

Bulletin for ALL TSA Employees – 11/04/2020

Thrift Savings Plan (TSP) Account Login Changes & ThriftLine High Call Volume

The Thrift Savings Plan (TSP) recently made enhanced security changes to protect your TSP My Account. To access your TSP account, you will need to create a User ID. Visit the [TSP website](#) and select “Create User ID” and enter your TSP Account number and current password. Follow the prompts to create your personal User ID and to answer security questions to gain access to your My Account. You will need to validate your mailing address and phone number, as well.

Due to the changes, the ThriftLine is experiencing high call volume and longer-than-normal wait times for speaking to a Thrift Savings Plan (TSP) representative. The highest call volume is primarily on Monday and Tuesday mornings. To minimize wait time to speak to a TSP representative, consider calling the ThriftLine outside of the peak times.

If you have questions regarding the recent security changes to access you TSP My Account, for example to create or recover your User ID, you can use the new online tools on the TSP website, or at [link](#).

Questions?

Due to the current COVID-19 pandemic, live agents are not available to answer telephone calls received at the HCAccess Help Desk. 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](#).