



## Bulletin for All TSA Employees – 3/17/2020

### WebTA Outage March 23<sup>rd</sup> – 27<sup>th</sup>

The webTA Production (webTA PROD) environment will be down beginning **Monday, March 23, 2020 at approximately 9:00 a.m. Eastern Daylight Time (EDT) until Friday, March 27, 2020** to allow for Project Plan implementation activities for Customs and Border Protection (CBP).

A notification will be sent out once the system is back online.

No action is required by webTA users at this time. Your understanding, patience, and cooperation is appreciated.

### 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 Daylight Time (EDT) Monday through Friday, excluding Federal holidays, with additional hours for recruitment calls only from 11:00 a.m. to 3:00 p.m. EDT Saturday and 12:00 p.m. to 4:00 p.m. EDT Sunday. Visit the Office of Human Capital online at this [link](#), and check out HCAccess online at this [link](#).