



Bulletin for All TSA Employees – 08/10/2020

WebTA Outage – August 11, 2020

The webTA system will be unavailable on **Tuesday, August 11, 2020 beginning at 8:00 a.m. Eastern Time (ET)** for system updates. **The outage is estimated to last for one hour.**

No action is required by webTA users. An update will be provided once the system is back on-line.

We appreciate your patience and apologize for the inconvenience.

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 or at this [link](#), 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](#).