

Cardinal Registration Guide

Inactive Employees

Retired and terminated employees of agencies that use Cardinal maintain access for a limited time after termination. To ensure security, a one-time registration and Okta Multi-Factor Authentication (MFA) setup are required. This guide will walk you through the registration process.

What Do I Need to Register?

- ✓ Personal Email address (as recorded in Cardinal)
- ✓ 11-Digit Cardinal Employee ID Number
- ✓ Last 4 digits of SSN



How Long Do I Have Cardinal Access?

Inactive Employee Type	Access Period
Terminated Employee	18 months
Retired Employee without Health Benefits	18 months
Retired Employee with Active Health Benefits	Length of Coverage

What is Multi-Factor Authentication?

Multi-factor authentication (MFA) serves as a digital gatekeeper, requiring users to present multiple forms of identification to gain access to their accounts. This added layer of security is crucial for safeguarding your account. Cardinal utilizes Okta as our digital gatekeeper.

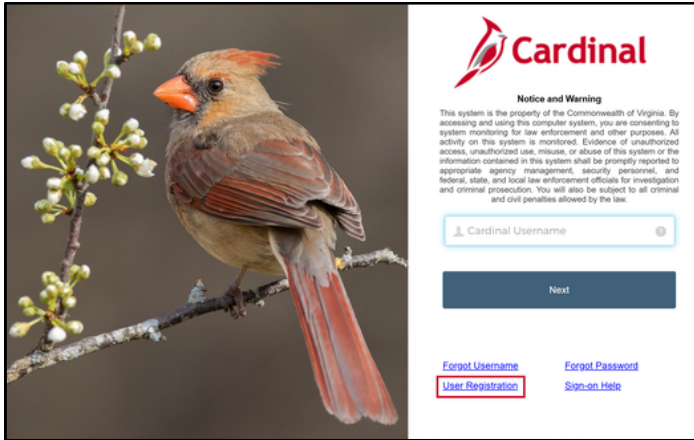
FAQs

- **I registered during my employment, do I need to register again?** Yes, your Cardinal account is now linked to your personal email address, which must be registered.
- **My email is wrong, what should I do?** Contact your previous agency's HR Administrator to update your email address in Cardinal to your personal email.
- **Where can I find my Cardinal Employee ID?** Contact your previous agency's HR Administrator for your Cardinal employee ID.
- **How long does registration take?** Approximately 10 minutes.
- **Can I pause or take a break during registration?** No, registration must be completed once started.

1

Register your Cardinal Account

1. Navigate to my.cardinal.virginia.gov. Click the **User Registration** link.
2. Select **Terminated/Retired state employee**.

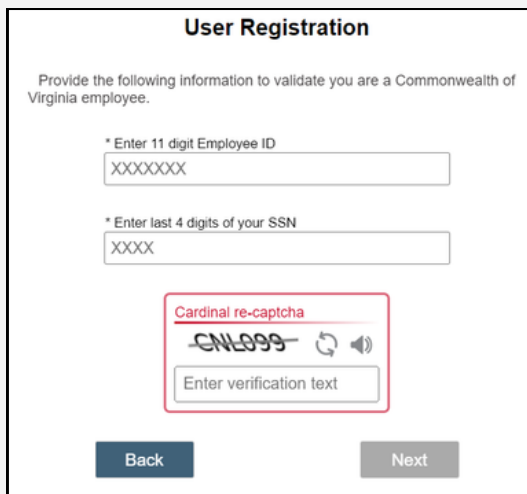


The screenshot shows the Cardinal website home page. On the left is a photograph of a cardinal perched on a branch with small white flowers. On the right is the website header with the Cardinal logo and a "Notice and Warning" section. Below the notice is a "Cardinal Username" input field and a "Next" button. At the bottom, there are links for "Forgot Username" and "Forgot Password". The "User Registration" link is highlighted with a red box.

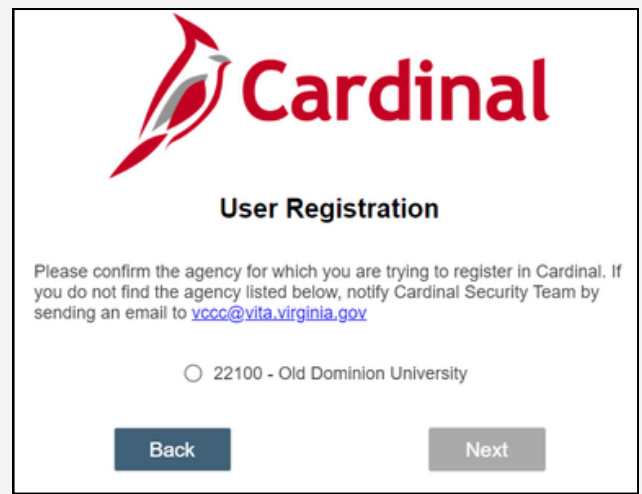


The screenshot shows the "User Registration" page. The heading is "User Registration". Below it is the question "What type of Cardinal application user are you?". There are three radio button options: "Active state employee", "Contractor working for a state agency", and "Terminated/Retired state employee". The "Terminated/Retired state employee" option is selected and highlighted with a red box. At the bottom are "Back" and "Next" buttons.

3. Provide the requested information and complete the Cardinal re-captcha.
4. Select the radio button to confirm your previous agency.

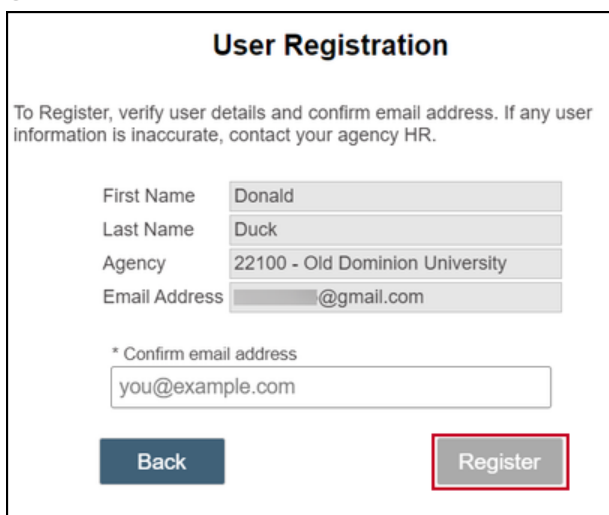


The screenshot shows the "User Registration" page. The heading is "User Registration". Below it is the instruction "Provide the following information to validate you are a Commonwealth of Virginia employee." There are two input fields: "* Enter 11 digit Employee ID" with "XXXXXXXX" and "* Enter last 4 digits of your SSN" with "XXXX". Below these is the "Cardinal re-captcha" section, which is highlighted with a red box. It contains a re-captcha image and an "Enter verification text" input field. At the bottom are "Back" and "Next" buttons.



The screenshot shows the "User Registration" page. The heading is "User Registration". Below it is the instruction "Please confirm the agency for which you are trying to register in Cardinal. If you do not find the agency listed below, notify Cardinal Security Team by sending an email to yccc@vita.virginia.gov". There is a radio button option "22100 - Old Dominion University" which is highlighted with a red box. At the bottom are "Back" and "Next" buttons.

5. Confirm your user details and email address, if correct, enter your email and click **Register**.



The screenshot shows the "User Registration" page. The heading is "User Registration". Below it is the instruction "To Register, verify user details and confirm email address. If any user information is inaccurate, contact your agency HR." There are four input fields: "First Name" with "Donald", "Last Name" with "Duck", "Agency" with "22100 - Old Dominion University", and "Email Address" with "@gmail.com". Below these is a "* Confirm email address" input field with "you@example.com". At the bottom are "Back" and "Register" buttons. The "Register" button is highlighted with a red box.



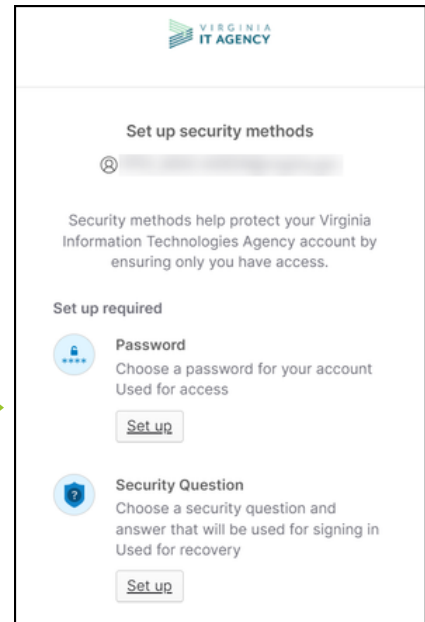
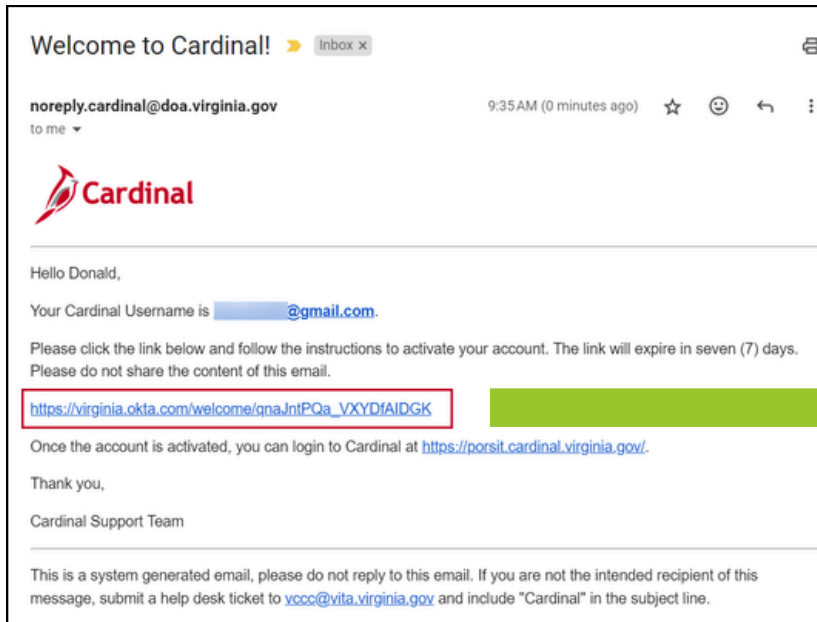
Important!

If any information is incorrect, **STOP** and contact your previous agency's HR Administrator. Do not click Register.

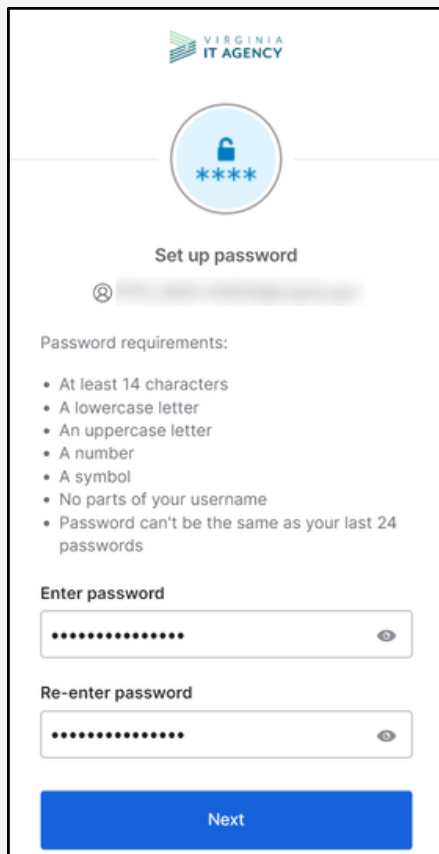
2

Activate your Cardinal Account

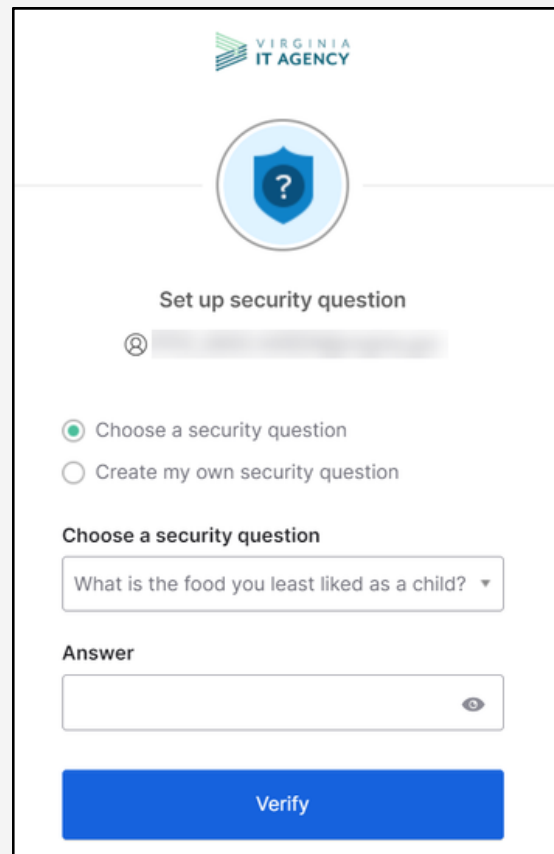
1. Check your email inbox for the *Welcome to Cardinal!* message and click the **activation link**. You will then be directed to setup security methods.



2. Set up your password, be sure to follow the password requirements.



3. Set up your security questions. Choose from a list or create your own.



3

Set up Multi-Factor Authentication

After setting your password and security questions, you will be prompted to set up multi-factor authentication (MFA) for added security. This is **required** to log in to Cardinal.


Review the options below to find the one that best fits your workflow and device availability.

Mobile Applications

Best for most users who have access to a smartphone.

Quick setup instructions are available on the next page.


 **Okta Verify (Recommended)**
Best for most users. Fastest and easiest setup.


 **Google Authenticator/TOTP**
Best for existing app users. Selecting "Google Authenticator" provides a QR code compatible with Google, Duo, Rapid Identity, Microsoft, and most third-party security apps.

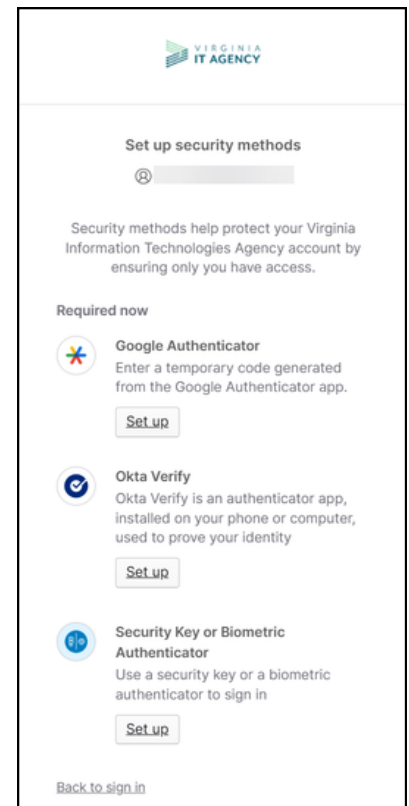
Desktop or Hardware

Best for users without a smartphone or who prefer not to use one.

These options require self-installation and setup. The Cardinal team does not provide technical support for these specific options.

 **Okta FastPass**
Best for users who do not own or prefer not to use a smartphone. This desktop application must be installed on your personal computer. Once installed, you will need to configure MFA directly within the app to enable access.

 **Security Key or Biometric Authenticator**
Best for users who require a physical, hardware-based security key. Available for desktop or mobile devices.



Detailed step-by-step instructions for available MFA methods are at www.cardinalproject.virginia.gov/mfa.

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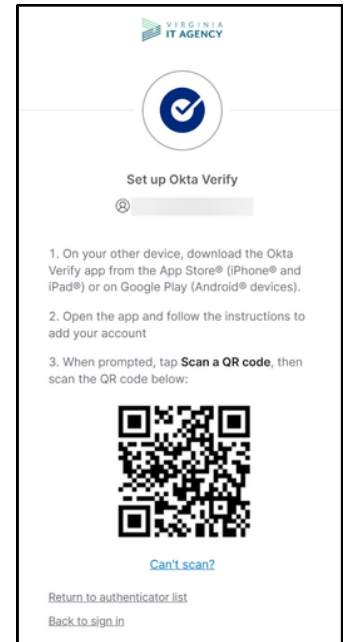
Set up Multi-Factor Authentication

Okta Verify (Mobile App)

A downloaded application that authenticates login by sending a notification to your specified device asking you to approve your activity.

- Requires Okta Verify application to be downloaded to your device
- Ensure that notifications are enabled

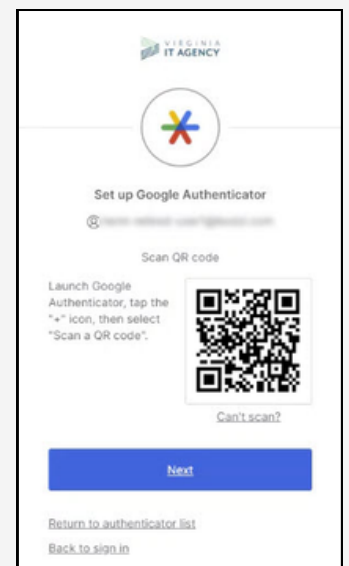
1. **Download the Okta Verify app:** Find and download the Okta Verify app from your device's app store.
2. **Follow the on-screen instructions:** Complete the setup process as directed by the app.
3. **Scan the QR code:** When prompted by the app, scan the QR code on your computer screen.
4. **Finish Setup:** Once your account is created and the MFA is enabled, your computer screen will be redirected to the Okta homepage.
5. **Close Okta homepage:** Setup is complete.



Google Authenticator or Other TOTP Apps

A downloaded application that authenticates login with a Time-based One-Time Password (TOTP) to secure your account. Generates a secure 6-digit code every 30 seconds. Select "Google Authenticator" to use this or any other third-party TOTP app (Duo, Microsoft, Rapid Identity, etc.).

1. **Download:** Install Google Authenticator—or your preferred app like Duo or Rapid Identity—from your device's app store.
2. **Start Setup:** On your computer, click Set Up under Google Authenticator. This generates the QR code compatible with all TOTP apps.
3. **Scan the QR code:** Open the app on your phone, tap the "+" or "Add" icon, and select Scan a QR Code. Scan the code on your computer screen.
4. **Link Account:** Once scanned, your account will appear in your app list as virginia.okta.com.
5. **Verify:** Click Next on your computer. Enter the 6-digit code currently displayed in your phone app into the verification field and click Verify.
6. **Close Okta homepage:** Setup is complete.



Once you've completed your MFA setup, return to my.cardinal.virginia.gov to log in securely using your credentials and chosen MFA method.



Log In to Cardinal

After completing the registration process, navigate to my.cardinal.virginia.gov.

Cardinal

Notice and Warning
This system is the property of the Commonwealth of Virginia. By accessing and using this computer system, you are consenting to system monitoring for law enforcement and other purposes. All activity on this system is monitored. Evidence of unauthorized access, unauthorized use, misuse, or abuse of this system or the information contained in this system shall be promptly reported to appropriate agency management, security personnel, and federal, state, and local law enforcement officials for investigation and criminal prosecution. You will also be subject to all criminal and civil penalties allowed by the law.

Cardinal Username

Next

[Forgot Username](#) [Forgot Password](#)
[User Registration](#) [Sign-on Help](#)

Cardinal

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Enter Password

Verify

Verify with something else
[Back to sign in](#)

[Forgot Username](#) [Forgot Password](#)
[User Registration](#) [Sign-on Help](#)

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Select from the following options

Enter a code Okta Verify [Select](#)

Get a push notification Okta Verify [Select](#)

[Back to sign in](#)

[Forgot Username](#) [Forgot Password](#)
[User Registration](#) [Sign-on Help](#)

1. Enter your **Cardinal Username** (email address) and click **Next**.
2. Enter your **Password** and click **Verify**.
3. Complete your MFA authentication.
4. Upon successful login, the Cardinal Portal will display.

Questions? Need help registering?

If you run into any issues and your previous agency cannot resolve them, submit a help desk ticket for assistance. Email vccc@vita.virginia.gov and include the following information:

Subject: Cardinal - <brief summary for routing>

Email Content:

- Detailed information about your issue (i.e., page, actions, error)
- Name, email address, and best contact phone number.



For more detailed information about Cardinal access and managing your account after setup, refer to the [Cardinal System Access](#) job aid.