# Electronic Official Personnel Folder
# Frequently Asked Questions
# eOPF-FAQ's

The Human Resources Division, in conjunction with the Office of Personnel Management (OPM), has launched the electronic Official Personnel Folder (eOPF).

**1.  What is the Electronic Official Personnel Folder (eOPF)?**

The eOPF is an electronic version of your Official Personnel Folder and contains all the official records required to document your Federal career.  The eOPF solution provides electronic, Web enabled access for all Federal Agency staff members to view eOPF documents.  All employees are able to view their own OPF through the eOPF solution. eOPF includes security measures to ensure the integrity of the system.  For example, users are able to view their own eOPF documents, but not modify the documents.

**2. Why implement eOPF?**

The e-GOV initiative of the President's Management Agenda has challenged the Federal government to automate where it makes sense.  The Office of Management and Budget has been charged with the implementation of the President's Management and Budget Agenda and has directed agencies to reduce the amount of paper used by automating business processes.  The Office of Personnel Management, working with the Office of Management and Budget has advised agencies that they will have to convert the Official Personnel Folders of their employees to an electronic format.  eOPF is the solution that the Office of Personnel Management has chosen for the Federal government.

**3. What are the Key Benefits of eOPF?**

>   *Enhanced portability and security of personnel records
>   * Increased employee awareness and accountability through email notification of personnel actions (SF-50Bs)
>   *  Immediate access to OPF forms and information for a geographically dispersed workforce.

**4. How secure is my personal information in the eOPF system?**

USDA has taken several steps to ensure that all employee information is protected. First, the eOPF can only be accessed through an Internet browser using Transport Layer Security (TLS). TLS is used to authenticate the connection between client and server. Once the connection has been authenticated, data traversing the connection is encrypted/decrypted using FIPS 140-2 compliant encryption algorithms.  This ensures that all of the information the eOPF sends over the Internet is encrypted or 'scrambled' and thus cannot be intercepted and read. Second, access to your eOPF account is controlled by your e-authentication password. Do not give your password to anyone else. Third, the eOPF has been programmed to limit movement between screens to ensure that

someone cannot go directly to your documents using a temporary URL.   Fourth, system timeouts will inactivate the system after periods of inactivity. Even with these protections, employees need to protect their own data privacy when printing and filing personal documents to ensure that others are not able to access their information.

**5. I am a new USDA employee, how soon can I expect my eOPF user ID and e-authentication password?**

Information regarding your user ID and e-authentication password will be provided to you during your enter-on-duty processing. It will take approximately five (5) weeks from the time you enter-on-duty until your account is set-up in the eOPF system.   For problems with your eauthentication ID and password, email ATAC@aphis.usda.gov if you are an APHIS employee   For AMS employees, contact Technical Resource Branch(TRB) at 202-720-1111

6 . **How do I get access to my eOPF?**

Once you have received your eauthentication ID and password, you can find instructions on registering for access and a tutorial at
http://www.aphis.usda.gov/mrpbs/systems/eopf/index.shtml.

**7.  When will I lose access to my eOPF?**

Because USDA requires an eauthentication ID and password to access eOPF, you will lose your access once you separate from USDA as your eauthentication ID/password will be disabled.

**8.  What is needed on my computer to run this application?**

You must have Microsoft Internet Explorer version 6.0 or higher and Adobe Acrobat Reader version 6.01 or higher.

9.  **What is "My Profile"?**

"My Profile" page allows users to access certain additional functions in eOPF.  The buttons shown across the top of the "My Profile" page allows users to manage their general preferences, email options, emergency data.  The General Preferences button allows users to set individual viewing preferences for several eOPF screens.  Some buttons may be disabled depending on agency settings

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**10. I click on a document to see it through the Adobe Acrobat viewer and then click on another document and it does not open up.  What do I do?**

Only one document can be viewed at a time.  Close out the first document by clicking on the "X" in the right corner of the Acrobat viewer and then click on the next document.

**11.  Why am I getting a Session Timeout pop up window?**

For security purposes, your eOPF session timeouts if there is inactivity for a set amount of time typically set to 15 minutes.  To provide you an opportunity to stop the session timeout from occurring, you are prompted when there are 2 minutes from being logged out for inactivity or idleness.  The countdown updates every 10 seconds until the 2 minutes have been passed.  Being logged out includes closing of the browser window.  NOTE:  Not responding to the Session Timeout pop-up within 2 minutes results in a session termination and the browser window close

**12. I have reviewed my folder and it appears that the latest document is missing.  What should I do?**

All questions regarding the content of your eOPF should be directed to your Processing Service Provider at
[http://inside.aphis.usda.gov/mrpbs/payroll_personnel_processing.shtml](http://inside.aphis.usda.gov/mrpbs/payroll_personnel_processing.shtml)

**13. I noticed that a document in my eOPF is incorrect, what do I do?**

While every effort has been made to ensure that the information in your eOPf is correct, errors can occur.  All questions regarding the content of your eOPF should be directed to your Processing Service Provider at
[http://inside.aphis.usda.gov/mrpbs/payroll_personnel_processing.shtml](http://inside.aphis.usda.gov/mrpbs/payroll_personnel_processing.shtml)

**14. Is it mandatory to complete the Emergency Contact information?**

Employees will be able to enter information regarding whom to contact in an emergency on the Emergency Contact Information page. Entering this data is voluntary and it will be up to the employee to maintain its accuracy but also encouraged.

**15. Is there a 'Help' feature for eOPF?**

eOPF has an online 'Help' function that you can reach by clicking on the word 'Help' at the top of most pages within the web site. The 'Help' instructions can be printed out.  If you cannot find the answer you need, you can also contact the eOPF Help Desk at
[eopf_hd@telesishq.com](mailto:eopf_hd@telesishq.com) or contacting your Processing Service Provider.

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## eOPF-FAQ's

**16. How can I get e-mail notification when new documents are added to my eOPF?**

It is your responsibility to ensure that your correct email address is entered. You can either use your government provided email or your personal email. Use the "Change Email" menu button within "My Profile" to add your email. Once an email address is added you will be notified each time a document, such as an SF-50 (Notification of Personnel Action), is added to your eOPF account.

**17. What information will be included in the email notification?**

The email notification sent to the employee when a document is added will contain only basic information about the document, such as form number, type of action, and effective date.

**18. Will employees be notified when items are removed from their eOPF?**

The removal of documents; such as the expiration of a Letter of Reprimand or a Cancellation SF-50 will not generate notifications.

**19. Will employees be notified if someone looks at their eOPF?**

No. Email notification occurs only when a new document is added to the eOPF.

**20. I lost access to my eOPF when I left Federal Service. How can I get a copy of my last SF-50?**

A copy of your last SF-50, your separation SF-50, will be mailed to you by HR.

**21. Who has access to the eOPFs?**

HR Specialists will have access to employees that they service; OPM investigators will have access when conducting a background investigation; and employees will be able to see their own information. Each employee is responsible for the consequences of providing others access to their eOPF.

**22. Who will input new documents into the eOPFs?**

All new OPF forms will be electronically transmitted from the National Finance Center Personnel/Payroll system to the eOPF system or scanned by the HR staff.

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## Frequently Asked Questions
## eOPF-FAQ's

**23. Who processes removal of documents?**

All questions regarding the content of your eOPF should be directed to your Processing Service Provider at
http://inside.aphis.usda.gov/mrpbs/payroll_personnel_processing.shtml.

**24. What measures will be taken to ensure that eOPF data will not be lost?**

OPM hosts the eOPF system for the USDA and other government agencies. There are nightly incremental backups of all new documents and any related information added on a given day. Full system-wide backups occur weekly. OPM backs-up completely and store off-site the entire data repository on a monthly basis.

**25. What process was used to get old documents into the eOPFs?**

All paper documents stored in the OPF were inventoried, boxed, and shipped to an off-site facility where they underwent the "backfile" conversion process. Backfile conversion included scanning, indexing, and quality assurance checks of each document in the file.

**26. Who owns the OPF and eOPF, the employee or the agency?**

Neither. According to OPM's Guide to Personnel Recordkeeping: "The Office of Personnel Management owns the personnel folder and its contents." The Guide contains the Office of Personnel Management's rules for creating, maintaining, using, and disposing of the Official Personnel Folder.

**27. Does any other agency use electronic Official Personnel Folders?**

As of April 2010, approximately 70 agencies are in the process of, or have completed , their eOPF implementation.   Over 1.1 million records have been converted to eOPF. Numerous agencies have made eOPF available to their employees.  The list of agencies using eOPF continues to grow.  All eOPF vendors are following 36 CFR 1228.270 which discusses transfer of permanent electronic records.