



Employee Self-Service Job Aid

How to View and Modify Dependent Information

How to View and Modify Dependent Information Overview

The purpose of this Job Aid is to walk through the process on how to view and update dependent information in Cardinal using Employee Self-Service.

A new dependent can be added while creating a Life Event, during new hire enrollment, or during Open Enrollment. If a qualifying Life Event is experienced outside of those available in Employee Self-Service (i.e., Birth, Adoption, Marriage, and Divorce) such as a dependent gaining eligibility elsewhere, contact the Agency BA to guide you through this process. For more information on how to create a Life Event, see the Job Aid titled **ESS How to Create a Life Event** located on the Cardinal website in **Job Aids** under **Learning**.

Should you need to add a dependent or dependents outside of a Life Event, please contact your Agency Benefits Administrator.

Note: All dependents, regardless of whether they are currently enrolled in a Benefits Plan, will display and be available to view on the **Dependent/Beneficiary Info** page. This data is maintained within Cardinal for cases where the dependent may need to be re-enrolled in a Benefits Plan in the future.

Table of Contents

Revision History	2
Updating Dependent Information	3



Employee Self-Service Job Aid

How to View and Modify Dependent Information

Revision History

Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
3/11/2026	Updates to Overview section and information note added to Job Aid related to adding dependents.
2/12/2025	Baseline.



Employee Self-Service Job Aid

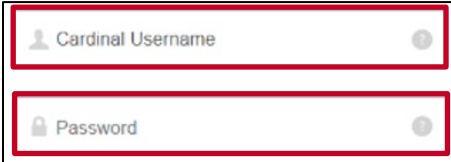
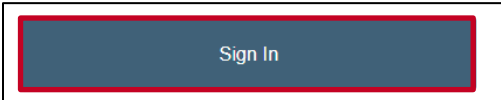
How to View and Modify Dependent Information

Updating Dependent Information

Step	Action
1.	Log into Cardinal (my.cardinal.virginia.gov).
	For more information about Cardinal registration, see the Job Aid titled Cardinal System Access Guide . This Job Aid is located on the Cardinal website in Job Aids under Learning .

The **Cardinal Homepage** displays.

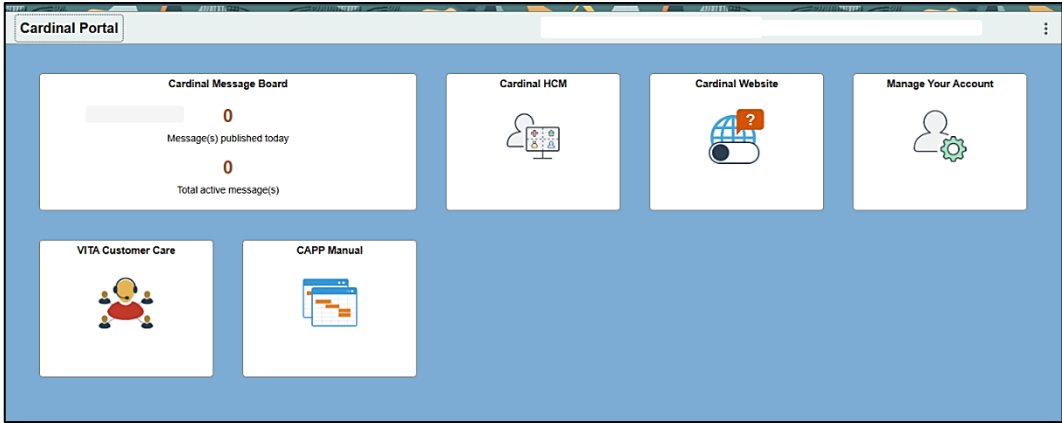
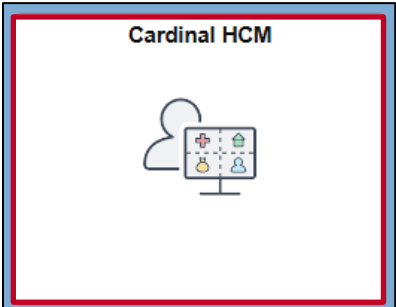
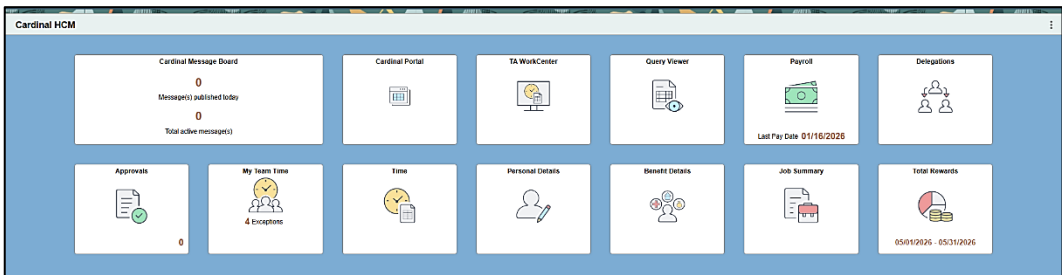


2.	Enter the Employee Username and Password in the Cardinal Username and Password fields. 
3.	Click the Sign In button. 



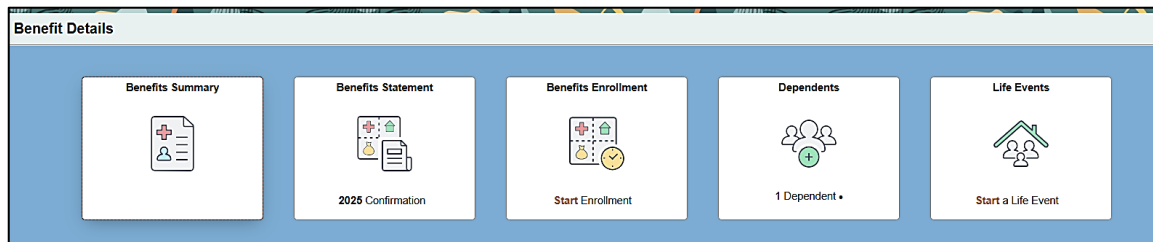
Employee Self-Service Job Aid

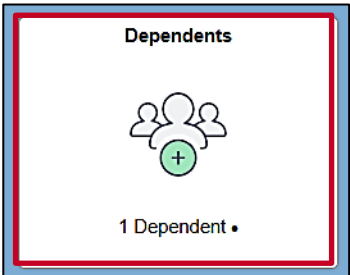
How to View and Modify Dependent Information

Step	Action
	The Cardinal Portal page displays. 
4.	Click the Cardinal HCM tile. 
	The Cardinal HCM Homepage displays. 
	The tiles displayed on the Cardinal HCM Homepage for each user will vary based upon individual preferences and security settings.

Step	Action
5.	Click the Benefit Details tile. 

The **Benefit Details** page display.



6.	Click the Dependents tile to view associated dependent information. Note: The number of dependents on the tile will update based on dependents added. 
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The **Dependent Info** page displays.

Dependent Info			
JOHN DOE Admin and Office Spec III			
Name	Relationship	Dependent	Dependent Type
Baby Doe	Child	✓	Approved Dependent



Employee Self-Service Job Aid

How to View and Modify Dependent Information

Step	Action								
	A new dependent can be added while creating a Life Event, during new hire enrollment, or during Open Enrollment. If a qualifying Life Event is experienced outside of those available in Employee Self-Service (i.e., Birth, Adoption, Marriage, and Divorce) such as a dependent gaining eligibility elsewhere, contact the Agency BA to guide you through this process.								
7.	Click the Expand icon (>) to the far right of the current name listing to view or edit the information for a listed dependent. <table><tr><th>Name</th><th>Relationship</th><th>Dependent</th><th>Dependent Type</th></tr><tr><td>Baby Doe</td><td>Child</td><td>✓</td><td>Approved Dependent</td></tr></table>	Name	Relationship	Dependent	Dependent Type	Baby Doe	Child	✓	Approved Dependent
Name	Relationship	Dependent	Dependent Type						
Baby Doe	Child	✓	Approved Dependent						
The Update Individual Dependent/Beneficiary Information page displays for the chosen dependent. Cancel Update Individual Dependent/Beneficiary Information Save Select Save after you have edited your Dependent's information. The changes will go into effect on 7/23/2026. <i>* Indicates required field</i> Name Baby Doe Personal Information *Date of Birth06/01/2026 *GenderFemale *Relationship to EmployeeChild *Marital StatusSingle *StudentNo DisabledNo *SmokerNon Smoker									
	Information updates initiated from Dependent Info page do not influence benefit enrollment selection(s). Updates performed only update the personal information for the specific dependent in Cardinal.								
8.	Review the information and make updates as desired/needed. The fields that can be updated include: a. If the Dependent is a student (this information is not leveraged) b. Smoker or Non-Smoker (this information is not leveraged) c. Change in Address d. Change/Add National ID e. Change/Add a Phone Number f. Change/Add an Email								



Employee Self-Service Job Aid

How to View and Modify Dependent Information

Step	Action
	If the field needing to be updated is not available for update, contact the Agency Benefits Administrator (BA). The Agency BA can update these fields based on proper documentation and ensure the updated information is sent to benefit vendors. A new dependent can be added while creating a Life Event, during new hire enrollment, or during Open Enrollment. If a qualifying Life Event is experienced outside of those available in Employee Self-Service (i.e., Birth, Adoption, Marriage, and Divorce) such as a dependent gaining eligibility elsewhere, contact the Agency BA to guide you through this process. A new dependent can be added while creating a Life Event, during your new hire enrollment, or during Open Enrollment. If you experienced a qualifying Life Event outside of those available in Employee Self-Service (i.e. Birth, Adoption, Marriage, and Divorce) such as a Dependent gaining eligibility elsewhere, contact your agency BA who can guide you through this process.
9.	Once all updates are complete, click the Save button. 
	The Benefits Administrator will be notified when changes are made to a dependent's profile and will inform the employee if the change impacts current benefits enrollment and/or if additional documentation is needed.

The **Dependent Info** page redisplay.

Dependent Info

JOHN DOE 
Admin and Office Spec III

Name	Relationship	Dependent	Dependent Type
Baby Doe	Child	✓	Approved Dependent

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