



Title: I, Payroll/Personnel Manual

Chapter:

Bulletin: 12-22, Enhancements to the Employee Personal Page (EPP)

Date: September 24, 2012

To: Subscribers of All Title I Publications (Payroll/Personnel)

Effective Pay Period 20, 2012 (October 1, 2012), National Finance Center (NFC) will implement the following Employee Personal Page (EPP) enhancements:

- An automated setup process to establish new employees in EPP.
- A process for new employees to establish an EPP work email address, if their Agencies have not already established the Agency work email address.
- A special process for enrolling employees in EPP who do not have a valid Agency work email address.
- A new process for retrieving forgotten EPP user identifications (ID) and forgotten passwords.

#### **Automated Setup of New Employees in EPP**

Modifications are being made to EPP to make it easier for new employees to quickly receive their initial temporary password and complete the signup process. In the new process, EPP requires a work email address for the initial emailing of the temporary password to new employees.

EPP is being modified to obtain the employee's Agency work email address from the Document Type 444, EHRI RSM Elemn, processed in the Payroll/Personnel System (PPS). The work email address will be added to PPS by the Agency processing the Document Type 444 and will be identified as the "Agency Work E-mail Address" in EPP. A separate NFC bulletin will be issued to provide information on the addition of the employee work email address to the Document Type 444.

Upon establishment of the Agency work email address in EPP, the employee will be sent a "Welcome to EPP" email with a temporary password and instructions for accessing EPP for the first time.

If the employee's Agency work email address is not established in EPP through the above process and the employee does have an Agency work email, the employee can access EPP

at NFC's Home Page ([www.nfc.usda.gov](http://www.nfc.usda.gov)) and click New User Sign Up. Reference the EPP Quick Reference Guide for further instructions on this signup process.

If the steps for an automated enrollment in EPP (entered via Document Type 444 by the Agency) have not been completed, employees can establish themselves in EPP with the creation of an EPP work email address. This address is established by the employee for use in EPP only. The EPP work email address will not update the Agency work email address entered by the servicing Agency as the Agency work email address can only be entered by the Agency, not the employee.

### **Special Process for Employees Without a Valid Agency Work Email Address**

In order to service customers who have groups of employees that are not issued an Agency work email Address, the following procedure will be implemented to obtain a temporary password for those employees. Please note that this special process will be implemented in Pay Period 23, 2012.

- In order to utilize this process, NFC has established an authentication process for employees' identity verification purposes. The Servicing Personnel Office (SPO) will provide the employee a unique personal identification number (PIN) (referred to as the SPO PIN) for this process. The SPO PIN format that must be used will be provided by NFC to Authorized Agency points of contact.
- Once the SPO has provided the SPO PIN to the employee, the employee will click the New User Sign Up link on the EPP main login page, enter their Social Security number and date of birth, and then be prompted to enter a EPP work email address. The employee clicks the "No Work E-mail" button and the next page will require the employee to enter the SPO PIN provided. The employee will enter the PIN and upon validation the user will be prompted to enter an email address. The temporary password will then be emailed to the email address entered.
- The employee will access their personal email account, receive the temporary EPP password, and log into EPP.
- Upon logging into EPP, the employee will be prompted to create a new EPP user ID and password, select and answer the security questions, and save them to his or her EPP account.

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**NOTE:** NFC is requesting that Agencies who have groups of employees that are not issued work email addresses contact us at [Customer.support@nfc.usda.gov](mailto:Customer.support@nfc.usda.gov) so that we can identify the Agencies that will be using the special processes outlined above.

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### **Additional EPP Changes**

Additionally, the Preferences section of EPP will be updated to change the names of "Primary Email Address" and "Secondary Email Address" to "Additional 1 E-mail" and "Additional 2 E-mail". With the addition of the EPP Work E-mail and Agency Work E-mail, there will now be four email addresses possible in EPP: (1) The Agency Work E-mail Address created by the Human Resources office through the Document Type 444 process, (2) The EPP Work E-mail Address created by the employee, (3) Additional 1 E-mail Address, and (4) Additional 2 E-mail Address.

### **Forgotten User ID and/or Password Process**

A new process for retrieving a forgotten EPP user ID and forgotten password will also be implemented which eliminates the physical mailing of forgotten user IDs and temporary password letters. Employees can now obtain their forgotten user IDs either online, real time by correctly answering security questions or have the information sent to them via email using the forgotten user ID option in EPP. Employees can obtain their forgotten passwords via email using the forgotten password option in EPP. More details can be found in the EPP ID/Password Quick Reference Guide.

### **EPP User ID/Password Quick Reference Guide**

NFC has created the attached EPP User ID/Password Quick Reference Guide to provide new employees with information regarding accessing EPP for the first time. Additionally, the guide provides information regarding requesting a forgotten user ID and/or password for new and current employees. A copy of the guide will also be available as a link on the EPP login page. SPOs are encouraged to provide a copy of the guide to all employees, especially new employees, to assist them with accessing EPP for the first time.

### **Additional Information for Current Employees**

We encourage customers to notify their current employees who have active EPP accounts, but have never added an email address in EPP, to establish an email address prior to implementation on October 1, 2012. By doing so, this will reduce the number of employees adversely impacted by this process. All current employees who are suspended and cannot access their EPP accounts should contact their SPO for assistance.

### **Inquiries**

For questions about NFC processing prior to October 1, 2012, contact the Payroll/Personnel Call Center at 1-800-981-3026 or the *EmpowHR* Help Desk at 1-888-367-6955. Starting October 1, 2012, only authorized SPOs can contact the NFC Contact Center at 1-855-NFC-4GOV (1-855-632-4468) or via the Remedy Requester Console.



RANDY L. SPEED, Director  
Government Employees Services Division

Attachment

NFC  
BULLETIN



## EPP User ID/Password Quick Reference Guide

The Employee Personal Page (EPP) allows employees serviced by the National Finance Center (NFC) to view their payroll, leave, health and life insurance, Wage and Tax Statement, and other personal information. EPP also allows employees (whose Agency participates) to use Employee Self Service (ESS), a self-service feature, to request updates to specific payroll information. Employees can access EPP from any computer at <https://www.nfc.usda.gov/personal>.

This Quick Reference Guide provides instructions for new and current employees on the EPP user identification (ID) and password process.

### Are you a new employee accessing the Employee Personal Page (EPP) for the first time?

If you received a “Welcome to EPP” email at your Agency work email address with a temporary password and instructions for accessing EPP, then your Agency has already established you in EPP.

Log in using the steps below.

1. Access EPP at <https://www.nfc.usda.gov/personal>.
2. Enter your Social Security number (SSN) and temporary password. You will be prompted to enter a new user ID and password.

*Optional Step:*

At this point you can establish an EPP work email address and two additional alternate email addresses. **Note:** The EPP work email address should be a valid work email address on file for your Agency.

Enter the EPP work email address and the alternate email addresses in the Additional 1 E-mail and Additional 2 E-mail fields respectively. **Note:** The alternate email addresses may be your personal email account addresses.

3. Answer the six security questions provided. Your entered information is displayed.
4. Review your security questions responses and click **Continue**. You are now logged into your EPP.

If you did not receive a “Welcome to EPP” email at your Agency work email address, but do have a valid work email address (*i.e., john.doe@usda.gov*), then you need to complete the signup process in EPP.

Log in using the steps below.

1. Access EPP at <https://www.nfc.usda.gov/personal>.
2. Click the **New User Signup** link located under the login fields.
3. Enter your SSN and date of birth (DOB).
4. Establish an EPP work email address **Note:** The EPP work email address should be a valid work email address on file for your Agency.  
Enter the EPP work email address .
5. Click **Continue**. You will receive a message that your temporary password was emailed to you. **Note:** The temporary password email will be sent to your EPP work email address. Follow the instructions provided in the email.

If you did not receive a “Welcome to EPP” email at your Agency work email address and you do not have a valid work email address (*i.e., john.doe@usda.gov*), please contact your Agency Servicing Personnel Office (SPO) to request assistance with logging into EPP.

## Forgot Your User ID?

To have your user ID made available to you online, real time within the EPP application, follow the steps below.

1. Access EPP at <https://www.nfc.usda.gov/personal>.
2. Click **Forgot Your User ID?**, located under the log in fields.
3. Click **Request User ID Online**.
4. Enter your first name, last name, and DOB and click **Continue**.
5. Correctly answer two security questions, and click **Continue**. Your user ID will be displayed online.

To have your user ID sent to your EPP/Agency work email address, follow the steps below.

1. Access EPP at <https://www.nfc.usda.gov/personal>.
2. Click **Forgot Your User ID?**, located under the log in fields.
3. Click **Request User ID by E-mail**.
4. Enter your first name, last name, and DOB and click **E-mail User ID**.
5. Choose an email address from your established email addresses within EPP to have the user ID emailed to that address.
6. Click **Submit**. You will receive a message stating that your user ID was emailed to you. Follow the instructions provided in the email.

## Forgot Your Password?

To have your temporary password sent to your EPP/Agency work email address, follow the steps below.

1. Access EPP at <https://www.nfc.usda.gov/personal>.
2. Click the **Forgot Your Password?** link located under the log in fields.
3. Click **Request Password by E-mail**.
4. Enter your EPP user ID and DOB and click **Continue**.
5. Correctly answer two security questions and click **Continue**.
6. Select one of the email addresses you have established in EPP to send the temporary password to or click **Add/Change EPP Work E-mail**.
7. If you cannot answer your security questions correctly, select one of the emails you have established.
8. Click **Continue**. You will receive a message that your temporary password was emailed to you.

## Did Not Receive Your Temporary Password?

If you have an EPP user ID and completed the security questions to request a temporary password but never received the temporary password, follow the steps below.

1. Access EPP at <https://www.nfc.usda.gov/personal>.
2. Click the **Forgot Your Password** link located below the log in fields.
3. Click **Request Password by E-mail**.
4. Enter your EPP user ID and DOB and click **Continue**.  
*"You requested a password by e-mail within the last 7 days. It normally arrives by the next business day. Are you sure you want to request another password?"*
5. Click **No** to cancel this request if you do not want to proceed.
6. Click **Yes** to send me another password to proceed.
7. Correctly answer two security questions.
8. Click **Continue**.  
Select your EPP Work E-mail Address or **Add/Change EPP Work E-mail** address and click **Continue**. You will receive a message that your temporary password was emailed to you.  
**Note:** If you still do not receive the temporary password, you should contact your SPO to resolve the issue.