

Web Browser Requirements

If using **Microsoft Internet Explorer (IE)**, you must have version 5.5 or later, with Service Pack 2. Internet Options for IE should be set as follows:

- **Enable JavaScript**
- **Enable Cookies**
- **Enable Scripting**
- **Enable TLS 1.0** (this option is disabled by default.)

To enable TLS 1.0 in IE, on the top menu:

- Select **TOOLS**
- Select **INTERNET OPTIONS**
- Select the tab labeled **ADVANCED**
- Scroll down to the section labeled **SECURITY**
- Check the box to enable TLS 1.0
- Click the **OK** button to save

If using **AOL**, open a separate window in IE (outside AOL) and set TLS 1.0 following the instructions above; **or** directly within AOL, go to the top menu in AOL, then:

- Select **SAFETY**
- Select **SETTINGS**
- Select **INTERNET PROPERTIES**
- Under **RELATED SETTINGS**, select **INTERNET EXPLORER SETTINGS**, then the **ADVANCED** tab
- Scroll down to **SECURITY**
- Check TLS 1.0
- Click the **APPLY** and **OK** buttons
- Click **SAVE** in the AOL Browser Settings

If you are using **Mozilla**, you must have at least version 0.9.4. Although security settings may already be defaulted to the proper values, you should verify so by following this process:

- Select **EDIT**
- Select **PREFERENCES**
- Select **PRIVACY AND SECURITY**
- Select **SSL**
- Under SSL Protocol Versions, enable **SSL VERSION 2, SSL VERSION 3, and TLS**

ELECTRONIC QUESTIONNAIRES FOR INVESTIGATIONS PROCESSING



QUICK REFERENCE GUIDE FOR THE APPLICANT



U.S. Office of Personnel Management Center for Federal Investigative Services

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Mozilla users must also verify that they are enabled to use cookies. To do so, go to your browser's toolbar and verify in the following order:

- Select **EDIT**
- Select **PREFERENCES**
- Select **PRIVACY AND SECURITY**
- Select **COOKIES**
- Ensure that either **ENABLE COOKIES FOR THE ORIGINATING WEBSITE ONLY** **or** **ENABLE ALL COOKIES** is checked

e-QIP is also compatible with **Netscape Navigator**, version 6.1 or later.

If you are using **JAWS** screen-reading software, please note that JAWS requires the use of Internet Explorer, version 5.5 or later.

Getting Started

1. Start your internet browser and enter the following URL website address:
www.opm.gov/e-qip/
2. The e-QIP Gateway Page will appear. Scroll down and click the link labeled **e-QIP APPLICANT SITE**.
3. A "browser checker" utility will automatically run and test your computer for e-QIP compatibility. Click the **CONTINUE** button to proceed to the application. (If after doing so you receive the error message "Page Cannot Be Displayed," please follow the previous instructions to enable TLS 1.0.)
4. A Security Alert box will appear, asking "Do you want to proceed?" Click the **YES** button with the mouse, or type <CTRL Y> to continue.
5. The e-QIP Welcome Screen will appear. Enter your Social Security Number in the text entry boxes, and click the **SUBMIT** button to logon to the e-QIP applicant site.

6. Answer the three (3) default Golden Questions and then you may create new Golden Questions and Answers on the next page (please see the applicable section inside this brochure for further information).
7. Click the highlighted link that says: **Enter Your Data**.
8. Complete the SF-86 questions and save as instructed. Validation of your data will occur after every screen save.
9. Be sure to **CERTIFY/SUBMIT** your form when your form is complete.
10. Print out the release forms and certification for your signature. These signature forms need to be returned to your hiring agency. You may also print out an archival copy for your own records. (If you are having difficulty opening the forms to print, right click on the link, choose **SAVE AS**, and then save the file on your computer. Open up the Adobe Acrobat reader program separately in its own window (not through Internet Explorer), and then open the file you saved in order to print it out.

Choosing Your Golden Questions/Answers

It is **YOUR RESPONSIBILITY** to provide and remember Golden Questions unique to you. Golden Questions enable e-QIP to verify your identity. Create a combination of Golden Questions that only you can know the correct answers to in order to assure that no one can attempt to impersonate you on the e-QIP system.

Please carefully consider who else may possibly know the answer to each possible Golden Question you enter. Please remember that it may be 5 years before you return to the e-QIP system for a future investigation.

Entering Your Golden Questions/Answers

After you have selected your set of Golden Questions/Answers, enter each Question under a “Question” header and enter the corresponding Answer under the "Answer" block directly under that question. You must provide a non-blank answer for each question you provide, and vice versa. You must provide three Golden Questions.

It is *your responsibility* to protect the answers to your Golden Questions. Golden Answers are your “password” to the e-QIP system. The text entry fields for Golden Answers are not password protected to allow for more accurate entry of your answers. Asterisks automatically mask Golden Answers, but if you choose, you can view your answers while typing them by clicking the **ALLOW ME TO SEE MY GOLDEN ANSWERS** checkbox. Do not allow someone to see your computer screen while your answers are on the screen. If someone acquires your answers, they will be able to logon to the e-QIP system under your identity, allowing them to access your personal data.

Entering Your Data

First Time Data Entry: Prior to entering data for the first time, read the instructions on the “Form Completion Instructions” screen. Indicate that you have read and understand the document by clicking the corresponding button. You will then be shown a disclaimer screen that provides additional instructions required by Executive Order 12968. You will need to indicate that you have read and understand the additional instructions by clicking the corresponding button.

Question Navigation: You may use the Navigation pull-down menu to go to any question, in any order by selecting the item and clicking **GO**. The navigation menu is located in the top right-hand corner of the screen.

Errors and Warnings: After clicking **SAVE**, if the system displays the same screen with "Validation

Results" listed at the top, you must correct the data you have just entered. You will only get validation appropriately.

For validation "**Error**" messages, you may correct your data by scrolling to the appropriate field and editing. After making corrections, click the **SAVE** button at the bottom of this page to save your changes.

For validation “**Warning**” messages, you may either provide the requested information or click the **EXPLAIN** button next to the message to explain why the information cannot be supplied. Upon clicking **EXPLAIN** you may provide an explanation in the text field or check the box labeled **I DO NOT KNOW THE REQUESTED INFORMATION**.

After choosing an action, click the **SAVE** button to save your changes.

For validation "Error" and "Warning" messages, you may also choose to click the **SAVE/CONTINUE** button. If you click **SAVE/CONTINUE**, you may advance to the next question screen and correct the information at a later time prior to the final submission of your form.

If you make a mistake and want to start over on a given screen, click on the **RESET THIS SCREEN** button at any time prior to clicking the **SAVE** button.

When you are finished and ready to proceed, click the **SAVE** button. Upon clicking **SAVE**, your information will be submitted and you will proceed to the next screen.

Displaying Your Data

When you are ready to display and/or print your SF-86 information that has been entered into e-QIP, select the “Display” command from the top banner (located in the upper left-hand corner). By selecting “Display”, a new browser window will appear using Adobe Acrobat Reader. This

window will generate a .PDF file which will display on the screen all the data that has been entered up to that point. If desired, you can print the displayed data by first selecting **FILE**, and then **PRINT** from the new browser window. You can also save a copy of the displayed data to your own floppy disk. To do so, click on the floppy disk icon to save the file. If you are having difficulty printing your forms, please see the instruction outlined in the “Getting Started” section of this brochure.

Validating Your Data

Although the e-QIP system will automatically validate your data after every screen save, you may also do a manual validation. To do so, go to the navigation pull-down menu and select **VALIDATE, REVIEW, AND CERTIFY**, then select **GO** to the right of the pull-down menu, and the system will take you to that screen. The validation results may show errors that need to be corrected. Read the validation results and the associated errors. To correct your answers, use the navigation pull-down menu to go to the question that needs to be edited, make the necessary changes, and click the **SAVE** button.

Listing Expected Attachments

You should create a list of attachments that you expect to provide to your employing agency. Everyone will have a standard set of attachments such as the SF-86 General Release form, resume, OF 306, etc. There may be additional attachments depending on what position you are applying for. Ask your agency if you are not sure what attachments you are required to provide.

To create your list of expected attachments, go to the navigation pull-down menu and select **EXPECTED ATTACHMENTS**. Then select **GO** to the right of the pull-down menu, and the system will take you to that screen. (You will be shown this automatically if you complete your SF-86 form in sequence. If you choose to skip from question to question, you will need to select this command manually.)

This screen allows you to create, delete, and/or edit a list of expected attachments that you will send with your request. Please write your Social Security Number on every piece of paper that you plan to give to your employing agency. You may either mail, drop off, or fax your attachments to your agency, along with your signature forms.

Certifying Your Data

When you have completed all the questions on the SF-86 and are ready to submit, select the **CERTIFY THAT MY ANSWERS ARE TRUE** command from the navigation menu at the top of the screen and click on **GO**. Ensure that you have completely entered your data, validated your data for errors, and reviewed your data for correctness. Follow the instructions on the “Certify” screen. Certify that the answers you provided on the questionnaire are correct and accurate. After certification, your answers to the questionnaire will be locked and unavailable for editing. Select **DISPLAY** in the upper-left hand corner of the screen to generate a .PDF printable copy of your SF-86 data, release forms, and certification statement. Your computer must have Adobe Acrobat in order to view a .PDF file; this free software download is available at: www.adobe.com/products/acrobat/readstep2.html

You are required to print the release form(s) and the certification statement. If you do not have a printer, you should consult your agency and ask for assistance. After printing, please sign them (preferably in black ink) and return the originals to your agency.

After you have successfully certified your form and released it to your agency, you cannot change your data. However, the next time you need access to e-QIP, such as for a future reinvestigation, most of your data will repopulate the e-QIP form, eliminating the need to reenter all of your data.