

Documents Request Service (DRS) User Guide

The **Documents Request Service (DRS)** is a secure, public-facing portal that lets separated federal employees request and download their own electronic Official Personnel Folder (eOPF) without agency network access or additional agency assistance.

If DRS cannot locate your record (e.g., no SSN match) or your former agency never used eOPF, request records from the [National Personnel Records Center \(NPRC\)](#) or your former agency.

Who should use the DRS?

DRS is purpose-built for offboarding and former federal employees requesting their own eOPF records, or current federal employees without access to a GFE or secure federal network.

Not eligible: current federal employees with access to eOPF, third parties, general public, or requests for records not stored in eOPF.

Please contact your Agency's HR department for any questions regarding your eligibility.

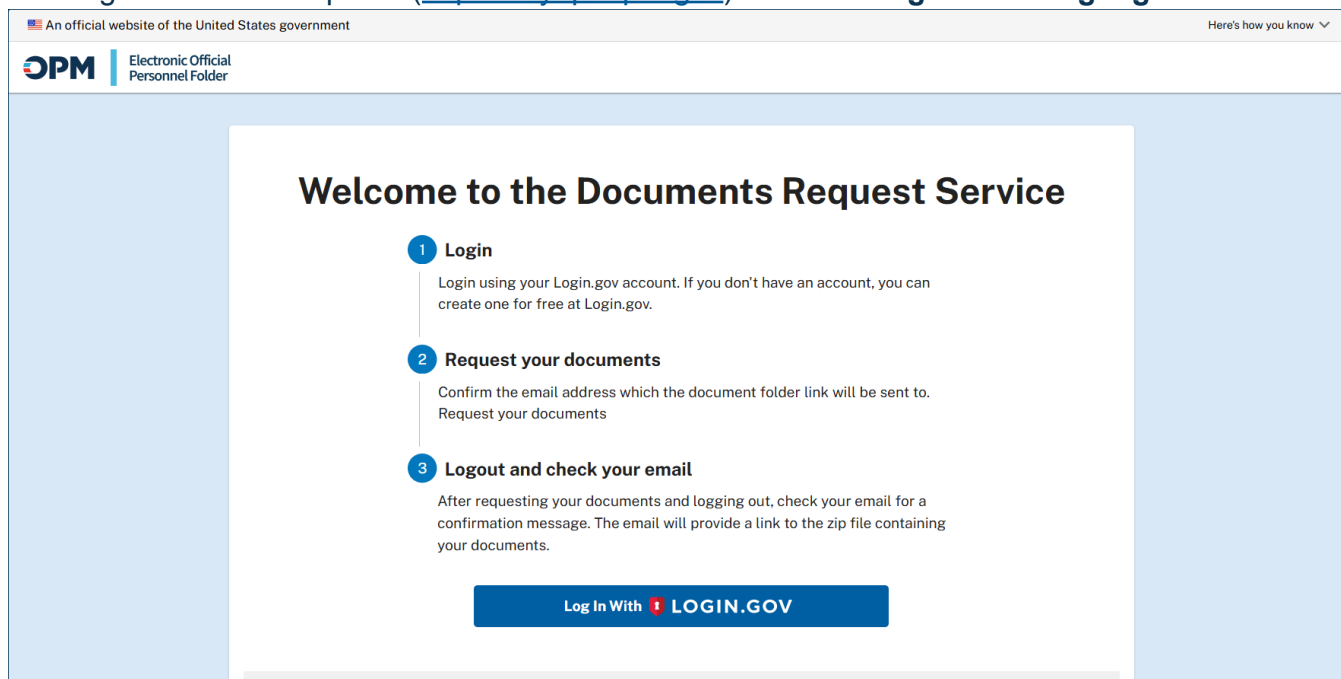
When should I submit a request?

Wait at least **30 days** after separation. Many separation documents (e.g. SF-50) are posted after your separation event; requesting too soon can produce an incomplete folder.

How do I request my documents using the DRS?

1. Ensure your Login.gov credentials are linked to the email address you wish to receive your documents. Please update your email address or create a new account with Login.gov if needed.

2. Navigate to the DRS portal (<https://myopf.opm.gov>) and click **Log In with Login.gov**



3. Verify your identity if prompted. Click **Yes, sign out of Login.gov** to return to the DRS portal.

Yes, sign out of Login.gov

No, go to my account page

4. Confirm your Login.gov email on the DRS portal.

Click **Yes, Continue** if that is the email address you would like the documents sent to. Click **No** to update your email address in Login.gov.

An official website of the United States government

Here's how you know

OPM

Electronic Official
Personnel Folder

Documents Request Service

End Session

Welcome JANE DOE

Is the email, jane.doe@example.com from Login.gov correct?

Please confirm that jane.doe@example.com is your email address to use for your documents request.

Yes, Continue

No

Request documents

Confirmation

For any questions, please contact eopfhelpdesk@eopf.opm.gov with "Documents Request Service" in the subject line.
The Help Desk support (eopfhelpdesk@eopf.opm.gov) is available 24 hours a day, weekly (including Federal Holidays)
Weekend support is available 8 am–4:30 pm EST.

5. Request your documents.

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OPM | Electronic Official Personnel Folder

Documents Request Service

Welcome JANE DOE

Is the email, jane.doe@example.com from Login.gov correct?

Request documents

Submit your request for the documents associated with your employee record.

[Back](#) [Request Documents](#)

Confirmation

For any questions, please contact eoophelpdesk@eoopf.opm.gov with "Documents Request Service" in the subject line. The Help Desk support (eoophelpdesk@eoopf.opm.gov) is available 24 hours a day, weekly (including Federal Holidays). Weekend support is available 8 am-4:30 pm EST.

6. Your request will be processed, and you may end your session.

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Documents Request Service

Welcome JANE DOE

Is the email, jane.doe@example.com from Login.gov correct?

Request documents

Confirmation

Your request is being processed. Expect an email confirmation within 24 hours containing a link to your documents. You can now [End this session.](#)

For any questions, please contact eoophelpdesk@eoopf.opm.gov with "Documents Request Service" in the subject line. The Help Desk support (eoophelpdesk@eoopf.opm.gov) is available 24 hours a day, weekly (including Federal Holidays). Weekend support is available 8 am-4:30 pm EST.

7. Receive your documents via password-protected zip file sent to the associated Login.gov email.

8. Download and open or save your file immediately.

- The password to open your document will be your birthday and the last four digits of your SSN. (e.g. MMDDYYYY####).
- Your documents will be organized by number and listed in chronological order, with the lowest number representing the oldest document, starting from the earliest record and progressing to the most recent.

☐	Name	Type	Compressed size	Password p...	Size	Ratio	Date modified
	Document_1567464	Adobe Acrobat Document	58 KB	Yes	64 KB	11%	7/29/2026 8:12 PM
	Document_1588437	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588438	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588439	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588440	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588441	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588442	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588443	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588444	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588445	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588446	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588447	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588448	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588449	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588450	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588451	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588452	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588453	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588454	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588455	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM
	Document_1588456	Adobe Acrobat Document	44 KB	Yes	156 KB	73%	7/29/2026 8:12 PM

9. The link to access and download your file will expire in 24 hours. If the link expires, please submit a new request.

Troubleshooting:

- If the DRS didn't find your SSN or your zip is empty, your records may not be in eOPF or you requested too soon.
- Use [Login.gov Help Center](#) for identity proofing issues.
 - For more information on creating an account with Login.gov, visit [Create an account | Login.gov](#)
 - For more information on verifying your identity with Login.gov, visit [Verify my identity | Login.gov](#)
- Contact [eOPF Help Desk](#) with "Documents Request Service" in the subject line for download issues.