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## Cardinal HCM Countdown - Coming April 4!

1 message

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**The Cardinal Project** <cardinal-comms@public.govdelivery.com>  
Reply-To: cardinal-comms@public.govdelivery.com  
To: projectcardinal@doa.virginia.gov

Fri, Apr 1, 2022 at 12:23 PM



The Cardinal Newsletter, Vol 5 - April 1, 2022

This newsletter is being sent to Release 2 Core users, Employee Self-Service users, and Change Network members.

### Cardinal HCM Go-Live on Monday, April 4, 2022



**Users cannot log in or register until they have received the welcome email on April 4.**

#### Logging in at Go-Live

Depending on your agency and the type of email address that is assigned to you in Cardinal (personal vs. agency-provided), you may be required to register before you can log into Cardinal HCM for the first time starting on **Monday, April 4**.

Lucky for you, the welcome email you receive on April 4 will notify you that the Cardinal HCM application is available and if you are required to register. So don't miss it!



#### For **COV\*** users with an agency-provided email address

Agencies within the Commonwealth of Virginia (COV\*) network, whose users are managed through the VITA Active Directory domain, are considered COV agencies/users. If you are in this category, there is no need to register. You can use your existing COV credentials (email address and network password) to log into Cardinal HCM.

#### All other users

For the user types listed below, you must complete the one-time registration process before using Cardinal for the first time on **April 4**.

- Any employee using a personal email address to access Cardinal HCM
- Any **Non-COV\*** agency employee using an agency assigned business email address
- Any **Non-COV\*** agency contractor

To register, follow the instructions in the Cardinal Registration Quick Start guide that will be referenced in the “Cardinal HCM is Live!” email you will receive on Monday, April 4. Registration is a multi-step process as follows:

1. Once you receive the “Cardinal HCM is Live” email on April 4, begin the registration process using **your Cardinal Employee ID** which was emailed to you on Thursday, March 31.  
Reminder: Your Cardinal Employee ID is 11-digits and will begin and end with 00.
2. After registration is initiated, you will receive another email with your username and that requires you to click the enclosed activation link.
3. Complete the activation by setting up a password.
4. Finish by setting up your Multi-Factor Authentication.
5. You are now ready to log into Cardinal!

\*Access the [complete list](#) of Commonwealth of Virginia (COV) and Non-COV agencies to confirm your agency network.

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## Need Assistance?

**As a Cardinal HCM users, you have a number of support resources available.**

**This includes:**



Designated agency support resources – make sure you read any emails from your agency about Cardinal!



[Cardinal training materials](#) – including ESS videos, step-by-step job aids, and more available on the Cardinal website.



Cardinal's Post Production Support (PPS) team to assist with technical issues in Cardinal – look below for specific instruction on how to submit a help desk ticket to our team.

**Core Users:**

Find your user group below and click the link for specific support examples.

1. **Employee Self-Service (ESS) Users, ESS Time & Attendance Users, and Supervisors/Approvers** - check out the [Cardinal HCM ESS Support Guide](#)
  2. **Core Users with Administrative access** - check out the [Cardinal HCM Support Guide](#)
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## How to Submit a Cardinal Help Desk Ticket

Do you have an issue that cannot be solved...Open a Cardinal help desk ticket by sending an email to [vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov). Since the ticketing system is a centralized system for the Commonwealth, we need you to include the following information to make sure we receive your ticket and can resolve your issue:



- Use “**Cardinal**” in the subject line.
- Include an email address and phone number at which you can be reached.
- Provide information such as the functional area you are using (e.g., HR, Payroll), the page/screen/tab you are viewing, the actions you are attempting to perform, and any error messages.
- Sending screenshots?
  - Attach a document with the screenshots as opposed to inserting them into the body of the email.
  - **DO NOT** include sensitive personal information on those screenshots. Make sure sensitive data is blurred or cropped out.
- Do not send “encrypted” emails (i.e., Virtru).

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## Thank You!



As we prepare for go-live on **Monday, April 4**, we wanted to take a moment to recognize that we couldn't have done this without you! On behalf of the Department of Human Resource Management (DHRM), the Department of Accounts (DOA), and the Cardinal Project Team, we would like to extend our many thanks for your countless hours of effort and dedication to bring this vision to life. With your continued participation and support, we will implement a comprehensive administrative system that benefits the Commonwealth for years to come.

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

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

Thank you for reading The Cardinal Newsletter! 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 newsletter, please send an email to [projectcardinal@doa.virginia.gov](mailto:projectcardinal@doa.virginia.gov) with “Cardinal Newsletter” in the title.