



Login Instructions for first-time users OR users that have had their accounts reset

Step 1

Open your internet browser and navigate to the following URL: <https://nbib.opm.gov/e-qip-background-investigations/>.

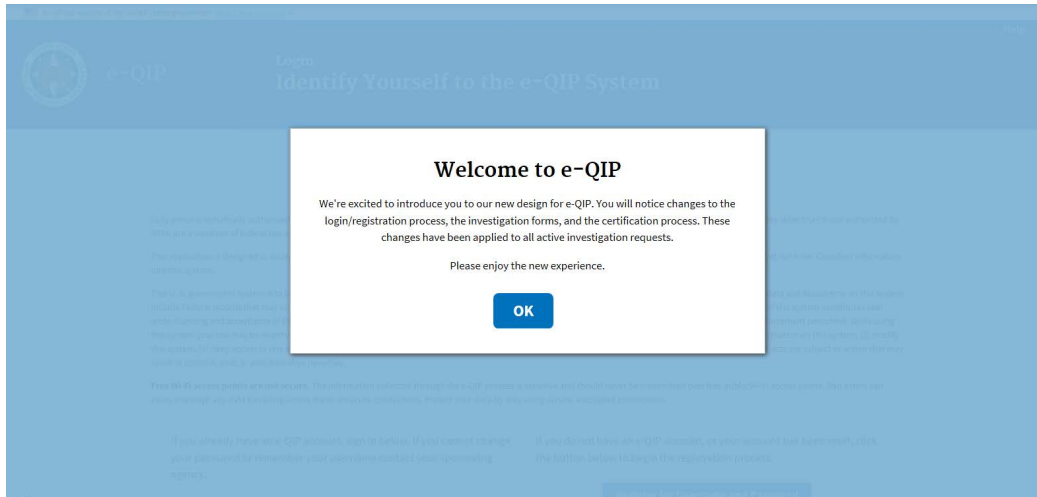
Step 2

Click the ***"Enter e-QIP Application"*** button in the center of the screen.

The screenshot shows the e-QIP website. At the top, there is a dark blue banner with the text "E-QIP" in a small white box and "Electronic Questionnaires for Investigations Processing" in large white letters. Below the banner, the page is divided into two main sections. On the left is a light gray sidebar containing a table of contents. It has two main headings: "IN THIS SECTION" and "TOOLS AND RESOURCES". Under "IN THIS SECTION", there is a link for "e-QIP Background Investigations" which is currently selected, indicated by a blue 'x' icon. Below it are links for "e-QIP Help" and "e-QIP FAQs". Under "TOOLS AND RESOURCES", there are links for "Signature Instructions for Applicants" (with a PDF icon and file size [768.43 KB]), "e-QIP for Agency Users", and "Enter e-QIP". The main content area on the right has a heading "e-QIP BACKGROUND INVESTIGATIONS" in blue. Below this heading is a paragraph of welcome text. At the bottom of this section is a large blue button with white text that says "ENTER e-QIP APPLICATION". Further down, there is a heading "Guides and Resources for filling out your Standard Form:" followed by a list of two items: "First-time User Login Instructions" (with a PDF icon and file size [865.29 KB]) and "Frequently Asked Questions".

Step 3

Upon arrival to the e-QIP Login screen, you will be presented with a welcome message introducing the updated design that was published July 2018. After reading the message click **“OK”**.




Step 4

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.

An official website of the United States government [Here's how you know](#)

Help

 e-QIP

Login
Identify Yourself to the e-QIP System

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.

Free Wi-Fi access points are not secure. The information collected through the e-QIP process is sensitive and should never be transmitted over free public Wi-Fi access points. Bad actors can easily intercept any data travelling across these insecure connections. Protect your data by only using secure, encrypted connections.

If you already have an e-QIP account, sign in below. If you cannot change your password or remember your username contact your sponsoring agency.

If you do not have an e-QIP account, or your account has been reset, click the button below to begin the registration process.

[Register for Username and Password](#)

Username

Password

☐ Change My Password

[Submit](#) [Forgot Password](#)

Step 5

As a first time user you will enter your Social Security Number, 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.

The screenshot shows the e-QIP registration interface. The header includes the Department of Defense seal, 'e-QIP', and the title 'Register Enter Your SSN or Request Number'. A 'Help' link is in the top right. Below the header, a paragraph states: '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.' The main content area asks 'Do you have a U.S. Social Security Number?' with 'Yes' and 'No' buttons. Below this is a 'Social Security Number' field with three input boxes and a 'Submit' button.

Step 6

Enter your identifying information. The registration code is a 14 character alphanumeric code that your sponsoring agency must provide to you either directly or through DCSA's automated email service. Only the registration code field is case sensitive. These fields must match what your sponsoring agency has inputted into your e-QIP profile. **If you are receiving a "login failed" error message you will have to contact your sponsoring agency for support.** After you have completed all of the fields, click the **"Submit"** button. Please note, you may check the box above the Golden Questions to see your responses as you type them.

The screenshot shows the e-QIP registration interface for answering Golden Questions. The header includes the Department of Defense seal, 'e-QIP', and the title 'Register Answer your Golden Questions'. A 'Help' link is in the top right. Below the header, a paragraph states: 'Enter the answer to each Golden Question and the Registration Code provided by your agency, then click the "Submit" button to continue.' There is a checkbox labeled 'Allow me to see my Golden Answers as I type them.' followed by four text input fields for: 'What is your LAST name?', 'In what CITY were you born? (DO NOT provide the State.)', 'In what four-digit YEAR were you born?', and 'Registration Code'. A 'Submit' button is at the bottom.

Step 7

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.

**e-QIP**

Register
Create Username and Password

Help

Create Username

Select a username that will be used to sign in to e-QIP. 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-sensitive.

Username

Confirm Username

Create Password

Your password must be a minimum of fourteen characters and contain at least one character from three of the following four categories:

- Uppercase letters (A-Z)
- Lowercase letters (a-z)
- Numbers (0-9)
- Special Characters (#, @, \$, %, &, +, =, *, ?, {, }, [,], <, >, ;, ",')

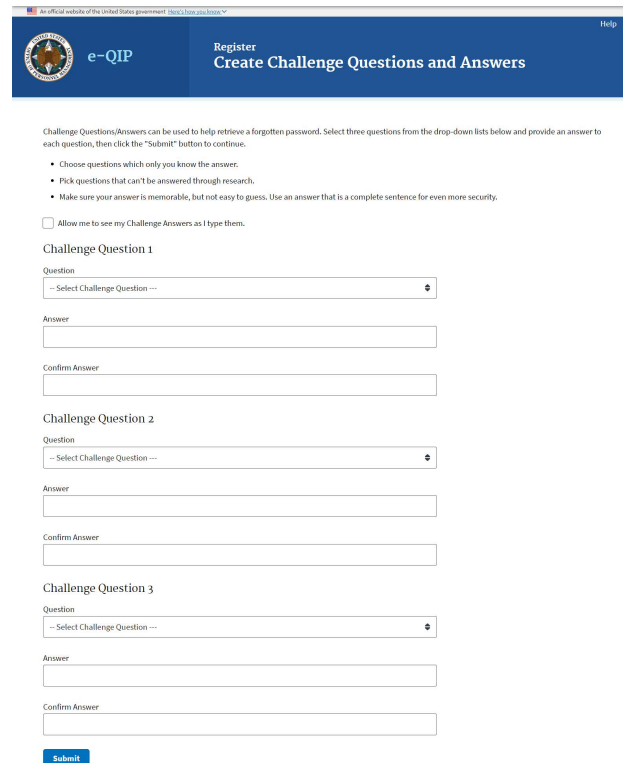
Password

Confirm Password

Submit

Step 8

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 the 'Register Create Challenge Questions and Answers' page. At the top, there's a header with the e-QIP logo and a 'Help' link. Below the header, a paragraph explains that challenge questions can be used to retrieve a forgotten password. It lists three instructions: choose questions only you know the answer to, pick questions that can't be answered through research, and make sure the answer is memorable but not easy to guess. There's a checkbox for 'Allow me to see my Challenge Answers as I type them.' Below this, there are three sections for 'Challenge Question 1', 'Challenge Question 2', and 'Challenge Question 3'. Each section has a 'Question' dropdown menu, an 'Answer' text field, and a 'Confirm Answer' text field. At the bottom, there is a blue 'Submit' button.

Step 9

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 10 of this guide. If you wish to enroll in two-factor authentication, see Step 11 in this guide. If you skip for now, you will be given the option to enroll again when you log back into e-QIP.



The screenshot shows the 'Two-Factor Authentication Enroll in e-QIP Google Authentication' page. The header includes the e-QIP logo and a 'Help' link. The main heading is 'Two-Factor Authentication Enroll in e-QIP Google Authentication'. Below the heading, there is a paragraph explaining that e-QIP provides enhanced security with optional Two-Factor Authentication and that users can choose to enroll now or decline to be asked later. It also mentions that users will need to install an app on their smartphone or computer if they opt 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](#)

[Enroll](#)

[Skip for now](#)

Step 10

You may now begin entering your data into the investigative form by clicking the link **“Enter Your Data” or “Begin Request”**. 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.

An official website of the United States government [Here's how you know](#) Help | Logout

e-QIP Select Investigation Request

Identifying Information

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.

Full Name: xyz, xyz (-)
Date of Birth: 01/01/1980
Place of Birth: boyers, PA

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.

Request #1335979

Agency: **System Liaison Child Testing**
Form: **SF85 2013-12** [Resume Request](#)

Start Enter Your Data Sign Documents Release Complete

Prior Investigation Requests

Below is a list of your previously certified Investigation Requests. You may download the official archival copy of a request by clicking any of the "Download Archival Copy" links below. For requests certified within the past 120 days you may also download unsigned signature forms by clicking any of the "Download Signature Forms" links below.

Certification Date	Details	Actions
06/12/2018	Request #1335980 Agency: System Liaison Child Testing Form: SF86 2017-07	Download Archival Copy Download Signature Forms

Log-in for Two-Factor Authentication (optional)

Step 11

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.

An official website of the United States government [Here's how you know](#) Help

e-QIP Two-Factor Authentication
Enroll in e-QIP Google Authentication

e-QIP provides enhanced applicant security with optional Two-Factor Authentication. 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 if you opt to utilize two-factor authentication.

Advantages of two-factor authentication

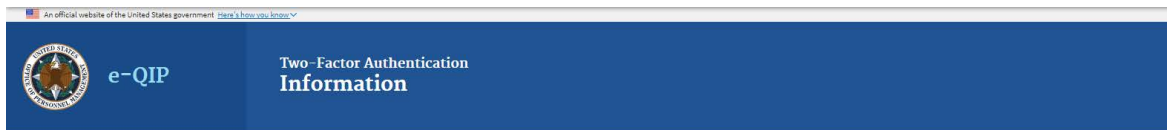
- Enhanced account security
- Multiple layers of protection
- Regular password updates
- It's free

[More information](#)

[Enroll](#) [Skip for now](#)

Step 12

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.



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:



Something you know
username, password



Something you have
smartphone, tablet, laptop



Something you are
fingerprint, retina

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-S: Cyber Security - Electronic Security Perimeter\(s\) - 02/03/2013](#)

Step 13

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



e-QIP provides enhanced applicant security with optional Two-Factor Authentication. 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 if you opt 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](#)

Enroll

Skip for now

Step 14

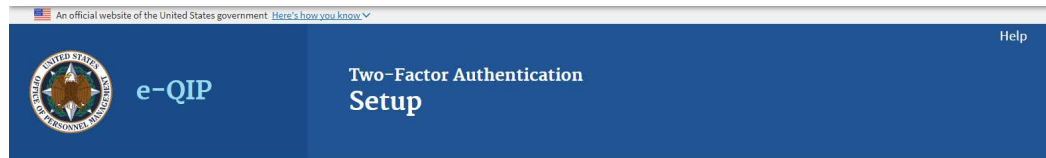
Now that you have an authentication application:

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).



Step 1: Install your preferred application

Install your preferred two-factor authentication application on your device.

You will need to install an app on your smartphone or an application on your computer to utilize two-factor authentication.

[More information](#)

Step 2: Scan or enter your shared secret

Scan the QR code or enter your shared secret into your two-factor authentication application.



Shared Secret :

Step 3: Enter your verification code

Enter the code generated by your two-factor authentication application.

Verification Code


Submit

Skip for now

Step 15

You may now begin entering your data into the investigative form by clicking the link ***"Enter Your Data" or "Begin/resume request"***. 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.

An official website of the United States government [Here's how you know](#)

 e-QIP Help | Logout

Select Investigation Request

Identifying Information

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.

Full Name: xyz, xyz (-)
Date of Birth: 01/01/1980
Place of Birth: boyers, PA

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Request #1335979

Agency: **System Liaison Child Testing** [Resume Request](#)
Form: **SF85 2013-12**

Start Enter Your Data Sign Documents Release Complete

Prior Investigation Requests


Below is a list of your previously certified Investigation Requests. You may download the official archival copy of a request by clicking any of the "Download Archival Copy" links below. For requests certified within the past 120 days you may also download unsigned signature forms by clicking any of the "Download Signature Forms" links below.

Certification Date	Details	Actions
06/12/2018	Request #1335980 Agency: System Liaison Child Testing Form: SF86 2017-07	Download Archival Copy Download Signature Forms

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 must request your sponsoring agency to perform an "authentication reset" which will require you to register a new username and password.

An official website of the United States government [Here's how you know](#)

 e-QIP Two-Factor Authentication
Verify Code

Your account is enrolled for two-factor authentication. To continue enter your verification code below. If you require assistance contact your sponsoring agency.

Verification Code

[Verify Code](#)