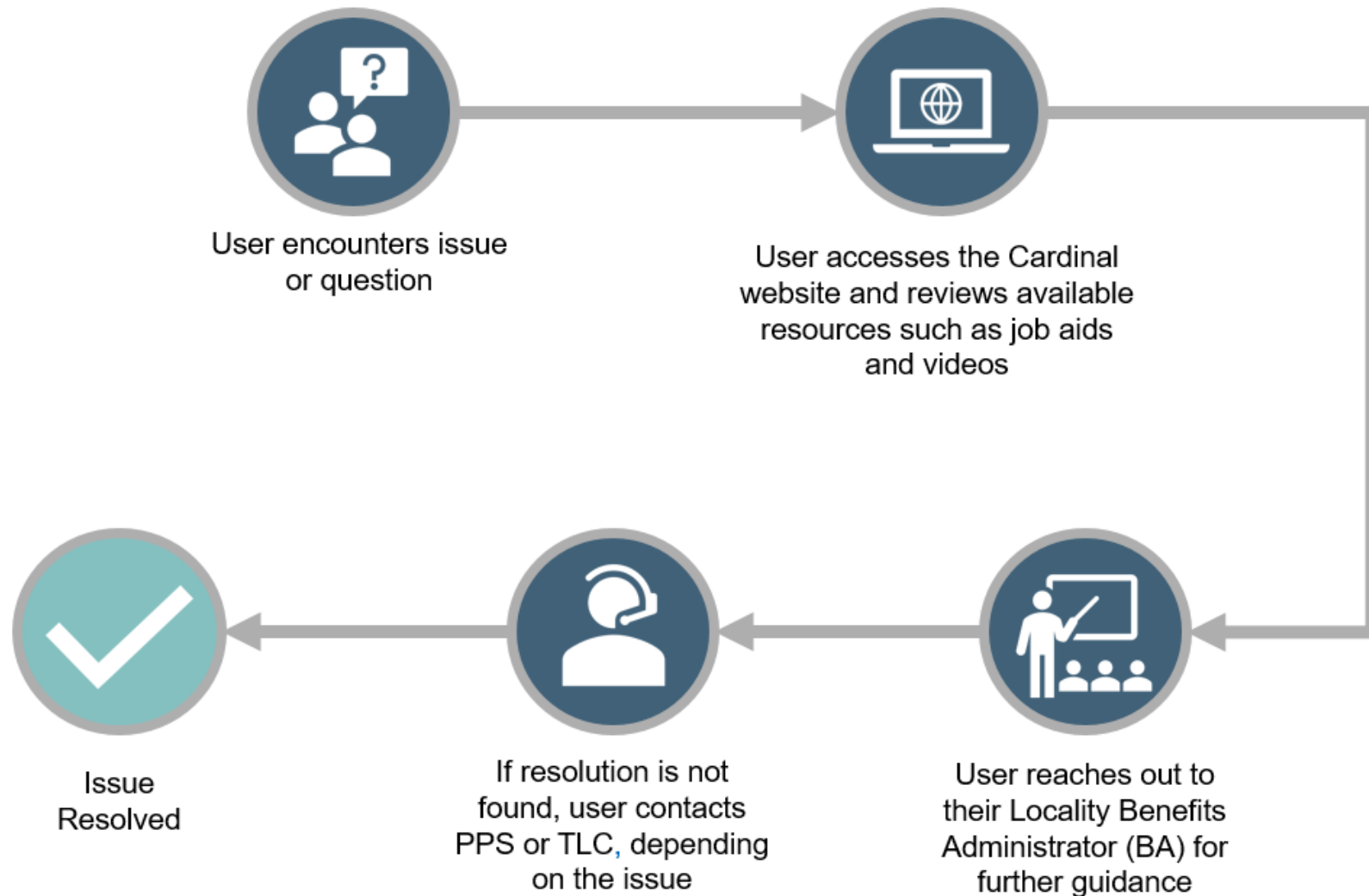




Issue Resolution for ESS Users (Localities)

Run into an issue while using Cardinal? Follow these steps.





Issue Resolution for ESS Users (Localities)

The table below can assist Locality support teams/Core users in routing questions for additional help.

Example Question	Route To	How to Contact
“My employee has a spouse who is a foreign national. Is he/she eligible for health benefits?”	TLC	Email tlc@dhrm.virginia.gov
“My network is working but the Cardinal system appears to be down.”	PPS	Submit VCCC ticket with “Cardinal” in subject line*
“My new HR HBO Administrator does not have the correct access.”	PPS	Submit VCCC ticket with “Cardinal” in subject line*

*See Cardinal Post Production Support page for additional information.



Cardinal Post Production Support (PPS)

Run into a technical issue while using Cardinal HCM? Have a question that cannot be answered by your agency or using job aids? Having trouble logging in?

The Cardinal Post Production Support (PPS) team is here to help! For assistance, users should open a Cardinal Help Desk ticket to be connected to a team member.

To Open a Cardinal Help Desk Ticket:

- Send an email to VCCC@vita.virginia.gov
- Include “**CARDINAL**” in the subject line
- Include your contact information
- Provide a description of the issue
- Add details! Be sure to include any error messages, keystrokes, or screenshots
 - Tip: when taking screenshots, do not include any personal information that may be visible onscreen.



Once a ticket has been submitted, a Cardinal PPS team member will reach out and provide additional assistance.



Cardinal HCM User Tips

Accessing Cardinal HCM



Cardinal can be accessed over public internet using my.cardinal.virginia.gov.

A valid email address is required to access/log into Cardinal. For more information, visit www.cardinalproject.virginia.gov/portal.

Note: Core users will need to access the Cardinal application every 90-days or their Core system access will be removed. If they are an employee, they will retain their ESS access.

Password Tips



A password will expire every 90 days. If a password is entered incorrectly, the user will automatically be locked out after 3 unsuccessful attempts; however, the account is automatically **unlocked** after 30 minutes.

If the user has forgotten a username or password or needs to reset an expired password, they can complete the Forgot Username/Forgot Password Request. For more information, check out the Cardinal Portal Quick Start guide at www.cardinalproject.virginia.gov/portal.



System Timeouts

Cardinal times out or terminates any session that is inactive for 30 minutes. It is always recommended to save the work as often as possible. If a user is timed out, any work that has not been saved will be lost. Two minutes before a timeout occurs, the user will receive a warning message indicating that the session is about to time out.