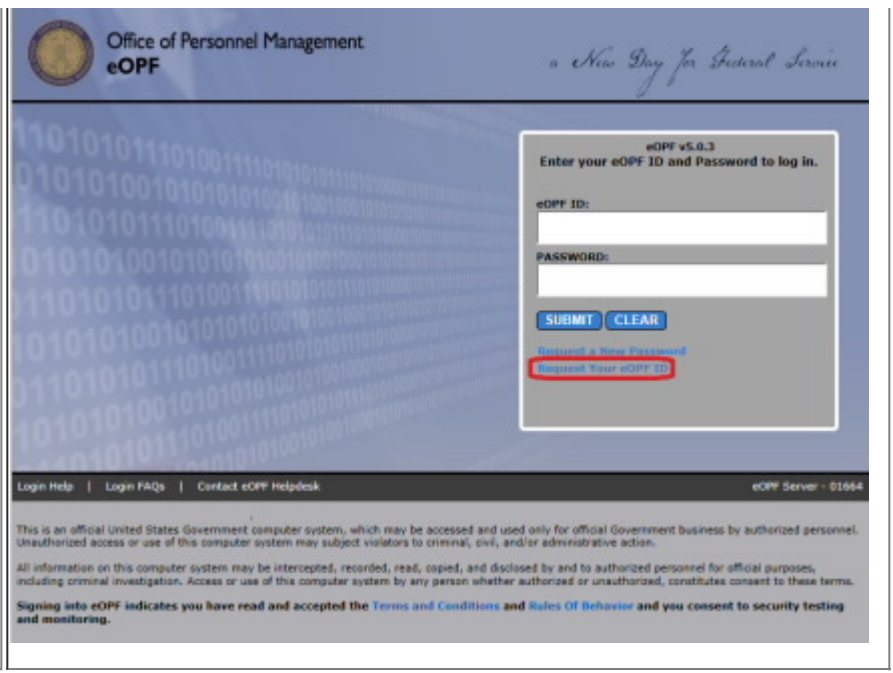
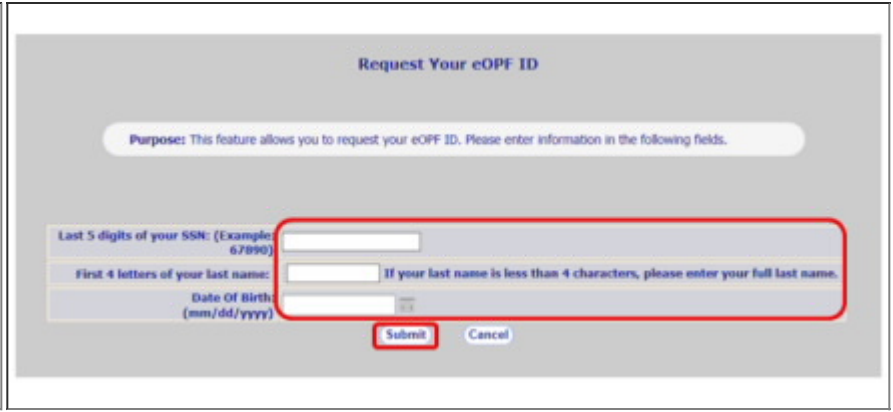

Part 1: Request Your eOPF ID

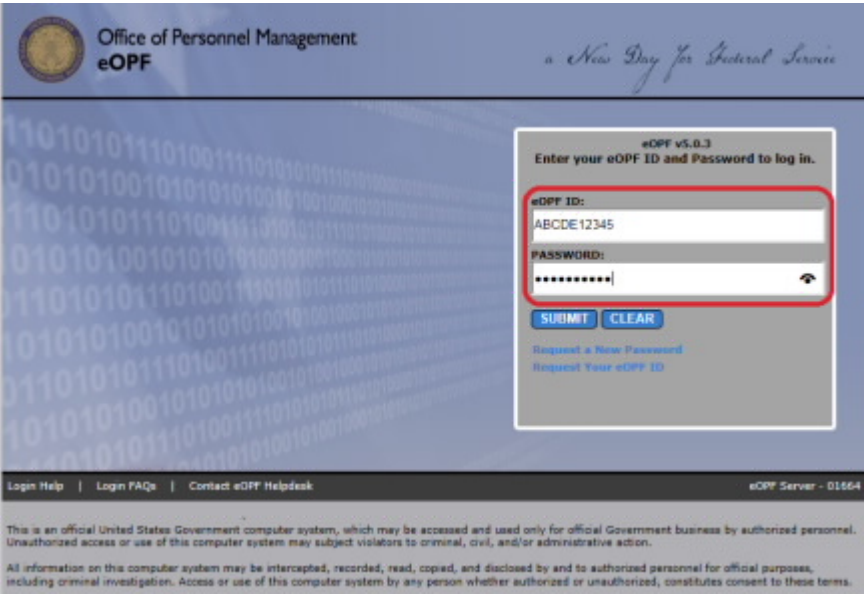
Part 2: Request a New eOPF Password

Part 3: Change Security Questions and Add Custom Questions

Part 1: Request Your eOPF ID

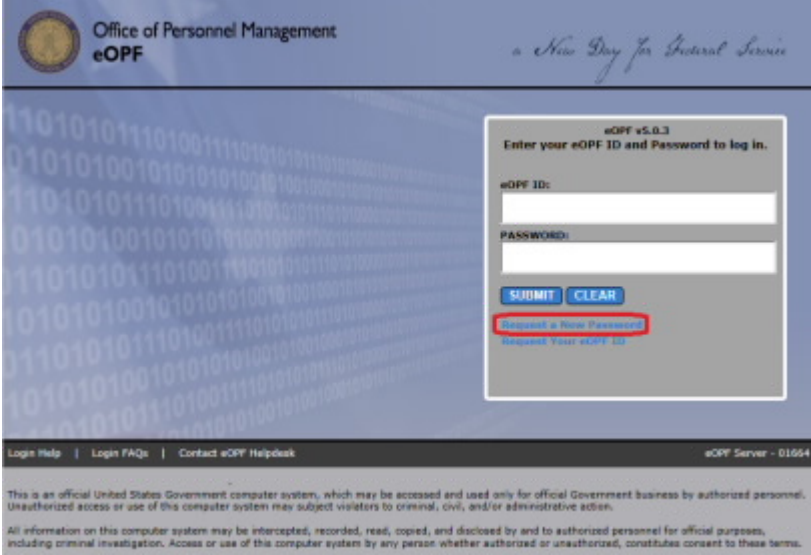
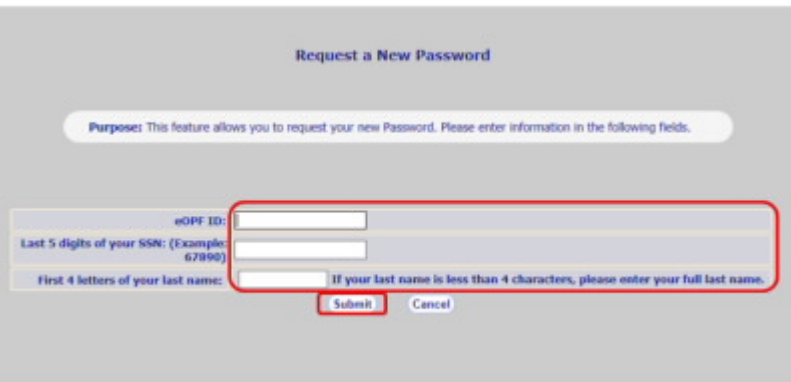
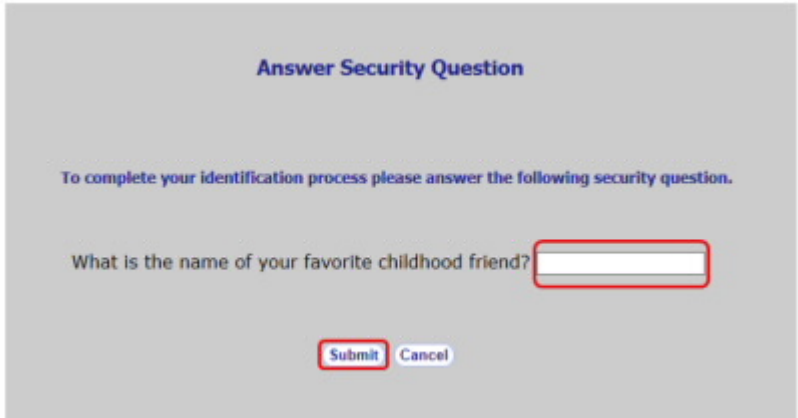
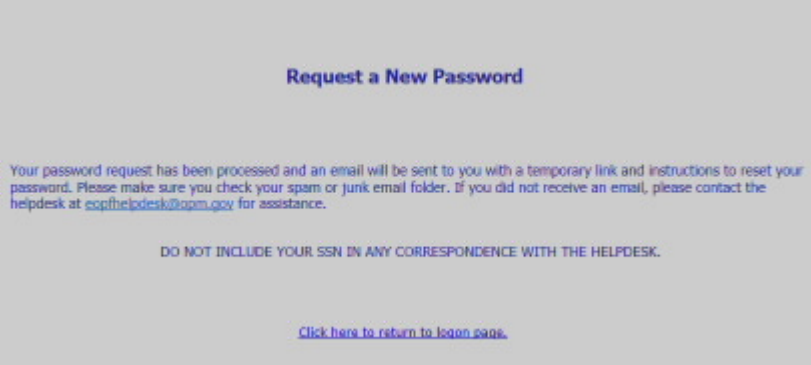
Step	Action	Screen Shot
1	Access your specific agency eOPF URL at: https://eopf.opm.gov/doc/ Read the eOPF User Agreement page. Click the Accept button.	<p>The screenshot shows the 'Office of Personnel Management eOPF' login page. It includes a header with the OPM logo and the slogan 'A New Day for Federal Service'. Below the header is a disclaimer: '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.' This is followed by a paragraph stating that all information on the system may be intercepted, recorded, read, copied, and disclosed by authorized personnel, and that access or use of the system by any person, whether authorized or unauthorized, constitutes consent to these terms. There are three lines of text indicating that signing into the application indicates acceptance of the 'Full Terms and Conditions of Use', 'Privacy Policy', and 'Rules of Behavior', each with a link to the respective document. At the bottom, there is a note 'DOC eOPF v5.0.3 is now available' and a red 'ACCEPT' button. The footer contains contact information: 'eOPF Server - 01664 eopfhelpdesk@opm.gov 1-866-275-8518'.</p>
2	From the eOPF Logon screen, click the Request Your eOPF ID link.	

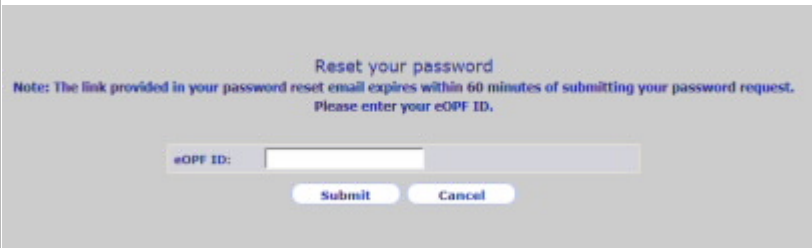
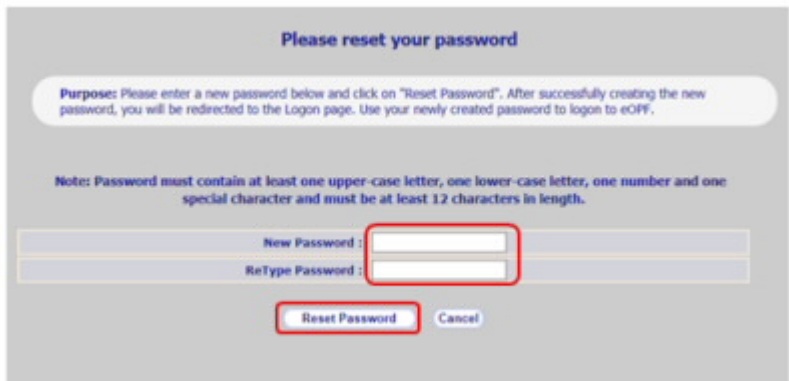
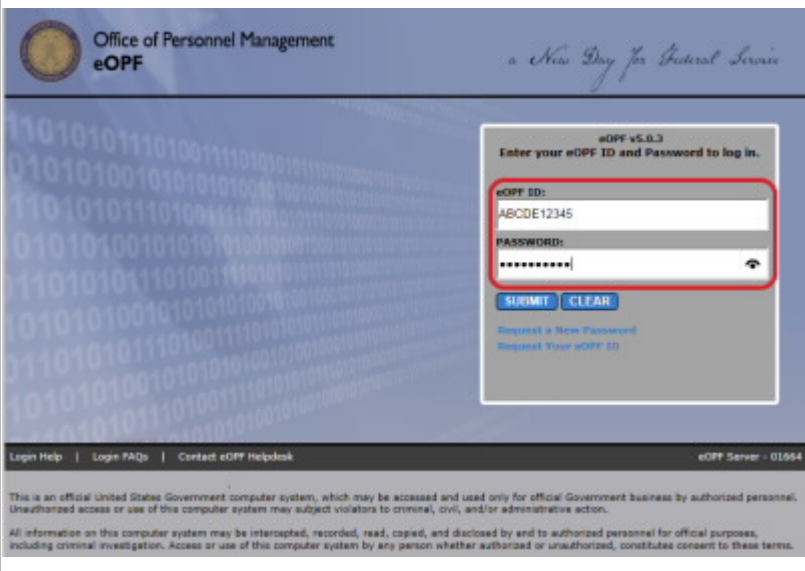
		
<p>3</p>	<p>From the Request Your eOPF ID page, enter the</p> <ul style="list-style-type: none"> • Last 5 digits of your SSN • First 4 letters of your last name • Date of birth (mm/dd/yyyy) <p>Click the Submit button.</p>	
<p>4</p>	<p>The Answer Security Question page displays, requesting an answer to one of the Security Questions that you chose.</p> <p>Enter the appropriate response.</p> <p>Click the Submit button.</p>	
<p>5</p>	<p>The Request Your eOPF ID page displays stating that your Login ID request has been submitted for processing.</p> <p>Click the Click here to return to login page link.</p>	

		<p style="text-align: center;">Request Your eOPF ID</p> <p>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 eopfhelpdesk@opm.gov 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 here, it will start an email for you.</p> <p style="text-align: center;">DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.</p> <p style="text-align: center;">Click here to return to logon page.</p>
<p>6</p>	<p>Your eOPF ID will be emailed to the email address of record in eOPF.</p> <p>Please contact the eOPF Help Desk if you do not receive an email with your eOPF ID.</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: ABCDE12345</p> <p>Please protect your personal information by keeping your eOPF ID and password in a secure location.</p> <p>Agency: https://eopf.opm.gov/doc/</p>
<p>7</p>	<p>Return to the eOPF Logon page. Type in your eOPF ID and your password.</p> <p>Click the Submit button.</p>	

Part 2: Request a New Password

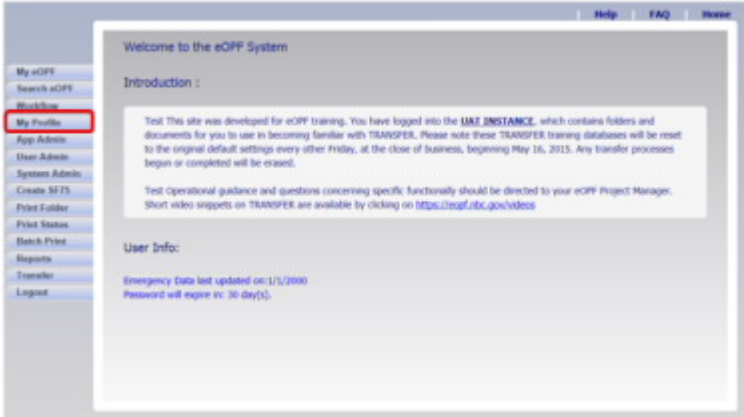

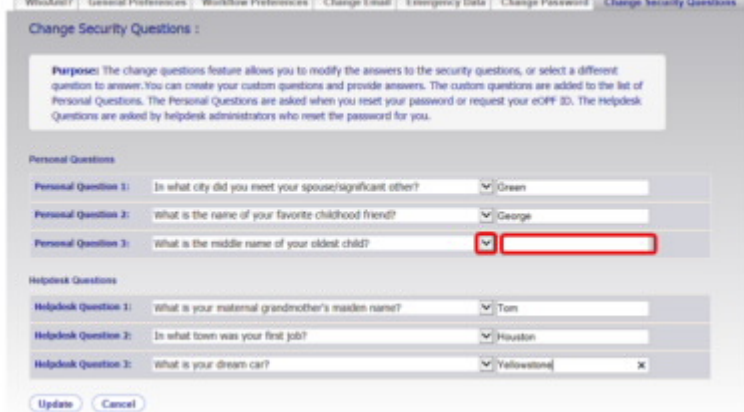
Step	Action	Screen Shot
<p>1</p>	<p>From the eOPF Logon page, click the Request a New Password link.</p>	

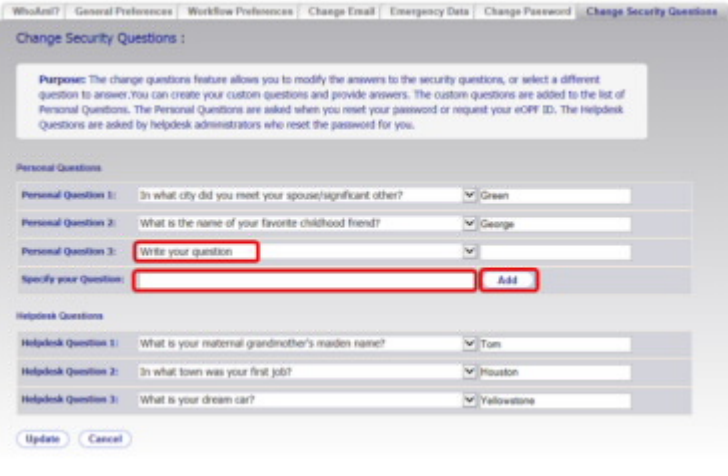
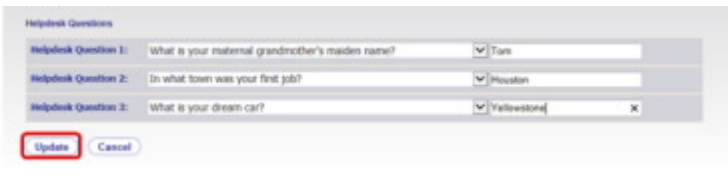
		
<p>2</p>	<p>On the Request a New Password page, enter your:</p> <ul style="list-style-type: none"> • eOPF ID • Last 5 digits of your SSN • First 4 letters of your last name <p>Click the Submit button.</p>	
<p>3</p>	<p>The Answer Security Question page displays, requesting an answer to one of the Security Questions that you chose.</p> <p>Enter the appropriate response.</p> <p>Click the Submit button.</p>	
<p>4</p>	<p>The Request a New Password page displays stating that your request has been submitted for processing.</p> <p>Click the Click here to return to login page link.</p>	

<p>5</p>	<p>An email is sent to the email address of record in eOPF with a URL link and instructions.</p> <p>Click the URL link.</p> <p>Please contact the eOPF Help Desk if you do not receive an email with the URL.</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"> 1. Click the link below, which is unique to your request. <p>PLEASE NOTE THAT THE LINK EXPIRES WITHIN 60 MINUTES OF SENDING THIS EMAIL.</p> <p>https://eopf.opm.gov/doc/VerifyReset.aspx?tn=602A185CED2</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"> 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. <p>Agency: https://eopf.opm.gov/doc/</p>
<p>6</p>	<p>The link opens the Reset Your Password page. Type in your eOPF ID.</p> <p>Click the Submit button.</p>	
<p>7</p>	<p>The Please reset your password page displays.</p> <p>Enter a password that meets your agency's security guidelines in the New Password field, then again in the ReType Password field.</p> <p>Click the Reset Password button.</p>	
<p>8</p>	<p>The page refreshes, displaying the eOPF Logon page.</p> <p>Use your eOPF ID and your new password to logon to eOPF.</p>	

Part 3: Change Security Questions and Add Custom Questions

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Step	Action	Screen Shot
1	<p>eOPF lets you change your security questions at any time.</p> <p>From the eOPF Welcome page, click the My Profile button.</p>	 <p>Welcome to the eOPF System</p> <p>Introduction :</p> <p>Test: This site was developed for eOPF training. You have logged into the UAT instance, which contains folders and documents for you to use in becoming familiar with TRANSFER. Please note these TRANSFER training databases will be reset to the original default settings every other Friday, at the close of business, beginning May 16, 2015. Any transfer process begun or completed will be erased.</p> <p>Test: Operational guidance and questions concerning specific functionality should be directed to your eOPF Project Manager. Short video snippets on TRANSFER are available by clicking on https://oepf.ohc.gov/videos</p> <p>User Info:</p> <p>Emergency Data last updated on: 1/1/2000 Password will expire in: 30 day(s).</p>
2	<p>From the Who Am I? page, click the Change Security Questions tab.</p>	 <p>WhoAmI? General Preferences Workflow Preferences Change Email Emergency Data Change Password Change Security Questions</p> <p>WhoAmI? :</p> <p>Purpose: The WhoAmI? feature provides a quick read-only listing about your account.</p> <p>OK</p> <p>Full Name: FRED BECK Birth Date: 06/22/1965 Email Address: FREDBECK98@GMAIL.COM PO ID: 12511 Org Code: BS Activity code: VA Email(s): eOPF_USERS, eOPF_HR_SPECIALISTS Folder Side(s) Accessible: Payroll, Performance, Permanent, Recruitment, Retirement, Review, Security, Temporary, Training in Your eOPF. Folder Side(s) Accessible in Other eOPFs: Benefits, Cancellation, Data Integrity, Deleted, I 9, Medical, Miscellaneous, Overseas, PCS Travel, Payroll, Performance, Permanent, Recruitment, Retirement, Review, Security, Temporary, Training, Transferred, test PO ID(s) Managed: Folder Status: ACTIVE</p>
3	<p>The Change Security Questions page appears. Click the drop-down menu arrow and select the security question you would like to change.</p> <p>Type in the answer in the box to the right of the question.</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>WhoAmI? General Preferences Workflow Preferences Change Email Emergency Data Change Password Change Security Questions</p> <p>Change Security Questions :</p> <p>Purpose: The change questions feature allows you to modify the answers to the security questions, or select a different question to answer. You can create your custom questions and provide answers. The custom questions are added to the list of Personal Questions. The Personal Questions are asked when you reset your password or request your eOPF ID. The Helpdesk Questions are asked by helpdesk administrators who reset the password for you.</p> <p>Personal Questions</p> <p>Personal Question 1: In what city did you meet your spouse/significant other? <input type="text" value="Green"/></p> <p>Personal Question 2: what is the name of your favorite childhood friend? <input type="text" value="George"/></p> <p>Personal Question 3: what is the middle name of your oldest child? <input type="text" value=""/></p> <p>Helpdesk Questions</p> <p>Helpdesk Question 1: what is your maternal grandmother's maiden name? <input type="text" value="Tom"/></p> <p>Helpdesk Question 2: In what town was your first job? <input type="text" value="Houston"/></p> <p>Helpdesk Question 3: what is your dream car? <input type="text" value="Yellowstone"/></p> <p>Update Cancel</p>
4	<p>You also have the ability to create custom questions for Personal Questions; however, custom questions cannot be created for Helpdesk Questions.</p> <p>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.</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>	
<p>5</p>	<p>To save, click the Update button below the questions.</p>	

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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