

Electronic Questionnaires for Investigations Processing (e-QIP)

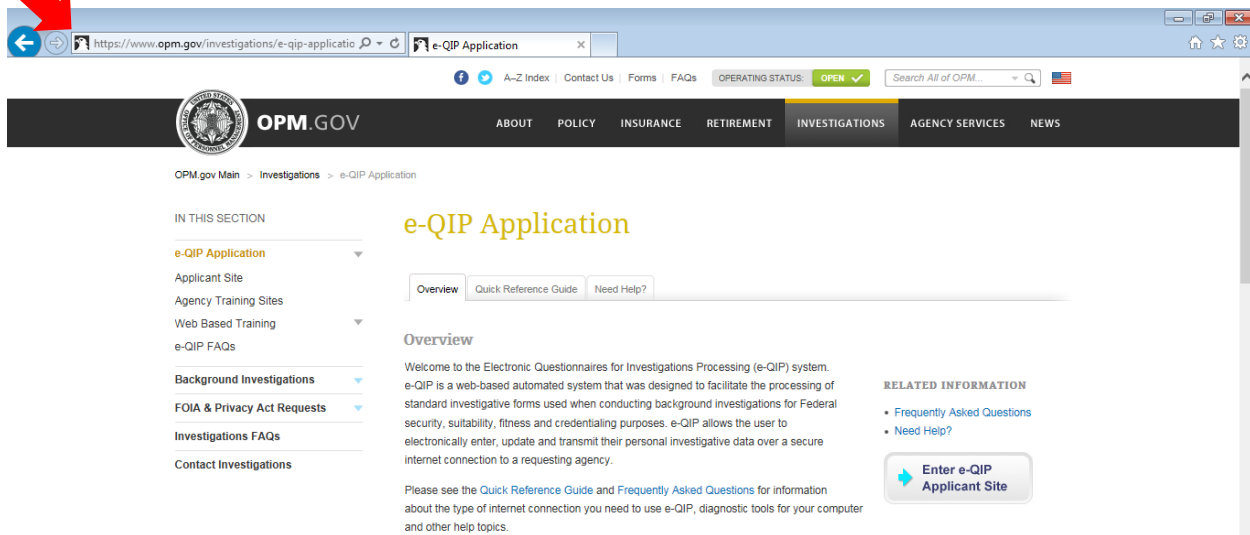
Login Instructions for first-time users

OR

users that have had their accounts reset

Step 1

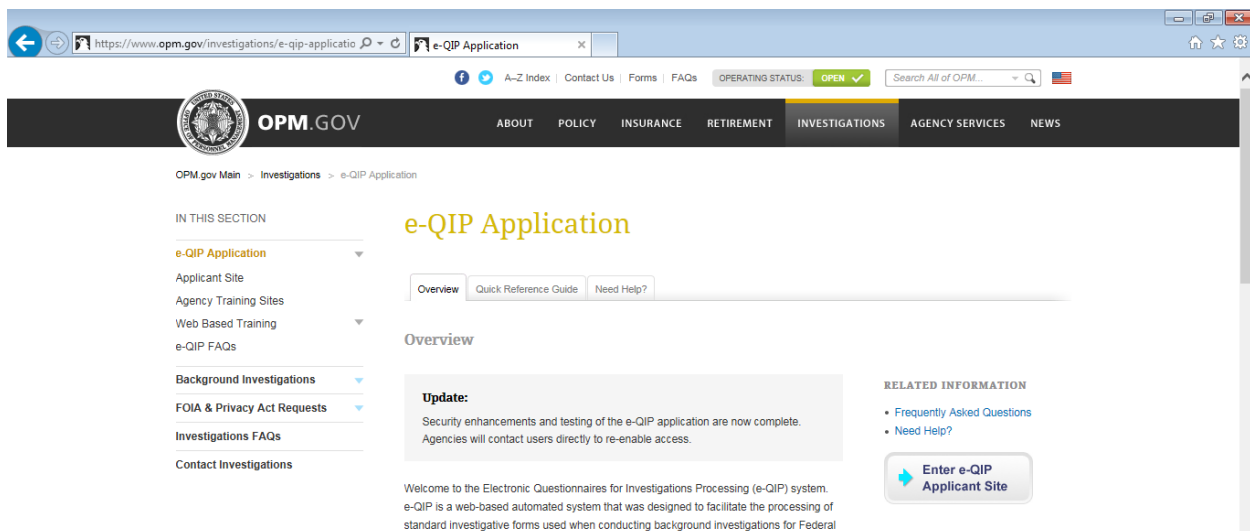
Access the e-QIP Login screen at www.opm.gov/e-QIP. Open your internet browser and navigate to the following URL: www.opm.gov/e-QIP. The e-QIP Application Page will appear.



The screenshot shows a web browser window displaying the e-QIP Application page. A red arrow points to the address bar, which contains the URL <https://www.opm.gov/investigations/e-qip-application>. The page header includes the OPM.GOV logo and navigation links: ABOUT, POLICY, INSURANCE, RETIREMENT, INVESTIGATIONS, AGENCY SERVICES, and NEWS. The main content area is titled "e-QIP Application" and features a left-hand navigation menu with categories like "e-QIP Application", "Background Investigations", and "FOIA & Privacy Act Requests". The main content area includes an "Overview" section with a welcome message and a "RELATED INFORMATION" section with links to "Frequently Asked Questions" and "Need Help?". A prominent button labeled "Enter e-QIP Applicant Site" is located on the right side of the page.

Step 2

Click the ***"Enter e-QIP Applicant Site"*** button on the right hand side of the screen.



The screenshot shows the same e-QIP Application page as in Step 1, but with an update message displayed in the "Overview" section. The update message states: "Update: Security enhancements and testing of the e-QIP application are now complete. Agencies will contact users directly to re-enable access." The "Enter e-QIP Applicant Site" button remains visible on the right side of the page.

Step 3

e-QIP automatically tests your browser for compatibility and displays the results on a page entitled “e-QIP Browser Compatibility Check.” If you are using a supported browser and your browser settings are set appropriately, you will be able to click the **“Continue to e-QIP”** button at the bottom of the screen.

If the instructions on the screen indicate you need to change any of your browser settings or you are not using a supported browser, please see the [configuring your browser section of the e-QIP Applicant Guide](#).

e-QIP Browser Compatibility Check

Before you continue, the e-QIP System must verify that you are using an approved web browser that is properly configured. If you need to make changes to your web browser's settings, click [Try Tests Again](#) to retest your configuration.

Your Browser Info


Browser: Microsoft Internet Explorer v7.0

Supported Browser: **Yes** - more Info
Session Cookies: **Allowed** - more Info
Scripting: **Allowed** - more Info

Transport Layer Security (TLS) 1.0

IMPORTANT: Transport Layer Security (TLS) 1.0 must be enabled in order to access the e-QIP System.

If you can see a "blue" box below with "e-QIP" written in it then your Transport Layer Security (TLS) setting are sufficiently configured. Otherwise, click on "Enabling Transport Layer Security" below and follow the instructions to verify TLS settings.



[Enabling Transport Layer Security - more info](#)

If your web browser does not connect to the e-QIP System after you click the "Continue to e-QIP" button below, follow the steps under "Enabling Transport Layer Security" to verify that Transport Layer Security (TLS) 1.0 is enabled.

Note: If, after enabling Transport Layer Security (TLS) 1.0, your web browser still does not connect, then there may be a connection problem between your web browser and the e-QIP System. Please wait few minutes and try again. If you still have difficulties, contact the agency that sponsored your background investigation.

Special Notes

Note: When you provide information on some e-QIP System screens, your web browser may display a pop up box when you click save that asks, "Do you want to remember the values you filled in?" Your web browser is asking you if you want to save the information that you provided on your local computer. This is not desired, since your local computer is not a secure location to store this information. Do not click the "Yes" button. Be sure to click the button labeled "No" or if available "Never for this site." The e-QIP System will securely store your information on its server.

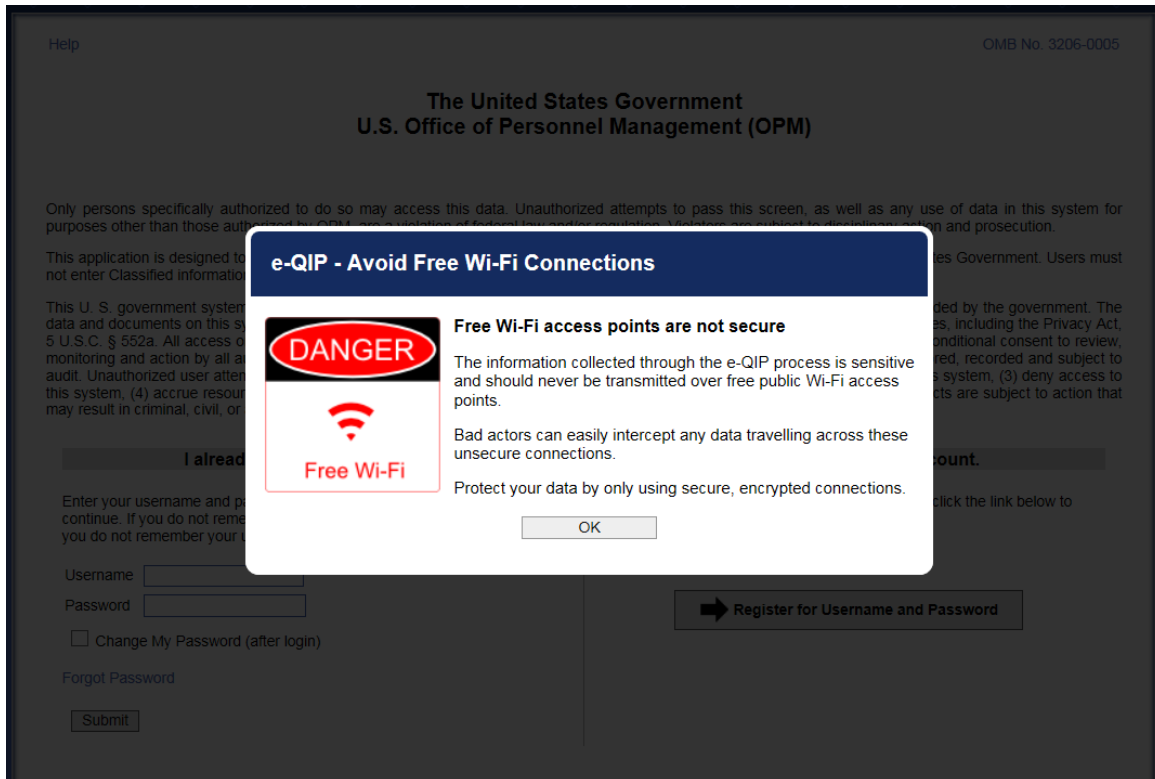
If you are ready to proceed, click "Continue to e-QIP."

Continue to e-QIP

Step 4

Upon arrival to the e-QIP Login screen, you will be presented with a warning concerning the use of free wireless internet connections (Wi-Fi) while filling out your investigative forms. Read the warning and then click, "OK".

Note: If you decide you do not want to fill out your form using your current connection, you may simply close the browser window and access e-QIP at a time when you are connected via a non-public connection.



Step 5

As a first time user with a registration code, or a user that has had their account reset and has a new registration code to enter, click the ***“Register for Username and Password”*** button.

Help OMB No. 3206-0005

**The United States Government
U.S. Office of Personnel Management (OPM)**

Only persons specifically authorized to do so may access this data. Unauthorized attempts to pass this screen, as well as any use of data in this system for purposes other than those authorized by OPM, are a violation of federal law and/or regulation. Violators are subject to disciplinary action and prosecution.

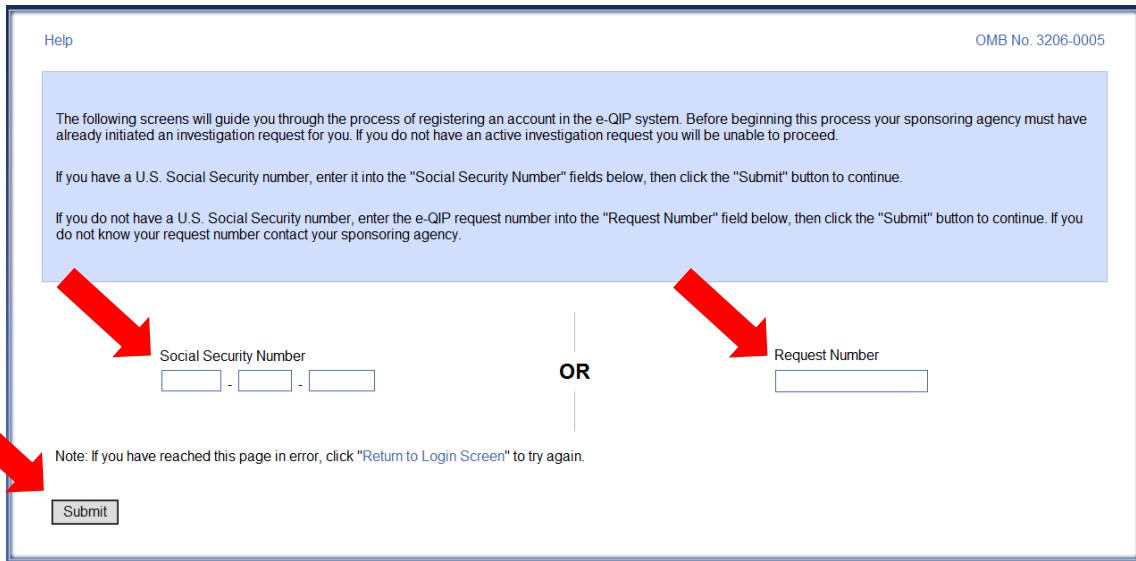
This application is designed to collect sensitive but unclassified data which will be maintained and protected as such by the United States Government. Users must not enter Classified information into this system.

This U. S. government system is to be used by authorized users only. Information from this system resides on computer systems funded by the government. The data and documents on this system include Federal records that may contain sensitive information protected by various Federal statutes, including the Privacy Act, 5 U.S.C. § 552a. All access or use of this system constitutes user understanding and acceptance of these terms and constitutes unconditional consent to review, monitoring and action by all authorized government and law enforcement personnel. While using this system your use may be monitored, recorded and subject to audit. Unauthorized user attempts or acts to (1) access, upload, change, or delete or deface information on this system, (2) modify this system, (3) deny access to this system, (4) accrue resources for unauthorized use or (5) otherwise misuse this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal, civil, or administrative penalties.

<p style="text-align: center;">I already have an e-QIP account.</p> <p>Enter your username and password, then click the "Submit" button to continue. If you do not remember your password click "Forgot Password". If you do not remember your username contact your sponsoring agency.</p> <p>Username <input type="text"/></p> <p>Password <input type="password"/></p> <p><input type="checkbox"/> Change My Password (after login)</p> <p>Forgot Password</p> <p><input type="button" value="Submit"/></p>	<p style="text-align: center;">I do not have an e-QIP account.</p> <p>If you have not registered for a username on e-QIP click the link below to begin the registration process.</p> <p style="text-align: center;"><input type="button" value="➡ Register for Username and Password"/></p>
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Step 6

As a first time user you will put your Social Security Number into the fields on the left hand side of the screen, or if you don't have a Social Security Number you will enter the e-QIP Request ID Number provided to you by the agency requesting your information. Then you will click the **"Submit"** button.



Help OMB No. 3206-0005

The following screens will guide you through the process of registering an account in the e-QIP system. Before beginning this process your sponsoring agency must have already initiated an investigation request for you. If you do not have an active investigation request you will be unable to proceed.

If you have a U.S. Social Security number, enter it into the "Social Security Number" fields below, then click the "Submit" button to continue.

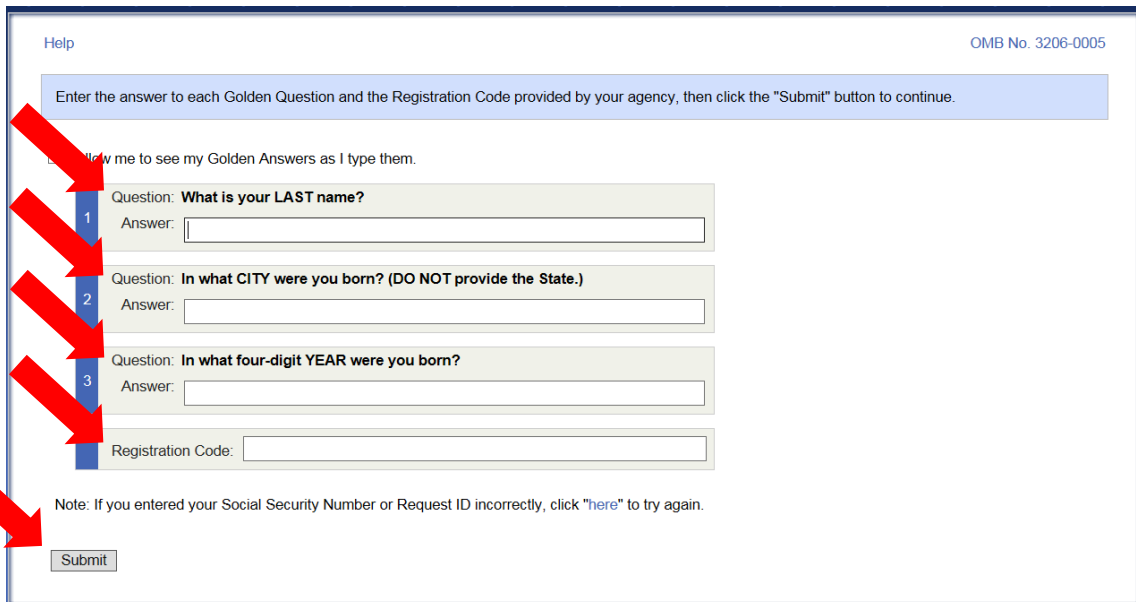
If you do not have a U.S. Social Security number, enter the e-QIP request number into the "Request Number" field below, then click the "Submit" button to continue. If you do not know your request number contact your sponsoring agency.

Social Security Number - - OR Request Number

Note: If you have reached this page in error, click "[Return to Login Screen](#)" to try again.

Step 7

Enter your identifying information. Note that none of these fields are case sensitive, you enter the four-digit year as "####", and the registration code is a 14 character alphanumeric code that your sponsoring agency must provide to you. After you have completed all of the fields, click the **"Submit"** button.



Help OMB No. 3206-0005

Enter the answer to each Golden Question and the Registration Code provided by your agency, then click the "Submit" button to continue.

Allow me to see my Golden Answers as I type them.

1 Question: **What is your LAST name?**
Answer:

2 Question: **In what CITY were you born? (DO NOT provide the State.)**
Answer:

3 Question: **In what four-digit YEAR were you born?**
Answer:

Registration Code:

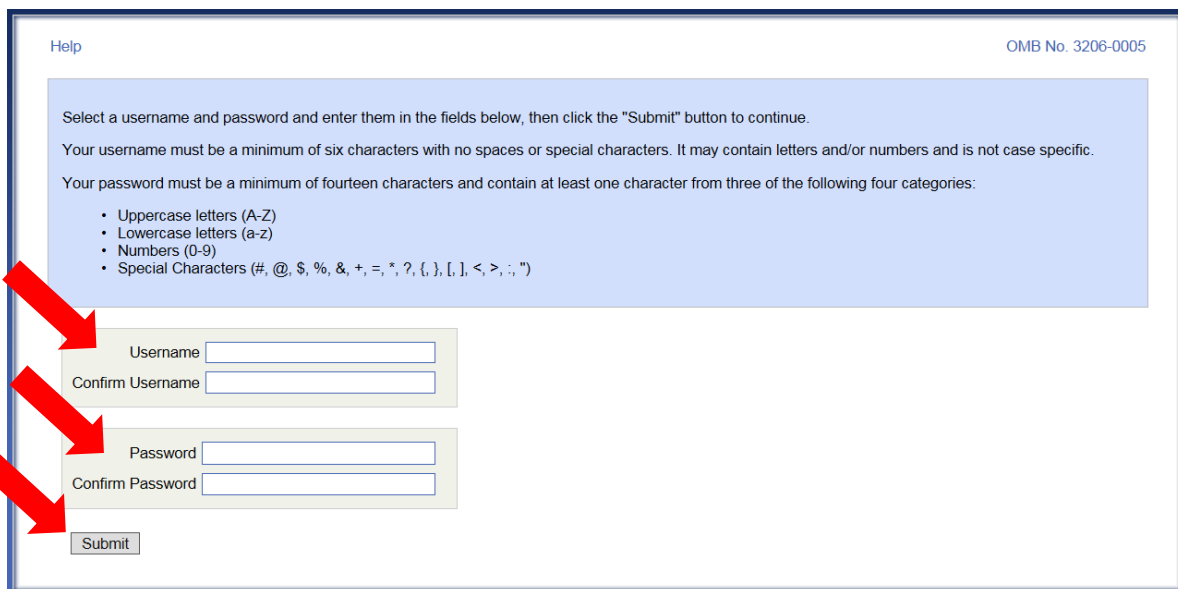
Note: If you entered your Social Security Number or Request ID incorrectly, click "[here](#)" to try again.

Step 8

Create a username and password by typing each in its respective field and then typing it again in the “confirm” field. These will remain the same for future logins. See the screen for password requirements as your password needs to be at least 14 characters long and have at least 3 of the 4 characteristics:

- Uppercase letter
- Lowercase letter
- Number
- Special Character

Once you have entered your username and password in all required fields, click the “**Submit**” button.



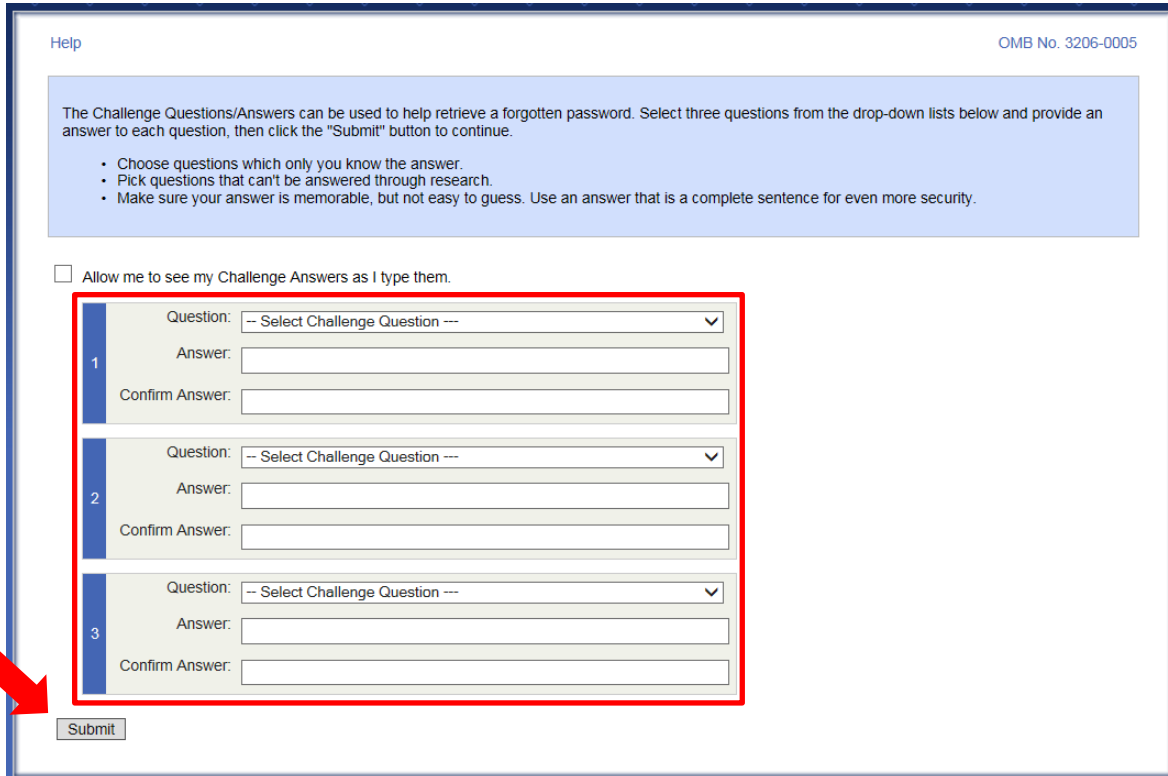
The screenshot shows a registration form with the following elements:

- Top left: "Help" link
- Top right: "OMB No. 3206-0005"
- Instructional text: "Select a username and password and enter them in the fields below, then click the 'Submit' button to continue." and "Your username must be a minimum of six characters with no spaces or special characters. It may contain letters and/or numbers and is not case specific." and "Your password must be a minimum of fourteen characters and contain at least one character from three of the following four categories:"
- Requirements list:
 - Uppercase letters (A-Z)
 - Lowercase letters (a-z)
 - Numbers (0-9)
 - Special Characters (#, @, \$, %, &, +, =, *, ?, {, }, [,], <, >, ;, ",')
- Form fields:
 - Username
 - Confirm Username
 - Password
 - Confirm Password
- Submit button

Three red arrows point to the Username, Password, and Submit fields.

Step 9

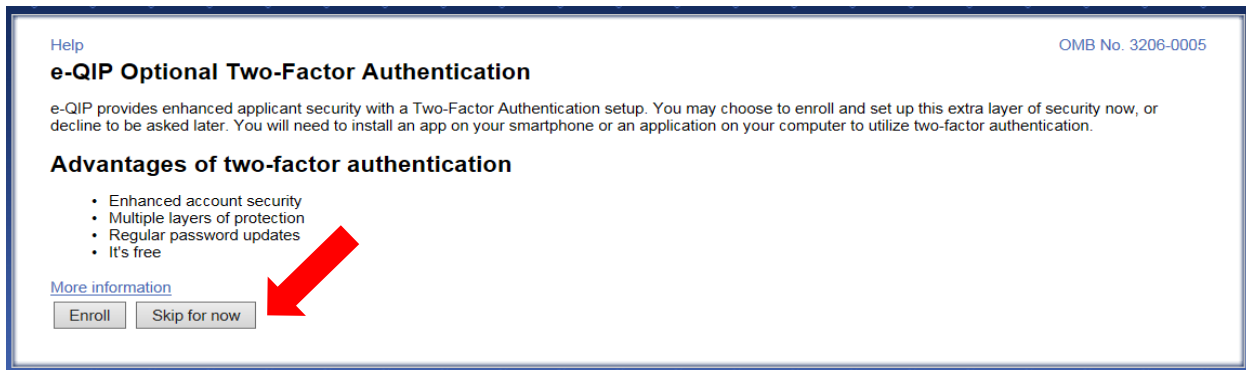
Choose three challenge questions from the drop down menus and enter your responses in the “Answer” fields. If you are having trouble typing identical answers in the “Confirm Answer” fields, check the box next to “Allow me to see my Challenge Answers as I type them.” After choosing and answering all three challenge questions, click the **“Submit”** button.



The screenshot shows a web form titled "Help" with "OMB No. 3206-0005" in the top right. A blue box contains instructions: "The Challenge Questions/Answers can be used to help retrieve a forgotten password. Select three questions from the drop-down lists below and provide an answer to each question, then click the 'Submit' button to continue." Below this are three bullet points: "Choose questions which only you know the answer.", "Pick questions that can't be answered through research.", and "Make sure your answer is memorable, but not easy to guess. Use an answer that is a complete sentence for even more security." A checkbox labeled "Allow me to see my Challenge Answers as I type them." is present. Three challenge question sets are listed, each with a "Question" dropdown menu (all set to "-- Select Challenge Question ---"), an "Answer" text field, and a "Confirm Answer" text field. A red box highlights these three sets. A red arrow points to the "Submit" button at the bottom left.

Step 10

You now have the option to implement two-factor authentication with a device of your choosing for any future logins. **This is NOT a requirement** and you can choose to not enroll by clicking, **“Skip for Now”** and continue to Step 11 of this guide. If you wish to enroll in two-factor authentication, see Step 12 in this guide. If you skip for now, you will be given the option to enroll each time you log back into e-QIP.



The screenshot shows a web form titled "Help" with "OMB No. 3206-0005" in the top right. The main heading is "e-QIP Optional Two-Factor Authentication". Below it is a paragraph: "e-QIP provides enhanced applicant security with a Two-Factor Authentication setup. You may choose to enroll and set up this extra layer of security now, or decline to be asked later. You will need to install an app on your smartphone or an application on your computer to utilize two-factor authentication." A section titled "Advantages of two-factor authentication" lists: "Enhanced account security", "Multiple layers of protection", "Regular password updates", and "It's free". A link for "More information" is provided. At the bottom, there are two buttons: "Enroll" and "Skip for now". A red arrow points to the "Skip for now" button.

Step 11

You may now begin entering your data into the investigative form by clicking the link **“Enter Your Data”**. If you have more than one agency requesting your information you may have more than one Questionnaire from which to choose. If you need help determining which form to begin entering data into, contact your sponsoring agency for help.

Help - Logout OMB No. 3206-0005

Security Check Failed

The submitted form did not contain the correct security data. Among legitimate security issues, using your browser's "Back" and "Forward" buttons as well as refreshing the page can cause this error. If you feel you should not have received this message, contact your initiating agency.

This is the identifying information we have on file for you. If any of this information is incorrect, contact the agency that initiated your Investigation Request.

Identifying Information

Full Name: [REDACTED]
Date of Birth: [REDACTED]
Place of Birth: [REDACTED]

Complete an Investigation Request

The following screens will step you through the process for completing an Investigation Request. Click on the link below to begin or continue this process. If you have any questions or concerns, click the "Help" link for more information.

1302025

Form: **Questionnaire For National Security Positions (SF86, Version 2010-12)**
Agency: **Marti Test**
Actions: **Enter Your Data**
⇒ Begin/Continue providing information for the forms associated with this Investigation Request.

Log-in for Two-Factor Authentication (optional)

Step 12

If you want to use two-factor authentication for future logins by linking your e-QIP account to a device of your choosing you must FIRST click the link **“More information”** for instructions on what to download on your device. Ensure you choose a device you will have access to the next time you wish to login to e-QIP.

Help OMB No. 3206-0005

e-QIP Optional Two-Factor Authentication

e-QIP provides enhanced applicant security with a Two-Factor Authentication setup. You may choose to enroll and set up this extra layer of security now, or decline to be asked later. You will need to install an app on your smartphone or an application on your computer to utilize two-factor authentication.

Advantages of two-factor authentication

- Enhanced account security
- Multiple layers of protection
- Regular password updates
- It's free

[More information](#)

Step 13


The instructions on the screen give an overview of the process you will need to follow. FIRST you will need to download a two-factor authentication application to your smartphone, computer or tablet. Again, ensure you choose a device that you will have access to the next time you need to log into e-QIP. After reading the instructions and downloading the application of your choosing to the device of your choice, you may close the browser window or tab within the browser that is displaying the instructions in order to return to the enrollment screen.

OMB No. 3206-0005

e-QIP - More Information on Two-Factor Authentication

What is two-factor authentication?

Two-factor authentication adds an additional layer of security to your login by requiring information from a second login factor to access your account. Examples of login factors include:

<input type="text" value="user123"/> <input type="password" value="*****"/>	Something you know username, password		Something you have smartphone, tablet, laptop		Something you are fingerprint, retina
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Why should I use two-factor authentication?

Using two different factors of authentication protects your account by preventing remote attackers from gaining access with just your username and password. Remote attackers cannot pretend to be you without access to you or your physical device.

How do I setup two-factor authentication in e-QIP?

- 1. Install a two-factor authentication application on your device**
There are a number of free two-factor authentication applications (e.g., Google Authenticator, FreeOTP) that support a wide range of operating systems including Android, iOS, Windows, and Mac OS
- 2. Add your e-QIP shared secret to your two-factor authentication application**
Scan the QR code or enter your shared secret provided by e-QIP into your two-factor authentication application. Just follow the instructions provided by your preferred application to associate two-factor authentication with your e-QIP account.
- 3. Complete enrollment in e-QIP**
After setting up your application, complete enrollment by following the instructions provided by e-QIP.

How do I login to e-QIP using two-factor authentication?

After you have successfully enrolled in e-QIP two-factor authentication, you will login into e-QIP using your username and password. After providing these credentials, you will be asked to enter the verification code generated by your two-factor authentication application. Depending on the application you have chosen, you may be able to receive verification codes via text message, push notifications, or phone calls to your smartphone or a designated landline. You may also have the option of storing offline passcodes on your device in the event that your device does not have Internet connectivity or cell reception.

Are there standards and guidelines associated with two-factor authentication?

Executive Office of the President - Office of Management and Budget
M-06-16: Protection of Sensitive Agency Information - 06/23/2006
M-11-11: Continued Implementation of Homeland Security Presidential Directive (HSPD) 12 - Policy for a Common Identification Standard for Federal Employees and Contractors - 02/03/2011

National Institute of Standards and Technology
Special Publication 800-63-2: Electronic Authentication Guideline - 08/2013
Special Publication 800-53: Security and Privacy Controls for Federal Information Systems and Organizations - 01/22/2015

Internet Engineering Task Force
RFC 6238: TOTP: Time-Based One Time Password Algorithm - 05/2011

Payment Card Industry
DSS v3.1: Requirements and Security Assessment Procedures - 04/2015

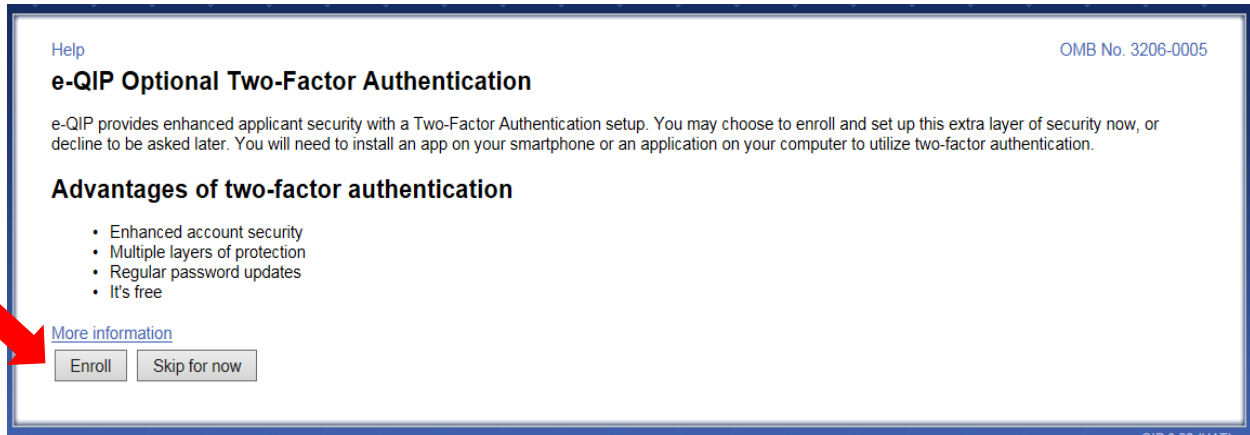
U.S. Department of Health and Human Services
HIPAA Security Rule: Remote Use - 12/28/2006

North American Electric Reliability Corporation
CIP-005-5: Cyber Security - Electronic Security Perimeter(s) - 02/03/2013

e-QIP 3.20 (UAT)

Step 14

Now that you have installed a two-factor authentication application, you may select the **“Enroll”** button.



The screenshot shows a web page titled "e-QIP Optional Two-Factor Authentication". At the top left is a "Help" link, and at the top right is "OMB No. 3206-0005". The main heading is "e-QIP Optional Two-Factor Authentication". Below this is a paragraph explaining that e-QIP provides enhanced security with Two-Factor Authentication, and users can choose to enroll now or decline to be asked later. A section titled "Advantages of two-factor authentication" lists four bullet points: Enhanced account security, Multiple layers of protection, Regular password updates, and It's free. Below the list is a link for "More information". At the bottom of the content area are two buttons: "Enroll" and "Skip for now". A red arrow points to the "Enroll" button.

Help OMB No. 3206-0005

e-QIP Optional Two-Factor Authentication

e-QIP provides enhanced applicant security with a Two-Factor Authentication setup. You may choose to enroll and set up this extra layer of security now, or decline to be asked later. You will need to install an app on your smartphone or an application on your computer to utilize two-factor authentication.

Advantages of two-factor authentication


- Enhanced account security
- Multiple layers of protection
- Regular password updates
- It's free

[More information](#)

© QIP 2.30 (UAT)

Step 15

Now that you have an authentication application:

For *smartphones* or *tablets* that can use the QR Barcode (e.g. ): Open the authentication application, manipulate the application to where it is ready to image the QR barcode and hold the smartphone or tablet up to the computer screen. Enter the six-digit number that generates into the “Verification Code” field and then click the **“Submit”** button.

For *computers, smartphones, or tablets* with authentication applications that require the “Shared Secret” code instead of the QR Barcode: Open the authentication application, manipulate the application to where it is asking for the Shared Secret code and enter the code shown on the e-QIP screen. Enter the six-digit number that generates into the “Verification Code” field and then click the **“Submit”** button.


Note: This code changes every 30-45 seconds so it must be entered correctly and quickly.

You may choose ‘Skip for now’ at any time in order to continue without the Two-Factor authentication in which case you should arrive at the screen to enter your information (Step 11 in this guide).

Help OMB No. 3206-0005

e-QIP Two-Factor Authentication Enrollment

Follow the steps below to complete enrollment in e-QIP two-factor authentication.

<p>Step 1: Install your preferred application</p> <p>Install your preferred two-factor authentication application on your device.</p> <p>You will need to install an app on your smartphone or an application on your computer to utilize two-factor authentication.</p> <p>More information</p>	<p>Step 2: Scan or enter your shared secret</p> <p>Scan the QR code or enter your shared secret into your two-factor authentication application.</p> <div style="text-align: center;"></div> <p>Shared Secret : VWAVVCGPGF3GUKZM</p>	<p>Step 3: Enter your verification code</p> <p>Enter the code generated by your two-factor authentication application</p> <p>Verification Code: <input style="width: 80%;" type="text"/></p> <div style="text-align: right;"><input type="button" value="Submit"/> <input type="button" value="Skip for now"/></div>
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e-QIP 3.20 (UAT)

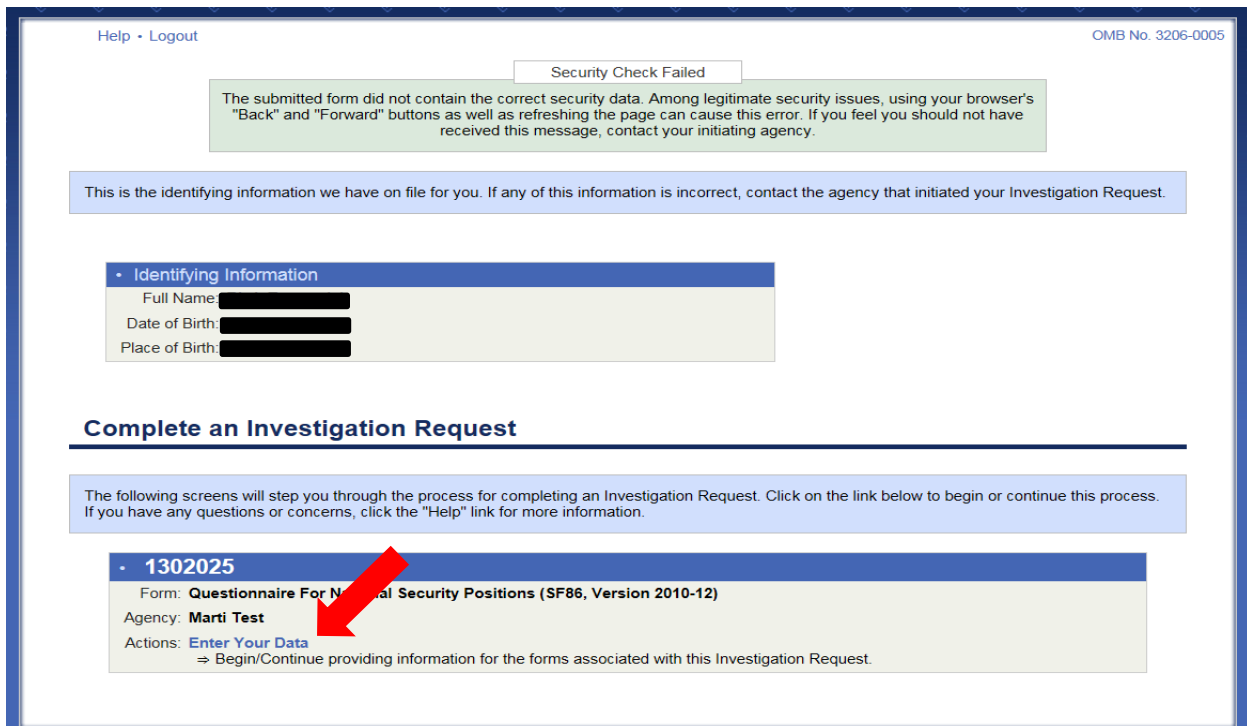
Step 16

You will see the following Encryption Confirmation Screen, while your request is processing.



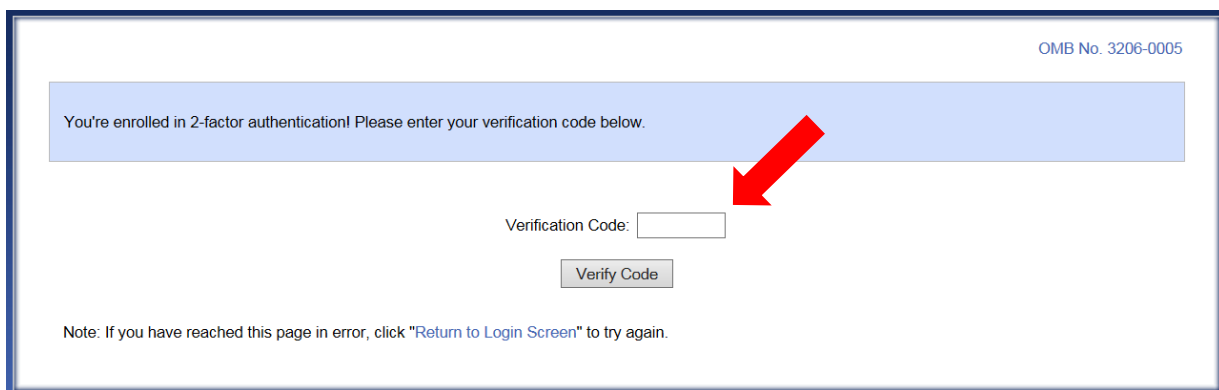
Step 16

You may now begin entering your data into the investigative form by clicking the link **“Enter Your Data”**. If you have more than one agency requesting your information you may have more than one Questionnaire from which to choose. If you need help determining which form to begin entering data into, contact your sponsoring agency for help.



Note for Future Logins: The next time you login to e-QIP, after entering your username and password you will be prompted only to enter the six-digit verification code. (As shown below.) You simply need to open the authentication application and retrieve the current six-digit number presented. You do not need to scan a QR Barcode or enter a Shared Secret as the device is already associated with your e-QIP account.

If you no longer have access to the device with the authentication application you may request your sponsoring agency to perform an “authentication reset” which will require you to login to e-QIP as if it were your first time logging in.



OMB No. 3206-0005

You're enrolled in 2-factor authentication! Please enter your verification code below.

Verification Code:

Verify Code

Note: If you have reached this page in error, click "[Return to Login Screen](#)" to try again.