U.S. Customs and
Border Protection

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

Version 3.03

e-QIP Online Checklist

Please complete each step in the order listed below. Failure to do so may significantly delay your background investigation

We strongly recommend printing and reading this checklist before proceeding. By doing so, you will find the entire process easier and you will have fewer mistakes when it comes to completing your paperwork. Follow all instructions and return completed e-QIP and forms by the due date indicated in your email notification message.

STEP 1- Prepare

Carefully follow instructions and complete each form indicated below. Type responses or print legibly. Sign and date each form. Dates must be clear and legible, following any prescribed format (example: mm/dd/yyyy).

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- **CBP Form 258 (Financial Disclosure Report).** Fields [1d, 1g, 1h and 1i] may be left blank. Leave no other remaining section blank on the form. If the answer is “No” or “None”, indicate such on the form.
- **Residency Requirement Waiver.** Check appropriate box, complete applicable line items, and sign and date the form.
- **Provisional Clear Election Form.** If you wish to enter on duty in a provisional clearance status, prior to receiving a full clearance from the Office of Internal Affairs, please elect yes and complete this form. If you prefer to wait and enter on duty after you have a full clearance, elect no.

Once completed, **set these forms aside** for later upload as indicated in STEP 7 below.

STEP 2- *e*-QIP Setup Steps

- ❑ Enable Web Browser & TLS 1.0
- ❑ Read “Completing the 2010 SF 86 in e-QIP” at http://www.opm.gov/e-QIP/CompletingSF86.pdf
- ❑ Read “Frequently Asked Questions...About e-QIP” at http://www.opm.gov/e-QIP/faq-e-QIP.asp

STEP 3 - *e*-QIP Navigation

Log on to http://www.opm.gov/investigations/e-qip-application/ **.** Click on "Register for Username and Password" box.

- ❑ **Enter your social security number and click "submit". Do not use the "Request Number" option.**

- ❑ **Single click on the following box: "Allow me to see my Golden Answers as I type them."**

- ❑ **Enter answers to the Golden Questions as shown: [Case sensitive]**

  - What is your LAST name? **Enter your last name**
  - In what CITY where you born? **Enter the word Unknown**
  - In what four-digit YEAR were you born? **Enter your actual Four-digit year of birth**

- ❑ **You must create a Username, confirm your Username, create a Password, and confirm your Password**. Remember your Username and Password for future use.

- ❑ **Enter challenge questions and answers to help retrieve a forgotten password and click "submit".** Remember your username, password and answers to challenge questions for future use.

STEP 4 - Data Entry

Enter data and save

- Closely follow instructions for each section of the SF-86. Answer all questions completely and accurately.
- e-QIP will automatically validate your data after you select "save" on each screen.
- If you receive errors or warnings, check for the following:
  - Look for gaps and/or missing information, and then make additions or corrections.
  - Review "Completing the 2010 SF 86 in e-QIP" at http://www.opm.gov/e-QIP/CompletingSF86.pdf

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IMPORTANT!

COMMON e-QIP ERRORS: Lack of attention to the following errors will cause your e-QIP to be rejected and your BI processing may be delayed.

- ✓ **DO NOT** list relatives as verifiers or references unless the SF-86 specifically asks for relative information.

- ✓ Residence and employment coverage must be continuous with no gaps larger than one month.

- ✓ A typed response of "I don't know" is **NOT** acceptable. A detailed explanation of why you cannot obtain information is required.

- ✓ **Section 12** - Where You Went to School. Enter your high school/GED diploma information plus any post-high school education. Enter a verifier for post-high school education if requested.

- ✓ **Section 13** - Employment Activities. List each period of employment and unemployment separately. DO NOT list your education as an employment activity. Do not list your supervisor as the employer; list the company or agency name. If you are a current Customs and Border Protection (CBP) employee, list CBP as your employer; do not list Department of Homeland Security.

- ✓ **Section 14** - Selective Service Record. Your Social Security Number is not your Selective Service number. Retrieve your Selective Service number at www.sss.gov.

- ✓ **Section 16** - People Who Know You Well. List names, contact information, and complete addresses of three people who knew you during the past 7 years. The entire 7-year period must be covered. DO NOT list current or former spouse or any other relative. Do not list your relatives anywhere except in section 18. In addition, DO NOT list any person that you have or will list elsewhere on this document.

- ✓ **Section 17** - Marital Status. List as much information as possible about your spouse, former spouse, and cohabitant(s), even if you have no contact with them. This includes names, contact information, and documentation numbers. DO NOT list family members as cohabitants. You must list SSN's of adult cohabitants. Remember to list your spouse's maiden name if applicable.

- ✓ **Section 18** - Relatives. An entry must be made for each family member. List as much information as possible about relatives separately, even if you have no contact with them, regardless of whether they were born in the U.S. or abroad; or, are living or deceased. This includes names, contact information, and document numbers. If you are unable to provide the information, you must provide the written reason why. Do not list your relatives anywhere else on this form.

  Dates: Ensure all hand written dates are clear, legible, and follow any prescribed format (example: mm/dd/yyyy).

- ✓ **Document Quality:** Take the time to ensure high quality document uploads. Poor quality forms or documents received will cause a rejection and delay in processing of your application.

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STEP 5 - Validate, Review & Certify

- ❑ **Validate and review**
  - Use navigation pull-down menu and select "Validate, Review and Certify".
  - Check all e-QIP sections for errors or omissions, and correct all validation errors.

- ❑ **Certify that the information is accurate**
  - Single click "Certify Investigation Request" button.

STEP 6 - Certify My Answers are True

- ❑ **Certify My Answers are True**

  - o Go to navigation menu, select “Certify That My Answers Are True”.
  - o Click “Go” to lock your answers.

STEP 7 – Display, Print & Attach Documents

1) Display archival copy.

2) Print one set of the archival copy for your records.

3) Display the signature forms: **Certification (CER), Fair Credit Reporting Act Disclosure (FCR), Authorization for Release (REL), and Medical Release (MEL).**

4) Print one copy of the signature forms (CER, FCR, REL, MEL). Ensure the top, bottom and sides of each document are present. The investigation request ID on the forms must match the e-QIP investigation request ID being submitted. Ensure your name is typed or clearly printed as it appears on the e-QIP. Sign and clearly date the forms using the prescribed date format: mm/dd/yyyy.

5) When asked if you have a document and/or file you would like to associate with this request, answer **“Yes”.**

6) When asked to specify a method to provide your attachments, select “Upload File” or “Direct Fax”.

7) Upload or fax the signed e-QIP signature forms (CER, FCR, REL, and MEL) and the three other forms addressed in Step 1 (Financial Disclosure Report, Residency and Provisional Clear Election Forms) to your e-QIP record.

NOTE: Documents must be clear and legible and cannot contain lines that may occur during the scanning process. If any part of the document is illegible, [too dark or too light] it will be rejected back to you for correction. For specific instructions regarding uploading or faxing documents directly into your e-QIP record, see page 5 “Help for Attaching Forms to e-QIP Investigation Request”.

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”.

- ❑ **You will not be able to access *e*-QIP or upload or fax forms after this point.**

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

Help for Attaching Forms to *e*-QIP Investigation Request

Upload to e-QIP Directly

Each form must be uploaded as a separate file. Upload the attachments by browsing for each file on your local system using the "Browse" button. Once the file is selected, type a description of the file in the appropriate "Description" field. Finally, upload the file into the system by clicking the "Upload Attachment" button.

e-QIP only accepts attachments in Tag Image File (.tif or .tiff) or Portable Document Format (.pdf). The maximum file size allowed is 5 MB. The recommended scanning specifications include a resolution of 300 dpi and bi-tonal, not color scanning.

Fax Attachment to e-QIP Directly

To fax an attachment and have it automatically associated with your Request:

1. Each individual page you attach must have its own bar-coded fax cover sheet.
2. After selecting Direct Fax, enter the number “1” in “Number of Attached Pages" and enter your telephone number.
3. Generate the fax cover sheet by clicking the "Create Fax Cover Sheet" button. Once generated, the fax cover sheet will appear in a separate new window for review and printing. The cover sheet (with barcode) must be printed as a black and white image. **Print one cover sheet for each page you want to attach to your e-QIP.** For example, if you have eight pages to attach, you will need eight cover sheets. Note that the Financial Disclosure Report is a 2-page form and will need two cover sheets.
4. Put one cover sheet on top of each page and then fax the entire stack of papers **to the fax number specified on the cover sheet**. If successful, the fax will be displayed in the "Directly Attached/ Expected Attachments" section of the "Attachments Summary" screen.
5. Confirm that the fax was correctly attached and can be viewed from this screen. The "Refresh" button at the bottom of the "Directly Attached / Expected Attachments" table may need to be clicked several times before the faxed attachment is displayed in the list. If the faxed attachment does not show up in the list within ten minutes and your fax machine indicates that the fax was successfully sent, try sending the fax again. If you still experience problems, contact the HR professional assigned to you for assistance.

Deleting Directly Attached Documents and Expected Attachments

If necessary, you can delete an attachment in the "Attachments Summary" section by clicking the "Delete" button for the row.

Viewing Attachment Files

An external or plug-in viewer is required to view attachments from the browser. Most users will have or can install an image viewer provided by Microsoft as part of the operating system and the freely distributed Adobe Reader.

If you have any of the following applications installed you can set the application as your default viewer for a specific attachment type:

- Imaging for Windows® or Imaging for Windows Preview® (commonly included as part of Windows 98/NT/2000 ® or later operating systems)
- Microsoft Office Document Imaging ® (included with Microsoft Office 2003 ® or later versions and perhaps the most robust option)
- Windows Picture and Fax Viewer ® (the default picture viewer for Windows XP ® or later and Windows Server 2003 ® operating systems)
- Adobe Acrobat Reader

Once you have a viewer, your browser may prompt you to either Open or Save the image. Click Open to view the image immediately or Save to download a copy of the image to your machine. You can then open the downloaded image by double-clicking on it in Windows Explorer. Documents must be clear and legible and cannot contain lines that may occur during the scanning process.

Unfortunately, some software packages (typically digital camera software) and media systems will change the operating system association away from Microsoft's viewer for graphic images even though the packages are not capable of viewing them, e.g., QuickTime® cannot handle multipage TIFF images. You may have Microsoft's viewer installed but a software package installed later has stolen the association for the graphic image files. You can detect this problem by clicking on the image hyperlink associated with an attached image file. If the system opens an application and then gives a message indicating it can't read the image or the system acts like it is opening the image but nothing happens you likely have a file association problem which can be corrected as follows:

1. Open Explorer select "Tools > Folder Option".
2. Select "File Types" tab.
3. Click on "New" button.
4. Enter in "File Extension" field the value (e.g., "TIF") and click on the "Advanced" button.
5. Ensure "Associated File Type" field value assigned the lookup value (e.g., "TIF Image").
6. Repeat the above process for each file type that needs an association made.
7. Click "Apply" and then "Close" button.