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## Bulletin for All TSA Employees – 2/4/2020

### Intermittent HRAccess System Slowness

Due to the required data replication activities necessary for transitioning operations to the new TSA HCAccess Primary Data Center, users on the HRAccess system may experience slow system response times. This intermittent slowness may be present through Friday, February 7, 2020, until the replication is complete. Additional measures are being investigated to improve system performance.

We apologize for any inconvenience this may cause.

#### 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](#).