



Equal Employment Opportunity Commission (EEOC)

EEOC Respondent Portal

User's Guide

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Chapter 1 Opening the EEOC Respondent Portal

If your organization has been named as the respondent in a charge of employment discrimination filed with the Equal Employment Opportunity Commission (EEOC), you may receive a Notice of Charge of Discrimination by email.

In addition to notifying you of the charge filed against your organization, the Notice also includes an <https://> link, charge number, and password. You may use these items to open the EEOC's public online service for respondents, the EEOC Respondent Portal. The same information is available in a PDF version of the Notice that is mailed directly to your organization if a specific point of contact hasn't been identified for it.

To open the EEOC Respondent Portal, follow the steps below:

Step 1. Click the <https://> link or enter the <https://> address into a web browser.

Step 2. In the EEOC Respondent Portal Sign-In page, enter the EEOC Charge No. from the Notice as the Charge Number.

***Tip!** If you clicked the <https://> link, the Charge Number is entered for you.*

Step 3. Enter the password from the Notice as the Password.

Step 4. Click the Sign In button.

Step 5. The Respondent Portal Terms of Access page appears *each time you sign in*. To open the Portal, you must read and agree to the Terms. Click the I have read and agree to the Terms of Access box to indicate that you have.

Step 6. Click the Enter Respondent Portal button.

Chapter 2 Verifying or Updating Contact Information

When signing-in for the first time, you'll see an Add/Update Organization Contact Information pop-up. The pop-up appears each time you log in, until the information in it has been updated and/or confirmed.

To verify or update the Organization Contact Information, follow the steps below:

- Step 1.** Add or modify the information, which identifies your organization's designated point of contact for the charge, as needed. A red asterisk (*) indicates that you must provide the information in order to confirm or update the contact.
- Step 2.** If you made changes or if the present information is correct, click the Update/Confirm button. Otherwise, click the Cancel button to postpone updating or confirming the organization contact information. Either action closes the pop-up and reveals the Charge of Discrimination page.

If the contact information was confirmed or updated, a message appears at the top of the Charge of Discrimination page to let you know the action was successfully completed.

Chapter 3 Viewing the Charge of Discrimination

After you close the Add/Update Organization Contact Information pop-up window, the Charge of Discrimination page appears. If you confirmed your organization's contact, then the next time you sign in, the Charge of Discrimination page will appear immediately after the sign-in.

The EEOC Charge Number, charging party's name, statutes and circumstances (i.e., bases) of the alleged employment discrimination are displayed. You can also open a copy of the official Charge of Discrimination that was filed with EEOC.

Step 1. In the sentence that reads "Please click [here](#) to open a copy of the charge", click "[here](#)", or click "Charge of Discrimination" under Charge Documents on the right side of the page.

***Tip!** A link to the Notice of Charge, in its PDF format, is also available under Charge Documents.*

Step 2. The Charge of Discrimination may be opened for viewing, or saved.

Chapter 4 Your Organization Information

At the top of the Charge of Discrimination page is Your Organization information. The name of your organization as it appears in the Charge of Discrimination filed with EEOC is shown here, followed by the name of your organization's contact if that person has been designated. (See Chapter 2 to learn more.)

If a legal representative has been designated in the Respondent Portal for your organization, then that representative will appear in place of the contact.

An Update button (to the right of Your Organization information) opens the Organization Contact Information pop-up window when clicked.

If a contact for your organization hasn't been identified in the EEOC Respondent Portal, your organization's primary address information, as it appears in the Charge of Discrimination filed with EEOC, is displayed instead.

After an organization contact is added in the EEOC Respondent Portal, that contact information replaces the organization's primary address information in the pop-up.

You may update the contact information or add a contact if one isn't already added.

If the name of your organization in the Charge of Discrimination is inaccurate, you may also submit a request to have that name modified. EEOC will review your request and determine whether or not the charge should be amended to reflect the requested name change. (See 4.2 below).

4.1 Updating or Adding Organization Contact Information

Step 1. Click the Update Contact Info button.

Step 2. Make the necessary changes in the Organization Contact Information pop-up window. *This is the same pop-up that appears the first time you signs-in.* (See Chapter 2 to learn more.)

4.2 Requesting an Update to the Organization Name

Step 1. Click the Update Organization Name button.

Step 2. In the Update Organization Name pop-up window, enter the corrected/updated Company Name and a brief Comment explaining why

you would like the name changed. *A corrected name AND a reason must be provided in order to submit the request.*

Step 3. Click the Send Update Request button. A message appears at the top of the Charge of Discrimination page to let you know that your requested name change has been sent to EEOC for review.

Chapter 5 Respondent Action Notices & Mediation Offer

Directly below Your Organization information, the Charge of Discrimination page identifies the type of response expected from your organization. For example, you may see a notice that tells you a statement of your organization's position on the issues covered in the charge and copies of any supporting documentation that should be sent to EEOC by a particular date.

A charge may be eligible for mediation through EEOC's Alternative Dispute Resolution Program. If it is, a Mediation Offer appears on the Charge of Discrimination page, below the Charge details. An Action Notice will also appear, reminding you to reply to the Mediation Offer.

Clicking "Why Mediation?" expands the Mediation Offer to tell you more about the EEOC's Alternative Dispute Resolution Program and how it works.

5.1 Replying to a Mediation Offer in the Respondent Portal

Let's say your organization agrees to participate in mediation. To reply to EEOC:

Step 1. Click Yes in the upper right of the Mediation Offer.

Step 2. Click the Confirm button. A message appears at the top of the page to let you know your reply was received, and provides more information regarding your reply. Additionally, the Action Notice reminding you to choose 'Yes' or 'No' for the Mediation Offer disappears.

If, on the other hand, your organization wished to decline the mediation offer, follow the procedure defined above, but click and confirm No instead.

If your organization needs more information and is unsure about agreeing to mediation, follow the procedure defined above, but click and confirm Undecided instead. An EEOC representative will contact your organization with more information about the EEOC's mediation program and the benefits of participating.

Chapter 6 Respondent Legal Representative Information

On the right side of the Charge of Discrimination page is **Legal Representative** information. You can add a representative's information into the Respondent Portal. When a legal representative is added, that representative becomes your organization's primary contact for matters concerning the charge.

6.1 Adding a Legal Representative

Step 1. Click the Add Legal Representative button located at the top right of the Charge of Discrimination page.

Step 2. In the Add/Update Legal Representative Information pop up window that appears, enter the legal representative's information. Information marked with a red asterisk (*) is required.

Step 3. Click the Update button when you're ready to add the legal rep.

Note: If the city, state and zip code you entered at Step 2 don't correspond, a message appears at the top of the Charge of Discrimination page, advising you to enter a corresponding city, state and zip code.

Step 4. The Legal Representative information you added appears in the upper right of the page, and, if the Your Organization information identified a "Contact", then the "Legal Contact" will replace the "Contact". (See Chapter 4 to learn more.)

6.2 Modifying a Legal Representative

When Legal Representative information is present on the Charge of Discrimination page, you may update that information by clicking the Update button, which replaces the Add Legal Representative button. The Add/Update Legal Representative Information pop-up window opens, and you can modify the information as needed. Click Update button when you're finished to save your changes. A message appears at the top of the Charge of Discrimination page to let you know your changes have been successfully saved.

Chapter 7 Charge Documents

If the EEOC asks your organization to provide a Position Statement, you can upload that document to EEOC via the Charge Documents area of the Charge of Discrimination page, which is located below the Legal Representative area on the right side of the Charge of Discrimination page.

Initially, links to the Charge of Discrimination (EEOC Form 5) and Notice of Charge appear in the Charge Documents area, and can be clicked to open those documents for viewing.

7.1 Sending a Digital Position Statement to EEOC

Step 1. Click the + Upload Documents button.

Step 2. In the Upload Documents pop-up window, click Choose File(s) to Upload and select the Position Statement from its location in the standard Open pop-up OR drag-and-drop the Position Statement from its location into the area below Choose File(s) to Upload.

Step 3. Select the "Position Statement" Document Type and click Save Upload to send the Position Statement to EEOC. **Note.** *Once the Position Statement is sent, you will not be able to delete it.*

Step 4. A message at the top of the Charge of Discrimination page informs you that the document has been successfully uploaded. A link to the Position Statement will now appear in the Charge Documents area.

7.2 Sending Other Correspondence to EEOC

You may also send other correspondence to EEOC. Follow the same procedure as for sending a Position Statement in Section 7.1, but select "Other Correspondence" as the Document Type at Step 3.

NOTE: *Request For Information responses and other charge-related documents will be implemented in a subsequent releases of the EEOC Respondent Portal.*