



Cardinal New User Support Guide

This guide provides a brief overview of the system, access, and support resources associated with Cardinal.

- Your supervisor or HR professional are best equipped to 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 - <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

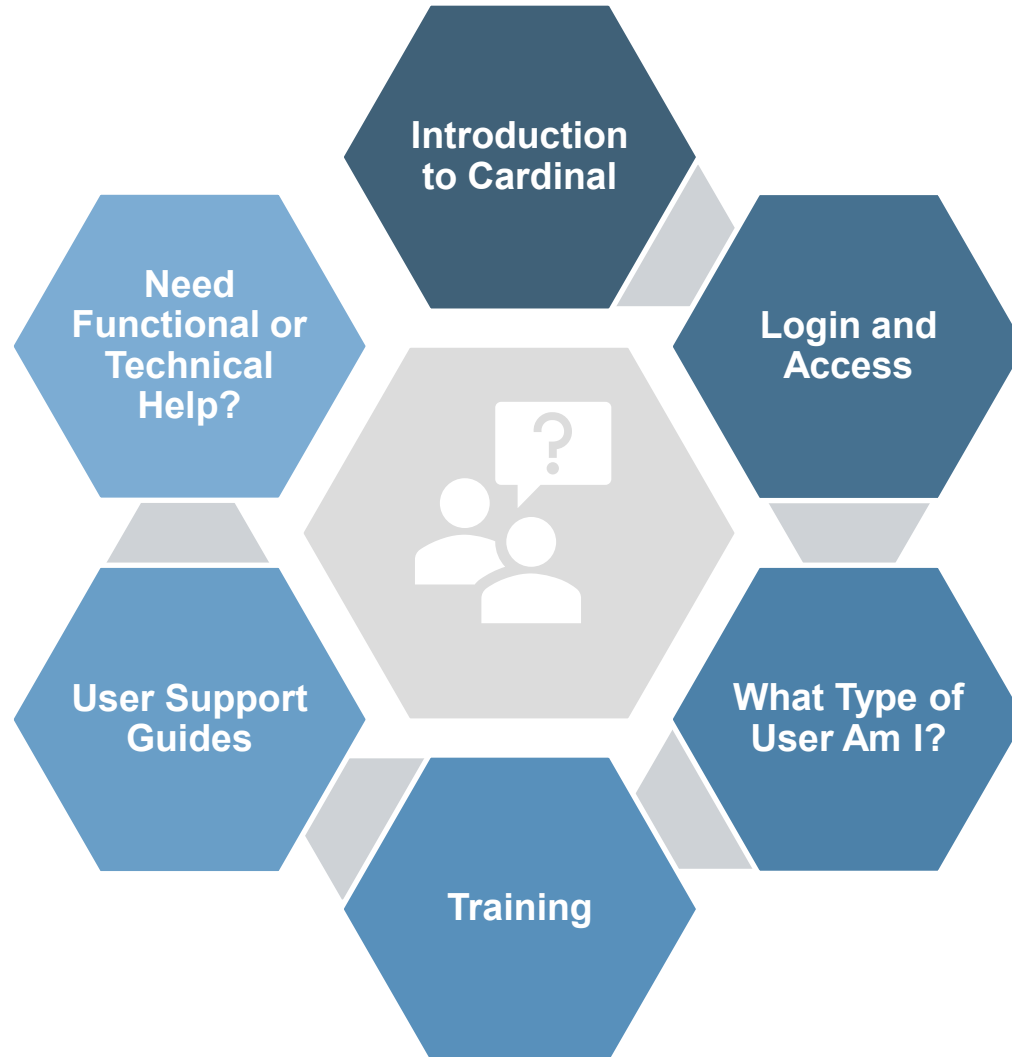
- ✓ Go to the [next slide](#) to select the area you need support on and use the buttons in this icon to navigate throughout the guide.
- ✓ Click the links on each of the following slides to navigate to the corresponding resource.





Cardinal New User Support Guide

Click the tile(s) to navigate to the designated section.





Introduction to Cardinal



Cardinal is the system of record for accounting, human resource, payroll, benefits, and time management in the Commonwealth. The Cardinal system is comprised of three applications: Human Capital Management (HCM), Financials (FIN), and Business Intelligence (BI).



Human Capital Management



Financials



Business Intelligence

The Cardinal Portal is the access point to the Cardinal Financials (FIN), Human Capital Management (HCM), and Business Intelligence (BI) applications.



Portal



Click each tile to learn more about the applications via the [Cardinal website](#).



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

- Users can access Cardinal by visiting my.cardinal.virginia.gov.
- A **valid** email address in Cardinal is essential, ensure your HR/Benefits 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**, 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.



What Type of User Am I?



There are two types of users in Cardinal:

Employee Self-Service (ESS) User

- ESS users are Commonwealth employees who can view and may be able to manage personal data, benefits, timesheets, and payroll information.

Explore the [ESS User Support Guide](#)

Core User

- Perform day-to-day administrative functions in Cardinal HCM and/or FIN.
- Access is granted based on agency submission of a Cardinal Security Form.
- If you have any questions about your role(s) in Cardinal, talk to your Cardinal Security Officer (CSO).

Explore the [Core User Support Guide](#)

Each agency uses Cardinal in a different way. Contact either your HR/Benefits professional or your supervisor for more information on how you will use Cardinal.



Cardinal offers comprehensive materials to support users. Your supervisor or HR/Benefits professional can assist with key information such as **your assigned roles** and the **training materials** you should review.

Explore the [Cardinal Training Resources Support Guide](#) with Cardinal Carl for more information.





User Support Guides



Identify your user type below and click the link for specific support guides so you can get your questions answered quickly!

| Cardinal User Type | What does this mean for you? | Resource |
|-----------------------------------|---|--|
| Employee Self-Service (ESS) Users | You can view and may be able to update* personal information such as your name and address and see your W-2 or paycheck (paysstub). | Cardinal HCM ESS Support Guide |
| ESS Time & Attendance (TA) Users | You enter your own time in Cardinal. If your agency uses Cardinal Absence Management (AM), you will track your absences in Cardinal as well. | Cardinal HCM ESS Support Guide |
| TA Supervisors | You approve your direct reports' time in Cardinal. If your agency uses Cardinal AM, you can approve absences. | Cardinal HCM Core User Support Guide |
| FIN/HCM Core Users | You perform your day-to-day work within Cardinal FIN and/or HCM and have access beyond ESS activities. Access for core users is granted based on your role at your organization (e.g., Benefits Administrator). | Cardinal HCM Core User Support Guide |

*ESS users can only update personal information if their agency is entering Human Resources data (i.e., personal information) online in Cardinal.



Need Functional or Technical Help?



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Email Content:

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Ticket Tips

- 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 on those screenshots. Make sure sensitive data is blurred or cropped out.
- Do not send “encrypted” emails (i.e., Virtru).
- Do not copy other mailboxes when submitting ticket.