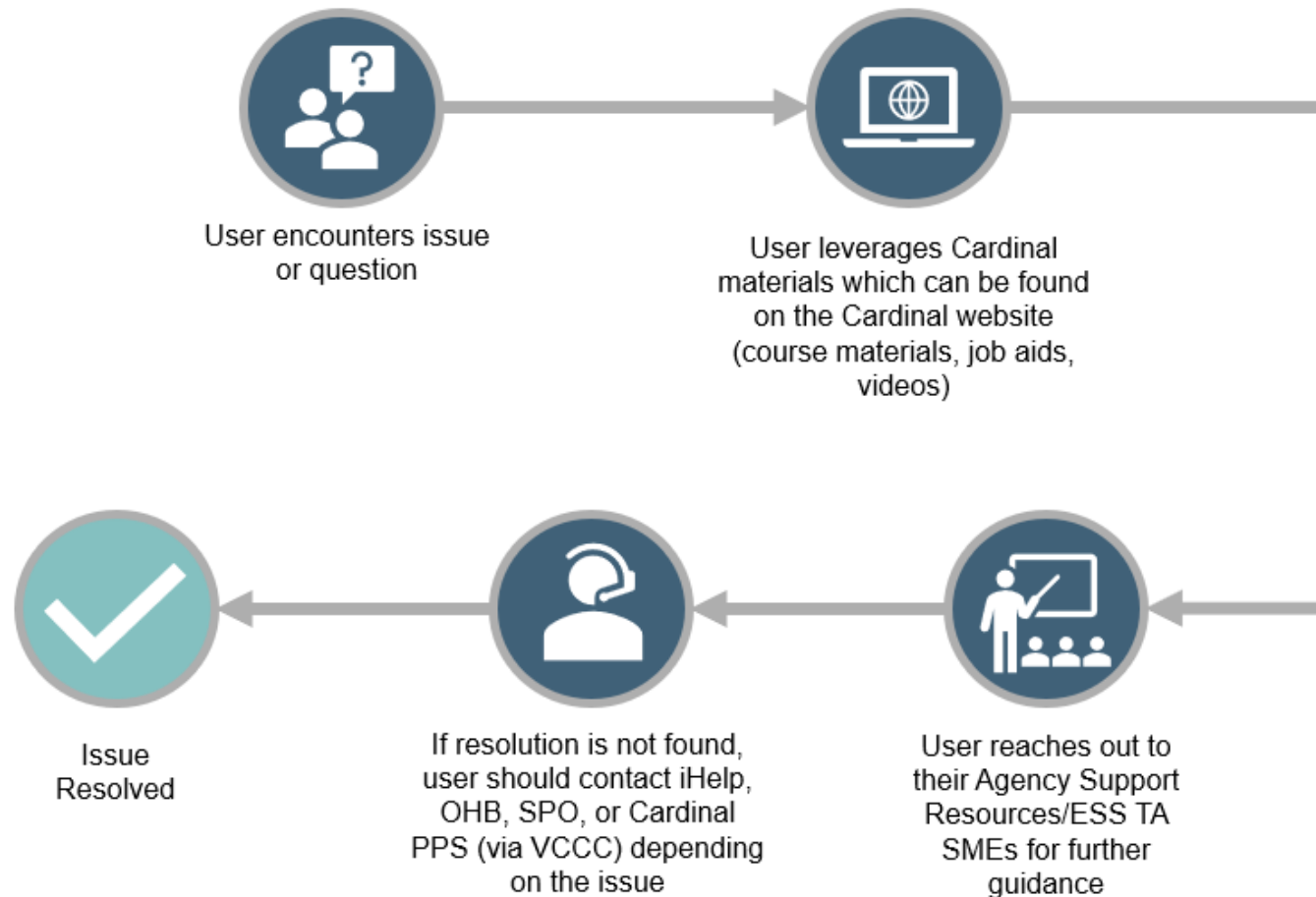




## Issue Resolution for Core Users (Agencies)

Run into an issue while using Cardinal? The Cardinal Team offers several routes to get your questions answered, including the issue resolution steps below, user labs, forums, and additional tips for accessing Cardinal.





## Issue Resolution for Core 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  |
|-----------------------|--|--|--|
| <b>Core Users</b>     | <ul style="list-style-type: none"> <li>Attempt to solve issue by reviewing Cardinal training course materials, job aids, and videos before escalating to Agency Support or ESS TA SME</li> </ul>   | <ul style="list-style-type: none"> <li>What does this Time Administration exception mean?</li> <li>What health benefit coverage code do I select for an employee and their child, but no spouse?</li> <li>How do I change my name in Cardinal ESS?</li> <li>How do I submit a marriage life event to adjust my health benefits?</li> <li>How do I register?</li> </ul> | <ul style="list-style-type: none"> <li>Review <a href="#">course materials</a> &amp; <a href="#">job aids</a></li> <li>Review <a href="#">BN361 Benefits Quick Reference Guide</a></li> <li>Review the <a href="#">How to View and Update Personal Data</a> job aid and submit documentation to Agency HR office</li> <li>Utilize ESS <a href="#">videos</a> &amp; <a href="#">job aids</a></li> <li>Review the <a href="#">Cardinal Registration Quick Start Guide</a></li> </ul> |
| <b>Agency Support</b> | <ul style="list-style-type: none"> <li>Act as first point of contact for transactional and agency business process questions (e.g., “how to” questions)</li> <li>Contact DHRM iHelp/Office of Health Benefits (OHB) and/or DOA State Payroll Operations (SPO) for central policy/process assistance</li> </ul> | <ul style="list-style-type: none"> <li>What Action/Action Reason do I use for Terminating an employee?</li> <li>What is the cutoff date for timesheet submissions?</li> </ul>  | <ul style="list-style-type: none"> <li>Review <a href="#">course materials</a> &amp; <a href="#">job aids</a></li> <li>Agency specific procedures in conjunction with state payroll calendar</li> </ul>  |



## Issue Resolution for Core Users (Agencies)

| Support Level   | Responsibilities   | Example Issues   | Potential Resolutions  |
|---|--|--|--|
| <b>Employee Self-Service (ESS) Time &amp; Attendance (TA) SME</b> | <ul style="list-style-type: none"> <li>Act as first point of contact for transactional and agency business process questions related to ESS time and attendance</li> </ul> | <ul style="list-style-type: none"> <li>What TRC do I use for the overtime I worked this week?</li> <li>How is our agency using ChartFields?</li> </ul> | <ul style="list-style-type: none"> <li>Work with agency to identify correct time reporting code (TRC) uses and overtime rules</li> <li>Work with agency change network/TL Administrators to understand configuration and your agency set up rules</li> </ul> |



## 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      | <a href="mailto:payroll@doa.virginia.gov">payroll@doa.virginia.gov</a>  |
| "I need DHRM to override a compensation rate change for a new hire. What is the process to get this approved?"   | iHelp    | <a href="mailto:ihelp@dhrm.virginia.gov">ihelp@dhrm.virginia.gov</a>  |
| "An employee had a successful grievance and I need to remove the record in Cardinal. How do I accomplish this?"  | iHelp    | <a href="mailto:ihelp@dhrm.virginia.gov">ihelp@dhrm.virginia.gov</a>  |
| "I created a benefit event for the wrong date. How do I fix it?"   | OHB      | <a href="mailto:ohb@dhrm.virginia.gov">ohb@dhrm.virginia.gov</a>  |
| "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*<br><a href="mailto:vccc@vita.virginia.gov">vccc@vita.virginia.gov</a> |
| "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*<br><a href="mailto:vccc@vita.virginia.gov">vccc@vita.virginia.gov</a> |
| "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*<br><a href="mailto:vccc@vita.virginia.gov">vccc@vita.virginia.gov</a> |



## 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?**

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

- Send an email to [VCCC@vita.virginia.gov](mailto:VCCC@vita.virginia.gov)
- Use “**CARDINAL**” in the subject line.
- Include an email address and phone number at which you can be reached.
- Provide information such as the functional area you are using, the page/screen/tab you are viewing, the actions you are attempting to perform, and any error messages.
  - Attach a document with the screenshots as opposed to inserting them into the body of the email.
  - Do not include personal identifiable information (e.g., SSN, Birthdate, Address, Bank Account) when you submit a ticket.
- Do not send “encrypted” emails (i.e., Virtru) to VCCC for ticket creation.
- Do not email interface files or attach them to tickets. All interface files **must** be exchanged using the secure file transfer method previously established with Cardinal.
- As a reminder, Non-COV agencies and users with personal email address will not be able to use the link in the response email from VCCC to access the ticket system to track your issue. However, to assist with tracking, you will receive an update via email every time a comment is added to your inquiry



## Cardinal HCM User Tips



### Accessing Cardinal HCM

Cardinal can be accessed over public internet using [my.cardinal.virginia.gov](https://my.cardinal.virginia.gov).

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

If a password is entered incorrectly, the user will automatically be locked out after 3 failed attempts.

Users will be required to reset their passwords every 90 days.

If the user has forgotten a username or password or locked themselves out, they can complete the Forgot Username/Forgot Password Request.



### System Timeouts

Cardinal “times out” or terminates any session that is inactive for 30 minutes. 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.

It is always recommended to save the work as often as possible. If multiple Cardinal windows are open, the user is timed out of all windows.



## Core User Labs (Agencies)

**User Labs are offered to assist Core users in all functional areas of the HCM application beginning on Monday, October 3.**

### **What do the User Labs cover?**

All HCM functional areas. Core users can bring their work with them, such as 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 located on the third floor at 6800 Paragon Place, Richmond, VA. Parking is free!

### **When are the User Labs?**

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.



## Core User Forums (Agencies)

**Virtual forums will be facilitated post go-live by the Cardinal Training team with support from the Cardinal Application team for specific Core user roles beginning on Tuesday, October 11.**

### **What is the purpose of Post Go-Live Forums?**

Forums will allow the Cardinal team to provide key information, discuss trends, and assist with questions.

### **Who are Post Go-Live Forums available to?**

Separate forums will be targeted for Timekeepers and users holding administrator roles (e.g., HR Admin, BN Admin, TL Admin, AM Admin)

### **How do I attend a Post Go-Live Forum?**

Invitations for each session will be sent to Core users in advance of the session and will be facilitated via Webex. Each forum will be recorded, but we recommend you plan to attend!

Note: Forums will not be used for one-on-one help or live assistance with production entry transactions.