SERVING ALL FPAC EMPLOYEES
FOR ALL HUMAN RESOURCES SERVICES AND QUESTIONS
Submit a ServiceNow Ticket: https://myfpac.usda.gov

The Employee Care Center (ECC) is the primary intake point for all Human Resources request and general questions.

- Policy clarification
- Personnel actions
- Pay actions
- Retirement applications
- Allotment or lump-sum payments
- WebTA questions
- Separations
- Benefits election changes
- Benefits questions
- Leave
- Life Event Changes
- Staffing actions
- Position changes (e.g., details, temporary promotions)
- Retirement system changes
- General Personnel questions and requests
- Debt waivers
- Document requests
- much more

To submit a Human Resources Employee Care ticket:

- Step 1: Sign In – Go to https://myfpac.usda.gov
  *bookmark this page
- Click on “myFPAC Services”
STEP 2: Division Dropdown List
Click on "Our Departments" from the white menu bar then select “Human Resources” from the drop down menu. This will take you to the HR Intake Form (ticket).

STEP 3: The Intake Form
• On the Intake Form screen, under "Request Type", select the drop down menu to select the type of request you have then fill in the “Description of Request”. Add attachments and press “Submit”. Someone from the ECC will contact you and let you know if additional information, forms or documents are needed.
• You will receive emails updating you of the status of your request from the submission of the ticket until the ticket is resolved and closed.

For urgent issues call an ECC HR Specialist: 1-855-344-4793, Option #2