# Cardinal
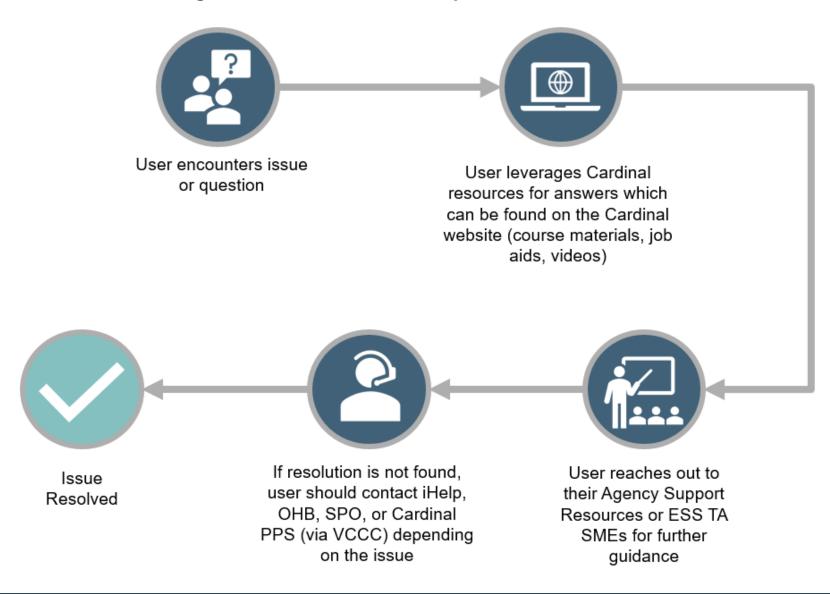
# Issue Resolution for Core & ESS Users (Agencies)

**Run into an issue while using Cardinal?  Follow these steps.**

User encounters issue or question

User leverages Cardinal resources for answers which can be found on the Cardinal website (course materials, job aids, videos)

User reaches out to their Agency Support Resources or ESS TA SMEs for further guidance

If resolution is not found, user should contact iHelp, OHB, SPO, or Cardinal PPS (via VCCC) depending on the issue

Issue Resolved

# Issue Resolution for Core & ESS Users (Agencies)

All users and agencies have different levels of responsibility when trying to resolve an issue encountered in Cardinal HCM.

| Support Level | Responsibilities | Example Issues | Potential Resolutions |
|---|---|---|---|
| **Users (Core & ESS)** | • Attempt to solve issue by reviewing Cardinal training course materials, job aids, and videos before escalating to Agency Support or ESS TA SME | • What does this Time Administration exception mean?<br>• What health benefit coverage code do I select for an employee and their child, but no spouse?<br>• How do I change my name in Cardinal ESS?<br>• How do I submit a marriage life event to adjust my health benefits? | • Review course materials & job aids<br>• Submit documentation to Agency HR office<br>• Utilize ESS videos & job aids |
| **Agency Support** | • Act as first point of contact for transactional and agency business process questions (e.g., "how to" questions)<br>• Contact DHRM iHelp/Office of Health Benefits (OHB) and/or DOA State Payroll Operations (SPO) for central policy/process assistance<br>• Direct users to log VCCC ticket if there is a system issue or extra support needed | • What Action/Action Reason do I use for Terminating an employee?<br>• What is the cutoff date for timesheet submissions? | • Review course materials & job aids<br>• Agency procedures in conjunction with state payroll calendar |
| **Employee Self-Service (ESS) Time & Attendance SME** | • Act as first point of contact for transactional and agency business process questions related to ESS time and attendance<br>• Direct users to log VCCC ticket if there is a system issue | • What TRC do I use for the overtime I worked this week?<br>• How is our agency using ChartFields? | • Work with agency to identify correct time reporting code (TRC) uses and overtime rules<br>• Work with agency configuration to understand your agency set up rules |

# Routing Questions/Support Contacts for Core Users (Agencies)

The table below can assist agency support teams/Core users in routing questions for additional help.

| Examples | Route To | How to Contact |
|---|---|---|
| "Is SPO responsible for filing taxes for employees who live in Maryland?" | SPO | payroll@doa.virginia.gov |
| "I need DHRM to override a compensation rate change for a new hire. What is the process to get this approved?" | iHelp | ihelp@dhrm.virginia.gov |
| "An employee had a successful grievance and I need to remove the record in Cardinal. How do I accomplish this?" | iHelp | ihelp@dhrm.virginia.gov |
| "I created a benefit event for the wrong date. How do I fix it?" | OHB | ohb@dhrm.virginia.gov |
| "I received the attached error message on the timesheet page when entering a prior period adjustment. How do I fix this error to save my timesheet?" | PPS | Submit VCCC ticket with "Cardinal" in subject line* |
| "I submitted a security form for my new HR analyst to receive HR Administrator access, but he does not have access to all of the agencies within my agency group. How do I get him the security he needs?" | PPS | Submit VCCC ticket with "Cardinal" in subject line* |
| "I need a query or report to join HR supervisor data with approved absences. I think I might need a new query." | PPS | Submit VCCC ticket with "Cardinal" in subject line* |

*See Cardinal Post Production Support page for additional information.

# Cardinal Post Production Support (PPS)

**Run into a technical issue while using Cardinal HCM? Have a question that cannot be answered by your agency or using job aids? Having trouble logging in?**

The Cardinal Post Production Support (PPS) team is here to help! For assistance, users should open a Cardinal Help Desk ticket to be connected to a team member.

**To Open a Cardinal Help Desk Ticket:**

- Send an email to VCCC@vita.virginia.gov
- Include **"CARDINAL"** in the subject line
- Include your contact information
- Provide a description of the issue
- Add details! Be sure to include any error messages, keystrokes, or screenshots
  - Tip: when taking screenshots, do not include any personal information that may be visible onscreen.

Once a ticket has been submitted, a Cardinal PPS team member will reach out and provide additional assistance.

# Cardinal HCM User Tips

### Accessing Cardinal HCM

Cardinal can be accessed over public internet using my.cardinal.virginia.gov.

A valid email address is required to access/log into Cardinal. For more information, visit www.cardinalproject.virginia.gov/portal.

Note: Core users will need to access the Cardinal application every 90-days or their Core system access will be removed. If they are an employee, they will retain their ESS access.

### Password Tips

A password will expire every 90 days. If a password is entered incorrectly, the user will automatically be locked out after 3 unsuccessful attempts; however, the account is automatically **unlocked** after 30 minutes.

If the user has forgotten a username or password or needs to reset an expired password, they can complete the Forgot Username/Forgot Password Request. For more information, check out the Cardinal Portal Quick Start guide at www.cardinalproject.virginia.gov/portal.

### System Timeouts

Cardinal times out or terminates any session that is inactive for 30 minutes. It is always recommended to save the work as often as possible. If a user is timed out, any work that has not been saved will be lost. Two minutes before a timeout occurs, the user will receive a warning message indicating that the session is about to time out.

# Core User Labs
# (Agencies)

**For Core users who need a little extra support, Cardinal is hosting a series of in-person User Labs beginning on Monday, October 4.**

**What do the User Labs cover?**

All HCM functional areas. Core users can bring their work with them, such was transactions needed for entry in to Cardinal HCM. The Cardinal team will be on-hand to assist users and answer any questions.

**Where are the User Labs held?**

At the Cardinal Project Office at 6800 Paragon Place, Third Floor, Richmond, VA. Parking is free!

**When are the User Labs?**

User Labs are typically held Monday – Thursday beginning at 8:30 a.m. User Lab duration/days may vary. A new schedule will be posted each week to the Cardinal website and Cardinal HCM message board.

**Do I need an appointment to attend?**

No appointment is necessary. Walk-ins are welcome and will be assisted first come, first serve during scheduled lab hours. Additional space is available to wait while others are being helped.