

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

Sent: Wednesday, June 7, 2023 4:03 PM

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

Subject: Cardinal ESS users with Payroll access: Safeguard your account

This communication is being sent to all Cardinal Employee Self-Service (ESS) users who have access to payroll information.

HR Directors, HR Administrators, Payroll Read Only, and Payroll Administrators at Cardinal Payroll Agencies are copied for awareness.



Safeguard your access to Cardinal

To ensure you consistently access the correct website when logging in, we recommend bookmarking the official Cardinal System website on your web browser(s).

my.cardinal.virginia.gov

By doing so, you significantly reduce the likelihood of inadvertently visiting a harmful or malicious site that could potentially jeopardize your device's security or compromise your account. Thanks for taking security seriously by bookmarking our site!

Direct Deposit Access

Update access to direct deposit has been temporarily removed for ESS users. A follow-up notification will be sent when ESS update access to direct deposit is re-opened. In the interim, if you require a change to your direct deposit information, please contact your agency's Payroll Administrator and follow the process they have put in place to send direct deposit information securely. If you do not know how to connect to your Payroll Administrator, reach out to an agency HR Administrator for assistance.

Direct Deposit Email Notification

A new email notification was recently introduced for direct deposit information. This notification is triggered when one or more of the following actions occur:

- Direct deposit is initially set up
- You requested changes to direct deposit data via a form and changes were keyed into Cardinal
- A Virginia Employee Loan is initially set up, updated, or stopped
- A notification was received from your bank that an account is closed or invalid

The email will come from noreply.CardinalProd@doa.virginia.gov with the subject line, "ALERT: Your Payroll Direct Deposit information has been changed in Cardinal" and will be sent to your email address listed in Cardinal; please review it carefully. If the actions to your direct deposit were not authorized, follow the notification instructions promptly.

Accessing Paycheck Information

For instructions on how to view and print your payroll information, refer to the following resources:

- [ESS How to View and Print a Paycheck/W2](#) job aid
- [Introduction to Employee Self-Service](#) tutorial video (fast forward to 1:00)

Multi-Factor Authentication (MFA) SMS Message

Effective May 24, VITA introduced an updated format for the Okta SMS authentication text message response. This code is used to access Cardinal and to authenticate you as a user. The new text message includes a contact number to report suspicious activity in the unlikely event you receive an **unexpected** SMS authentication code from VITA that **you did not request**.

Sample SMS Authentication Text:

Your VITA OKTA verification code is ##### will expire in 5 mins. Didn't request a code? Call VCCC at 866-637-8482 to report a possible security incident.

Need assistance?

- **New to Cardinal?** Use the [Cardinal New User Guide](#) for support
- **Login Issues?** Start by using the [Portal support page](#) on the [Cardinal website](#) for assistance
- **Have a question?**
 - **Agency-specific?** Utilize agency support, including your supervisor and/or HR Administrator. Many times, your agency is best equipped to support your questions.
 - **Functional/technical questions?** Submit a Cardinal help desk ticket by emailing vccc@vita.virginia.gov and include "**Cardinal** - ..." in the subject line with a brief summary for routing.
 - In the email, provide **detailed** information about your issue (i.e., functional area, page, actions, error).
 - Include your name, email address, and a phone number **where you can be reached**.

Regards,

The Cardinal Team