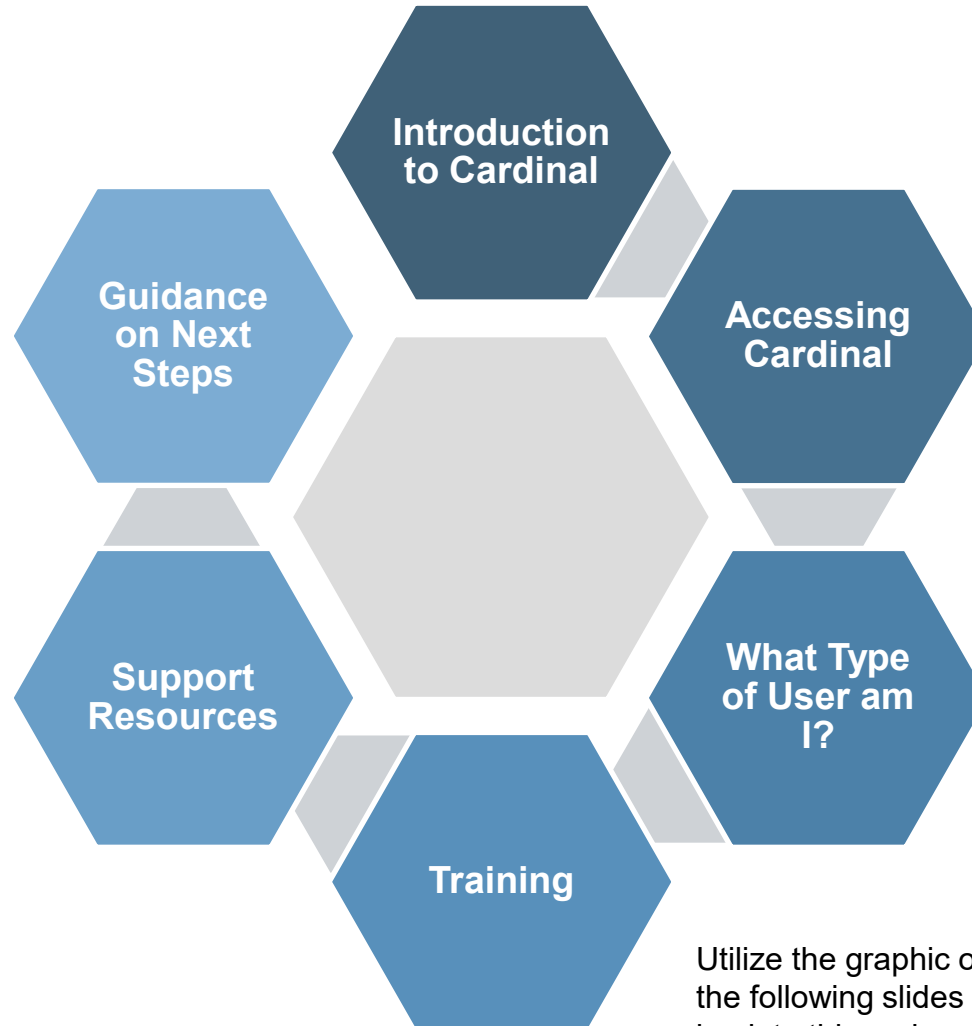


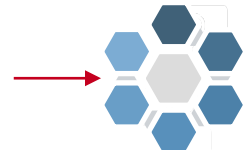


Cardinal New User Support Guide

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



Utilize the graphic on each of the following slides to navigate back to this main menu





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.



Accessing Cardinal



Cardinal users can access all applications by visiting my.cardinal.virginia.gov and Cardinal can be accessed anywhere that an internet connection exists.

Depending on your agency and the type of email address that is documented for you in Cardinal (personal vs. agency-provided), you **may be required** to register before you can log into Cardinal for the first time.

- Using Cardinal for the first time and not sure if you need to register? Reference the [Cardinal Portal page](#) on the Cardinal website for guidance on who needs to register in Cardinal.
- Need to register? **Don't go it alone**, this is a complex multi-step process. To succeed, follow the instructions in the [Cardinal Registration Quick Start Guide](#).
 - **Important:** Before you register, you'll need to know your:
 - **11-digit Cardinal Employee ID** - assigned in Cardinal upon hire and communicated to you by your HR/BN professional
 - **Primary Email Address** - documented in Cardinal and communicated to you by your HR/BN professional



Important: Your HR professional must ensure a valid email address is listed on your personal data record in Cardinal in order for you to access/log into Cardinal.



What Type of User am I?



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

There are two types of users in Cardinal:

- **Employee Self-Service (ESS)** users are Commonwealth employees and can **view** and **may be able to update** personal information such as your name and address and see your W-2 or paycheck (paystub).
- **Core** users will perform their day-to-day work within Cardinal FIN and/or HCM and have access beyond ESS activities. Access for core users is granted based on their role at their organization. Reach out to your agency **Cardinal Security Officer** if you believe your access is incorrect.



Many of our Cardinal HCM users enter their own time and/or absences in Cardinal. If this sounds like you, reach out to your supervisor to confirm and keep reading for next steps and support resources.



Training



Cardinal offers comprehensive materials to assist users. The materials you will need to review depend on the type of user you are, the access you have in Cardinal, and your agency's use of each module. Don't get overwhelmed! Keep reading for guidance on training and support resources.

Training Resources

Training resources include Web-Based Training (WBT), step-by-step job aids, tutorial videos, and Instructor-Led Training (ILT). Check out our resource summaries at the following links:

- [HCM Training Resources](#)
- [FIN Training Resources](#)

Not sure which one applies to you? Your supervisor and HR/BN professional can help provide key information like **the roles you have been assigned** and the **training materials** you should review.



For ESS TA users: review the Employee Self-Service Time & Attendance (ESS TA) Users and Supervisor/Approvers section of the [HCM Training Resources](#) guide for more details on the **key information you need from your supervisor** before you being training.



Support Resources



As a Cardinal user, you have a number of support resources available. Find your user group below and click the link for specific support examples 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 (paystub)	Cardinal HCM ESS Support Guide
ESS Time & Attendance (TA) Users	You will 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
ESS TA/AM Supervisors/Approvers	You will be approving your direct reports' time in Cardinal. If your agency uses Cardinal AM, you can/will approve absences.	Cardinal HCM Core User Support Guide
Cardinal Core Users with Administrative Access	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.



Guidance on Next Steps



Have an additional question/issue?

1. If you can't find the solution in this guide, visit the Cardinal website and leverage [Job Aids](#) and [Videos](#).
2. Still not sure what to do? Reach out to your supervisor or HR professional to understand next steps. This step is **critical** – your agency support resources are best equipped to support you in agency specific questions.



Need additional support? For **Cardinal system issues**, visit the [Submit a Ticket](#) page on the Cardinal website for information on how to reach out to the Cardinal team!