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Bulletin for All TSA Employees – 2/4/2020

HCAccess Help Desk Closure February 7–February 9, 2020

Due to the Data Center move, the HCAccess Help Desk will close early on Friday, February 7, 2020, at 7:00 p.m. Eastern Time (ET) and will be unavailable on Saturday, February 8 and Sunday, February 9, 2020. Customer Service Representatives will be unavailable to answer calls during this time frame. Employees are encouraged to email inquiries to the Help Desk at this [link](#) or visit the HCAccess website [here](#), where employees can find valuable Human Resources (HR) information on a wide variety of topics. The HCAccess Help Desk will resume normal operating hours on Monday, February 10, 2020.

HCAccess appreciates your understanding and patience while the Data Center is being relocated.

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