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**THE EEOC'S PUBLIC PORTAL USER'S GUIDE**  
**VOLUME 1 | CHAPTER 2**  
**(entire chapter)**

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{6/23/2023}

*"Volume 1: Getting Started"*

Chapter 2: Creating an EEOC Public Portal User Account

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**THE EEOC'S HANDBOOK FOR**  
**'GETTING STARTED'**

**AUTHOR:** EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

**CHAPTER:** 2 CREATING AN EEOC PUBLIC PORTAL USER ACCOUNT

**SECTIONS:** 2.0 through 2.2



## 2.0 | CHAPTER 2 INTRO

Your user account is identified by a unique username (your email address) and protected by a secure password of your choice. If you are a charging party/complainant who doesn't already have an EEOC Public Portal user account, you will be prompted to register during the submission process. If you are an attorney/representative for a charging party/complainant, you can register from the Home Page.

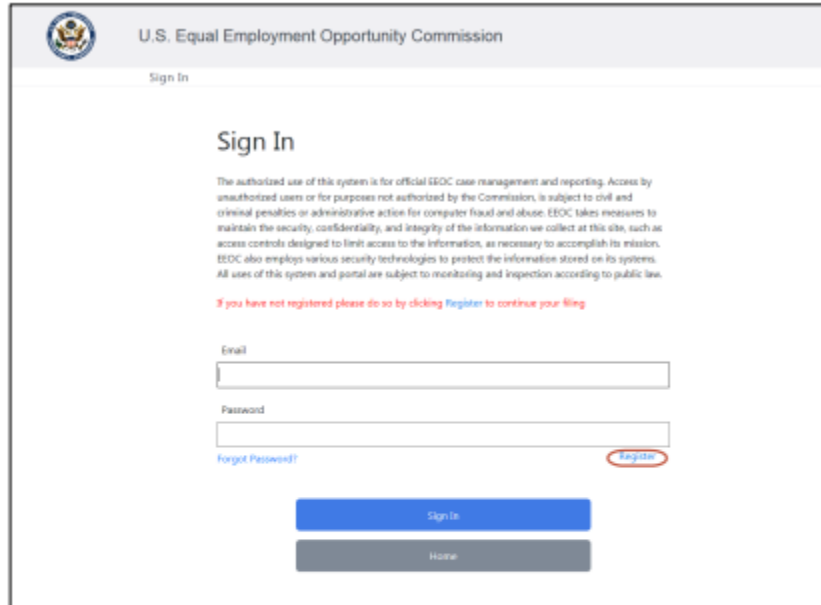
*(EEOC Public Portal User's Guide // Vol 1 – Getting Started)*



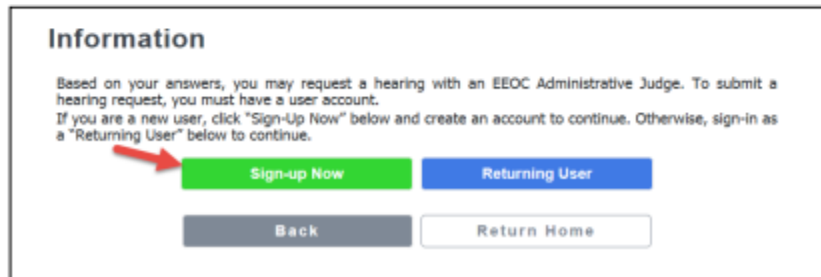
## 2.1 | EEOC PUBLIC PORTAL ACCESS FOR CHARGING PARTIES/COMPLAINANTS

To create a user account, perform the following steps:

**Step 1.** When prompted, select the **Register** link (inquiries) or the **Sign Up Now** button (federal sector hearings/appeals).



The screenshot shows the "U.S. Equal Employment Opportunity Commission" sign-in page. It features a header with the EEOC logo and the text "U.S. Equal Employment Opportunity Commission". Below the header is a "Sign In" section with a sub-header "Sign In". A paragraph of text explains the system's purpose and security measures. A red note states: "If you have not registered please do so by clicking [Register](#) to continue your filing". There are two input fields: "Email" and "Password". Below the "Password" field are links for "Forgot Password?" and "Register" (circled in red). At the bottom are two buttons: "Sign In" (blue) and "Home" (grey).



The screenshot shows the "Information" section of the EEOC portal. It contains text explaining that users may request a hearing with an EEOC Administrative Judge and that a user account is required. It instructs new users to click "Sign-Up Now" and returning users to click "Returning User". There are four buttons: "Sign-up Now" (green, with a red arrow pointing to it), "Returning User" (blue), "Back" (grey), and "Return Home" (white).

**Step 2.** On the **Create Account** page, enter the required information, including a password.

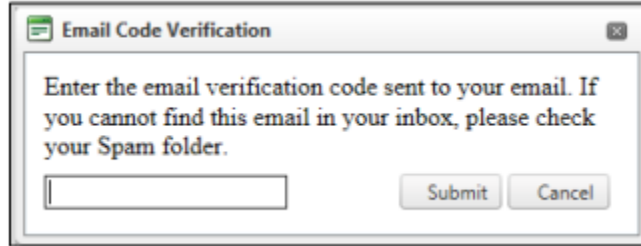
➤ Tip! Enter a zip code to automatically populate the city and state fields.

➤ Tip! Your password must be at least 8-characters and contain at least one uppercase, lowercase, and numeric character.

The screenshot shows the 'Create Account' page for the U.S. Equal Employment Opportunity Commission. The page is titled 'Register Create Account' and includes a 'Personal Information' section with fields for Salutation, First Name, Middle Initial, Last Name, Suffix, Address (1), Address (2), Country/Region (set to United States of America), Postal/Zip Code, City, State, and Email address. There is also a checkbox for 'I am not a charging party or complainant, but I represent a charging party or complainant'. Below the personal information are fields for Home Phone Number, Cell Phone Number, and Email Language Preference. The 'Login Information' section includes fields for User ID, Password, and Password Confirmation. The 'Security Questions' section includes two dropdown menus for security questions and corresponding text input fields for answers. At the bottom, there are 'Submit' and 'Clear' buttons, with a red arrow pointing to the 'Submit' button.



**Step 3.** Select the Validate button to verify your email address. A verification code will be sent to the email address you provided. Enter the code when prompted and select the Submit button. When the pop-up appears indicating the validation was successful, select the OK button.



➤ Tip! Can't find the email with the verification code? Check your spam folder.

**Step 4.** When you are finished entering the information, select the Submit button to create your account.

Once you have created a user account, you can login via the Sign in page, either by selecting the Returning Users button (when it appears), or on My Cases.

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## 2.2 | EEOC PUBLIC PORTAL ACCESS FOR REPRESENTATIVES

If you represent clients who have filed charges, hearing requests, appeals, or requests for reconsideration (RFRs) with the EEOC, you may access the EEOC Public Portal to view your clients' cases. Select the Register link on the Home Page; when the Create Account page displays, select the I represent a charging party or complainant checkbox and enter your contact information. Be sure to select the Validate button to validate your email address. When you have finished entering information select the Submit button.

When you select My Cases from the Home Page and log in, you will see on the My Cases page a list of all the charges, hearing requests, appeals and/or RFRs for which you are identified as a representative for the charging party or complainant. Select the Case Number link to view the case specifics.

In addition to accessing your client's cases, you may also update your client's information and your (the representative's) information, submit documents to the EEOC or take an action on your client's behalf, and view any documents associated with the case.

- Tip! You will access the Public Portal as if you were the client you represent.
- Tip! You can only access your client's cases after they have been filed with the EEOC.
- Tip! If you do not see your client's charge, hearing request, appeal, or RFR, contact your client to ensure that you were identified as a representative for matters concerning that case.

NOTE: You cannot submit a hearing request, file an appeal, or submit a RFR, on behalf of your client; only your client can perform these actions.

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APPENDIX



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<b><u>#</u></b>	<b><u>Item</u></b>	<b><u>Link</u></b>
1	Original Source	<a href="http://EEOC.gov">EEOC.gov</a>

**INTERACTIVE VERSION**

<b><u>#</u></b>	<b><u>Item</u></b>	<b><u>Link</u></b>
1	Web	<a href="http://TextBookDiscrimination.com/Handbooks/EEOC/GettingStarted/C02">TextBookDiscrimination.com/Handbooks/EEOC/GettingStarted/C02</a>

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Congratulations! You're now **booked up** on **Chapter 2** from Volume 1 of the EEOC's Public Portal Handbook!

