

HR Solutions to Simplify your Life!

HR Access



What You Need to Know on
JANUARY 2



Transportation
Security
Administration



Being Innovative to Improve HR Services for TSA Employees

TSA's move to HR Access and a new way of delivering HR services is about innovation – with many new features designed to provide TSA employees with the highest level of HR support throughout their careers, from recruitment through retirement. Just as important, HR Access is about leveraging what is currently working well at TSA.

Here's a quick summary of new features you'll see starting January 2, 2009, and key policies and processes that will stay the same.

NEW FEATURES

- TSA HR Access Online
- HC Insight for managers, with standard and customized reporting capabilities
- Electronic Requests for Personnel Action system
- TSA HR Access and Recruitment Help Desk
- Customer Service Liaisons
- Realistic Job Preview for TSO applicants
- Personalized dashboard for candidates

FEATURES THAT REMAIN THE SAME

- Human Capital Policy
- Employee Relations
- Administrative Appeals and Review
- Workers Compensation
- Model Workplace
- Peer Review
- Training/OLC
- Performance Management

TSA HR Access Online and TSA HR Access Help Desk – Important Resources for All TSA Employees

Two key changes that affect all TSA employees are the new TSA HR Access Online website and the TSA HR Access Help Desk. Both provide quick and easy access to HR information and resolution of your HR issues.

TSA HR Access Online – Beginning January 2, 2009, you can get answers to your HR questions by visiting **one** self-service website – TSA HR Access Online. The site provides a “one-stop shop” to access HR services and information, including:

- Employee Self-Service – My EPP
- Frequently Asked Questions
- HR forms and policies
- WebTA
- Hyperlinks to other Federal benefit websites
- Benefits and compensation information

Training on HR Access is now available on **TSA’s Online Learning Center (OLC)**. A comprehensive, 30-minute computer-based training course shows how to use HR Access to quickly find the information you need. **Register today** to learn how to use HR Access to meet your needs!

TSA HR Access Help Desk – On January 2, 2009, friendly and knowledgeable representatives will answer your call, responding to your questions and providing quick resolution of your HR issues.

Representatives are available:

Monday – Friday, 7:00 a.m. – 8:00 p.m. ET
Saturdays, 10:00 a.m. – 3:00 p.m. ET
Sundays, Noon – 4:00 p.m. ET (recruitment calls only)

TSA HR Access Help Desk is the New National and Natural Disaster Help Desk – Note that the TSA HR Access Help Desk is the new number to call in the event of a national and natural disaster. Call 1-877-TSA-7990 to report your status and get information about the operating status of your Office/Airport. Representatives are available 24/7.

Experience the changes for yourself at:

TSA HR Access Online
HRAccess.tsa.dhs.gov

OR

TSA HR Access Help Desk
1-877-TSA-7990 (1-877-872-7990) | 1-877-TSA-7992 (TTY)



Questions You May Have About HR Access

What exactly is HR Access?

HR Access is our new HR service delivery approach for all of TSA. The term HR Access best describes the goal of the program: to provide all TSA employees with easy and accurate access to HR information and services. Beginning on January 2, the employee-facing elements of HR Access will include the TSA HR Access self-service website and the TSA HR Access Help Desk. Other critical elements of the program will be new and improved sourcing, hiring and on-boarding processes, refined payroll and personnel processing, and better ways for managers to view data to help them do their jobs more effectively.

Is the new website going to have the HR information I'm used to seeing online today?

Yes. Beginning January 2, your first and best source for HR information will be online at HRAccess.tsa.dhs.gov. The TSA HR Access self-service website is a convenient, "one-stop shop" for HR services and information. This new web portal is designed to be the primary information channel for TSA employees and to provide you and your co-workers with even more self-service tools and resources.

How is the new Help Desk going to make a difference in the delivery of my HR services?

You will have one place to go; one consolidated Help Desk for immediate answers to your HR questions and quick resolution of outstanding issues.

The Help Desk representatives provide consistent information on all of TSA's HR programs and policies. They also have access to subject matter experts who can handle the more complex and specific questions that require additional research to resolve. With a dedicated call center to answer and track employee inquiries, HR will have a better understanding when there are issues needing special attention. By collecting information on the types of calls received and the feedback from you and your co-workers, HR will be better able to quickly respond to the entire population to resolve issues. This means that everyone has the same information on how to make the most of TSA's HR programs.

Do these improvements apply to all TSA employees?

Yes. Both the new Help Desk and website are available to assist all TSA employees.

Will my pay date change through these changes in HR service delivery?

No. Your pay date will remain the same.

How do I apply for a new job in the future?

To apply for a new job at TSA after January 2, you will go to the HR Access website for information and a link to the job application function.

Where is the first place I go to get answers to my HR questions?

The first and best place to go for answers to your questions is the HR Access website. Beginning January 2, be sure to check it out, even before you call the TSA HR Access Help Desk.



I heard something about a job preview for candidates? What is that about?

The Realistic Job Preview (RJP) is an interesting new feature in our recruiting and hiring efforts. It's a web-based video presentation that provides potential applicants an in-depth look at TSO job expectations, the work environment and schedules. The video producers used real TSOs to help tell the story of what it's like to work in security at an airport. In the video, the TSOs described their typical day and talked about the tough parts of the job as well as the rewarding aspects. The idea is to give candidates a realistic look at what it's like to be a TSO, *before* they start the application process. If they decide to apply, the video provides information on how to start the application process.

Ongoing Communication

Watch for future communications as more HR Access innovations are implemented over the coming months. In the meantime, check out TSA HR Access Online (HRAccess.tsa.dhs.gov) for key links to your important HR information, or call the TSA HR Access Help Desk when only the personal touch will do – **1-877-TSA-7990**.

