



Cardinal HCM Employee Self Service (ESS) User Support Guide

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

- Your supervisor or HR Administrator is best equipped to provide support with agency specific questions.
- This guide is not comprehensive of all questions/issues. The [Cardinal website](#) is your best resource to find the answers you need.
- If you have functional/technical questions, submit a help desk ticket by emailing vccc@vita.virginia.gov and include the following information:

Subject: Cardinal - <brev 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
- ✓ Click the links on each of the following slides to navigate to the corresponding resource.





Cardinal HCM ESS User Support Guide

What is an ESS User in Cardinal?

ESS User

- 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

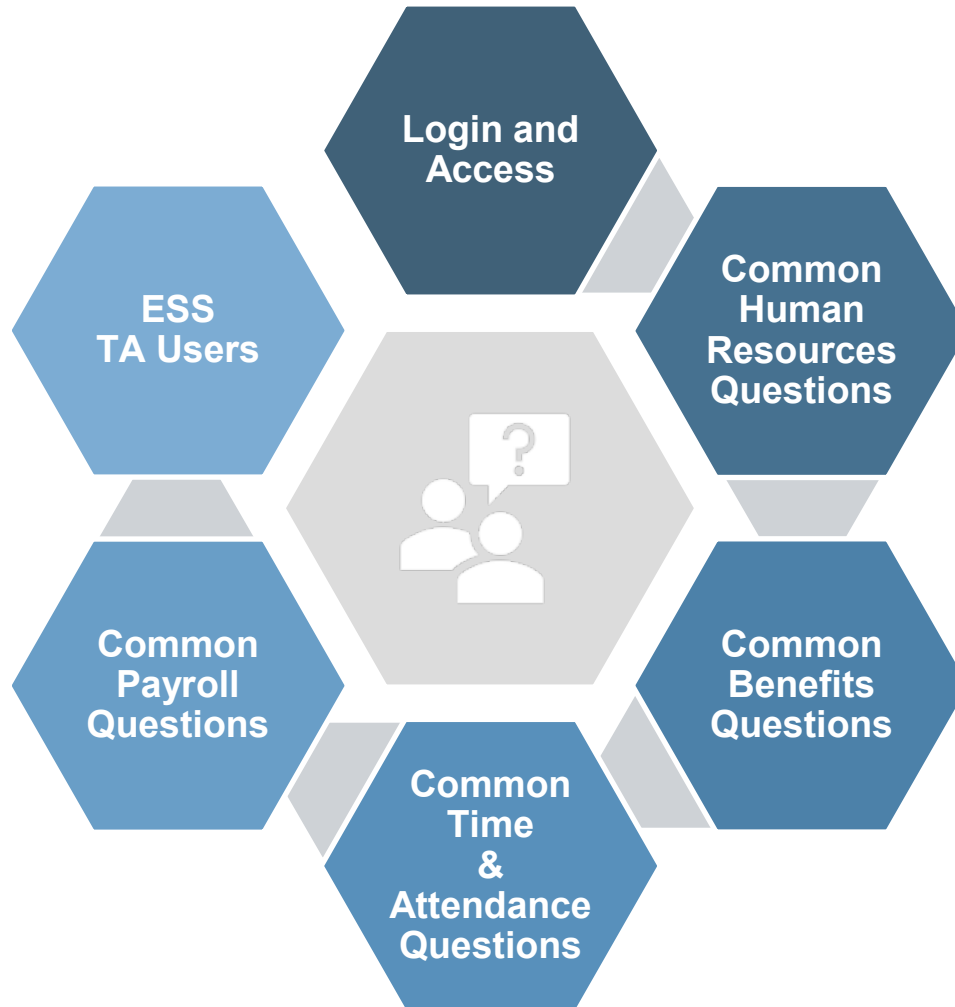
- A subset of ESS Users.
- Commonwealth employees who are entering their own time and/or absences in Cardinal.
- Often referred to as Time Reporters.

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



Cardinal HCM ESS User Support Guide

Click the appropriate tile to navigate to the designated section.





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 Administrator 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 applicable guide for success:
 - Active Employees: [Cardinal Registration Guide - Active Employees](#)
 - Former Employees & Retirees: [Cardinal Registration Guide - Inactive Employees](#)
- **Important!** Before you register, know your:
 - **11-digit Cardinal Employee ID**
 - **Primary Email Address**, as documented in Cardinal

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:

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.

How can I 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.*

How can 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 Administrator for support.



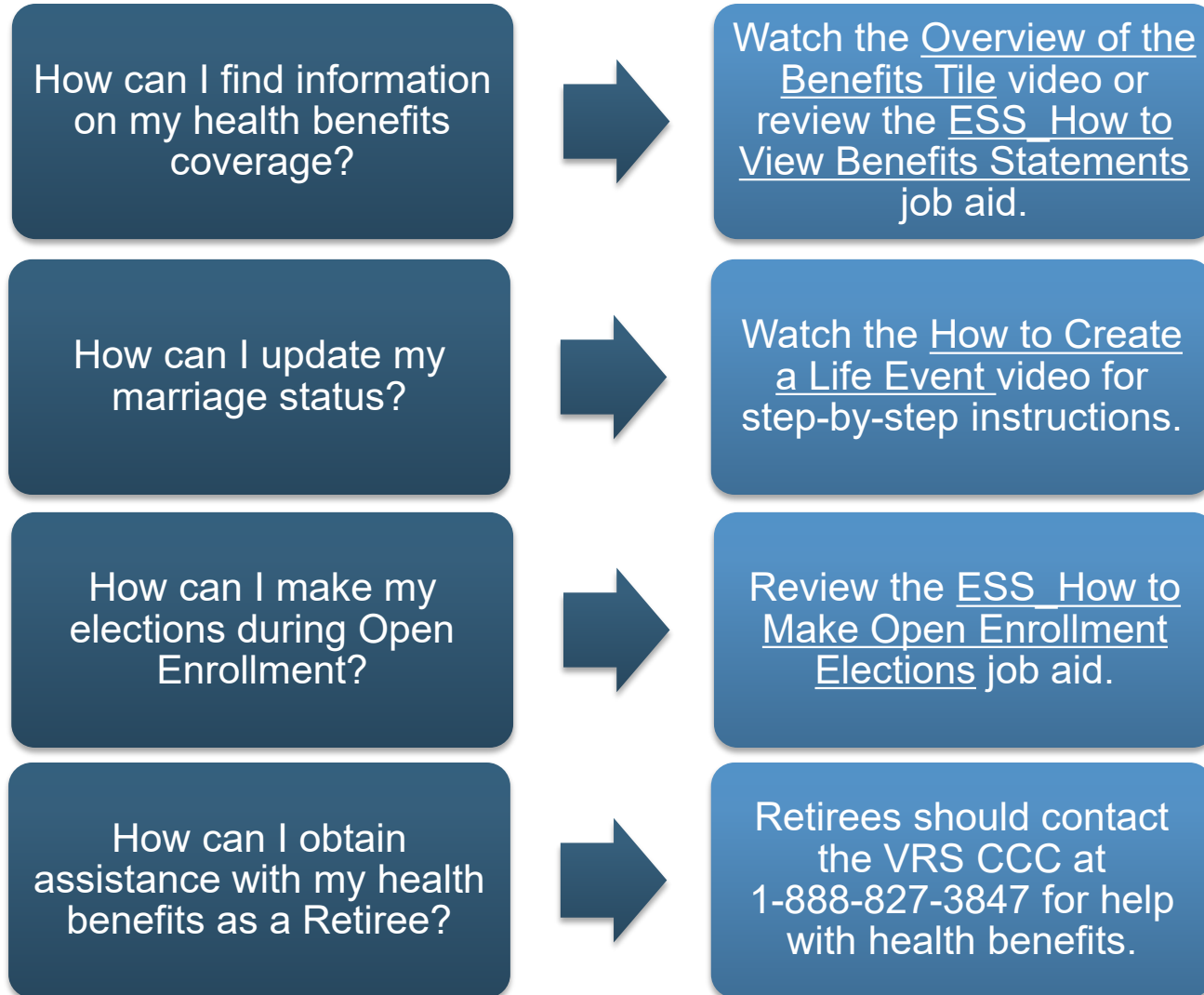
Important: To change your multi-factor authentication (MFA) phone number, submit a ticket to VITA at vccc@vita.virginia.gov.



Common Benefits Questions



Review the support guidance for Benefit questions below:





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 enter your own time in Cardinal, refer to the [ESS TA](#) user section in this guide.





Common Payroll Questions



Payroll question? Review the guidance below:

How can I view my **paycheck**?



Review the [ESS How to View and Print a Paycheck/W-2](#) job aid.

How can I make a change with my **direct deposit**?



Contact your agency's Payroll Administrator to securely submit your direct deposit information.

How can I understand the different information on my **paycheck**?



Review the [Differences in Cardinal Paycheck](#) communication.

How can I troubleshoot viewing my 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 Administrator. Your agency HR Administrator 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

ESS392: Time & Attendance Employee Self Service for:

[Hourly Employees](#)

[Salaried Employees with Absence Management](#)

[Salaried Employees without Absence Management](#)

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

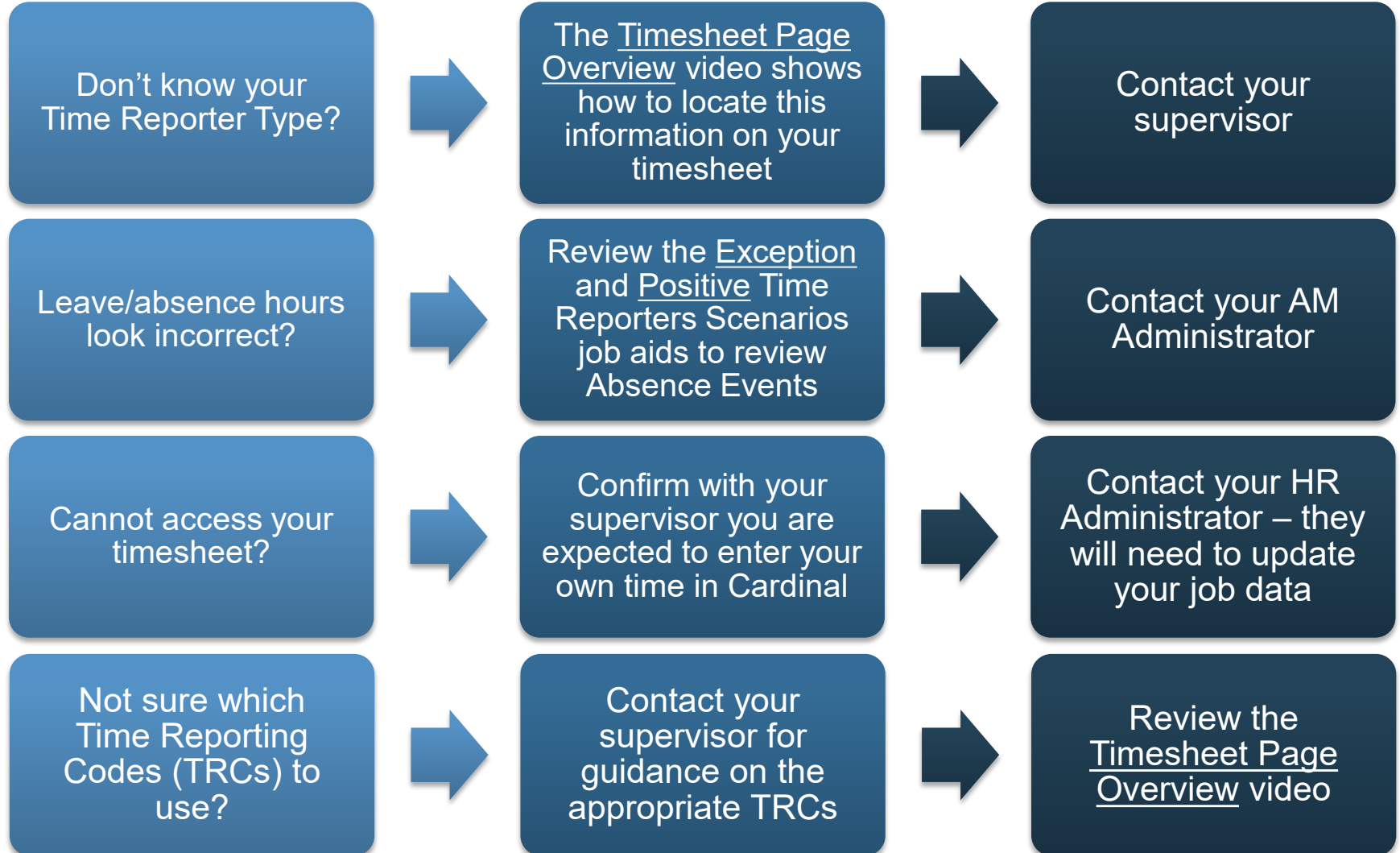
Looking for more? View Cardinal's [Time & Attendance Tutorials](#) for ESS Users page for videos on entering, submitting, and adjusting timesheets in Cardinal.



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:





Guidance on Next Steps

Agency Support

Your supervisor or HR Administrator is best equipped to provide 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?

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



Guidance on Next Steps

Agency Support

Your supervisor or HR Administrator is best equipped to provide 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?

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