Cardinal HCM Employee Self Service (ESS) User Support Guide

This guide provides guidance and support for Cardinal HCM ESS users.

• If the solution is not readily available in this guide, refer to the Cardinal website and utilize Job Aids and Videos for additional assistance.

• If you have functional/technical questions, submit a help desk ticket by emailing vccc@vita.virginia.gov and include the following information:
  Subject: Cardinal - <brief summary for routing>
  Email content:
  • Detailed information about your issue (i.e., functional area, page, actions, error)
  • Name, email address, and best contact phone number

Tips for using this guide
• Go to the next page to select the area you need support on and use the buttons in these graphics to navigate throughout the guide
• This guide is not comprehensive of all questions/issues. The Cardinal website if your best resource to find the answers you need.
Click the tile(s) to navigate to the designated section.

- Login and Access
- Human Resources
- Payroll
- Benefits
- Time & Attendance
- ESS TA
### What is an ESS User in Cardinal?

#### ESS User

- ESS users are Commonwealth employees who can view and may be able to manage personal data, benefits, timesheets, and payroll information.
- Access to view and/or maintain data in Cardinal as an ESS user depends on your agency’s use of Cardinal.

#### ESS TA User

- ESS TA users are Commonwealth employees who are entering their own time and/or absences in Cardinal.
- Often referred to as Time Reporters.

If you are not sure what access you have as an ESS user, contact your HR/Benefits professional or supervisor for guidance.
Login and Access

Cardinal can be accessed anywhere with an internet connection. Bookmark this page to protect your device and account security:

my.cardinal.virginia.gov

Accessing Cardinal

- A valid email address in Cardinal is essential, ensure your HR professional updates your personal data record accordingly.
- Registration for Cardinal may be required depending on your agency and email address type (personal or agency provided).

Need to Register?

- Don’t go it alone, this multi-step process requires careful attention.
- Follow the Cardinal Registration Quick Start Guide for success.
- Important! Before you register, know your:
  - 11-digit Cardinal Employee ID
  - Primary Email Address

Not sure if you need to register?

- Visit the Cardinal Portal page on the Cardinal website to determine if you need to register for Cardinal access.
Common Human Resources (HR) Questions

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

1. **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.

2. **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.*

3. **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.

**Important:** To change your multi-factor authentication (MFA) phone number, submit a ticket to VITA at vccc@vita.virginia.gov.
### Common Benefits Questions

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where can I find information on my health benefits coverage?</td>
<td>Watch the Overview of the Benefits Tile video or review the ESS How to View Benefits Statements job aid.</td>
</tr>
<tr>
<td>What do I need to do during Open Enrollment?</td>
<td>Review the ESS How to Make Open Enrollment Elections job aid.</td>
</tr>
<tr>
<td>Need assistance with your health benefits as a Retiree?</td>
<td>Retirees should contact the VRS CCC at 1-888-827-3847 for help with health benefits.</td>
</tr>
</tbody>
</table>
Common Time & Attendance (TA) Questions

Time and Attendance (TA) questions and related support for users who do not have access to enter their own time in Cardinal.

If you have access to enter your own time in Cardinal, refer to the ESS TA user section in this guide.

- **Have questions about your leave/absence balances?**
  - Contact your supervisor and/or agency Absence Management professional.

- **Can’t figure out where to view time entered on your behalf?**
  - View 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.
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?**
  - Contact your agency’s Payroll Administrator to securely submit your direct deposit information.

- **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 and disable pop-up blockers.
ESS Time & Attendance (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 are new to entering your own time in Cardinal, contact your supervisor for guidance on essential details like:

- Your Employee Type (i.e., Salary or Hourly)
- 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
- FLSA start days and periods
- Additional agency specific information about entering your time

Important: If you don’t have access to your timesheet in Cardinal but believe you should, contact your supervisor and/or your HR professional. Your agency HR professional may need to update your job data to ensure you have access.
ESS TA Users (continued)

ESS TA Users are required to complete one of the following Web-Based Trainings (WBT).

**Before** you begin training, be sure to know:
- Your Employee type: Salary or Hourly
- Time Reporter type: Exception or Positive
- Your agency’s use of [Cardinal Absence Management](#) (AM) module

To learn more about the required or available training for Cardinal HCM, please refer to the [Cardinal Training Resources Support Guide](#).

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 shows how to locate this information on your timesheet

- **Leave/absence hours look incorrect?**
  - Review the Exception and Positive Time Reporters Scenarios job aids to review Absence Events

- **Cannot access your timesheet?**
  - Confirm with your supervisor you are expected to enter your own time in Cardinal

- **Not sure which Time Reporting Codes (TRCs) to use?**
  - Contact to your supervisor for guidance on the appropriate TRCs

- **Still not sure? Reach out to your supervisor**

- **Contact your Absence Management Administrator**

- **Contact your HR professional – they will need to update your job data**

- **To better understand where to use the accurate TRCs, review the Timesheet Page Overview video**
Guidance on Next Steps

**Agency Support**

Your supervisor or HR professional are best equipped to support with agency specific questions.

**Cardinal Website**

The [Cardinal website](#) is a valuable resource for all Cardinal related information, training, and materials.

**Need Additional Support?**

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