



# Self-service Feature for Logon ID Retrieval, Password Reset and PIV/CAC Login Scenarios for Current Users in release 5.0.4

## Using the Self-service Feature

### **Current Users/Logging in with eOPF ID and Password**

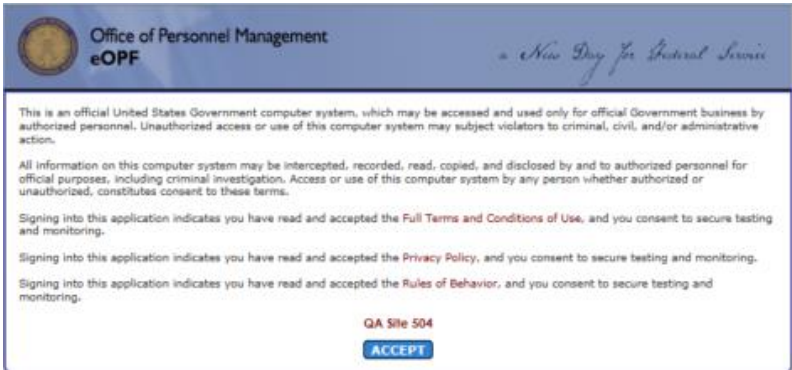
To access eOPF, an eOPF ID and password is needed. If one or both of these have been forgotten, the user may obtain new eOPF ID and password by using the eOPF self-service features. Using the self-service feature, a user does not need to contact the eOPF Helpdesk or the agency's HR servicing office for an eOPF ID or password reset. This Help page consists of three sections for CURRENT users.

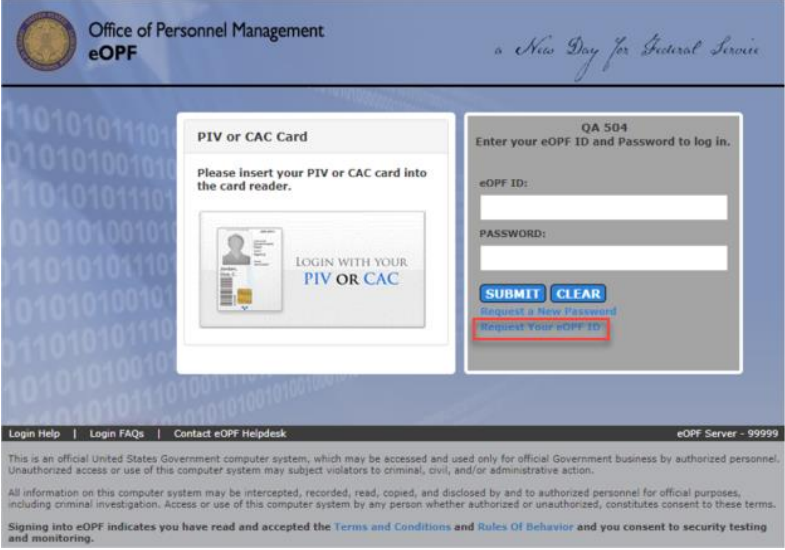

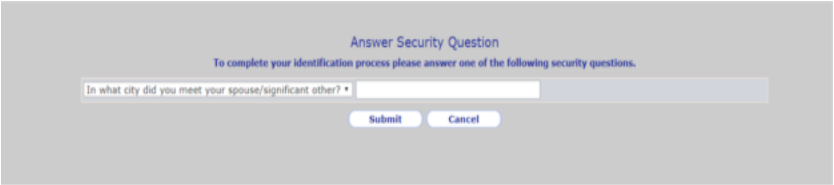
#### [Part 1: Request eOPF ID for Current Users](#)

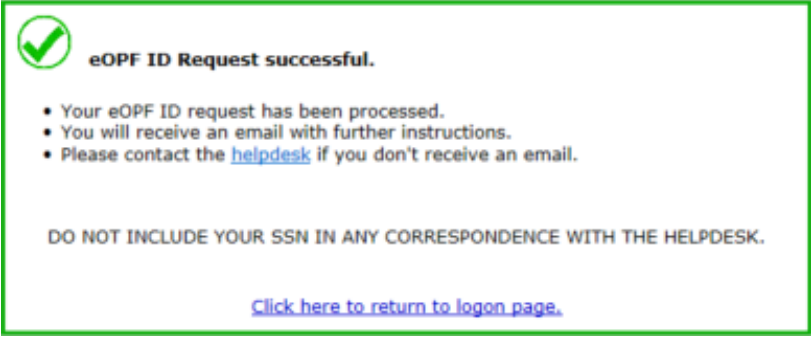
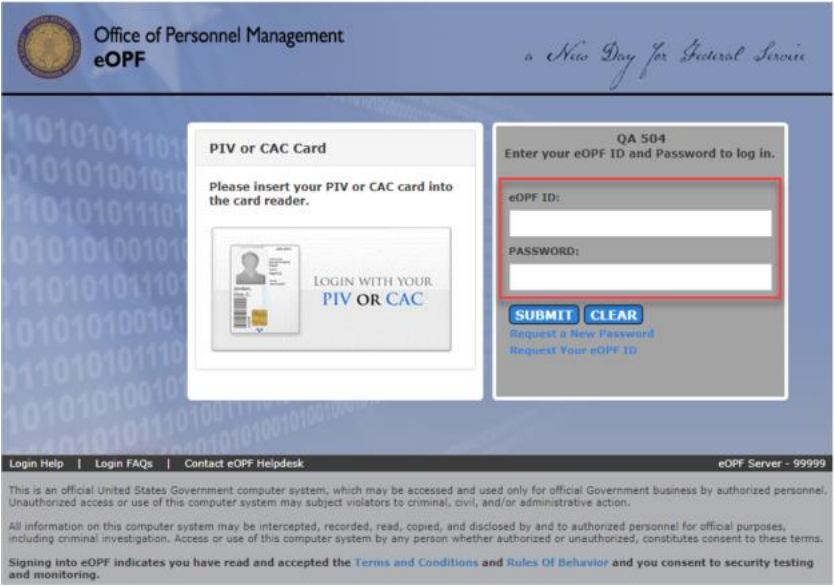
#### [Part 2: Request a New eOPF Password for Current Users](#)

#### [Part 3: Change Security Questions and Add Custom Questions for Current Users](#)

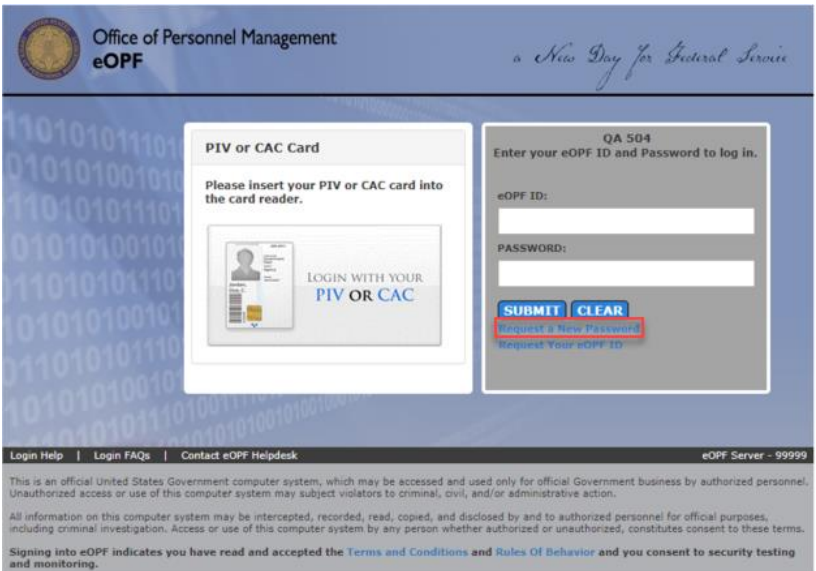
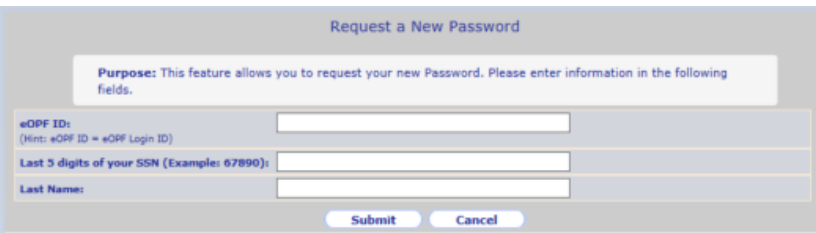
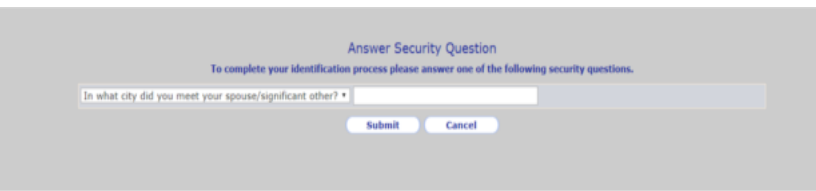
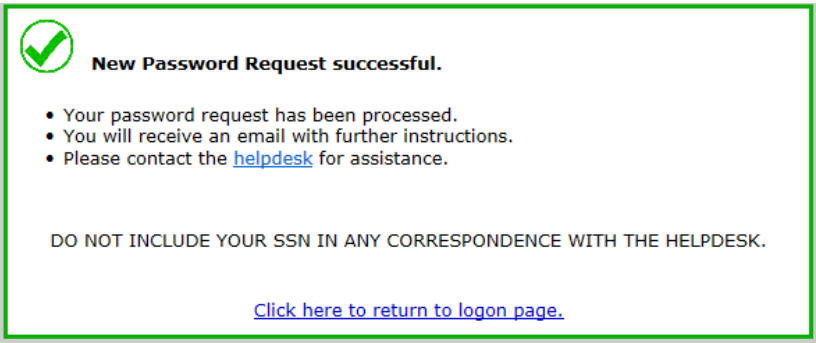
### **Part 1: Request eOPF ID for Current Users**

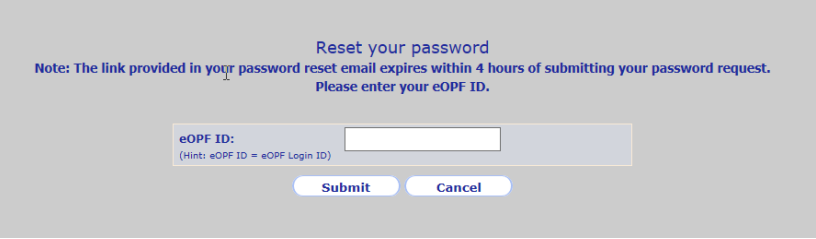

Step	Action	Screen Shot
1	<p>Access user's specific agency eOPF URL. This can be obtained from the HR servicing office.</p> <p>Read the <b>eOPF User Agreement</b> page.</p> <p>Click the <b>Accept</b> button.</p>	 <p>The screenshot shows the eOPF login interface. At the top left is the Office of Personnel Management logo and the text 'Office of Personnel Management eOPF'. To the right is the slogan 'A New Day for Federal Service'. Below this is a disclaimer: '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.' This is followed by a paragraph about information interception and consent to terms. There are three lines of consent text: '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.', and 'Signing into this application indicates you have read and accepted the Rules of Behavior, and you consent to secure testing and monitoring.' At the bottom right, there is a 'QA Site 504' label and a blue 'ACCEPT' button.</p>

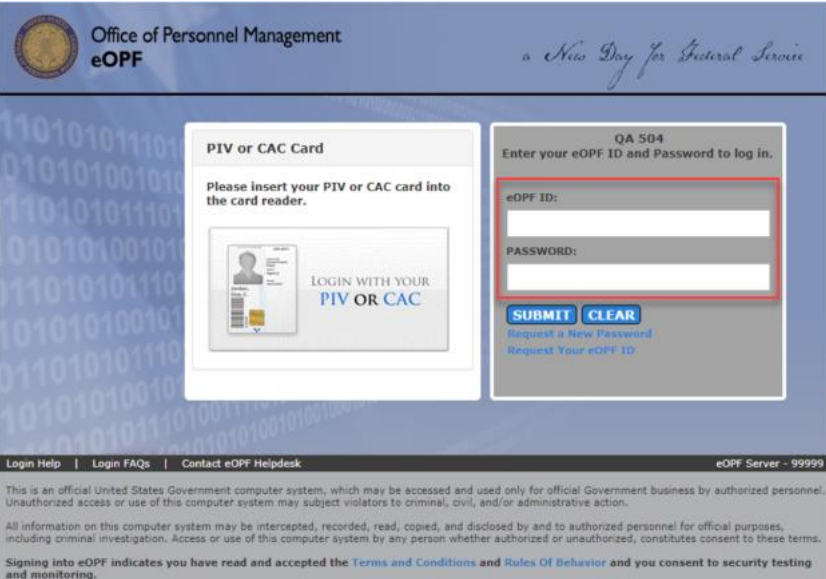
Step	Action	Screen Shot
2	<p>From the <b>eOPF Login</b> page, click the <b>Request Your eOPF ID</b> link.</p>	
3	<p>From the <b>Request Your eOPF ID</b> page, enter the</p> <ul style="list-style-type: none"> <li>• Last 5 digits of SSN</li> <li>• Last Name</li> <li>• Date of Birth (mm/dd/yyyy)</li> </ul> <p>Click the <b>Submit</b> button.</p>	
4	<p>The <b>Answer Security Question</b> page displays, requesting an answer to one of the Security Questions that is chosen.</p> <p>Enter the appropriate response.</p> <p>Click the <b>Submit</b> button.</p>	

Step	Action	Screen Shot
5	<p>The <b>Request Your eOPF ID</b> page displays stating that the Login ID request has been submitted for processing.</p> <p>Click the <b>Click here to return to logon page</b> link.</p>	 <p><b>eOPF ID Request successful.</b></p> <ul style="list-style-type: none"> <li>Your eOPF ID request has been processed.</li> <li>You will receive an email with further instructions.</li> <li>Please contact the <a href="#">helpdesk</a> if you don't receive an email.</li> </ul> <p>DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.</p> <p><a href="#">Click here to return to logon page.</a></p>
6	<p>The eOPF ID is emailed to the email address of record in eOPF.</p> <p>Please contact the eOPF Help Desk if an email with the requested eOPF ID is not received.</p>	<p>Subject: Request eOPF ID</p> <p>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 <a href="mailto:eOPFHelpdesk@opm.gov">eOPFHelpdesk@opm.gov</a> ; or by calling (toll-free) at 1-866-275-8518.</p> <p><b>Your eOPF ID: A16-ADMIN</b></p> <p>Please protect your personal information by keeping your eOPF ID and password in a secure location.</p> <p>Agency: <a href="http://vm-f5eopf12tst1/OA504/">http://vm-f5eopf12tst1/OA504/</a></p> <p>38366</p>
7	<p>Return to the <b>eOPF Logon</b> page. Type in eOPF ID and user password.</p> <p>Click the <b>Submit</b> button.</p>	 <p>Office of Personnel Management <b>eOPF</b></p> <p><i>a New Day for Federal Service</i></p> <p>QA 504 Enter your eOPF ID and Password to log in.</p> <p>eOPF ID: PASSWORD:</p> <p><b>SUBMIT CLEAR</b> <a href="#">Request a New Password</a> <a href="#">Request Your eOPF ID</a></p> <p>Login Help   Login FAQs   Contact eOPF Helpdesk eOPF Server - 99999</p> <p><small>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.</small></p> <p><small>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.</small></p> <p><small>Signing into eOPF indicates you have read and accepted the <a href="#">Terms and Conditions</a> and <a href="#">Rules Of Behavior</a> and you consent to security testing and monitoring.</small></p>

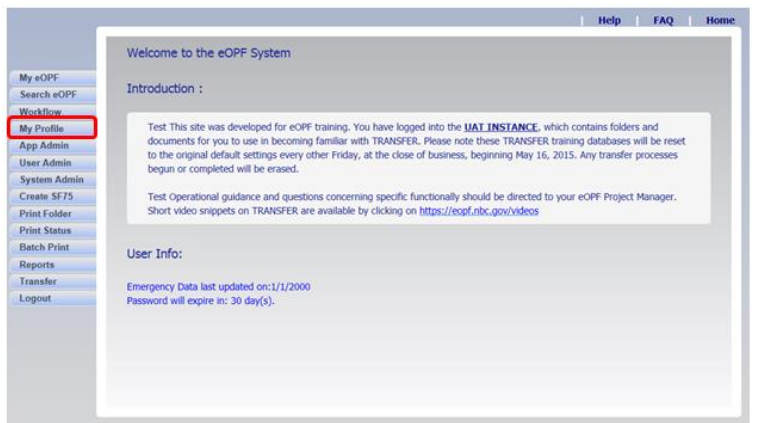
## Part 2: Request a New eOPF Password for Current Users

Step	Action	Screen Shot
1	<p>From the <b>eOPF Logon</b> page, click the <b>Request a New Password</b> link.</p>	
2	<p>On the <b>Request a New Password</b> page, enter:</p> <ul style="list-style-type: none"> <li>eOPF ID</li> <li>Last 5 digits of SSN</li> <li>Last Name</li> </ul> <p>Click the <b>Submit</b> button.</p>	
3	<p>The <b>Answer Security Question</b> page displays, requesting an answer to one of the Security Questions that is chosen.</p> <p>Enter the appropriate response.</p> <p>Click the <b>Submit</b> button.</p>	
4	<p>The <b>Request a New Password</b> page displays stating that the request has been submitted for processing.</p>	

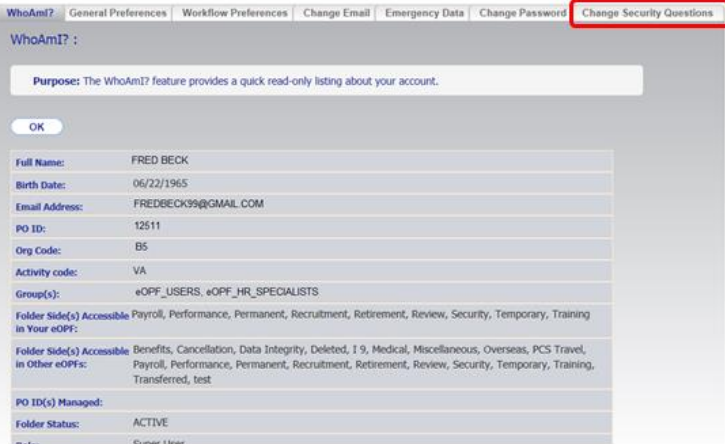
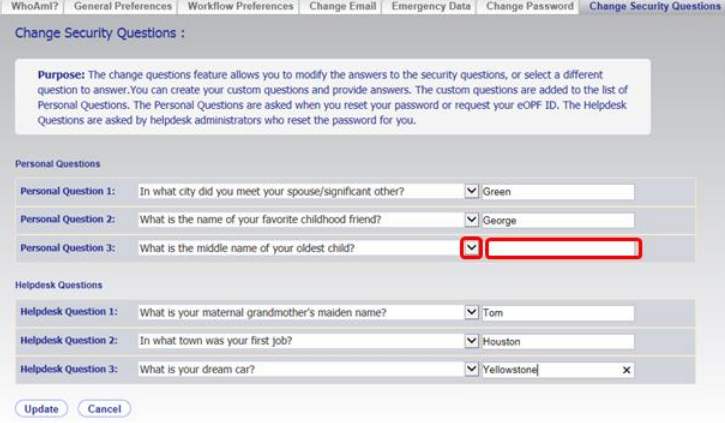
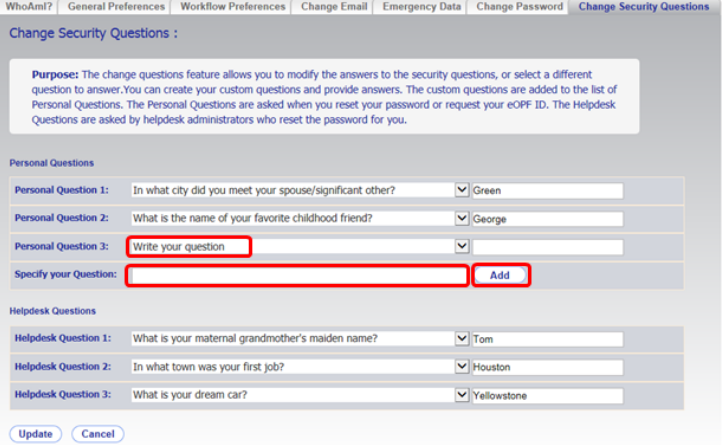
Step	Action	Screen Shot
5	<p>An email with a password request link and instructions is sent to the email address on file in eOPF. The link is valid for 4 hours.</p> <p>Click the <b>LINK</b>. If it is not clickable, copy and paste it into the browser window.</p> <p>Please contact the eOPF Helpdesk if email with the password reset link is not received.</p>	<p>Subject: eOPF Password Request</p> <p>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 <a href="mailto:eOPFHelpdesk@opm.gov">eOPFHelpdesk@opm.gov</a>; or by calling (toll-free) 1-866-275-8518.</p> <p>To create a new eOPF password:</p> <ol style="list-style-type: none"> <li>1. Click the link below, which is unique to your request.</li> </ol> <p>PLEASE NOTE THAT THE LINK EXPIRES WITHIN 4 HOURS OF SENDING THIS EMAIL.</p> <p><a href="http://vm-f5eopf12tst1/QA504/VerifyReset.aspx?tn=98D2D7A5E74A">http://vm-f5eopf12tst1/QA504/VerifyReset.aspx?tn=98D2D7A5E74A</a></p> <p>If clicking the link above does not work, please copy and paste the URL in a new browser window.</p> <ol style="list-style-type: none"> <li>2. When prompted provide your account information and submit.</li> <li>3. Complete the password reset process.</li> <li>4. Then you are taken to the eOPF Login Page where you must enter your new password to access eOPF.</li> </ol> <p>Agency: <a href="http://vm-f5eopf12tst1/QA504/">http://vm-f5eopf12tst1/QA504/</a></p> <p>38367</p>
6	<p>The link opens the <b>Reset Your Password</b> page. Type in:</p> <ul style="list-style-type: none"> <li>• eOPF ID</li> </ul> <p>Click the <b>Submit</b> button.</p>	
7	<p>The <b>Please reset your password</b> page displays.</p> <p>Enter a password that meets user's agency's security guidelines in the <b>New Password</b> field, then again in the <b>Verify Password</b> field.</p> <p>Click the <b>Reset Password</b> button.</p>	

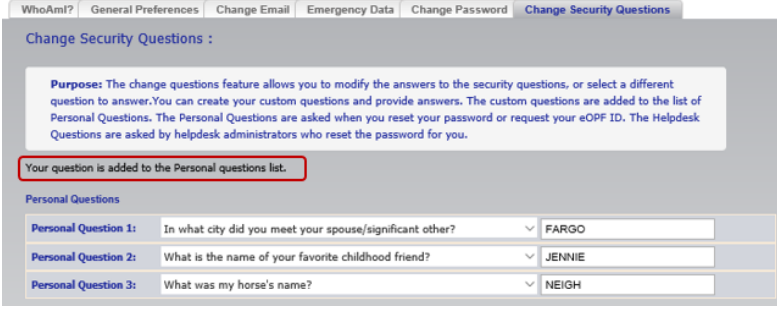
Step	Action	Screen Shot
8	<p>The page refreshes, displaying the <b>eOPF Logon</b> page.</p> <p>Enter eOPF ID and new password to logon to eOPF.</p>	

### Part 3: Change Security Questions and Add Custom Questions for Current Users

Step	Action	Screen Shot
1	<p>eOPF lets users change the security questions at any time.</p> <p>From the <b>eOPF Welcome</b> page, click the <b>My Profile</b> button.</p>	



Step	Action	Screen Shot
2	<p>From the <b>Who Am I?</b> page, click the <b>Change Security Questions</b> tab.</p>	 <p>The screenshot shows the 'Who Am I?' page with a navigation bar at the top containing 'Who Am I?', 'General Preferences', 'Workflow Preferences', 'Change Email', 'Emergency Data', 'Change Password', and 'Change Security Questions'. The 'Change Security Questions' tab is highlighted with a red box. Below the navigation bar, the page title is 'Who Am I? :'. A 'Purpose' box states: 'The WhoAmI? feature provides a quick read-only listing about your account.' Below this is an 'OK' button and a list of user details including Full Name (FRED BECK), Birth Date (06/22/1965), Email Address (FREDBECK39@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 in Other eOPFs (Benefits, Cancellation, Data Integrity, Deleted, I 9, Medical, Miscellaneous, Overseas, PCS Travel, Payroll, Performance, Permanent, Recruitment, Retirement, Review, Security, Temporary, Training, Transferred, test), PO ID(s) Managed, and Folder Status (ACTIVE).</p>
3	<p>The <b>Change Security Questions</b> page appears. Click the drop-down menu arrow and select the security question 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>The screenshot shows the 'Change Security Questions' page. A 'Purpose' box explains the feature. Below are sections for 'Personal Questions' and 'Helpdesk Questions'. Each section has three questions with dropdown menus and text input fields. In the 'Personal Questions' section, the third question 'What is the middle name of your oldest child?' has a dropdown menu highlighted with a red box. Below the questions are 'Update' and 'Cancel' buttons.</p>
4	<p>User has the ability to create custom questions for <b>Personal Questions</b>; however, custom questions cannot be created for <b>Helpdesk Questions</b>.</p> <p>Click the drop-down menu and select <b>Write your question</b>. Once selected, a blank question field is added, allowing user to type a custom question. Click <b>Add</b>.</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 a user may create.</p>	 <p>The screenshot shows the 'Change Security Questions' page. In the 'Personal Questions' section, the third question's dropdown menu is open, and 'Write your question' is selected and highlighted with a red box. Below this, a new text input field for the custom question is visible, also highlighted with a red box, along with an 'Add' button. The 'Helpdesk Questions' section remains unchanged. 'Update' and 'Cancel' buttons are at the bottom.</p>

Step	Action	Screen Shot
5	<p>A confirmation message states, "Your question is added to the Personal questions list."</p> <p>Select the drop-down menu arrow again and choose a newly created question. Type the answer in the blank field to the right.</p>	
6	<p>To save, click the <b>Update</b> button below the questions.</p>	