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Bulletin for All TSA Employees – 6/3/2019

Non-Delivery of TSA Emails to HCAccess Help Desk

As a result of a Department of Homeland Security (DHS) technical issue, emails sent from the tsa.dhs.gov domain to the mailserver-hraccess.tsa.dhs.gov domain between 12:00 p.m. Eastern Time (ET) on May 22, 2019 and 9:35 p.m. ET on May 28, 2019 were not delivered. This issue has been resolved; however, any emails sent during this time will need to be resent to the intended recipients.

Questions?

Please contact the HCAccess 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 Human Capital online at this [link](#), and check out HCAccess online at this [link](#).