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Bulletin for All TSA Employees - 10/8/2020

Responses to Inquiries and Transactions Sent to the TSA HCAccess Help Desk on October 16, 2020, Will Be Delayed

Due to a scheduled Siebel outage, auto-generated email confirmations and normal processing times will be delayed for any inquiries and transactions (i.e., voicemails, emails, faxes) submitted to the TSA HCAccess Help Desk on Friday, October 16, 2020. The Help Desk will work to process those inquiries and transactions as quickly as possible when normal operations resume on Monday, October 19, 2020.

We appreciate your patience and understanding while we update our systems to better serve our customers.

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 HC online at this [link](#).