



## ***Login Instructions for first-time applicants OR applicants that have had their accounts reset***

### **Step 1**

Open your internet browser and navigate to the following URL:

<https://www.dcsa.mil/is/egip/>.

### **Step 2**

Click the **“Enter e-QIP”** button in the center of the screen.

The screenshot shows the DCSA website header with the agency logo and name, a search bar, and social media icons. The navigation menu includes: HOME, ABOUT US, MISSION CENTERS, INFORMATION SYSTEMS, CAREERS, and CONTACT US. The breadcrumb trail reads: HOME > INFORMATION SYSTEMS > ELECTRONIC QUESTIONNAIRES FOR INVESTIGATIONS PROCESSING (E-QIP). The main heading is "Electronic Questionnaires for Investigations Processing (e-QIP)". Below this, a paragraph explains that e-QIP is a web-based automated system for processing standard investigative forms. A section titled "Applicants" contains a link for "Enter e-QIP". There are two tabs: "Applicants" (selected) and "Agency Users". The content area explains that applicants need an invitation from an official and provides contact information for support. A note specifies that the VRO Knowledge Center cannot assist with e-QIP access for applicants whose questionnaires are not managed within the JPAS system.

**Applicants**

- [Enter e-QIP](#)

**Applicants** | Agency Users

Applicants can only access the e-QIP system if they have been invited to do so by an appropriate official at their sponsoring agency. Individuals cannot pre-apply for a security clearance, nor update their security questionnaire unless granted access by an appropriate agency official.

**Federal, Military, Department of Defense (DoD) employees or applicants, and non-DoD Federal contractors**

Your initial point of contact for account lockouts, challenge question resets, forgotten usernames, technical support, as well as guidance on completing the questionnaire should be your local sponsoring or employing agency human resources, personnel security office, or individual that instructed you to access e-QIP to complete your investigation forms.

**Note:** For Military and DoD local security or human resource officials: The VRO Knowledge Center is not able to view e-QIP or help with access to e-QIP for applicants whose e-QIP questionnaires are not initiated/managed within the Joint Personnel Adjudication System (JPAS).

### **Step 3**

Users will be presented with a message regarding accessing a U.S. Government Information System. Clicking **“Accept”** will advance to the e-QIP login screen.

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

**Accept**

### **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 3

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e-QIP Login  
**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.

This application is designed to collect sensitive but unclassified data which will be maintained and protected as such by the United States Government. Users must not enter Classified information into this system.

This U. S. government system is to be used by authorized users only. Information from this system resides on computer systems funded by the government. The data and documents on this system include Federal records that may contain sensitive information protected by various Federal statutes, including the Privacy Act, 5 U.S.C. § 552a. All access or use of this system constitutes user understanding and acceptance of these terms and constitutes unconditional consent to review, monitoring and action by all authorized government and law enforcement personnel. While using this system your use may be monitored, recorded and subject to audit. Unauthorized user attempts or acts to (1) access, upload, change, or delete or deface information on this system, (2) modify this system, (3) deny access to this system, (4) accrue resources for unauthorized use or (5) otherwise misuse this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal, civil, or administrative penalties.

**Free Wi-Fi access points are not secure.** The information collected through the e-QIP process is sensitive and should never be transmitted over free public Wi-Fi access points. Bad actors can easily intercept any data travelling across these unsecure connections. Protect your data by only using secure, encrypted connections.

If you already have an e-QIP account, sign in below. If you cannot change your password or remember your username contact your sponsoring agency.

If you do not have an e-QIP account, or your account has been reset, click the button below to begin the registration process.

Username

Password

Change My Password

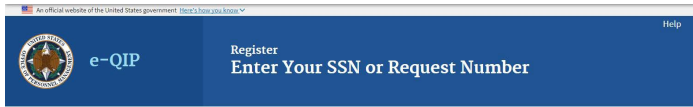
[Register for Username and Password](#)

[Submit](#)

[Forgot Password](#)

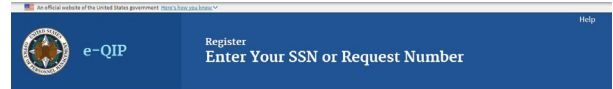
## Step 5

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.



The following screens will guide you through the process of registering an account in the e-QIP system. Before beginning this process your sponsoring agency must have already initiated an Investigation Request for you. If you do not have an active Investigation Request you will be unable to proceed.

Do you have a U.S. Social Security Number?

The following screens will guide you through the process of registering an account in the e-QIP system. Before beginning this process your sponsoring agency must have already initiated an Investigation Request for you. If you do not have an active Investigation Request you will be unable to proceed.

Do you have a U.S. Social Security Number?

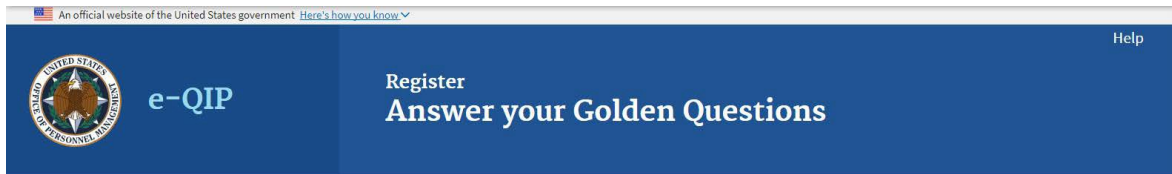
 

Social Security Number

## 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 DCSA'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. Please note, you may check the box above the Golden Questions to see your responses as you type them.



Enter the answer to each Golden Question and the Registration Code provided by your agency, then click the "Submit" button to continue.

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

What is your LAST name?

In what CITY were you born? (DO NOT provide the State.)

In what four-digit YEAR were you born?

Registration Code

## 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 15 characters long and have at least 3 of the 4 characteristics:**

- Uppercase letter
- Lowercase letter
- Number
- Special Character
  - Note: only special characters listed in the complexity requirements (not including commas and parenthesis) may be used in your password. Using a character not listed will result in an error message.

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



### Create Username

Select a username that will be used to sign in to e-QIP. Your username must be a minimum of six characters with no spaces or special characters. It may contain letters and/or numbers and is not case-sensitive.

Username

Confirm Username

### Create Password

Your password must be a minimum of fourteen characters and contain at least one character from three of the following four categories:

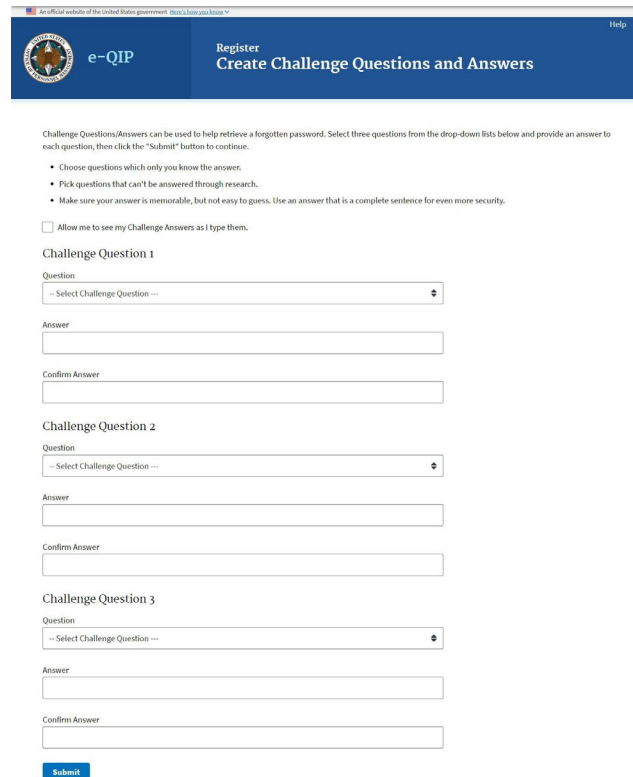
- Uppercase letters (A-Z)
- Lowercase letters (a-z)
- Numbers (0-9)
- Special Characters (#, @, \$, %, &, +, =, \*, ?, {, }, [, ], <, >, ;, :)"

Password

Confirm Password

**Submit**

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. Please note that all three challenge question answers must collectively contain a minimum of fifteen characters in length.



The screenshot shows the "Register Create Challenge Questions and Answers" page. At the top, there is a blue header with the e-QIP logo and the text "Register Create Challenge Questions and Answers". Below the header, there is a section titled "Challenge Questions/Answers can be used to help retrieve a forgotten password. Select three questions from the drop-down lists below and provide an answer to each question, then click the 'Submit' button to continue." This section includes three bullet points: "Choose questions which only you know the answer.", "Pick questions that can't be answered through research.", and "Make sure your answer is memorable, but not easy to guess. Use an answer that is a complete sentence for even more security." There is also a checkbox labeled "Allow me to see my Challenge Answers as I type them." Below this, there are three sections for "Challenge Question 1", "Challenge Question 2", and "Challenge Question 3". Each section has a "Question" dropdown menu, an "Answer" text field, and a "Confirm Answer" text field. At the bottom of the form is a blue "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.



The screenshot shows a web browser window with the address bar displaying "An official website of the United States government" and a search icon. The page header is dark blue with the e-QIP logo on the left and the text "Two-Factor Authentication" and "Enroll in e-QIP Google Authentication" on the right. A "Help" link is visible in the top right corner. The main content area is white and contains a paragraph explaining that e-QIP provides enhanced security with optional Two-Factor Authentication. Below this is a section titled "Advantages of two-factor authentication" with a bulleted list: "Enhanced account security", "Multiple layers of protection", "Regular password updates", and "It's free". A link for "More information" is provided. At the bottom, there are two buttons: "Enroll" and "Skip for now".

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](#)

## Step 10

You may now begin entering your 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.

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**e-QIP** Select Investigation Request

### Identifying Information

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

Full Name: xyz, xyz (-)  
Date of Birth: 01/01/1980  
Place of Birth: boyers, PA

### 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.

Request #1335979

Agency: **System Liaison Child Testing** [Resume Request](#)  
Form: **SF85 2013-12**

Start **Enter Your Data** Sign Documents Release Complete

### Prior Investigation Requests

Below is a list of your previously certified Investigation Requests. You may download the official archival copy of a request by clicking any of the "Download Archival Copy" links below. For requests certified within the past 120 days you may also download unsigned signature forms by clicking any of the "Download Signature Forms" links below.

Certification Date	Details	Actions
06/12/2018	Request #1335980 Agency: <b>System Liaison Child Testing</b> Form: <b>SF86 2017-07</b>	<a href="#">Download Archival Copy</a> <a href="#">Download Signature Forms</a>

## Log-in for Two-Factor Authentication (optional)

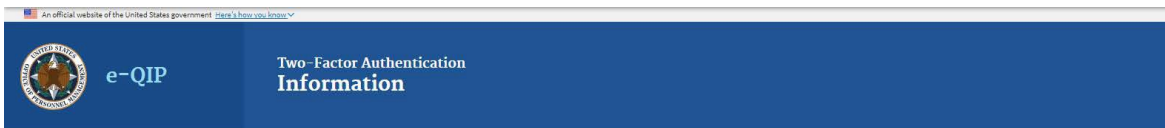
### Step 11

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-S: 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](#) 

 e-QIP Help

## 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

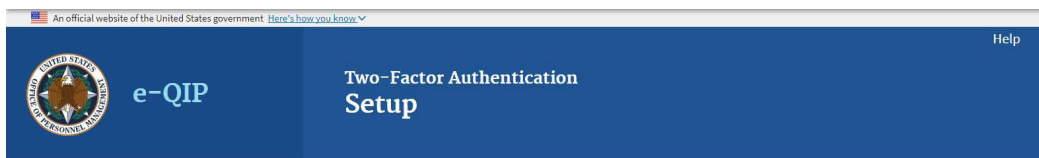
Now that you have an authentication application:

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 1: Install your preferred application

Install your preferred two-factor authentication application on your device.

You will need to install an app on your smartphone or an application on your computer to utilize two-factor authentication.

[More information](#)

### Step 2: Scan or enter your shared secret

Scan the QR code or enter your shared secret into your two-factor authentication application.



Shared Secret :

### Step 3: Enter your verification code

Enter the code generated by your two-factor authentication application.

Verification Code

**Submit**

**Skip for now**

## Step 15

You may now begin entering your 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.

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**e-QIP** Select Investigation Request

### Identifying Information

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

Full Name: xyz, xyz (-)  
Date of Birth: 01/01/1980  
Place of Birth: boyers, PA

### Complete an Investigation Request

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Request #1335979

Agency: **System Liaison Child Testing** [Resume Request](#)  
Form: **SF85 2013-12**

Start **Enter Your Data** Sign Documents Release Complete

### Prior Investigation Requests

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Certification Date	Details	Actions
06/12/2018	Request #1335980 Agency: <b>System Liaison Child Testing</b> Form: <b>SF86 2017-07</b>	<a href="#">Download Archival Copy</a> <a href="#">Download Signature Forms</a>

**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.

An official website of the United States government [Here's how you know](#)

**e-QIP** Two-Factor Authentication Verify Code

Your account is enrolled for two-factor authentication. To continue enter your verification code below. If you require assistance contact your sponsoring agency.

Verification Code

[Verify Code](#)