

Common Problems and Mistakes

1. Unable to get into e-QIP. From the Web browser click on TOOLS, INTERNET OPTIONS, ADVANCED, scroll down to the bottom under Security and check the box "USE TLS 1.0", then click APPLY. Once complete, go to the www.opm.gov/e-qip web site.
2. When creating your Golden Questions/Answers ensure they are unique and should be something you will always remember. It may be five years before you return to the e-QIP system for a future reinvestigation.
3. When entering your Golden Questions/Answers the first time, only enter the City of birth and not the State.
4. If you are not a natural-born U.S. citizen, you must provide your citizenship information.
5. For all non-U.S. citizens including yourself, relatives, and associates, you must provide citizenship information whether they are residing in the United States or other countries.
6. Ensure you have accounted for all dates of residence, employment and education for the time period prescribed on the form.
7. Verifiers and people who know you well, should only be used up to twice on the ENTIRE form. Family members can only be used as verifiers for unemployment.
8. If you answer any question as "I Do Not Know" you must provide an explanation in the Additional Comments section. Typing "I Do Not Know" is unacceptable. An explanation is required; otherwise your form will be electronically rejected and returned back to you for an explanation.
9. P.O. Boxes are not acceptable addresses. You must provide the street address. If the address is a rural route, add a comment stating so.
10. Section 14 - For males born after December 31, 1959, include your Selective Service Number. You may find it at <http://www.sss.gov>.
11. Section 18 - List all immediate family members as requested, annotate if deceased.
12. If you are married, separated, or legally separated, list your mother-in-law and father-in-law, including those who are deceased.
13. Section 20C - For foreign travel, you must list each trip separately. The "many short trips" option is for trips of 1-day or less.
14. If you answer yes to any question in Sections 19 through 29 you must provide detailed information.

General Questions

1. Can I access e-QIP from my personal computer at home? **Yes, e-QIP is designed to be accessible from any computer; however, your Internet browser must have a capability of 128-bit encryption.**
2. Can I pre-apply for a security clearance or update my security questionnaire at any time? **No, you can only access the e-QIP system if you have been instructed to do so by the Division of Facilities and Security/Personnel Security Branch (DFS/PSB).**
3. Do I have to change my golden questions? **Yes, for your protection you are required to change your golden questions/answers to protect your personal data from unauthorized disclosure.**
4. When I try to login, e-QIP displays golden questions I don't know the answer to? **Contact DFS/PSB at the contact number listed on the front cover of this brochure. Your golden questions will need to be reset.**
5. Do I have to go through the form question by question, in numerical order? **It is recommended that you do, but you can use the Navigation button located at the top right of your form to move from section to section.**
6. Where do I get help for completing a specific question? **Click the Help button located in the upper left corner of each page.**
7. What's the difference between an error and a warning when validating my data? **A warning alerts you to a potential problem with your data which you will be required to add additional comments. An error must be corrected. The system will not let you certify and submit your form with errors.**
8. May I enter a little data at a time, or do I have to complete it in one session? **You may enter a little at a time. Click the SAVE button at the bottom of your page to save your data, then click the LOG-OUT button at the top left of the screen to exit the system.**
9. I do not know the requested information. What do I do? **Try to get the information and notify DFS/PSB that you are gathering the required information. If you are unable to get the information, make an estimation to the best of your knowledge and you must provide additional comments stating why the information is unattainable.**
10. I am not sure of a date. What do I do? **Estimate to the best of your ability, and check the EST checkbox.**
11. I do not have a first or a middle name. What do I do? **Check the NFN (no first name) or NMN (no middle name) boxes.**
12. I hit the Back button and something strange happens. What's wrong? **As a general rule, do not use your browser's Back button for navigation while in the e-QIP system. Always use the Navigation button at the top right of your form.**
13. What happens to my form once I complete and submit it? **Upon receipt of your signature pages, the form is reviewed by DFS/PSB. If there are errors, the form will be electronically rejected back to you for corrections. If there are no errors, after review, it is electronically submitted to the Office of Personnel Management for the investigation process.**
14. What happens if my form is rejected? **You will receive email notifying you of the error. You must correct the error and go through the ENTIRE form. As a security measure, some answers are automatically deleted because your information may have changed since the time of rejection.**

Note: All questions involving dates for yourself are validated against your birth date and must be after your birth date. You can not have gaps between your dates of residence or employments. You must list all full-time, part-time, military service, self-employment, other paid work, and unemployment. All periods must be accounted for without breaks.



Electronic Questionnaires for Investigations Processing (e-QIP)



Reference Guide

Welcome to e-QIP, the Electronic Questionnaires for Investigations Processing system. e-QIP is part of an e-Government initiative sponsored by the U.S. Office of Personnel Management. It allows you to electronically enter, update, and transmit your personal investigative data over a secure Internet connection. It is used for completing the Standard Form 86 (SF-86) - Questionnaire for National Security Position, the SF-85P - Questionnaire for Public Trust Positions, and the SF-85 - Questionnaire for Non-Sensitive Positions.

Contact

Personnel Security Branch
Division of Facilities and Security
Office of Administration
301-492-3711
301-492-3524



Please review the Common Problems and Mistakes on the back of this brochure.

For any questions on completing your form, contact the Division of Facilities and Security (DFS) at the contact number listed on the front cover of this brochure.

Completing Your Form:

1. Start Internet Explorer and enter the following Web site address: <http://www.opm.gov/e-qip>.

The following box will appear:



CLICK on the box.

Now the system will test your Web browser. If you get three **green check marks** ✓, **CLICK CONTINUE**. If you do not, go to the top of your screen, **CLICK TOOLS, INTERNET OPTIONS, ADVANCED**, scroll down to the bottom under **Security** and check the box “Use TLS 1.0”, **CLICK APPLY**, then **CLICK OK**. Now go back to No. 1 and start over.

2. Type your **SOCIAL SECURITY NUMBER** and **CLICK SUBMIT**.
3. Enter your answer to each Golden Question. If you choose, you may **CLICK** on the box that reads: Allow me to see my Golden Answers as I type them. These should be general questions that you know the answers to, like your last name, your city of birth, and the four-digit year you were born.

Note: Type only the City and not the State. Then hit the **SUBMIT** button.

4. Now you are prompted to change your Golden Questions and Answers. This is because your Golden Questions will serve as your “password” to the e-QIP system. Type your questions and answers and confirm your answers by typing them again. **CLICK SUBMIT**.

You are responsible for protecting the answers to your Golden Questions.

5. Your identifying information should appear:
Full Name
Date of Birth
Place of Birth

Followed by this statement:

Complete an Investigation Request

Note: The system has now created an e-QIP Investigation Request number for you. This number will be printed on the signature pages you are required to print at the completion of the form.

CLICK on **Enter Your Data**.

6. **WELCOME PAGE** - Instructions for Editing Your Form Data (Begin to input your information after you have read all the instructions.)
Read the entire page and **CLICK CONTINUE**.
7. Continue reading instructions. At the bottom of the page **CLICK CONTINUE**.
8. Start entering the form with your information and **CLICK SAVE** at the bottom of each page to continue. If you make an error while entering your data, **CLICK** on **RESET THIS SCREEN** and the information will be deleted.

Note: If you get timed out or if you log out and return later, log back into <http://www.opm.gov/e-qip>, enter your **SSN**, and **CLICK SUBMIT**. Enter your Golden Questions, and **CLICK SUBMIT**.

Logging in will bring you to Step 5. Continue the process until you reach the page named **Sections 1-7: Your Identifying Information**. Scroll to the bottom of each page and **CLICK SAVE** until you reach the page where you want to continue. You may also use the **Navigation** drop down button in the right corner of your form and select the section where you want to begin and **CLICK GO**.

9. When you have completed your form through Question 29, an **ADDITIONAL COMMENTS** page appears for you to add additional comments if you choose. **CLICK SAVE**.

10. You will see a page named **CERTIFICATION (Certification Statement Preview)**. If your answers are true, **CLICK CONTINUE**. If not, use the **Navigation** drop down button to go back to the section you want to edit. After making corrections **CLICK SAVE** or **SAVE/CONTINUE**. Continue to **SAVE** each page to advance back to your Certification page or use your **Navigation** button to return to this page, then **CLICK CONTINUE**.

11. You will see a page named **EXPECTED ATTACHMENTS**. List attachments if you have any and **CLICK SAVE**.

12. You will see an optional **SUPPLEMENTAL INFORMATION** page. Provide your email address if you choose, and **CLICK SAVE**.

13. You will see a page named **VALIDATE, REVIEW AND CERTIFY**. **VALIDATE** your data, and **CLICK CONTINUE**.

Note: You will not be able to continue if you have validation errors. You will be instructed to correct the error(s).

14. You will see a page named **VALIDATE, REVIEW AND CERTIFY**. **REVIEW** Your Data. You may review your form by clicking on **DISPLAY** in the left corner of your screen. **Do not print a copy**, you will be instructed to do so later. Once reviewed **CLICK** the **X** in upper right corner to close. **CLICK CONTINUE**.

15. You will see a page named **VALIDATE, REVIEW AND CERTIFY**. **CERTIFY** Your Investigation Request.
Note: Once you do this, your **Navigation** drop down button will disappear, and you will no longer be able to make any changes without contacting DFS/PSB.
CLICK on **CERTIFY INVESTIGATION REQUEST**.

A dialog box appears while your form is being generated. **CLICK OK**.

16. **RELEASE INVESTIGATION REPORT**
You must print the signature forms and release your form for processing.

Follow these three steps:

- 1) **CLICK** on **DISPLAY THE ARCHIVAL COPY OF THIS INVESTIGATION REQUEST FOR PRINTING**

If you get a popup box that reads, “Do you want to open or save this file?” **CLICK OPEN**. Print your form, and **CLICK** the **X** in upper right corner to close. *(Copy for your record, do not submit to DFS).*

- 2) **CLICK** on **DISPLAY THE SIGNATURE FORMS FOR PRINTING**.

If you get a popup box that reads, “Do you want to open or save this file?” **CLICK OPEN**. Print your signature pages, and **CLICK** the **X** in upper right corner to close. *(You must print your signature pages prior to releasing the form. Once you release your form, you can not go back to print them).*

- 3) **CLICK** on **RELEASE REQUEST/ TRANSMIT TO AGENCY**.

You will see a popup box reminding you to send your signature pages. **CLICK OK**. You may now **CLICK** the **X** in upper right corner to close and exit the system.

SECURITY is not complete without U