

Service Representative Contact Information for HRD EmpowHR Help Desk

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Talent Acquisition Branch
State and County Services Section

The EmpowHR Help Desk is located in the State and County Services Section of the Talent Acquisition Branch, Office of the Operations Chief. The EmpowHR Help Desk (EHD) provides support services to federal and county offices nationwide in the Farm Service Agency mission area. EHD functions include: conducting extensive research into personnel action history and making corrections, resolving EmpowHR error messages, developing system requirements, and serving as a liaison between EmpowHR and EPIC users, and the National Finance Center (NFC) personnel. The EmpowHR Help Desk is FSA's Customer Advocate to the NFC.

The EmpowHR Help Desk works hand in hand with your Human Resources Servicing Personnel Office to resolve EmpowHR problems such as password resets, locked accounts, and problems arising out of the performance management and self-service modules.

If assistance is needed with EmpowHR or EPIC, ask your Human Resources Servicing Personnel Office to contact the EmpowHR Help Desk. Please provide the following information to your Human Resources Servicing Personnel Office:

- Your name
- Agency
- Telephone number
- EmpowHR ID
- Brief description of the problem or issue
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Human Resources Servicing Personnel Office Contact Information:

Washington DC FSA and FAS employees shall seek assistance as follows depending on the issue:	
If assistance is needed WITH:	THEN contact:
Error messages because of network or server problems	Your local IT support staff to complete a help desk ticket to forward to ITSD
Application of performance management policy rules	Your servicing Employee and Labor Relations Specialist
Performance Management policy questions	Pat Hunter at 202-401-3996 or Pat.Hunter2@wdc.usda.gov
EmpowHR access questions, password resets, self-service component, navigating the performance management module and all other questions	Washington DC FSA <ul style="list-style-type: none"> • LaShawn Smith at 202-401-0670 or LaShawn.Smith@wdc.usda.gov Foreign Agricultural Services <ul style="list-style-type: none"> • Karen Williams at 202-401-0663 or

KarenO.Williams@wdc.usda.gov

Kansas City FSA Complex, RMA Nationwide, St. Louis Office and APFO employees shall seek assistance as follows depending on the issue:

If assistance is needed WITH:	THEN contact:
Error messages because of network or server problems	Your local IT support staff to complete a help desk ticket to forward to ITSD
Application of performance management policy rules	Your servicing Employee and Labor Relations Specialist
Performance Management policy questions	Pat Hunter at 202-401-3996 or Pat.Hunter2@wdc.usda.gov
EmpowHR access questions, password resets, self-service component, navigating the performance management module and all other questions	Gail Nichols at 816-926-6225 or gail.nichols@kcc.usda.gov Ernest Kary at 816-926-6225 or ernest.kary@kcc.usda.gov

FSA State and County office employees shall seek assistance as follows depending on the issue:

If assistance is needed WITH:	THEN contact:
Error messages because of network or server problems	Your local IT support staff to complete a help desk ticket to forward to ITSD
Application of performance management policy rules	Your servicing Employee and Labor Relations Specialist
Performance Management policy questions, EmpowHR access questions, password resets, self-service component, navigating the performance management module and all other questions	State Office Administrative Officer or Servicing Personnel Office

Your Human Resources Servicing Personnel Office will contact the EmpowHR Help Desk.