Cardinal Registration Guide
Inactive Employees

Retired and terminated employees of agencies that use Cardinal maintain access for a limited time after termination. To ensure security, a one-time registration and Okta Multi-Factor Authentication (MFA) setup are required. This guide will walk you through the registration process.

What Do I Need to Register?

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

Sign-In
my.cardinal.virginia.gov

How Long Do I Have Cardinal Access?

Inactive Employee Type	Access Period
Terminated Employee	18 months
Retired Employee without Health Benefits	18 months
Retired Employee with Active Health Benefits	Length of Coverage

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

- **I registered during my employment, do I need to register again?** Yes, your Cardinal account is now linked to your personal email address, which must be registered.
- **My email is wrong, what should I do?** Contact your previous agency's HR Administrator to update your email address in Cardinal to your personal email.
- **Where can I find my Cardinal Employee ID?** Contact your previous agency's HR Administrator for your Cardinal employee ID.
- **How long does registration take?** Approximately 10 minutes.
- **Can I pause or take a break during registration?** No, registration must be completed once started.

1. Navigate to **my.cardinal.virginia.gov**. Click the **User Registration** link.

2. Select **Terminated/Retired state employee**.

3. Provide the requested information and complete the Cardinal re-captcha.

4. Select the radio button to confirm your previous agency.

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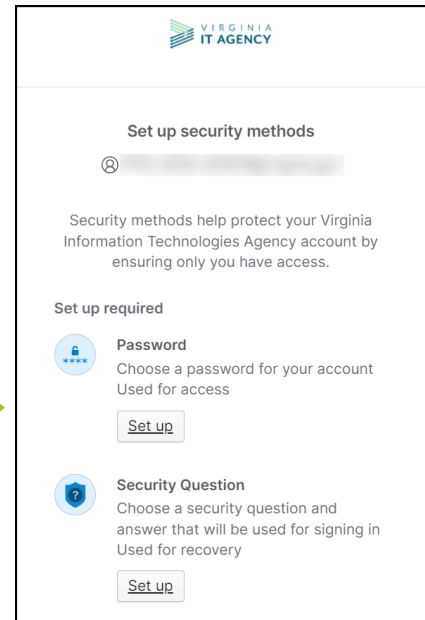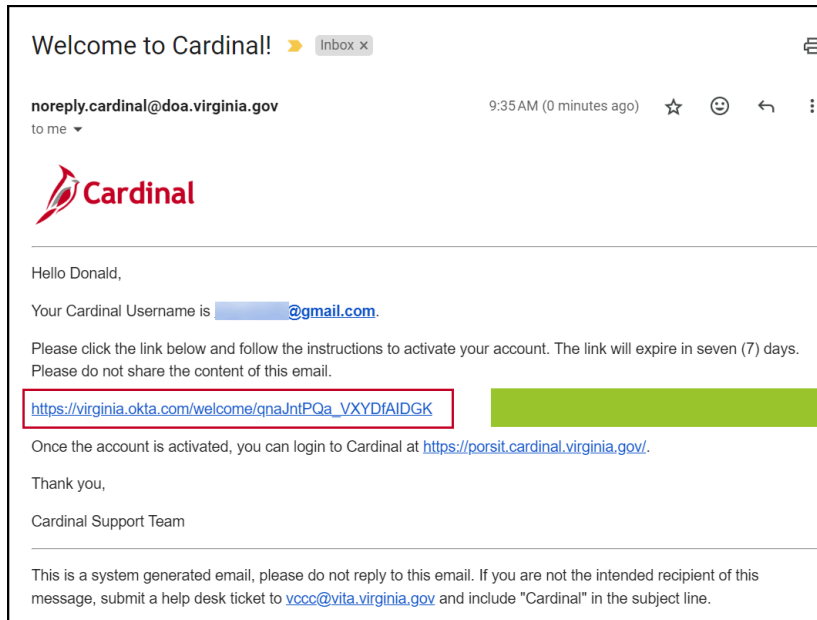
Important!

If any information is incorrect, STOP and contact your previous agency's HR Administrator. Do not click Register.

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.

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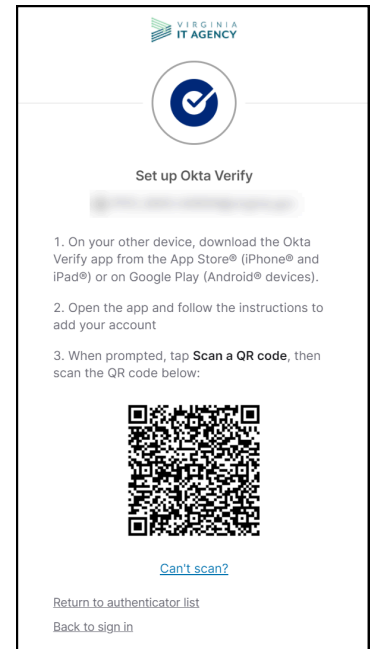
There are various authentication methods available; we recommend the following:

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.

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Set up Okta Verify

1. On your other device, download the Okta Verify app from the App Store® (iPhone® and iPad®) or on Google Play (Android® devices).

2. Open the app and follow the instructions to add your account

3. When prompted, tap **Scan a QR code**, then scan the QR code below:

Can't scan?

Return to authenticator list
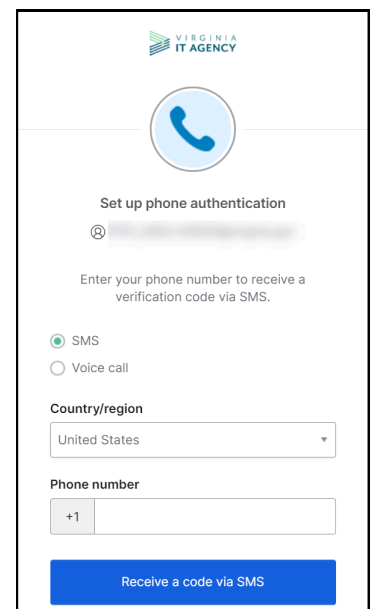
Back to sign in

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.

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Set up phone authentication

Enter your phone number to receive a verification code via SMS.

○ SMS
○ Voice call

Country/region
United States

Phone number
+1

Receive a code via SMS

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**.

> **Click the dropdown arrow to select a different MFA method.**

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.

Questions? Need help registering?

If you run into any issues and your previous agency 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.