



Equal Employment Opportunity Commission (EEOC)

EEOC Public Portal User's Guide
Vol 8 – Manage Case Information

May 7, 2019

Table of Contents

Table of Contents	i
Introduction to the EEOC Public Portal	1
Chapter 1 Displaying Information About Your Case	2
1.1 My Case Page	2
Chapter 2 Manage Representatives	4
2.1 Add a Representative	4
2.2 Update/Delete a Representative	5
Chapter 3 Manage Contact Information	6
Chapter 4 Submit and Receive Documents	8
4.1 Submit Documents to the EEOC/Agency	8
4.2 View/Download Documents	10

Figures

Figure 1 – My Cases Listing (Hearings/Appeals)	2
Figure 2 – My Case Page	3

Tables

Table 1 – Document Information Displayed on the Portal	10
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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 Representatives, and submit/receive documents associated with your case)

Chapter 1 Displaying Information About Your Case

After you, as a federal sector employee, applicant, or contractor, have requested a hearing or filed an appeal with the EEOC, you can click on **My Cases** on the EEOC Public Portal to view the case information and associated documents. If you have more than one case filed with the EEOC, the **My Cases Listing** will display (Figure 1). This screen displays a list of all the cases (hearings, appeals) you have filed with the EEOC and their status. If you have only one hearing or appeal you will be taken directly to the **My Case** page when you click on **My Cases** on the Portal's home page.

The **My Cases Listing** is sorted by submission date, with newest cases listed first. If you have a large number of cases, use the page navigation buttons (<< < > >>) to move between pages. Select the case you wish to view by clicking on the **Case Number**; this will display the **My Case** page.

Figure 1 – My Cases Listing (Hearings/Appeals)

Case Number	Submission Date	Type	Status
2018000670	09-25-2018	APPEAL	Appeal Received
2018000454	09-11-2018	APPEAL	Appeal Received
2018000170	08-22-2018	APPEAL	Appeal Received
2018000160	08-20-2018	APPEAL	Appeal Received
440-2018-00012X	08-16-2018	HEARING	Open

« < 1 of 2 > » Current Page: 1

For website technical support(only). Please contact digitalsupport@eEOC.gov or 1-800-569-7118

[Accessibility Statement](#) [Privacy Statement](#)

The case status column displays as follows:

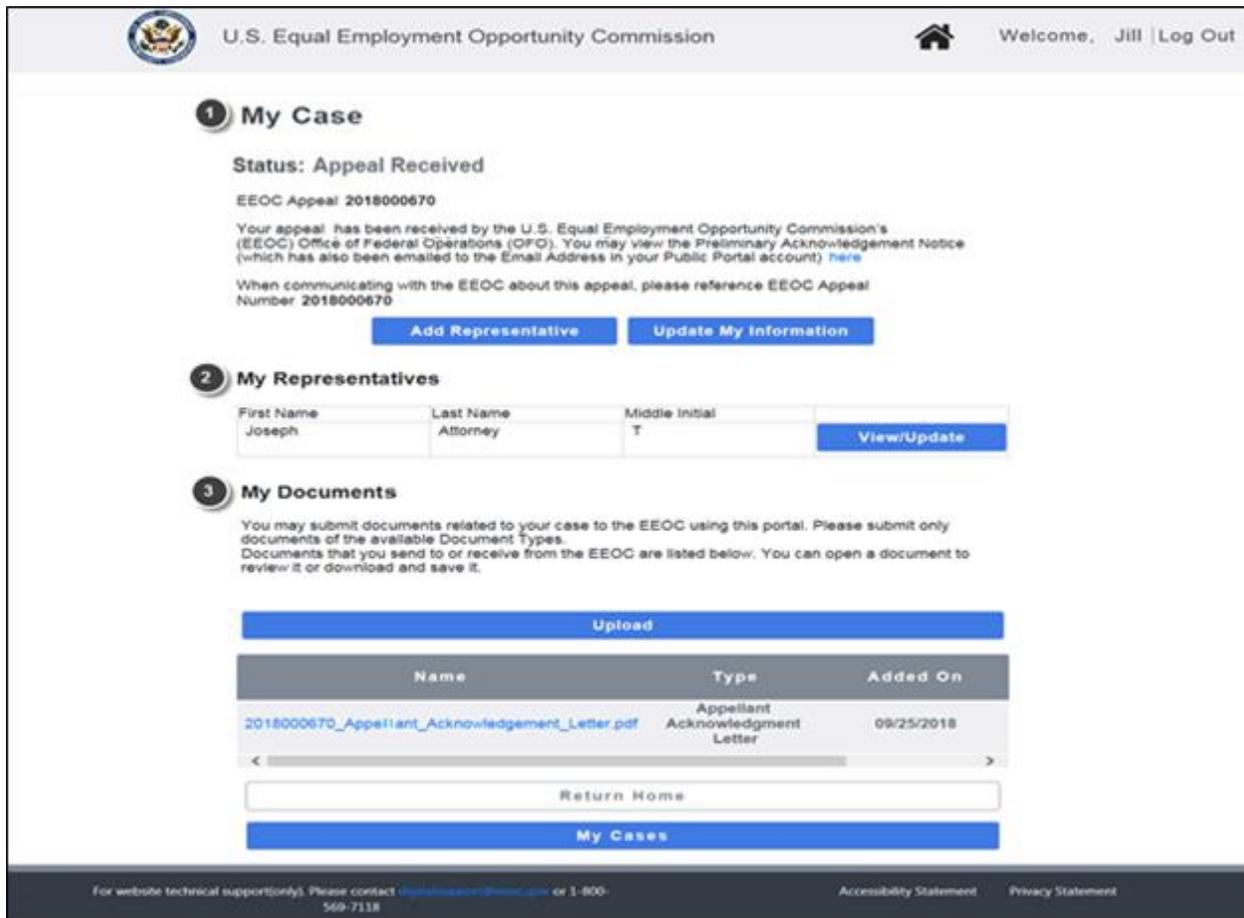
- For hearings requests, the status will be **Open** or **Closed**.
- For appeals, the status will be one of the following:
 - **Appeal Received** – Indicates the appeal request has been received by the EEOC.
 - **Complaint File Received** – Indicates the EEOC has received the complaint file from the agency.
 - **Complaint File Not Received** – Indicates the EEOC has not received the complaint file from the agency.
 - **Appeal Being Processed** – Indicates the EEOC is working on the appeal.
 - **Appeal Closed/Issued** – Indicates the EEOC has issued a decision and closed the appeal.

1.1 My Case Page

If you have requested a hearing or filed an appeal, the **My Case** page will appear as shown in Figure 2 below (the page shown is for an appeal request, but for a hearing the page is identical). The page is divided into three sections: **My Case**, **My Representatives**, and **My**

Documents. Descriptions of the numbered items follow Figure 2. (NOTE: Numbers are not actually seen on the screen.)

Figure 2 – My Case Page



- 1 **My Case.** This section displays the general information about your hearing/appeal and allows you to update your contact information and/or add representative information. (Chapter 2 & Chapter 3)
- 2 **My Representatives.** This section displays a table of the (legal or non-legal) representatives you have entered. You may view/update/delete representatives here. If you have not entered any representatives, the **My Representatives** section will not display. (Chapter 2)
- 3 **My Documents.** This section displays the documents associated with your hearing/appeal that you have sent, the agency has uploaded, or that the EEOC has sent to you (e.g. Report of Investigation, Preliminary Acknowledgement Notice). You may view, download, and/or submit documents here. (Chapter 4)

Chapter 2 Manage Representatives

If you have an attorney or another person representing you before the EEOC, you may enter information about the person who represents you on the **My Case** page. (For the examples in this chapter, information for a hearing is shown but the process for appeals is identical.)

➤ **Tip!** You may enter multiple representatives. The representatives you enter will be listed in the table in the **My Representatives** section on the **My Case** page.

2.1 Add a Representative

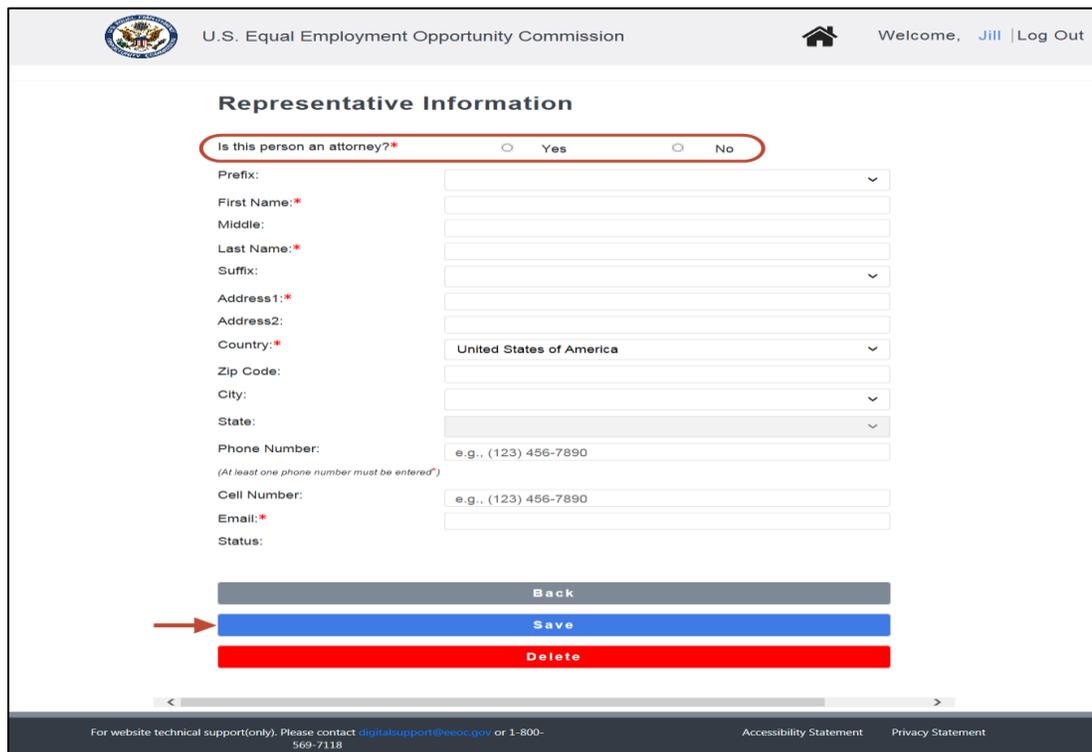
To add a representative, perform the following steps:

Step 1. On the **My Case** page, click the **Add Representative** button.



Step 2. The **Representative Information** page displays. Indicate if the person who represents you is an attorney by clicking on either the **Yes** or **No** button.

Step 3. Enter the information for the representative.



➤ **Tip!** When the **Zip Code** is entered, the city and state fields are automatically populated.

- Step 4.** Click on the **Save** button. Click on the **Back** button to return to the **My Case** page.
- Step 5.** The representative you identified will be sent an email to confirm that he/she will be representing you.
- Step 6.** If the EEOC does not receive confirmation from the representative after 10 days, you may confirm by uploading a Notice of Representative signed by your representative, or you may designate a different representative.

2.2 Update/Delete a Representative

To update the information for or delete a representative, perform the following steps:

- Step 1.** Click on the **View/Update** button beside the representative's name in the **My Representatives** table (shown below).

My Case

Status: Open

EEOC Hearing Request **440-2018-00012X**

Your request for a hearing before an Administrative Judge at the U.S. Equal Employment Opportunity Commission (EEOC) has been received by the EEOC's **Chicago District Office**. An Administrative Judge will be assigned shortly

When communicating with the EEOC about this hearing request, please reference EEOC Complaint Number **440-2018-00012X**

Add Representative
Update My Information

My Representatives

First Name	Last Name	Middle Initial	
Joseph	Attorney	T	<div style="border: 2px solid orange; border-radius: 10px; padding: 5px; display: inline-block;">View/Update</div>

- Step 2.** When the **Representative Information** page displays, make any necessary changes and click on the **Save** button.
- Step 3.** If you need to delete a representative, click on the **Delete** button. When the confirmation prompt displays, click on the **Yes** button to delete.
- Step 4.** Click on the **Back** button to return to the **My Case** page.

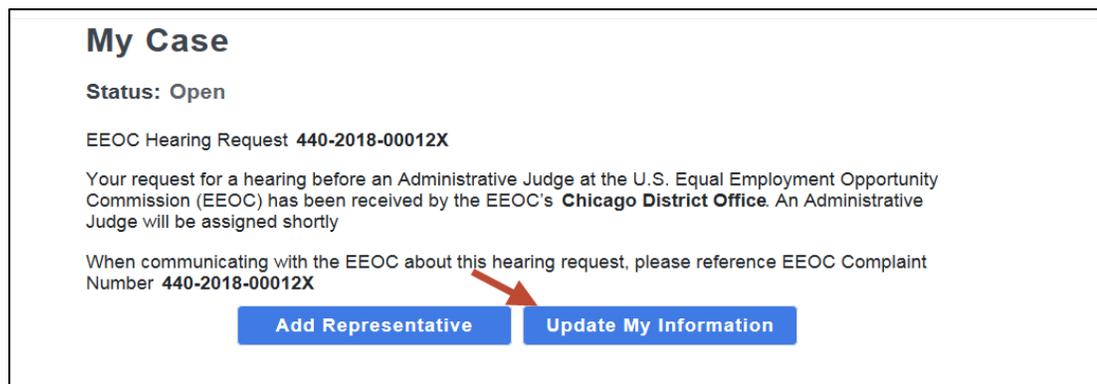
Chapter 3 Manage Contact Information

Please remember that it is your responsibility to ensure that the EEOC has your current address and contact information. On the **My Case** page, you can update your contact information (name, address, phone number, etc.). This allows you to keep the EEOC informed in the event you have moved, or changed your phone number or email address. (For the example in this chapter, information for a hearing is shown but the process for appeals is identical.)

- **Tip!** You cannot change your email address using the **Update My Information** button on the **My Case** page for a specific case. You must use the **Update Account** page as described in *EEOC Public Portal User's Guide - Volume 1 – Getting Started*.

To update your contact information, perform the following steps:

Step 1. On the **My Case** page, click on the **Update My Information** button.



Step 2. On the **Complainant Information** page, your current contact information is displayed (initially you will see the information you entered when submitting your request). Make any needed changes.

The screenshot shows the 'Complainant Information' form on the EEOC Public Portal. The header includes the EEOC logo, the text 'U.S. Equal Employment Opportunity Commission', a home icon, and the user's name 'Welcome, Jill | Log Out'. The form fields are as follows:

Prefix:	Ms.
First Name:*	Jill
Middle Initial	Q
Last Name:*	Public
Suffix:	
Address1:*	150 Elm Street
Address2:	
Country:*	United States of America
Zip Code:	60601
City	CHICAGO
State	Illinois
Email:*	jpublic@mailinator.com
<small>(Use your personal email, not your work email)</small>	
Home Phone	(555) 412-1234
<small>(At least one phone number must be entered*)</small>	
Cell Phone	

At the bottom of the form are two buttons: a grey 'Back' button and a blue 'Save' button.

Footer text: For website technical support(only), Please contact digitalsupport@eeoc.gov or 1-800-569-7118. [Accessibility Statement](#) [Privacy Statement](#)

Step 3. Click on the **Save** button. Click on the **Back** button to return to the **My Case** page.

Step 4. Click on **Update My Information** at any time to view/update the information.

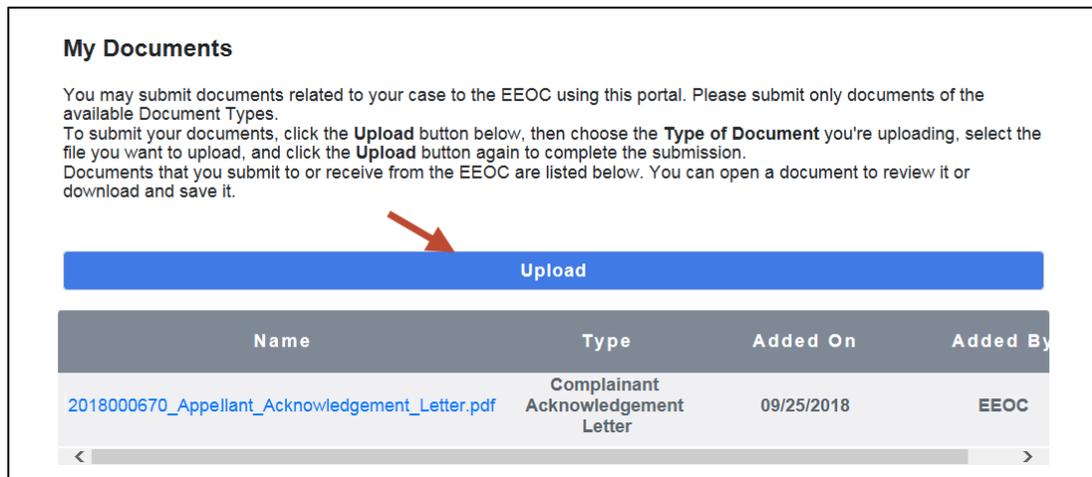
Chapter 4 Submit and Receive Documents

4.1 Submit Documents to the EEOC/Agency

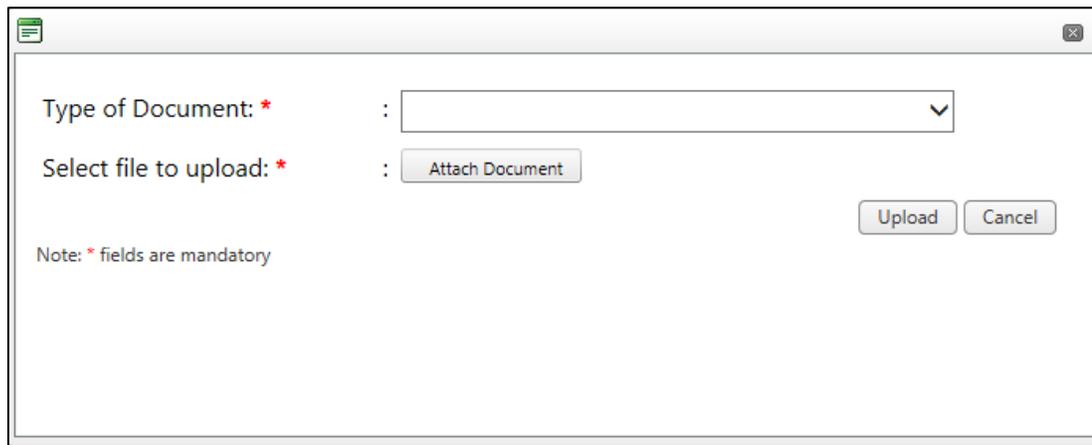
In the **My Documents** section of the **My Case** page, you may upload documents supporting your hearing or appeal. When you upload documents in the Portal, they will be available for you, the EEOC and the agency to read. Once you have uploaded a document, you can open or save it. An uploaded document cannot be deleted.

To upload a document, perform the following steps (for this example, uploading a document for an appeal is shown but the process for hearings is identical):

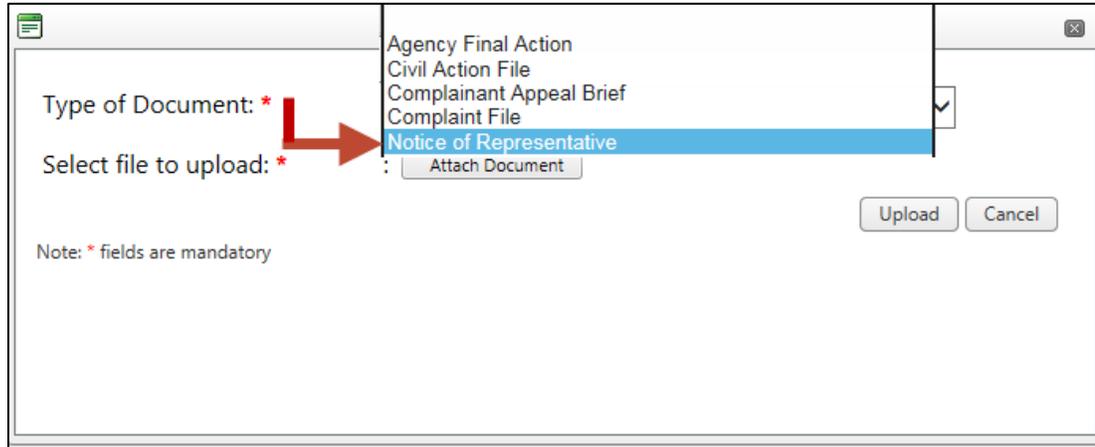
Step 1. On the **My Case** page, click on the **Upload** button.



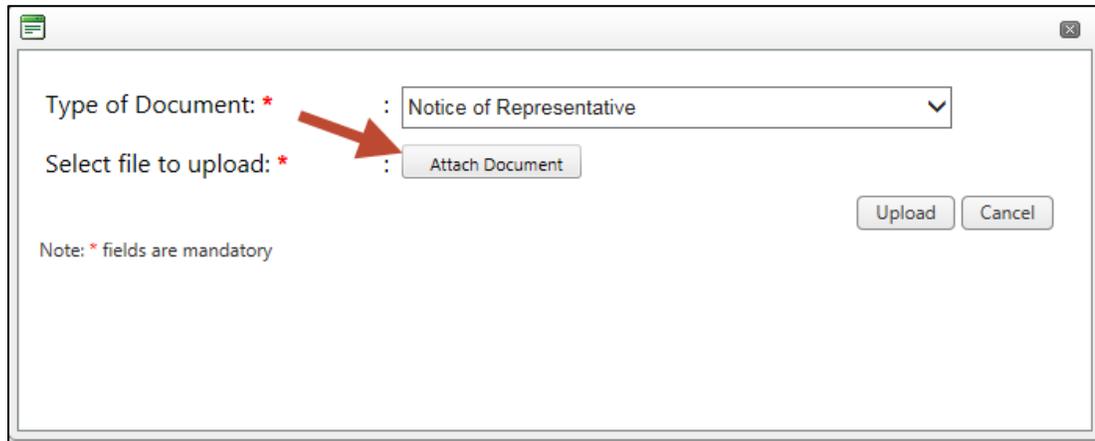
Step 2. The **Upload Document** window displays.



Step 3. Select the **Type of Document** from the drop-down list.

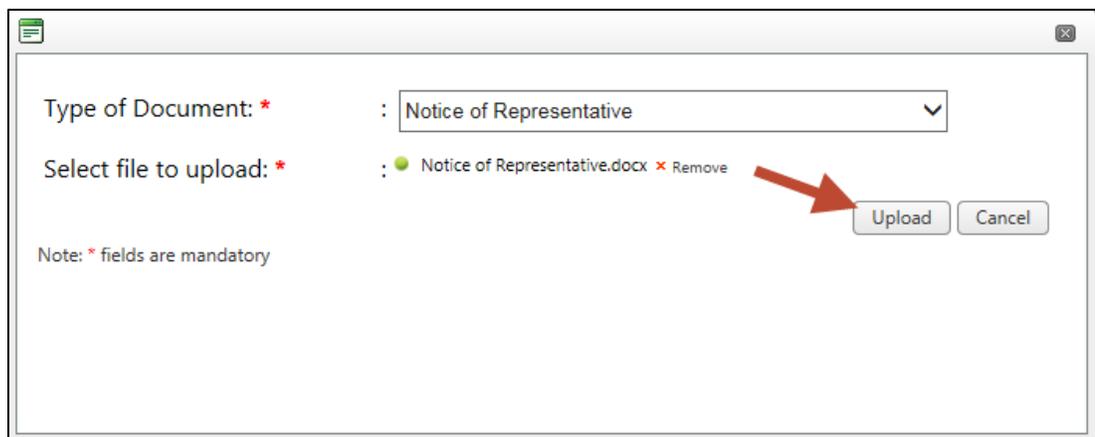


Step 4. Select the file to upload by clicking on the **Attach Document** button.



Navigate to the file in the **Choose File to Upload** window and click on **OK**.

Step 5. Click on the **Upload** button in the **Upload Document** window.



Step 6. The document you uploaded is displayed at the top of the **My Documents** list (documents are listed by **Added On** date, in reverse chronological order, with the most recently uploaded documents listed first).

4.2 View/Download Documents

In the **My Documents** section of the **My Case** page, you will see a list of the documents associated with your case that you have sent to the EEOC and those that the EEOC has sent to you. You may download a copy of a document to view it at any time. You may also save the document to your computer.

The information displayed for each document in the **My Documents** list is shown in Table 1 below.

Table 1 – Document Information Displayed on the Portal

Column Name	Description
Name	The name of the document. Identical to the document’s file name minus the file extension.
Type	The document type (e.g. “Complainant Appeal Brief”).
Added On	The date the document was uploaded.
Added By	The person who uploaded the document: <ul style="list-style-type: none"> • “EEOC” if uploaded by the EEOC • “Complainant” if uploaded by the complainant. • “Respondent” if uploaded by the respondent

To download a document, perform the following steps:

- Step 1.** On the **My Case** page, in the **My Documents** section, locate in the list of documents the one you want to download and click on the **Name** to start downloading it.
- Step 2.** The document will be downloaded. Choose to open it, or save the file to your computer or a shared drive, as shown below:



If you choose to save it, you will be asked to select a location on your computer where you want it saved. (You may also rename the document if you choose to save it.)

Be sure to save all documents related to your hearing, or appeal, including Email correspondence.