



Cardinal New User Support Guide

This guide provides **new Cardinal Users** essential starting information, including Cardinal **login details, common topics and associated job aids, organized by HCM module**, and essential support contacts.

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Welcome to Cardinal!

Cardinal is the Commonwealth of Virginia's Enterprise Resource Planning (ERP) system, powered by Oracle's PeopleSoft. This centralized, web-based solution serves as the official accounting system of record as well as the system of record for statewide human resources, health benefits, time and attendance, and payroll administration.

Cardinal consists of two applications—**Financials (FIN)** and **Human Capital Management (HCM)**—both accessed through the Cardinal Portal. Each application contains distinct functional areas called modules.

FIN

Accounts Payable

Accounts Receivable

General Ledger

Procurement (VDOT Only)

Project Accounting (VDOT Only)

HCM

Human Resources

Benefits

Time & Attendance

Payroll

Employee Self-Service (ESS)



my.cardinal.virginia.gov



First Time Login & Registration

Login:

my.cardinal.virginia.gov

Your login process depends on your network status:

VITA COV-Network Users:

Log in to Cardinal using your existing COV email and network password. No registration is needed.

Non-COV* Users:

You must complete a **one-time registration** and set up Okta Multifactor Authentication (MFA) to secure your account.

Non-COV* refers to agencies and agencies/users operating outside of the VITA COV-Network. To confirm your agency's status, check the [Agency Network Status](#) list.

Need to Register?

- The [Active Employees Registration Guide](#) provides step-by-step instructions.

Registration Requirements

- 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.*

Need help with Cardinal Login or Registration?

Visit the Login Help webpage.



cardinalproject.virginia.gov/login-help



Cardinal Access and Security

Cardinal has two different types of users—**Core Users** and **Employee Self-Service (ESS) Users**—which determine their level of system access.

Your **Cardinal Security Officer (CSO)** is your first point of contact for any questions about the roles and access you hold.

Cardinal Core User

- Core User access refers to the specific security role(s) given to Cardinal users who perform day-to-day administrative functions in the HCM and/or FIN applications.
- Core User access is granted only after your agency submits a Cardinal Security Form on your behalf.

Employee Self Service (ESS) User

- ESS user access allows you to view your personal, payroll, timesheet, and benefits information. The ability to change or manage this data depends on how your agency is set up to use Cardinal.
- ESS access is automatically granted when you are hired and your information is processed into Cardinal (onboarding).

A valid email address in Cardinal is essential for access. Work with your HR Administrator to update and maintain your personal data record.

Find security resources, including the Security Handbook, forms, and a list of CSOs, on the Cardinal Security webpage.



cardinalproject.virginia.gov/security



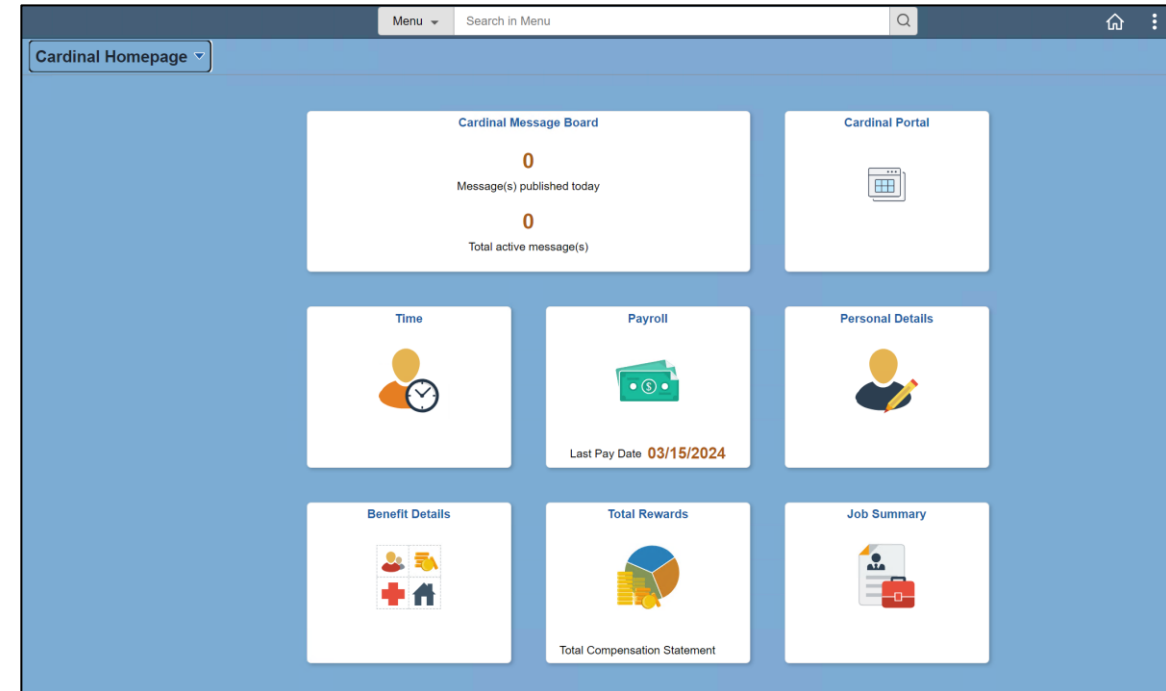
Employee Self-Service (ESS)

Cardinal Employee Self-Service (ESS) is the collection of self-service tiles located on the HCM homepage where Commonwealth employees can view and manage their HR, benefits, and payroll information.

As a Commonwealth employee, you may use Cardinal ESS to:

- Access pay statements and tax forms (W-2s)
- View or manage personal contact details
- View and manage benefits and open enrollment selections
- Enter and submit timesheets and leave requests

Because each agency uses Cardinal differently, your specific functions may differ. If you have questions about how you use ESS, contact your HR Administrator or supervisor.



Explore the Cardinal ESS User Support Guide to get a detailed overview of ESS.

[Cardinal ESS User Support Guide](#)



Cardinal Resources

The **Cardinal website** is your go-to source for the most comprehensive collection of Cardinal materials and support.



cardinalproject.virginia.gov

Resource	Who It's For	What It Is	Website Link(s)
Job Aids	All Users (Core & ESS)	Step-by-step instructions for specific administrative tasks (Core) and ESS functions (e.g., submitting timesheets, managing leave, benefits, and personal data).	https://cardinalproject.virginia.gov/job-aids
Tutorial Videos	All Users (Core & ESS)	Visual aids demonstrating specific processes and functions across HCM and FIN applications.	HCM/ESS: https://cardinalproject.virginia.gov/videos FIN: https://cardinalproject.virginia.gov/VideosFIN
Reports Catalogs	Core Users (HCM & FIN)	Catalogs of available system reports and queries by module, including descriptions, instructions, and details.	https://cardinalproject.virginia.gov/resources/reports-catalog
Communications	All Users (Core & ESS)	Important updates, changes, and system outage alerts. Published on the website and sent from: cardinal-comms@public.govdelivery.com.	https://cardinalproject.virginia.gov/comms
User Support Guides	All Users (Core & ESS)	Introductory information and essential resources for New Hires, HCM Core Users, and ESS Users in one place.	https://cardinalproject.virginia.gov/usersupportguides



Cardinal Training

Cardinal offers comprehensive training for both Human Capital Management (HCM) and Financials (FIN) users, including Web-Based Training (WBT) and Instructor-Led Training (ILT) options.

Your training is directly tied to the specific Cardinal roles you hold. To identify your recommended courses, use the detailed tables below that map Cardinal roles to the corresponding training:

[HCM Roles to Training Course Mapping](#)

[FIN Roles to Training Course Mapping](#)

Human Capital Management Training

- **WBTs:** Available on demand on the Cardinal website (cardinalproject.virginia.gov/wbt).
- **ILTs:** Registration is managed through Nest, Cardinal's learning tool.
 - To register for an ILT, you must first submit the [Cardinal Training Request form](#).
- **Transition Note:** All HCM training materials are scheduled to transition to COVLC in the near future.

Financials Training

- **All Financials training** is managed within the [Commonwealth of Virginia Learning Center \(COVLC\)](#), the state's official learning management system.
- **WBTs:** Available to all users on demand via the **COVLC Course Catalog**. These courses are also automatically assigned to FIN users in COVLC based on their role(s).
- **ILTs:** Automatically assigned in COVLC based on your roles in Cardinal.
 - Once assigned, you can enroll and launch the course directly within COVLC.
 - In person and virtual options are available.



Cardinal Help Desk Support

The Cardinal Team provides technical support during business hours: **8:00 a.m. – 5:00 p.m., Monday – Friday** (Excluding state holidays)

How to Submit a Ticket

- **Email:** vccc@vita.virginia.gov
- **Subject Line:** Must include “**Cardinal**”

Help Us Serve You Faster

- **Provide Details:** Include a complete explanation, steps to replicate, and any relevant file/report names.
- **Include Contact Info:** Your name, email, and best phone number
- **Screenshots:** Attach screenshots in a separate document.
 - Always blur or crop out sensitive personal information
- **DO NOT:** Send encrypted email (e.g., Virtru) or copy other mailboxes on the ticket submission.