

Cardinal Registration Guide

Active Employees

New Cardinal users who are not part of the VITA COV-Network must complete a one-time registration and establish Okta Multi-Factor Authentication (MFA) to ensure secure logins. This guide will walk you through the registration process.

Who Needs to Register?

- State employees at [Non-COV agencies](#)
- State employees who use a personal email address
- Locality employees with access to Cardinal
- Contractors working for a Non-COV agency

What Do I Need to Register?

- ✓ Email address (as recorded in Cardinal)
- ✓ 11-Digit Cardinal Employee ID Number *
- ✓ Last 4 digits of SSN *

*Contractors will **not** be prompted for Employee ID or the last 4 digits of their SSN.



Bookmark this page!

What is Multi-Factor Authentication?

Multi-factor authentication (MFA) serves as a digital gatekeeper, requiring users to present multiple forms of identification to gain access to their accounts. This added layer of security is crucial for safeguarding your account. Cardinal utilizes Okta as our digital gatekeeper.

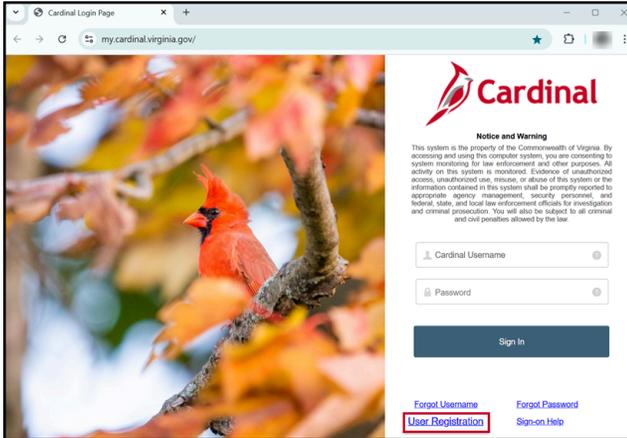
FAQs

- **Where can I find my Cardinal Employee ID?** Your Cardinal employee ID is provided by your agency/locality, contact your HR Administrator.
- **My email is wrong, what should I do?** Contact your HR Administrator, they will need to correct it in Cardinal.
- **How long does registration take?** Approximately 10 minutes.
- **Can I pause or take a break during registration?** No, registration must be completed once started.
- **What is a Non-COV agency?** Agencies outside of the Commonwealth of Virginia (COV) network managed by VITA. For a complete listing of VITA COV and Non-COV Agency Network Status, click [here](#) or visit the Portal webpage on the Cardinal website.

1

Register your Cardinal Account

1. Navigate to my.cardinal.virginia.gov. Click the **User Registration** link.
2. Select your employment type.



Cardinal Login Page

my.cardinal.virginia.gov/

Cardinal

Notice and Warning

This system is the property of the Commonwealth of Virginia. By accessing and using this computer system, you are consenting to system monitoring for law enforcement and other purposes. All activity on this system is monitored. Evidence of unauthorized access, unauthorized use, misuse, or abuse of this system or the information contained in this system shall be promptly reported to appropriate agency management, security personnel, and federal, state, and local law enforcement officials for investigation and criminal prosecution. You will also be subject to all criminal and civil penalties allowed by the law.

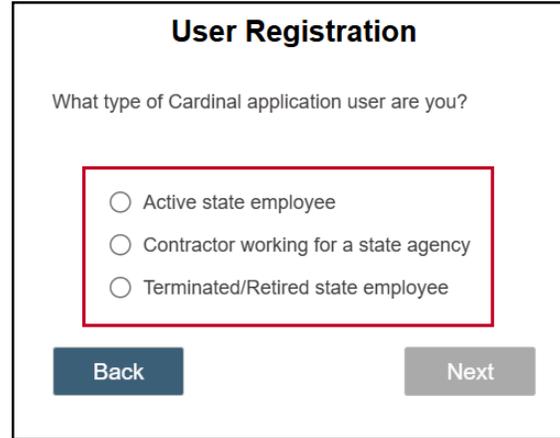
Cardinal Username

Password

Sign In

[Forgot Username](#) [Forgot Password](#)

[User Registration](#) [Sign-on Help](#)



User Registration

What type of Cardinal application user are you?

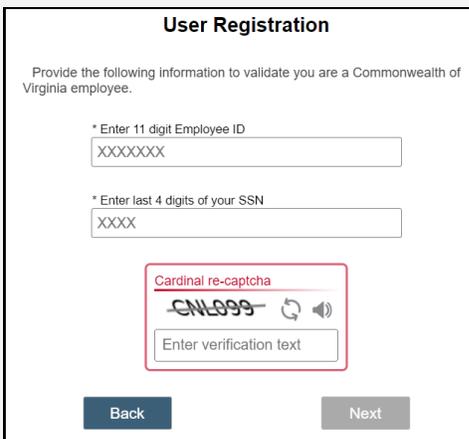
Active state employee

Contractor working for a state agency

Terminated/Retired state employee

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3. Provide the requested information and complete the Cardinal re-captcha.
4. Select the radio button to confirm your agency/locality.



User Registration

Provide the following information to validate you are a Commonwealth of Virginia employee.

* Enter 11 digit Employee ID

XXXXXXXX

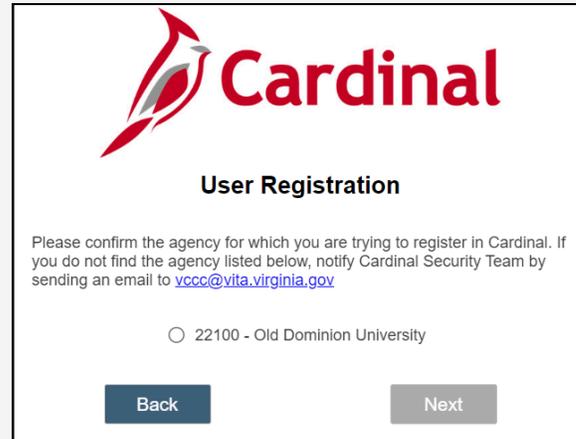
* Enter last 4 digits of your SSN

XXXX

Cardinal re-captcha

Enter verification text

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Cardinal

User Registration

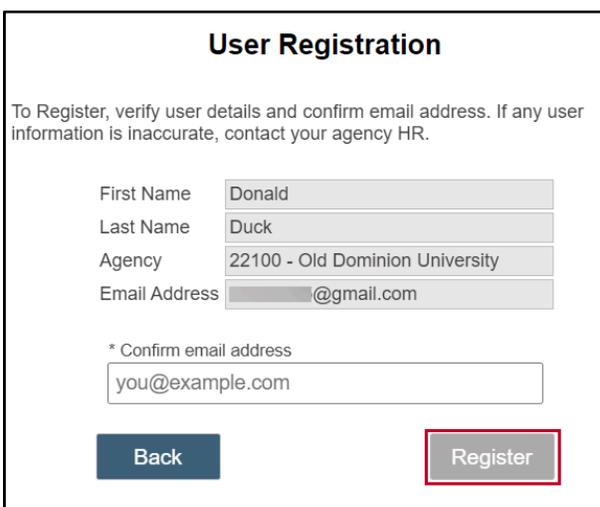
Please confirm the agency for which you are trying to register in Cardinal. If you do not find the agency listed below, notify Cardinal Security Team by sending an email to vccc@vita.virginia.gov

22100 - Old Dominion University

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***Contractors** will only be prompted for their email address and will not be asked to confirm their agency.

5. Confirm your user details and email address, if correct, enter your email and click **Register**.



User Registration

To Register, verify user details and confirm email address. If any user information is inaccurate, contact your agency HR.

First Name: Donald

Last Name: Duck

Agency: 22100 - Old Dominion University

Email Address: @gmail.com

* Confirm email address

you@example.com

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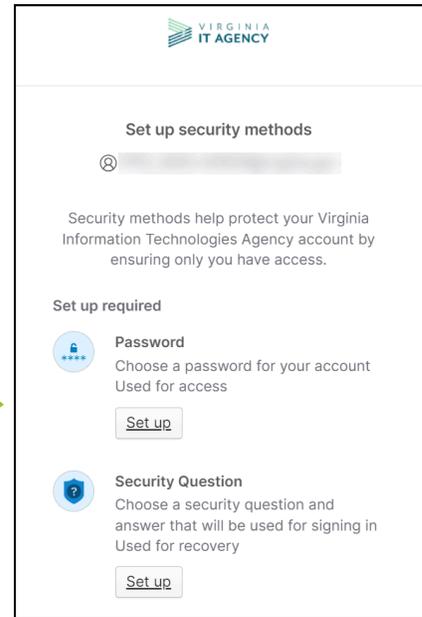
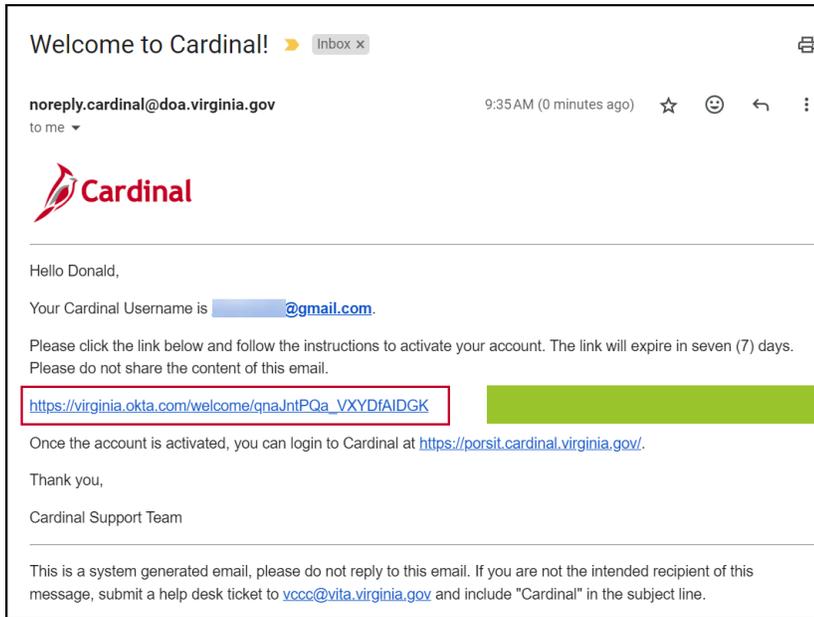
Important!

If any information is incorrect, **STOP** and contact your HR Administrator. Do not click Register.

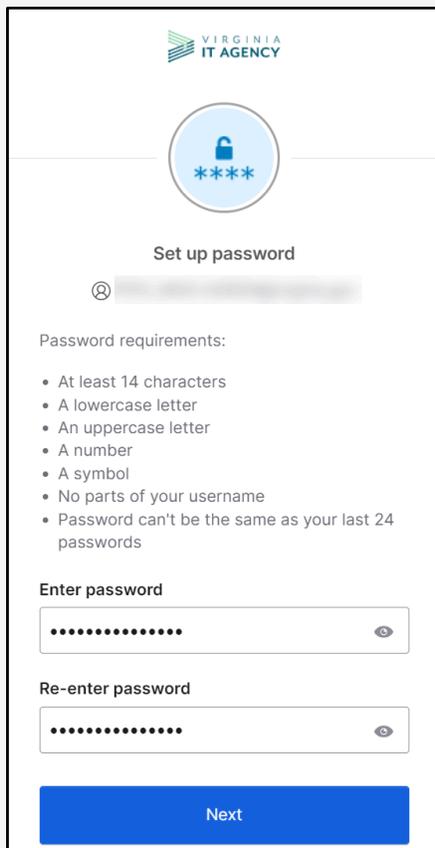
2

Activate your Cardinal Account

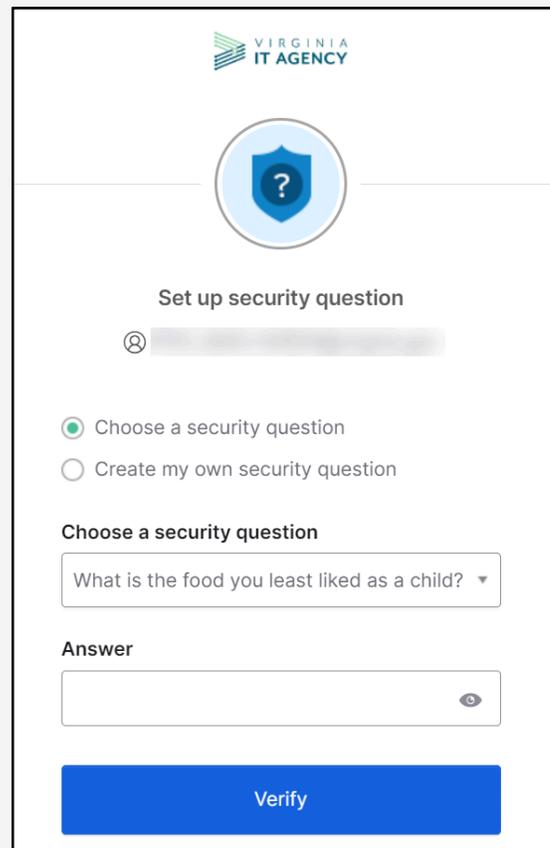
1. Check your email inbox for the *Welcome to Cardinal!* message and click the **activation link**. You will then be directed to setup security methods.



2. Set up your password, be sure to follow the password requirements.



3. Set up your security questions. Choose from a list or create your own.



3

Set up Multi-Factor Authentication

After setting your password and security questions, you will be prompted to set up multi-factor authentication (MFA) for added security. This is **required** to log in to Cardinal.

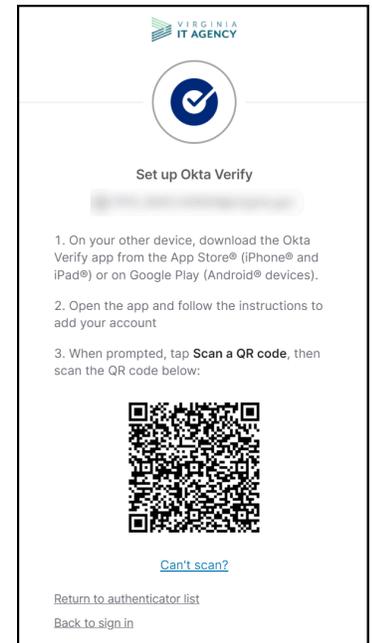
There are various authentication methods available; we recommend the following:

Okta Verify

A downloaded application that authenticates login by sending a notification to your specified device asking you to approve your activity.

- Requires Okta Verify application to be downloaded to your device
- Ensure that notifications are enabled

1. **Download the Okta Verify app:** Find and download the Okta Verify app from your device's app store.
2. **Follow the on-screen instructions:** Complete the setup process as directed by the app.
3. **Scan the QR code:** When prompted by the app, scan the QR code.
4. **Finish Setup:** Once your account is created and the MFA is enabled, your computer screen will be redirected to the Okta homepage.
5. **Close Okta homepage:** Okta Verify setup is complete.

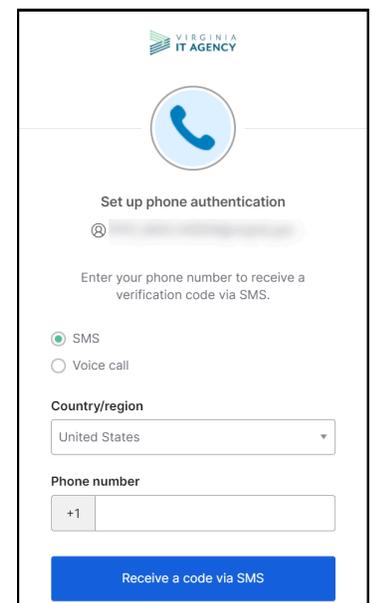


Phone Authentication

A text message or voice call containing an authentication code that you will enter on your computer/device.

- Requires a mobile phone registered in the United States or Canada
- Carrier messaging rates apply

1. **Choose your preferred method:** Select either **SMS** (text message) or **Voice call**.
2. **Enter your phone number:** Provide your phone number in the designated field.
3. **Receive the code:** Click "Receive a code" to get a 6-digit verification code via your chosen method.
4. **Verify the code:** Enter the received code into the verification field and click "Verify."
5. **Complete the process:** Your phone number is now authenticated.

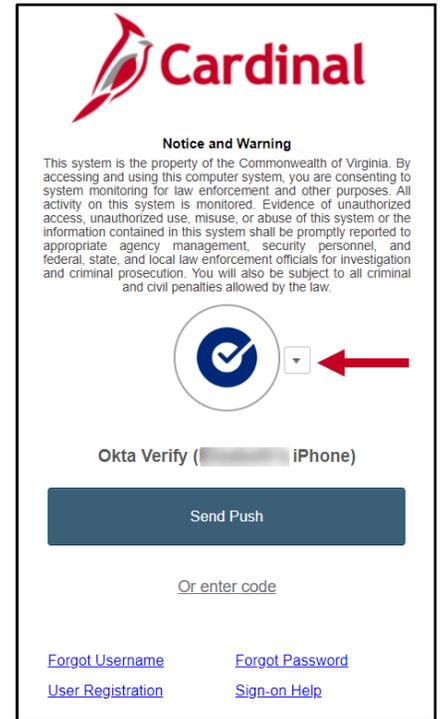
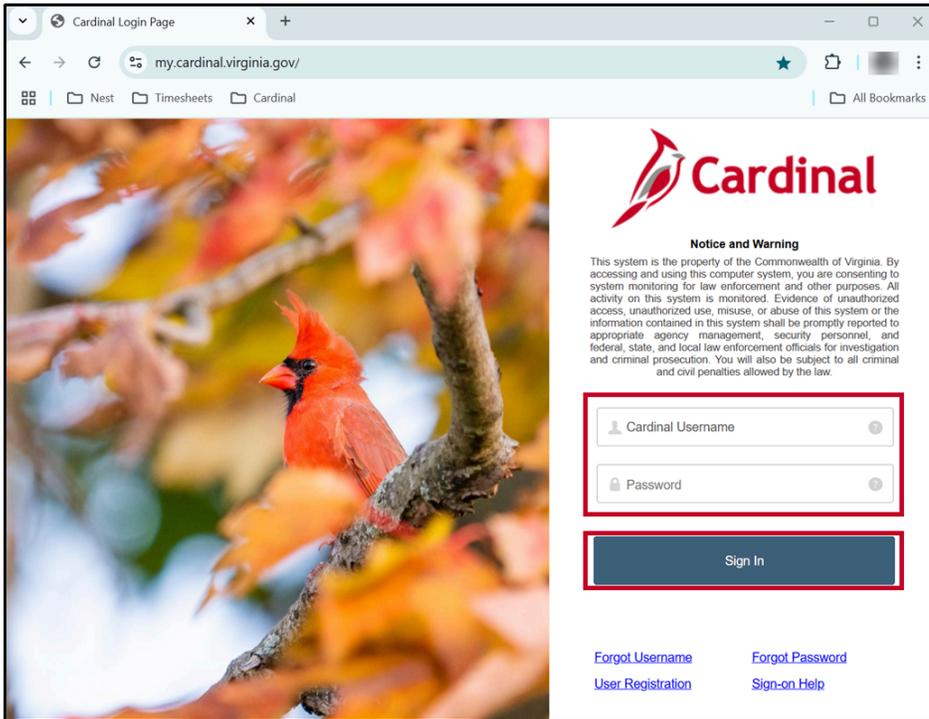


Once you've completed your MFA setup, return to **my.cardinal.virginia.gov** to log in securely using your credentials and chosen MFA method.



Log In to Cardinal

After completing the registration process, navigate to my.cardinal.virginia.gov.



1. Enter your **Cardinal Username** (email address).
2. Enter your **Password**.
3. Click **Sign-In**.
4. Complete your MFA authentication.
5. Upon successful login, the Cardinal Portal will display.

Click the dropdown arrow to select a different MFA method.

Questions? Need help registering?

If you run into any issues and your agency/locality cannot resolve them, submit a help desk ticket for assistance. Email vccc@vita.virginia.gov and include the following information:

Subject: Cardinal - <brief summary for routing>

Email Content:

- Detailed information about your issue (i.e., page, actions, error)
- Name, email address, and best contact phone number.



For more detailed information about Cardinal access and managing your account after setup, refer to the [Cardinal System Access](#) job aid.