

Applicant
Electronic Questionnaires for
Investigations Processing
(e-Qip)
Handbook



DEPARTMENT OF THE ARMY

October 2006



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Instructions for Applicant

1. Ensure your internet browser is configured to use the Electronic Questionnaires for Investigations Processing (e-Qip) website. If you are using Internet Explorer make sure the following options are checked:

- ✓ Launch Internet Explorer.
- ✓ Under the "Tools" menu select "Internet Options".
- ✓ Select the "Advanced" Tab at the top of the window.
- ✓ Scroll through the list of options. Under "Security" ensure that you place a "check mark" in the "Use TLS 1.0" block.
- ✓ Once this box is marked, click on the "Apply" button and then click on the "OK" button.

2. Type the following URL into the address bar for Internet Explorer and press the "Enter Key".

www.opm.gov/e-qip



Instructions for Applicant

3. After clicking the e-Qip "Applicant Site", you will receive the "Testing Your Web Browser for Compatibility" page to ensure your web browser supports the e-Qip system and your web browser's "Script" setting. You will note that all three blocks should say "OK". Click the "Continue" block.

4. You should now be at the e-Qip Login. Enter your SSN in the boxes provided and click on "Submit". You will be prompted to answer "three Golden Questions". If this is your first time logging into the site to start your investigation package, please do the following:

- ✓ In what year were you born? - answer this question with the correct year that you were born, e.g, 1954.
- ✓ In what city were you born? - answer this question with "Unknown".
- ✓ What is your last name? - answer this question with your last name, to include Jr., III, if applicable.

5. Click on the "Submit" button at the bottom of the page to continue.

6. You will then be prompted to answer the same "three Golden Questions" again. This time answer, "In what city were you born?" with the correct city you were born, e.g., Chicago, Dallas, etc.

NOTE: If you leave the questionnaire at any time and return at a later date to enter additional information or complete the questionnaire, just answer the "three Golden Questions" created with your city of birth. (The "Unknown" answer is only required the first time logging into the system.)



Instructions for Applicant

7. Click on the "Submit" button at the bottom of the page to continue.

8. You should now be at the "Select Investigation Screen". At the bottom of the page, under the "Actions" column, click on the link "Enter Your Data".

9. You should now be at the "Welcome Screen". Read the instructions carefully. This page will provide you with basic information on using and navigating through the e-Qip site. Click on the "Continue" button at the bottom of the page to continue.

10. You should now be at the "Form Completion Page". Read this page carefully and click on the "I Have Read and Understand the Above Statement" and continue.

11. You should now be at the "E.O. 12968 Screen". Read this page carefully and click on the "I have Read and Understand the Above Document" and continue.

12. You should now be ready to enter your information to complete your security questionnaire. The next pages will walk you through each section of the questionnaire and conclude with signature pages that you must print out, sign and return to the security office. At the conclusion of completing your questionnaire, you will have the option to print a copy of the questionnaire for your records. Once completed, you will be given the option to submit your questionnaire package back to the security office for their review and approval.

NOTE: At the end of each page, choose "Save" or "Save/Continue" depending on the options given. You should always select "Save/Continue" when the option is available. If the "Save" option is the only button available, choose that option to continue.



Instructions for Applicant

Entering Your Data

NOTE: Click "Help" from any screen for specific guidance on functions for that screen.

First Time Data Entry: Before you begin entering data for the first time, read each instruction document listed on the "Read Instructions" screen. Indicate that you have read and understand each document by checking the corresponding checkbox. When finished, click the "Submit" button to continue. You must read each document and indicate that you have done so before you may continue.

Question Navigation: From any question screen, you may click the "View Questions Navigation List" hyperlink to go to any desired question. In the Navigation List, an asterisk denotes all questions that do not have an answer entered. When you enter data for a question and click "Submit", the asterisk is no longer displayed. **Required input fields are marked with an asterisk "*".**

Errors and Warnings: After clicking "Submit", if the system displays the same screen with "Validation Results" listed at the top, you must satisfy validation criteria (e.g., there was a problem with your submission that needs to be addressed).

For validation "Error" messages, you may correct your data by scrolling to the appropriate field and editing. After making corrections, click the "Submit" button at the bottom of the page to save your changes.

For validation "Warning" messages, you may either provide the requested information or click the "Explain" button next to the message to explain why the information cannot be supplied.

Upon clicking the "Explain" button you may provide an explanation in the text field or check the box labeled "I do not know the requested information". After choosing an action, click the "Submit" button to save your changes.



Instructions for Applicant

For validation "Error" and "Warning" messages, you may also choose to click the "Continue" button. If you click the "Continue" button, you may advance to the next question screen and correct the information at a later time prior to the final submission of your form.

To delete an entry, click on the "Delete" button.

If you decide to not make any changes, click on the "Cancel" button.

If you make a mistake and want to start over on a given screen, click on the "Reset This Screen" button at any time prior to clicking the "Submit" button.

When you are finished and ready to proceed, click on the "Submit" button. Upon clicking the "Submit" button, your information will be saved.

Displaying Your Data

When you are ready to display and/or print the information that has been entered into e-Qip, select "Main Menu" from any question screen. Displaying and/or printing can only be accomplished from the Main Menu. Select "Display Your Data" from the Main Menu. A new browser window will then appear which will display on the screen all the data that has been entered up to that point. You can print the displayed data by first selecting "File", then "Print" from the new browser window.

Validating Your Data

When you are satisfied that all answers are complete and accurate, return to the Main Menu to select "Validate Your Data".



Instructions for Applicant

The validation results show errors that need to be corrected. Read the validation results and the associated errors. Close the window. To correct your answers, select "Enter Your Data" from the Main Menu then select the desired question from the "View Questions Navigation List". To return to this screen after editing your data, click on "Main Menu" and then click "Validate Your Data".

Listing Attachments

You may attach additional information, e.g. resumes, photographs, maps, or any other type of information that you believe would assist with the processing of the personnel security investigation.

Select "List Expected Attachments" from the Main Menu, the system will display the "Edit Attachments List" screen. This screen allows you to create, delete and edit attachments that you will send with your request. It is the applicant's responsibility to write his or her social security number and the e-Qip request ID number, e.g., 228069, on each page that is attached. Your request ID number is displayed as reflected on page 19.

Certifying Your Data

Before clicking on the "Certify/Submit Form" hyperlink, print out a copy of your SF86 and provide the copy to your Security Manager (SM) for review of completeness and accuracy. Once any errors and/or corrections have been identified, you can then return to e-QIP to make revisions. After you complete any updates to the SF86, and are ready to submit the request, click the "Certify/Submit Form" hyperlink from the Main Menu and follow the instructions. Ensure that you have completely entered your data, validated your data for errors, and reviewed your data for correctness.



Instructions for Applicant

Follow the instructions on the "Certify" screen. Certify that the answers you provided on the questionnaire are correct and accurate. **After certification, your answers to the questionnaire will be locked and unavailable for editing.**

You may print an official copy of your data and release forms only after you complete certification. Answer the questions on the "Certify" screen by clicking in the checkbox to the right of the question to continue the submission process. **Once you answer the questions with "Yes" and click the "Submit" button, you will no longer be able to change the data.**

As part of the certification process, e-Qip must revalidate your entire questionnaire. This process takes a moment, so please click the "Submit" button only once.

After certification, the system will return to the Main Menu, where you must select "Release Request to Agency". On that screen, you must click the "Release to Agency" button. A pop-up window will ask you "Are you absolutely sure you want to release your request to the Agency?".

You must click the "OK" button to complete your submission. After you have successfully certified your form, you cannot change your data. If you are not ready to submit your request, screen, click the "Cancel" button.

To exit the e-Qip system **WITHOUT** saving your data, click on the "Exit e-Qip" button. Upon clicking this button, you will be prompted to confirm your intentions. Click the "OK" button in the pop-up box to exit, otherwise, click on the "Cancel" button.



How to Access e-QIP

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail

Address http://www.opm.gov/e-qip/

http://www.opm.gov/e-qip/ New | Quick Index | Operating Status Search

Office of Personnel Management
The Federal Government's Human Resources Agency

Strategic Management of Human Capital Employment and Benefits Career Opportunities

Working for America

You are here: [Home](#) > [e-qip](#)

e-QIP Gateway

Electronic Questionnaires for Investigations Processing



Welcome! This is your first stop in the process of completing your security clearance or background investigation Questionnaire. This page provides information about the type of internet connection you need to use e-QIP, diagnostic tools for your computer, and other help topics. Please choose one of the options listed below. Thank you for visiting e-QIP!

Getting Started

- [Quick Reference Guide for the Applicant](#)
- [Frequently Asked Questions](#)
- e-QIP Brochure for Applicants (Version 1.07):
 - [PDF version](#) 
 - [Word version](#) 

Electronic Questionnaires for Investigations Processing (e-QIP)

- [e-QIP Applicant Site](#)

Please note that you must be given access to the e-QIP Applicant Site by your agency. Individuals may not pre-apply for a security clearance.

Information For Federal Agencies

- [Orientation Schedule for Federal Agency Staff](#)

Questions?

Contact the agency that gave you access to e-QIP or send an email to: e-QIP@opm.gov

Applicant logs into e-Qip



How to Access e-QIP

File Edit View Favorites Tools Help

Back Search Favorites Media

Address <http://www.opm.gov/e-qip/>

New User About the Agency | What's New | Quick Index | Operating Status Search

Office of Personnel Management
The Federal Government's Human Resources Agency

Strategic Management of Human Capital Employment and Benefits Career Opportunities

You are here: [Home](#) > [e-qip](#)

e-QIP Gateway
Electronic Questionnaires for Investigations Processing

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- [Orientation Schedule for Federal Agency Staff](#)

Questions?

Contact the agency that gave you access to e-QIP or send an email to: e-QIP@opm.gov

Click on "e-QIP Applicant Site" for the questionnaire.



Web Browser Compatibility

e-QIP: Testing Your Web Browser for Compatibility - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media Print Mail

Address <http://www.opm.gov/e-qip/browser-check.asp?check> Go Link

Testing Your Web Browser for Compatibility

Before you continue, the e-QIP System must verify that you are using an approved web browser that is properly configured. If you need to make changes to your web browser's settings, click [Try Tests Again](#) to retest your configuration.

Your Web Browser's Brand and Version

We detected that you are using Microsoft Internet Explorer. The version number we detected is 6.0.

OK - The e-QIP System **does support** this web browser.

Your Web Browser's Cookie Acceptance

OK - We detected that session cookies **are enabled** for your web browser.

Your Web Browser's Scripting Settings

OK - Your web browser **does allow** scripting.

Proceed to the e-QIP System

If you are ready to proceed, click "Continue."

←

Click "Continue" to continue through the process of testing your web browser capability.



Web Browser Compatibility

Your Web Browser's Scripting Settings

OK - Your web browser does allow scripting.

Proceed to the e-QIP System

If you are ready to proceed, click "Continue."

Note: If your web browser does not connect to the e-QIP System after you click the "Continue" button above, follow these steps to verify that 128-bit encryption is installed and Transport Layer Security (TLS) 1.0 is enabled:

1. First, verify that your browser supports 128-bit "strong encryption" by selecting "Help" > "About Internet Explorer" from the web browser's menu. If "Cipher Strength: 128-bit" does not appear in the "About Internet Explorer" window then you will need to install the [Internet Explorer High Encryption Pack](#).
2. Next, check the TLS 1.0 setting by selecting "Tools" > "Internet Options" on the web browser's menu.
3. Select the tab labeled "Advanced."
4. Locate the section labeled "Security."
5. Locate the item in that section labeled "Use TLS 1.0." In Internet Explorer, this option is disabled by default. Check the box to enable TLS 1.0.
6. Click the "OK" button to save these changes.
7. When you finish these steps, click the "Continue" button to try again.

If, after enabling TLS 1.0, your web browser still does not connect, then there may be a connection problem between your web browser and the e-QIP System. Please wait one or two minutes and try again. If you still have difficulties, contact the agency that sponsored your background investigation.

Web Browsers Supported by the e-QIP System

These are the web browsers that the e-QIP System supports. For information about downloading and installation, follow the desired browser's link.

- Microsoft Internet Explorer 5.5 Service Pack 2 (SP2) and newer for Microsoft Windows. <http://www.microsoft.com/ie>
- Netscape Navigator 6.x or 7.x and newer. <http://channels.netscape.com/ns/browsers/>
- Mozilla 0.9.4 and newer. (Version 1.2.1 and newer preferred.) <http://www.mozilla.org/>

Note: Some identified problems in Netscape 6.x/7.x and Mozilla 0.9.x-1.1 are fixed in the latest stable Mozilla release, which is the unbranded version of the Netscape web browser. To get the Mozilla web browser, go to <http://www.mozilla.org/>, look for the area labeled "Download Mozilla," and click on the link for the operating system you use. We recommend that you use the most current stable version. Look for the text, "This is our latest stable release. New to Mozilla? Get this."

If your web browser does not connect, follow the directions on the screen.



Login to e-Qip

Login - Identify Yourself to the e-QIP System - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address <https://www.e-qip.opm.gov/eqip/eQIP> Go Links

[Help](#)

Login OMB No. 3206-0005
Identify Yourself to the e-QIP System

The United States Government
U.S. Office of Personnel Management (OPM)

Only persons specifically authorized to do so may access this data. Unauthorized attempts to pass this screen, as well as any use of data in this system for purposes other than those authorized by OPM, are a violation of federal law and/or regulation. Violators are subject to disciplinary action and prosecution.

Enter your Social Security number, then click the "Submit" button. Your input will be masked to protect your privacy.

Social Security Number

- - 

Submit Clear Fields

Version 1.07

Type in your Social Security Number and click "Submit".



Entering Golden Questions

Authentication - Answer your Golden Questions - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://www.e-qip.cpm.gov/eggleQIP>

The answers to your Golden Questions serve as your password to the e-QIP system. The fields to enter your answers into are masked by default, but may be viewed in plaintext to allow you to more accurately enter your answers. Do not allow someone to see your computer screen while your answers are on the screen. If someone acquires your answers, they will be able to logon the e-QIP system under your identity, allowing them to see and change your personal data.

If you suspect someone knows the answers to your Golden Questions, you should change your Golden Questions and Answers. If you check the "Let me change my Golden Questions and Answers" box, the next screen will allow you to change your Golden Questions and Answers.

Enter the answer to each Golden Question.

Allow me to see my Golden Answers as I type them.

Question/Answer #1

Question: In what year were you born?

Answer: 1955

Question/Answer #2

Question: What is your city of birth?

Answer: Unknown

Question/Answer #3

Question: What is your last name?

E-Qip presents three Golden Questions in random order:

- (1) Year of Birth
- (2) City of Birth
- (3) Last Name

The applicant enters "Unknown" for city of birth.

If you have a Jr or II, etc., after your last name, you must enter the information.

You will then be requested to answer your golden questions again and this time, type in your city of birth. These will be the questions to permit you access to e-Qip.



Processing e-Qip

Select Investigation Request - Choose the Task to Begin - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://www.e-qip.opm.gov/eqip/eQIP> Go Links »

[Help - Logout](#)

Select Investigation Request

OMB No. 3206-0005

Choose the Task to Begin

This is the identifying information we have on file for your Social Security Number. If any of this information is incorrect, contact the agency that initiated your Investigation Request.

| Identifying Information | |
|-------------------------|--|
| Full Name | |
| Date of Birth | |
| Place of Birth | |

Complete an Investigation Request

The following screens will step you through the process for completing an Investigation Request. Click on the link below to begin or continue this process. If you have any questions or concerns, click the "Help" link for more information.

| e-QIP Investigation Request #39971 | |
|------------------------------------|---|
| Form: | Questionnaire For National Security Positions (SF86) |
| Agency: | SON JPAS |
| Actions: | Release Request/Transmit to Agency » Print an archival copy of your Investigation Request and required signature forms, then release your Investigation Request to the agency that requested this investigation. |

Done Internet

Page 24 Sec 1 24/24 At 1" Ln 1 Col 2 REC TRK EXT OVR

Start | Inbox - Micros... | JPAS Gatewa... | JCAVS Main S... | Inbox - Micros... | e-qip screens... | Select Inves... | 6:36 AM

You may now begin to complete the SF-86.



e-Qip Navigation Tool

There is a navigation tool within e-Qip that permits you to go back and delete or add entries. This is where it appears on all e-Qip modules.



E-Qip Error Message

Help - Display - Logout Navigation: SF86 Section 11: Your Employment Activities Go

Section 11: Your Employment Activities OMB No. 3006-0005
Entry Details Form SF86

| Validation Results | |
|--------------------|--|
| Type | Message |
| Error | Provide a response for Dates of Activity To Date |
| Error | Provide a response for Employer's Street Address. |
| Warning | Provide a response for Supervisor's Name <input type="checkbox"/> I do not know the requested information |

Note: These messages indicate problems with the information submitted. Messages labeled "Error" must be corrected. Messages labeled "Warning" must be corrected or explained. Make the changes indicated and click "Save" to revalidate. Click "Save/Continue" if you want to make these changes later.

Dates of Activity

| Date | Month/Year | Est./Pres. |
|-------|----------------|------------|
| From: | Feb(02) / 1982 | |
| To: | | |

Type of Employment
Other Federal employment

As you go through the questionnaire, if information is missing from a module, you will be provided with an error message. This is how e-Qip validates your questionnaire for submission.



Displaying Your Questionnaire

Click this link to display the archival copy, then print a copy to retain for your records.

 [Display the Archival Copy of this Investigation Request for Printing](#)

Next you must print a copy of the signature form(s). The requesting agency must receive the signed form(s) to begin processing your Investigation Request. Print, sign, and submit the form(s) according to the instructions you have been provided. Print to only one side of each sheet of paper. Ensure that the text on the printed copy is legible and that all pages print. The printed text may not contain gaps, extraneous lines, or other errors caused by printer problems. Click the "Help" link for more information.

Step Two

Click this link to display the signature form(s), then print a copy, sign, and submit the form(s) to the office requesting your investigation.

[Display the Signature Form\(s\) for Printing](#)

When you have completed the steps listed above, you may release your Investigation Request for processing. Performing this step will electronically transmit your Investigation Request to the agency requesting your investigation, and you will no longer have online access to it for printing or review.

Step Three

After you complete the previous step, click this link to release and transmit your Investigation Request to the requesting agency.

[Release Request/Transmit to Agency](#)

Version 1.07

Once you have completed the questionnaire, click "Display the Archival Copy of this Investigation Request for Printing". Ensure you print a copy for your records.



Displaying Your Investigation Request Number

https://jpasapp.dsis.dod.mil/JPAS/servlets/com.eds.jpas.client.servlets.JPASMaintainInvestigati - Microsoft Internet Explorer

File Edit Go To Favorites Help

Back Forward Stop Home Search Favorites Media Print Copy Paste

Address <https://jpasapp.dsis.dod.mil/JPAS/servlets/com.eds.jpas.client.servlets.JPASMaintainInvestigati?initialProcess=false&link=displayPDFRequested> Go Links

Save a Copy Print Search Select 100% Sign

Pages

Electronic Questionnaires for Investigations Processing (e-QIP) Page 1 of 28
Investigation Request # for Applicant SSN Archival Copy

Electronic Questionnaires for Investigations Processing (e-QIP)
Investigation Request #

ARCHIVAL COPY - RETAIN FOR YOUR RECORDS

The information contained in this document represents data submitted by
(Applicant) for the **e-QIP Investigation Request #** Applicant certified the accuracy of this
information at **2005-12-09 14:22:51.357**.

This Investigation Request contains the following documents:

Page 1: Investigation Request Cover Sheet
Page 2-28: Questionnaire for National Security Positions (SF86 Format)

Note: To conserve paper only the first entry in multiple-entry lists displays completion instructions.
The completion instructions for the first entry also applies to each additional entry unless otherwise
noted.

8.50 x 11.00 in 1 of 28

Done Unknown Zone

Start E-QIP.doc - Micros... Microsoft PowerPo... JCAVS Main Scee... https://jpasapp... 8:00 AM

This is your Investigation Request Number



e-Qip Release Forms

Click this link to display the archival copy, then print a copy to retain for your records.

[Display the Archival Copy of this Investigation Request for Printing](#)

Next you must print a copy of the signature form(s). The requesting agency must receive the signed form(s) to begin processing your Investigation Request. Print, sign, and submit the form(s) according to the instructions you have been provided. Print to only one side of each sheet of paper. Ensure that the text on the printed copy is legible and that all pages print. The printed text may not contain gaps, extraneous lines, or other errors caused by printer problems. Click the "Help" link for more information.

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Step Three

After you complete the previous step, click this link to release and transmit your Investigation Request to the requesting agency.

[Release Request/Transmit to Agency](#)

Version 1.07

Click "Display the Signature Form(s) for Printing".

The applicant must print, sign and date each of the forms listed below and forward to the Security Manager for submission to OPM.

- ✓ Electronic Questionnaires for Investigations Processing (e-Qip), Investigation Request #XXXXXX Signature Forms;
- ✓ Authorization for Release of Information; and
- ✓ Authorization for Release of Medical information.



Transmitting e-Qip

Click this link to display the archival copy, then print a copy to retain for your records.

Display the Archival Copy of this Investigation Request for Printing

Next you must print a copy of the signature form(s). The requesting agency must receive the signed form(s) to begin processing your Investigation Request. Print, sign, and submit the form(s) according to the instructions you have been provided. Print to only one side of each sheet of paper. Ensure that the text on the printed copy is legible and that all pages print. The printed text may not contain gaps, extraneous lines, or other errors caused by printer problems. Click the "Help" link for more information.

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After you complete the previous step, click this link to release and transmit your Investigation Request to the requesting agency.

Release Request/Transmit to Agency

Help Us Improve e-QIP:

Farewell OMB No. 3206-0005
Thank You For Using the e-QIP System

Session Closed

You are logged out of the system.

Submitted Investigation Request

Released Investigation Request for processing.

Your Investigation Request has been released for processing. This completes the online portion of your submission. Please remember to sign and submit the signature forms to the office that requested your investigation.

Thank you for completing your form using the e-QIP system. If you are willing, please take a moment to answer a few questions regarding this experience to help us improve this process by following [this link](#).

For your privacy, close this window when you finish.

Click "Release Request/Transmit to Agency".

Once you have released your request, you will not be able to access it. It is submitted to the Security Manager for review, approval and submission to OPM.