USDA EEO icomplaints efile User Guide

1.1. Welcome

EEO efile is a web-based system that allows pre-complaints to be filed online by registered users. EEO office personnel receive email notifications of efiled complaints and as “Reviewers” can accept pre-complaints and submit them into icomplaints where they are assigned an icomplaints case number.

Complainants, or Filers, can check on the progress of their accepted complaints by viewing case events through the efile module.

This guide is a generic guide. Some agencies may have more steps or different screens. The steps in this guide will be sufficient in training those agencies as the fundamental navigating will be the same.

1.2. Additional Resources

At the top of the Login page is an Alternative Resources link. This link opens a new window containing additional resource information.

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1.3. New Users

When a new user navigates to the efile address for the first time they will have to create an account.

1. Click the Click Here link within the Login section to register a new account.
2. A warning message page will open giving the user information on the agency's computer policy. After reading the policy click the I have read and agree to the above conditions button.
3. Choose a User ID, and follow the password instructions to create a password. When all fields are complete click the **Next** button.

- If a user name is already in use, or the password does not meet the criteria the user will receive an error message and not be able to continue to Step 2. Make the corrections and then click **Next**.
4. In step 2 the user should enter all personal information.

5. In step 3 the user should confirm the office they work in. Use the plus symbol next to the highest office to expand the offices below. Keep expanding until the office is visible. Click the radio button next to that office and click Next.

6. In step 4 the user should enter their contact information and then click Finish.
7. After the account is created, the user will see a confirmation page. An email will be sent to the user's email address with more instructions. Click the **Click here to close this window** link to close the internet browser.

8. Open the email sent to the user from MicroPact. Use the instructions on the email and click the link provided. The user will be directed to a Registration Confirmation page.

9. Follow the instruction on the Registration Confirmation Screen.
Equal Opportunity eFile Module

Registration Confirmation

Your registration has been confirmed. Click here to login.

Privacy Policy

10. After the registration process is completed the user will be directed to their Home Screen.

1.4. Returning Users

1. Users with an existing account can log into the system by entering their user name and password into the appropriate fields and clicking Login.
2. A warning message page will open giving the user information on the agency’s computer policy. After reading the policy click the I have read and agree to the above conditions button.

3. The user will be directed to their Home Screen.
Using eFile to File a Complaint

When a Filer logs into their account, their Home Screen will offer the options to File a New Complaint, or Edit an Existing Un-filled Complaint.

3.1. File a New Complaint

Users can start a new complaint by clicking the File A New Complaint link on the Home Screen. The file complaint section will prompt the user to follow a number of steps. These steps may change if the user’s agency has custom settings. The below example is based on generic steps. However custom steps will follow the same procedures. If at any time during the filing process the user needs to stop click the Save and Exit button and return to the complaint at another date.

1. Step 1: Use the expandable tree to locate the office that the complaint is being filed against. Click the radio button next to the needed office and click the Next button.

2. Step 2: Enter the information regarding the alleged discriminating individual and then click Next.
3. Step 3: The complainant has the right to remain anonymous and choose ADR or Traditional Counseling. Choose the radio button next to the desired choices and click Next. The EEO Counselor Role and Process link will open a new window that provides more information regarding the EEO Counselor.

4. Step 4: Enter specific ADR information if ADR was selected in Step 3, or if Traditional Counseling was selected the screen will offer different options. Choose the desired yes or no radio buttons and enter the date. After all of the information has been added click the Next button.
5. **Step 5:** In EEO cases, the complainant has the right to hire personal representation. If that is the case, enter the contact information for the representation. After all the information is added click the **Next** button.
6. Step 6: From the ClaimCategory drop-down menu, choose a claim. This could be something like promotion/non-selection, sexual harassment, or termination. After selecting the claim, click the Add Claim button. The screen will automatically refresh allowing the complainant to select the basis(es) for the claim.

7. Enter the Incident Date and select the appropriate basis for the claim. The links in each section will provide more information regarding that basis. At the bottom of the page is the Summary of Issue section. Provide a detailed account of what the complaint is regarding. After the page is complete click the Next button.
8. The next screen is still Step 6. This screen allows you to review the claim just entered and add more claims if needed. Users can edit or remove the claim by clicking on the Edit Claim or Remove Claim button. Underneath the Add Another Claim section, complete step 6 of this guide. The screen will refresh after the selection and the user can complete step 7 of this guide. When all claims have been added click the Next button.
9. Step 7: Verify the claim. If changes are needed then click the Edit button below the section needing changes. When all the information is correct, click the File button. The claim will now be submitted to a Reviewer. The Reviewer will determine if the complaint can be accepted.

3.3. Viewing Complaint Status and Withdrawing Complaints

On the Home Screen there is a report of all filed cases pertaining to the user account. There are three different sections to the report.

- Recently efiled Complaints- This tab will show filed complaints that have not yet been accepted by the reviewer.

- Existing Complaints- This tab will show complaints that have been accepted and are in progress.

- External Referrals- This tab will show complaints that have been reviewed but not accepted.
1. The User can click on any link, under any tab, for review of that complaint.

2. If the complaint has not yet been reviewed the user will be able to withdraw it by clicking the red X next to the complaint link on the Recently efiled Complaints tab. The screen will change and ask the user if they are sure. If sure, click the Withdraw button.

3. If the complaint appears in the Existing Complaints tab and needs to be withdrawn, notify in writing the EEO counselor assigned to the pre-complaint of the desire to withdraw.

4. The Existing Complaint tab also allows users to see the status of their complaint.