



Combined Federal Campaign (CFC) Online Donation Process via Employee Express

Last Revised: September 7, 2010

Developed by:



Procedures:

1. Open your preferred internet browser
2. Enter the URL for the NASA HR Portal at: <https://hr.nasa.gov> and select Employee Express from the Systems Launcher
3. Enter your Employee Express ID and Password in the pop up box



OR

Enter the URL for the Employee Express Website:

<https://www.employeeexpress.gov/>

4. Enter your Login ID and Password in the Sign In section of the page

5. Click



Employee Express - Home Page

Employee Express - Home Page - Windows Internet Explorer

https://www.employeeexpress.gov/DefaultLogin.aspx

File Edit View Favorites Tools Help Links CITRIX NAMS Login SATURN BOOZ WEBMAIL TOL I-view NASA Integrated Information Reporter Website

Employee Express - Home Page

EMPLOYEE EXPRESS

CHANGES? NO BIG DEAL!

Privacy Policy | Security | FAQ | Contact Us | Help | Brochure

Welcome to Employee Express.

Employee Express puts federal employees in control of their payroll-personnel information.

If your agency is a [participant in Employee Express](#), you can view and make changes online to your personnel-payroll information. Employee Express transfers your change request to your servicing payroll-personnel office eliminating the need to submit a paper form. It is that easy!

What's New?

Spring Release Software Update – April 7, 2009

- A new **What's New** Section was implemented to alert users of new and improved changes to the web site.
- Check out the online brochure to support agency marketing efforts.
- EEX now allows Internet Explorer 8.0.

System Availability / Announcements

No announcements at this time.

System Requirements

Your Current System Settings:
Browser:

- Microsoft Internet Explorer
- Cookies Enabled
- Javascript Enabled

Monitor Resolution:
Employee Express is best viewed at 800 x 600 resolution.

Open Season Information

No messages at this time.

Related Links

- [BENEFEDS - The Federal Government's new administrative system for enrolling in FEDVIP](#)
- [FSAFES - The Federal Government's Flexible Spending Account Program](#)
- [Federal Long Term Care Insurance](#)
- [OPM FEHB Plan Decision Tool](#)

Sign In

Employee Express is an official U.S. Government System for authorized use only. Unauthorized use of this system or the information on this system could result in criminal prosecution. Signing into Employee Express indicates you have read and accepted the [Full Terms and Conditions of Use](#) and you consent to security testing and monitoring.

Login ID:

Password:

[Forgot Login ID or Password?](#)

Sign In

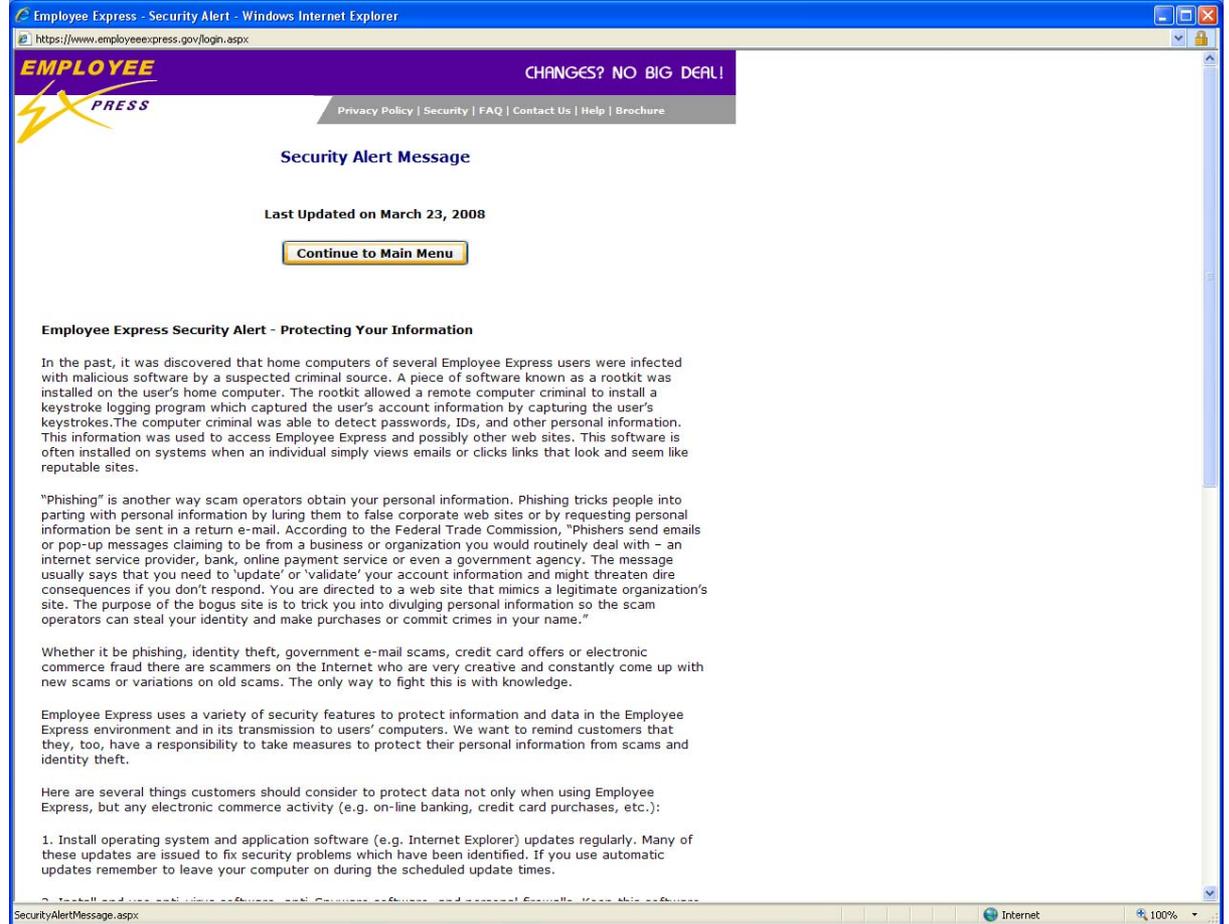
Accessibility | Contact Us | About Employee Express

Employee Express - Changes? NO BIG DEAL!

6. After reviewing the Security Alert Message, Click

Continue to Main Menu

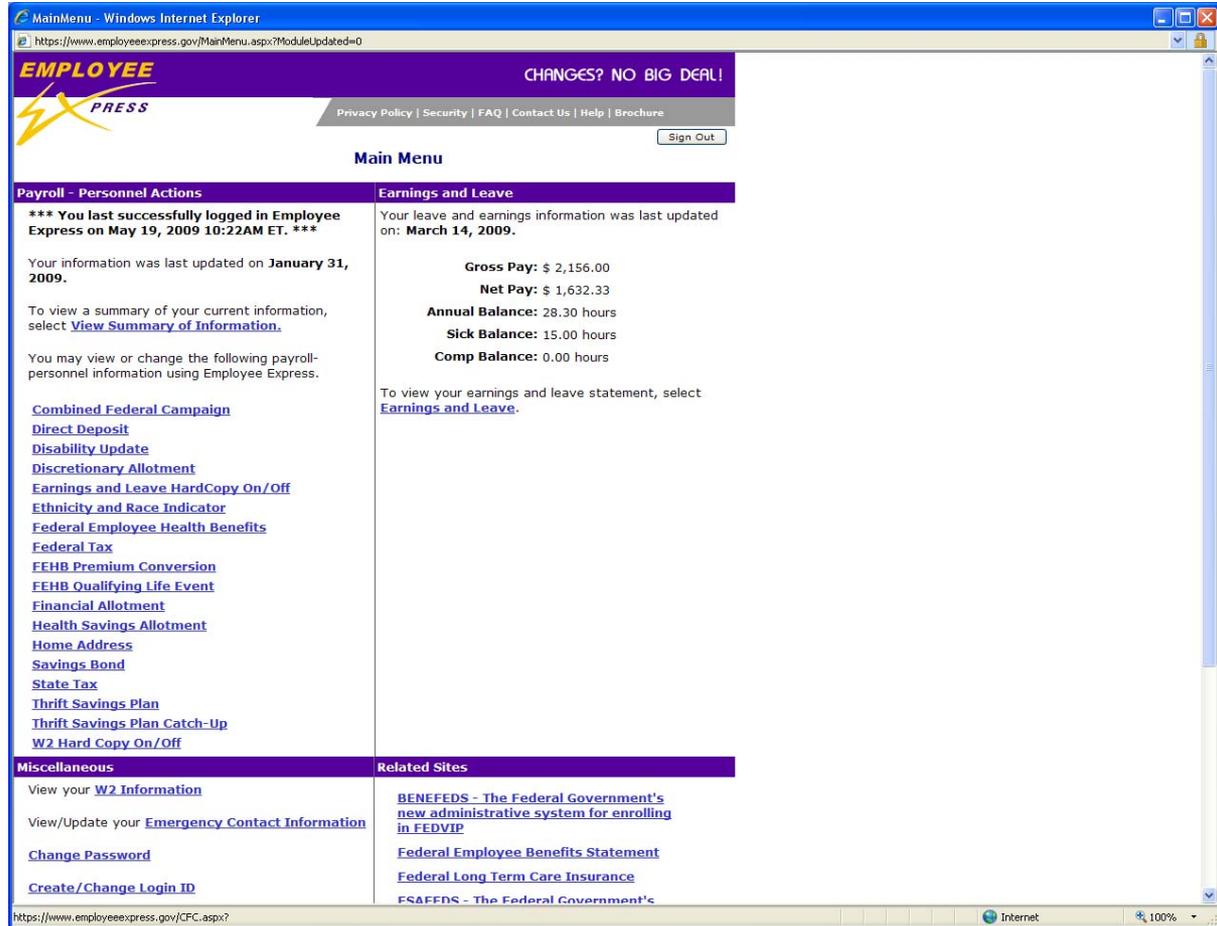
▪ Employee Express – Security Alert Message



7. At the Main Menu, select the link for [Combined Federal Campaign](#) under the Payroll – Personnel Actions section of the page

❖ The CFC link is available in EEX based on the begin/end dates provided to OPM by the PCFO (regional campaign manager). If no dates are provided, the CFC link is available through the duration of the CFC Open Season, as defined by OPM

▪ Employee Express – Main Menu



▪ Employee Express – CFC Select Charities

❖ The contribution dates and amounts at the top of the page represent the information from your previous donation

8. Before searching and selecting charities, designate the appropriate contribution method. Select Payroll Deduction or Cash Donation using the appropriate radio buttons.

❖ Employees who desire to contribute both a Payroll deduction and a Cash donation, must do so in THAT order (Payroll first, Cash second). If contributions are submitted in the opposite order, the Payroll deduction will overwrite the Cash donation. If this happens, employees will have to re-enter their cash donation after they submit their Payroll deduction.

EMPLOYEE PRESS CHANGES? NO BIG DEAL!

Privacy Policy | Security | FAQ | Contact Us | Help | Brochure

Main Menu Sign Out

Combined Federal Campaign Select Charities

Your current contribution is **\$0.00**.
Once you save a new action, it will be effective **January 02, 2011**.

Pay Period Contribution:	\$ 0.00
Total CFC Gift:	\$ 0.00

Steps to Get Started:

1. Select your charity by selecting a search option at the bottom of the page.
2. Enter the search criteria to locate your charity.
3. Add your charity to your cart.
4. Repeat Steps 1 – 3 if you wish to add other charities.
5. When you have finished selecting all of your charities, click the "Save Selected Charities and Continue" button.

Charitable Organizations.

Please use the search below to select the charitable organizations to which you would like to contribute. You will be able to add up to 30 charitable organizations to your cart. When you have completed your selection of charities, click on the "Save Selected Charities and Continue" button below and you will be able to specify how much you wish to contribute.

Save Selected Charities and Continue

Please choose contribution method:	<input checked="" type="radio"/> Payroll Deduction	<input type="radio"/> Cash Donation
You can submit the following:	<ul style="list-style-type: none"> * Payroll Deduction * Cash donation (cash or check) * Payroll deduction <u>and</u> one Cash donation 	
Once submitted, Payroll deductions can not be cancelled through Employee Express, contact your payroll or HR office for assistance.		

▪ Employee Express – CFC Select Charities

9. If the Payroll Deduction contribution method is selected, go to step 12 to search for and select the charities to designate for your donation.

Please choose contribution method:	<input checked="" type="radio"/> Payroll Deduction	<input type="radio"/> Cash Donation
You can submit the following:	<ul style="list-style-type: none"> * Payroll Deduction * Cash donation (cash or check) * Payroll deduction <u>and</u> one Cash donation 	
Once submitted, Payroll deductions can not be cancelled through Employee Express, contact your payroll or HR office for assistance.		

10. If you have already made a Payroll Deduction and wish to also make a Cash Donation or just want to make a Cash Donation only, select the Cash Donation radio button.

Please choose contribution method:	<input type="radio"/> Payroll Deduction	<input checked="" type="radio"/> Cash Donation
Please choose cash or check:	<input checked="" type="radio"/> Cash <input type="radio"/> Check	
You can submit the following:	<ul style="list-style-type: none"> * Payroll Deduction * Cash donation (cash or check) * Payroll deduction <u>and</u> one Cash donation 	
Once submitted, Payroll deductions can not be cancelled through Employee Express, contact your payroll or HR office for assistance.		

11. After you choose the Cash Donation button, select whether your Cash Donation will be by Cash or Check.

Please choose contribution method:	<input type="radio"/> Payroll Deduction	<input checked="" type="radio"/> Cash Donation
Please choose cash or check:	<input type="radio"/> Cash <input checked="" type="radio"/> Check	
Check Number:	<input type="text"/>	
You can submit the following:	<ul style="list-style-type: none"> * Payroll Deduction * Cash donation (cash or check) * Payroll deduction <u>and</u> one Cash donation 	
Once submitted, Payroll deductions can not be cancelled through Employee Express, contact your payroll or HR office for assistance.		

12. If Check is selected, type your check number in the Check Number box.

NOTE: Once submitted, Payroll deductions can not be cancelled through Employee Express, contact your payroll or HR office for assistance.

▪ Employee Express – CFC Select Charities

13. To search for and select the charities to designate your donation, scroll down to the [Search for a Charitable Organization](#) section of the page

14. Using one of the four types of searches. Enter the information in the place provided and click the appropriate Search button  to execute the search.

15. Once you click the appropriate search button, the page will automatically move back up to the top of the page. Scroll down below the [Search for a Charitable Organization](#) area to the [Search Results](#) area of the page to view your search results

Search for a Charitable Organization.

There are four types of searches. Pick the one you wish to use, enter the information in the place provided and click the appropriate Search button to execute the search.

If you wish your contribution to be distributed proportionately to all international organizations that receive designated gifts, you can enter the code "IIIII" for the 5 Digit Charity Code.

Search by 5 Digit Charity Code:

5 Digit Charity Code: (Example: 12345)



Search by Charitable Organizations Name:

Organization Name: (Example: My Favorite Charity)



Search by Service Category (Taxonomy Code):

A - Arts, Culture & Humanities
 B - Educational Institutions & Related Activities
 C - Environmental Quality, Protection & Beautification
 D - Animal Related

To be included in search results, charities...





Composite Search - Enter any search criteria below:

* Leaving fields blank may result in a large number of search results.

Starting Administrative %: Range to search - Example: 10.9 and 15.1

Ending Administrative %:

Keyword(s):

Any Words(with at least one of the words)
 All Words(with all of the words)
 Exact Match(with the exact matching phrase)

Organization Category: NATIONAL/INTERNATIONAL AGENCIES (ALL) 



16. From the search results listing, add a charity to your list by clicking **Add to Cart** for your selected charity.

❖ You can add up to 30 charitable organizations to your cart

17. After you add a charity to your cart, the page will automatically move back to the top. In the **Charitable Organizations** section of the page you will see the charities that you have added to your cart.

❖ If you want to remove a charity from your cart, check the delete box **Delete** for the charity or charities that you want to remove. Then click **Remove Deleted Charities** to permanently remove the charity or charities from your list

18. When you have completed your selection of charities, click **Save Selected Charities and Continue** to select your donation amount(s)

❖ After selecting 'Save Selected Charities and Continue' the user can log out and return to this portion of the contribution, if necessary

Search Results - Search By Charitable Organizations Name:

Search Results: 67 matches found.

1 2 3 4 5

Charity Code:	88906	Charity Name:	American Cancer Society South Atlantic Div Inc.	Location:	LOCAL AGENCIES
EIN#:	580659875	Legal Name:	American Cancer Society Inc		
Phone Number:	404-815-7800	Web Address:	www.cancer.org	Administrative:	2.1%
Charity Description:	Nationwide community-based voluntary health organization that provides programs and services in Metro-Atlanta that are dedicated to eliminating cancer as a major health problem.				
Category:	H,E,P				
Add to Cart					
Charity Code:	64028	Charity Name:	Breast Cancer Foundation The Susan G Komen - Great	Location:	LOCAL AGENCIES
EIN#:	581959763	Legal Name:	SUSAN G KOMEN BREAST CANCER FOUNDATION		
Phone Number:	404-459-8700	Web Address:	www.komen-atlanta.org	Administrative:	11.5%
Charity Description:	Dedicated to breast health education and breast cancer screening and treatment program at the community level. Host Komen Race for the Cure.				
Category:	P,E,H				
Add to Cart					
Charity Code:	27889	Charity Name:	Childhood Cancer Alliance - Rally for Research	Location:	LOCAL AGENCIES
EIN#:	201950849	Legal Name:	RALLY FOUNDATION INC		
Phone Number:	678-507-1021	Web Address:	www.rallyfoundation.org	Administrative:	13.1%
Charity Description:	Childhood cancer is a #1 disease killer of children. Families are desperate to beat the cancer. We raise funds strictly for childhood cancer research.				
Category:	H,T,S				
Add to Cart					

Charitable Organizations.

Please use the search below to select the charitable organizations to which you would like to contribute. You will be able to add up to 30 charitable organizations to your cart. When you have completed your selection of charities, click on the "Save Selected Charities and Continue" button below and you will be able to specify how much you wish to contribute.

Organization	Charity Code	Remove
* 4 Paws for Ability, Inc. (NATIONAL/INTERNATIONAL AGENCIES)	59894	<input checked="" type="checkbox"/> Delete

Save Selected Charities and Continue

Please choose contribution method:	<input checked="" type="radio"/> Payroll Deduction	<input type="radio"/> Cash Donation
You can submit the following:	* Payroll Deduction * Cash donation (cash or check) * Payroll deduction <u>and</u> one Cash donation	
Once submitted, Payroll deductions can not be cancelled through Employee Express, contact your payroll or HR office for assistance.		

To remove a charitable organization from your cart, click the delete box for that charity. To update your selection, click on the "Remove Deleted Charities" button below.

Once you have completed your selection of charities, click on the "Save Selected Charities and Continue" button above and you will be able to specify how much you wish to contribute.

Remove Deleted Charities

19. You can now designate your total gift amount and the amount(s) to be designated to your chosen charities. To change your Total CFC Gift, type in the new Pay Period Contribution or Cash Contribution in appropriate box in the **New** column

	Current	New
Pay Period Contribution:	100.00	\$ 100.00
Total CFC Gift:	2600.00	\$ 2600.00

Your Total CFC Gift amount will automatically change based on your Pay Period Contribution entry

20. After you have decided on a Total CFC Gift amount, you can now designate the annual amount for each charity. Enter the designated amount in the Annual Amount box for each

	Charity Code	Annual Amount
	88906	\$ 0.00
	64028	\$ 0.00
* Undesignated Amount:		\$ 2600.00

*** Undesignated amount:** If you only designate a partial amount of your total gift, the balance will be treated as an "Undesignated Amount". This balance will be distributed to all of the organizations in the CFC brochure in the same proportion as they receive the designations.

Employee Express – Combined Federal Campaign Edit

The screenshot shows the 'Employee Express - Combined Federal Campaign Edit' page. At the top, there's a navigation bar with 'EMPLOYEE EXPRESS' and 'CHANGES? NO BIG DEAL!'. Below that, a summary table is displayed:

	Current	New
Pay Period Contribution:	100.00	\$ 100.00
Total CFC Gift:	2600.00	\$ 2600.00

Below the summary table, there's a section for 'Charitable Organizations'. It includes a note about 'Undesignated amount' and a table for designating annual amounts:

Organization	Charity Code	Annual Amount
* American Cancer Society South Atlantic Div Inc (LOCAL AGENCIES)	88906	\$ 0.00
* Breast Cancer Foundation The Susan G Koman - Great (LOCAL AGENCIES)	64028	\$ 0.00
* Undesignated Amount:		\$ 2600.00

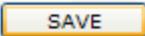
The 'Personal Information' section includes fields for Work E-mail Address, Work Phone Number, Work Street Address, and Agency Division/Branch Name.

▪ **Employee Express – Combined Federal Campaign Edit**

21. After designating your donation amount(s), scroll down to the **Personal Information** section and enter the required information. At a minimum, an E-mail Address or Phone Number and a Work Street Address must be provided.

22. Next, select your Agency Division / Branch from the drop-down menu.

23. The remaining Yes/No questions pertain to the Authorization to release your personal information in reference to your donation, or to receive Recognition (if eligible) from your local campaign. Click "Yes" if you wish to have your pledge amount or name released to your designated organizations. Click Address or Email if you wish to release your contact information to your designated organizations. Click "Yes" if you wish to receive eligible recognition from your local campaign.

24. When complete, click 

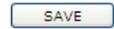
To Add or Remove charitable organizations from your cart, click the "Add/Remove Charities" button below.



Personal Information.

Personal Information Authorized Release – Click "Yes" if you wish to have your pledge amount or name released to your designated organizations. Click Address or Email if you wish to release your contact information to your designated organizations.

Work E-mail Address:	<input type="text"/>
Work Phone Number:	Example: 9999999999 (no dashes allowed) <input type="text"/>
Work Street Address:	Example: 999 East 9th Street (no city or state) <input type="text"/>
Agency Division/Branch Name:	Select an Agency/Bureau  National Aeronautics and Space Administration
Amount Release Authorization:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Recognition Release Authorization:	<input type="radio"/> Yes <input checked="" type="radio"/> No <small>If Yes is selected, I wish to receive a recognition/appreciation gift if offered by my campaign and I qualify. (Contact your local campaign for details.)</small>
Name Release Authorization:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Release Authorization:	<input type="radio"/> By Address <input type="radio"/> By Email <input checked="" type="radio"/> Neither





25. Review your saved information to ensure that it is correct. To confirm, click **YES** or to cancel, click **NO**

* Clicking **NO** will send you back to the Edit page.

▪ Employee Express – CFC Confirmation

Employee Express - Combined Federal Campaign - Windows Internet Explorer

	Current	New
Pay Period Contribution:	0.00	\$ * 100.00
Total CFC Gift:	0.00	\$ 2600.00

To learn more about CFC activities in your area (i.e., kickoffs, special events, etc), and to inquire if the campaign offers donor incentives, contact your local CFC office.

Organization	Charity Code	Annual Amount
* American Cancer Society (NATIONAL/INTERNATIONAL AGENCIES)	10570	\$ 1300.00
* Breast Cancer: Susan G. Komen for the Cure (NATIONAL/INTERNATIONAL AGENCIES)	10615	\$ 1300.00

Work E-mail Address: test.user@nasa.gov

Work Phone Number: Example: 9999999999 (no dashes allowed)

Work Street Address: Example: 999 East 9th Street (no city or state)
999 East 9th Street

Agency Division/Branch Name: 6200000 - NASA Marshall Space Flight Center
National Aeronautics and Space Administration

Amount Release Authorization: No

Recognition Release Authorization: No
If Yes is selected, I wish to receive a recognition/appreciation gift if offered by my campaign and I qualify.
(Contact your local campaign for details.)

Name Release Authorization: No

* The value of this item has changed.

Is this information correct? To confirm, press Yes. To cancel, press No.

YES **NO**

Employee Express – CFC – Pay Period Notification

26. Now that your action has been saved, you can click

View Pledge Card as PDF

to view your pledge card based on the information you just submitted.

27. If you wish to receive an e-mail confirmation of your change, enter your e-mail address in the E-mail Address box and click

Submit and Return to Main

28. If you do not want to receive a confirmation E-mail, click

NO THANKS! I AM NOT INTERESTED IN A CONFIRMATION E-MAIL

to return to the main menu

Employee Express - Confirmation - Windows Internet Explorer
https://www.employeeexpress.gov/EmailConfirmation.aspx?TID=a9e1e14-ea56-4013-9285-de5c7e64516f&MID=128&CFCID=a9e1e14-ea56-4013-9285-de5c7e64516f

EMPLOYEE EXPRESS CHANGES? NO BIG DEAL!
Privacy Policy | Security | FAQ | Contact Us | Help | Brochure
Main Menu | Sign Out

CFC - Pay Period Notification

Employee Express has saved your action. Your Earnings and Leave statement will be your confirmation. This action will be effective .

View Pledge Card as PDF

Warning: A vulnerability has been identified with viewing PDF forms from a public computer (e.g.: library or coffee shop). Information in the Adobe form is cached thereby allowing another user to view your Personally Identifiable Information (commonly referred to as PII.) Until this vulnerability has been corrected by Microsoft and Adobe, we would recommend that you not use public computers to access or enter your personal information. If you cannot avoid using a public computer, please view these instructions on how to manually clear the cache after use. We apologize for any inconvenience this may cause. Thank you.

If you wish to receive an e-mail confirmation of your change, enter your e-mail address and select the Submit and Return to Main button. Your e-mail confirmation request will be processed the next business day after Employee Express has transmitted your change to your agency.

E-mail Address:

Submit and Return to Main

NO THANKS! I AM NOT INTERESTED IN A CONFIRMATION E-MAIL

[Accessibility](#) | [Contact Us](#) | [About Employee Express](#)

Employee Express - Changes? NO BIG DEAL!

EmailConfirmation.aspx?TID=a9e1e14-ea56-4013-9285-de5c7e64516f&MID=128&CFCID=a9e1e14-ea56-4013-9285-de5c7e64516f Internet 100%

EEX CFC Pledge Card Receipt

CFC Campaign No. 0941

NAME (LAST) DEADRICK DAVID A	FIRST	MIDDLE INITIAL	AGENCY REPORTING ID 1000000 - NASA HEADQUARTERS	SOCIAL SECURITY NUMBER ***** 3350
WORK ADDRESS & ZIP CODE 21 TEST STREET				WORK PHONE 999-999-9999

CONTRIBUTION: Fill in the blank showing the amount of your payroll allotment, cash or check contribution. Write in the total of your annual contribution in the space provided.

ALLOTMENT SOURCE	AMOUNT	INTERVAL	TOTAL GIFT	CHARITY CODE	ANNUAL AMOUNT
CIVILIAN PAYROLL		x 26 pay periods			

Check / Cash Amt: \$50.00 Check Number: _____
 (make check payable to the Combined Federal Campaign)
 Date of Contribution: 09-02-2010

59894	—	\$50.00
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CFC organizations do not provide goods or services in whole or partial consideration for any contributions made to the organizations via this pledge card.

RECOGNITION OPTIONS

In order to protect your information and maintain confidentiality, each field below requires two steps. Your information will NOT be released unless the field is filled in AND the box is checked. By completing the line(s) below AND checking the box, your name along with the corresponding information will be released to your designated charities.

Pledge Amount: _____

Home Address: _____

Home E-Mail: _____

PAYROLL DEDUCTION AUTHORIZATION

DESIGNATED GIFT: To designate one or more charities or federated groups that appear on the list provided, fill the charity or federal code(s) and dollar amounts above.

To learn more about CFC activities in your area (i.e., kickoffs, special events, etc), and to inquire if the campaign offers donor incentives, contact your local CFC office.

I hereby authorize any agency of the United States Government by which I may be employed during the next year to deduct the amount(s) shown above from my pay each pay period during next year starting with the first pay period in January and ending with the last pay period in December, and to pay the amounts so deducted to the Combined Federal Campaign shown above. I understand that this authorization can only be revoked by me through arrangements made with my servicing personnel or payroll directly.

SIGNATURE Electronic DATE 09-02-2010

Contributor - Keep for Personal Tax Records

OPM 1654
Revised January 2010

❖ The picture to the left is an example of the EEX CFC Pledge Card Receipt when the [View Pledge Card as PDF](#) button is selected.

▪ Employee Express – CFC – Override Pending Contribution

29. Now that your contribution has been submitted, you can click **YES** to override the contribution and make additional changes. You can modify the charities, the amounts pledged, or the recognition / release indicators

NOTE: Once submitted, Payroll deductions can not be cancelled through Employee Express, contact your payroll or HR office for assistance.

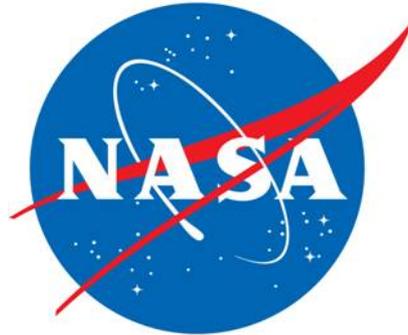
Employee Express - Combined Federal Campaign - Windows Internet Explorer

Work E-mail Address:	TEST.USER@NASA.GOV
Work Phone Number:	Example: 9999999999 (no dashes allowed) 2565449999
Work Street Address:	Example: 999 East 9th Street (no city or state) 999 EAST 9TH STREET
Agency Division/Branch Name:	6200000 - NASA MARSHALL SPACE FLIGHT CENTER
Amount Release Authorization:	Yes
Recognition Release Authorization:	Yes If Yes is selected, I wish to receive a recognition/appreciation gift if offered by my campaign and I qualify. (Contact your local campaign for details.)
Name Release Authorization:	Yes
Street 1:	1028 RISON AVENUE
Street 2:	
Street 3:	
City, County, State:	HUNTSVILLE , MADISON , AL
ZIP:	35801-0000

[View PDF Pledge Card](#)

Warning: A vulnerability has been identified with viewing PDF forms from a public computer (e.g.: library or coffee shop). Information in the Adobe form is cached thereby allowing another user to view your Personally Identifiable Information (commonly referred to as PII.) Until this vulnerability has been corrected by Microsoft and Adobe, we would recommend that you not use public computers to access or enter your personal information. If you cannot avoid using a public computer, please view these instructions on how to manually clear the cache after use. We apologize for any inconvenience this may cause. Thank you.

Do you want to override the above pending transaction?



Campaign Regions

Developed by:

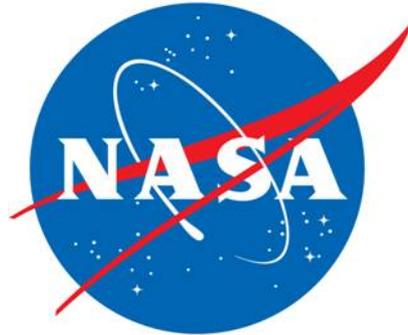


NASA Campaigns included in EEX

- The following NASA Center/facilities campaign areas are available within EEX

NASA Center/Facility	State	Regional Campaign
SSC	Slidell, MS	Southern Mississippi CFC #0500
NSSC	Slidell, MS	Southern Mississippi CFC #0500
LaRC	Hampton, VA	Peninsula CFC #0896
MSFC	Huntsville, AL	Tennessee Valley CFC #0004
MAF	Slidell, MS	Greater New Orleans Area CFC #0372
KSC	Cape Canaveral, FL	Space Coast CFC #0181
White Sands Test Facility	Cruces, NM (Dona Ana County)	Sun Country CFC #0840
IV and V Facility	Fairmont, WV (Marrion County)	North Central WV CFC #0941
GRC	Cleveland, OH	North Coast CFC #0684
Plum Brook (GRC offsite)	Sandusky, OH	Heart of Ohio & Tri-State CFC #0685
HQ	Washington, DC	National Capitol Area #0990
GSFC	Greenbelt, MD	National Capitol Area #0990
ARC	Moffett Field, CA	Bay Area CFC #0106
DFRC	Edwards AFB, CA	Greater Los Angeles CFC #0096
JSC	Houston, TX	CFC of the Texas Gulf Coast #0845
Goddard Institute of Space Studies	New York, NY	New York City CFC #0626
Wallops Flight Center	Wallops Island, VA	Chesapeake Bay CFC #0405
Jet Propulsion Laboratory	Pasadena, CA	Greater Los Angeles CFC #0096

*Campaign areas denoted in blue are new additions for the 2010 campaign



Contact Information

Developed by:



Who to Contact

- For assistance with Employee Express (questions/issues, etc) contact the Employee Express Help Desk
 - Online Help information is always available when using Employee Express. You may also reference the [Frequently Asked Questions](#) page for commonly asked questions.
 - If you need technical assistance while at work, you may contact the Employee Express Help Desk at 478-757-3030. From home, you may contact the Help Desk toll-free at 888-353-9450. Help Desk business hours are Monday through Friday 7:00 a.m. to 7:00 p.m. Eastern Time. During non-business hours, you may leave a message and a Help Desk representative will return your call within 1 business day (Monday-Friday).
 - You may also contact the Help Desk by sending a detailed e-mail message to EEXHelp@opm.gov with the following information:
 - Your name, your employing agency name , Your daytime phone number, a detailed description of your problem **(for security reasons, DO NOT include your Social Security Number (SSN), Login ID or Password in your message)**