

# E-QIP INSTRUCTION GUIDE

## CUSTOMS AND BORDER PROTECTION (CBP) HIRING CENTER

READ THIS ENTIRE GUIDE BEFORE BEGINNING THE E-QIP PROCESS OR COMPLETING ANY FORMS.

*Follow the steps below to complete the e-QIP portion of your background investigation.  
Failure to adhere to this guide and complete the e-QIP by the due date indicated in your email notification will result in your tentative offer of employment being withdrawn.*

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**STEP 1 – FORMS:** Complete the two forms listed below located at:

<https://www.cbp.gov/careers/car/e-qip#Guidance>. Carefully follow instructions. Type responses or print legibly. Sign and date each form. Dates must be clear, legible, and entered in the proper format.

- a. **Residency Requirement Waiver:** Check appropriate box, provide appropriate information, and sign and date the form.
- b. **Provisional Clear Form:**
  - 1) If you wish to enter on duty while in a provisional clearance status prior to receiving a full clearance from the Office of Professional Responsibility elect “Yes” and complete the form.
  - 2) If you prefer to wait and enter on duty after you have a full clearance, elect “No”.

*NOTE: Save these forms. Instructions for uploading forms are provided in Step #7.*

**STEP 2 – E-QIP PREPARATION:**

- a. Read this entire instruction guide prior to proceeding to Step #3 and have this guide readily available once you begin navigating the e-QIP application site.
- b. View the [video message](#) from the Office of Professional Responsibility on the importance of being truthful and fully forthcoming during the hiring process and review the background investigation [FAQ's](#) below the video. If the hyperlinks do not work, copy and paste this address into your browser: <https://www.cbp.gov/careers/car/bi>.

**STEP 3 – E-QIP NAVIGATION:**

- a. Open the e-QIP applicant site located at: <https://nbib.opm.gov/e-qip-background-investigations/>. Select: **ENTER e-QIP APPLICATION**.
- b. Review the e-QIP Browser Compatibility Check information that is displayed.  
*NOTE: Ensure “Enable TLS 1.0” is checked in your web browser’s internet options under the advanced tab. DO NOT USE GOOGLE CHROME as your internet browser.*
- c. Select “Continue to e-QIP” and review the warning about using free Wi-Fi connections when transmitting your personal information.
- d. Select the “Register for Username and Password” box.  
*NOTE: Do not try to use a previously issued e-QIP Account.*
- e. Enter your social security number and select “submit”.

*NOTE: Do not use the “Request Number” option.*

- f. Select the following box: “Allow me to see my golden answers as I type them.”
- g. Enter answers to the Golden Questions as shown:
  - 1) What is your LAST name? **Enter your last name.**
  - 2) In what CITY were you born? **Enter the word “Unknown” (case sensitive).**  
*NOTE: DO NOT enter the name of the actual city where you were born. The word “Unknown” (with a capital “U”) is the only accepted entry in this field.*
  - 3) In what four-digit year were you born? **Enter your Four-digit year of birth.**
  - 4) **Enter the registration code** provided to you in the email delivered to you from the email address: <do-not-reply@e-qip.opm.gov>
- h. Create and confirm a username, and password. *Remember your username, password and answers to challenge questions for future use.*
  - 1) Your challenge questions and answers are required to retrieve a forgotten password.
  - 2) Your password is required to complete the signature pages when you complete your questionnaire.

#### STEP 4 - DATA ENTRY:

- a. Closely follow instructions for each section of the SF-86. Completely and accurately enter all requested information.
- b. Select “Save” after each data entry to protect against lost data.
- c. Your e-QIP will automatically validate your data after you select “Save” on each screen. If you receive errors or warnings after saving, look for gaps and/or missing information and make the appropriate corrections before proceeding.
- d. **IMPORTANT:** Review the common e-QIP errors provided on the last two pages of this guide. Very few applications make it through without corrections being required. Failure to read and understand these guidelines will result in significant delays in the background investigation process.

#### STEP 5 - VALIDATE, REVIEW & CERTIFY:

- a. Validate and review
  - 1) Use navigation pull-down menu and select “Validate, Review and Certify”.
  - 2) Check all e-QIP sections for errors or omissions, and correct all validation errors.

- b. Certify that the information is accurate: by selecting “Certify Investigation Request”.
- c. Certify My Answers are True
  - 1) Go to navigation menu, select “Certify That My Answers Are True”.
  - 2) Select “Go” to lock your answers.

#### STEP 7 – DISPLAY, PRINT & ATTACH DOCUMENTS:

- a. Select “Display archival copy”.
- b. Print one set of the archival copy for your records.
- c. Electronically sign ALL FOUR signature pages (CER, REL, FCR, MEL).  
*NOTE: You will need to enter the e-QIP Password you created in step #3, above.*
- d. When asked if you have a document and/or file you would like to associate with this request, select “Yes”.
- e. Select “Upload File” or “Direct Fax” for the method of submission.  
*NOTE: If your chose “Direct Fax” you will be provided with a cover sheet and submission instructions.*
- f. Upload or fax the **Residency Requirement Waiver** and **Provisional Clear Form** that you completed in Step #1 of this guide to your e-QIP record.

*NOTE: Documents must be clear, legible and must not contain lines that may occur during the scanning or fax process. Pictures of forms taken from a cell phone or camera are not acceptable. CBP will reject illegible documents.*

**STEP 8 - RELEASE E-QIP TO AGENCY:** Ensure you upload all required attachments to the e-QIP record first. Once complete and ready to release, click the button to “Release Request/Transmit to Agency”.

*NOTE: Once the e-QIP is released you will not be able to review your answers, make changes, upload documents, or fax documents. If you release prematurely you must contact your BI Case Manager to get the e-QIP released back to your control.*

#### **PLEASE READ:**

If you have any questions regarding these instructions or require assistance along the way, contact the BI Case Manager assigned to assist you with your background investigation process. Once you complete and release the e-QIP, your case manager will contact you if additional information or corrections are required.

**Now that you have read these steps you MUST read the common e-QIP errors provided on the next two pages before beginning your e-QIP.**

## COMMON e-QIP ERRORS

*Below you will find some common errors made by applicants when completing the e-QIP. The background investigation requires very specific information from the applicant before it will be initiated. Understanding the guidelines below will prevent significant delays in the overall background investigation process.*

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### GENERAL ERRORS

#### ADDRESSES:

a. All address fields must contain a complete physical address to include the building/house number, street name/number and address suffix (street, road, lane, etc...). *Post office (P.O.) boxes are not acceptable.*

b. If you enter an abnormal or non-traditional address you must make a comment validating that the address is complete to avoid delays in processing your e-QIP. For example: if the address is: *1234 Elm, Anywhere, USA* you must provide a comment that states: *"1234 Elm is the full street address. This address does not have a suffix."*

WHAT IF I DO NOT KNOW?: A typed response of "I do not know", in any field, will only be accepted when accompanied by a very detailed comment explaining why you cannot obtain the required information.

COHABITANTS: A cohabitant is a person that you live with and are involved with romantically, other than a spouse (i.e. boyfriend, girlfriend, or fiancé). Family members who live with you are not considered cohabitants.

### COMMON ERRORS, BY SECTION

#### SECTION 11 - WHERE YOU HAVE LIVED:

- a. Residence history must be continuous. No Gaps are allowed between residency entries.
- b. Do not list relatives, spouses, or cohabitants as verifiers for residency entries.
- c. All verifiers must reside within the United States. Complete contact information is required for each verifier. Residency verifiers do not have to be neighbors or landlords. Residency verifiers just need to be someone who can verify that you lived in that location during that time-frame.

#### SECTION 12 - WHERE YOU WENT TO SCHOOL:

- a. A minimum of a GED or High School diploma entry is required even if it is not within the last 10 years.
- b. You may list relatives, spouses, or cohabitants as verifiers in this section.

**SECTION 13 - EMPLOYMENT ACTIVITIES:** List each period of employment and unemployment separately.

- a. Employment and Unemployment entries must not overlap.
- b. Active drilling members of a reserve component of the U.S. Military (National Guard or Reserve) are considered employed for the purposes of this application. Unemployment entries may not overlap periods of active drilling membership in a reserve component.
- c. No Gaps are allowed between entries.

**SECTION 14 - SELECTIVE SERVICE RECORD:** You can verify your Selective Service registration number at [www.sss.gov](http://www.sss.gov).

*NOTE: Exemptions or waivers for Selective Service Registration must be verified by the CBP Hiring Center. If you have an approved waiver you may attach it to the e-QIP before releasing.*

**SECTION 16 - PEOPLE WHO KNOW YOU WELL:**

- a. List names, contact information, and complete physical addresses for three references who know you well. These references, combined, must have known you for the last seven years. No Gaps are authorized.
- b. References must currently reside in the U.S. and be readily available for contact by an investigator.
- c. References may not be a relative, spouse, or cohabitant.

**SECTION 17 - MARITAL STATUS:** All requested information for your spouse (even if separated) and/or cohabitant is required, to include: Social Security Number; documentation numbers if foreign born; maiden name; and any other names or aliases they may have used in the past.

**SECTION 18 – RELATIVES:**

- a. Entries must be made for each family member even if you have never met them, they are deceased, or estranged. This includes parents (biological, step and adoptive), guardians, in-laws, siblings (biological, step, adoptive and half), and children (biological, step and adopted).
- b. All requested information is required, to include: complete name (current, other, and maiden), city of birth, country of birth, date of birth, complete address, and documentation number (if foreign born).
- c. A response of “I do not know” will only be accepted when accompanied by a very detailed comment explaining why you cannot obtain the required information.