

SF-85 FAQ's (Revised 072108)

APPLICANT TIPS FOR SUCCESSFUL e-QIP SUBMISSION

This document will assist you in successfully completing your e-QIP Investigative Form. Forms that are rejected may result in a delay in the processing of your investigation.

Do not use your internet browser Back button when navigating within e-QIP. Use the question navigation buttons or the buttons at the bottom of each screen.

Although e-QIP will allow you to select "I DON'T KNOW THE REQUESTED INFORMATION", when it is reviewed by the agency the form may be unacceptable. It is to your advantage to answer all questions with full contact information for all required fields to avoid rejection by the agency and the need for you to edit/recertify the form and update your signature pages at a later date.

SECTION 1 – FULL NAME

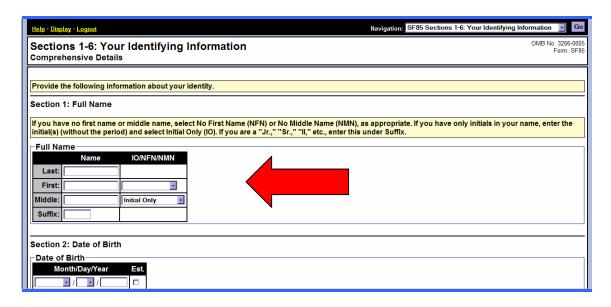
- 1. Q. I do not have a suffix on my name. What should I do?
 - Leave the suffix field blank.

2. Q. Can I use my maiden name as my middle name?

A. If it has been legally changed, you may use your maiden name as your middle name. Otherwise, you must use your legal middle name at birth or check the "NMN" box indicating no middle name.

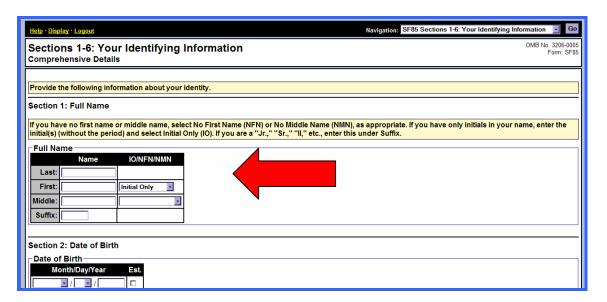
3. Q. Can I use an initial instead of my full middle name?

A. If your middle name has been legally changed to an initial only, you may use the initial and select "IO", which means "initial only". Otherwise, you must use your full middle name at birth. You are required to list your legal name as it is listed on your birth certificate. If you are known by any other name, you must list it in the "other names used" section of the form.



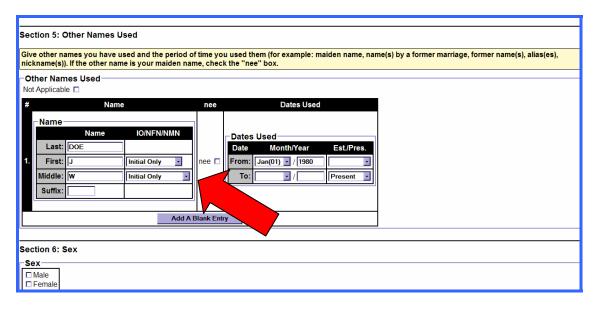
4. Q. Can I use an initial for my first name?

A. If your first name has been legally changed to an initial, you may use the initial and select "IO" (initial only). Otherwise, you must use your full first name at birth. You are required to list your legal name as it is listed on your birth certificate. If you are known by any other name, you must list it in the "other names used" section of the form.



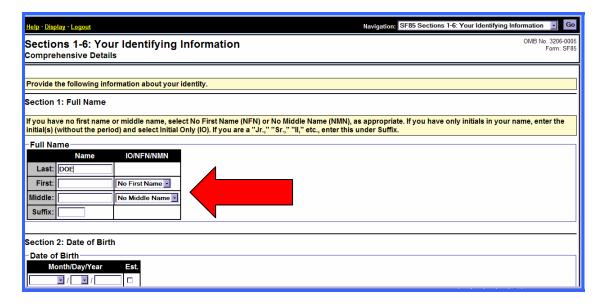
5. Q. I use an initial in my name. What should I do?

A. If the initial that you use is a part of your legal name and not an abbreviation, select "IO" (initial only). You are required to list your legal name as it is listed on your birth certificate. If you are known by any other name, you must list it in the "other names used" section of the form.



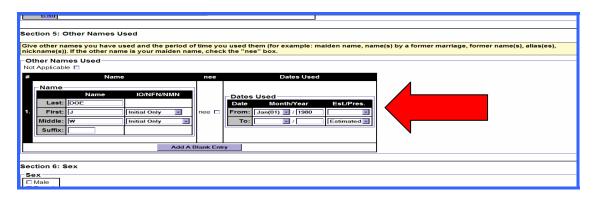
6. Q. I don't have a first name or middle name. What should I do?

A. Check "NFN" box for no first name or "NMN" box for no middle name.



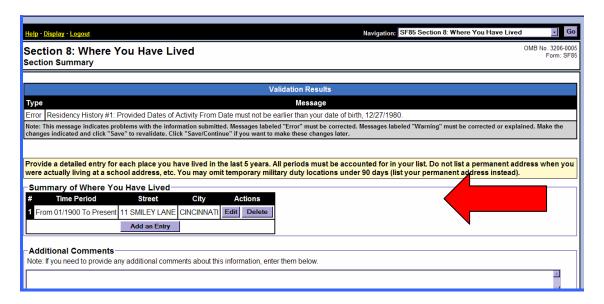
7. Q. I'm not sure of dates when I used a name. What should I do?

A. Estimate the date (month and year) to the best of your knowledge and check the "EST" block, indicating that this is an estimated date.



8. Q. I have a validation error stating a date has to be after/earlier than another date. What does this mean?

A. Many questions involving dates are validated against the birth date entered in Section 2. Most date fields pertaining to the applicant (not relatives) must be after the applicant's birth date



SECTION 2 – DATE OF BIRTH

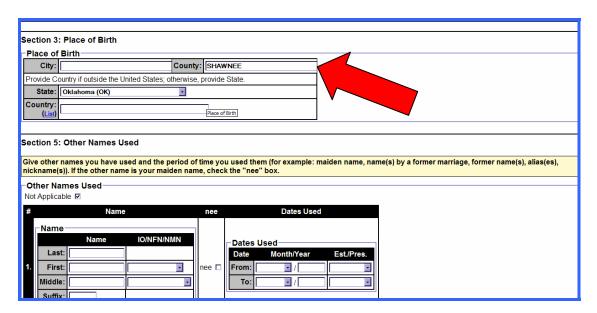
1. Q. What is my Date of Birth?

A. The date of birth that is reflected on your birth certificate.

SECTION 3 – PLACE OF BIRTH

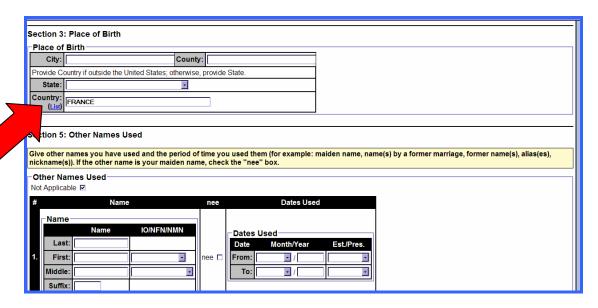
1. Q. How do I answer #3 if I was born in a county and not a city?

A. City or County can be used.

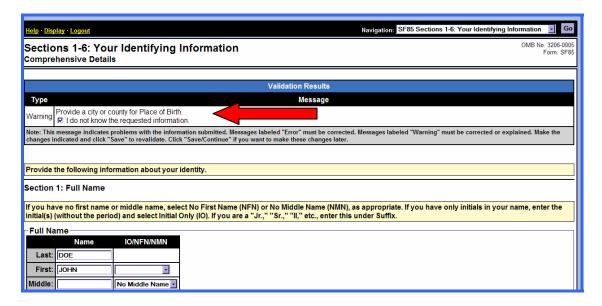


2. Q. How do I answer if I was born outside of the US?

A. Select your country of birth from the drop down list (cut/paste selection from list).



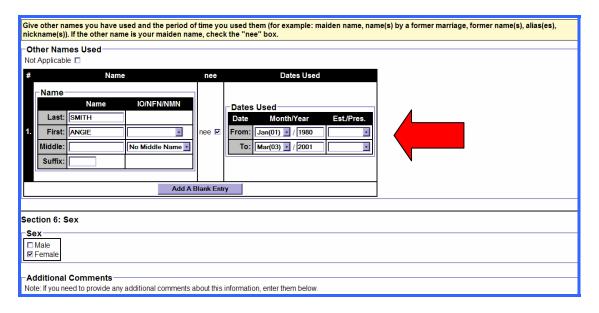
If born outside the US and the county is unknown, check "I do not know the requested information" when a warning message is received.



SECTION 5 – OTHER NAMES USED

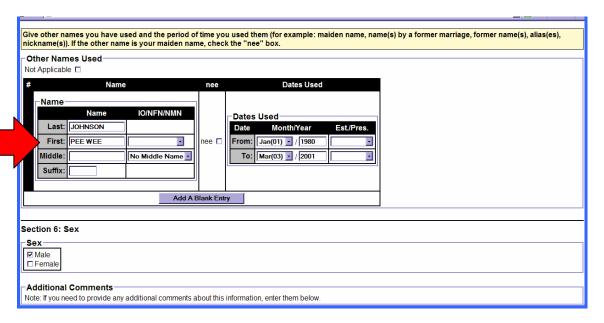
1. Q. Am I required to provide my maiden name?

A. Yes. The dates used must also be provided. You must check the "nee" box for maiden name. Please include your legal middle name given at birth.



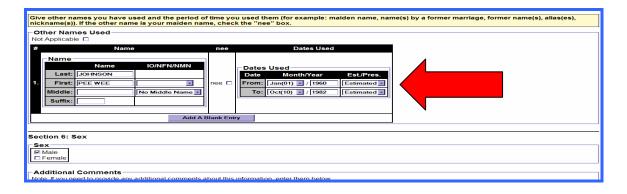
2. Q. Am I required to include nicknames?

A. Yes. You must also provide the dates when used.



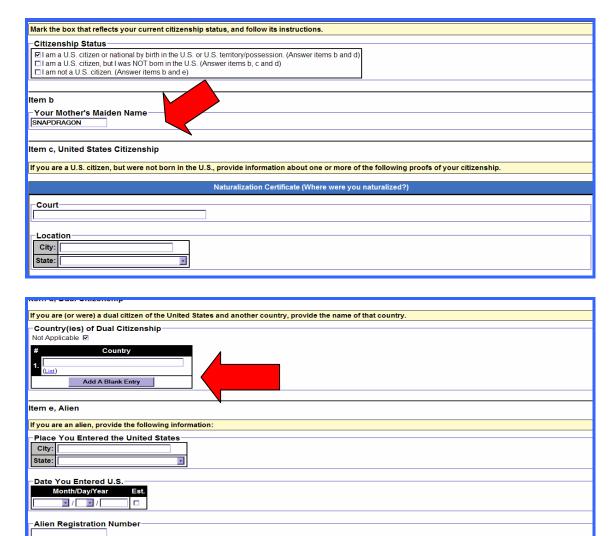
3. Q. What if I don't know the month and year?

A. An estimated date should be used and select "Estimated".



SECTION 7 - CITIZENSHIP

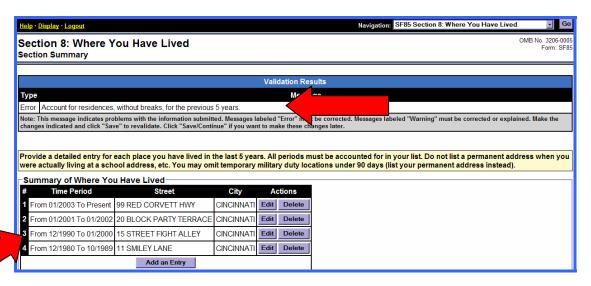
- 1. Q. If I am a US citizen born in the US or US territories (i.e., Guam, Virgin Islands, etc.) am I required to provide a State Department Form 240,-Report of Birth Abroad of a Citizen of the US?
 - A. No. You must answer "b" and "d" of Section 7. If you have dual citizenship, for "item d" you must enter the country. If you do not, click the "Not Applicable" box.



- 2. Q. Which box in question #7 do I mark since I am a citizen but was born on a US military base in a foreign country?
 - A. You should mark the first box since a US Military Base any place in the world is considered a US territory or possession.
- 3. Q. Will dual citizenship keep me from IRS employment?
 A. No.

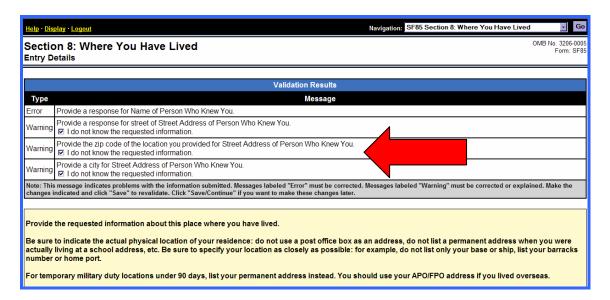
SECTION 8 – WHERE YOU HAVE LIVED

- 1. Q. I have completed this section, but am receiving an error message requiring me to account for residences, without breaks, for the previous 5 years. Why?
 - A. You cannot have any gaps of time between dates. When listing the dates of when you resided at different residences, there can be no time lapse between the end date of when you left a residence and the start date of when you began living at the next residence. Any gaps in these dates will prompt an error message.

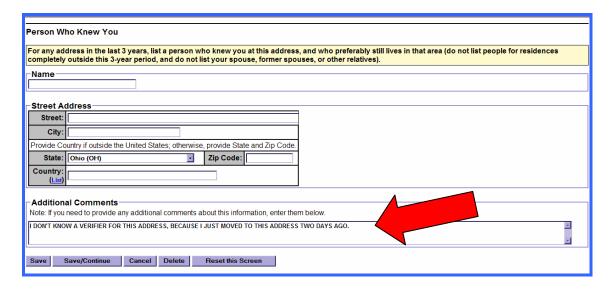


2. Q. Am I required to list a person that knows me for the verifier info?

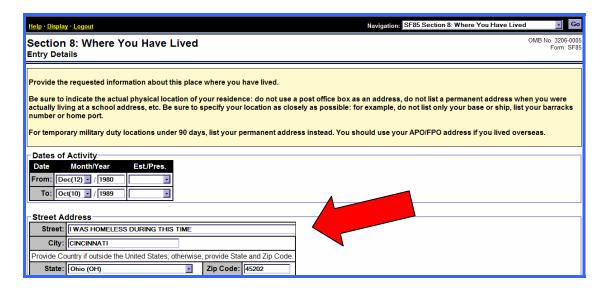
A. You are required to complete the Residence contact field, or upon validation a warning message will prompt you to check the "I do not know the requested information" box.



If the "I do not know the requested information" box is checked, you must provide an explanation in the comment field.



- 3. Q. If I want to list references, can I use the same person for all the places that I have lived for the last 3 years?
 - A. Yes; however it is recommended to use a different reference of someone who knew you at each address.
- 4. Q. What if I am in the process of moving, what address should I use?
 - List your current address and provide your new address information in the comment field.
- 5. Q. I was homeless at the time and I didn't have an address. What should I do?
 - A. Provide the city, state, zip code and indicate your homeless status in the street address field.



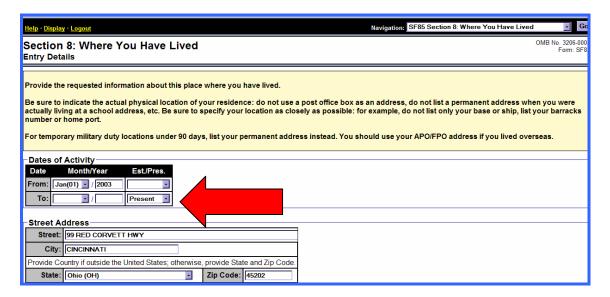
- 6. Q. Can I use a post office box number instead of my address?
 - A. No. You must use the actual physical location of your residence.

7. Q. There are no numbers in my home street address, we have a route number and we use a post office box. How do I list this?

A. List the Route number and the PO Box; include the city, state and zip code.

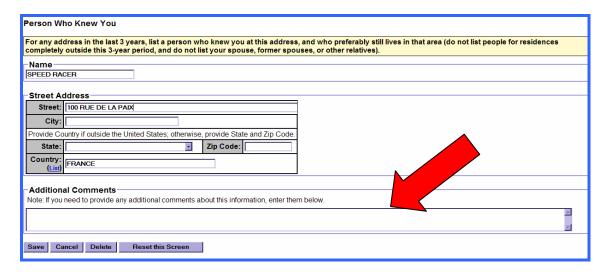
8. Q. I get an error message about needing a record with "Present". What does this mean?

A. Section 8 requires one record to have an end date for which you have checked the "Present" box, indicating your current residence.



9. Q. I need to enter a foreign address. What do I do for the zip code?

A. Leave the zip code field blank and in the comments field annotate 'foreign postal code' and the code, or annotate 'unknown'.



10.Q. Does e-QIP accept APO and FPO addresses? How should I enter them?

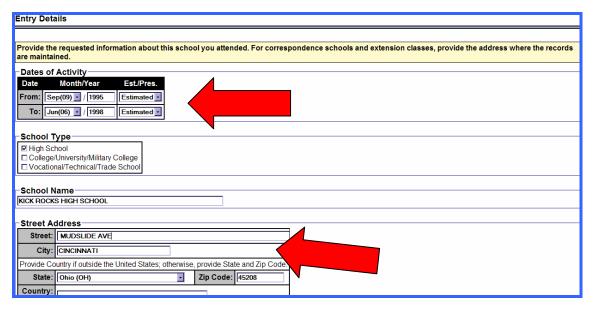
A. Yes. e-QIP will accept APO and FPO addresses. Select the appropriate APO/FPO from the drop down menu. The APO/FPO address should be entered in the city field and the AE, AA or AP should be entered in the state. (These are available at the bottom of the drop-down menu). Lastly, enter the zip code for the APO/FPO location.

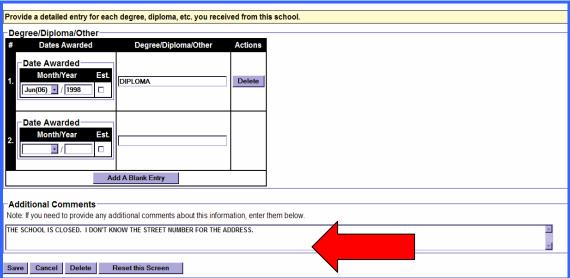
Be sure to indicate the actual physical location of your residence: do not use a post office box as an address, do not list a permanent address when you were actually living at a school address, etc. Be sure to specify your location as closely as possible: for example, do not list only your base or ship, list your barracks number or home port. For temporary military duty locations under 90 days, list your permanent address instead. You should use your APO/FPO address if you lived overseas.
Dates of Activity
Date Month/Year Est/Pres.
From: Jan(01) • / 2003 •
To: Present
Street Address
Street:
City: APO/FPO ADDRESS
Provide Country if outside the United States; otherwise, provide State and Zip Code.
State: APO/FPO Europe (AE)
Country: (List)
Person Who Knew You
For any address in the last 3 years, list a person who knew you at this address, and who preferably still lives in that area (do not list people for residences completely outside this 3-year period, and do not list your spouse, former spouses, or other relatives).
Namo

- 11.Q. I can't remember the exact dates for each residence, what should I do?
 - A. An estimated date should be used with "Estimated" selected by the dates.
- 12.Q. I had two addresses for the same time period. Do I need to provide both?
 A. Yes.
- 13.Q. Do you want the addresses for my "own" apartments/homes, or also if I lived with someone else?
 - A. Provide the addresses of everywhere you lived (whether in your name or someone else's) for the entire 5-year timeframe

SECTION 9 - WHERE YOU WENT TO SCHOOL

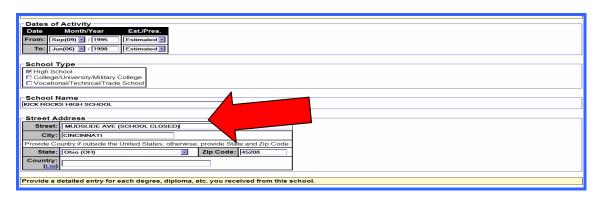
- 1. Q. What if I can't remember the exact dates I went to a particular school?
 - A. An estimated date should be used and select "Estimated" by the dates.
- 2. Q. Am I required to provide the street address for the school?
 - A. Yes, however if unknown provide the city and state and select the "I don't know the requested info" and explain in the comments box.





3. Q. I graduated from high school two years ago, but they have since closed and I don't remember the address. What should I do?

A. Annotate "School Closed" in the street address section. You must also list the city, state and zip code of where the school was located when you attended.



4. Q. I took a correspondence course over the internet last year and I don't know the address. What should I do?

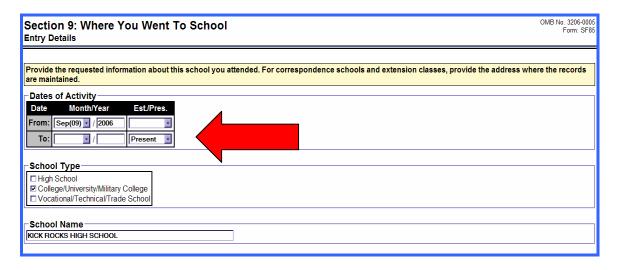
A. Go to the school's website on the internet and click on "contact us". It should have the mailing address of the school.

5. Q. Should I put my education on the SF85 if it was more than 6 years ago?

A. All education within the last 5 years and the most recent degree earned must be entered.

6. Q. What should I put if I am still attending school?

A. Your current information and dates (to present).



7. Q. Do I need to provide my high school?

A. Yes, if you attended within the last 5 years or if it is the most recent diploma/degree earned.

8. Q. If I don't have additional or higher education after high school and it has been more than 5 years since I graduated from high school, may I leave it blank?

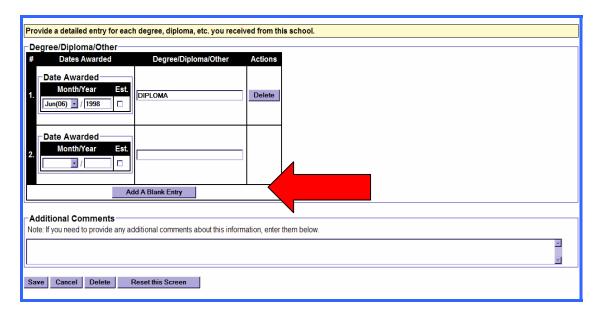
A. No. If you do not have any additional or higher education following high school and it has been more than 5 years since you graduated, you still need to provide us with your high school information.

9. Q. What if I don't know what city it is in?

A. Contact the school to get the information.

10.Q. I have more than three degrees to enter in Section 9. What should I do?

A. Add the dates and degree information and then click "Add a Blank Entry". This will allow you to list additional degree information.

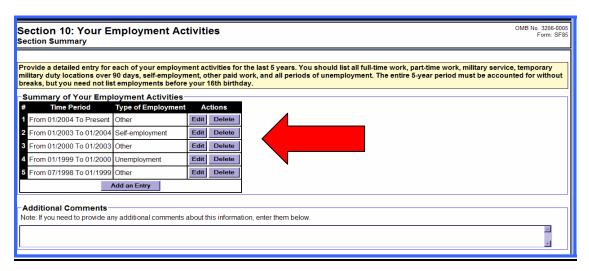


11.Q. Am I required to enter the zip code?

A. Yes. If not, you must select the box that says "I don't know the requested information" and explain in the comments box, in order to exit this section.

SECTION 10 – YOUR EMPLOYMENT ACTIVITIES

- Q. I have completed this section, but am receiving an error message requiring me to account for all periods of employment, without breaks, for the previous 5 years. Why?
 - A. You cannot have any gaps of time between dates. You must indicate all periods of self-employment, unemployment or vacation as appropriate. Any gaps in these dates will prompt an error message. When listing the dates of employment, there can be no time lapse between the end date of your last employment/unemployment and the start date of your next employment/unemployment.



2. Q. Should I choose "Unemployment" if I am not collecting unemployment benefits? Can I use the Unemployment Office as a verifier, and if I am unemployed but receiving unemployment benefits, can I still choose "Unemployment"?

A. All periods of unemployment must be accounted for. This has nothing to do with collecting benefits. You can use the Unemployment Office as a verifier only if you have a counselor you are working with and have complete information with regard to name and address and telephone number. Select "Unemployment" and input the data

3. Q. If I am self-employed, can I use my spouse as my verifier?

A. Yes

4. Q. If I am self-employed, what should I use?

A. Select "Self-employment" along with your verifier information.

5. Q. Can I list my spouse as a verifier if I was unemployed more than once?

A. Yes. However it is preferred that you use a different verifier for each period of unemployment.

6. Q. How should I reflect retirement?

A. Select 'Other' and annotate 'Retirement' in the additional comments field.

7. Q. Am I required to provide the complete mailing addresses with the zip code?

A. Yes. We need the company name, street number, street name, city, state and zip code. To locate zip codes for addresses within the U.S. please go to: http://www.usps.com/

8. Q. I worked at a remote site, an airport terminal, and there is no street address. What should I do?

A. Under "Employer's street address" provide the employer's complete mailing address and under "Street address of job location" (if different than Employer's address), list the location. For example: Terminal (A) DFW International Airport, DFW 75162.

9. Q. Can I use a PO Box?

A. No. It must be the actual physical address of the building.

10.Q. Can I use an e-mail address?

A. No.

11.Q. Am I required to provide a complete address and information if I am a current Federal Employee?

A. Yes.

12.Q. Will Personnel research address information for me to put on the form?

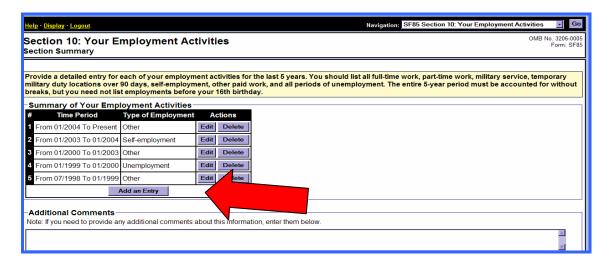
A. No. Applicants/Employees are responsible for finding/providing required information.

13.Q. Should I use the company name or the supervisor's name for the employer?

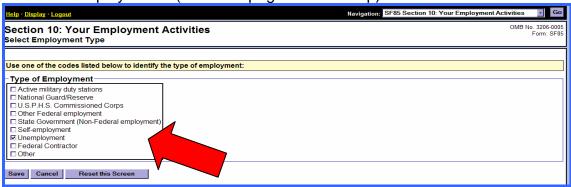
A. The company name is required.

14. Q. What do I put if I have never worked?

A. In Section 10, Click on the "Add an entry" button.



Select "unemployment". (See next page for final step)



Provide the dates of the unemployment and verifier information (required).

Entry Details
Date Month/Year Est/Pres. From: Jan(01) 1/2006
List the name of the person who can verify your unemployment.
Verifier Name
JOHN SMITH
Verifier's Street Address
Street: 66 RESTRICTED BLVD
City: Cincinnati
Provide Country if outside the United States; otherwise, provide State and Zip Code.
State: Ohio (OH)
Country: (List)

15.Q. Am I required to provide the verifier's complete address?

A. Yes.

16.Q. What if I don't have my verifier's address information?

A. Contact the verifier and get the information to provide on the form.

17.Q. What should I do if my prior employer has gone out of business?

A. Provide the employment information, then annotate "out of business" or "closed" in the additional comments field.

18.Q. Do I need the complete business name or can I use initials?

A. Yes. Provide the complete business name of the company. For example, IRS would be shown as Internal Revenue Service.

19.Q. What if my employer is out of state and I only have the PO Box for the address?

A. Contact the company to get the physical street number address of the building.

20. Q. As a Reservist, am I required to provide other employment information?

A. Yes. You must provide other employment information or periods of unemployment with the dates.

21.Q. If I worked for Temp Agencies, should I put the Agency as my employer or the job that I was sent to work as my employer, or do I use both?

A. Do not list both. The Temp Agency that you worked for is the employer and that is what is required, not the job assignments.

22.Q. If I only worked for one day or one week, am I required to put that on the SF-85?

A. Yes. All employment activities need to be listed for the past 5 years.

23.Q. Am I required to provide employment that doesn't apply as experience for the job that I am applying for?

A. Yes. All employment activities need to be listed for the past 5 years.

24. Q. What if I don't remember my supervisor's name?

A. You may enter "Unknown" in the supervisor field and explain in the additional comments box. You may also leave it blank and click "save". You must then select "I don't know the requested info" and explain in the comments box.

25. Q. What if I don't remember the phone number?

A. It can be left blank.

26.Q. What if I don't remember the address of the company?

A. Contact the employer to obtain the actual physical mailing address.

SECTION 11 - PEOPLE WHO KNOW YOU WELL

1. Q. What if I don't have this information because I don't have any references?

A. You must provide **two** complete names and US mailing addresses. If you do not provide this information, your Investigative Form will be rejected.

2. Q. What if I don't know anyone, can I use relatives?

A. No. They should be good friends, peers, colleagues, co-workers, college roommates, etc.

3. Q. What if I don't have the complete mailing address or dates?

A. Contact your references to get the complete information that is required.

4. Q. What if my reference only has a PO Box for their address?

A. You need to use references with US street mailing addresses for their residences.

5. Q. Can I use references that live outside the US?

A. No. References must have US street mailing addresses.

6. Q. Can I use a reference if I only have a phone number?

A. No. A US street mailing address is required.

7. Q. What if I have the address and no phone number?

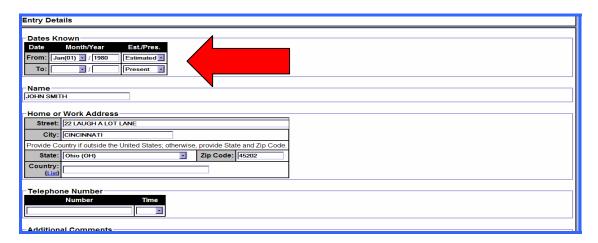
A. The phone number can be omitted as long as a complete US street mailing address is used.

8. Q. What if I only know the year and not the month, or the month and not the year of when I met my reference?

A. An estimated date must be used along with selecting "Estimated" next to the date.

9. Q. I cannot enter "Present" for the "dates known". What should I do?

A. You must enter the present month and the present year for the "From" date and then you can select "Present" in the "To" section.



SECTION 12 – YOUR SELECTIVE SERVICE RECORD

1. Q. What if I am not registered with the Selective Service?

A. If you are a male born after 12/31/1959, YOU MUST BE REGISTERED with Selective Service to be eligible to apply for employment with the IRS. Rules regarding Selective Service registration can be found at www.sss.gov.

2. Q. I went into the military straight from high school when I turned 18. Am I required to have a Selective Service number?

A. Please check the Selective Service website at www.sss.gov or call 1-847-688-6888 to obtain your Selective Service number. If you are unable to locate your Selective Service number, then enter "NO" where it asks you if you have registered. In the Legal Exemption box enter "Enlisted at age 18 and record the branch (i.e. US Army, US Navy, etc.)

3. Q. What if I don't remember my registration number?

A. You can check online at www.sss.gov or call 1-847-688-6888 to access your registration number.

4. Q. How do I find out if I am registered?

A. Check online at www.sss.gov or call 1-847-688-6888.

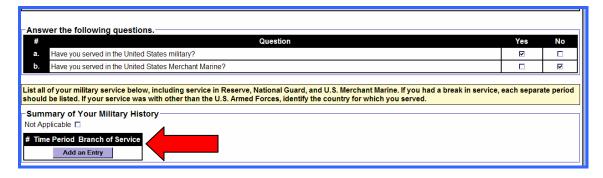
5. Q. How do I register?

A. You can register online at www.sss.gov.

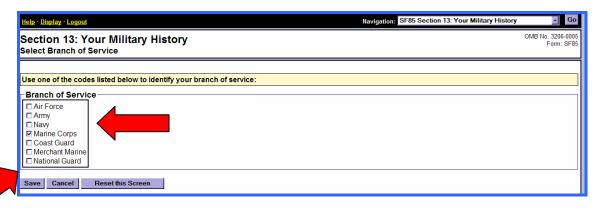
SECTION 13 – YOUR MILITARY HISTORY

1. Q. How do I list my military service? I have several different periods of military service in the last ten years.

A. You need to provide each period of military service separately. To begin, click "Add an Entry".



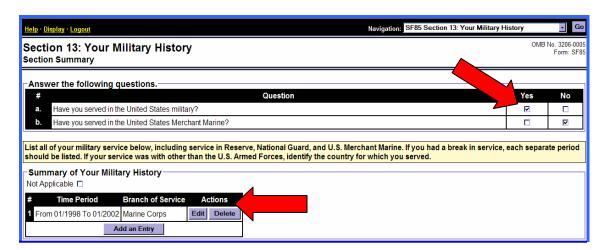
Check the Branch of Service and click "Save".



List the dates of service, Service/Certificate number, rank, status, country if other than U.S. Armed Services, provide any additional comments if needed, and click "Save".

Note: Your Service/Certificate Number is typically found on your DD-214. If your military service was after the dates listed below, then your SSN would be your Service/Certificate number.

- Army and Air Force July 1, 1969
- Navy and Marines January 1, 1972
- Coast Guard October 1, 1974



SECTION 14 – ILLEGAL DRUGS

1. Q. If I disclose that I have used drugs, will that prevent me from getting a position?

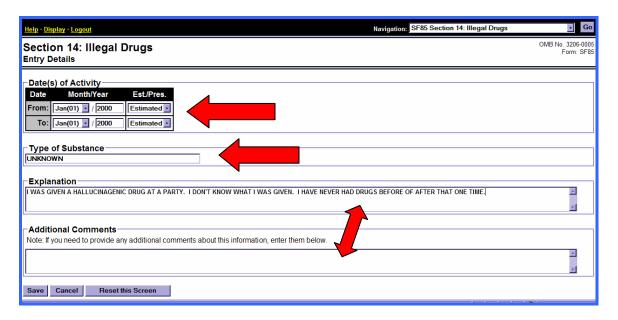
A. Drug use is a suitability issue and will be adjudicated by the Agency.

2. Q. What if I am unsure of the dates I used drugs?

A. You must provide estimated dates, and then select "Estimated" by the dates.

3. Q. What if I don't know what drug(s) I used?

A. Enter "Unknown" in the substance field and enter all information you do have, including a thorough explanation and any additional comments.



VALIDATE, REVIEW and CERTIFY

IF YOU REVIEWED THE DATA YOU PROVIDED FOR ACCURACY AND ARE PREPARED TO SUBMIT YOUR COMPLETED INVESTIGATION REQUEST, CLICK THE 'CERTIFY REQUEST BUTTON' WHICH WILL GENERATE AN OFFICIAL, SUBMITTABLE COPY OF YOUR INVESTIGATION REQUEST; OTHERWISE, USE THE NAVIGATION MENU ABOVE TO NAVIGATE TO THE APPROPRIATE SECTIONS TO MAKE CHANGES.

NOTE: AFTER CLICKING THE 'CERTIFY/REQUEST BUTTON, YOU WILL NO LONGER BE ABLE TO MAKE CHANGES TO THE DATA YOU SUBMITTED.

CERTIFICATION THAT MY ANSWERS ARE TRUE

1. Q. When I sign my name, do I have to sign my full legal name with middle name?

A. Yes.

AUTHORIZATION FOR RELEASE OF INFORMATION

- 1. Q. Do I have to sign and print my full legal name, including my middle name? A. Yes.
- 2. Q. Is it a problem if I draw a slash through the number 7?
 - A. Yes. It makes the dates unclear for OPM processing. Do not alter the numbers when entering dates.
- 3. Q. If I forget something and omitted information that should be on the SF-85, how can I add the information to the form after I have submitted it?
 - A. Contact the IRS Employee Resource Center (ERC) at 1-866-743-5748, select Option 1 and follow the voice prompts for e-QIP assistance.

Note: The Employee Resource Center is only able to reset your Golden Questions and answer specific questions regarding the form you are completing in e-QIP. For all other questions, please contact the Employment Office listed in your e-QIP invitation letter.