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Bulletin for All TSA Employees – 10/27/2020

TSA HCAccess National and Natural Disaster Help Desk Activated October 26, 2020

The Transportation Security Administration (TSA) HCAccess National and Natural Disaster (NND) Help Desk was activated on October 26, 2020, in anticipation of Hurricane Zeta making landfall in Mississippi, Alabama, Florida and Louisiana. If you are affected by Hurricane Zeta, the NND Help Desk provides 24-hour service for you and your family to enable TSA to account for your well-being.

You or a family member can contact the NND Help Desk by calling **1-877-872-7990**, TTY: **1-877-872-7992**. You will be prompted to specify that you are calling regarding the designated disaster. If you say “yes” or press **1**, you will be transferred to an agent who will request the following identifying information and communicate it to TSA leadership:

- Name
- Job title
- Airport code
- Last four digits of your Social Security number (SSN)
- Date of Birth (DOB)
- Your call back number
- Employee status (e.g., available to work, evacuating, injured, family injured)

If you say “no” or press **2**, you will be transferred to the standard HCAccess Help Desk IVR/Voicemail. The NND Help Desk will operate 24 hours a day until the designated disaster has ended.

If you are unable to call the NND Help Desk, you can email the Help Desk at this [link](#). Please include the identifying information listed above. To protect your personal information, please encrypt any email that has personally identifiable information (PII). Passwords should then be sent in a separate email.