If using **AOL**, open a separate window in Internet Explorer (outside AOL) and set the options for Active Scripting and TLS 1.0 following the instructions above; or directly within AOL, go to the top menu in AOL, then:

- Select **SETTINGS**
- Select **INTERNET PROPERTIES**
- Under **RELATED SETTINGS**, select **INTERNET EXPLORER SETTINGS**, then the **ADVANCED** tab
- Scroll down to **SECURITY**
- Check the box to enable **TLS 1.0**
- Click the **APPLY** button
- Select the **SECURITY** tab and **CUSTOM LEVEL**
- Check the box to enable **ACTIVE SCRIPTING** and the **OK** button to save
- Click **SAVE** in the AOL Browser Settings box

If you are using **Mozilla Firefox,** you must have at least version 0.9.4. Although security settings may already be defaulted to the proper values, you should verify as follows:

- Select **TOOLS**
- Select **OPTIONS**
- Select **ADVANCED**
- Select the **ENCRYPTION** tab
- Under "Protocols", check the boxes to enable **SSL 3.0** and **TLS 1.0**

For **Mozilla Firefox** users to verify that they are enabled to use cookies, go to the browser's toolbar and verify in the following order:

- Select **TOOLS**
- Select **OPTIONS**
- Select **PRIVACY**
- Under the "Cookies" section, ensure that **ACCEPT COOKIES FROM SITES** is checked

e-QIP is also compatible with **Netscape Navigator** 6.1 and newer. Settings for the latest version can be made following the same instructions above for Mozilla Firefox.

If using **JAWS** screen-reading software, please note that JAWS requires the use of Internet Explorer, version 5.5 or newer.

ELECTRONIC QUESTIONNAIRES FOR INVESTIGATIONS PROCESSING

e-QIP

Version 2.00

Quick Reference Guide for

e-QIP Applicants

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

Questions? Please contact:

U.S. Office of Personnel Management

Federal Investigative Services Division

1900 E Street NW, Room 2H31

Washington, DC 20415

ATTN: OPM e-QIP Project Manager

E-mail: **e-QIP@opm.gov**

Brochure revised February 2008

Getting Started

1. Start your internet browser and enter the following URL website address: **www.opm.gov/e-qip/**
2. The e-QIP Gateway Page will appear. Scroll down and click the button labeled **ENTER e-QIP APPLICANT SITE.**
3. A "browser checker" utility will automatically run and test your computer for e-QIP compatibility. Click the **CONTINUE** button to proceed to the application. (If you receive the error message "*Page Cannot Be Displayed*", please follow the instructions to enable TLS 1.0 on the "Testing Your Web Browser for Compatibility" page.)
4. A Security Alert box may appear, asking "Do you want to proceed?" Click the YES button with the mouse, or type <ALT Y> to continue.
5. The e-QIP Welcome Screen will appear. Enter your Social Security Number in the text entry boxes, and click the **SUBMIT** button to logon to the e-QIP applicant site.
6. Answer the three (3) default Golden Questions and then you may create new Golden Questions and Answers on the next page (please see the applicable section inside this brochure for further information).
7. Click the highlighted link that says: **Enter Your Data.**
8. Complete the form questions and save as instructed. Validation of your data will occur after every screen save.
9. Be sure to **CERTIFY** and **RELEASE** your form when complete.
10. Print out the release forms and certification for your signature. These signature forms need to be returned to your hiring agency. You may also print out an archival copy for your own records. (If you are having difficulty opening the forms to print, right click the link, choose **SAVE AS**, and then

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save the file on your computer. Open up the Adobe Acrobat reader program separately in its own window (not through the browser), and then open the file you saved in order to print it out successfully.)

Choosing Your Golden Questions/Answers

It is **YOUR RESPONSIBILITY** to provide and remember Golden Questions unique to you. Golden Questions enable e-QIP to verify your identity. Create a combination of Golden Questions that only you can know the correct answers to in order to assure that no one can attempt to impersonate you on the e-QIP system. Remember that it may be 5 years before you return to the e-QIP system for a future reinvestigation. Please contact your sponsoring agency if you are having difficulty with your login.

Entering Your Golden Questions/Answers

After you have selected your set of Golden Questions/Answers, enter each Question under a "Question" header and enter the corresponding Answer under the "Answer" block directly under that question. You must provide a non-blank answer for each question you provide, and vice versa. You must provide three Golden Questions.

It is *your responsibility* to protect the answers to your Golden Questions. Golden Answers are your "password" to the e-QIP system. The text entry fields for Golden Answers are not password protected to allow for more accurate entry of your answers. Asterisks automatically mask Golden Answers, but if you choose, you can view your answers while typing them by clicking the **ALLOW ME TO SEE MY GOLDEN ANSWERS** checkbox. Do not allow someone to see your computer screen while your answers are on the screen. If someone acquires your answers, they will be able to logon to the e-QIP system under your identity, allowing them to access your personal data.

Entering Your Data

First Time Data Entry: Prior to entering data for the first time, read the instructions on the "Form Completion Instructions" screen. Indicate that you have read and understand the document by clicking the corresponding button. For the SF-86 form, you will also be shown a disclaimer screen that provides additional instructions required by Executive Order 12968. You will need to indicate that you have read and understand the additional instructions by clicking the corresponding button.

Question Navigation: You may use the Navigation pull-down menu to go to any question, in any order, by selecting the item and clicking **GO**. The navigation menu is located in the top right-hand corner of the screen.

Errors and Warnings: After clicking **SAVE,** if the system displays the same screen with "Validation Results" listed at the top, you must correct the data you have just entered. You will only get validation messages if you have not answered a question appropriately.

For validation "**Error**" messages, you may correct your data by scrolling to the appropriate field and editing. After making corrections, click the **SAVE** button at the bottom of that page to save your changes.

For validation "**Warning**" messages, you may either provide the requested information or check the box for **I DO NOT KNOW THE REQUESTED INFORMATION**. In some cases an additional explanation is required if the check box is used for not knowing the information. After choosing an action, click the **SAVE** button to save your changes.

For validation "Error" and "Warning" messages, you may also choose to click the **SAVE/CONTINUE** button. If you click **SAVE/CONTINUE**, you may advance to the next question screen and correct the information at a later time prior to the final submission of your form.

If you make a mistake and want to start over on a given screen, click on the **RESET THIS SCREEN** button at any time prior to clicking the **SAVE** button. This clears all of the answers on that page.

When you are finished and ready to proceed, click the **SAVE** button. Upon clicking **SAVE,** your information will be submitted and you will proceed to the next screen.

Displaying Your Data

When you are ready to display and/or print your personal information that has been entered into e-QIP, select the "Display" link on the top banner (located in the upper left-hand corner).

By selecting "Display", a new browser window will appear. This window will contain an HTML formatted file which will display on the screen all the data that has been entered up to that point. If desired, you can print the displayed data by first selecting "File", then "Print" from the new browser window.

Validating Your Data

Although the e-QIP system will automatically validate your data after every screen save, you may also do a manual validation. To do so, go to the navigation pull-down menu and select **VALIDATE, REVIEW, AND CERTIFY**, then select **GO** to the right of the pull-down menu, and the system will take you to that screen.

The validation results may show Errors and/or Warnings that need to be corrected. Read the validation results and the associated errors. To correct your answers, use the navigation pull-down menu to go to the question that needs to be edited, make the necessary changes, and click the **SAVE** button.

Listing Expected Attachments

You may create a list of attachments that you expect to provide to your employing agency. Ask your sponsoring agency if you are not sure what attachments you are required to provide.

To create your list of expected attachments, go to the navigation pull-down menu and select **EXPECTED ATTACHMENTS**. Then select **GO** to the right of the pull-down menu, and the system will take you to that screen. (You will be shown this automatically if you complete your form in sequence. If you choose to skip from question to question, you will need to select this command manually).

This screen allows you to create, delete, and/or edit a list of expected attachments that you may send with your request. Then you must mail, drop off, or fax your attachments to your agency, along with your signature forms, per your agency's instructions.

Certifying Your Data

When you have completed all the questions on the form and are ready to submit, select the **VALIDATE, REVIEW, AND CERTIFY** command from the Navigation menu at the top of the screen and click **GO**. If the message displayed is "Validation found no errors or unsatisfied warnings", click the **CONTINUE** button to proceed. The next screen will request a final review of your data with another **CONTINUE** button to proceed.

The following screen will have a **CERTIFY INVESTIGATION REQUEST** button. After certification, *YOU WILL NO LONGER BE ABLE TO MAKE ANY CHANGES* - your answers to the questionnaire will be locked and unavailable for editing.

Final release of your request is in three steps on the "Release Investigation Request" screen.

1. First, select **Display the Archival Copy of this Investigation Request for Printing** to generate a .PDF copy of your form data to print and/or save for your records.
2. Second, select **Display the Signature Form(s) for Printing** to generate the release forms and

certification statement. Your computer must have Adobe Acrobat in order to view these PDF files. This free software download is available at:
www.adobe.com/products/acrobat/readstep2.html

You are required to print the release form(s) and the certification statement. If you do not have a printer, you should consult your sponsoring agency and ask for assistance. After printing, please sign them (preferably in black ink) and return the originals to your agency.

3. The third and final step is clicking the **Release Request/Transmit to Agency** button. After you have successfully certified your form and released it to your agency, you cannot change your data or log back into the system. However, the next time you need access to e-QIP, such as for a future reinvestigation, most of your data will repopulate the e-QIP form, eliminating the need to re-enter all of your data.

Web Browser Requirements

If using **Microsoft Internet Explorer (IE)**, you must have version 5.5 or later, with Service Pack 2. Internet Options for IE should be set as follows:
- Select **TOOLS**
- Select **INTERNET OPTIONS**
- Select the tab labeled **SECURITY**
- Select **CUSTOM LEVEL**
- Check the box to enable **ACTIVE SCRIPTING** and the **OK** button to save

To enable TLS 1.0 in IE, on the top menu:
- Select **TOOLS**
- Select **INTERNET OPTIONS**
- Select the tab labeled **ADVANCED**
- Scroll down to the **SECURITY** section
- Check the box to enable **TLS 1.0**
- Click the **OK** button to save