

eOPF Frequently Asked Questions

November 2007

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

The Official Personnel Folder (Standard Form 66) is a file containing records that cover an individual's employment history. It covers all of your Executive Branch service under [Title 5, United States Code](#). The long-term records included in the file are chosen to protect the legal and financial rights of the Government and the employee. The Official Personnel Folder is part of the Government-wide system of records, OPM/GOVT-1.

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

The eOPF is an electronic version of the original OPF. It is the system for accessing the electronic folder online. The eOPF software combines document management and workflow capabilities. The eOPF allows each employee to have an electronic personnel folder instead of a paper file. Some of the features of the system include:

- Provides immediate access to OPF forms and information for a geographically dispersed workforce
- Delivers an e-mail notification to the employee when a document is added to the eOPF
- Supports a multi-level secure environment, with security rules for vital information
- Eliminates loss of employee's official personnel files in filing and routing
- Reduces costs associated with storage, maintenance, and retrieval of records
- Provides for electronic transfer of human resources data
- Integrates and complements agency human resource information systems capabilities
- Complies with OPM and federally mandated HR employee record management regulations
- President's Management Agenda for electronic systems

3. What is the benefit of having an eOPF?

Replacing paper folders with electronic folders reduces storage, copying, and filing requirements; saves labor and mailing costs; and facilitates more strategic decision-making. The use of the eOPF assures continuity of operations and disaster recovery by providing agencies with offsite electronic record storage. Finally, the eOPF fosters employee satisfaction by providing self-service web access to key personnel information, 24/7.

4. Who will have access to my eOPF?

HR specialists will have read and write access to employee eOPFs within their service area. Employees will have read-only access to their own information. Supervisors can be granted

read-only access to appropriate subordinate employee folders, as well. In addition, each time a folder is accessed by someone other than the employee, a record is made of who accessed it and why. When an employee logs into the eOPF system, s/he will see a log with the names of those individuals who were in their eOPF and why the individuals were there.

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

OPM has taken several 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 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. 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 are employed to inactivate the system after periods of inactivity. Even with these protections, every employee should protect their own data privacy by printing and filing personal documents and ensuring others are not able to access their information.

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

OPM manages the eOPF system for all federal government agencies. Nightly incremental system backups will be conducted, which include all new documents and any related information added on a given day. Full system-wide backups will occur weekly. Both backups are placed on backup tapes in an encrypted format and are stored off-site from the hosting facility. These steps will ensure that the system and data can be restored in the event of a disaster.

7. Do other agencies use electronic Official Personnel Folders?

As of October 1, 2007 the eOPF project not only met, but exceeded its FY 2007 goal of converting 600,000 personnel folders to electronic files by converting 618,808 folders. This milestone represents a consistent work effort accomplished by a small army of people physically scanning, indexing, providing diligent quality reviews and then ultimately delivering electronic images of more than 100 million pages of Federal employee personnel folders. To date, 35 Federal agencies have eOPF implementation programs either completed or underway.

8. What if I transfer to an organization that does not have eOPF?

If your new organization is not yet a subscriber to eOPF, the EMCBC OHR will print off hard-copies of your electronic OPF and send them to the new servicing HR office at the gaining agency.

9. What is 'My eOPF'?

My eOPF is the method whereby employees can access the contents of their electronic Official Personnel Folder. Once current OPFs are scanned, HR records will be available electronically for employees to retrieve through "My eOPF." All future OPF records processed by OHR will be available electronically, as well (instead of being printed and

mailed to employees). Future HR paperwork will be electronically filed in employees' eOPFs and readily available for review/print through the "My eOPF" access process.

10. How do I access My eOPF?

We don't know the answer to this one yet. Access instructions will be provided in the Spring, once our eOPFs are on-line, available for access and all log-on details have been worked out.

11. What is a Folder?

In the paper world, OPFs consisted of a single file folder (SF-66). Documents were often referenced as those filed on the "left side" (Temporary) or "right side" (Permanent) of the folder. These hard-copy folder sides are replicated in the electronic world by their formal names and are referenced as individual folders or folder sides (these terms are often used interchangeably). Additional standard folder sides in the eOPF exist for Performance, Training and Overseas assignments. Your agency may not be using all of the standard folders, or may have added additional folders based on unique requirements.

12. What are 'Preferences'?

The Preferences button allows end users to tailor several eOPF screens to individual viewing preferences.

13. What if I lose my password for accessing my eOPF?

There is a 'Forgot Your Password' link on the eOPF login screen if you forget or lose your password. You will be asked a few questions to verify your identity and, once successfully verified, a new password will be randomly generated for you and sent via email.

14. How long after I click on the "Change Pwd" button until I receive a new password?

When you click on the 'Change Pwd' button, your password is immediately changed to a password you choose. Be aware that the password must meet the complex password criteria established before the system accepts it.

15. How long after I submit a request for a new password through the "Forgot your Password?" feature until I receive a new password?

If you have established an email address in eOPF and successfully answered the challenge questions correctly, you should receive an email within ten minutes. If you do not have an email address or you incorrectly answered a challenge question, you will be contacted by the Help Desk within 24 hours.

16. 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 instructions in the help feature can be printed out if you wish to do so.

17. I click on a document to see it through the Adobe Acrobat viewer, and then click on another document and it doesn't open up. How is this explained?

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 you wish to see.

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

Contact the eOPF Help Desk. The Help Desk is equipped to “diagnose” the problem and direct it to the correct resource to solve the issue. In this case, the Help Desk would route you to the appropriate HR representative at your agency. Please do not send the problem directly to an HR staff member, as he/she may not be the correct contact to solve the issue. As soon as implementation instructions are available in the Spring, you will have the appropriate contact information to get in touch with the eOPF Help Desk.

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

It is likely that the missing document is still at your servicing OHR and has not yet been added to your eOPF file. Because scanning happens at various times over several months, documents occasionally arrive at the OHR to be placed in the paper OPF while it was away being scanned. Upon return of your hard-copy OPF, we will scan these additional documents into the eOPF. Some forms, like the Notification of Personnel Actions (SF-50s) come from another system and will be transmitted directly into the eOPF. However, certain processes still produce paper which will have to be manually scanned in-house and added to your OPF when it comes back from scanning (i.e., Health Benefits Open Season changes). Therefore, the conversion of paper documents to a scanned version will be standard practice for the OHR for the foreseeable future.

20. Who processes removal of documents?

HR Specialists are the only users that may add or delete documents from the eOPF. If you have a concern about a document (e.g., a letter of reprimand), call the eOPF Help Desk. The Help Desk will route your request to the appropriate HR specialist at your agency.

21. Will this system include other documents that are not a part of the paper OPF?

Within the eOPF agencies can create additional “virtual” sides (i.e., left side – temporary) to store other HR documents, such as training or performance appraisals. If your agency has created additional folder ‘sides’ beyond the standard issue, end users will see them as options on the search screen. HR Specialists will have the option to assign documents to the additional folder sides in the same manner as the standard folder sides. Access to other

forms will be based on current OPM recordkeeping practices (as identified in the *OPM Guide to Personnel Recordkeeping*).

22. What will happen to documents that include signatures which are not legally acceptable in electronic media?

According to the *OPM Guide to Personnel Recordkeeping*, certain documents must always be retained in paper, namely:

- RI 76-10, Assignment of Federal Employees' Group Life Insurance
- Standard Form 2823, Designation of Beneficiary Under the Federal Employees' Group Life Insurance Program
- Standard Form 3102, Federal Employees Retirement System Designation of Beneficiary
- ALL paper documents in a Merged Records Personnel Folder covering periods of employment not under the OPM's recordkeeping authority.

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

The removal of documents will not generate notifications. However, any new document placed in your eOPF will generate a notification.