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 Administrator is best equipped to provide support with agency specific questions.

- This guide is not comprehensive of all questions/issues. The [Cardinal website](#) if 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
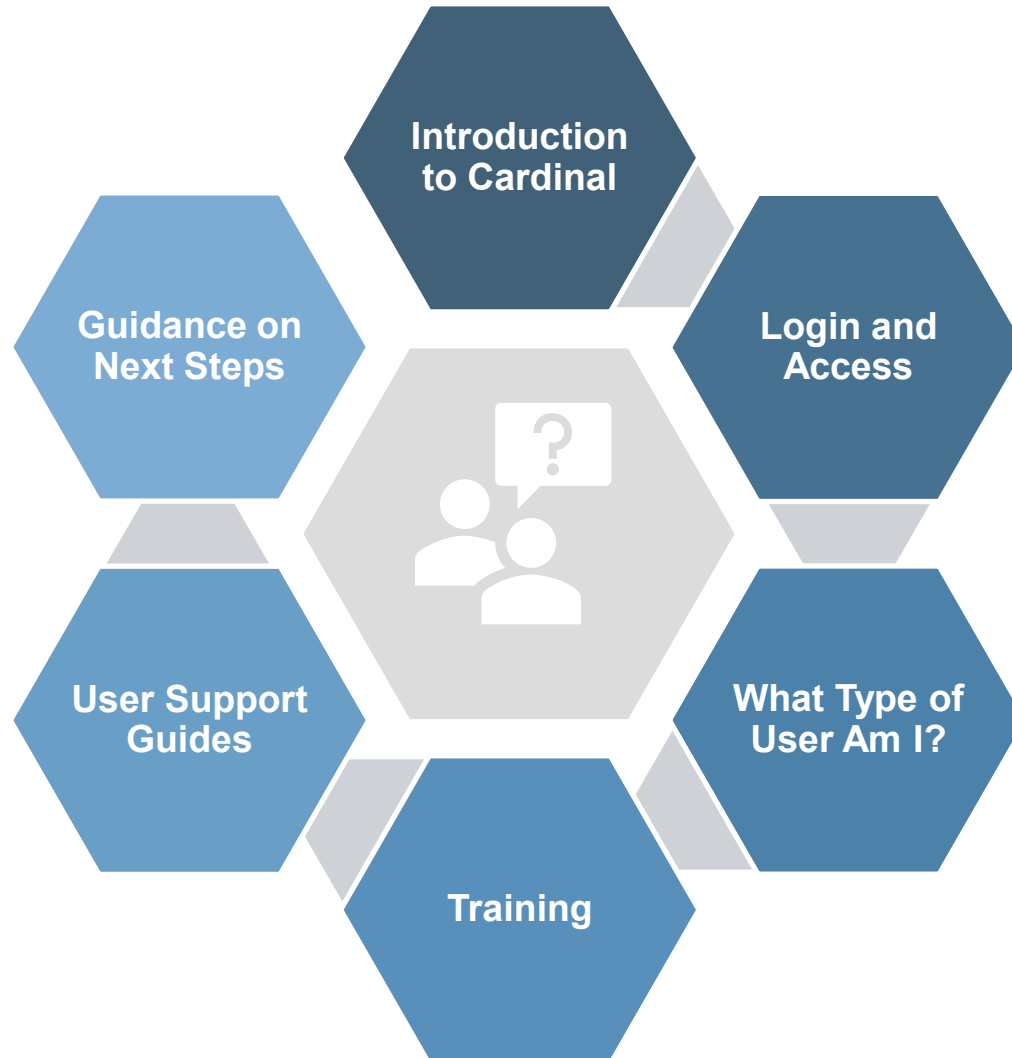

Tips for using this guide

✓ Go to the [next](#) page 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 appropriate tile to navigate to the designated section.

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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.

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.

What Type of User Am I?

There are two types of users in Cardinal:

Employee Self-Service (ESS) User	Core User
• Commonwealth employees who can view and may be able to manage personal data, benefits, timesheets, and payroll information. • Access is granted automatically when an employee is hired.	• 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 ESS User Support Guide	**Explore the Core User Support Guide**

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

Training

Cardinal offers comprehensive materials to support users. Your supervisor or HR Administrator 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 (paystub).	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
HCM Core Users	You perform your day-to-day work within Cardinal 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

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