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Introduction to the EEOC Public Portal

The EEOC Public Portal is a secure, web-based application developed for individuals to interact with the EEOC regarding a complaint of employment discrimination. Using the EEOC Public Portal, you may file a complaint against an employer in the Private Sector (i.e. Business or non-profit) or a State or Local Government Agency. If you work or worked for the U.S. Federal Government as an employee or a contractor, or applied to work for the Federal Government, you may request a hearing with or appeal a decision to the EEOC regarding your formal EEO complaint. The EEOC Public Portal is the primary point of communication between you and the EEOC.

About the User’s Guide

The EEOC Public Portal User’s Guide ("User’s Guide") provides comprehensive guidance for using the EEOC Public Portal’s features and functions. The User’s Guide is published as individual documents, each of which covers a particular feature or related features of the EEOC Public Portal.

The following EEOC Public Portal User’s Guide documents are available; the highlighted Document Name is the one you’re reading right now:

- Vol 1 – Getting Started (learn about logging into the EEOC Public Portal, the Portal structure, and other basic information)
- Vol 2 – Submit an Online Inquiry to the EEOC
- Vol 3 – Post-Inquiry Tasks (learn about scheduling an interview with the EEOC, entering Supplemental Information, filing a Charge of Discrimination)
- Vol 4 – Post-Charge Tasks (learn how to check the status of your case, respond to an Invitation to Mediate, request/respond to a Respondent’s Position Statement)
- Vol 5 – Charge Closure (learn what happens during the conclusion of an investigation/conciliation/closure and about your right to sue)
- Vol 6 – Hearings with the EEOC
- Vol 7 – Appealing Federal Agency Decisions to the EEOC
- Vol 8 – Manage Your Case/Charge Information (learn how to display information about your case, enter/update your personal information, add Legal Representatives, and submit/receive documents associated with your case)
Chapter 1 Request a Hearing with EEOC

When you file a formal EEO Complaint with a Federal Government agency, that agency is expected to complete its investigation within 180 days from the day the complaint was filed; or, if the complaint was amended, 180 days from the day it was amended. The agency is then expected to issue a final decision on your complaint, and issue you its Report of Investigation and/or a Notice of Right to Request a Hearing. If you have received the Report or the Notice, or if more than 180 days have passed since you filed or amended your complaint, you may request a hearing with an EEOC Administrative Judge.

To request a hearing on your complaint through the EEOC Public Portal, perform the following steps:

Step 1. On the home page, click Filing with EEOC.

Step 2. When asked to identify the Type of Employer you believe discriminated against you, select ‘Federal Government agency…’ and click on the Next button.

Step 3. An informational page displays with links to help you learn more about EEOC and the hearing and appeal processes. When you are ready to continue, click on the Next button.

Step 4. The What would you like to do? page displays. Select Request a Hearing about my formal EEO complaint, and click on the Next button.
Step 5. You will now be asked some questions to determine if the EEOC can help you. Select the appropriate response or fill in the requested information for each question. When you have completed the questions, click on the Next button.

➢ Tip! You may be asked more or fewer questions depending on your answers. The illustration below shows one possible outcome.

Step 6. To submit a Hearing request, you must have a user account. If you have not used the EEOC Public Portal before, click on the Sign-Up Now button to create your
user account (see EEOC Public Portal User’s Guide Vol 1 – Getting Started for details).

➢ **Tip!** If you already registered with the EEOC, click on the **Returning Users** button and login.

**Step 7.** Once you are logged in, you will be asked to confirm your contact information and provide additional information to complete the request. When you have confirmed your contact information, click on the **Continue** button.

**Step 8.** Next, you will be asked if you want to enter information about your legal representative (this is optional, but if you are being represented by an attorney or another individual in the EEO process, you should identify your representative here). Select **Yes** or **No** and click on the **Next** button to continue.

➢ **Tip!** If you choose not to enter a legal representative now, you will be able to enter one later on the **My Case Page**.

**Step 9.** If you selected **Yes**, a form will display for you to fill in the representative information. When you are finished, click on the **Next** button to continue.
➢ **Tip!** EEOC verifies that the representative represents you. EEOC expects a reply from the representative within 10 days of sending a verification email; if they haven't received a reply after 10 days, then you will receive an email notifying you that EEOC has been unable to verify the representative.

**Step 10.** A page displays showing the representative(s) you have entered. Click on the **Add Another Representative** button to add another representative. Click on the **View/Update Delete** button to make changes. When you are finished, click on the **Next** button to continue.
Step 11. Next you must upload your Notice of Right to Request Hearing document, which you should have received from the agency named in your complaint. Click on the Upload button.

When the pop-up window displays, select the document and ‘Request for Hearing’ as the document type, and click on the Upload button on the window. The Hearing Document page will then display the file that you uploaded. You must upload the hearing request document before you can submit the hearing request.

Step 12. Finally, you will be asked to enter information to identify your complaint. You must enter the Agency number, Agency name, and the EEOC office. When you are finished, click on the Submit Request button.
When the request is successfully submitted, you will receive an email with a document called a “Preliminary Acknowledgement Notice”. The Notice may be downloaded from the My Cases page for the hearing request.

In the Portal, you will also see confirmation of your hearing request with your hearing number as shown below (Note: the hearing number displayed is for a fictional hearing.)

Be sure to write down the hearing number so you can refer to it later.

Click on the My Cases button to display the page for your case, or the Home button to return to the Home page.
Chapter 2   Viewing and Managing Information About Your Case

After you have requested a hearing with the EEOC, you may view the details of your case and associated documents by clicking on My Cases on the EEOC Public Portal Home Page. From the My Case page you may also add Legal Representatives, update your contact information, and submit documents to the EEOC.

For Details see EEOC Public Portal User’s Guide Vol 8 – Managing Case and Charge Information.