



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.