Login Instructions for <u>first-time users</u> OR users that have had their accounts reset

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Step 1

Open your internet browser and navigate to the following URL: https://nbib.opm.gov/e-qip-background-investigations/.

Step 2

Click the *"Enter e-QIP Application"* button in the center of the screen.

Step 3

Upon arrival to the e-QIP Login screen, you will be presented with a welcome message introducing the updated design that was published July 2018. After reading the message click **"OK"**.
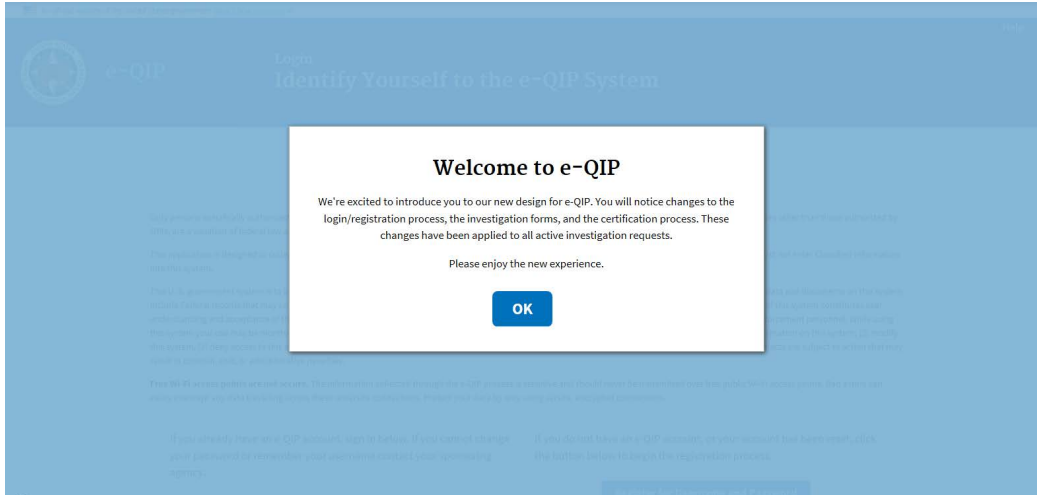
Step 4

As a first time user with a registration code or a user that has had their account reset and has a new registration code to enter, click the *"Register for Username and Password"* button.
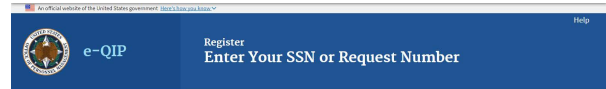
Step 5

As a first time user you will enter your Social Security Number, or if you don't have a Social Security Number you will enter the e-QIP Request ID Number provided to you by the agency requesting your information. Then you will click the *"Submit"* button.

Step 6

Enter your identifying information. The registration code is a 14 character alphanumeric code that your sponsoring agency must provide to you either directly or through OPM's automated email service. Only the registration code field is case sensitive. These fields must match what your sponsoring agency has inputted into your e-QIP profile. **If you are receiving a "login failed" error message you will have to contact your sponsoring agency for support**. After you have completed all of the fields, click the *"Submit"* button.
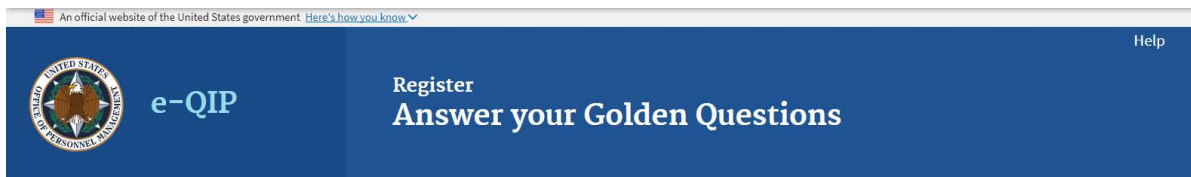
Step 7

Create a username and password by typing each in its respective field and then typing it again in the "confirm" field. These will remain the same for future logins. See the screen for password requirements as **your password needs to be at least 14 characters long and have at least 3 of the 4 characteristics**:

- Uppercase letter
- Lowercase letter
- Number
- Special Character

Once you have entered your username and password in all required fields, click the "***Submit***" button.

Step 8

Choose three challenge questions from the drop down menus and enter your responses in the "Answer" fields. If you are having trouble typing identical answers in the "Confirm Answer" fields, check the box next to "Allow me to see my Challenge Answers as I type them."
After choosing and answering all three challenge questions, click the *"Submit"* button.

Step 9

You now have the option to implement two-factor authentication with a device of your choosing for any future logins. **This is NOT a requirement** and you can choose to not enroll by clicking, *"Skip for Now"* and continue to Step 10 of this guide. If you wish to enroll in two-factor authentication, see Step 11 in this guide. If you skip for now, you will be given the option to enroll again when you log back into e-QIP.

Step 10

You may now begin entering you data into the investigative form by clicking the link *"Enter Your Data" or "Begin Request"*. If you have more than one agency requesting your information you may have more than one Questionnaire from which to choose. If you need help determining which form to begin entering data into, contact your sponsoring agency for help.

Log-in for Two-Factor Authentication (optional)

Step 11

If you want to use two-factor authentication for future logins by linking your e-QIP account to a device of your choosing you must FIRST click the link **"More information"** for instructions on what to download on your device. Ensure you choose a device you will have access to the next time you wish to login to e-QIP.

Step 12

The instructions on the screen give an overview of the process you will need to follow. FIRST you will need to download a two-factor authentication application to your smartphone, computer or tablet. Again, ensure you choose a device that you will have access to the next time you need to log into e-QIP. After reading the instructions and downloading the application of your choosing to the device of your choice, you may close the browser window or tab within the browser that is displaying the instructions in order to return to the enrollment screen.
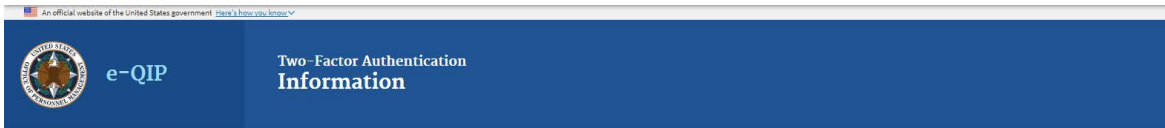
More Information on Two-Factor Authentication

What is two-factor authentication?

Two-factor authentication adds an additional layer of security to your login by requiring information from a second login factor to access your account. Examples of login factors include:

Something you know
username, password

Something you have
smartphone, tablet, laptop

Something you are
fingerprint, retina

Why should I use two-factor authentication?

Using two different factors of authentication protects your account by preventing remote attackers from gaining access with just your username and password. Remote attackers cannot pretend to be you without access to you or your physical device.

How do I setup two-factor authentication in e-QIP?

1. **Install a two-factor authentication application on your device**

   There are a number of free two-factor authentication applications (e.g., Google Authenticator, FreeOTP) that support a wide range of operating systems including Android, iOS, Windows, and Mac OS

2. **Add your e-QIP shared secret to your two-factor authentication application**

   Scan the QR code or enter your shared secret provided by e-QIP into your two-factor authentication application. Just follow the instructions provided by your preferred application to associate two-factor authentication with your e-QIP account.

3. **Complete enrollment in e-QIP**

   After setting up your application, complete enrollment by following the instructions provided by e-QIP.

How do I login to e-QIP using two-factor authentication?

After you have successfully enrolled in e-QIP two-factor authentication, you will login into e-QIP using your username and password. After providing these credentials, you will be asked to enter the verification code generated by your two-factor authentication application. Depending on the application you have chosen, you may be able to receive verification codes via text message, push notifications, or phone calls to your smartphone or a designated landline. You may also have the option of storing offline passcodes on your device in the event that your device does not have Internet connectivity or cell reception.

Are there standards and guidelines associated with two-factor authentication?

Executive Office of the President - Office of Management and Budget
M-06-16: Protection of Sensitive Agency Information - 06/23/2006
M-11-11: Continued Implementation of Homeland Security Presidential Directive (HSPD) 12 - Policy for a Common Identification Standard for Federal Employees and Contractors - 02/03/2011

National Institute of Standards and Technology
Special Publication 800-63-2: Electronic Authentication Guideline - 08/2013
Special Publication 800-53: Security and Privacy Controls for Federal Information Systems and Organizations - 01/22/2015

Internet Engineering Task Force
RFC 6238: TOTP: Time-Based One Time Password Algorithm - 05/2011

Payment Card Industry
DSS v3.1: Requirements and Security Assessment Procedures - 04/2015

U.S. Department of Health and Human Services
HIPAA Security Rule: Remote Use - 12/28/2006

North American Electric Reliability Corporation
CIP-005-5: Cyber Security - Electronic Security Perimeter(s) - 02/03/2013

Step 13

Now that you have installed a two-factor authentication application, you may select the *"Enroll"* button.

An official website of the United States government Here's how you know ∨

Help

e-QIP

Two-Factor Authentication
Enroll in e-QIP Google Authentication

e-QIP provides enhanced applicant security with optional Two-Factor Authentication. You may choose to enroll and set up this extra layer of security now, or decline to be asked later. You will need to install an app on your smartphone or an application on your computer if you opt to utilize two-factor authentication.

Advantages of two-factor authentication

- Enhanced account security
- Multiple layers of protection
- Regular password updates
- It's free

More information

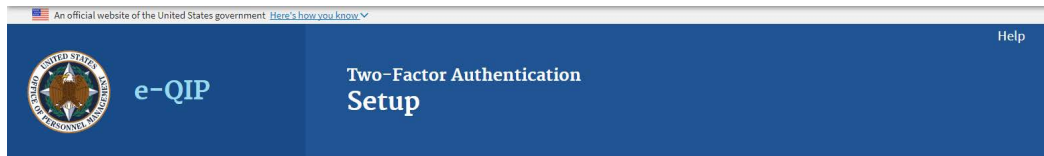Enroll   Skip for now

Step 14

Now that you have an authentication application:

For *smartphones* or *tablets* that can use the QR Barcode (e.g.): Open the authentication application, manipulate the application to where it is ready to image the QR barcode and hold the smartphone or tablet up to the computer screen. Enter the six-digit number that generates into the "Verification Code" field and then click the *"Submit"* button.

For *computers, smartphones, or tablets* with authentication applications that require the "Shared Secret" code instead of the QR Barcode: Open the authentication application, manipulate the application to where it is asking for the Shared Secret code and enter the code shown on the e-QIP screen. Enter the six-digit number that generates into the "Verification Code" field and then click the *"Submit"* button.

Note: This code changes every 30-45 seconds so it must be entered correctly and quickly.

You may choose **"Skip for now"** at any time in order to continue without the Two-Factor authentication in which case you should arrive at the screen to enter your information (Step 11 in this guide).

Step 15

You may now begin entering you data into the investigative form by clicking the link *"Enter Your Data" or "Begin/resume request"*. If you have more than one agency requesting your information you may have more than one Questionnaire from which to choose. If you need help determining which form to begin entering data into, contact your sponsoring agency for help.

Note for Future Logins: The next time you login to e-QIP, after entering your username and password you will be prompted only to enter the six-digit verification code. (As shown below.) You simply need to open the authentication application and retrieve the current six-digit number presented. You do not need to scan a QR Barcode or enter a Shared Secret as the device is already associated with your e-QIP account.

If you no longer have access to the device with the authentication application you must request your sponsoring agency to perform an "authentication reset" which will require you to register a new username and password.