

ECC Tickets

For Benefits

FPACNow Login

- Use the FPACNow icon on your Desktop



- Or login using this website address: [ECC Portal - Employee Care Center \(ECC\) Portal \(servicenowservices.com\)](https://servicenowservices.com)
- Or you may call 855-344-4793, option 2

ECC Icon

Click on:

Employee Care Center (ECC)

The screenshot displays the FPACNow website interface. At the top, there is a navigation bar with the USDA logo, the text "United States Department of Agriculture", and "Farm Production and Conservation". Below this is a search bar labeled "Search all of FPACNow" and a "FPACNow" label. The main content area is titled "Service Tools" and contains a grid of 12 tool cards. Each card features an icon, a title, and a brief description. The "Employee Care Center (ECC)" card is highlighted with a blue circle. The card for "Employee Care Center (ECC)" has a yellow background and contains the following text: "Submit HR requests for Benefits, Employee Development, Telework, Classification and more."

Tool Name	Description
Accounts Payable Tracker (APT)	Submit and track requests to process manual obligations and payments via FMMI.
Accounts Receivable Tracker (ART)	Submit packages for Billings and Collections Processing.
Directives Management Tool (DMT)	Ask questions and complete all phases of the directives process.
Electronic Lease Management System (ELMS)	Submit internal requests for Operations and lease tracking.
Employee Care Center (ECC)	Submit HR requests for Benefits, Employee Development, Telework, Classification and more.
Event Manager (EM)	Submit an event request to start coordinating an event.
Exhibit Reservation System (ERS)	Submit reservation requests for Exhibits for various events.
FPAC Support by Function	Submit service requests from any FPAC Business Center Division.
GEONow	Geospatial Enterprise Operations information, solutions, and support.
Internal Review Document Tracking System (IRDTS)	Complete or assign FSA internal control reviews.
IT Service Desk	Submit incidents, service requests, problems, and IT related changes.
Vehicle Management Tool (VMT)	Reserve, return, and inspect vehicles.

Benefits Login

Click on Benefits:

The screenshot displays the Employee Care Center (ECC) Portal interface. At the top, the USDA United States Department of Agriculture logo is on the left, and "Farm Production and Conservation" is on the right. Below this is a dark blue header with "Employee Care Center (ECC) Portal" on the left and a search bar labeled "Search all of FPACNow" on the right. A navigation bar below the header includes "ECC Menu" (with a dropdown arrow), "FPACNow Menu" (with a dropdown arrow), "Guided Tours" (with a dropdown arrow), and "Patricia Gepford" (with a dropdown arrow). The main content area is titled "Services" and features a grid of service tiles. The "Benefits" tile is highlighted with a blue circle. To the right of the services grid are three panels: "Open Cases" showing two cases for KARIE COLLINS, "Pending Tasks" showing "No records found", and "Explore Resources" with a search bar and a "View All" link. A "Return to Top" link is located at the bottom left of the page.

USDA United States Department of Agriculture

Farm Production and Conservation

Employee Care Center (ECC) Portal

Search all of FPACNow

ECC Menu

FPACNow Menu

Guided Tours

Patricia Gepford

Services

- Hire/Recruit**
Create and track recruitment and hiring requests within Hiring Tracker.
- Benefits**
Health coverage, retirement savings, leave, assistance programs, telework, workers compensation and more.
- Classification**
Position descriptions, builds, and management. Desk audits, classification appeals, redistricting, Reports To changes, and more.
- Compensation**
Court orders, manual payments, special salary payments, overpayments, underpayments, WebTA and general inquiries.
- Employee Development**
AgLearn, assessments, curriculum, program & course design, development, training, mentoring and webinar support.
- HR Systems**
New access and access issues related to HR Systems, requesting HR Reports and HR Analytics.
- Performance**
Annual reviews, awards, plans, appraisals, ratings, quality step increase, and general inquiries.
- Personnel Actions**
Placement into non-pay status, changes to position, pay increase/promotion, within grade, work schedule and other personnel requests.
- Separations**
Survivor benefits, resignations, retirements, termination, transfer to another agency and general inquiries.
- Workforce Policy**
Inquiries related to interpretation and implementation of HR policies and procedures, policy development, settlement agreement implementation, policy training requests.
- Worklife Inquiries**
Elder care, EAP, health & wellness, reasonable accommodation, telework, worker's comp, transit subsidy and child care inquiries.
- Other HR Services**
Workforce Analytics and Quality Assurance related requests.

Open Cases

- Other case for KARIE COLLINS
HRC0278226 • about a month ago
- Processing case for KARIE COLLINS
HRC0278227 • about a month ago

Pending Tasks

No records found

Explore Resources

Discover resource articles by typing keywords below.

Search Resources...

View All

Return to Top

Benefits Categories

Pick the category you want to help with (add forms/documents where they are required):

The screenshot displays a web interface for 'Benefits Categories'. On the left is a vertical navigation menu with a 'Categories' header and a list of items, each with a blue circular icon containing a number. The 'Benefits' category is highlighted. The main content area is titled 'Benefits' and contains a grid of 16 inquiry cards. Each card features an icon, a title, a brief description, and a 'View Details' link.

Category	Icon	Title	Description	Action
Benefits		Court Leave	Court leave inquiry	View Details
Benefits		Dental, Vision, Flexible Spend...	General dental or vision, LT care, flexible spending account and health savings plan inquiries	View Details
Benefits		Disabled Veteran Leave	Disabled veteran leave inquiry	View Details
Benefits		Family Medical Leave Act (FMLA)	Family and medical leave act	View Details
Benefits		Funeral/Bereavement Leave	Funeral/Bereavement leave inquiry	View Details
Benefits		General Benefits Assistance	General Benefits Assistance Inquiries	View Details
Benefits		Leave Without Pay (LWOP) Inq...	Leave without pay (LWOP) inquiry	View Details
Benefits		Military Leave	Military leave inquiry	View Details
Benefits		Other Leave Inquiry	General leave inquiry	View Details
Benefits		Retirement	General Retirement Inquiries	View Details
Benefits		Thrift Savings Plan Inquiry	General Thrift Savings Plan Inquiries	View Details
Benefits		Designation of Beneficiary (E...	Assign a Beneficiary	View Details
Benefits		Health Benefits Election	Enroll in health benefits for new employees, life event change or temporary continuation of coverage	View Details
Benefits		Life Insurance	Assign life insurance, life insurance election for new employees, and current life events	View Details
Benefits		Thrift Savings Plan	Start, stop, or change contribution, or catch up in TSP	View Details
Benefits		Leave Audit TING Update	Leave Audit TING Updates	View Details
Benefits		Leave Payment Comp Time Pa...	Leave Payment Comp Time Payout Inquiries	View Details
Benefits		Leave Transfer Requests (In or ...	Leave Transfer Requests (In or Out)	View Details
Benefits		Lump Sum Payment	Lump sum payment related to survivor benefits, resignation, retirement or termination	View Details
Benefits		Voluntary Leave Recipient	Voluntary Leave Recipient Inquiries	View Details
Benefits		Voluntary Leave Transfer Prog...	Voluntary leave transfer program inquiries	View Details
Benefits		Service Deposit	Service Deposit Payments related to Civil, Military or Service Redeposit	
Benefits		Other	Items not covered in Benefit Change, Leave, Service Deposit Payments, Transits Benefits	