



U.S. Equal Employment Opportunity Commission (EEOC)

EEOC Public Portal User's Guide

Vol 5 – Charge Closure

June 23, 2025

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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 once 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 Automatic Inquiry Closure

If there has been no activity by you on your inquiry for 60 days, there are > 60 days until the filing deadline date, and you have not scheduled an interview, ARC will take steps to close the inquiry. First, you will receive the following email to confirm if you still want to proceed with your case:

*FROM: U.S. Equal Opportunity Employment Commission (EEOC)
<noreply@eeoc.gov>
TO: {Charging Party Email}; {Charging Party Contact/Legal Representative Email(s)}
SUBJECT: ACTION REQUIRIED – Are You Still Interested in Filing a Charge of Discrimination?*

*U.S. Equal Employment Opportunity Commission
{Charge's Accountable Office}*

We noticed that you do not yet have an intake appointment, possibly because there was no availability. If you are still interested in filing a charge of discrimination, [please click here](#), and we will contact you before your estimated filing deadline. (If you do not click the link above within 30 days, we will assume you are no longer interested in filing a charge, and we will close your inquiry without taking any further action.)

This email is an official notification from the Equal Employment Opportunity Commission (EEOC) regarding charge {EEOC Number}. Please do not reply to this email.

Notice of Confidentiality: The information contained in this transmission may contain privileged and confidential information, including information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited and may be unlawful. If you are not the intended recipient, please contact us at digital-support@eeoc.gov and destroy all copies of the original message and attachments.

You will have 30 days to respond. Click on the [please click here](#) link to continue to proceed with your case.

If you do not respond within 15 days, you will receive a second email reminding you to confirm if you still want to proceed with your case:

*FROM: U.S. Equal Opportunity Employment Commission (EEOC)
<noreply@eeoc.gov>
TO: {Charging Party Email}; {Charging Party Contact/Legal Representative Email(s)}
SUBJECT: ACTION REQUIRIED – Are You Still Interested in Filing a Charge of Discrimination?*

*U.S. Equal Employment Opportunity Commission
{Charge's Accountable Office}*

We noticed that you do not yet have an intake appointment, possibly because there was no availability. If you are still interested in filing a charge of discrimination, [please click here](#), and we will contact you before your estimated filing deadline. (If you do not click the link above within 15 days, we will assume you are no longer interested in filing a charge, and we will close your inquiry without taking any further action.)

This email is an official notification from the Equal Employment Opportunity Commission (EEOC) regarding charge {EEOC Number}. Please do not reply to this email.

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Click on the [please click here](#) link to continue to proceed with your case.

If you do not respond within 15 days after receiving the second notification, ARC will automatically close your case. You will then receive this email:

*FROM: U.S. Equal Opportunity Employment Commission (EEOC)
<noreply@eeoc.gov>
TO: {Charging Party Email}; {Charging Party Contact/Legal Representative Email(s)}
SUBJECT: ACTION REQUIRIED – We Have Closed Your Inquiry
U.S. Equal Employment Opportunity Commission
{Charge's Accountable Office}*

We have closed your inquiry because you did not respond to our prior emails or schedule an intake appointment. Please contact {Accountable Office email address} if you are still interested in filing a charge of discrimination, we will re-open your inquiry.

This email is an official notification from the Equal Employment Opportunity Commission (EEOC) regarding charge {EEOC Number}. Please do not reply to this email.

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Chapter 2 Charge Closed 90 Days or Less

Once a charge has been closed, you may still view the information and documents associated with your charge in the EEOC Public Portal for up to 90 days after the EEOC closes it. If your charge has been closed for less than 90 days, when you login to the EEOC Public Portal and select the charge number the following message displays on the **My Charge** page:

Your Charge is Closed

*You may view information and documents about this charge for up to 90 days after your receipt of the Notice of Right to Sue from the EEOC. If you have **not** already saved copies of the documents about this charge, **be sure to download and save them as soon as possible.***

2.1 Notice of Right to Sue

If a NRTS was sent, the "Notice of Right to Sue – Important Time Limit" message will display below the closure message:

Notice of Right to Sue – Important Time Limit

*If you choose to file a lawsuit against the respondent(s) named in your charge, you must file a complaint in court **within 90 days of the date you received the Notice of Right to Sue**. If you fail to file within the 90-day period, your right to sue on the charge will be lost and cannot be restored by EEOC. For more information about this time limit and filing a lawsuit, refer to enclosure that was provided with your Closure Notice/NRTS.*

You will also receive an automated email as shown below. It is important that you download the 'Closure Notice/NRTS' document within 7 days of receiving the email.

*FROM: U.S. Equal Opportunity Employment Commission (EEOC)
<noreply@eeoc.gov>
TO: {Charging Party Email}; {Charging Party Contact/Legal Representative Email(s)}
SUBJECT: Important Document Available for EEOC Charge {EEOC Number}*

*U.S. Equal Employment Opportunity Commission
{Charge's Accountable Office}*

EEOC has made a decision regarding charge number {EEOC Number}. It is very important that you download and retain a copy of this document. You may review this decision by logging into {EEOC Public Portal link}.

This email is an official notification from the Equal Employment Opportunity Commission (EEOC) regarding charge {EEOC Number}. Please do not reply to this email.

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Chapter 3 Charge Closed More than 90 Days

If your charge has been closed for more than 90 days, you will no longer be able to access your charge online, but you may request a copy of your charge file from the EEOC district office where you filed it. When you login to the EEOC Public Portal and select the charge number the following message displays:

Charges you file with EEOC are available for you to review for up to 90 days after they are closed. Charge 440-2018-00150 has been closed for more than 90 days, and information about it is no longer available in the CP Portal. To obtain copies of your charge files, you may submit a [Freedom of Information Act \(FOIA\) request](#) or [Section 83 request](#), or contact the Chicago District Office at (312) 869-8000.