

Your innovative workforce solution provider.



Bulletin for all TSA Employees – 3/22/2018

OHCAccess Tier 1 eTAS Help Desk and Tier 2 PP&B Help Desk Delayed Opening 3/22/2018

The OHCAccess Tier 1 eTAS Help Desk and Tier 2 Personnel, Payroll, and Benefits (PP&B) Help Desk are temporarily closed for a 2 hour delay due to inclement weather in the Washington D.C. area. Normal Help Desk operations will resume at 9 AM EST. Service Requests (SRs) will still be received and worked via email. All PP&B 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](#). Live agents are available 7:00 a.m. to 10:00 p.m. Eastern Standard Time (EST) Monday through Friday, excluding Federal holidays, with additional hours for recruitment calls only from 11:00 a.m. to 3:00 p.m. EST Saturday and 12:00 p.m. to 4:00 p.m. EST Sunday. Visit the Office of Human Capital online at this [link](#), and check out OHCAccess online at this [link](#).