

Your innovative workforce solution provider.



Bulletin for all TSA Employees – 3/2/2018

**OHCAccess Tier 2 Help Desk Unable to Receive Calls March 2, 2018**

The OHCAccess Tier 2 Help Desk is unable to receive calls today (3/2/18) due to inclement weather in the greater Washington D.C. area. Service requests (SRs) will still be received and worked via email. All personnel, payroll, and benefits processing will continue as normal.

If you have a hardship or medical-related inquiry, the Tier 1 and Tier 2 help desks will work together to handle it in an expeditious manner.

**Questions?**

Please contact the OHCAccess Help Desk by phone at 1-877-872-7990, by fax at 1-877-872-7993, or by email at this [link](#). If you are an Executive, please contact the Executive Help Desk by phone at 1-877-872-7991 or by email at this [link](#). Live agents are available 7:00 a.m. to 10:00 p.m. Eastern Time (ET) Monday through Friday, excluding Federal holidays, with additional hours for recruitment calls only from 11:00 a.m. to 3:00 p.m. ET Saturday and 12:00 p.m. to 4:00 p.m. ET Sunday. Visit the Office of Human Capital online at this [link](#), and check out OHCAccess online at this [link](#).