



National Finance Center Customer Notification

Employee Personal Page (EPP) Password Resets During Government Shutdown

January 3, 2019

Please be advised that during the Government shutdown, the National Finance Center's (NFC) Contact Center (NCC) is operating on an abbreviated schedule, with reduced staff. The hours of operation are from 6:30 a.m. to 3:00 p.m. Central Time, Monday through Friday.

Due to a large number of customer requests, the NCC will start offering EPP password reset assistance for exempt and excepted employees on Thursday, January 3, 2019. Exempt and excepted employees with access to their Government email address may contact the NCC via phone at 1-855-632-4468 and verify their personal information with the NCC to request a password reset. Due to the sensitivity and required validation from Agency personnel, NFC will not be able to reset passwords for non-excepted employees who do not have access to their Government email address at this time.

Authorized Agency Representatives with questions concerning this notification should contact the NCC via phone at 1-855-NFC-4GOV (1-855-632-4468) or via ServiceNow at <https://nfcerp.service-now.com/ess>. While extended wait times are anticipated in NCC, requests via ServiceNow will be accepted immediately. Agencies experiencing critical/escalated items are encouraged to submit these issues to client.management@nfc.usda.gov to ensure these items are responded to immediately.