

**From:** The Cardinal Project <cardinal-comms@public.govdelivery.com>

**Sent:** Tuesday, April 11, 2023 3:35 PM

**To:** Cardinal Project <ProjectCardinal@doa.virginia.gov>

**Subject:** Cardinal: Maintaining Emails, Especially for Open Enrollment



April 11, 2023

**This communication is being sent to all HR Directors, HR Administrators, and BA Administrators for HCM agencies.**

In Cardinal, a valid email address drives essential functionality for users, including authentication into the Cardinal system. Given the critical nature of employee payroll processing and **employee health benefits coverage**, maintaining accurate emails in Cardinal HCM **is crucial for items such as Open Enrollment!**

## Emails in Cardinal HCM

For a user to **access** Cardinal, agency **HR Administrators** need to establish a valid email address on the user's personal data record, either:

- An agency-provided email address (business email is required for Core users), **or**
- An employee-provided email address (i.e., personal email)

## Check Missing Emails

**HR Administrators** should run the Missing Email Query (V\_HR\_MISSING\_EMAIL) leaving the Email Option blank to identify email addresses that are missing (noemail@doa.virginia.gov) or pending agency provided and update the personal data record for active employees who do not have a valid email. After a valid email address is added for an employee, they will be able to register/login the following day.

Benefits Administrators (BA) also have access to run the Missing Email Query, but if you do not have the HR Admin role, you will not be able to update the email without assistance from an agency HR Admin. Use the [Running an HCM Query](#) job aid for support.

## Communicating User Details with Employees

After an HR Administrator adds/updates an employee's email address and the overnight process creates the Cardinal account, a designated contact at your agency **will need to communicate** the following information to the employee, so they can log into Cardinal.

- Employee's preferred email address stored in Cardinal HCM
- Employee's 11-digit Cardinal Employee ID, but only if your agency is [Non-COV](#) or if the preferred email is an employee-provided (personal) email address
- Appropriate login instructions - Prepare your users for success by sending the [Cardinal New User Support Guide!](#)

**Reminders**

- NO AUTOMATED EMAIL is sent from Cardinal to new/updated users!
- Cardinal access is available to former employees **for 18 months following separation**, but only if the **preferred email is valid!**

For more information regarding email addresses, please refer to [HR351 Viewing and Modifying Personal Data](#) job aid.

Regards,  
The Cardinal Team

### A Note from the Cardinal Team...

Attention: Please do not delete, block, unsubscribe, or tag this email as spam. There is important Cardinal HCM information that you won't want to miss.

To learn more about the Cardinal HCM Project, please visit our website at <https://www.cardinalproject.virginia.gov/>.

If you have any questions concerning the contents of this communication, please send an email to [projectcardinal@doa.virginia.gov](mailto:projectcardinal@doa.virginia.gov).