Cardinal HCM ESS User Support Guide

Have a question while using Cardinal HCM? Click your user group to see guidance from the Cardinal team and common support options.

Employee Self-Service (ESS) Users
ESS users are state employees who are able to view and may be able to maintain personal information, benefit related information, timesheets and payroll information*.

Employee Self-Service Time & Attendance (ESS TA) Users
ESS TA users are state employees who are entering their own time in Cardinal. They are often referred to as Time Reporters.

*Access to view and/or maintain data in Cardinal as an ESS user depends on your agency's use of Cardinal. If you are not sure what access you have as an ESS user, reach out to your HR professional or supervisor for guidance.
Cardinal HCM ESS User Support Areas

Click on the title to take you to the respective section.

Utilize the graphic on each of the following slides to navigate back to this main menu.
Login and Access

ESS Users

ESS users are Commonwealth employees and can view and may be able to update personal information such as your name and address and view your W-2 or paycheck (paystub).

• Access for ESS users is granted automatically when an employee is hired.
• Your agency’s HR professional should ensure a valid email address is listed on your personal data record in Cardinal in order to access/log into Cardinal.
• If you are not sure what access you have as an ESS user, reach out to your HR professional or supervisor for guidance.

Accessing Cardinal

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

New to Cardinal or need login help?

Check out the Portal page on the Cardinal website to determine if you need to register and follow the login guidance.
Common Human Resources (HR) Questions

Do you have questions about your HR data? See our guidance below for common questions:

- **How can I change my address in Cardinal?**
  - Watch the [How to View and Update Personal Data](#) video for step-by-step instructions on how to update your address.

- **Need to change your phone number?**
  - Watch the [How to View and Update Personal Data](#) video for step-by-step instructions on how to update your phone number.*

- **Why can’t I change my personal data in Cardinal?**
  - Access to update personal data is based on how your agency uses Cardinal. Contact your agency’s HR professional for support.

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**Important**: If you are trying to change your multi-factor authentication (MFA) phone number, this cannot be done in the personal data pages of Cardinal. You must submit a ticket to VITA at [vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov) to change your MFA phone number.
Common Benefits Questions

Life Event? Review the support guidance for Benefit questions below:

- **Where can I find information on my health benefits coverage?**
  - Watch the Overview of the Benefits Tile video, or review the ESS How to View Benefits Statements job aid.

- **How do I update my marriage status?**
  - Watch the How to Create a Life Event video for step-by-step instructions.

- **What do I need to do during Open Enrollment?**
  - Review the ESS How to Make Open Enrollment Elections job aid.

- **Need assistance with your health benefits as a Retiree?**
  - Retirees should contact the VRS CCC at 1-888-827-3829 for help with health benefits.
Common Time & Attendance (TA) Questions

Time and Attendance (TA) questions and related support guidance below.

Note: These support questions and guidance are intended for users who do not have access to enter their own time in Cardinal.*

- Have questions about your leave/absence balances?
- Reach out to supervisor and/or your agency Absence Management professional

- Can’t figure out where to view time entered on your behalf?
- Review our Timesheet Page Overview video for steps to navigate to the timesheet.*

- Transferred agencies recently and no longer have access to your timesheet?
- Your new agency may be utilizing Timekeepers or interfacing time into Cardinal. Confirm with your supervisor.

*If you have access to enter your own time in Cardinal, check out our ESS TA user section in this guide.
Common Payroll Questions

Payroll question? Review the guidance below:

Where can I find my paycheck (paystub)?

Review the ESS How to View and Print a Paycheck/W-2 job aid

Need to make a change to your direct deposit?

Review our Managing Direct Deposits video

Have questions about that information that is on your paycheck?

Review the Differences in Cardinal Paycheck communication

Having trouble viewing your paycheck?

Try viewing your paycheck on a computer (not a mobile device), use Chrome or Edge, disable pop-up blockers.
ESS Time & Attendance (ESS TA) Users

An ESS TA user enters their own time in Cardinal HCM! It is important to know how to accurately complete your timesheet as information entered on timesheets drives pay and **correct timesheet entries are required for correct payroll** (i.e., paycheck).

If you’re new to entering your own time in Cardinal, reach out to **your supervisor**, who can provide important details like:

- The type of time reporter you are (i.e., Positive or Exception)
- Your agency’s use of Cardinal Absence Management
- Time Reporting Codes (TRCs) you should be using
- The agency’s ChartField setup and use of SpeedTypes on the timesheet
- FLSA start days and periods
- Addition agency specific information about entering your time

**Cardinal Tip:** If you don’t have access to your timesheet in Cardinal but believe you should – reach out to your supervisor and your HR professional. Your agency HR professional may need to update your job data to ensure you have access.
ESS Time & Attendance (ESS TA) Users (continued)

Depending on the type of employee you are (i.e., hourly or salaried) and your agency’s use of the Cardinal Absence Management (AM) module, you will need to take one of the following web-based trainings (WBTs) on the Cardinal website. Your supervisor should direct you to the correct one.

• ESS392: Time & Attendance Employee Self-Service for Hourly Employees
• ESS392: Time & Attendance Employee Self-Service for Salaried Employees with Absence Management
• ESS392: Time & Attendance Employee Self-Service for Salaried Employees without Absence Management

Still have questions? If you need help after you’ve completed the training, a great first stop is our Time & Attendance Tutorials for ESS Users page for more information on entering your time and absences in Cardinal.

To review common questions from our ESS TA users, click here.
ESS Time & Attendance (ESS TA) Users – FAQs

Check out some of the most common questions we see from our ESS TA users (often referred to as Time Reporters) and where to go for help:

- **Don’t know your Time Reporter Type?**
  - **The Timesheet Page Overview** video walks you through where to find this!
  - Still not sure? Reach out to your supervisor.

- **Leave/absence hours look incorrect?**
  - Checkout the relevant **Time Entry Scenarios** job aid to review Absence Events
  - Reach out to your Absence Management Administrator

- **Cannot access your timesheet?**
  - Confirm with your supervisor you are expected to enter your own time in Cardinal
  - Reach out to your HR professional – they will need to update your job data!

- **Not sure which Time Reporting Codes (TRCs) to use?**
  - Reach out to your supervisor for guidance on the appropriate TRCs
  - To better understand where to use the accurate TRCs, review the **Timesheet Page Overview** video
Guidance on Next Steps

Have an additional question/issue?

1. If you can’t find the solution in this guide, visit the Cardinal website and leverage Job Aids and Videos.

2. Still not sure what to do? Reach out to your supervisor or HR professional to understand next steps. This step is critical – your agency support resources are best equipped to support you in agency specific questions.

Need additional support? For Cardinal system issues, visit the Submit a Ticket page on the Cardinal website for information on how to reach out to the Cardinal team!