



THE EEOC'S PUBLIC PORTAL USER'S GUIDE
VOLUME 1 | CHAPTER 4
(entire chapter)

{6/23/2023}

"Volume 1: Getting Started"
Chapter 4: Change your Account Information

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THE EEOC'S HANDBOOK FOR
'GETTING STARTED'

AUTHOR: EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

CHAPTER: 4 CHANGE YOUR ACCOUNT INFORMATION

SECTIONS: 4.0 through 4.2



4.0 | CHAPTER 4 INTRO

If the information you entered when you created your account in the Public Portal has changed (e.g., address, phone number, email address), you may modify it by selecting your name link at the top of any screen.

➤ Tip! Your email address is your login ID for the Public Portal. If you change it, remember to login using the new email address.

➤ Tip! You cannot change your email address using the Update My Information button on either the My Charge or My Case page for a specific case. You must use the Update Account page as described below.

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4.1 | CHANGE YOUR ADDRESS OR PHONE NUMBER

To change your address or phone number, perform the following steps:

Step 1. Select your name at the top-right corner of any page (the Public Portal home page is shown in this example).



Step 2. Select the OK button to acknowledge the Privacy Policy.

Step 3. The Update Account page displays.

Step 4. Make the necessary changes and select the Submit button to update your account.

U.S. Equal Employment Opportunity Commission

Welcome, Joan | Log Out

Register

Update Account

Personal Information

If you are using Microsoft Edge® as your Web Browser, be sure you [turn off the Browser's 'Auto-Fill' settings](#). To learn how to do this, please visit [here](#).

I am not a charging party or complainant, but I represent a charging party or complainant

Salutation: Ms

First Name: Joan

Middle Initial: Q

Last Name: Person

Suffix:

Address (1): 1600 Town Lane

Address (2):

Country/Region: United States of America

Postal/Zip Code (required) (*) if Country is selected as USA: 60601

City: CHICAGO

State: Illinois

Email address: jqpersion@mailinator.com

Please enter at least one phone number:

Home Phone Number: (555) 413-4567

Cell Phone Number: e.g. 1234567890

Email Language Preference: English

Login Information

User ID: jqpersion@mailinator.com

Security Questions

Password Hint Question 1: What is your pet's name?

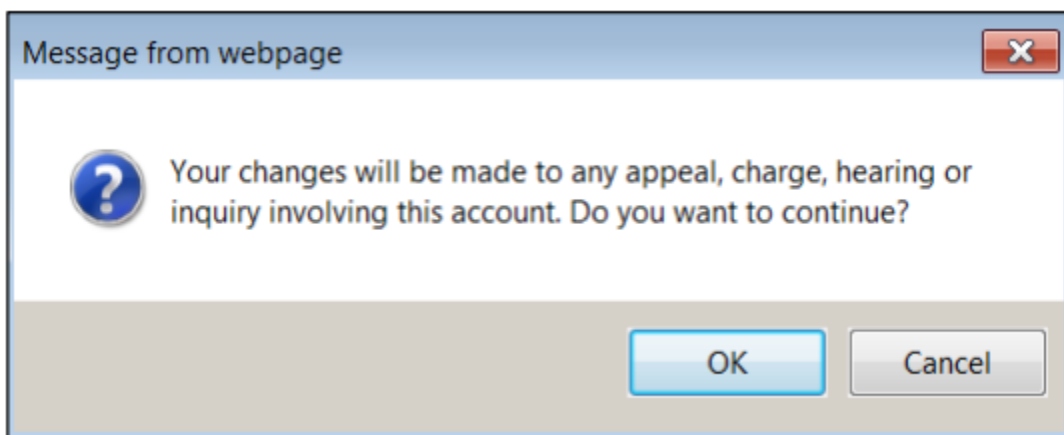
Password Hint Answer 1: *****

Password Hint Question 2: What year was your father born?

Password Hint Answer 2: ****

Submit Clear

Step 5. A confirmation pop-up window displays. When prompted “Your changes will be made to any appeal, charge, hearing, or inquiry involving this account. Do you want to continue?” select OK to continue.



Step 6. The changes are saved, and you are returned to the page where you selected your name link.

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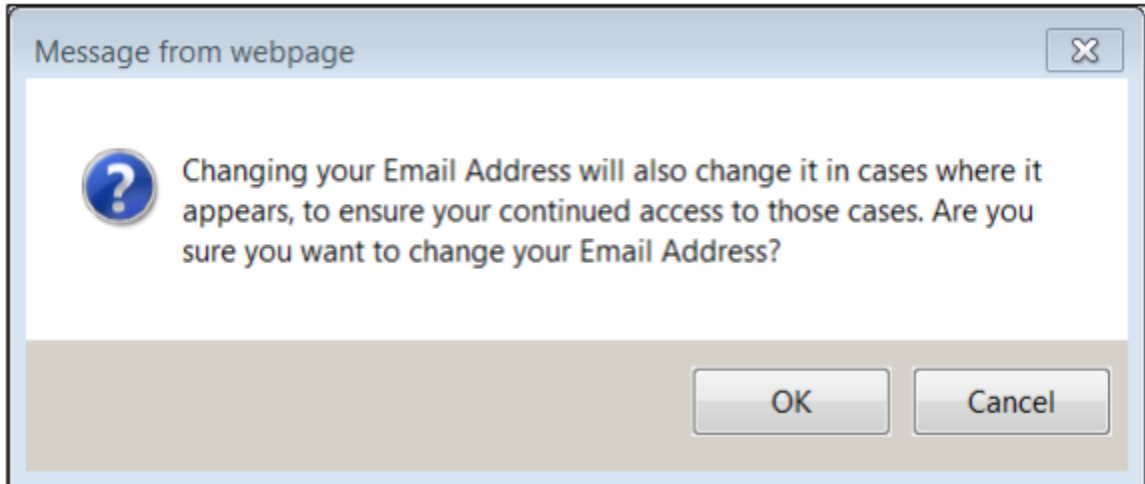


4.2 | CHANGE YOUR EMAIL ADDRESS

To change your email address, perform the following steps:

Step 1. Perform steps 1-3 in Section 4.1 above to display the Update Account page. Enter your new email address and press Tab.

Step 2. A confirmation pop-up window displays. Select OK to continue.



Step 3. Select the Validate button to verify your new email address.

Step 4. A verification code will be sent to the new 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 5. Select the Submit button to update your account.

Step 6. You will be logged out and returned to the Home page of the Public Portal. Select Login to login again with your new email address.

➤ Tip! Your password and security questions will remain the same.

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APPENDIX



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Congratulations! You're now **booked up** on **Chapter 4** from Volume 1 of the EEOC's Public Portal Handbook!

