Bulletin for All TSA Employees – 10/22/2020

HCAccess Systems Outage October 23–October 24, 2020

Due to an Oracle Database upgrade, the following HCAccess systems will be unavailable from 8:00 p.m. Eastern Time (ET) on Friday, October 23 until 4:00 p.m. (ET) on Saturday, October 24, 2020:

- HCInsight
- Candidate Dashboard (CBD)
- Help Desk Candidate Dashboard (HDCDB)
- Retirement Dashboard (RDB)
- Request for Personnel Action (RPA) Process Suite
- HCAccess Public Website
- Kapow
- Reports: Reports will not receive data updates until after the upgrade is complete; all reports will be current by Monday, October 26, 2020.

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. 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.