



The Employee Personal Page (EPP) is a secure, personalized website found on the National Finance Center (NFC) webpage. It securely stores your personnel and payroll information. EPP enables you to view your Statement of Earnings and Leave, W-2s and Annual Personal Benefits Statement. It also allows you to make changes to your personal information.

EPP is a convenient one-stop shop that is available 24/7, which you can access from home or work from any computer with internet capabilities. EPP gives you the ability to review or change:

- Direct deposit information
- Federal healthcare insurance enrollment
- Federal and state tax withholding allowances
- Qualifying life event changes to your healthcare benefits
- Discretionary financial allotments
- Health savings allotments
- Personal address information
- Thrift Savings Plan and “catch-up” elections
- Administrative debt (salary overpayments and Federal Employee Health Benefit premiums)

All IRS employees are automatically signed up for My EPP when they’re hired. To access My EPP, visit [NFC’s home page](#). Once there, click **Applications** and then click **My EPP**.

New user sign up:

If you received a *Welcome* to EPP email with a temporary password and instructions for accessing EPP, then you have been established in EPP.

- Access [EPP](#).
- Enter your Social Security number (SSN) and temporary password provided in the email. You will be prompted to enter a new user ID and password.
- Optional: at this point you can establish two additional alternate email addresses. The alternate email addresses may be your personal email account addresses.
- Answer the six security questions provided; your answers will be displayed.
- Review your security questions and responses, then click **Continue**. You are now logged into your EPP.



If you did **not** receive an email or don't have a work email address, then you will click **New User Sign Up**.

- Access [EPP](#).
- Enter your SSN without dashes and *date of birth (DOB)*, click **Continue**.
- Enter a valid work email address and click **Sign-Up**.
- If you don't have a work email address, click **No Work E-Mail Address**.
- The system will ask you to enter an SPO PIN. You will need to contact the Customer Assistance Line at 866-743-5748, option 1, option 2, for your SPO PIN.
- Once you enter the SPO PIN and click **Continue**, the system will require you to enter an email address. Click **Sign-Up**. A temporary password will be emailed to you. Your user ID is your SSN.
- Follow the instructions provided in the email to log into EPP.

If you have access to your government email, you may contact the EPP Help Desk at NFC by calling 855-632-4468, option 5.

Forgot your user ID?

Choose from two options:

1. Have the ID made available to you online or
2. Have the ID sent to an email address you entered when you established your login.

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

- Access [EPP](#).
- Click **Forgot Your User ID?** found under the login field.
- Click **Request User ID Online**.
- Enter your first name, last name and DOB and click **Continue**.
- Correctly answer two security questions and click **Continue**. Your user ID will be displayed online.

To have your user ID sent to an email address you entered when you established your login, follow the steps below:

- Access [EPP](#).
- Click **Forgot Your User ID?** found under the login fields.
- Click **Request User ID by E-mail**.



- Enter your first name, last name and DOB and click **E-mail User ID**.
- Choose an email address from your established email addresses within EPP to have the user ID emailed to that address.
- Click **Submit**. You'll receive a message saying your user ID was emailed to you. Follow the instructions provided in the email.

Forgot your password?

To have a temporary password sent an email address you entered when you established your login, follow the steps below:

- Access [EPP](#).
- Click **Forgot Your Password?** found under the login fields.
- Click **Request Password by E-mail**.
- Enter your EPP user ID and DOB and click **Continue**.
- Correctly answer two security questions and click **Continue**.
- 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**.
- If you cannot answer your security questions correctly, select one of the emails you have established.
- Click **Continue**. You'll receive a message that your temporary password was emailed to you.

Two-factor authentication:

NFC added security to the EPP with two-factor authentication. This enhancement affects all EPP users whether they use a user ID and password or eAuthentication to access EPP.

Part of the two-factor authentication is validating email addresses. Users will be required to enter both a work email address and a personal email address the first time they log into EPP. This will be a one-time validation for both user ID and password or eAuthentication logins.

To validate your email address and establish two-factor authentication:

- Connect to [EPP](#).
- Log into EPP. The *Enter Your Work Email* address page is displayed.



- Enter your work email address in the Work email field. The work email must end in either .gov, .edu or .mil. If you don't have a work email address, select the ***I do not have a Work E-mail Address*** button
- Click **Submit**. An email with a verification code will be sent to the email address entered, and the *Verify Your Work E-mail Address* page will be displayed.
- Verify your work email address by entering the code provided in the email.
- Click **Submit**. The *Enter Your Personal E-mail Address* page is displayed.

Enter your personal email address in the Personal E-mail field. An email with a verification code is sent to the email address entered, and the *Verify Your Personal E-mail Address* page is displayed. If you do **not** have a personal email address, reenter your work email address in this field.

- Verify the personal email address by entering the code provided in the email. The Two-Step Authentication page is displayed.
- You can use an authentication application, text message (SMS) or phone call as the second step.

Text message (SMS) and phone call are available in the US only. If you are outside of the US, you must use the authentication application option.

Choose an option to verify your access:

- Text message (SMS)
- Authentication application
- Phone call
- Enter your phone number in the Phone Number field. Click **Submit**. A text message with a verification code will be sent to your phone, or by phone call with a verification code. Verify your phone number by entering the code provided in the text or by the phone call. Click **Submit**. You are now logged into EPP.

OR

To authenticate using an authentication application, click **Authentication Application** and click **Continue**. The Two-Step Authentication page (including the authentication key and the QR code to be scanned) will be displayed. Either enter the key provided on an authentication application or scan the QR code. A security code will be provided by the authentication application. Enter the code provided in the *Enter the code from the app* field. Click **Submit**. You are now logged into EPP.

Note: Both user ID and eAuthentication (eAuthentication software is not downloadable to IRS computers) users must follow this process the first time they log into EPP after implementation of two-



factor authentication. EPP users who use the user ID and password option will be prompted to enter a verification code each time they log into EPP.

If you're attempting to access EPP from a smart device, you'll be required to login via your EPP user ID and password. eAuthentication will no longer be available when accessing EPP on smart devices.

The **Preferences** menu within EPP allows you to maintain your user ID and password and store multiple email addresses, including work and home emails. If you forget your user ID or password, you can request the information be sent to either email address. Also, set up your security questions. These will be used if you forget your user ID or password. Make your answers simple so they'll be easy to remember.

For additional information on EPP, visit the EPP Sample Page on the My EPP login screen.

For assistance with accessing EPP or information found within the EPP screens, contact the Employee Resource Center at 866-743-5748, option 1 for ERC.

Help is also available within EPP. Select the **Need Help?** on the EPP login screen.