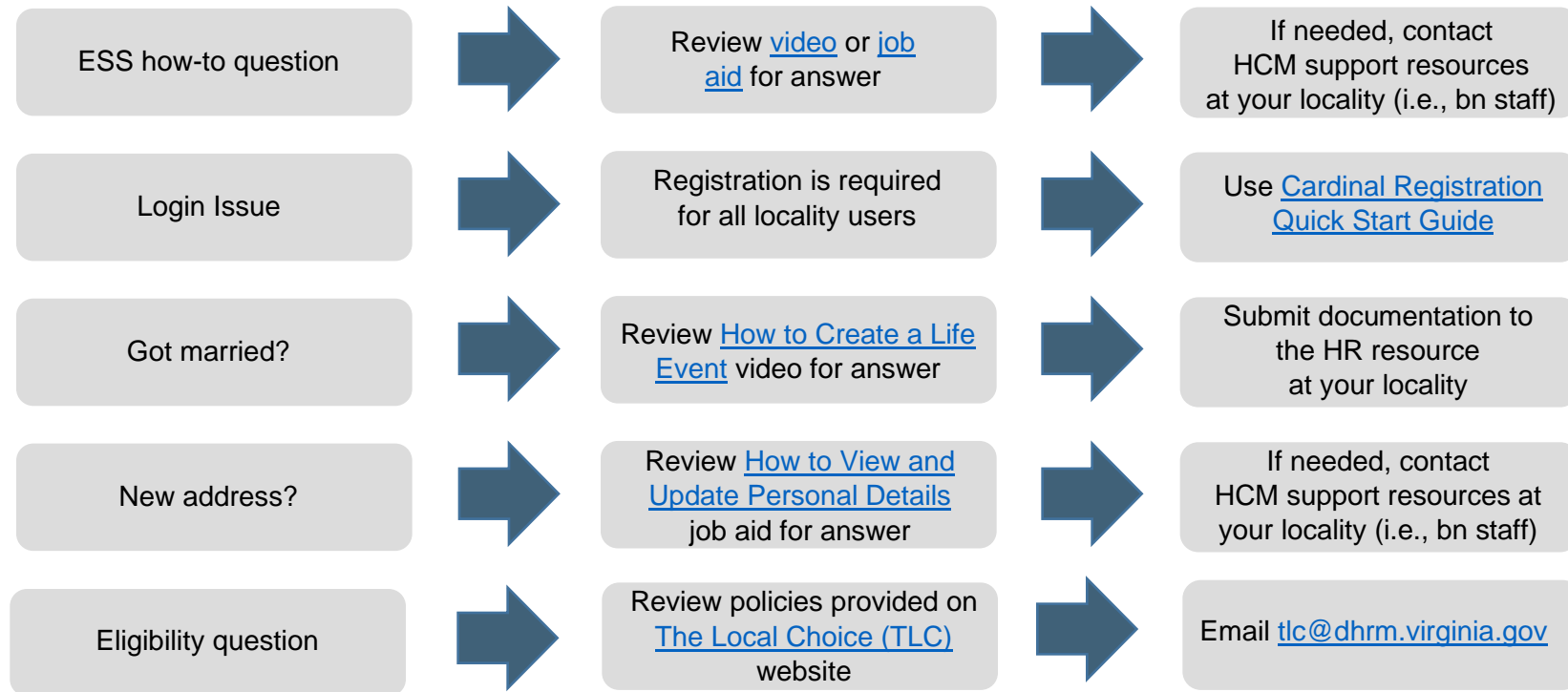




## Issue Resolution for ESS Users (Localities)

Do you have a question while using Cardinal HCM? See some routine support options below.





## Issue Resolution for ESS Users (Localities)

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](mailto: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 sensitive personal 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](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).



### 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.