



Bulletin for All TSA Employees – 08/06/2020

Workforce Central Planned System Outage

The Workforce Central (WFC) system will be offline beginning at 12:00 AM EDT on Wednesday, August 19, 2020 for a required purge of data older than January 1, 2017. Therefore, all timecards must be signed off and transmitted to webTA for pay period (PP) 16 payroll processing no later than 11:59 PM EDT on Tuesday, August 18th. The system will remain down until 8:00 PM EDT on Friday, August 21st.

As mentioned during the WFC version 8 training sessions, historical WFC data prior to January 1, 2017 will be purged from the system to prepare for the upcoming upgrade. Per records management policies, time and attendance data is only required to be maintained for three years. Final timecard data and records will still be maintained at the National Finance Center (NFC).

Any timecards that require transmission to webTA during the system downtime will have to be entered manually; therefore, we recommend processing timecards as early as possible for PP 16. Please also ensure all required reports are run ahead of time and timecard exceptions for August 16th – 18th are resolved.

Timeclocks will continue to accept and store punches during the system downtime. The punch data will be transmitted into WFC when the system is back online. Below is a chart with the timeline.

Date	Start Time	End Time	WFC System Status	Tasks to Complete
Sunday, 8/16/2020	12:00 AM EDT	11:59 PM EDT	Available	<ul style="list-style-type: none"> Process, Approve and Sign Off PP 16 payroll Run any necessary reports and email/export Resolve 8/16 Exceptions Employees continue swiping
Monday, 8/17/2020	12:00 AM EDT	11:59 PM EDT	Available	<ul style="list-style-type: none"> Process, Approve and Sign Off PP 16 payroll Run any necessary reports and email/export Resolve 8/16 and 8/17 Exceptions Employees continue swiping
Tuesday, 8/18/2020	12:00 AM EDT	11:59 PM EDT	Available	<ul style="list-style-type: none"> Process, Approve and Sign Off PP 16 payroll Run any necessary reports and email/export Resolve 8/16, 8/17, 8/18 Exceptions Employees continue swiping

Wednesday, 8/19/2020	12:00 AM EDT	11:59 PM EDT	DOWN	<ul style="list-style-type: none"> • Employees continue swiping
Thursday, 8/20/2020	12:00 AM EDT	11:59 PM EDT	DOWN	<ul style="list-style-type: none"> • Employees continue swiping
Friday, 8/21/2020	12:00 AM EDT	8:00 PM EDT	DOWN	<ul style="list-style-type: none"> • Employees continue swiping
Friday, 8/21/2020	8:00 PM EDT		Available	<ul style="list-style-type: none"> • Resume all normal activities

If you have any questions regarding this planned WFC system outage, please contact eTAS Support at eTAS-Support@tsa.dhs.gov.

We appreciate your understanding as we perform the required activities to bring you the new version of Workforce Central! As a reminder, this outage is for the purge of historical timecard data and is not the actual upgrade of the system. The upgrade is currently scheduled for September –more information to come!

Note: If you require access to historical timecard records *prior to January 1st, 2017*, please reach out to the HC Access Helpdesk for assistance with NFC records at HelpDesk@mailserver-hraccess.tsa.dhs.gov or 1-877-872-7990.

Questions?

Due to the current COVID-19 pandemic, the HCAccess Help Desk is temporarily unable to receive inquiries via phone. Agents will be available 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. Employees can contact the HCAccess Help Desk by e-mail at HelpDesk@mailserver-hraccess.tsa.dhs.gov, by fax at 1-877-872-7993, or by phone at 1-877-872-7990 and leave a voicemail. Employees can visit the HCAccess website for valuable Human Resources (HR) information on a wide variety of topics at this [link](#) and visit Human Capital online at this [link](#).