

Information for Employees who Cannot Access 1GX



If you would like to make changes to your benefit coverage, the first step is to check if you have access to 1GX:

- For the best user experience, **use Google Chrome as your internet browser**. Google Chrome is the only browser supported by the GoA Service Desk for 1GX.
- If you're accessing 1GX from home for the first time, you will need to register for "Multi-Factor Authentication" (MFA):
 - With MFA, users are granted access only after successfully presenting two or more pieces of evidence (or factors). For example, in addition to your regular GoA log in and password, you might also enter a code sent to your mobile phone.
 - If you have not yet enrolled in MFA, please see the following link for instructions- ['MFA Registration – how to guide'](#).
- Open **Google Chrome** and type in the 1GX website address/URL: **1gx.gov.ab.ca**

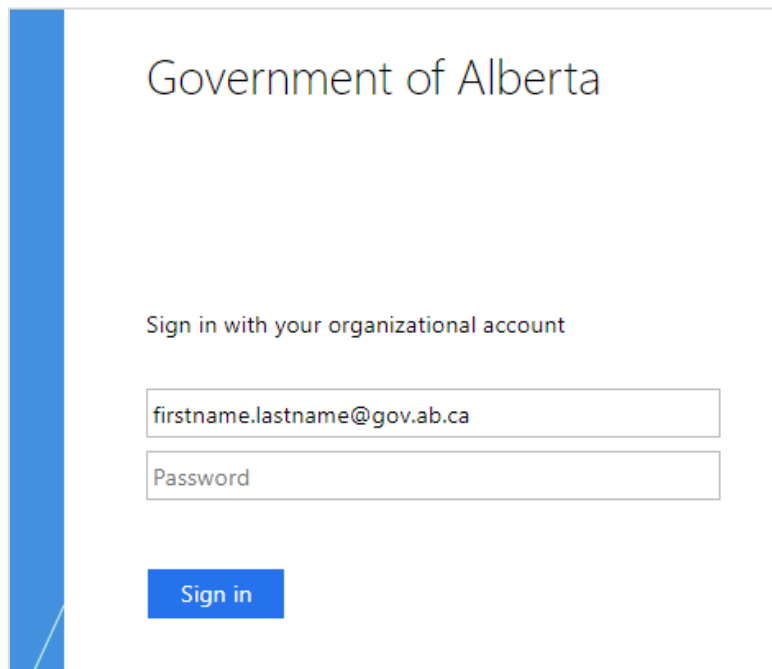


- This will initiate the 1GX Sign In process, including MFA: 2025
 - A GoA Sign In window will open
 - Enter your GoA email address



The screenshot shows the 'Sign in' page for the Alberta Government. At the top left is the 'Alberta Government' logo. Below it, the text 'Sign in' is displayed. A text input field contains the placeholder 'username@gov.ab.ca'. Below the input field are two links: 'Can't access your account?' and 'Sign-in options'. At the bottom right, there is a blue button labeled 'Next'.

- A Government of Alberta organization account window will open with your GoA email address pre-populated. Enter your GoA or UPN Password



The screenshot shows the 'Government of Alberta' organization account sign-in page. The title 'Government of Alberta' is at the top. Below it, the text 'Sign in with your organizational account' is displayed. There are two text input fields: the first contains the placeholder 'firstname.lastname@gov.ab.ca' and the second is labeled 'Password'. At the bottom left, there is a blue button labeled 'Sign in'.

- MFA initiates after your GoA Credentials are entered (see 'MFA Registration – how to guide' listed above).

- If you have troubles accessing 1GX using your UPN, you can contact the GoA Service Desk at 1 (780) 427-1462 or 1(888) 427-1GOA (1462)

If you can successfully sign on to 1GX, you must make benefit changes online through 1GX. Please review the Choice Time Employee report (available [here](#)) for details.

If you are unable to sign on to 1GX, and want to make changes to your benefits coverage:

- Contact the GoA Time and Benefits Support Line at 780-644-8114 or GoA.timeandbenefits@gov.ab.ca **immediately** and provide your full name, employee identification number and email address, or mailing address (if you do not have an email address) and a manual Choice Time selection form and Employee Report will be sent to you. **The deadline for returning your manual selection form is June 18, 2026.**
- If no changes are required or made by June 18, 2026, your current coverage will remain in effect.