Online eOPF Self-service Feature for New Employees

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

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<th>Step</th>
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<th>Screen Shot</th>
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| 1    | Access your specific agency eOPF URL at: [https://eopf.opm.gov/doc/](https://eopf.opm.gov/doc/)  
Read the eOPF User Agreement page.  
Click the Accept button. | ![Screen Shot](https://hr.commerce.gov/Practitioners/PROD01_010484?format_for_print=true) |
| 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.
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.

Part 2: Request a New Password

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<tbody>
<tr>
<td>1</td>
<td>From the eOPF Logon page, click the Request a New Password link.</td>
<td><img src="https://hr.commerce.gov/Practitioners/PROD01_010484?format_for_print=true" alt="Screen Shot" /></td>
</tr>
</tbody>
</table>
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.

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.

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.
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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. |
| 6 | The link opens the **Reset Your Password** page. Type in your eOPF ID.  
Click the **Submit** button. |
| 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. |
| 8 | The page refreshes, displaying the **eOPF Logon** page.  
Use your eOPF ID and your new password to logon to eOPF. |

**Part 3: Change Security Questions and Add Custom Questions**
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<tbody>
<tr>
<td>1</td>
<td>eOPF lets you change your security questions at any time. From the eOPF Welcome page, click the My Profile button.</td>
<td><img src="image1.png" alt="My Profile" /></td>
</tr>
<tr>
<td>2</td>
<td>From the Who Am I? page, click the Change Security Questions tab.</td>
<td><img src="image2.png" alt="Who Am I?" /></td>
</tr>
<tr>
<td>3</td>
<td>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.</td>
<td><img src="image3.png" alt="Change Security Questions" /></td>
</tr>
<tr>
<td>4</td>
<td>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.</td>
<td><img src="image4.png" alt="Write your question" /></td>
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</table>
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