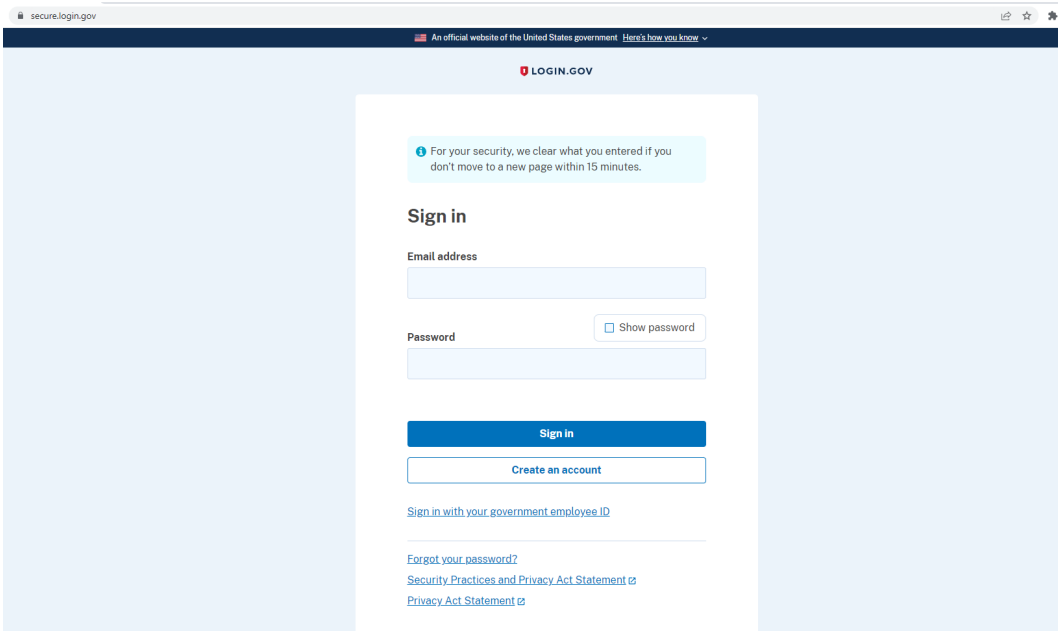
EEOC - Login.gov User Experience Steps

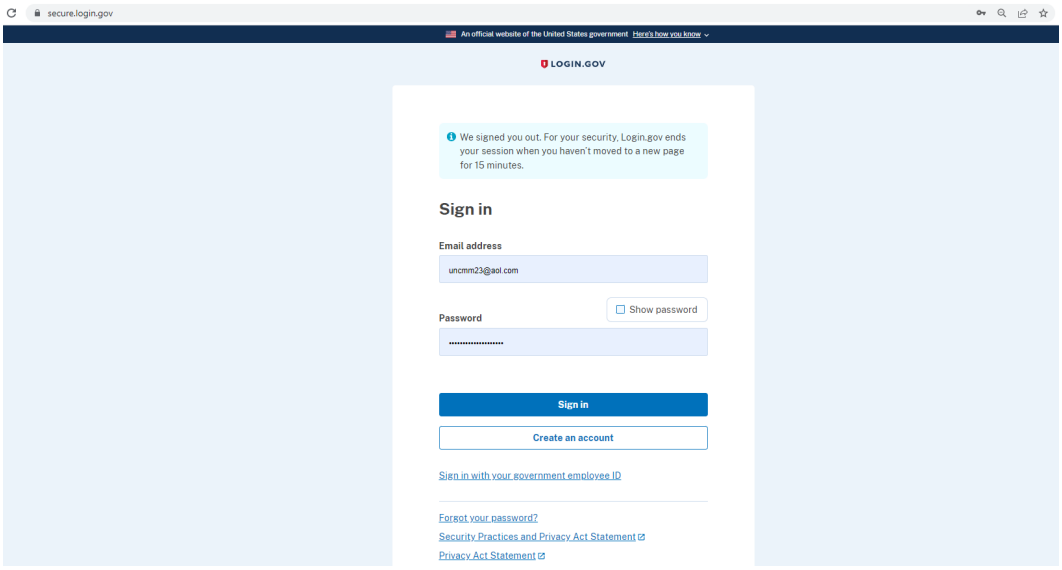
STEP ONE: Browse to the EEOC ArkCase FOIA Web Portal (https://eeoc.arkcase.com/foia/)

STEP TWO: User will be redirected to Login.gov (https://secure.login.gov/ or comparable URL)



STEP THREE: User will be prompted to Login or Create an Account

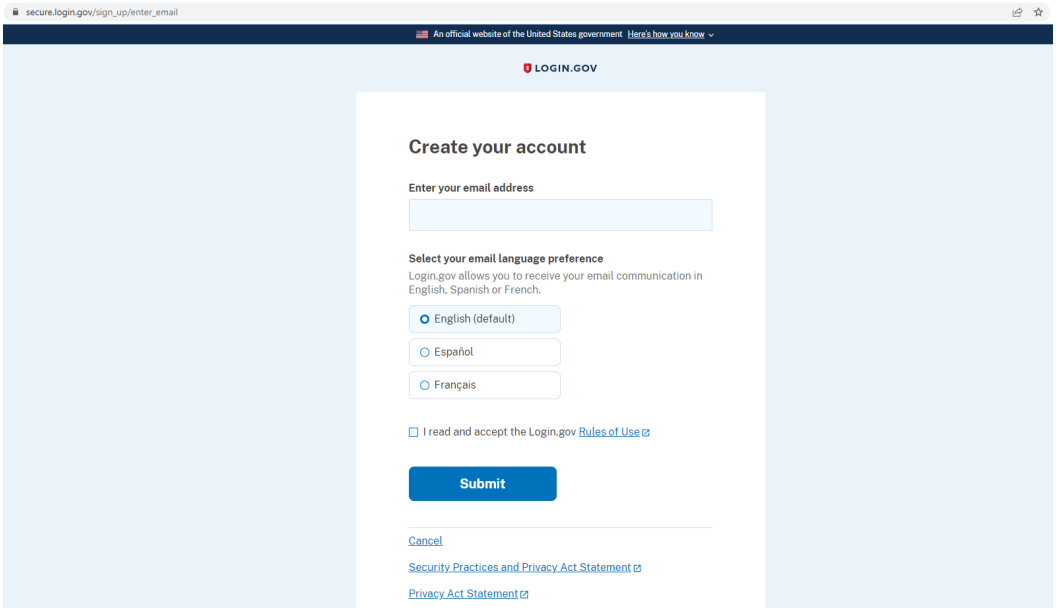
a. Login
   i. User will enter their Login.gov 'email address' and 'password' and click the 'Sign in' button



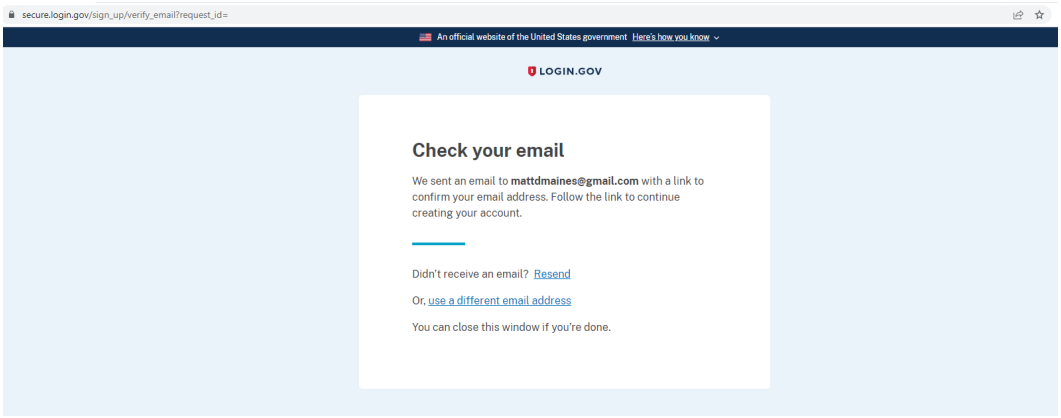
   ii. If User is not creating an account, jump to **'STEP FOUR'** below

b. Create an Account

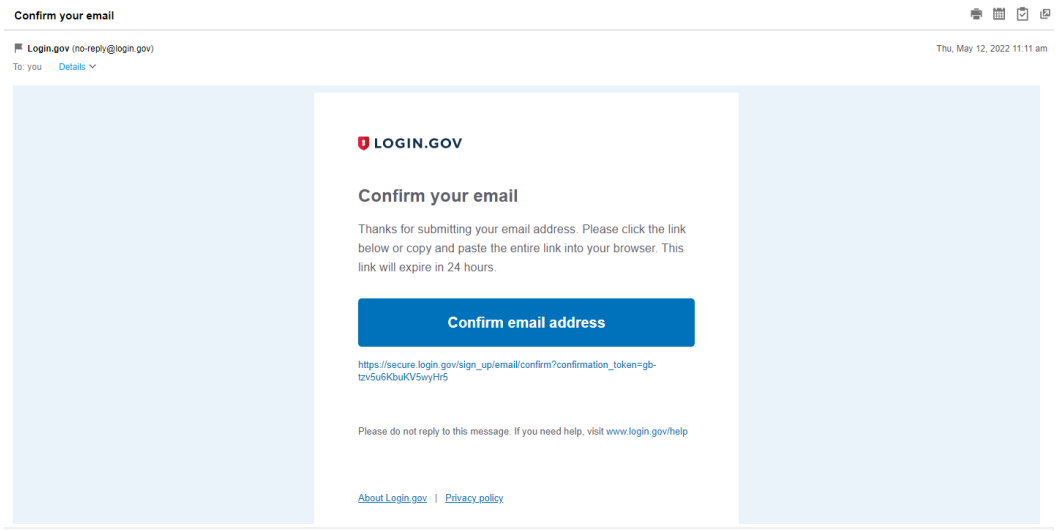
i. User will click ‘Create an account’
ii. User will enter the specific information below:
    1. ‘Email Address’
    2. ‘Language Preference’
    3. ‘I read and accept the Login.gov Rules of Use’
iii. Then User will click the ‘Submit’ button



iv. Now User will need to check their email from Login.gov

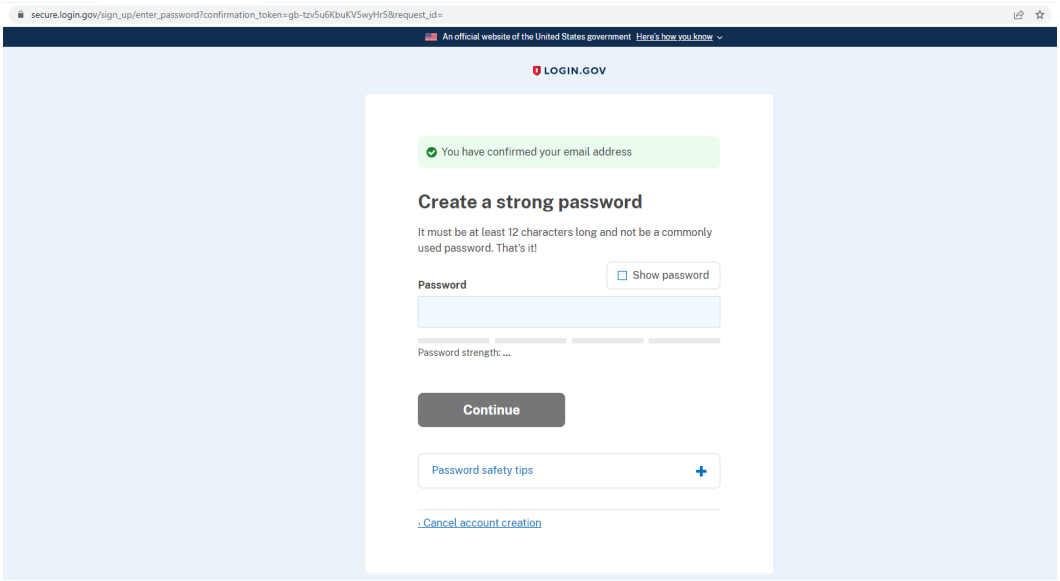


v. User then opens the email from Login.gov



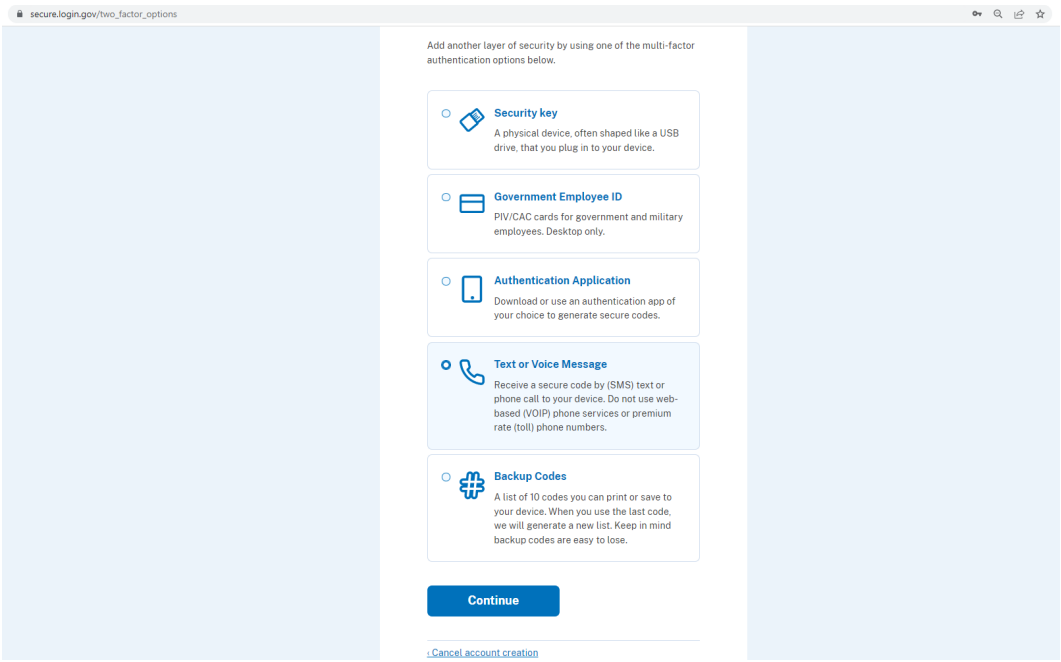
vi. User will click the 'Confirm email address' button in the email

vii. User will then set up their password

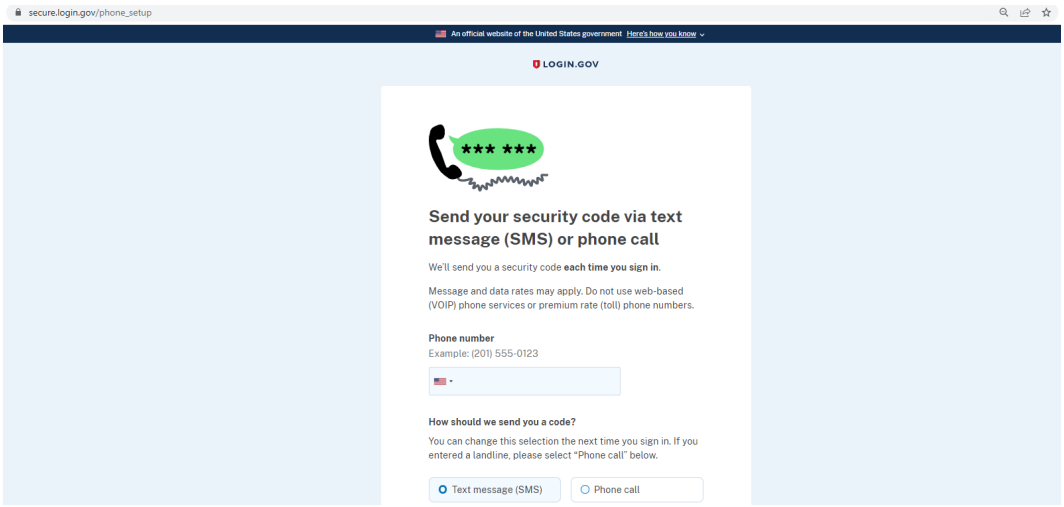


viii. User will click the 'Continue' button to save password

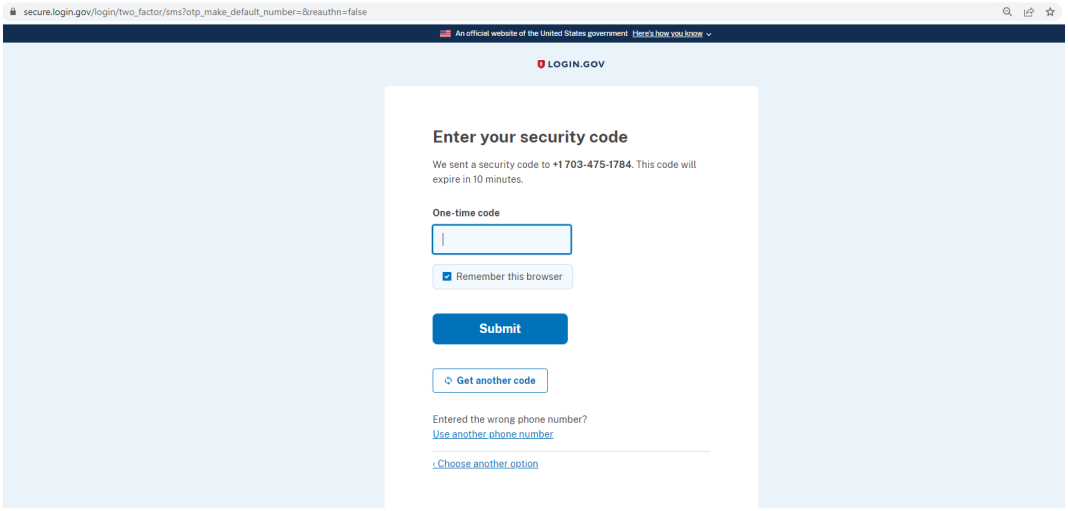
ix. Then User will set their two-factor authentication option and click the 'Continue' button



x. User will enter the two-factor authentication detail (i.e., 'Text or Voice Message')



xi. User will enter the information to validate



xii. User's account is now set up
xiii. Proceed to **'STEP FOUR'**

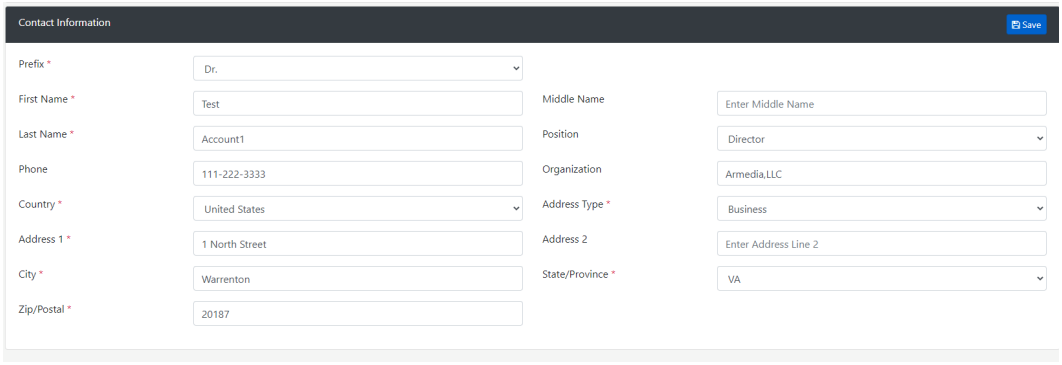
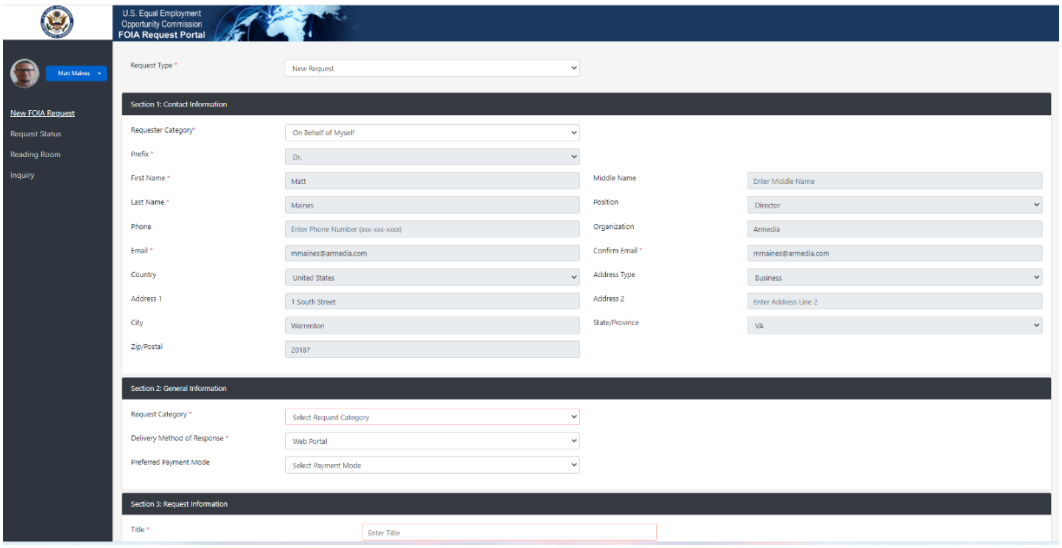
STEP FOUR: Now User is redirected back to the EEOC ArkCase FOIA Web Portal

STEP FIVE: User will then be validated to confirm that ArkCase has an account for that specific Login.gov User, which we match on email address

STEP SIX: If User exists on the EEOC ArkCase FOIA Web Portal, User will be redirected to the 'New FOIA Request' page and will be automatically logged into the Web Portal

STEP SEVEN: If User doesn't exist on the EEOC ArkCase FOIA Web Portal, User will be redirected to a create account webpage, where they will be required to fill out fields below:

a. Prefix *(Mandatory)*
b. First Name *(Mandatory)*
c. Middle Name *(Optional)*
d. Last Name *(Mandatory)*
e. Position *(Optional)*
f. Phone *(Optional)*
g. Organization *(Optional)*
h. Country *(Mandatory)*
i. Address Type *(Mandatory)*
j. Address 1 *(Mandatory)*
k. Address 2 *(Optional)*
l. City *(Mandatory)*
m. State/Province *(Mandatory)*
n. Zip/Postal *(Mandatory)*



STEP EIGHT: Once the new Login.gov User is created, the new User will be redirected to the 'New FOIA Request' page and will be automatically logged into the Web Portal