



NATIONAL FINANCE CENTER (NFC) EMPLOYEE PERSONAL PAGE (EPP): FREQUENTLY ASKED QUESTIONS

THIS INFORMATION WILL BE MADE AVAILABLE IN ALTERNATIVE FORMATS UPON REQUEST TO THE OFFICE OF WORKLIFE AND BENEFITS PROGRAMS, ROOM N-5454 - FPB, (202) 693-7610.

Beginning October 1, 2006, employees will begin to utilize the Employee Self-Service (ESS) tool on the National Finance Center (NFC) Employee Personal Page (EPP) toolbar via the Self-Service tab.

What is the NFC Employee Personal Page (EPP) and NFC Employee Self-Service (ESS)?

EPP provides an online snapshot of the employee's payroll and benefit information including:

- Leave and Earnings Statement
- Self-Service transactions
- Annual Personal Benefits Statement (the annual retirement estimate from NFC)
- Life Insurance (FEGLI) data
- Health Benefits (FEHB) data
- Annual and Sick Leave data
- Online form required for Financial Disclosure by some employees

In ESS, employees may change the following personnel/payroll-related information:

- Federal tax
- State tax
- Home address
- Direct deposit
- Financial allotments
- Federal Employees' Health Benefits (FEHB) (Open Season)
- Thrift Savings Plan (TSP) Contributions
- TSP Catch-Up Contributions

ACCESS

How do I access EPP?

To access EPP, go to the NFC home page on the web at www.nfc.usda.gov. Click on the "My EPP" icon. The system is available 24 hours a day, seven days a week. In order to access the system, you will need your Social Security Number (SSN) and EPP password. NFC previously mailed you a password for access to EPP. The password will allow access to your personal information contained on NFC's EPP.

Is a password required?

Yes, a valid EPP PASSWORD is required. If you do not have a password, please contact <https://www.nfc.usda.gov/personal/index2.asp> and click on "sign up".

If you do not know your EPP password, and you have previously completed and saved the security information (Challenge Question, Challenge Answer, and E-mail Address) via the Preferences tab on the EPP toolbar, you may select the "Forgot Your Password?" link on the EPP home page and then select "Request Password via E-Mail." A new temporary EPP password will be e-mailed to your designated e-mail address within 24 hours.

If you do not know your EPP password, and you have not previously completed the security information (Challenge Question, Challenge Answer, and E-mail Address) via the Preferences tab on EPP, you may select the "Forgot Your Password?" link on the EPP home page and then select "Request Password via Mail." A new EPP password letter containing your permanent password will be mailed to your home address as recorded on the NFC payroll/personnel database. You should receive it in 7-10 business days. If you know your home address is incorrect on the NFC payroll/personnel database, contact your servicing Human Resources Office (HRO) to complete a manual change of address before requesting a new EPP password.

Can I change my EPP password?

Yes. You should immediately change your password to something you will easily remember. Once you've logged in to your [Employee Personal Page](#), click the "Preferences" button and then click the "Change Your Password" button. On the "Change Your Password" screen, enter your current password, followed by a new password and a confirmation of the new password entered. Click the "Change Your Password" button. If successful, you will receive a confirmation message indicating your password has been changed successfully. Your new password will take effect immediately.

How do I log into EPP?

To log in to your EPP:

- Access the EPP at <http://www.nfc.usda.gov/>
- Click on "My EPP" icon
- Enter your **SSN**
- Enter your **Password**
- Click the **Login** button

Is the NFC EPP website accessible to the physically- and visually-challenged?

Employees accessing NFC web applications with assistive technology such as Jaws, screen readers, etc., should be able to use the site as long as the assistive technology supports Secured Socket Layer (SSL) encryption. Assistive technologies are accommodated in compliance with Section 508 guidelines, which may be found at <http://www.access-board.gov/news/508-final.htm>. Please forward via e-mail any difficulties you may encounter when connecting to NFC's EPP/ESS web applications to the [NFC Webmaster](#).

AVAILABILITY

When is the EPP site available?

The NFC's Web site will be available 24 hours a day, seven days a week, except for periodic system maintenance and database backups. The backup procedures currently run every night at midnight, Central Standard Time, and last about 1 1/2 hours. Bi-weekly updates (especially those that generate the pay and leave statements) may take slightly longer to run.

I will be separating this year. Will I have access to EPP and all of its services as a separated employee?

Separated employees will have access to the EPP for approximately 90 days after their separation is effective. After 90 days, separated employees' access is discontinued, and they must contact the servicing HRO from their last employing agency for assistance.

EARNINGS AND LEAVE (E&L) STATEMENTS

When are the E&L statements posted on NFC's EPP?

The E&L statements are posted to the EPP on the afternoon of the Sunday before the Monday Electronic Funds Transfer (EFT) payday. Please be aware, however, that the bi-weekly pay process is never exactly the same from pay period to pay period; changing requirements can make payroll run times vary. NFC is always looking for ways to speed up processing so your information shows up about the same time every pay period.

Why can't I see more E&L statements on EPP?

All E&L statements generated through NFC from April 3, 2005, to the present are available on the EPP. However, for any pay periods when you receive a Quick Service Payment or are not paid through the NFC system, an E&L statement will not appear on your EPP.

TRANSACTIONS

How do I know the transaction I entered was processed?

Upon completion of your transaction, the EPP will provide you with an effective date of when the action will be effective. Normally, it is the following pay period after you have processed it. You may check your next E&L Statement to verify the change made via EPP, or contact your servicing HRO to ensure that your transaction was processed.

If your EPP action does not go through successfully, an error message will appear the following day to your servicing HRO. If necessary, you will be contacted for further information as needed to ensure successful transmission of the action.

HELP

Is there any assistance?

Help is always available on the system. NFC has a Frequently Asked Questions section; and if you are still having trouble, you can e-mail your questions to NFC.

HELPFUL HINTS

Remember that the EPP is safe, user-friendly, convenient, efficient, and reliable.

Finally, you are in control of some of your payroll needs via direct electronic communication with immediate feedback and no longer need to depend on mailing or faxing a form and waiting for confirmation of action taken.