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## Log In Changes to EPP

1. On the EPP Home Page, enter your SSN as the User ID and current password and click **[LOG IN]**. First time EPP users will log in using their SSN and temporary password.
2. After verification of SSN and current password, you will be prompted to create a new User ID. The new User ID criteria will be based on the following:
  - a. Must be a minimum of 8 and maximum of 40 characters
  - b. Must contain at least one English letter (A–Z, not case sensitive)
  - c. May contain at least one Westernized Arabic numeral (0–9)
  - d. May contain special characters which are limited to ! # \$ % \* \_ + . - @
  - e. May use email address
  - f. Cannot match SSN
3. You will be prompted to enter a new password if the current password does not meet the new requirements. The new password criteria must be based on the following criteria:
  - a. Must be a minimum of 6 and maximum of 14 characters
  - b. Must contain one character from 3 of the 4 following categories:
    - English upper case letters (A–Z)
    - English lower case letters (a–z)
    - Westernized Arabic numerals (0–9)
    - Special characters limited to: ! # \$ % \* \_ +
  - c. Cannot contain the users first name, last name, email address, or User ID
  - d. Cannot match current or two prior passwords
4. You will be prompted to select six security questions from a drop down list, and provide answers. After the User ID, password (if applicable), and security questions are accepted, you can continue to your account.
  - **Forgotten User ID** – If you forget your User ID, you must click “Forgot Your User ID?” on the Login Page. You can elect to request your User ID by mail or request your User ID online. If you request your User ID online, after successfully entering your first name, last name, and date of birth, you will then be required to answer two randomly selected security questions. Once correctly answered, your User ID will be displayed and you can proceed. If after multiple attempts, you fail to correctly enter your first and last name, date of birth, and answer both security questions, the User ID will be mailed to the address of record.
  - **Forgotten Password** – If you forget your password, you must click “Forgot Your Password?” on the Login Page. You can elect to request your password by mail or email. If you request your password by email, after successfully entering your User ID, you will then be required to answer two randomly selected security questions. Once correctly

answered, you will receive an email within 24 hours with a temporary password. If no email address is on file, the temporary password will be mailed to the address of record. If you fail to answer both security questions correctly after multiple attempts, the temporary password will be mailed to the address of record. Temporary passwords will be random letters and numbers and will not be case sensitive.

- **Address Information** – Since your mailing address and email address will be utilized in the event of forgotten User ID and/or passwords, please ensure that both are accurate and updated. Your mailing address can be verified and/or updated under the Self-Service section of the EPP or through your personnel office and your email address can be verified, added or updated under the Preferences section of the EPP.
- **Contact Information** – The Operations and Security Center (OSC) will serve as the primary point-of-contact for guidance and assistance. The OSC can provide EPP users with assistance in regard to requesting User ID and/or password; however, they cannot issue either. Contact the OSC in one of the four ways below:
  - Web – submit requests online via NFC’s Home Page, using the Create Request link on the OSC’s Web page. The link to OSC’s Web page is located on the lower right side of NFC’s home page.
  - Email – submit requests via email to *occ.etix@usda.gov*.
  - Fax – submit requests via fax using the OSC Technical Help Desk Fax Request Form to **504-426-8318**. The OSC Technical Help Desk Fax Request Form is also available on the OSC’s web page.
  - Phone – EPP users can contact the OSC toll free at **1-800-767-9641** or locally at **504-426-6435**.