



National Finance Center Customer Notification

Update: Employee Personal Page (EPP) Password Resets Processed During the Government Shutdown

March 25, 2019

Reference Number: NFC-1553006634

Dear Customer:

This notice is an update to the [customer notice sent January 3, 2019, related to EPP password resets](#). In the notice, the National Finance Center (NFC) offered our customers additional options for handling their EPP password resets in the absence of their Human Resource Office personnel during the Government Shutdown. We advised our customers and employees that the new options were temporary, and that NFC would track all password resets processed during the furlough and systematically force a mandatory reset at the conclusion of the Government shutdown.

NFC has scheduled mandatory password resets of those accounts for March 28, 2019, to ensure the data maintained in the EPP accounts are protected. We would also like to offer the following suggestions for employees to enhance their EPP experience:

1. Employees should take immediate action to establish their new EPP passwords following the forced mandatory reset.
2. Employees should take this time to review their profile information and add alternate and/or personal email addresses to their EPP accounts.
3. Employees should print their most current Earnings and Leave statement.

Employees who already have their non-Government email address stored, but are unable to generate their own EPP password reset (i.e., did not store security questions or forgot the answers) or employees who do not have their non-Government email address stored in their EPP account may contact their Agency Human Resources (HR)

point of contact to request assistance and verification. Those HR points of contact may then contact the NCC via telephone at 1-855-632-4468 or via Service Now at <https://nfcerp.service-now.com/ess> to request a password reset for their employee and confirm the appropriate email address for the NCC to send the temporary password.

Authorized Agency Representatives or employees 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>. Please note: NFC no longer accepts Agency inquiries via the NCC Contact Center email box.