



SUPPORT DIRECTORY

Who Do I Contact?



PASSWORD RESET

- **Delttek:** MFGetPayroll@MagellanFederal.com
- **Outlook, Okta, or Workday:**
Submit a RITA ticket (will reset all)

SERVICE

CONTACT

FOR HELP WITH...

INFORMATION TECHNOLOGY

HUMAN RESOURCES

FACILITIES & SECURITY

PURCHASES & TIMESHEETS

MARKETING & COMMUNICATIONS

TRAVEL

ETHICS, LEGAL, & COMPLIANCE

GetIT@afsc.com
MF-GETITHelp@MagellanFederal.com

Helpdesk: **1.888.827.5622**

RITA (Okta tile)

SecurityRequests@MagellanHealth.com

GetHR@afsc.com

VERN (Okta tile)

GetBenefits@afsc.com

Health Advocate: **1.866.695.8622**,
www.HealthAdvocate.com/Magellan (Okta Tile)

MFGetPayroll@MagellanFederal.com

MFGetRecruiting@MagellanFederal.com

GetFacilities@afsc.com

MFGetSecurity@MagellanFederal.com

StrategicSourcing@afsc.com

GetPurchasing@afsc.com

MFGetAccountsPayable@MagellanFederal.com

Billing@MagellanFederal.com

MFGetBusinessOffice@MagellanFederal.com

MFGetExpenseReport@MagellanFederal.com

GetCreative@MagellanFederal.com

Communications@MagellanFederal.com

GetTravel@afsc.com

GetEthics@MagellanFederal.com

Hotline: **1.800.915.2108**

MyComplianceReport.com
(enter MGH as client code)

- General IT Questions
- Emergencies
- RITA Ticket Follow Up

Local IT Support **7:30 am – 5:00 pm ET**

- General IT Problems
- Email Support
- Network issues
- Password resets
- Hardware/Software Requests
- Local Office Phone/Printers

• Unblock Specific Websites

- New Hire Onboarding & Orientation
- Policy Interpretation
- Pay & Bonus Administration
- Employee Relations
- Resignations

• General HR Questions & Policies

- Benefit Enrollment
- Benefits, Coverage, & Claims
- Leaves of Absence
- Disability Leave

• Health Care Plan Benefits Questions

Note: You will need to register the first time you use Health Advocate

- Timesheets
- Paycheck Inquiries
- Direct Deposit
- Payroll Taxes
- Leave Accruals

- Employee Referral Inquiries
- Info Regarding Open Positions
- Internal Application Status
- Open a Requisition

- Office Supplies & Furniture
- Office Access (fobs, keys, or suite)

- Building Problems & Issues (leaks, lights, parking, lost items, after-hours HVAC)

- Government Security Investigations & Clearances
- Request a Visit Authorization
- Government Badge or CAC

- Report a Loss or Compromise of Classified Information
- Report Adverse Information
- Report Foreign Travel

• Purchase Orders, Teaming Partner or IC Requests

- Invoice Submission Related to POs

- Issued Cell Phone & MiFi Requests & Support

• Approved Invoices for Payment

• Questions Concerning Billing

- Charge Code Requests
- Cross-Board Forms

- Contractual Documents

• Expense Reports

- Expense Policy Questions

- Document/Presentation Formatting
- Custom Graphics
- Event Planning

- Marketing/Promo Materials
- Website Development
- AFSC.com updates

- Company-Wide Emails
- Internal/External Comms
- Social Media

- Editing
- Content for Workplace, MagellanNOW, Employee Newsfeed

- Agencia Account Registration & Itinerary Approvals
- Corporate Credit Card

- Business Travel Account Policy
- Business Travel Policy

- Corporate Ethics
- Business Conduct Policy & Program

- OCI & Personal COI
- Compliance Questions

Note: Communications through GetEthics are kept confidential, but do not provide anonymity.