# Electronic Official Personnel Folder (eOPF):
Employee Quick Reference Guide

What is eOPF ?

The eOPF solution provides electronic, Web-enabled access to the Official Personnel Folder, which was previously maintained in hard copy records. HUD employees will be able to view their own OPF through the eOPF solution. eOPF includes security measures to ensure the integrity of the system. Users will be able to view their own eOPF documents, but not modify them. All activity performed in the eOPF solution is logged and can be accessed through various reports by authorized users. The eOPF provides an audit trail capability, including a mandatory log that documents when and why an authorized user has reviewed an eOPF.
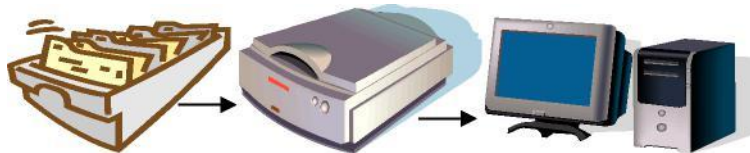
Key Benefits of eOPF

1. Enhanced accuracy, portability and security of personnel records
2. Provides increased employee awareness and accountability through email notification of Personnel Actions (SF-50's)
3. Immediate access to OPF forms and information for a geographically dispersed workforce

How to Log onto eOPF

1. Access **https://eopf.opm.gov/hud**
2. Read the Terms and Conditions and click **Accept**
3. Enter your eOPF ID (issued by email)
4. Enter your secure Password (temporary password is issued by separate email)
5. Click **Submit**

Request a New User Password

If you are a new user to eOPF and do not yet have a password, but have been assigned an eOPF ID, as indicated in step 4 above, you can request a password.

1. From the eOPF Web Login page, click the **New User- Request Your Password** link
2. Enter:
    o   eOPF ID
    o   Last 4 digits of your SSN
    o   First 4 letters of your last name (or entire last name, if less than 4 characters)
3. Click the **Submit** button

Note: In the New User Password Request and Forgotten Password retrieval scenarios (last page), you will receive an email containing the desired information. If your information fails to be verified, you will receive an "Access Denied Message." If your information was verified, but does not have an email address in eOPF, then an email is sent to the eOPF Help Desk with your information. After you are contacted by the eOPF Help Desk and a valid email address is in the system, you will need to repeat the request process.

If you are logging into eOPF for the first time, you will need to complete the eOPF Security Profile page prior to moving on to the eOPF Welcome page.

1. Choose and answer three Personal Questions and three eOPF Help Desk Verification questions from the drop-down question boxes. Optionally, enter email address and state if you are using assistive technology (e.g. Screen Reader).
2. Click the **Submit** button

Once all information is completed, you will be directed to the eOPF Welcome Page.

Manually Change Your Temporary Password
1. From the eOPF Welcome page, click **My Profile**
2. From the General Preferences page, click the **Change Password** tab
3. Enter your current password in the **Old Password** field
4. In the **New Password** field, enter your new password
5. In the **Verify Password** field, enter your new password again
6. Click **Update**

Change Your Email Address (Optional: eOPF is populated with your work email address)
1. Click the **My Profile** button on the eOPF main menu
2. Click the **Change Email** tab at the top of the screen
3. Type your email address in the **Your Email Address** field
4. Click the **Update** button

Note: The eOPF solution notifies users when new eOPF documents are added via email. Therefore, if your email address changes, it is important to update your eOPF Profile Information.

Change Your General Preferences
1. From the main menu, click the **My Profile** button
2. Select your desired options
   o Number of rows per page to display
   o Visible fields when viewing your eOPF
   o Assistive technology options
3. Click the **Apply** button

View and Update Emergency Data
1. From the eOPF Main Menu, click **My Profile**
2. Click the **Emergency Data** tab at the top of the page
3. Edit the desired fields, then click **Apply**

Note: It is your responsibility to ensure that your emergency contact information remains current.

Adobe Reader
eOPF stores documents as Portable Document Format (PDF) files, which are viewed and printed using Adobe Reader. Ensure that you have Adobe Reader installed on your PC before using eOPF.

View Documents in Your eOPF
1. Log onto eOPF
2. Click either **My eOPF** or the **Search eOPF** button from the left side of the screen
   o My eOPF lists your documents from the most recent effective date
   o Search eOPF allows you to search for and view particular documents within your eOPF
3. Click the **Action icon** A next to the document that you want to view
4. Select the **View** option
5. Click the **Open** button when the File Download box displays
6. Click the **Close** button when finished viewing the document to return to eOPF

Search Your eOPF
1. From the eOPF main menu, click on the **Search eOPF** button
2. Enter the criteria for the form(s) you wish to locate
3. Click the **Search** button

The Search function allows you to search for All Forms, Common Forms, or Agency Forms. You may also select the Folder Sides you wish to view. You may expand or restrict the number of documents that are retrieved through these options.

What is a Folder Side?
In eOPF, a folder is not restricted to the Permanent and Temporary folder sides. Virtual folder sides group similar documents and forms. These sides are decided upon during the paper conversion process and can only be modified by an eOPF System Administrator.

Print Documents
After entering your search criteria, press the **Show All Docs** button to display the documents that meet your specifications. You can select one or more documents and merge them into one .PDF document that you can view or print. Choose from the **Print Single- or Double-Sided** options. A message will indicate that your print request has been submitted for processing.

Document Questions
If you have questions about documents in your eOPF, please contact the eOPF Help Desk.

eOPF Online Help
Within eOPF, each User can access to the eOPF User Guide, by clicking on the Help link in the top right corner of any eOPF Web page. The eOPF User Guide contains detailed information and step-by-step directions for performing tasks in eOPF, relative to the user's access role.

Home Link
To return to the eOPF Welcome Page at any time, click the Home link in the upper right corner of any eOPF Page.

Forgot Your Password?
1. In the eOPF log in screen, select the **Forgot Your Password?** link
2. Follow the prompts to enter desired information
3. Click **Submit**
4. Answer one of the challenge questions you provided during eOPF registration
5. On the **Reset Your Password** screen, enter your new password
6. Click **Reset Password***
*Passwords must contain at least 1 upper-case letter, 1 lower-case letter, 1 number and 1 special character and be at least 8 characters in length.

Forgot Your eOPF ID?
1. In the eOPF log in screen, click on the **Forgot Your eOPF ID?** link
2. Follow the prompts to enter desired information
3. Click **Submit** (If you entered the desired information correctly, your Login ID will appear on the screen)

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eOPF Help Desk Contact Information
Email: eOPF_hd@Telesishq.com
Phone: 866.275.8518

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> **If you need help with logging into eOPF or other assistance, please use the eOPF Help Desk contact information above. This will ensure proper logging, routing, tracking, and completion of your trouble ticket.**

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U.S. Department of Housing and Urban Development
Office of the Chief Human Capital Officer
Office of Human Capital Services
Pay, Benefits, and Retirement Center

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