Electronic Official Personnel Folder (eOPF)
Frequently Asked Questions for Department of the Army Employees

1. What is an Official Personnel Folder (OPF)?

The Official Personnel Folder (Standard Form 66) is a file containing records for an individual's federal employment career. The long-term records in the file are included to protect the legal and financial rights of the government and the employee.

2. What is the electronic Official Personnel Folder (eOPF)?

The eOPF is an electronic version of the paper OPF and a system for accessing the virtual folder(s) online. The eOPF system combines document management with workflow capabilities. It allows for each employee to have electronic access to their personnel folder instead of the hard copy paper folder which has to be reviewed at the Civilian Personnel Advisory Center (CPAC)/Non-Appropriated Fund (NAF) Human Resource Office (HRO). Benefits of eOPF include, but are not limited to:

- Immediate access to personnel forms and information for a geographically dispersed workforce

- E-mail notification of employees when documents are added to their eOPFs

- Multi-level secure environment with security rules for sensitive information

- No loss of official personnel documents due to filing and routing errors

- Reduced costs associated with storage, maintenance, and retrieval of records

- Electronic transfer of Human Resources (HR) data

- Integration with agencies' Human Resources Information Systems (HRIS) (e.g. Defense Civilian Personnel Data System (DCPDS) and Employee Benefit Information System (EBIS))

- Compliance with OPM and federally mandated HR employee record management regulations

3. Who has access to the eOPFs?

Employees are able to view their own documents within eOPF, but not modify the documents. HR Staff have access to employees' eOPFs within their service area. The eOPF system provides an audit trail that documents when and why an authorized user has reviewed a specific record.

4. When will employees have access to their eOPF?

Once the paper OPF is scanned and uploaded, the HR community will have access to the eOPFs. Employees will not have access to their eOPF until all of the Quality Control (QC) has been completed and the system is operating properly. If employees would like to view

something in their eOPF before eOPF is open to employees, then they will need to contact their servicing CPAC /NAF HRO representative and make an appointment to view their eOPF.

5. What happens to the hard copy OPF once it has been scanned in?

The hard copy OPF will be shipped to the National Personnel Record Center (NPRC) from the Conversion site. NPRC will keep the hard copy OPFs for one (1) year in order for Department of Army (DA) and CHRA to continue to correct any errors that may have occurred in the scanning process or prior to that time. After one (1) year, NPRC will destroy the hard copy OPF. The hard copy OPF will not be returned to the CPAC/NAF HRO nor will it be returned to the employee.

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

The Office of Personnel Management (OPM) has taken the following steps to ensure that your information is protected:

First, the eOPF can only be accessed through an Internet browser using Secure Socket Layer (SSL) with 128-bit encryption. This ensures that all of the information that the eOPF system sends to you over the Internet is encrypted or 'scrambled' and thus cannot be readily intercepted and read.

Second, access to your eOPF account is controlled by your user name and password. Do not give your password to anyone else. (If you lose or forget your password, use the 'Forgot Your Password?' link on the eOPF login page.)

Third, eOPF has been programmed to limit movement between screens to ensure that someone cannot go directly to your documents using a temporary Universal Resource Locator (URL).

Fourth, system timeouts are employed after periods of inactivity.

Even with these protections, you need to protect your data privacy by printing and filing (or electronically store) documents and ensuring that others are not able to access your information.

7. What measures are being taken to ensure that eOPF data is not lost?

OPM is hosting the eOPF system for all federal government agencies. Nightly incremental backups are conducted, which include all new documents and any related information added on a given day. Full system-wide backups occur weekly. OPM performs complete off-site storage of the entire data repository monthly.

8. How do I get training on the system?

The eOPF, like other web-based systems, is user friendly. Employee training material and guidance will be available on line at www.cpol.army.mil.   No formal classroom training or course enrollment will be required.

9. Do other agencies use eOPF?

Yes, the Office of Management and Budget (OMB) mandated all Executive Branch agencies eliminate paper Official Personnel Folders (OPF) by December 2013. As of September 2012,

over 2.0 million paper employee records have been converted to the eOPF system. Numerous agencies have made eOPF available to their employees; the list of agencies using eOPF is continually growing.

10. What is 'My eOPF'?

'My eOPF' is a button on the main menu. When the employee selects the My eOPF button, all of the contents of the user's eOPF are displayed. The employee can then select a document for viewing or printing.

11. What is a virtual folder?

In the paper world, an OPF is a single folder with two sides. Documents are often referenced as "left side" (Temporary) or "right side" (Permanent) documents. These folder sides, Temporary and Permanent, are replicated in the electronic world and are called "virtual folder sides."

12. Does eOPF include documents that are not a part of the OPF?

eOPF agencies can create "virtual" sides in addition to the Permanent and Temporary sides to store HR documents such as training certificates or performance appraisals. Army has created additional virtual folders and employees can see these sides as options on the search screen. Those folders are Return rights, Training, Performance, PRP, Overseas, and I-9.

13. What is 'My Profile'?

'My Profile' allows employees to access their personal information in their eOPFs. Tabs, listed across the top of the 'My Profile' page, allow users to manage their preferences, email options, emergency data, password, and personal security questions. The Preferences tab allows users to set individual viewing preferences for several eOPF screens. Some tabs may be disabled depending on Army settings.

14. What if I forget my password for eOPF?

If you forget or lose your password, you can click the 'Request a New Password' link on the eOPF login screen. If you have logged into eOPF previously and have answered security questions, you are asked to verify your identity and, once successfully verified, you will be able to create a new password. If you have not previously logged into eOPF, a request to reset your password is submitted and then distributed to you via the Army's selected method – either by email or by a letter through the U.S. Mail. This new temporary password is randomly generated by the eOPF system.

15. How long does it take to update my password once I create a new password using the 'Change Password' tab within 'My Profile'?

When you click the 'Update' button on the Change Password page, your password is immediately changed to the password you choose. Be aware that the password must meet the criteria established by OPM before the system accepts it.

16. Is there a Help feature in eOPF?

eOPF has an online help that you can view by clicking the word 'Help' at the top of most pages within the web site. The instructions in Help can be printed. If you are having system problems, please contact the eOPF Help Desk. The eOPF Help Desk can be contacted using the following methods:

Email: eopf_hd@telesishq.com **Phone: 866-275-8518**

You will need to provide the following information:

Name
Organization
Contact information (phone and email)
The URL impacted
Severity of problem (high, medium or low)
Description of problem
Any specific instructions (if necessary)

17. I clicked a document to view through the Adobe Acrobat viewer, and then clicked another document, but it doesn't open up. Why is this?

Only one document can be viewed at a time unless you have multiple Adobe windows open in eOPF. You will need to wait for each document to open before selecting the next document to view.

18. 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.   Any errors or omissions regarding content should be immediately directed to the eOPF helpdesk. Both APF and NAF employees need to submit a helpdesk ticket at eOPF_hd@Telesishq.com . If a document in your eOPF is illegible, you will also need to submit a helpdesk ticket.

19. I have reviewed my eOPF, and it appears that the latest document is missing. What should I do?

It is likely that the "missing" document is not yet available in eOPF. This can happen when your OPF has been converted to an eOPF, but new or recent actions have not yet been added to your record. The timing of the new document depends on how Army inputs new documents into eOPF. If you believe a document is missing or an action has not been posted after a reasonable amount of processing time, contact the eOPF helpdesk.

20. Who processes removal of documents?

Designated HR staff (primarily HR Specialists) are the only users who may add or delete documents from an eOPF. The deletion of a document is a two (2) step process. The HR Specialist deletes the document, then the Purge Administrator will review the document and make the final determination if the document should be removed. If the document is to be removed, it will be purged from the eOPF system. If a HR Specialist accidently deletes a document, the Purge Administrator can locate the document in the eOPF system and reinstate

the document. If you have concerns about a document (e.g., a letter of reprimand), contact your servicing specialist at your local CPAC or NAF HRO for resolution.

21. Are APF awards, resumes, and transcripts filed in my eOPF?

Awards: No, according to the Guide to Personnel Record Keeping, effective January 1, 1999, only documentation of Presidential rank awards and separation incentives may be filed on the right side of the Official Personnel Folder. No other awards actions effective after December 31, 1998, are authorized for long term (right side) retention. SF-50s for cash and Time Off awards will be filed on the right side of the eOPF. Awards justification for honorary awards should still be sent to your local CPAC for processing. There is also the self certification link in My Biz where you can update any missing awards that are not in DCPDS.

Resumes and Transcripts: No, unless the resume or transcript is needed to verify employment requirements for a current position.

22. Are NAF awards and university/college transcripts filed in my eOPF?

Awards: Yes. All awards processed through DCPDS will populate a DA3434 – Notification of personnel action, which is subsequently filed into the employees OPF, permanent (right) side.

Transcripts: No, unless the transcript is needed to verify qualification requirements for a current position. This applies to certification and licenses too.

23. How can I get email notifications when new documents are added to my eOPF?

After eOPF is fully implemented, employees will be notified ONLY by e-mail when new personnel documents (SF50s, DA 3434s, performance ratings, etc.) are added to their electronic official personnel folders. If you want to receive these important notices, you must use a Government computer to initially log on to the eOPF web page and obtain a user password as described in this Employee Quick Reference Guide. Your supervisor will be able to assist in making a Government computer available to set up your eOPF account. After the initial eOPF access by Government computer, you may change your notification preference to a personal e-mail address.

24. Is the employee notified when an item is removed from the employee's eOPF, such as a letter of reprimand or an SF-50/DA 3434?

The removal of a document, such as the expiration of a Letter of Reprimand or a Cancellation SF-50/DA 3434, does not generate a notification. However, any new personnel action added to the employee's record does generate a notification to the employee if there's a valid email address in eOPF and the Army has activated the notification to employees of document activity.

25. Is the employee notified if an authorized user, such as an HR Specialist, views the employee's eOPF?

No, there is no email notification when an authorized user, such as an HR Specialist, views an eOPF. However, an electronic log is kept in your eOPF on who has viewed it and the reason for the review. An employee can ask to see the history of their record.