Reminder for All TSA Employees – July 2019

TSA HCAccess National and Natural Disaster (NND) Help Desk

In the event of a national or natural disaster in your area, the Transportation Security Administration (TSA) HCAccess National and Natural Disaster (NND) Help Desk provides 24-hour service for you and your family. The NND Help Desk enables TSA to account for employees’ well-being in areas affected by a national or natural disaster.

When you or one of your family members call the NND Help Desk, the following information will be requested and communicated 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)

You or a family member can contact the NND Help Desk during a national or natural disaster 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 record your information. If you say “no” or press 2, you will be transferred to the standard HCAccess Help Desk. 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 during a national or natural disaster, you can email the Help Desk at this link. To protect your personal information, please encrypt any email that has personally identifiable information (PII). Passwords should then be sent in a separate email.