



eOPF Quick Reference For 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:

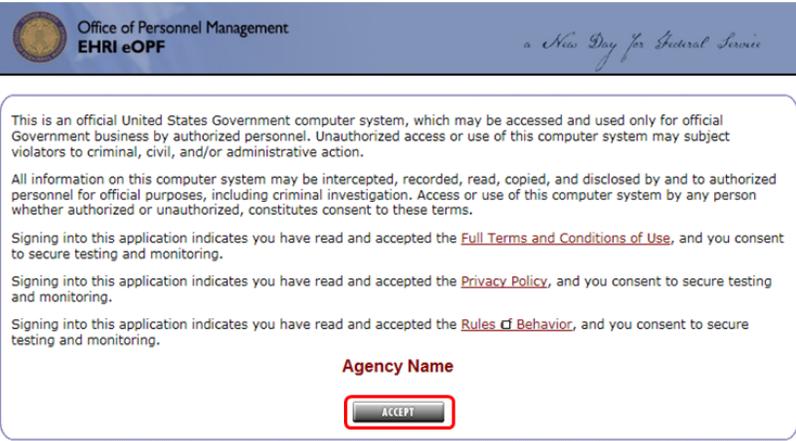
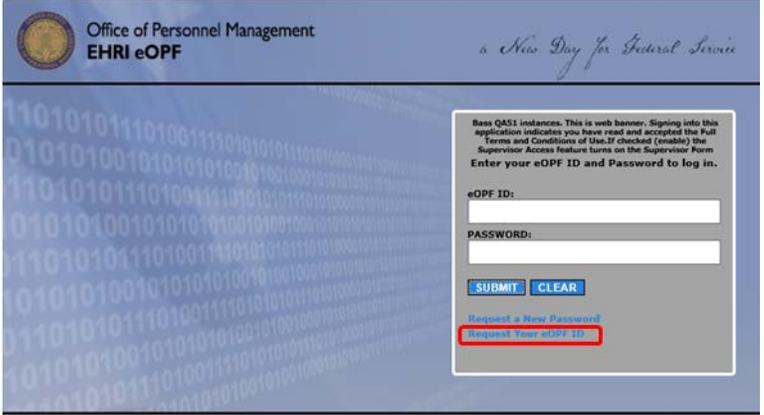
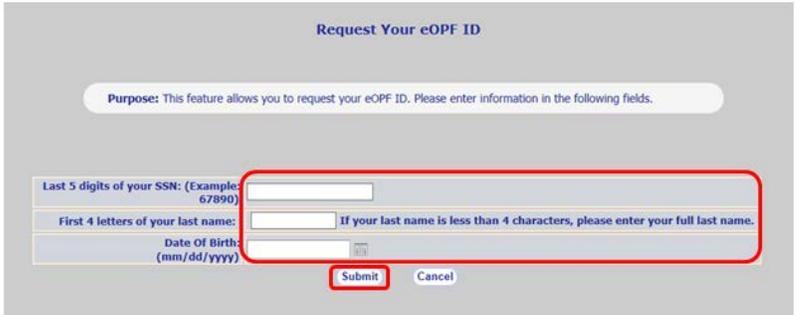
Part 1: Request Your eOPF ID

Part 2: Request a New eOPF Password

Part 3: Change Security Questions and Add Custom Questions

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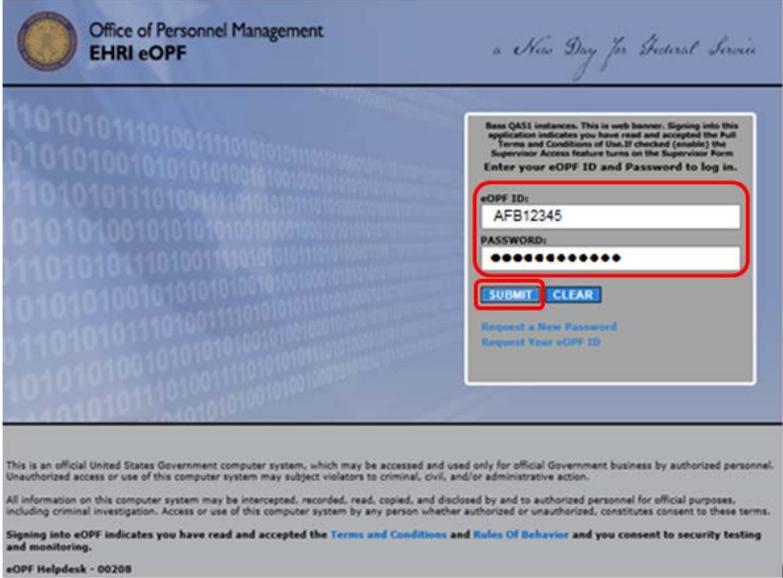
Part 1: Request Your eOPF ID

Step	Action	Screen Shot
1	<p>Access your specific agency eOPF URL at: https://eopf.nbc.gov/cncs</p> <p>Read the eOPF User Agreement page.</p> <p>Click the Accept button.</p>	 <p>Office of Personnel Management EHRI eOPF</p> <p><i>a New Day for Federal Service</i></p> <p>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.</p> <p>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.</p> <p>Signing into this application indicates you have read and accepted the Full Terms and Conditions of Use, and you consent to secure testing and monitoring.</p> <p>Signing into this application indicates you have read and accepted the Privacy Policy, and you consent to secure testing and monitoring.</p> <p>Signing into this application indicates you have read and accepted the Rules of Behavior, and you consent to secure testing and monitoring.</p> <p>Agency Name</p> <p>ACCEPT</p> <p>eOPF Helpdesk - 00208 eopf_hd@telesishq.com (866) 275-8518</p>
2	<p>From the eOPF Logon screen, click the Request Your eOPF ID link.</p>	 <p>Office of Personnel Management EHRI eOPF</p> <p><i>a New Day for Federal Service</i></p> <p>Based on QAS1 instances. This is web banner. Signing into this application indicates you have read and accepted the Full Terms and Conditions of Use. If checked (enable) the Supervisor Access feature terms on the Supervisor Form. Enter your eOPF ID and Password to log in.</p> <p>eOPF ID: <input type="text"/></p> <p>PASSWORD: <input type="password"/></p> <p>SUBMIT CLEAR</p> <p>Request a New Password Request Your eOPF ID</p> <p>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.</p> <p>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.</p> <p>Signing into eOPF indicates you have read and accepted the Terms and Conditions and Rules of Behavior and you consent to security testing and monitoring.</p> <p>eOPF Helpdesk - 00208</p>
3	<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>Request Your eOPF ID</p> <p>Purpose: This feature allows you to request your eOPF ID. Please enter information in the following fields.</p> <p>Last 5 digits of your SSN: (Example: 67890) <input type="text"/></p> <p>First 4 letters of your last name: <input type="text"/> If your last name is less than 4 characters, please enter your full last name.</p> <p>Date Of Birth: (mm/dd/yyyy) <input type="text"/></p> <p>Submit Cancel</p>

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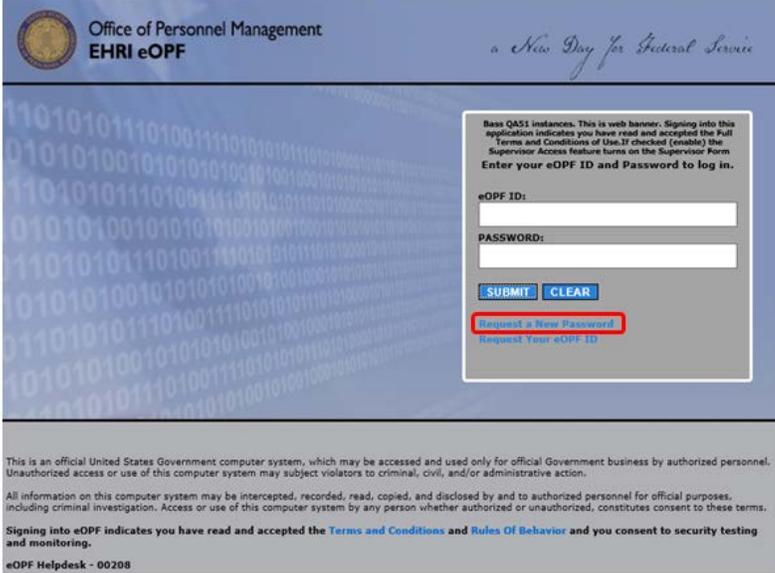
Step	Action	Screen Shot
4	<p>The Answer Security Question page displays, requesting an answer to one of the Security Questions that you chose.</p> <p>Enter the appropriate response.</p> <p>Click the Submit button.</p>	
5	<p>The Request Your eOPF ID page displays stating that your Login ID request has been submitted for processing.</p> <p>Click the Click here to return to login page link.</p>	
6	<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>	

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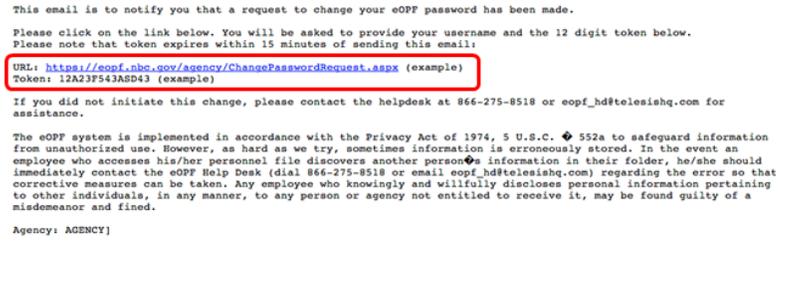
Step	Action	Screen Shot
7	<p>Return to the eOPF Logon page. Type in your eOPF ID and your password.</p> <p>Click the Submit button.</p>	

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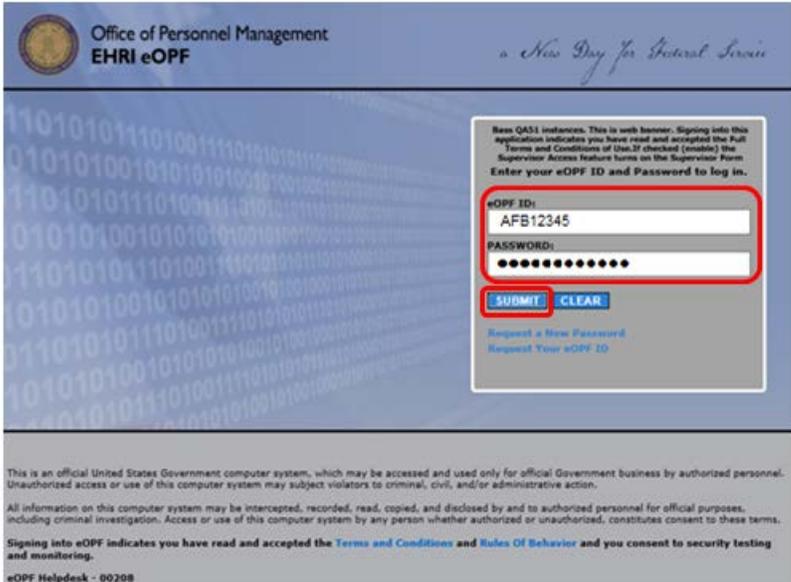
Part 2: Request a New Password

Step	Action	Screen Shot
1	<p>From the eOPF Logon page, click the Request a New Password link.</p>	
2	<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>	
3	<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>	

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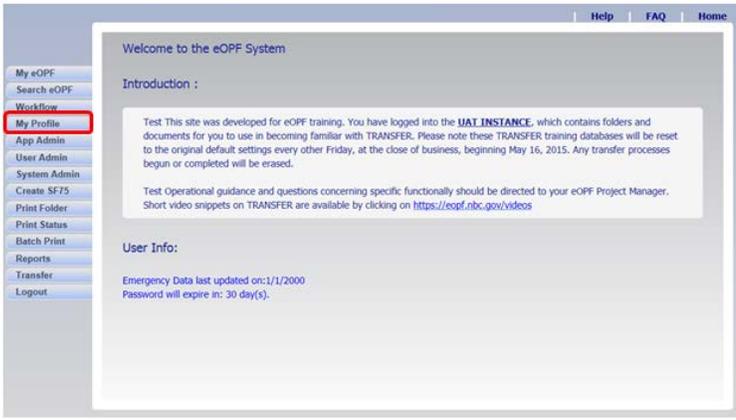
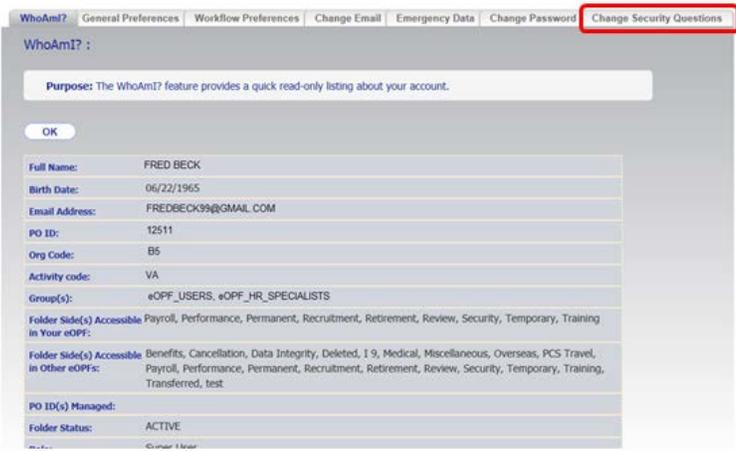
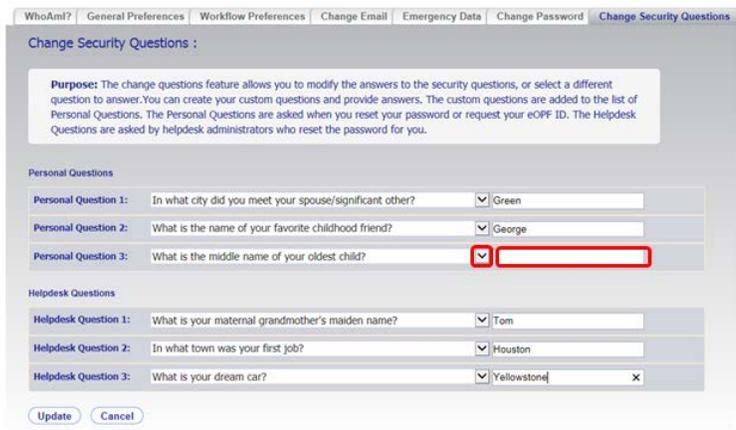
Step	Action	Screen Shot
4	<p>The Request a New Password page displays stating that your request has been submitted for processing.</p> <p>Click the Click here to return to login page link.</p>	
5	<p>An email is sent to the email address of record in eOPF with a URL link, a token, and instructions. The token is valid for 15 minutes.</p> <p>Click the URL link.</p> <p>Please contact the eOPF Help Desk if you do not receive an email with the URL and token.</p>	
6	<p>The link opens the Reset Your Password page. Type in your eOPF ID.</p> <p>Copy the Token password from the email and paste it into the Token field.</p> <p>Click the Submit button.</p>	
7	<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>	

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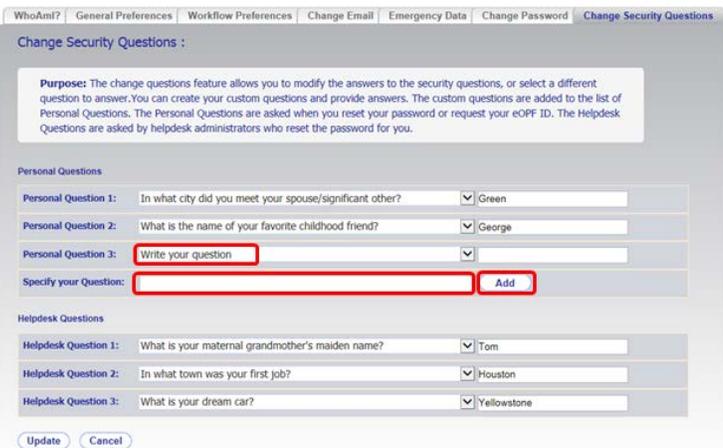
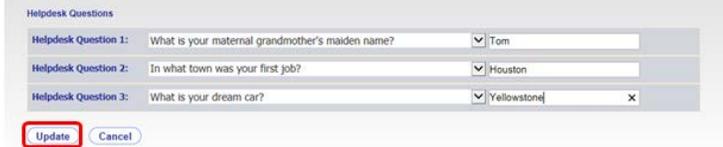
Step	Action	Screen Shot
8	<p>The page refreshes, displaying the eOPF Logon page.</p> <p>Use your eOPF ID and your new password to logon to eOPF.</p>	 <p>Office of Personnel Management EHRI eOPF</p> <p><i>a New Day for Federal Service</i></p> <p>Basic QAS1 instances. This is web banner. Signing into this application indicates you have read and accepted the Full Terms and Conditions of Use. If checked (enable) the Supervisor Access feature turns on the Supervisor Form. Enter your eOPF ID and Password to log in.</p> <p>eOPF ID: AFB12345</p> <p>PASSWORD: ●●●●●●●●</p> <p>SUBMIT CLEAR</p> <p>Request a New Password Request Your eOPF ID</p> <p>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.</p> <p>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.</p> <p>Signing into eOPF indicates you have read and accepted the Terms and Conditions and Rules Of Behavior and you consent to security testing and monitoring.</p> <p>eOPF Helpdesk - 00208</p>

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Part 3: Change Security Questions and Add Custom Questions

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 processes 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://eopf.nbc.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: FREDBECK99@GMAIL.COM PO ID: 12511 Org Code: B5 Activity code: VA Group(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: Benefits, Cancellation, Data Integrity, Deleted, I 9, Medical, Miscellaneous, Overseas, PCS Travel, In Other eOPF's: 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? [Green]</p> <p>Personal Question 2: What is the name of your favorite childhood friend? [George]</p> <p>Personal Question 3: What is the middle name of your oldest child? []</p> <p>Helpdesk Questions</p> <p>Helpdesk Question 1: What is your maternal grandmother's maiden name? [Tom]</p> <p>Helpdesk Question 2: In what town was your first job? [Houston]</p> <p>Helpdesk Question 3: What is your dream car? [Yellowstone] x</p> <p>Update Cancel</p>

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Step	Action	Screen Shot
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>	
5	<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: eopf_hd@telesishq.com

Phone: 1-866-275-8518