

## Cardinal Email Requirements

HR Administrators are responsible for maintaining accurate email addresses on both active and inactive employee records in Cardinal HCM.

- All employees **need** a valid email address to access Cardinal.
- For separated employees, the email in Personal Data must be updated to a valid personal email address and designated as Preferred by checking the corresponding box.

## Why Accurate Emails Matter

Inaccurate email addresses lead to:

- **No Cardinal access.** Employees will not be able to log in to retrieve W-2s, view paycheck details, submit timecards, participate in Open Enrollment, or perform any other system functions.
- **Missed Notifications.** Employees will not receive important automated messages, such as:
  - Benefit statements
  - Alerts about direct deposit changes

## How to Update Email Addresses

### For Active Employees:

- Follow the [HR351 Viewing and Modifying Personal Data](#) job aid (pages 8 – 15) for step-by-step instructions.

### For Separated (Inactive) Employees:

- Refer to the [HR351 Separation Statuses](#) job aid for post-employment access to Cardinal.
- Ensure separated employees register their personal email address in Cardinal by using the [Cardinal Registration Guide – Inactive Employees](#).

## How to Monitor Email Accuracy

Use the following queries to verify employee email addresses.

Navigator > Menu > Reporting Tools > Query > Query Viewer

- **Missing Email Query** (V\_HR\_MISSING\_EMAIL) – Identifies employees without valid email addresses.
- **Personal Data Query** (V\_HR\_PERSONAL\_DATA) – Monitors all employee email addresses marked “preferred”.

**Need help running a query?** Use the [NAV225 Running an HCM Query](#) job aid for support.