Issue Resolution for Core Users (Localities)
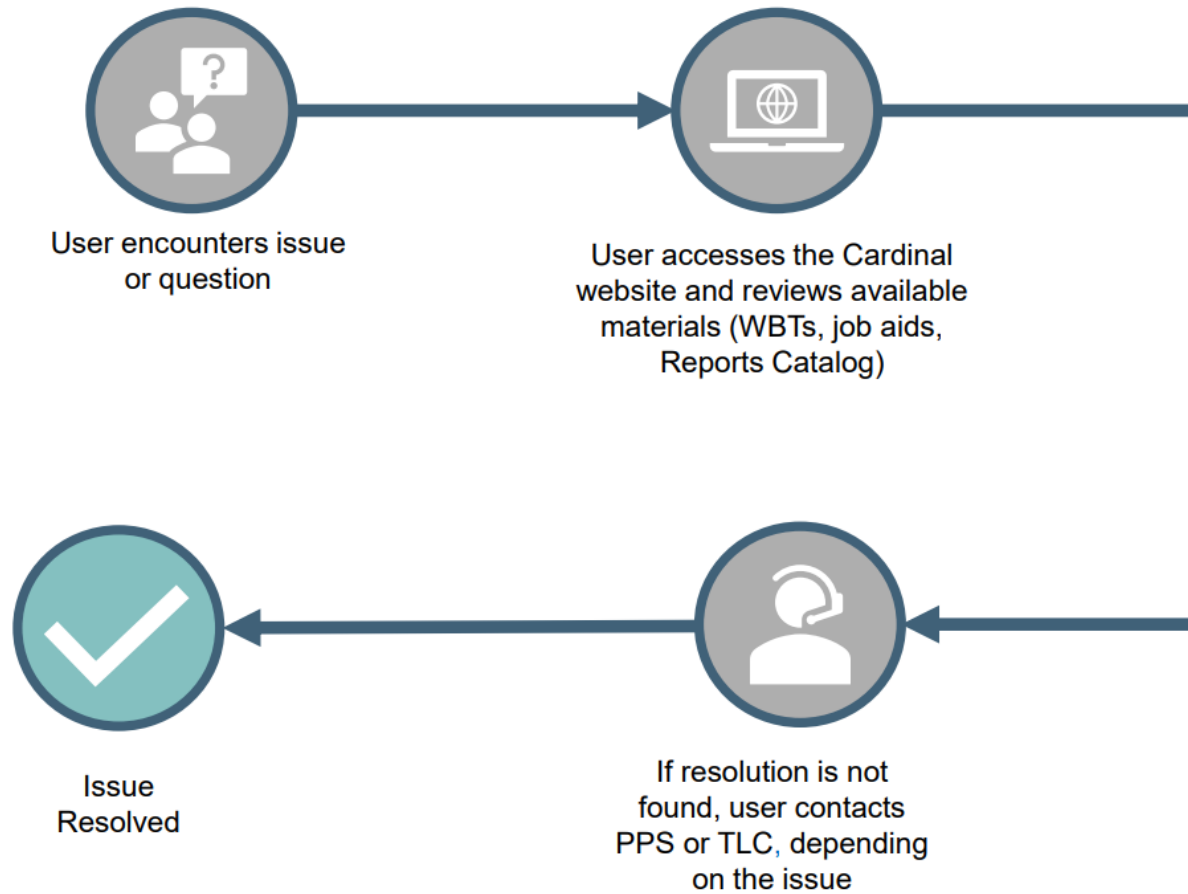
Run into an issue while using Cardinal? Follow these steps.

User encounters issue or question → User accesses the Cardinal website and reviews available materials (WBTs, job aids, Reports Catalog) → If resolution is not found, user contacts PPS or TLC, depending on the issue → Issue Resolved

Issue Resolution for Core Users
(Localities)

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

Example Question	Route To	How to Contact
"I need to add a new dependent. What form do I complete?"	TLC	Email tlc@dhrm.virginia.gov
"What form do I use for new hires?"	TLC	Email tlc@dhrm.virginia.gov
"What is the cutoff date to enter my datasheet?"	TLC	Email tlc@dhrm.virginia.gov
"My employee has a spouse who is a foreign national. Is he/she eligible for health benefits?"	TLC	Email tlc@dhrm.virginia.gov
"My network is working but the Cardinal system appears to be down."	PPS	Submit VCCC ticket with "Cardinal" in subject line*
"I ran the ACA Reconciliation Report and some of my data is missing"	PPS	Submit VCCC ticket with "Cardinal" in subject line*
"My new HR HBO Administrator does not have the correct access."	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 TLC or using videos/job aids?

To Open a Cardinal Help Desk Ticket:

- Send an email to VCCC@vita.virginia.gov
- Use **"CARDINAL"** in the subject line
- Include a name, email address, and phone number at which you can be reached.
- Provide as much information as possible about your issue, the page/screen/tab you are viewing, the actions you are attempting to perform, and any error messages.
- Sending screenshots?
  - 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) on those screenshots. Make sure sensitive data is blurred or cropped out.
- Do not send "encrypted" emails (i.e., Virtru) to VCCC for ticket creation.

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.

Password Tips

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

Core 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.