eOPF Frequently Asked Questions (FAQ)

General Information

1. What is an 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 Executive Branch service under title 5, United States Code [http://www.gpo.gov/fdsys/browse/collectionCfr.action?collectionCode=CFR]. 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 and a system for accessing the electronic folder online. 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 potential for 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
   - Complies with OPM and federally mandated HR employee record management regulations

3. Why is eOPF Important?
eOPF is important to all Employees because it...
   - Saves time by delivering personnel records to their desktop instantly – to any place, at any time
   - Imposes additional safeguards over personal data

...to HR Specialists because it...
   - Frees HR Specialists from mundane paperwork
   - Enable HR Specialists to be more responsive to personnel folder requests
   - Decreases the cycle-time to process personnel actions
   - Eliminates re-work caused by inaccurate or missing personnel data/folders

...to NIH/HHS because?...
   - eOPF enhances the accuracy, portability, and security of personnel records
   - Saves taxpayers money by reducing non-value-added activities
   - Provide a “single source of truth” in personnel data
   - Enables management to derive greater insight about the workforce through improved reporting of personnel data
4. **Who is covered by eOPF? Non-FTE employees? Commissioned Corps?**

All Federal civilian employees are covered. Federal (GS) employees can access eOPF 1-2 pay periods after their start date. Title 42 employees with Pay Plan AD, can have access to eOPF if they have a @nih.hhs.gov email. Some examples of who are not covered, these users do not have access to eOPF

- Commissioned Corps
- IRTA Fellows
- Guest Researchers
- Visiting Fellows
- Contractors
- Special/Student Volunteer
- & Pay Plan EI

5. **Who can access my eOPF?**

You’re servicing HR specialists (benefits and staffing specialists), eOPF Systems Administrator from the project team, NIH HR Systems Support Help Desk have access to your eOPF.

**For documents management:** Staff from the record room who manage the eOPF documents also has access to your eOPF. Each user also has a responsibility for protecting the information in his/her eOPF. These responsibilities are in the Rules of Behavior [https://eopf.nbc.gov/hhs/Docs/General/RulesOfBehavior.htm](https://eopf.nbc.gov/hhs/Docs/General/RulesOfBehavior.htm) that appear whenever you login to the eOPF system.

6. **Who owns the OPF and eOPF, the employee or the agency?**


7. **What measures are being taken to prevent identity theft, hacking, etc.?**

All data in the eOPF is protected with industry standard encryption that is used by the banking industry and others for securing sensitive data when using the Internet. Further, all eOPF transactions are automatically logged and reviewed on a regular basis. This allows for a review to ensure that any security violations or unscheduled trends are addressed in accordance with privacy policy. By design, all changes to eOPF can only be performed by an authorized HR representative. The OPM site that is hosting the eOPF computer and network systems has been thoroughly reviewed and certified and accredited (C&A) in accordance with Federal and HHS- specific guidelines for security. eOPF customer support staff - Federal employees and contractors have undergone background investigations that include a credit and fingerprint check through the OPM and the FBI National Criminal Records Database. HHS adheres to Federal mandates and takes security very seriously. We ensure necessary precautions to ensure that end user security is not compromised.
8. **What measures are taken to ensure that eOPF data is not lost?**

OPM hosts the eOPF system for HHS and other 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 on a monthly basis. Are there any special accommodations available for employees in remote locations who do not have access to PCs? Special accommodations are not necessary. Employees without access to PCs will be handled as before, except that the HR Specialist will print the eOPF to review it with the employee rather than retrieve it from storage.

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**Logging In**

1. **How do I login to eOPF?**
   
eOPF is now integrated with the Access Management System (AMS). Please visit the AMS page at: [https://ams.hhs.gov/](https://ams.hhs.gov/) you can login using your NIH issued access card (PIV) and pin or your NIH Network Credentials (username and password).

2. **I am a new employee, how soon can I expect to have access to my eOPF?**
   
   Your eOPF welcome letter is sent to you 4 weeks after your hire date (or 1-2 pay periods). This email will provide you with your eOPF login instructions when accessing the system as a first time user.

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**Email Notifications**

1. **What information is included in the e-mail notification that eOPF generates to notify employees?**
   
The e-mail notification sent to the employee when a document is added contains only basic information about the document, such as form number, type of action, and effective date.

2. **Are employees notified when items are removed from their eOPF (i.e. letters of reprimand, SF-50s)?**
   
The removal of documents, such as the expiration of a Letter of Reprimand or a Cancellation SF-50 does not generate notifications. However, all new personnel actions generate notifications.

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**Making Corrections**

1. **Who do I contact to make corrections for documents in my eOPF?**
   
   For issues like, missing or wrong documents in your eOPF, or you notice a document is on the wrong side of your eOPF, please contact HR Systems Support (submit a help desk ticket: [http://intrahr.od.nih.gov/helpdeskform.htm](http://intrahr.od.nih.gov/helpdeskform.htm)).

2. **If my home address is incorrect in eOPF, how do I get it corrected?**
   
   You must use myPay [https://mypay.dfas.mil/mypay.aspx](https://mypay.dfas.mil/mypay.aspx), the employee self-service system, to update your home address. Once you've made the update in myPay, the address automatically updates in the HR processing system and subsequently in the eOPF system. This process usually takes up to three weeks for the changes to be reflected in eOPF. If you made the changes and do not see it reflected in your eOPF within 4 weeks, please contact HR Systems Support.
Using the System

1. **What does the column 'Folder' with values 'Left', 'Right', refer to on my eOPF?**

   Documents are filed in the Official Personnel Folder to record important events in an individual's Federal employment history. The documents are either temporary or long-term documents. They are designated as follows:

   - **LEFT Side**: Temporary Documents. Temporary documents are documents that are not kept for the life of the personnel folder. These documents are filed on the LEFT side of the folder.
   - **RIGHT Side**: Long Term Documents. Long-term documents are kept for the life of the folder. These documents are filed in chronological order on the RIGHT side of the personnel folder.

   The “left side, right side” terminology refers to the old practice of physically attaching a document to the left or right side of the paper folder according to its effective longevity.

Transferring to another Agency

1. **What happens to my records if I transfer to another agency?**

   If you transfer to an agency that is using eOPF, your records will be transferred electronically. If you transfer to an agency that is not using eOPF, your records will be printed from eOPF and mailed to the new agency, where they will create a hard copy OPF.

2. **If I leave Federal Service will I still have access to eOPF?**

   Users must be logged into the HHS network in order to access eOPF. Therefore, if you leave Federal service you will not be able to access the system.

Additional Help

1. **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 website. The instructions in the help feature can be printed out if you wish to do so.

2. **I cannot open a pdf file in eOPF.**

   Use the CTRL key. Hold down the CTRL key and then click on the view icon. Make sure you hold the CTRL key down all the way, until the document is open.

   Note: Please ensure that IE ‘compatibility view’ is off.

Need additional help?

- AMS login issues: ONE DHHS Help Desk 1-888-663-3447 or visit the AMS Self-Help Portal [https://ams-portal.psc.gov/](https://ams-portal.psc.gov/)
- eOPF Help Desk: 1-866-275-8518 or [eopfhelpdesk@opm.gov](mailto:eopfhelpdesk@opm.gov) If you any other issues with eOPF
- eOPF User guides: [http://hr.od.nih.gov/hrsystems/benefits/eopf/default.htm](http://hr.od.nih.gov/hrsystems/benefits/eopf/default.htm)

OHR customers, please contact your eOPF super user [https://intrahr.od.nih.gov/hrsystems/hrss/leadusers.htm](https://intrahr.od.nih.gov/hrsystems/hrss/leadusers.htm)

Still have a question? Contact HR Systems Support: [http://intrahr.od.nih.gov/helpdeskform.htm](http://intrahr.od.nih.gov/helpdeskform.htm)