



National Finance Center Operational Notification

Employee Personal Page (EPP) is Temporarily Unavailable - Resolved

October 21, 2021

Reference Number: NFC-1634788787

Dear Customer,

We wanted to take this opportunity to advise our customers that the EPP application is now available for use. During this maintenance period the NFC has completed our fiscal year end processes and implemented the following enhanced security protocols:

- Access will be restricted to only authorized Agency IP addresses.
- Use of Captcha software for an added layer of security which will require a challenge response at log in.
- All users will be required to reset their EPP Passwords on their next log-in.

As always, the **NFC Operations and Security Center (OSC)** will be available 24 hours per day, 7 days per week at 1-800-767-9641 or via email to osc.etix@usda.gov

Federal employees with questions concerning this notification should contact their **Servicing Personnel Office**. Authorized Agency representatives with questions concerning this notification should contact the NCC at 1-855-NFC-4GOV (1-855-632-4468) or via ServiceNow.

- Federated ServiceNow Users: <https://nfcerp.servicenowservices.com/>
- Non-Federated ServiceNow Users: https://nfcerp.servicenowservices.com/sp_ess/