

## Updated Bulletin to ALL TSA Employees – 03/31/2020

### Resolved – webTA Application Slowness

This communication is a follow-up to the bulletin released on March 30, 2020.

The slow response time with the webTA application has been resolved. **Note:** No action is required by the employee.

We truly appreciate your understanding, patience, and cooperation!

#### Questions?

Due to the current COVID-19 pandemic, the HCAccess Help Desk hours of operation have temporarily changed. Live 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 phone at 1-877-872-7990, by fax at 1-877-872-7993, or by email at this [link](#). Employees can visit the HCAccess website [here](#) for valuable Human Resources (HR) information on a wide variety of topics and visit Human Capital online at this [link](#).