

Cardinal Registration Guide

Active Employees

New Cardinal users who are not part of the VITA COV-Network must complete a one-time registration and establish Multi-Factor Authentication (MFA) for login verification. This guide will walk you through the registration process.

Who Needs to Register?

- State employees at [Non-COV agencies](#)
- State employees who use a personal email address
- Locality employees with access to Cardinal
- Contractors working for a Non-COV agency

What Do I Need to Register?

- ✓ 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.



Bookmark this page!

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.

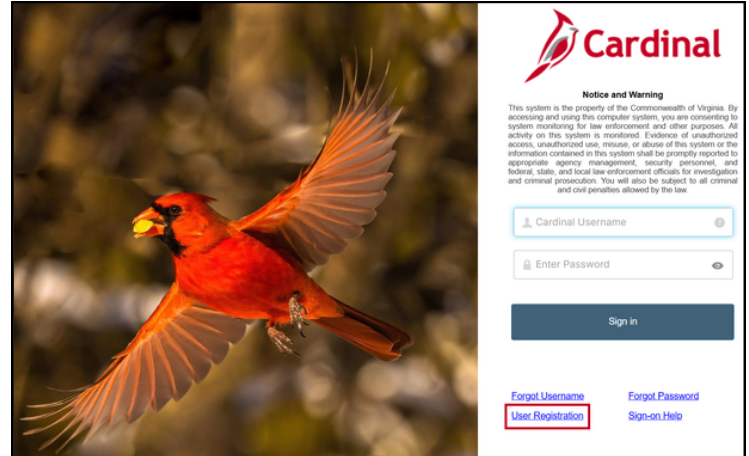
FAQs

- **Where can I find my Cardinal Employee ID?** Your Cardinal employee ID is provided by your agency/locality, contact your HR Administrator.
- **My email is wrong, what should I do?** Contact your HR Administrator, they will need to correct it in Cardinal.
- **How long does registration take?** Approximately 10 minutes.
- **Can I pause or take a break during registration?** No, registration must be completed once started.
- **What is a Non-COV agency?** Agencies outside of the Commonwealth of Virginia (COV) network managed by VITA. To confirm your agency's network refer to the [Agency Network Status](#) list.

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Register your Cardinal Account

1. Navigate to my.cardinal.virginia.gov.
Click the **User Registration** link.



2. Select your employment type.

User Registration

What type of Cardinal application user are you?

☐ Active state employee

☐ Contractor working for a state agency

☐ Terminated/Retired state employee

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3. Select the radio button to confirm your agency/locality.

Cardinal

User Registration

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

☐ 22100 - Old Dominion University

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***Contractors** will only be prompted for their email address and will not be asked to confirm their agency.

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

User Registration

To Register, verify user details and confirm email address. If any user information is inaccurate, contact your agency HR.

First Name:

Last Name:

Agency:

Email Address:

* Confirm email address

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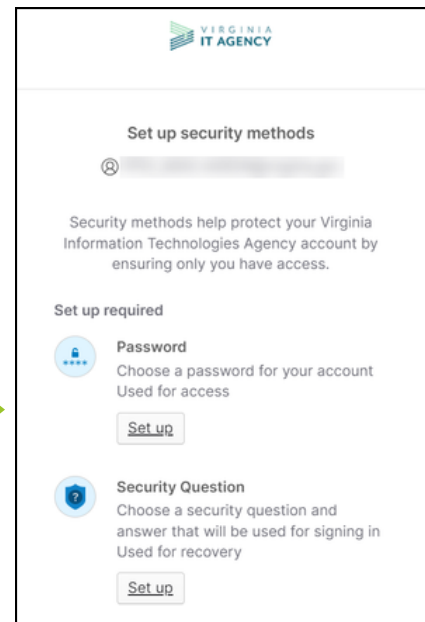
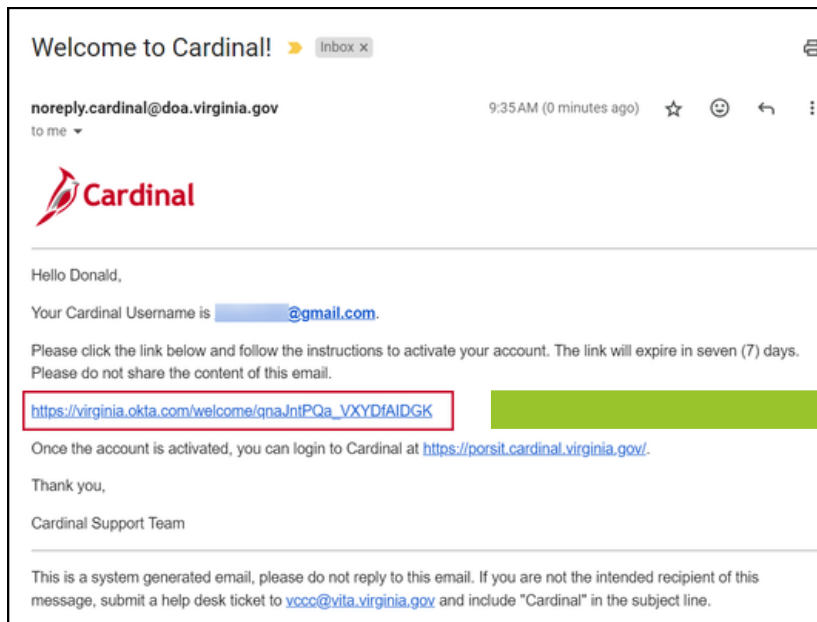
Important!

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

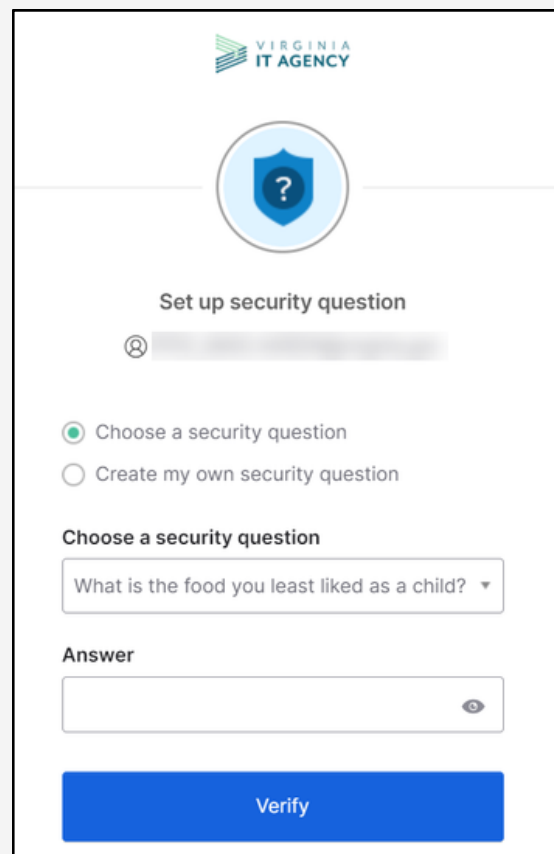
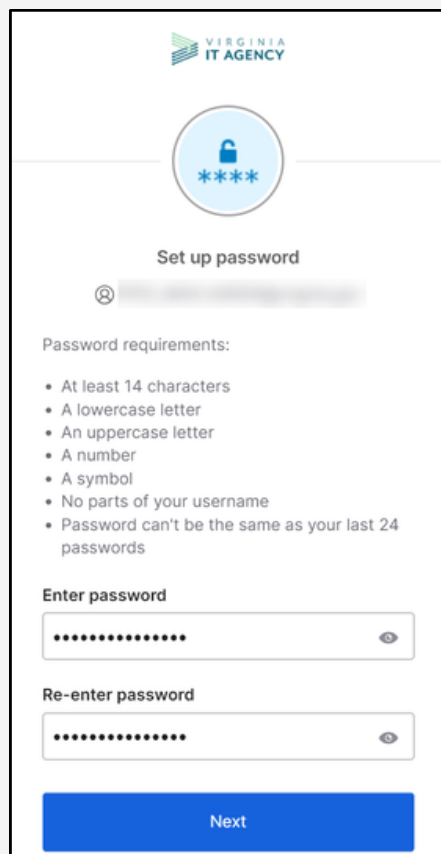
2

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.



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.



Okta FastPass

Best for users who do not own or prefer not to use a smartphone. This desktop application must be installed on your workstation. Once installed, you will need to configure MFA directly within the app to enable access. *Non-COV users: Contact your agency IT Department for more information.*



Security Key or Biometric Authenticator

Best for users who require a physical, hardware-based security key. Available for desktop or mobile devices. Contact your agency IT department for more information.

VIRGINIA
IT AGENCY

Set up security methods

Security methods help protect your Virginia Information Technologies Agency account by ensuring only you have access.

Required now

Google Authenticator
Enter a temporary code generated from the Google Authenticator app.
Set up

Okta Verify
Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity
Set up

Security Key or Biometric Authenticator
Use a security key or a biometric authenticator to sign in
Set up

[Back to sign in](#)



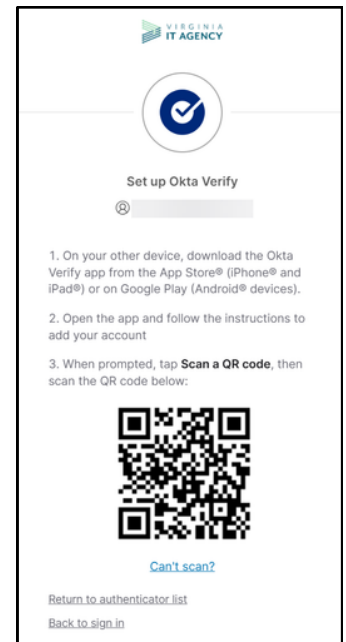
Learn more about your options and get support at
www.cardinalproject.virginia.gov/mfa.

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

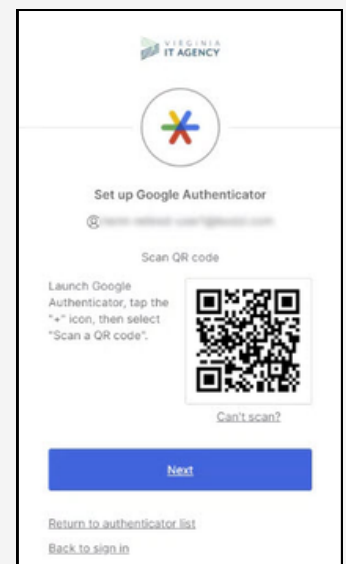
1. **Download the Okta Verify app:** Find and download the Okta Verify app from your device's app store.
2. **Follow the on-screen instructions:** Complete the setup process as directed by the app.
3. **Scan the QR code:** When prompted by the app, scan the QR code on your computer screen.
4. **Finish 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.

The screenshot shows the Cardinal login page. At the top is the Cardinal logo. Below it is a "Notice and Warning" section. The main login form is highlighted with a red box and contains the following elements:

- A text input field labeled "Cardinal Username" with a user icon on the left and a clear button on the right.
- A password input field labeled "Enter Password" with a lock icon on the left and a toggle eye icon on the right.
- A blue "Sign in" button.

Below the form are two links: "Forgot Username" and "Forgot Password" on the left, and "User Registration" and "Sign-on Help" on the right.

The screenshot shows the Cardinal login page after the initial login form. It features the same "Notice and Warning" section. Below it, a section titled "Select from the following options" is highlighted with a red box. This section contains three MFA options, each with a "Select" button:

- Google Authenticator (with a Google Authenticator icon)
- Enter a code Okta Verify (with an Okta Verify icon)
- Get a push notification Okta Verify (with an Okta Verify icon)

Below this section are two links: "Back to sign in" and "Forgot Username" and "Forgot Password" on the left, and "User Registration" and "Sign-on Help" on the right.

1. Enter your **Cardinal Username** (email address)
2. Enter your **Password** and click **Sign in**.
3. Select your MFA authentication method and complete the verification.
4. Upon successful login, the Cardinal Portal will display.

Questions? Need help registering?

If you run into any issues and your agency/locality 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.