

## Bulletin for All TSA Employees – 4/15/2020

### Temporary Change to TSA HCAccess Help Desk Operations Beginning April 16, 2020

Due to the COVID-19 pandemic, the TSA HCAccess Help Desk is temporarily suspending live calls beginning Thursday, April 16, 2020. During this time, employees may initiate a Service Request (SR) by sending an email to the Help Desk at [helpdesk@mailserver-hraccess.tsa.dhs.gov](mailto:helpdesk@mailserver-hraccess.tsa.dhs.gov) at this [link](#) or by submitting a fax to 1-877-872-7993. When sending an email or fax, please be sure to include all pertinent information related to your request and the best contact number where you may be reached. Any requests related to Personnel, Payroll, or Benefits (PPB) will receive an email reply; all other requests will be responded to via email or a phone call.

While you are encouraged to send an email or fax to receive a quicker response, you do have the option to leave a voicemail by calling the TSA HCAccess Help Desk at 1-877-872-7990. When leaving a voicemail, please speak slowly and clearly and provide the spelling of your full first and last name, middle initial, the last four digits of your Social Security number (SSN) (voluntary, but it will help us to correctly identify you), your email address, best contact number, and a brief explanation.

We apologize for any inconvenience this may cause and appreciate your understanding, patience, and cooperation. An HCAccess notification will be distributed to all TSA employees when TSA HCAccess Help Desk operations return to normal.

#### Reminder

Due to the Covid-19 pandemic, the HCAccess Help Desk hours of operation have temporarily changed from 8:00 a.m. to 8:00 p.m. Eastern Time (ET), Monday through Friday, excluding Federal holidays, and closed Saturday through Sunday until further notice. For additional information, employees may visit the HCAccess website [here](#) for valuable Human Resources (HR) information on a wide variety of topics and visit Human Capital online at this [link](#).