

# Electronic Questionnaires for Investigation Processing (E-QIP) Instructions and Tips for U.S. Customs and Border Protection Applicants



U.S. Customs and Border Protection Hiring Center  
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# E-QIP Instructions and Tips for CBP Applicants

## BEFORE YOU START

**Identify a time to complete your e-QIP – it can take several hours**

**Begin as soon as possible. Do not wait until the last minute. Your tentative offer may be rescinded if all required materials are not received by the deadline stated in your email.**

**Gather information needed to cover the period requested:**

- ✓ Citizenship and identifying information for you, your spouse, and immediate relatives
- ✓ Full names, complete physical addresses, and phone numbers of 5 to 7 individuals who can verify your recent residency history, education and employment history
- ✓ Previous residency (home) addresses
- ✓ Education history – dates, diplomas/degree(s) awarded, and institution addresses
- ✓ Employment history – including supervisor name and contact information





# E-QIP Instructions and Tips for CBP Applicants

## E-QIP REGISTRATION

### Step 1

Open the e-QIP applicant website located at <https://www.dcsa.mil/is/eqip/>  
Click "Enter e-QIP"

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

e-QIP is a web-based automated system that was designed to facilitate the processing of standard investigative forms used by DCSA and other Investigation Service Providers (ISP) when conducting background investigations for Federal security, suitability, fitness and credentialing purposes. e-QIP allows the user to electronically enter, update and transmit their personal investigative data over a secure internet connection to a requesting agency.

#### Applicants

- [Enter e-QIP](#)





# E-QIP Instructions and Tips for CBP Applicants

## E-QIP REGISTRATION

### Step 2

Click the “Register for Username and Password” button

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

[Submit](#) [Forgot Password](#)

[Register for Username and Password](#)

### Step 3

Enter your SSN and click submit

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

[Yes](#) [No](#)

Social Security Number

-  -

[Submit](#)



# E-QIP Instructions and Tips for CBP Applicants

## E-QIP REGISTRATION

### Step 4

Answer the 3 Golden Questions

Enter the 14-digit Registration Code (provided in the email from OPM)

- ☐ Type “Unknown” as the city of birth and not your actual city of birth.  
This is for registration purposes only

- ☐ The Registration Code is Case Sensitive

- ☐ Do not cut and paste “Unknown” or the Registration Code. Please type

- ☐ Contact your case manager if you did not receive a registration code or if you are unable to register.  
*(Your case manager is located at the bottom of your invitation email)*

What is your LAST name?

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

Unknown

In what four-digit YEAR were you born?

Registration Code



# E-QIP Instructions and Tips for CBP Applicants



## HELPFUL TIPS AND DEFINITIONS

- ☐ Read the instructions thoroughly and carefully
- ☐ You must complete all sections and answer all questions completely and truthfully
- ☐ Dates - Ensure all dates follow prescribed formats (example: mm/dd/yyyy)
- ☐ Avoid responses of "I do not know", "Unknown", or "Not Applicable". If you do not know the requested information, select the "Optional Comment" button and provide a detailed explanation
- ☐ Provide complete physical addresses (P.O. boxes are not allowed), document numbers and full names where requested
- ☐ Do not use the browser's forward or back buttons or the system may log you out as a security precaution
- ☐ Select "Save" after each data entry to protect against lost data



# E-QIP Instructions and Tips for CBP Applicants



## HELPFUL TIPS AND DEFINITIONS

You are required to provide full names and contact information for 5-7 individuals who can verify the information you have provided throughout the e-QIP. They are referred to as “verifiers”

- ☐ Do not use an individual as a “verifier” more than three (3) times
- ☐ “Verifiers” may be friends, neighbors, co-workers, roommates, landlords, etc. and must be able to verify your residency history, education and employment activity
- ☐ “Verifiers” must:
  - Be a specific person (Listing an office or agency is not acceptable)
  - Currently live in the United States
  - Be readily available for contact
  - Have complete contact information (address, phone number and email address)



# E-QIP Instructions and Tips for CBP Applicants

## IDENTIFYING INFORMATION



- ☐ Provide your **full, legal name**, including middle name. If you do not have a middle name, select the “No Middle Name (NMN)” checkbox
- ☐ Provide your Date of Birth. Do not check the “estimated” box, unless your birthdate is unknown
- ☐ You **must** provide your Social Security Number
- ☐ Provide all other names you have used (including name changes, names prior to a marriage and nicknames)





# E-QIP Instructions and Tips for CBP Applicants

## CITIZENSHIP



Provide your current citizenship status

I am a U.S. citizen or national by birth in the U.S. or U.S. territory/commonwealth.

I am a U.S. citizen or national by birth, born to U.S. parent(s), in a foreign country.

I am a naturalized U.S. citizen.

I am a derived U.S. citizen.

I am not a U.S. citizen.

- ☐ Provide your citizenship status
- ☐ Provide supporting information, including document numbers
- ☐ Select the “Optional Comment” button to provide a detailed explanation for any information you do not have



## DUAL CITIZENSHIP

Provide the following information if you have/had dual citizenship status:



- ☐ Country one, Country two (*One country MUST be the United States*)
- ☐ Dates of citizenship
- ☐ How citizenship was acquired
- ☐ List actions to renounce citizenship, if applicable



# E-QIP Instructions and Tips for CBP Applicants

## WHERE YOU HAVE LIVED



- ☐ Create an entry for all addresses that you have stayed at for 90 days or more
- ☐ For military addresses, provide an APO/FPO address or complete unit information if a standard address does not apply or is unavailable
- ☐ Must provide a complete physical address. A post office box (P.O. Box) is not acceptable
- ☐ For entries within the last 3 years, provide a verifier to validate your time at the residency. Relatives/cohabitants **are not** acceptable in this section.

**\*\*Note:** a **cohabitant** is someone whom you share bonds of affection, obligation, or other commitment. In other words, someone with whom you're involved in a romantic relationship with but are not married to. A cohabitant is **not** a relative (parent or child) or a roommate.



# E-QIP Instructions and Tips for CBP Applicants



## YOUR EDUCATION

- ☐ Provide all schools attended during the required time period
- ☐ If you did not attend school within this time period, you must create an entry for the last school attended
- ☐ If listing High School and you did not receive a High School Diploma or GED, select the “Optional Comment” button and state “I have not graduated High School or earned a GED”.

***NOTE: Completion of a High School Diploma or GED is NOT a requirement for CBP employment. This information is required for background investigation purposes only.***

- ☐ If you did not attend a school in-person, select the “correspondence” option
- ☐ Education dates and locations must match residence dates and locations. If not, select the “Optional Comment” button and provide a detailed explanation. (For example, you commuted to this school.)
- ☐ Provide a verifier for all entries within the last 3 years. Relatives and cohabitants are acceptable in this section



## YOUR EMPLOYMENT ACTIVITIES (HISTORY)



- ☐ Provide your employment and unemployment activities for the requested time period beginning with the present and working backward
- ☐ There must be no gaps in dates
  - If you have/had multiple jobs at the same time, the dates can overlap
  - “Student” or “Retirement” are not considered employment activities
- ☐ If you are/were not working, provide an “Unemployment” entry
  - Unemployment and employment dates cannot overlap
  - You cannot be unemployed and employed at the same time

**Note:** The National Guard or Reserve Component is listed as an **employment** entry. Do not create an unemployment entry if you are a member of the National Guard or Reserves and do not have other employment during the same time frame.



## YOUR EMPLOYMENT ACTIVITIES (HISTORY)



- ☐ Employment dates and locations must match residence dates and locations. If not, select the “Optional Comment” button and provide a detailed explanation. (For example, you commuted, worked remotely, or worked at various locations.)
- ☐ Provide all information for your supervisor, including their name and contact information. "N/A" or “Human Resource” is not an acceptable entry in this field
- ☐ Provide a verifier for “Self-employed” and “Unemployment” entries. Relatives and cohabitants are acceptable within this section



## SELECTIVE SERVICE RECORD

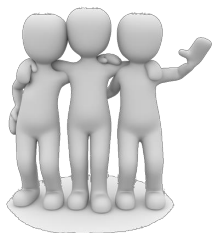


**All persons born male after December 31, 1959, are required to register with the Selective Service System.**

- ☐ Your Social Security Number is not your selective service number
- ☐ If you do not know your Selective Service information, visit the Selective Service website (<https://www.sss.gov/Home/Verification>).

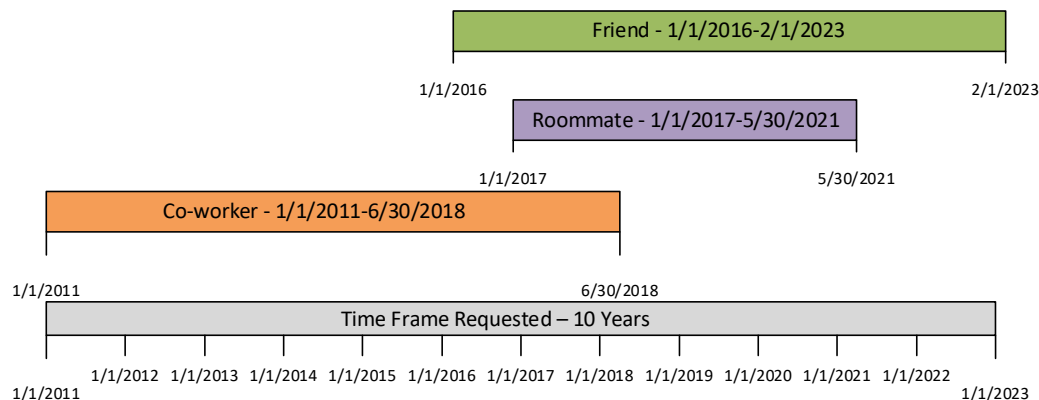


# E-QIP Instructions and Tips for CBP Applicants



## PEOPLE WHO KNOW YOU WELL

- ☐ You must provide contact information for three people whose combined association with you covers the time frame requested. You should include friends, peers, colleagues, roommates, etc. Relatives and cohabitants **are not** acceptable in this section.



- ☐ They must:
- Currently live in the United States
  - Be readily available for contact
  - Have complete contact information (full name, address, phone number and email address)
  - Not be listed anywhere else in the e-QIP





## YOUR MARITAL STATUS



- ☐ Provide your current marital status: Never Married / Married / Separated / Annulled / Divorced / Widowed
- ☐ Provide requested information about your spouse/former spouse
  - Complete name (including all previously used names and names prior to marriage)
  - Social Security Number (if applicable)
- ☐ Provide all requested information if you currently live with a cohabitant

**Note:** a **cohabitant** is someone whom you share bonds of affection, obligation, or other commitment. In other words, someone with whom you're involved in a romantic relationship with but are not married to. A cohabitant is not a relative (parent or child) or a roommate.



## YOUR RELATIVES



- ☐ Provide an entry for ALL applicable relatives (Biological, Adoptive, Guardian, Full, Half, Step, In-law)
- ☐ If you are estranged or have never met a relative, an entry is still required
- ☐ If any information is missing or cannot be obtained, use the "Optional Comment" button to explain why you cannot provide the information. *"I don't know"* or *"Not applicable"* are not acceptable comments.



## VALIDATE YOUR E-QIP



- ☐ Upon completion of all sections of the e-QIP, review your answers for accuracy and completion
- ☐ The system validates the data you have entered
- ☐ Validation errors are listed by section, in the Validation Summary
- ☐ You must fix all errors before continuing

*If you are unable to resolve "Invalid Error" entries, contact your case manager for assistance*



# E-QIP Instructions and Tips for CBP Applicants

## CERTIFY AND SAVE YOUR E-QIP

Certify your e-QIP by selecting the “Certify Investigation Request” button

**NOTICE:** AFTER CLICKING THE CERTIFY INVESTIGATION REQUEST BUTTON BELOW, YOU WILL NO LONGER BE ABLE TO MAKE CHANGES TO THE DATA YOU SUBMITTED.

If you reviewed the data you provided for accuracy and are prepared to submit your completed Investigation Request, click the Certify Investigation Request button, which will generate an official, submittable copy of your Investigation Request; otherwise, use the Navigation menu above to return to the appropriate sections to make changes.

**Notice:** This step certifies your Investigation Request but it does NOT transmit it to the initiating agency. *Failure to follow the instructions on the next screen will delay processing of your Investigation Request.*


The document generation process may take 30-60 seconds to complete. Please click this button only once.

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**IMPORTANT:** YOUR BACKGROUND INVESTIGATION CANNOT START UNTIL YOUR AGENCY RECEIVES THE SIGNED SIGNATURE FORMS THAT WILL BE PRESENTED TO YOU ON THE NEXT SCREEN.

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[Back](#) [Certify Investigation Request](#)



**Note:** Save a copy of your e-QIP after certifying from the Archival Copy section. You will not be able to access after you release it.



## DIGITALLY SIGN FORMS

Review and digitally sign signature forms that appear in e-QIP

- ✓ Forms will automatically upload into e-QIP after digitally signing
- ✓ If you respond “Yes” in the **Psychological and Emotional Health Section**, you must sign and attach the Electronic Medical Release (MEL) form

For step-by-step instructions, read the e-QIP Applicant Click-to-Sign Instructions (pdf file) located at:

<https://www.dcsa.mil/Portals/91/Documents/pv/GovHRSec/eqipapplicantclicktosigninstructions.pdf>



# E-QIP Instructions and Tips for CBP Applicants

## RELEASE AND TRANSMIT

**THIS STEP IS CRITICAL**

Select “Release Request/Transmit to Agency” to submit your e-QIP

### Step 4 of 4 Release Request to Agency

**IMPORTANT:** YOUR BACKGROUND INVESTIGATION CANNOT START UNTIL YOUR AGENCY RECEIVES ALL REQUIRED SIGNED SIGNATURE FORMS.

When you have completed the previous steps, 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, review, or directly adding attachments.

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

[Back](#)

[Release Request/Transmit to Agency](#)

### Thank You For Using the e-QIP System

Your Investigation Request has been released for processing. This completes the online portion of your submission. If you have not electronically attached all required signature forms, submit the signature forms that you printed to the office requesting your investigation.

For your privacy, close this window when you finish.

A confirmation message will appear when you submit your e-QIP



# E-QIP Instructions and Tips for CBP Applicants

## NEXT STEPS



- ☐ We will review your e-QIP and notify you if additional information is needed
- ☐ If fingerprints are required, you will receive directions on how to submit your fingerprints
- ☐ Once your e-QIP is finalized, we will notify you when we send it to the Office of Professional Responsibility
- ☐ As always, continue to monitor your phone and email folders (including spam and junk) for communication from CBP



# E-QIP Instructions and Tips for CBP Applicants



## ASSISTANCE

- ☐ We are here and ready to support you on your hiring journey!
- ☐ If you have questions or need assistance, reach out to your assigned case manager
- ☐ You can find your case manager at the bottom of your “Background Investigation Packet” email
- ☐ Sign up for [The CBP Applicant Portal](#)! We encourage you to use this self-service portal to check the real-time status of your application, review Frequently Asked Questions, and contact the CBP Hiring Center directly for specific inquiries.
- ☐ You can also view our e-QIP video:  
<https://youtu.be/pGKqTLSK4FQ>





# E-QIP Instructions and Tips for CBP Applicants

Thank You for Your Interest in a  
Career with  
U.S. Customs and Border Protection

