

USDA EEO icomplaints efile User Guide

1.1. Welcome

EEO efile is a web-based system that allows pre-complaints to be filed online by registered users. EEO office personnel receive email notifications of efiled complaints and as “Reviewers” can accept pre-complaints and submit them into icomplaints where they are assigned an icomplaints case number.

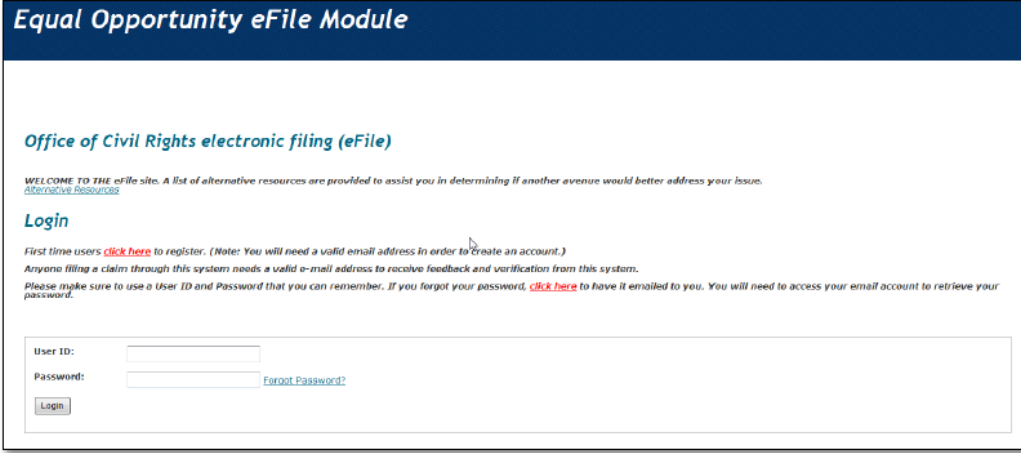
Complainants, or Filers, can check on the progress of their accepted complaints by viewing case events through the efile module.

This guide is a generic guide. Some agencies may have more steps or different screens. The steps in this guide will be sufficient in training those agencies as the fundamental navigating will be the same.

1.2. Additional Resources

At the top of the Login page is an **Alternative Resources** link. This link opens a new window containing additional resource information.

At the top of the Login page is an **Alternative Resources** link. This link opens a new window containing additional resource information.



The screenshot shows the 'Equal Opportunity eFile Module' login page. At the top is a dark blue header with the text 'Equal Opportunity eFile Module' in white. Below the header, the page has a white background. The title 'Office of Civil Rights electronic filing (eFile)' is displayed in blue. A welcome message follows: 'WELCOME TO THE eFile site. A list of alternative resources are provided to assist you in determining if another avenue would better address your issue.' Below this is a link for 'Alternative Resources'. The 'Login' section is next, with instructions: 'First time users [click here](#) to register. (Note: You will need a valid email address in order to create an account.)' and 'Anyone filing a claim through this system needs a valid e-mail address to receive feedback and verification from this system.' A note at the bottom of the login section says: 'Please make sure to use a User ID and Password that you can remember. If you forgot your password, [click here](#) to have it emailed to you. You will need to access your email account to retrieve your password.' The login form itself has two input fields: 'User ID:' and 'Password:'. To the right of the password field is a link for 'Forgot Password?'. A 'Login' button is located at the bottom left of the form.

1.3. New Users

When a new user navigates to the efile address for the first time they will have to create an account.

1. Click the **Click Here** link within the Login section to register a new account.

Equal Opportunity eFile Module

Office of Civil Rights electronic filing (eFile)

WELCOME TO THE eFile site. A list of alternative resources are provided to assist you in determining if another avenue would better address your issue.

[Alternative Resources](#)

Login

First time users [click here](#) to register. (Note: You will need a valid email address in order to create an account.)

Anyone filing a claim through this system needs a valid e-mail address to receive feedback and verification from this system.

Please make sure to use a User ID and Password that you can remember. If you forgot your password, [click here](#) to have it emailed to you. You will need to access your email account to retrieve your password.

User ID:

Password:

[Forgot Password?](#)

Login

2. A warning message page will open giving the user information on the agency's computer policy. After reading the policy click the I have read and agree to the above conditions button.

Equal Opportunity eFile Module

****WARNING**WARNING**WARNING****

This is a United States Federal Government computer system. United States Government systems, including all related equipment, networks, and network devices (specifically including Internet access) are provided for the processing of official U.S. Government information only. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action.

All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations. Access or use of this computer system by any person whether authorized or unauthorized, constitutes consent to these terms.

****WARNING**WARNING**WARNING****

I have read and agree to the above conditions

[Privacy Policy](#)

3. Choose a User ID, and follow the password instructions to create a password. When all fields are complete click the **Next** button.
 - If a user name is already in use, or the password does not meet the criteria the user will receive an error message and not be able to continue to Step 2. Make the corrections and then click **Next**.

Register - Step 1 of 4

Identification

User ID: ✖

Trainer

Password: ✖

Your password must be at least eight characters in length and contain at least one lowercase letter, one capital letter and at least one number and one special character.

Re-enter password: ✖

NextCancel

✖ Required Field

4. In step 2 the user should enter all personal information.

Register - Step 2 of 4

Enter Personal Information and current employment status

A Unique ID will be generated for you after you complete the registration process. You will be able to view your Unique ID in the "My Account" section.

Title:

First Name:

Last Name:

Suffix:

Pay Plan:

Grade:

Occupation:

Series: Series number must be 4 digits (e.g. 0001).

Gender: Required if you are claiming gender as your basis.

Race: Required if you are claiming race as your basis.

Employee Type:

Date of Birth: Required if you are claiming age as your basis.

Privacy Act (Statement 5 U.S.C. 552(a)(3))
Authority: The authority for collecting this information is 40 U.S.C. 114, and 42 U.S.C. 2000e-16(b) and (c). Purpose: This information is needed to initiate employee web-based EEO complaints. Disclosure: Furnishing this information is voluntary; however, failure to provide it will delay electronic processing of your complaint. Routine Uses: This information may be disclosed to individuals within that have a need to know the information in the performance of official duties associated with providing assistance in processing EEO complaints. This information may also be shared pursuant to Privacy Act System of Records EEOC/DOVT-1 Equal Employment Opportunity in the Federal Government Complaint and Appeal Records (July 30, 2002, 67 FR 49238).

5. In step 3 the user should confirm the office they work in. Use the plus symbol next to the highest office to expand the offices below. Keep expanding until the office is visible. Click the radio button next to that office and click **Next**.

Register - Step 3 of 4

Where do you work?

Collapse and identify your employment location at lowest possible organizational level; using the  to expand and the  to collapse organization list and select your organization.

Office:

 HQ

 DC

 Sample Conflict

6. In step 4 the user should enter their contact information and then click **Finish**.

Register - Step 4 of 4

Enter Your Contact Information

☐ Please check if this is the address where you prefer to receive mail related to your pre-complaint.

Address Type: Please choose an address type ▼

Home Address:

Address Line 2:

City:

State: Please choose a state ▼

Zip:

Contact:

Phone:

☐ Please check if this is the phone number where you prefer to be contacted regarding your pre-complaint.

Cell:

☐ Please check if this is the cell phone number where you prefer to be contacted regarding your pre-complaint.

At least one contact information is required for the records.

Fax:

Email:

[Back](#) [Finish](#) [Cancel](#)

[Finish](#)

Privacy Act Statement
5 U.S.C. 552a(e)(3)
Authority: The authority for collecting this information is 49 U.S.C. 114, and 42 U.S.C. 2000e-16(b) and (c). Purpose: This information is needed to initiate employee web-based EEO complaints. Disclosure: Furnishing this information is voluntary; however, failure to provide it will delay electronic processing of your complaint. Routine Uses: This information may be disclosed to individuals within that have a need to know the information in the performance of official duties associated with providing assistance in processing EEO complaints. This information may also be shared pursuant to Privacy Act System of Records EEO/GOV-1 Equal Employment Opportunity in the Federal Government Complaint and Appeal Records (July 30, 2002, 57 FR 49238).

- After the account is created, the user will see a confirmation page. An email will be sent to the users email address with more instructions. Click the **Click here to close this window** link to close the internet browser.

Registration Confirmation

Your registration has been completed. A confirmation e-mail from rwhelan@micropact.com has been sent to you at lpatt@micropact.com. When you receive this e-mail, click on the link provided to activate your account. If the e-mail does not appear in your inbox, please check your bulk mail or junk mail folder before contacting the Help Desk.

[Click here to close this window.](#)

[Privacy Policy](#)

- Open the email sent to the user from MicroPact. Use the instructions on the email and click the link provided. The user will be directed to a Registration Confirmation page.

PLEASE DO NOT REPLY TO THIS MESSAGE, THIS WAS AN AUTOMATICALLY GENERATED EMAIL.

Thank you for using the Office of Civil Rights electronic filing (eFile) module. Your email has been received. This email is to confirm your registration. Click the following link to activate your account.

<http://localhost/efile/register/confirm.do?id=5&conf=280034318>

signed,
OCRL

- Follow the instruction on the Registration Confirmation Screen.

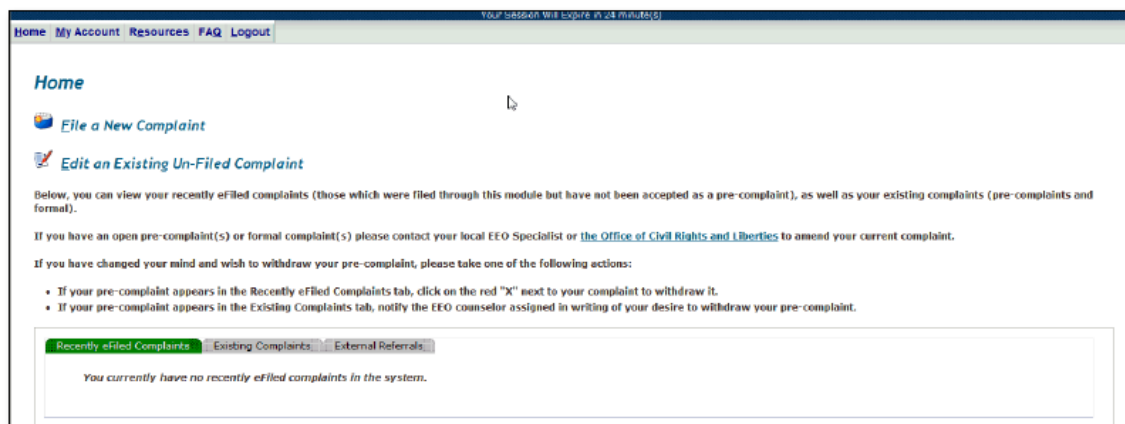
Equal Opportunity eFile Module

Registration Confirmation

Your registration has been confirmed. [Click here](#) to login.

[Privacy Policy](#)

10. After the registration process is completed the user will be directed to their Home Screen.



1.4. Returning Users

1. Users with an existing account can log into the system by entering their user name and password into the appropriate fields and clicking Login.

Office of Civil Rights electronic filing (eFile)

WELCOME TO THE eFile site. A list of alternative resources are provided to assist you in determining if another avenue would better address your issue.
[Alternative Resources](#)

Login

First time users [click here](#) to register. (Note: You will need a valid email address in order to create an account.)
 Anyone filing a claim through this system needs a valid e-mail address to receive feedback and verification from this system.
 Please make sure to use a User ID and Password that you can remember. If you forgot your password, [click here](#) to have it emailed to you. You will need to access your email account to retrieve your password.

User ID:

Password: [Forgot Password?](#)

2. A warning message page will open giving the user information on the agency's computer policy. After reading the policy click the I have read and agree to the above conditions button.

Equal Opportunity eFile Module

****WARNING**WARNING**WARNING****

This is a United States Federal Government computer system. United States Government systems, including all related equipment, networks, and network devices (specifically including Internet access) are provided for the processing of official U.S. Government information only. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action.

All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations. Access or use of this computer system by any person whether authorized or unauthorized, constitutes consent to these terms.

****WARNING**WARNING**WARNING****

[Privacy Policy](#)

3. The user will be directed to their Home Screen.

Home

 [File a New Complaint](#)

 [Edit an Existing Un-Filed Complaint](#)

Below, you can view your recently eFiled complaints (those which were filed through this module but have not been accepted as a pre-complaint), as well as your existing complaints (pre-complaints and formal).

If you have an open pre-complaint(s) or formal complaint(s) please contact your local EEO Specialist or [the Office of Civil Rights and Liberties](#) to amend your current complaint.

If you have changed your mind and wish to withdraw your pre-complaint, please take one of the following actions:

- If your pre-complaint appears in the Recently eFiled Complaints tab, click on the red "X" next to your complaint to withdraw it.
- If your pre-complaint appears in the Existing Complaints tab, notify the EEO counselor assigned in writing of your desire to withdraw your pre-complaint.

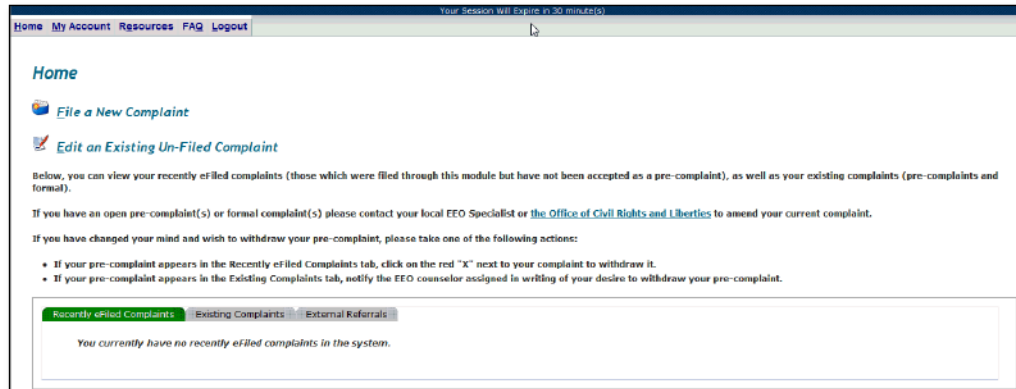
Recently eFiled Complaints Existing Complaints External Referrals

Recently eFiled Complaints

Filed	Claim(s)	Incident Date(s)		Print
03/30/2011	Training	03/07/2011		Print
03/30/2011				Print

Using efile to File a Complaint

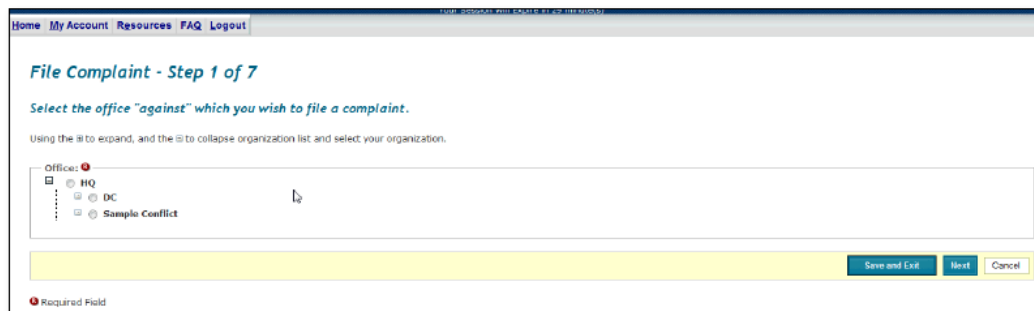
When a Filer logs into their account, their Home Screen will offer the options to File a New Complaint, or Edit an Existing Un-filed Complaint.



3.1. File a New Complaint

Users can start a new complaint by clicking the **File A New Complaint** link on the Home Screen. The file complaint section will prompt the user to follow a number of steps. These steps may change if the user's agency has custom settings. The below example is based on generic steps. However custom steps will follow the same procedures. If at any time during the filing process the user needs to stop click the **Save and Exit** button and return to the complaint at another date.

1. Step 1: Use the expandable tree to locate the office that the complaint is being filed against. Click the radio button next to the needed office and click the **Next** button.



2. Step 2: Enter the information regarding the alleged discriminating individual and then click **Next**.

File Complaint - Step 2 of 7

Alleged Discriminating Individual

The "Alleged Discriminating Individual" is the person you believe to be responsible for the action that has caused you to file this complaint. Please describe in the Summary of Incident (Step 6 of 7) how the person is connected with your complaint. Additional individuals involved should be listed in the SUMMARY of INCIDENT SECTION 6 of 7.

First Name:

Last Name:

Title:

Email:

Work Phone:

[Religious Beliefs](#)

Required Field

- Step 3: The complainant has the right to remain anonymous and choose ADR or Traditional Counseling. Choose the radio button next to the desired choices and click **Next**. The **EEO Counselor Role and Process** link will open a new window that provides more information regarding the EEO Counselor.

File Complaint - Step 3 of 7

Counseling and Remaining Anonymous

If you choose to remain anonymous the EEO Counselor will not reveal your identity to other individuals unless you authorize the EEO Counselor to do so during the pre-complaint process. Should you choose to file a formal complaint you must give up your ability to remain anonymous.

Traditional Counseling:
The EEO Counselor:

- ensures that the aggrieved understands his/her rights and responsibilities in the EEO process,
- explains options to achieve resolution,
- confirms claim(s) and basis(es) raised,
- conducts a limited inquiry, and
- seeks a resolution of the dispute at the lowest possible level.

Alternative Dispute Resolution (ADR):
Alternative Resolutions to Conflict (ARC) is the ADR program in TSA's Office of Civil Rights and Liberties. ARC was created in compliance with Equal Employment Opportunity Commission regulations that require federal agencies to establish an alternative dispute resolution program for persons participating in the equal employment opportunity (EEO) process. At TSA, ARC is a voluntary process that provides individuals with serious workplace issues an opportunity to attempt to resolve those differences through informal discussions with the assistance of a mediator, a neutral third party. The mediator works with the parties to assist them in identifying mutually acceptable solutions and to facilitate communication between the parties. Mediation has proven to be the type of ADR that is most successful in workplace disputes of this nature, and is less time-consuming and less expensive than the more formal EEO complaint process.

Do you wish to remain anonymous for this complaint? ☐ Yes ☐ No

[EEO Counselor Role and Process](#)

Please select either ADR or traditional counseling. ☐ ADR ☐ Traditional Counseling

- Step 4: Enter specific ADR information if ADR was selected in Step 3, or if Traditional Counseling was selected the screen will offer different options. Choose the desired yes or no radio buttons and enter the date. After all of the information has been added click the **Next** button.

File Complaint - Step 4 of 7

ADR

Filed a grievance on the same issue? *

☒ No ☐ Yes

If yes, (Date) (mm/dd/yyyy)

Filed a Disciplinary Review Board appeal on the same issue? *

☒ No ☐ Yes

If yes, (Date) (mm/dd/yyyy)

Filed a Merit System Protection Board appeal on this issue? *

☒ No ☐ Yes

If yes, (Date) (mm/dd/yyyy)

* Required Field

- Step 5: In EEO cases, the complainant has the right to hire personal representation. If that is the case, enter the contact information for the representation. After all the information is added click the **Next** button.

File Complaint - Step 5 of 7

Representative Information

You have the right to obtain representation throughout the EEO process. However, it is NOT required. The Representative represents you during the EEO process. e.g.: Attorney, lawyer, union representative, etc.

First Name:

Last Name:

Title:

Organization:

Email:

Phone:

* Required Field

[Privacy Policy](#)

6. Step 6: From the ClaimCategory drop-down menu, choose a claim. This could be something like promotion/non-selection, sexual harassment, or termination. After selecting the claim, click the Add Claim button. The screen will automatically refresh allowing the complainant to select the basis(es) for the claim.

File Complaint - Step 6 of 7

Add a Claim

To add a claim to this complaint, select the claim category and click the "Add Claim" button.

A claim is required to identify what issue(s) brought you to initiate a complaint. For each claim please identify the category your claim falls into. (Note: Selection of Other will take place on the following screen.)

You may only add one claim type at a time.

Claim Information

Claim Category: -----

* Required Field

[Privacy Policy](#)

7. Enter the Incident Date and select the appropriate basis for the claim. The links in each section will provide more information regarding that basis. At the bottom of the page is the **Summary of Issue** section. Provide a detailed account of what the complaint is regarding. After the page is complete click the **Next** button.

File Complaint - Step 6 of 7

Basis/Bases for Claim:

For each claim please identify the following:

- The date of your most recent incident related to your claim.
- The basis (protected activity) behind the reason for your claim.
- Descriptions of "who, what, when, where, how" (for non-selection include the vacancy announcement number)
- How the alleged discriminating individual is connected with your issue

Claim Information

Incident Date: --/--/---- (mm/dd/yyyy)

You must initiate counseling or contact with an EEO counselor within 45 of the incident or awareness of the incident. In the case of personnel actions, you must initiate counseling or contact with an EEO counselor within 45 days from the effective date of action.

Note: Select only the Basis/Bases that apply to this incident.

Basis/Bases for Claim:

Disability

☐ Mental

☐ Physical

[For a description of the Disability basis click here.](#)

EPA

☐ Female

☐ Male

[For a description of the EPA basis click here.](#)

General

☐ Age

☐ Color

☐ Genetics

☐ Marital Status

☐ Reprisal

[For a description of the General basis click here.](#)

National Origin ☐ Hispanic ☒ Other For a description of the National Origin basis click here.
Race For a description of the Race basis click here.
Religion For a description of the Religion basis click here.
Sex ☐ Female ☒ Male For a description of the Sex basis click here.
Will Identify Later ☐ Will Identify Later
Summary of Issue (1000 characters max) ⓘ Spell Check

8. The next screen is still Step 6. This screen allows you to review the claim just entered and add more claims if needed. Users can edit or remove the claim by clicking on the **Edit Claim** or **Remove Claim** button. Underneath the **Add Another Claim** section, complete step 6 of this guide. The screen will refresh after the selection and the user can complete step 7 of this guide. When all claims have been added click the **Next** button.

File Complaint - Step 6 of 7		
Claim Review To add additional claims to this complaint, select the claim category and click the "Add Claim" button. To file this complaint WITHOUT adding any additional claims, click the "Next" button. You may only add one claim type at a time.		
Review Claims <table border="1"> <tr> <td> Claims: Termination Incident Date: 03/22/2011 Basis/Bases: EPA: Female General: Age National Origin: Other Sex: Female Comments: Information on what the issue is goes here... Edit Claim Remove Claim </td> </tr> </table>		Claims: Termination Incident Date: 03/22/2011 Basis/Bases: EPA: Female General: Age National Origin: Other Sex: Female Comments: Information on what the issue is goes here... Edit Claim Remove Claim
Claims: Termination Incident Date: 03/22/2011 Basis/Bases: EPA: Female General: Age National Origin: Other Sex: Female Comments: Information on what the issue is goes here... Edit Claim Remove Claim		
Add Another Claim <table border="1"> <tr> <td> Claim Information Claim Category: ⓘ Add Claim </td> </tr> </table>		Claim Information Claim Category: ⓘ Add Claim
Claim Information Claim Category: ⓘ Add Claim		
Back Save and Exit Next Cancel		

9. **Step 7: Verify the claim.** If changes are needed then click the **Edit** button below the section needing changes. When all the information is correct, click the **File** button. The claim will now be submitted to a Reviewer. The Reviewer will determine if the complaint can be accepted.

File Complaint - Step 7 of 7

Verify Complaint

- Verify the complaint information below.
- Once you file the complaint, you will not be able to edit it, so please be sure all information is correct.
- If you need to make changes, click the "Back" button below.
- When you have verified that the below information is correct, click the "File" button.

Office:
DC
[Edit Office](#)

Alleged Discriminating Individual:
First Name: Lisa
Last Name: Lisa
[Edit Information](#)

Counseling and Remaining Anonymous:
Anonymous: Yes
ADR or traditional counseling: Traditional Counseling
[Edit Counseling and Remaining Anonymous Information](#)

Claim: Termination
Incident Date:
03/22/2011
Basis/Bases:
EPA: Female
General: Age
National Origin: Other
Sex: Female
Comments:
Information on what the issue is goes here...
[Edit Claim](#)

[Back](#) [File](#)

3.3. Viewing Complaint Status and Withdrawing Complaints

On the Home Screen there is a report of all filed cases pertaining to the user account. There are three different sections to the report.

- **Recently efiled Complaints-** This tab will show filed complaints that have not yet been accepted by the reviewer.
- **Existing Complaints-** This tab will show complaints that have been accepted and are in progress.
- **External Referrals-** This tab will show complaints that have been reviewed but not accepted.

Recently eFiled Complaints			
Existing Complaints			
External Referrals			
Recently eFiled Complaints			
Filed	Claim(s)	Incident Date(s)	Print
03/30/2011			 Print
03/30/2011			 Print

1. The User can click on any link, under any tab, for review of that complaint.
2. If the complaint has not yet been reviewed the user will be able to withdraw it by clicking the red X next to the complaint link on the Recently efiled Complaints tab. The screen will change and ask the user if they are sure. If sure, click the **Withdraw** button.
3. If the complaint appears in the **Existing Complaints** tab and needs to be withdrawn, notify in writing the EEO counselor assigned to the pre-complaint of the desire to withdraw.
4. The Existing Complaint tab also allows users to see the status of their complaint.