

# Enterprise Service Center (ESC):

## *Where to go for help*

ESC is the name of a new functional area at the NSSC. The ESC is comprised of the ESD and the Customer Contact Center. To reach the ESC call (877) 677-2123 and listen carefully to select the correct menu option. Often, the ESC is the place to go for answers. Occasionally, there are issues better served through a separate help desk or a local Point of Contact (POC). Here are just a few examples:

**What you need to do:** Request leave and earning statements, W2s, or changes to personal information:

**Where to go:** Employee Express (EE)  
**Phone:** (478) 757-3030, toll-free (888) 353-9450  
**E-mail:** [EEXHelp@opm.gov](mailto:EEXHelp@opm.gov)  
**Hours:** Monday–Friday, 7:00 a.m. to 7:00 p.m.

**What you need to do:** Locate your Agency User ID and password (used to access SATERN, AWMS, ACI, ACaRT, EPTS, NAAS or NOPS):

**Where to go:** Access Launchpad  
**Phone:** (866) 419-6297  
**E-mail:** [msfc-dl-helpdesk@nasa.gov](mailto:msfc-dl-helpdesk@nasa.gov)  
**Hours:** 24 hours a day, 7 days a week  
**Web site:** <https://launchpad.nasa.gov>

**What you need to do:** Navigate FedTraveler.com, or ask questions related to password resets and travel reservations:

**Where to go:** FedTraveler.com  
**Phone:** (888) 353-5873  
**E-mail:** [callcenter@fedtravelersupport.com](mailto:callcenter@fedtravelersupport.com)  
**Hours:** Monday–Friday, 7:00 a.m. to 8:00 p.m. EDT

**What you need to do:** Ask a question about your eOPF file:

**Where to go:** Human Resources Portal  
**Phone & e-mail:** Use the “Who to Call” widget on the bottom right of the Web site to find a local POC  
**Hours:** Vary

**What you need to do:** Ask questions about your timesheet, telework, travel, comp time, overtime request, leave request, hour types and time entry types:

**Where to go:** WebTADS  
**Phone & e-mail:** Local contact information located on the Web site  
**Hours:** Vary  
**Web site:** <https://webtads3.ifmp.nasa.gov/index.php>