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Bulletin for all TSA Employees – 3/21/2018

OHCAccess Tier 1 eTAS Help Desk and Tier 2 PP&B Help Desk are Unable to Receive Calls 3/21/2018

The OHCAccess Tier 1 eTAS Help Desk and Tier 2 Personnel, Payroll, and Benefits (PP&B) Help Desk are closed for the day (3/21), due to inclement weather in the Washington D.C. area, and are unable to receive calls. Service requests (SRs) will still be received and worked via email. All PP&B processing will continue as normal.

During this time, all eTAS inquiries should be emailed to the eTAS support mailbox: eTAS-Support@tsa.dhs.gov.

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](#). 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](#).