

Employee Emails – The Key to Cardinal Access

Maintaining Emails in HCM

HR Administrators are responsible for maintaining accurate email addresses in Cardinal HCM for all employees, both **active and separated**. All employees must have a valid email address to access Cardinal, including Cardinal Employee Self-Service (ESS).

- Refer to the [HR351 Viewing and Modifying Personal Data](#) job aid (pages 12 – 14) for detailed guidance.

Regularly updating employee emails minimizes login and access problems, especially during critical periods like W-2 distribution and Open Enrollment.

Monitoring Emails in HCM

Use the following queries to monitor and check employee email addresses.

Navigation: **Menu > Reporting Tools > Query > Query Viewer**

- **(V_HR_MISSING_EMAIL)** Missing Email Query – identify employees with missing email addresses and take corrective action.
- **(V_HR_PERSONAL_DATA)** Personal Data Query – can be used to review and monitor all employee emails.

Need help running a query? Use the [Running an HCM Query](#) job aid for support.

Communicating User Details with Employees

Once an HR Administrator updates an employee's email and the Cardinal account is created, a designated agency contact should communicate the following to the employee for login:

- Employee's email address stored in Cardinal HCM
- Employee's 11-digit Cardinal Employee ID (required for [Non-COV](#) agencies or employees with a personal email address)
- Login instructions – Including the [Cardinal New User Support Guide](#)

Separated Employees

Separated employees can access Cardinal for up to 18 months but require a valid email address for login. During separation, HR Administrators must update the separated employee's email in Cardinal to a personal email address. Terminated and retired employees need to register for Cardinal access, as part of the separation process provide them with their 11-digit Cardinal Employee ID and [The Cardinal Registration Quick Start Guide](#).

- Refer to the [HR351 Separation Statuses](#) job aid (pages 7 – 9) for details on updating separated employee email addresses.