IMAGIS V9.0 FACT SHEET
OCTOBER 2009

Where to Go for Help – Help Desk Information

Purpose	This fact sheet outlines IMAGIS and MyAGent support available for Government of Alberta.
Audience	This document is intended for all Government of Alberta employees. Help Desk contacts will vary depending on the role of the user and the type of support needed.

Contact Information

Step 1: Call the help desk for your ministry:

GoA Service Desk
(GOA Domain Ministries*)
(780) 427-1GOA (1462)
1-888-427-1GOA (1462)
goa.servicedesk@gov.ab.ca

Transition Service Desk
(other ministries)
(780) 427-HELP (4357)
goa.servicedesk@gov.ab.ca

Step 2: Listen for the option you need:

- **IMAGIS/MyAGent**
  Mon - Fri 8:00 am to 4:30 pm

  - **On-line time entry and Benefits** or by email
    GOA.TimeAndBenefits@gov.ab.ca

  - **MyAGent** including employee validation, or by email
    MyAGent.Help@gov.ab.ca

- **GOA login ID or password**
  24 hours, 7 days/week, or by email
  self-service password reset
  goa.servicedesk@gov.ab.ca

Pay & Benefits – for answers to questions specific to employees, navigate here to find your Pay & Benefits contact:

   https://www.MyAGent.gov.ab.ca
      > Enterprise Menu – Employee Tools
         > My Toolbox
            > Pay Information
               > Who to Contact

*GOA Domain Ministries include: Advanced Education (part), Corporate Human Resources, Environment, Executive Council, Finance and Enterprise, Health and Wellness, Housing and Urban Affairs, Infrastructure, Justice and Attorney General, Municipal Affairs, Public Affairs Bureau, Service Alberta (including Registries), Solicitor General (including Public Security), Sustainable Resource Development, Transportation and Treasury Board

Government of Alberta