Login Instructions for first-time users
OR
users that have had their accounts reset

Step 1
Open your internet browser and navigate to the following URL: https://nbib.opm.gov/e-qip-background-investigations/.

Step 2
Click the “Enter e-QIP Application” button in the center of the screen.
**Step 3**
Upon arrival to the e-QIP Login screen, you will be presented with a welcome message introducing the updated design that was published July 2018. After reading the message click “OK”.

**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 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.

**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 OPM’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.
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 14 characters long and have at least 3 of the 4 characteristics:

- Uppercase letter
- Lowercase letter
- Number
- Special Character

Once you have entered your username and password in all required fields, click the “Submit” button.
Step 8
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.

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.
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.

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.
Step 13
Now that you have installed a two-factor authentication application, you may select the “Enroll” button.

Advantages of two-factor authentication
- Enhanced account security
- Multiple layers of protection
- Regular password updates
- It’s free

More information
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 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.

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.