

TLC Contacts Overview

This Job Aid provides instructions on how to update the TLC Contact Types.

Refer to the Job Aid titled **TLC Data Sheet** for instructions on how to complete the Plan Year TLC information. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.

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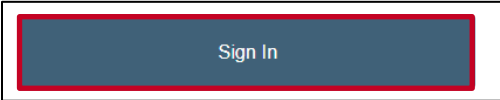
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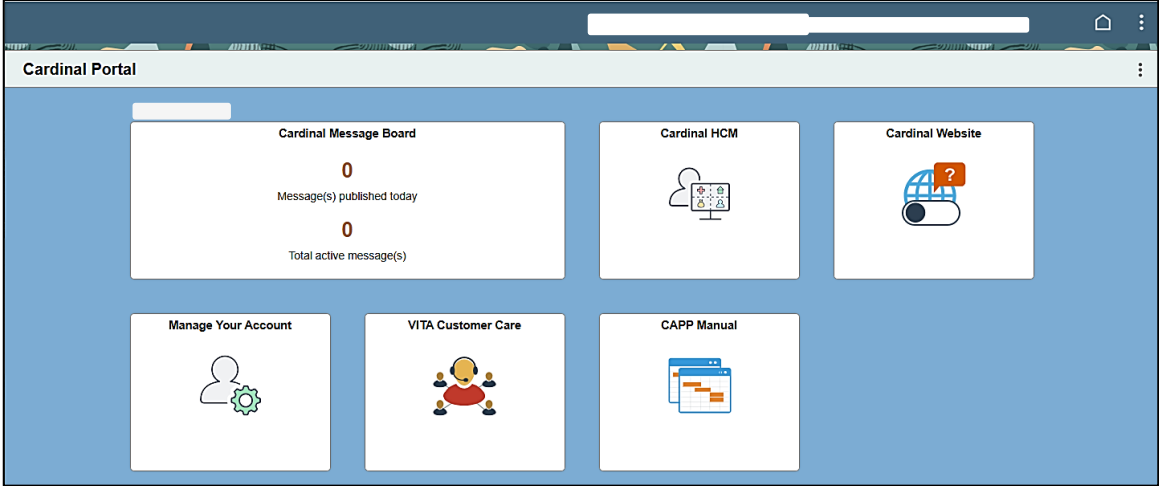
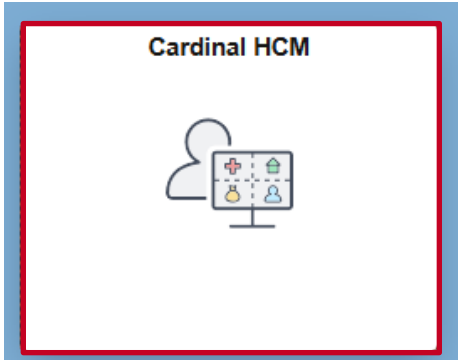
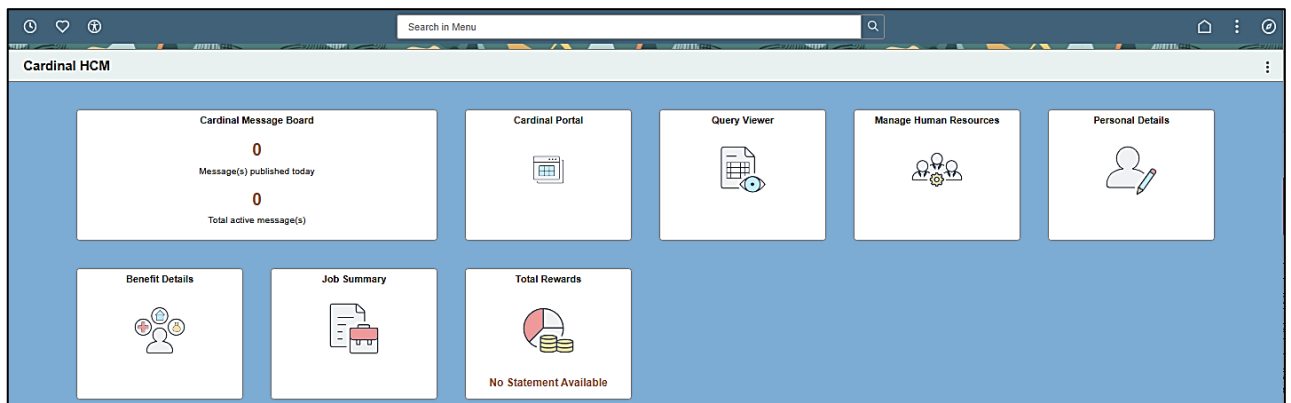


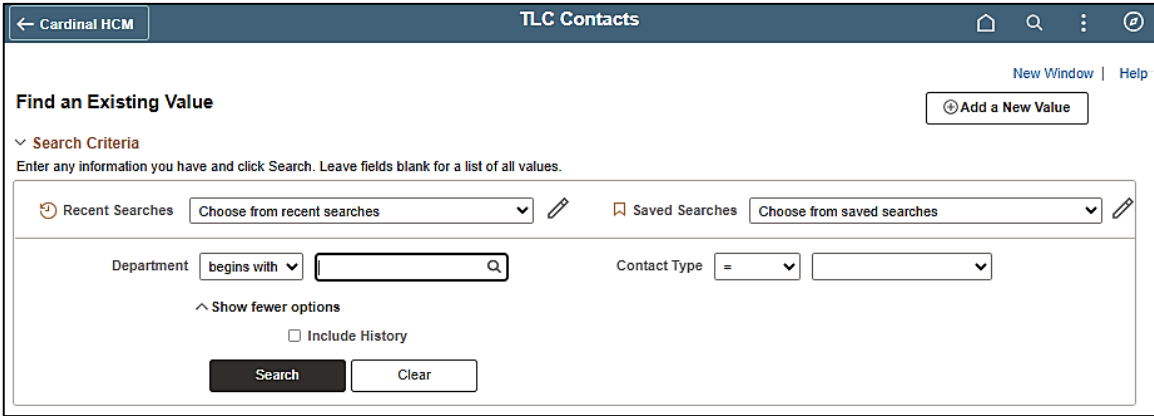
Revision History

Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
3/1/2025	Added the Cardinal Login steps. Updated the screenshots of the Search pages. Added reference information to the Overview of the Cardinal HCM Search Pages Job Aid.

Updating TLC Contacts

Step	Action
1.	Log into Cardinal (my.cardinal.virginia.gov).
The Cardinal Login page displays. 	
2.	Enter the Employee Username and Password in the Cardinal Username and Password fields. 
3.	Click the Sign In button. 

Step	Action
	The Cardinal Portal page displays. 
4.	Click the Cardinal HCM tile. 
	The Cardinal HCM Homepage displays. 

Step	Action
5.	To update TLC Contacts, navigate to the TLC Contacts page by following this path: NavBar > Menu > Benefits > Employer Information > TLC Contacts The TLC Contacts Find an Existing Value Search page displays. 
	For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled Overview of the Cardinal HCM Search Pages. This Job Aid is located on the Cardinal website in Job Aids under Learning.
6.	Enter or select the applicable TLC Department using the Department Look up icon (magnifying glass). 
7.	Click the Search button. 

The search results display at the bottom of the page in the **Search Results** section.

8. Select the applicable Contact Type requiring update by clicking the corresponding icon (>).

Only one contact can be defined for each Contact Type in a Department (Ben Admin, Ben Exec, Bill Admin, or Bill Exec).

TLC Contacts

Department

047007000

New Kent County

Department Contacts

1 of 4

>

>|

View All

Effective Date

07/01/2023

+

-

Contact Type

Benefits Administrator

Contact EIN

Q

Name

Email ID

Phone

Ext

Enter a complete phone number including the area code.

> Mailing Address

> Shipping Address

Save

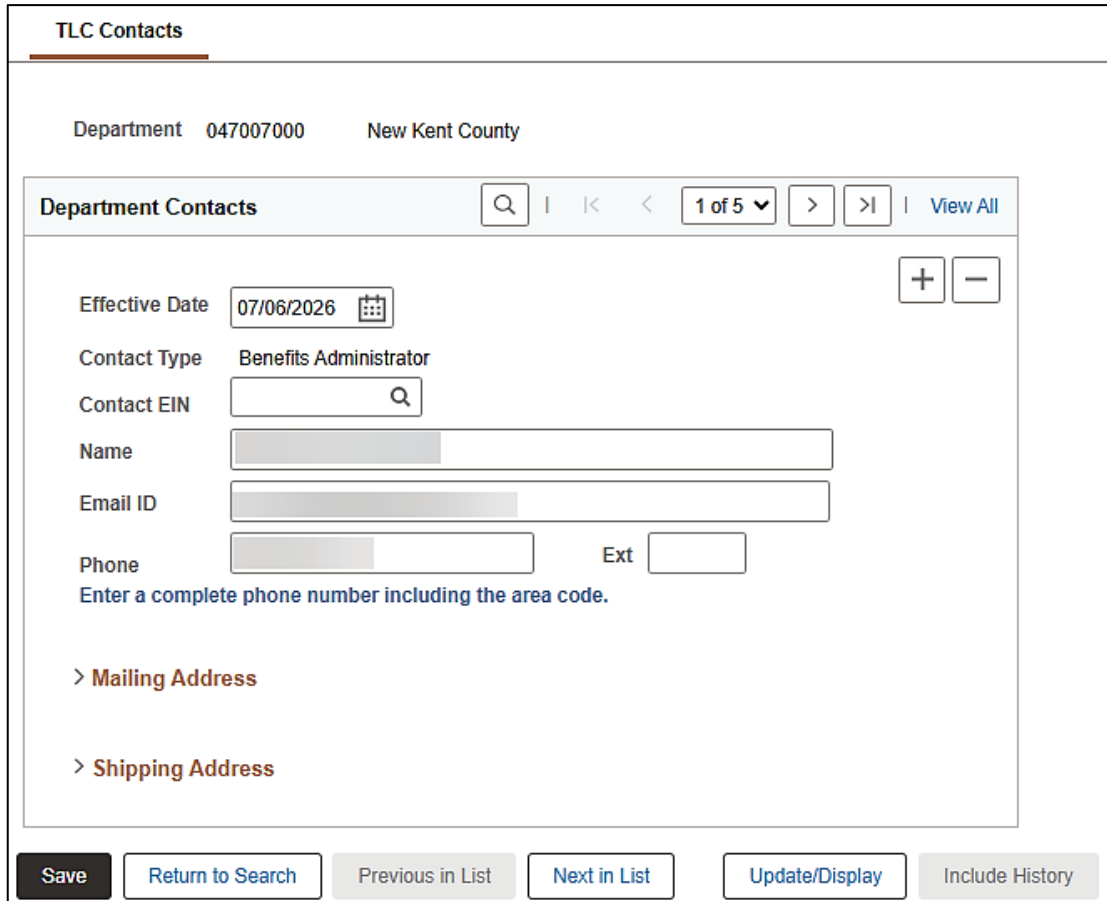
Return to Search

Previous in List

Next in List

Update/Display

Include History

Step	Action
9.	Click the Add a New Row icon (+). 
The TLC Contacts page refreshes with a new effective dated row. 	
10.	The Effective Date field defaults to the current date but can be updated as needed using the Effective Date Calendar icon. 

Step	Action
11.	Complete the Contact EIN field based on the following guidelines: - If the contact is an employee, use the Contact EIN Look up icon to search for and select the applicable contact using their Employee ID. The Name, Email ID, and Phone fields will auto-populate once the contact is selected. The address information (Mailing Address and Shipping Address) will pull forward from the previous row but should be reviewed and updated as needed for the new contact. Contact EIN Q Name Email ID Phone Ext Enter a complete phone number including the area code. - If the contact is not an employee, the Name, Email ID, and Phone (including the area code) fields need to be entered manually. In these cases, it is also recommended to click the Mailing Address and Shipping Address Expand icons and enter the applicable address information. Contact EIN Q Name Email ID Phone Ext Enter a complete phone number including the area code. > Mailing Address > Shipping Address ▼ Mailing Address Address 1 Address 2 City NEW KENT State VA Q Postal

Step	Action
Example of a completed TLC Contacts page: TLC Contacts Department 047007000 New Kent County Department Contacts Q < < 1 of 5 > > View All Effective Date 07/06/2026 + - Contact Type Benefits Administrator Contact EIN Q Name Flintstone, Wilma Email ID xxxWilma.Flintstone@ virginia.gov Phone 804/555-5555 Ext Enter a complete phone number including the area code. > Mailing Address > Shipping Address Save Return to Search Previous in List Next in List Update/Display Include History	
12.	Click the Save button at the bottom of the page. Save Return to Search Previous in List Next in List
	To update additional Contact Types, click the Return to Search button at the bottom of the page and then repeat these steps starting with Step 8.