



U.S. Equal Employment Opportunity Commission (EEOC)

EEOC Public Portal User's Guide

Vol 3 – Post-Inquiry Tasks

December 20, 2024

Table of Contents

Table of Contents	i
Introduction to the EEOC Public Portal.....	1
About the User's Guide.....	1
Chapter 1 What Happens After Submitting an Inquiry.....	2
Chapter 2 Schedule an Interview	3
Chapter 3 Enter Supplemental Information	9
Chapter 4 File the Charge of Discrimination	10

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 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 when your charge has been closed)
- ❖ Vol 6 – Hearings with the EEOC
- ❖ Vol 7 – Appeals to the EEOC
- ❖ Vol 8 – Manage 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 What Happens After Submitting an Inquiry

After you have successfully submitted an inquiry to the EEOC, you may schedule an interview with an EEOC representative to proceed with the complaint (refer to Chapter 2). You will also be able to enter any additional information you may have before the interview (refer to Chapter 3).

If the EEOC finds the complaint is covered by EEOC's laws, you will receive a Charge of Discrimination prepared by the EEOC. A Charge of Discrimination is a formal complaint of employment discrimination filed with the EEOC; it is the legal document of record. Once you have received a charge of discrimination, you may sign it and use it to file a complaint of employment discrimination with the EEOC (refer to Chapter 4). The organization named in your complaint will then receive an official notice of the charge.

Each of these tasks (schedule an interview, enter supplemental information, sign & file a formal charge) can be performed using the EEOC Public Portal and are described in the chapters that follow.

Chapter 2 Schedule an Interview

To schedule an interview, perform the following steps:

- Step 1.** Select the **Schedule an Interview** button, which can be found on one of the following pages:
- The button is displayed on the bottom of the confirmation/inquiry status page after you submit an inquiry, or
 - When you select **My Inquiries/Charges/Cases** and login, the **Schedule an Interview** button is displayed on the **My Charge** page below the prompt to enter supplemental information. (If you have more than one case submitted with the EEOC, the **My Cases** listing will display first; select the **Case Number** to access the **My Charge** page.) Select the button to proceed.

U.S. Equal Employment Opportunity Commission

Welcome, Jane | Log Out

Filing with EEOC

Assessment Inquiry Schedule Interview More Details File Charge

Supplemental Inquiry Information

The following questions seek additional basic information that will help you and the EEOC representative prepare for your interview. You may add or edit this information now, or you may return at a later date to do so, up until you have your interview with EEOC. **The answers you provide are confidential and will not be disclosed to your employer at this time.**

ANSWERING THESE QUESTIONS IS NOT THE SAME AS FILING A CHARGE OF DISCRIMINATION.

A charge of discrimination is a signed statement asserting that an organization engaged in employment discrimination. It requests EEOC to take remedial action. The laws enforced by EEOC, except for the Equal Pay Act, require you to before [filing a charge](#) you can file a lawsuit for unlawful discrimination. There are strict [time limits for filing a charge](#).

View Inquiry

Back to My Cases

Return Home

Schedule an Interview

Opt Out

Next

The inquiry status page displays. You must select an area office at which to schedule the interview using the drop-down list provided; if only one office applies, it will be automatically populated. After an office is selected, select **Schedule an interview** again to continue.

U.S. Equal Employment Opportunity Commission

Welcome, Jane | Log Out

Filing with EEOC

Assessment Inquiry **Schedule Interview** More Details File Charge

You have completed two of four required parts needed to officially file a charge of discrimination.

1 ✓
File a Complaint

2 ✓
Online Inquiry

3
Schedule an Interview

4
Supplemental Information

Inquiry Submitted

Your inquiry has been successfully submitted to EEOC. You should write down the following inquiry number **440-2022-04236** and refer to it when contacting the EEOC.

Online Scheduling

You are now ready to schedule an interview with an EEOC representative, and will be directed to the scheduling calendar of the appropriate office when you click "Schedule an Interview" below. Based on the information you provided, you can schedule an interview at the following office(s):

My Cases **Schedule an Interview**

Step 2. A page with general appointment information displays. On this page you may provide information about the interview, including:

- Interview type – The type of interview you are requesting, either by phone, Microsoft Teams Video, or In-Person.
 - **Tip!** You may request to participate in a video interview from your own location using Microsoft Teams App on your own equipment (a link and instructions for joining Microsoft Teams will be provided);
- Preferred language – If you require an interpreter, select the language that will need to be translated;
- Phone Number – Telephone number to use to contact you regarding this appointment;
- Notification Method – If you want to receive text reminders on your mobile phone, select 'Email & Text Message' from the **Preferred Notification Method** drop-down list; you will be asked to verify your phone number by entering a code sent by the system to the phone number you entered. To receive notifications by email only, select 'Email';
- Any additional information to help the interview go smoothly (e.g. "I use a wheelchair", "I use ASL", etc.)

When you have made your selections, select the **Next** button to continue.

- **Tip!** If you decide not to pursue the inquiry, you may select the **Opt Out** button (refer to EEOC Public Portal User's Guide Vol 2 – Submit an Online Inquiry to EEOC for details).

U.S. Equal Employment Opportunity Commission Public Portal

Appointment Scheduling Step 1 of 3

EEOC Public Portal

Please enter information about your appointment and click the **Next** button when you are ready to choose your appointment time.

Your Name: *

EEOC Number: 440-2024-05424

Appointment Office: Chicago (Time Zone: Central)

Office Address: 500 West Madison Street, Suite 2000, Chicago, Illinois 60661

Description: Welcome to the EEOC Chicago office located at 500 West Madison, Suite 2000, Chicago, IL 60661. Phone: 7676767676. The office is located in downtown Chicago on the corner of Madison and Canal Street, one block west of the Chicago river and three blocks east of the Kennedy expressway. The Chicago District Office is open Monday through Friday, 8:30 a.m. to 4:00 p.m. Everyone visiting our offices must present a photo ID at the building security desk. Individuals wishing to file charges of discrimination may schedule an interview for time slots available at 8:45 am, 10:45 am, 1:00 p.m. and 3:00 p.m. on Monday through Friday, except federal holidays. If you are unable to schedule an appointment, walk-ins may be seen if arrival time is prior to 11:30 a.m. Individuals with an appointment who arrive late 15 minutes or more, will be treated as a walk-in and may have to re-schedule their appointment.

What type of interview are you requesting:

Phone [?](#)

Video (EEOC will email you a link to connect to the call prior to the appointment) [?](#)

[How to join Teams by Computer \(video instructions for external users\)](#)

[How to join Teams by Computer \(text instructions\)](#)

[How to join Teams by Phone \(text instructions\)](#)

In-Person at the EEOC location above. [?](#)

If you need an interpreter, what is your preferred language? (e.g., Spanish, ASL, etc.):

Your E-mail (Required): *

Please provide a **valid 10 digit mobile phone number** below if you want to receive text appointment notifications. Message and data rates may apply.

What is your phone number (Required): *

Please select **Email & Text Message** below to receive appointment notifications to both your registered email address and mobile phone

Preferred Notification Method (Required):

Is there any other information that EEOC should have to make the interview go smoothly? (such as "I use a wheelchair", "I use ASL", etc.)

EEOC Public Portal

[Privacy Policy | Disclaimer | USA.gov](#)

Step 3. The **Appointment Date Selector** screen displays a calendar from which to select a date/time for your appointment. Use the arrow keys to navigate between months. Select the date first:



U.S. Equal Employment Opportunity Commission Public Portal

Appointment Scheduling Step 2 of 3

[Go Back](#) [EEOC Public Portal](#)

Please select **Date/Time** for your appointment.

Legend Gray Box No appointment available Blue Box Appointment available

Appointment Date Selector

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					03/01/2024	03/02/2024
03/03/2024	03/04/2024	03/05/2024	03/06/2024	03/07/2024	03/08/2024	03/09/2024
03/10/2024	03/11/2024	03/12/2024	03/13/2024	03/14/2024	03/15/2024	03/16/2024
03/17/2024	03/18/2024	03/19/2024	03/20/2024	03/21/2024	03/22/2024	03/23/2024
03/24/2024	03/25/2024	03/26/2024	03/27/2024	03/28/2024	03/29/2024	03/30/2024
03/31/2024						

[Go Back](#) [EEOC Public Portal](#)

[Privacy Policy](#) | [Disclaimer](#) | [USA.gov](#)

Then select a time from the available choices that are displayed:



U.S. Equal Employment Opportunity Commission Public Portal

Appointment Scheduling Step 2 of 3

[Go Back](#) [EEOC Public Portal](#)

Please select **Date/Time** for your appointment.

Legend Gray Box No appointment available Blue Box Appointment available

Appointment Time Selector

09:45 AM 01:45 PM

Appointment Date Selector

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					03/01/2024	03/02/2024
03/03/2024	03/04/2024	03/05/2024	03/06/2024	03/07/2024	03/08/2024	03/09/2024
03/10/2024	03/11/2024	03/12/2024	03/13/2024	03/14/2024	03/15/2024	03/16/2024
03/17/2024	03/18/2024	03/19/2024	03/20/2024	03/21/2024	03/22/2024	03/23/2024
03/24/2024	03/25/2024	03/26/2024	03/27/2024	03/28/2024	03/29/2024	03/30/2024
03/31/2024						

[Go Back](#) [EEOC Public Portal](#)

[Privacy Policy](#) | [Disclaimer](#) | [USA.gov](#)

Step 4. After both date and time are selected, a page will automatically display with your selections. Select the **Confirm** button to confirm the appointment. Select the **Go Back** link to make changes.

U.S. Equal Employment Opportunity Commission Public Portal

Appointment Scheduling (Step 3 of 3)

Please review the information below for accuracy. Click the **Confirm** button to schedule your appointment.

Your Name: Jane Portal
Your E-Mail: jportal@mailinator.com
Your Phone Number: (555) 555-5555
Interpreter/Language: No interpreter needed
Additional Information:

Appointment Code: 440-2024-05424
Appointment Date: Thursday, 03/07/2024
Appointment Time: 01:45 PM (Time Zone: Central)
Appointment Office: Chicago
Office Address: 500 West Madison Street, Suite 2000, Chicago, Illinois 60661
What type of interview: Remote by Microsoft Teams Video

[EEOC Public Portal](#) [Go Back](#)

[EEOC Public Portal](#) [Go Back](#)

[Privacy Policy | Disclaimer | USA.gov](#)

Step 5. A confirmation page displays indicating that the interview is scheduled. You will be sent an email with the same information that appears on the page.

U.S. Equal Employment Opportunity Commission Public Portal

Your Appointment is Scheduled

Your appointment has been scheduled

Your Name: Jane Portal
Your E-Mail: jportal@mailinator.com
Your Phone Number: (555) 555-5555
Interpreter/Language: No interpreter needed
Additional Information:

Appointment Code: 440-2024-05424
Appointment Date: Thursday, 03/07/2024
Appointment Time: 01:45 PM (Time Zone: Central)
Appointment Office: Chicago
Office Address: 500 West Madison Street, Suite 2000, Chicago, Illinois 60661
What type of interview: Remote by Microsoft Teams Video

[EEOC Public Portal](#)

On the day of your interview, please have the password for your EEOC Public Portal user account with you. An email has been sent to white@mailinator.com, confirming that your appointment is scheduled. You will receive another email five business days before your scheduled interview, asking you to confirm your attendance. Failure to confirm your attendance by 03/02/2024 will result in the cancellation of your appointment. Now that you have scheduled an appointment for an interview, please click "Next" below to answer a few important questions about your inquiry. Your responses can help make the interview more productive and efficient. The information you provide is confidential and will not be disclosed to your employer during an investigation.

[EEOC Public Portal](#)

[Privacy Policy | Disclaimer | USA.gov](#)

Step 6. Select the **Next** button to continue. You will be returned to the **My Charge** page, where you can view your inquiry and/or enter additional information (Refer to Chapter 3).

If you need to change or cancel the interview, you can do that through the EEOC Public Portal also. Go to the **My Charge page** and select the **Schedule an Interview** button and it displays **Reschedule Appointment** and **Cancel Appointment** buttons. You will be sent an email confirming the change.

➤ **Tip!** *If you decide not to pursue the inquiry, you may select the **Opt Out** button (refer to EEOC Public Portal User's Guide Vol 2 – Submit an Online Inquiry to EEOC for details).*

You will be sent emails 20, 5, and 1 business day(s) before your appointment to remind you of the date and time of your appointment. When you receive the 5-day reminder, you must confirm that you will come to the interview on the date and time scheduled no later than 3 days prior to the appointment or it will be cancelled. You may also reschedule your appointment if you need to. The demand for EEOC appointments is very high, and they are trying to make more appointments available.

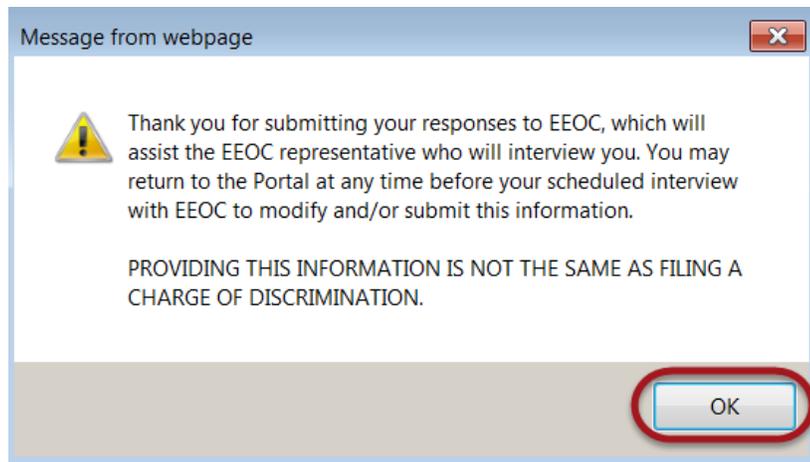
If you selected 'Email & Text Message' as your notification method, the appointment reminders will also be sent as a text message to the mobile phone number you entered when you scheduled the interview. You may reply either by email or text message to confirm the interview appointment. You will also receive a text message if you choose to cancel your appointment, or if it is cancelled by the system should you fail to confirm your appointment in time after receiving the 5-day reminder message.

If you selected "Video" as the type of Interview, you will be sent an email with a Microsoft Teams link to connect to the call, prior to the appointment.

Chapter 3 Enter Supplemental Information

You will have the opportunity to provide additional information you may have, at any time prior to the interview. This information can help make the interview more productive and efficient. To do so:

- Step 1.** Select **My Inquiries/Charges/Cases** and log in. If the **My Cases** listing is displayed, select the appropriate inquiry by selecting the **Case Number** to access the **My Charge** page.
- Step 2.** The **My Charge** page displays with a prompt to enter supplemental information (as shown in Chapter 2 above). Select the **Next** button.
- Step 3.** You will be asked a series of four fill-in-the-blank questions. Answer any or all of the questions. Select the **Next** button after answering a question. When you are finished entering supplemental information select the **Save and Submit** button.
- Step 4.** A confirmation pop-up window displays. Select the **OK** button to continue.



- **Tip!** You may return as often as you wish before the interview to edit the information you provided, until the EEOC locks the inquiry.
- **Tip!** Typically, the EEOC will lock the inquiry 24-48 hours before the scheduled interview, to review the information submitted. If you login to the Public Portal when the inquiry is locked, a message displays indicating that "additional information cannot be entered at this time". You can still view the information you submitted for the inquiry by selecting on the **View Inquiry** button.

Chapter 4 File the Charge of Discrimination

The EEOC sends the Charge of Discrimination electronically to you via the EEOC Public Portal. You can view, recommend changes to, and sign and file the Charge of Discrimination through the EEOC Public Portal.

If the charge was filed on your behalf (e.g., by your attorney), you must still sign the document, otherwise the EEOC may close the charge without taking further action. Follow the process as described below (the screen display will vary slightly but the steps are identical).

To sign/file a Charge of Discrimination, perform the following steps:

Step 1. The EEOC sends the Charge of Discrimination to the EEOC Public Portal. You will receive an email that the Charge of Discrimination is available for review.

Step 2. Open the EEOC Public Portal and select **My Inquiries/Charges/Cases**.



Step 3. The login page displays. Enter your user ID and password to login.

Step 4. If you have more than one case submitted with the EEOC, the **My Cases listing** displays first; select the Charge Number to access the **My Charge** page.

Step 5. The **My Charge** page displays with the information relating to the Charge of Discrimination that the EEOC has prepared.

➤ **Tip!** If you want to view the inquiry that you submitted, select the **View Inquiry** button.

U.S. Equal Employment Opportunity Commission

Welcome, Jane | Log Out

Filing with EEOC

Assessment Inquiry Schedule Interview More Details File Charge

Charge of Discrimination - Please Review Carefully

EEOC has prepared the following Charge of Discrimination based on the information you provided. Please carefully review the information below to ensure it is accurate.

If you agree with the contents of the charge, click **Sign & File**. This will file the charge with EEOC and send notice to the Respondent employer of your charge.

If the contents are not accurate or you wish to recommend a change, click **Recommend Change**.

If you do not wish to file a charge of discrimination with the EEOC, click **Do Not File**. If you do not file a timely charge, you may not be able to file or proceed with a lawsuit in court.

The EEOC Number for this Charge is **440-2024-05424**

[View Inquiry](#)

Information about you

You are Jane Portal
 Your address is 100 First Street, CHICAGO, Illinois 60601.
 Your phone number is 555-555-5555.
 Your email address is jportal@mailinator.com.
 Your year of birth is not provided.

Information about the company or organization that you believe discriminated against you

The organization name is BIG BUSINESS.
 It is located at 110 MAIN STREET, CHICAGO, Illinois 60601..
 It employs 15 - 100 Employees.
 Its phone number is (555) 413-8990.

Step 6. Scroll down the page to the **Recommended Changes** section and select the **Download Charge Document** at the bottom of the page to view the Charge of Discrimination.

- **Tip!** If you need to change the supplemental information for your inquiry before filing the charge, EEOC will unlock the inquiry. When the inquiry is unlocked, the Supplemental Inquiry Information page displays for you to edit the supplemental information. EEOC will modify the charge particulars as needed and resend the charge to you for review in the EEOC Public Portal.
- **Tip!** If you no longer want to file the charge, select the **Do Not File** button.

Step 7. A pair of radio buttons, **Yes** or **No**, displays to indicate if you want to make changes to the document.

Recommend Changes

Please indicate below any changes or corrections you would like EEOC to make to the contents of the Charge of Discrimination before you file it. Click Submit Changes when you're ready to send your recommendations. EEOC will review your recommendations and revise the Charge of Discrimination as necessary. You will be able to review the revised Charge of Discrimination information before you agree to sign and submit it.

Please remember that submitting recommendations for changes or corrections is NOT the same as filing a charge of discrimination. A charge of discrimination is a signed statement asserting that an organization engaged in employment discrimination. It requests EEOC to take remedial action. The laws enforced by EEOC require you to file a charge before you can file a lawsuit for unlawful discrimination. Click here for more information about [filing a charge](#). There are strict [time limits for filing a charge](#).

Using the radio buttons, please indicate whether you wish to recommend changes. Yes No

[Download Charge Document](#) [Do Not File](#)

Step 8. If you want to make changes or corrections to the Charge of Discrimination select the **Yes** button. A space to enter changes and a **Submit Changes** button are displayed.

Enter your recommendations in the space provided and select the **Submit Changes** button. Your changes will be automatically sent to the EEOC.

Recommend Changes

Please indicate below any changes or corrections you would like EEOC to make to the contents of the Charge of Discrimination before you file it. Click Submit Changes when you're ready to send your recommendations. EEOC will review your recommendations and revise the Charge of Discrimination as necessary. You will be able to review the revised Charge of Discrimination information before you agree to sign and submit it.

Please remember that submitting recommendations for changes or corrections is NOT the same as filing a charge of discrimination. A charge of discrimination is a signed statement asserting that an organization engaged in employment discrimination. It requests EEOC to take remedial action. The laws enforced by EEOC require you to file a charge before you can file a lawsuit for unlawful discrimination. Click here for more information about [filing a charge](#). There are strict [time limits for filing a charge](#).

Using the radio buttons, please indicate whether you wish to recommend changes. Yes No

Download Charge Document
Do Not File
Submit Changes

The EEOC addresses the recommended changes and sends the modified document back to you for review (Note: this step can be repeated if necessary).

Step 9. When you are ready to file your charge, select the **No** button. The **Sign & File** button is displayed. Select the **Sign & File** button to file a formal charge.

Recommend Changes

Please indicate below any changes or corrections you would like EEOC to make to the contents of the Charge of Discrimination before you file it. Click Submit Changes when you're ready to send your recommendations. EEOC will review your recommendations and revise the Charge of Discrimination as necessary. You will be able to review the revised Charge of Discrimination information before you agree to sign and submit it.

Please remember that submitting recommendations for changes or corrections is NOT the same as filing a charge of discrimination. A charge of discrimination is a signed statement asserting that an organization engaged in employment discrimination. It requests EEOC to take remedial action. The laws enforced by EEOC require you to file a charge before you can file a lawsuit for unlawful discrimination. Click here for more information about [filing a charge](#). There are strict [time limits for filing a charge](#).

Using the radio buttons, please indicate whether you wish to recommend changes. Yes No

Download Charge Document
Do Not File
Sign & File

Step 10. The confirmation page will appear. Check the box to confirm that the information in the charge is true and correct and electronically sign the document, then select the **File Charge** button.

- **Tip!** If you want to view the Charge of Discrimination again before confirming, select the **Download Charge Document** button.
- **Tip!** If you have changed your mind about filing, select the **Back** button, then select the **Do Not File** button when the previous page displays.

Step 11. The Charge of Discrimination is automatically regenerated to add your electronic signature and uploaded. A signed copy of the Charge of Discrimination will be emailed to you.

A confirmation page is displayed. Select the **Home Page** button to continue.