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Bulletin for ALL TSA EMPLOYEES – 1/24/2020

**Personnel, Payroll, and Benefits Tier 2 Help Desk
Temporary Closure on Friday, January 24**

There will be a temporary closure of the Personnel, Payroll, and Benefits (PP&B) Tier 2 Help Desk due a power shutdown to the entire facility on Friday, January 24, 2020, starting at 6 PM. During the power shutdown, Tier 1 will open tickets rather than transfer calls between the hours of 6 PM – 10 PM.

Note: PP&B Tier 2 Help Desk will be unable to receive any calls during the specified timeframe.

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 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 our website at this [link](#), and check out HCAccess online at this [link](#).