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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 complaints of employment or hiring discrimination against private business or non-profit organizations, unions, temp agency or staffing firms, state or local governments, or the Federal government. 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 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 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  Appeal an Agency’s Decision to the EEOC

To file an appeal with EEOC, perform the following steps:

**Step 1.** Go to the EEOC Public Portal’s home page at [https://publicportal.eeoc.gov](https://publicportal.eeoc.gov)

**Step 2.** On the EEOC Public Portal’s home page, click **Filing with EEOC**.

**Step 3.** When asked to identify the **Type of Employer** you believe discriminated against you, select ‘Federal Government agency...’ and click on the **Next** button.

**Step 4.** 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 5.** The **What would you like to do?** page displays. Select **File a new appeal** and click on the **Next** button.
Step 6. An informational page displays with information about filing an appeal. Click on the Next button to continue.

Step 7. You must have an EEOC Public Portal 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 8. 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 9. 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 10.** 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 by sending a verification email to the email address provided by you for your representative. 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 11.** 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 12. Next, you will be asked to provide information about the Agency named in your EEO complaint, the identification number that the agency initially assigned to your complaint (Agency Complaint Number), and other information about your case. First, enter the Agency information and click on the Next button to continue.

➢ **Tip!** It is crucial that you enter the correct Agency Complaint Number(s) associated with your complaint. This will allow EEOC to get the right documents from the right recordkeeping agency about the right case. Entering the wrong Agency Complaint Number will delay processing your appeal.

➢ **Tip!** You can find the Agency Complaint Number listed in several documents, most commonly in your formal complaint (some agencies refer to this number as the "Case number"), the decision of an EEOC administrative judge, or the final decision of an agency. Agencies use different formats for their Agency Complaint Numbers.

➢ **Tip!** You may enter more than one Agency Complaint Number by clicking on the Add Another Complaint Number button.
Step 13. Next, you will be asked for some general information about your case (i.e. has final action been taken, has a complaint on this matter been filed with the EEOC or another agency, has a civil suit been filed). If you are appealing an agency’s final action based on an EEOC Administrative Judge’s decision (with or without a hearing), you should also provide the EEOC Hearing Number assigned to your hearing. When you are finished, click on the Submit Appeal button.

➢ **Tip!** If you enter an EEOC Hearing Number, it must be the number of an EEOC hearing to proceed with an appeal.

➢ **Tip!** You can find the EEOC Hearing Number in the decision of the EEOC administrative judge. An example of an EEOC hearing number is 520-2012-00123X.

➢ **Tip!** You may enter more than one hearing number by clicking on the *Add Another Hearing Number* button.
Step 14. When the request is successfully submitted, you will receive an email with a document identified as “Acknowledgment of Appeal Request through the EEOC Public Portal”. The Notice may be downloaded from the My Cases page for the appeal.

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

Be sure to write down the appeal number so you can refer to it later.
Chapter 2 Uploading Appeal Documents

After you have filed an appeal through the EEOC Public Portal, you can upload documents associated with your appeal. Click on the **Upload** button to begin and follow the prompts provided.

*For Details see EEOC Public Portal User’s Guide Vol 8 – Managing Case Information.*
Chapter 3  Viewing and Managing Information About Your Appeal

After you have filed an appeal with the EEOC, you may view the details of your appeal 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 Information.
Chapter 4  Request for Reconsideration of EEOC’s Decision

This function will be implemented in a future release.
Chapter 5  Petition for Clarification/Enforcement of EEOC Decision

This function will be implemented in a future release.