Login Help for All Users

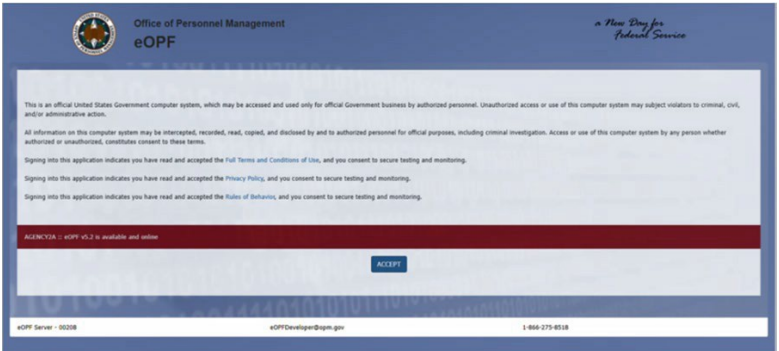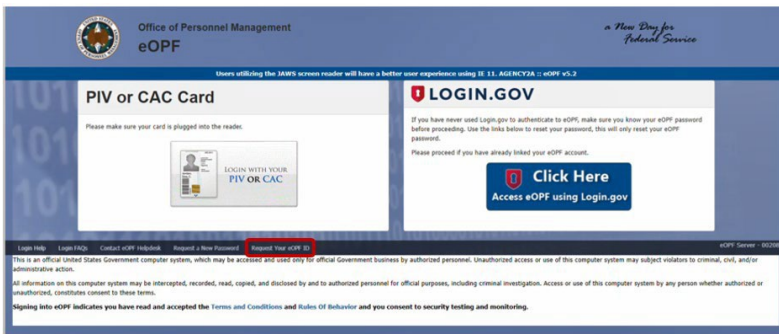*To use this document, click on the topic in blue (or press Ctrl+Click) to take you to the answer.*

Retrieving eOPF ID and Password

Users with PIV/CAC

Users without PIV/CAC
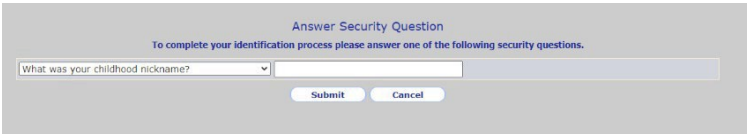
Retrieving eOPF ID and Password
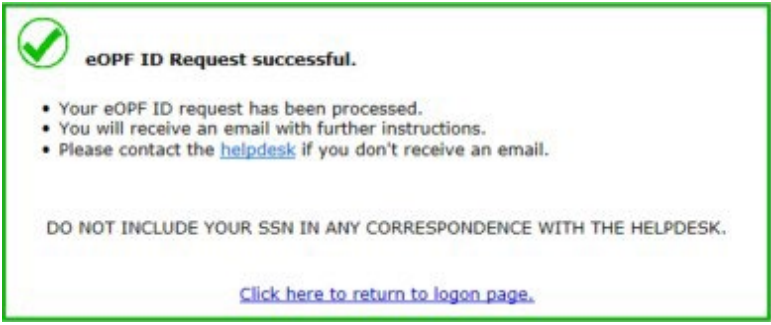
The eOPF ID and password are retrieved using the eOPF self-service feature.

Part 1: Retrieve eOPF ID
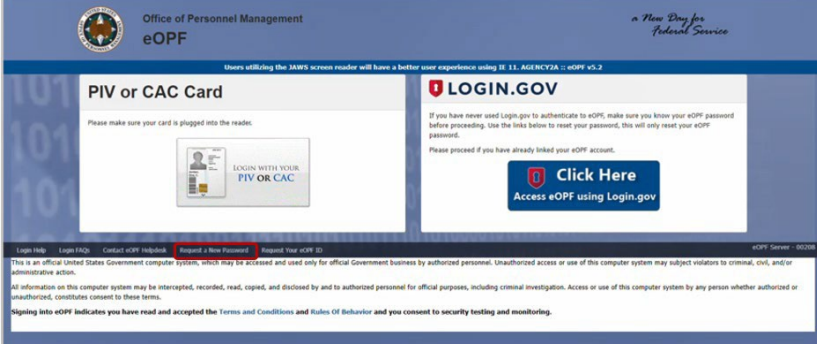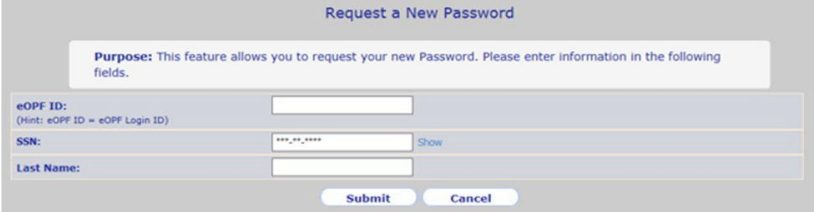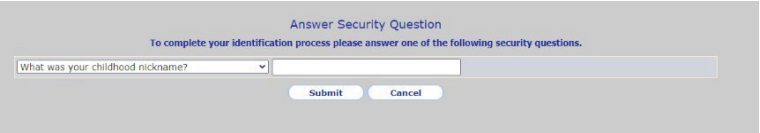
Part 2: Create an eOPF Password

Part 1: Retrieve eOPF ID

Step	Action	Screen Shot
1	Access user's specific agency eOPF URL. This can be obtained from the HR servicing office. Read the **eOPF User Agreement** page. Click the **Accept** button.	
2	From the **eOPF Login** page, select the **Request Your eOPF ID** link.	

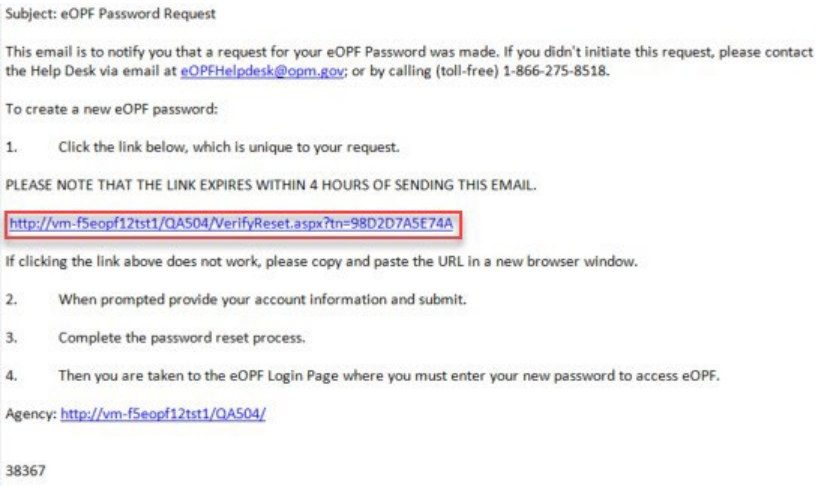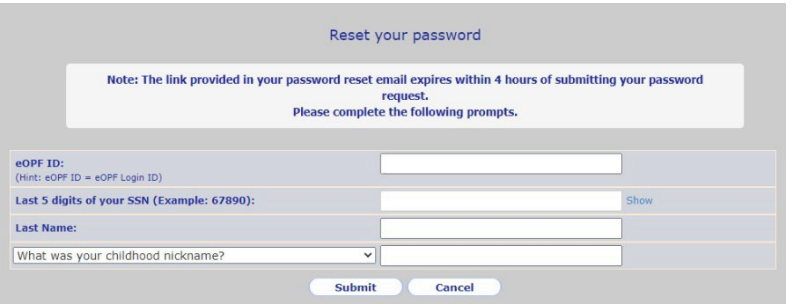| Step	Action	Screen Shot
3	From the **Request Your eOPF ID** screen, enter: • Last 5 digits of your SSN • Last Name • Date of Birth (mm/dd/yyyy) Click the **Submit** button.	Request Your eOPF ID **Purpose:** This feature allows you to request your eOPF ID. Please enter information in the following fields. Last 5 digits of your SSN (Example: 67890): Show Last Name: Date Of Birth (mm/dd/yyyy): Show Submit Cancel
4	From the **Answer Security Question** screen, select a question from the list and type the answer in the provided text box. Click the **Submit** button.	Answer Security Question To complete your identification process please answer one of the following security questions. What was your childhood nickname? Submit Cancel
5	The **Request Your eOPF ID** page displays stating that the request has been submitted for processing. Select the **Click here to return to logon page** link.	✓ eOPF ID Request successful. • Your eOPF ID request has been processed. • You will receive an email with further instructions. • Please contact the helpdesk if you don't receive an email. DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK. Click here to return to logon page.
6	The eOPF ID is emailed to the email address of record in eOPF. Please contact your agency Human Resources office if you do not receive an email. If user information is verified, but user's eOPF account does not have a valid email address, then an email is sent to user's PO ID administrator stating that the user requested an eOPF ID but does not have a valid email address in the system. Each user must have a unique work email address on file in eOPF to receive the email.	Subject: Request eOPF ID 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. Your eOPF ID: A16-ADMIN Please protect your personal information by keeping your eOPF ID and password in a secure location. Agency: http://vm-f5eopf12tst1/QA504/ 38366

Part 2: Create an eOPF Password

Step	Action	Screen Shot
1	From the **eOPF Logon** page, click the **Request a New Password** link. User needs an eOPF ID to request a password.	E Office of Personnel Management eOPF a New Day for Federal Service Users utilizing the JAWS screen reader will have a better user experience using IE 11. AGENCY2A :: eOPF v5.2 **PIV or CAC Card** Please make sure your card is plugged into the reader. LOGIN WITH YOUR PIV OR CAC **LOGIN.GOV** If you have never used Login.gov to authenticate to eOPF, make sure you know your eOPF password before proceeding. Use the links below to reset your password, this will only reset your eOPF password. Please proceed if you have already linked your eOPF account. **Click Here** Access eOPF using Login.gov Login Help Login FAQs Contact eOPF Helpdesk Request a New Password Request Your eOPF ID eOPF Server - 00209 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. 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. 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.
2	On the **Request a New Password** page, enter: • eOPF ID • Last 5 digits of your SSN • Last Name Click the **Submit** button.	**Request a New Password** **Purpose:** This feature allows you to request your new Password. Please enter information in the following fields. **eOPF ID:** (Hint: eOPF ID = eOPF Login ID) **SSN:** ***-**-**** Show **Last Name:** Submit Cancel
3	From the **Answer Security Question** screen, select a question from the list and type the answer in the provided text box. Click the **Submit** button.	**Answer Security Question** To complete your identification process please answer one of the following security questions. What was your childhood nickname? Submit Cancel

Step	Action	Screen Shot
4	The **Request a New Password** page displays indicating user's request was submitted for processing. Please contact your agency Human Resources office if you do not receive an email. If user information is verified, but user's eOPF account does not have a valid email address, then an email is sent to user's PO ID administrator stating that the user requested an eOPF ID but does not have a valid email address in the system. Each user must have a unique work email address on file in eOPF to receive the email.	✓ **New Password Request successful.** • Your password request has been processed. • You will receive an email with further instructions. • Please contact the helpdesk for assistance. DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK. Click here to return to logon page.
5	If user's information fails to be verified, an **Access Denied** message displays. Verify user information is correct using the Social Security Number and last name on file in eOPF to verify the information is correct. When this information is not known, the user should contact the servicing Human Resources Office.	⚠ **We're sorry but we're unable to process your Password Request!** • Make sure that your eOPF ID, SSN, and Last Name are correct. • Please contact the helpdesk for assistance. DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK. Click here to return to logon page.

Step	Action	Screen Shot
6	If New Password Request is successful as shown in step 3, an email with a password reset link and instructions is sent to the email address on file in user's eOPF. The link is valid for 4 hours. Select the **LINK**. If it is not selectable, copy and paste it into the browser window. Please contact your agency Human Resources office if you do not receive an email. If user information is verified, but user's eOPF account does not have a valid email address, then an email is sent to user's PO ID administrator stating that the user requested an eOPF ID but does not have a valid email address in the system. Each user must have a unique work email address on file in eOPF to receive the email.	Subject: eOPF Password Request 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. To create a new eOPF password: 1. Click the link below, which is unique to your request. PLEASE NOTE THAT THE LINK EXPIRES WITHIN 4 HOURS OF SENDING THIS EMAIL. http://vm-f5eopf12tst1/QA504/VerifyReset.aspx?tn=98D2D7A5E74A If clicking the link above does not work, please copy and paste the URL in a new browser window. 2. When prompted provide your account information 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. Agency: http://vm-f5eopf12tst1/QA504/ 38367
7	The link opens the **Reset Your Password** screen. Enter: • eOPF ID • Last 5 digits of your SSN • Last Name Select a question from the list and type the answer in the provided text box. Click the **Submit** button.	Reset your password Note: The link provided in your password reset email expires within 4 hours of submitting your password request. Please complete the following prompts. eOPF ID: (Hint: eOPF ID = eOPF Login ID) Last 5 digits of your SSN (Example: 67890): Show Last Name: What was your childhood nickname? Submit Cancel
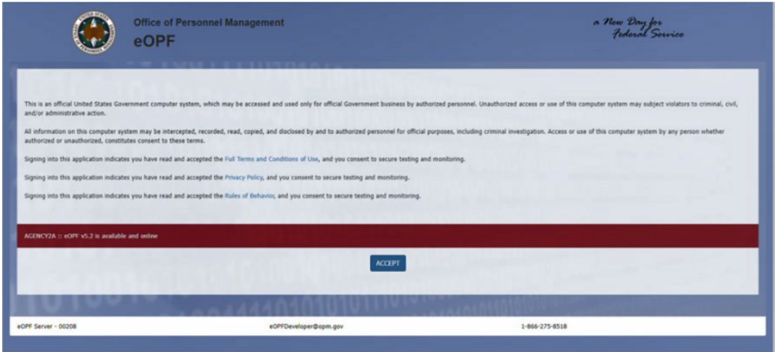
Step	Action	Screen Shot
8	The **Please reset your password** page displays. Enter a password that meets user's agency's security guidelines in the **New Password** field, then again in the **Verify Password** field. Click the **Reset Password** button, which brings user back to the **eOPF Logon** page.	Please reset your password **Purpose:** Please enter a new password below and click on "Reset Password". After successfully creating the new password, you will be redirected to the Logon page. Use your newly created password to logon to eOPF. **Note: Password must meet the following requirements:** ✓ At least one upper-case letter ✓ At least one lower-case letter ✓ At least one number At least one special character ✓ At least 12 characters in length New Password and Verify Password fields must match New Password: ●●●●●●●●●●●● Verify Password: [Reset Password] Cancel

Users with PIV/CAC

Users logging into eOPF with their PIV/CAC Card for the first time need to register the PIV/CAC to authenticate the card with the eOPF system. Upon successful login user's identity is recognized and only the PIN needs to be entered.
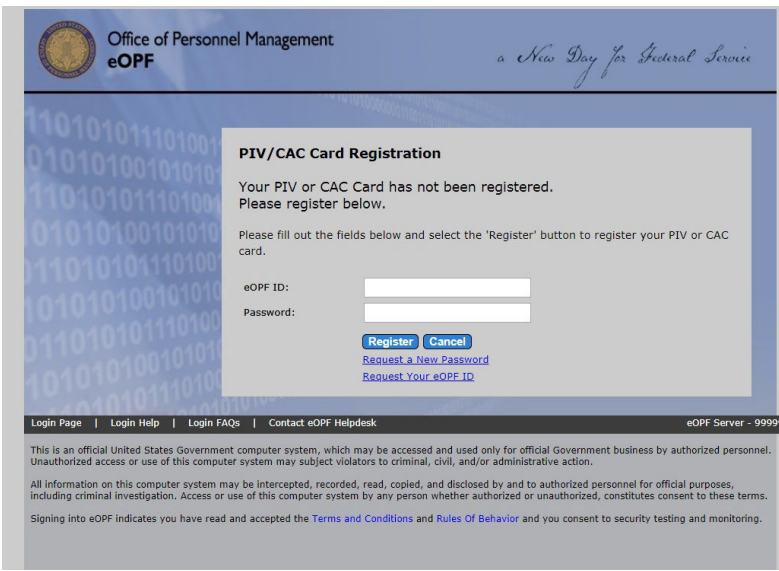
Register your PIV/CAC Card

Part 1: Register PIV/CAC Card

Step	Action	Screen Shot
1	Access user's specific agency eOPF URL. This can be obtained from the HR servicing office. Read the **eOPF User Agreement** page. Click the **Accept** button.	Office of Personnel Management eOPF *a New Day for Federal Service* 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. 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. 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. Signing into this application indicates you have read and accepted the Privacy Policy, and you consent to secure testing and monitoring. Signing into this application indicates you have read and accepted the Rules of Behavior, and you consent to secure testing and monitoring. AGENCY2A :: eOPF v5.2 is available and online [ACCEPT] eOPF Server - 00208 eOPFDeveloper@opm.gov 1-866-275-8518

Step	Action	Screen Shot
2	From the **eOPF Login** page, select the **Login with your PIV or CAC** image. Make sure PIV/CAC card is inserted into the reader.	
3	User is prompted for the certificate to be used based on what is available from the workstation/PIV. Select the certificate to be used to validate PIV/CAC. Users **must** use the certificate that has "Client Authentication" and "Smart Card Logon" capabilities (do **_not_** use the certificate for Email Authentication).	
4	Once selected, based on the workstation environment, a prompt appears asking for the PIV/CAC PIN. This example uses ActivIdentity Software; user's prompts may look slightly different.	

Step	Action	Screen Shot
5	If the PIN is not entered correctly a message similar to the one shown here displays.	
6	If the correct PIN is entered **and** the user has previously used PIV/CAC authentication to access eOPF, user is logged into eOPF and forwarded to the eOPF Welcome page.	
7	If the correct PIN is entered, however, the user has **not** accessed eOPF with PIV/CAC previously, the user is shown a subsequent authentication page. Enter user's eOPF ID and Password before selecting the **Register** button.	

Step	Action	Screen Shot
8	If the information provided does **not** match the information in the eOPF system, then the following message displays.	
9	If user's credentials are validated but user's account in eOPF is locked, then the following error message displays.	

Step	Action	Screen Shot
10	If user's status is not active (i.e., retired, terminated or inactive) the following error message displays.	
11	If user's password is entered correctly but needs to be reset (i.e., password is expired, etc.) the following message displays.	

Step	Action	Screen Shot
12	If user's active start date within eOPF is in the future, the following error message displays.	
13	If the eOPF ID and Password entered in Step 7 are valid, then the PIV/CAC Card registration process is complete, and user is redirected to the confirmation page as displayed here. Click **Continue** to proceed to the next step.	

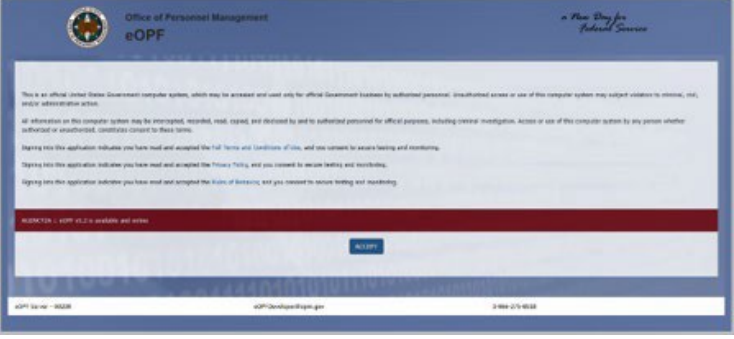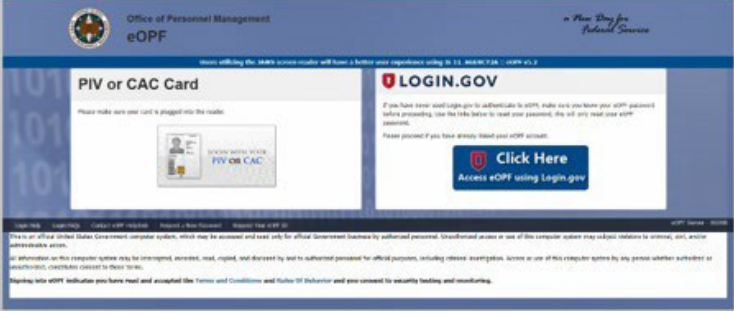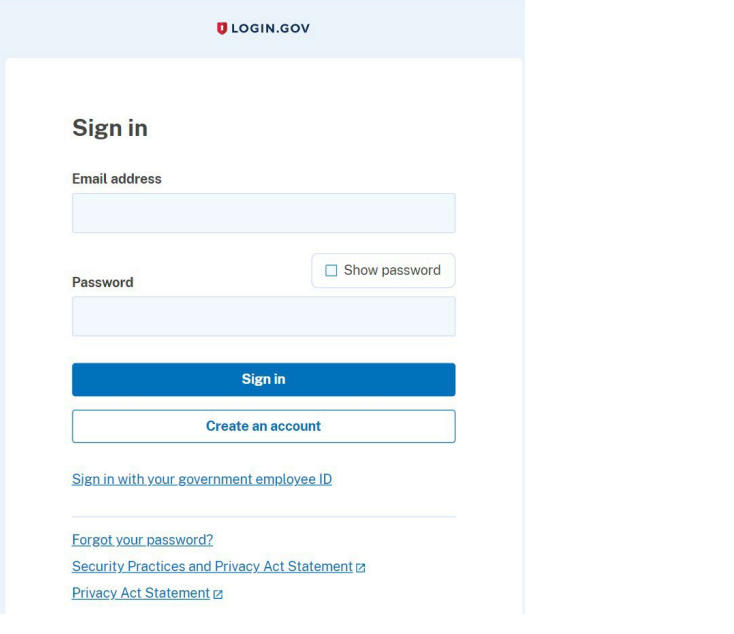| Step	Action	Screen Shot
14	Clicking **Continue** sends the user to the eOPF Welcome page. **Note:** If the user is logging into eOPF for the first time, user is redirected to the **Security Profile** page to complete security questions. If the Rules of Behavior have not been accepted, or if the rules have changed since the user last accepted them, user is redirected to the **Rules of Behavior** page. To proceed to eOPF, the user must read and accept the Rules of Behavior. After accepting, the eOPF Welcome page displays.	

Users without PIV/CAC

eOPF requires employees to use either a Personal Identity Verification (PIV) or Common Access Card (CAC) or Login.gov to sign into eOPF. Login.gov is used to log into eOPF by employees who do not have a PIV or CAC. This section covers establishing an account and logging into eOPF with Login.gov. The system requires an employee to establish an account with Login.gov and link it to eOPF. Creating a Login.gov account is a one-time task. After that, whenever an employee logs in to the eOPF, the employee will use Login.gov credentials, as well as a special code to authenticate identity and protect the account.
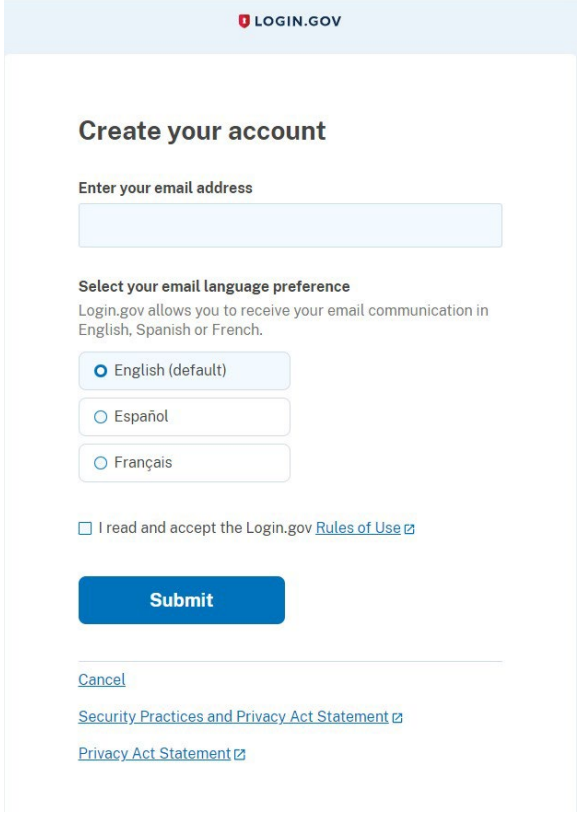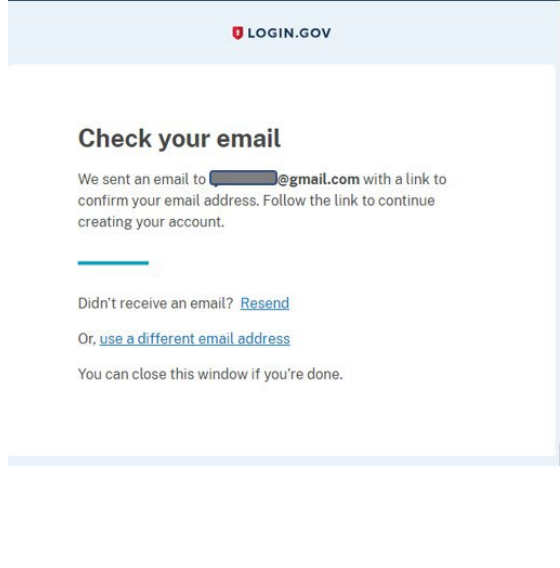
Establishing an Account in Login.gov

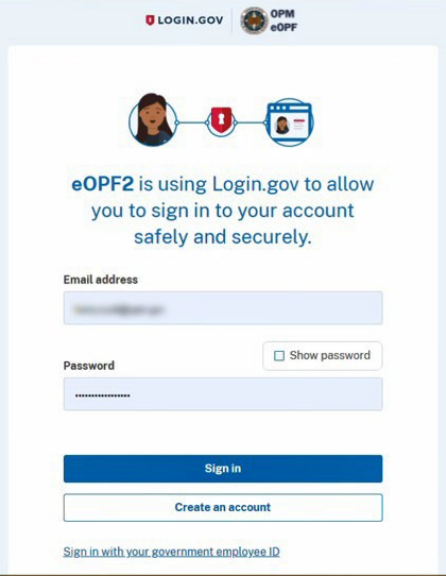The following information is required when creating a secure Login.gov account:
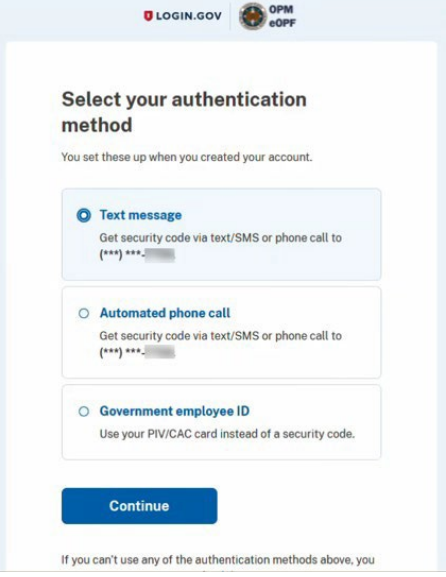
- Email address - An email address that the employee will always be able to access.
- Secure password - Passwords must be at least 12 characters and should not include commonly used words or phrases.
- One or more authentication methods such as Security Key or Authentication application
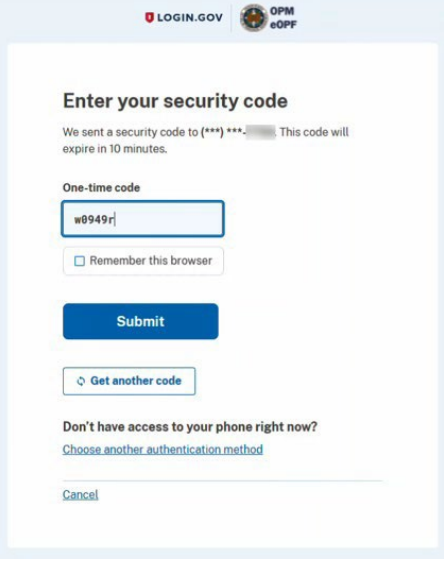
To Establish a Login.gov Account:

Step	Action	Screen Shot
1	Launch the eOPF application by opening a browser and entering the agency's eOPF URL.	URL address for Login.gov is **https://login.gov**.
2	The eOPF User Agreement page displays. Read the User Agreement and click the ACCEPT Accept button.	
3	The eOPF Logon page displays. Click the "Click Here Access eOPF using Login.gov" button	
4	The Sign in page displays. Click on Create an account.	

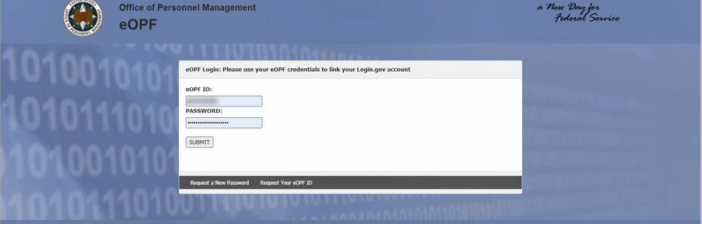| Step	Action	Screen Shot
5	The Create your account page displays. Enter your email address. Select your language preference. Read and Check I read and accept the Login.gov Rules of Use box. Click Submit.	**LOGIN.GOV** **Create your account** Enter your email address Select your email language preference Login.gov allows you to receive your email communication in English, Spanish or French. ◉ English (default) ○ Español ○ Français ☐ I read and accept the Login.gov Rules of Use ⧉ **Submit** Cancel Security Practices and Privacy Act Statement ⧉ Privacy Act Statement ⧉
6	The Check your email page displays. A message displays indicating the request was successful and the employee receives an email. The email includes a link to create a password with instructions. Upon receiving the email, follow the link to continue creating an account.	**LOGIN.GOV** **Check your email** We sent an email to ▢@gmail.com with a link to confirm your email address. Follow the link to continue creating your account. Didn't receive an email? Resend Or, use a different email address You can close this window if you're done.

Step	Action	Screen Shot
7	Enter Login.gov credentials.	
8	Select secondary authentication.	
9	Select secondary authentication method.	

Step	Action	Screen Shot
10	Enter one-time use authentication code. Users will be directed to link Login.gov account to eOPF account if either of the following conditions exist: This is the initial sign-in via Login.gov. Once association has been completed, subsequent logins will not require this step. User has changed their eOPF password via self-service or help desk assistance.	

Linking a Login.gov Account to eOPF

Step	Action	Screen Shot
	Steps below are required following a user's initial Login.gov sign-in or eOPF password reset. Steps below continue the steps in the Users without PIV/CAC table above.	
1	The Sign in page displays. Enter eOPF ID. Enter eOPF password. Click on **Submit**.	
	**This step creates the association between a user's Login.gov account and the eOPF account. Once this is completed, users will no longer use their eOPF IDs and passwords.	

Step	Action	Screen Shot
2	The eOPF Home page displays.	