



SUPPORT DIRECTORY

Who Do I Contact?



PASSWORD RESET

- **Deltek:** 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

MF-GetIT@MagellanFederal.com
MF-GETIHelp@MagellanFederal.com

MFed Local Helpdesk: **1.888.827.5622**

MH Helpdesk: **1.888.411.6343**



IT Self Help
(Okta tile)



RITA
(Okta tile)

SecurityRequests@MagellanHealth.com

MFGetHR@MagellanFederal.com

VERN (Okta tile)

LOARequest@magellanfederal.com

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

MFGetPayroll@MagellanFederal.com

MFGetRecruiting@MagellanFederal.com

MFGetFacilities@MagellanFederal.com

MFGetSecurity@MagellanFederal.com

MF-Strategicsourcing@MagellanFederal.com

GetPurchasing@afsc.com

MFGetAccountsPayable@MagellanFederal.com

Billing@MagellanFederal.com

MFGetBusinessOffice@MagellanFederal.com

MFGetExpenseReport@MagellanFederal.com

MFGetTime@MagellanFederal.com

GetCreative@MagellanFederal.com

Communications@MagellanFederal.com

MFGetTravel@MagellanHealth.com

GetEthics@MagellanFederal.com

Hotline: **1.800.915.2108**

MyComplianceReport.com

(enter MGH as the Access ID)

- General IT Questions
- Emergencies
- RITA Ticket Follow Up

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

- 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
- Leaves of Absence
- All Benefit Issues

- Health Care Plan Benefits Questions
 - Timesheets
 - Direct Deposit
 - Payroll Taxes
 - Disability Leave
 - Benefits, Coverage, & Claim
- Note: You will need to register the first time you use Health Advocate*

- 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

- Contractual Documents

- Expense Reports
- Expense Policy Questions

- Charge Code Requests
- Leave Balance Inquiries
- Adding Back-up Supervisors
- Cross-Boarding Forms
- Timesheet Approver Changes
- Timesheet Issues

- Document/Presentation Formatting
- Custom Graphics
- Event Planning
- Marketing/Promo Materials
- Website Development
- MagellanFederal.com updates

- Company-Wide Emails
- Internal/External Comms
- Social Media
- Editing
- Content for Workplace, MagellanNOW, Employee Newsfeed

- Egencia 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.