



Employee Self-Service Job Aid

ESS How to View and Update Personal Details

How to View and Update Personal Details Overview

The Job Aid serves to guide the employee through making changes to their personal information using Employee Self-Service.

While employees are not required to self-identify, the Commonwealth of Virginia strongly encourages all employees to do so, especially regarding Disability and Ethnicity, as these are tied to various initiatives from the Governor as well as reporting metrics used by both state and federal agencies.

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Revision History

Revision Date	Summary of Changes
9/1/2026	Updated to reflect the Cardinal system upgrades.
2/12/2025	Baseline.



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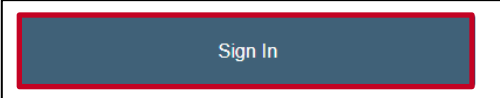
ESS How to View and Update Personal Details

Accessing Your Personal Data

Step	Action
1.	Log into Cardinal by entering https://my.cardinal.virginia.gov in the browser.
	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.

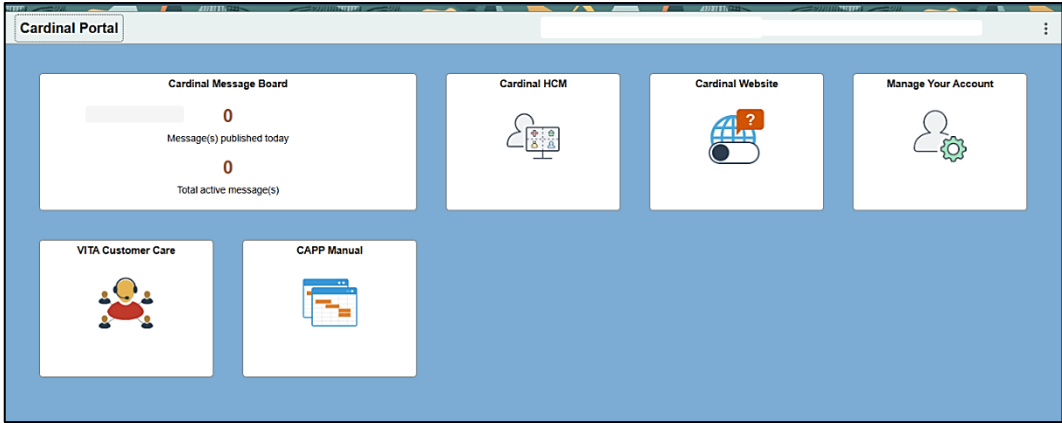
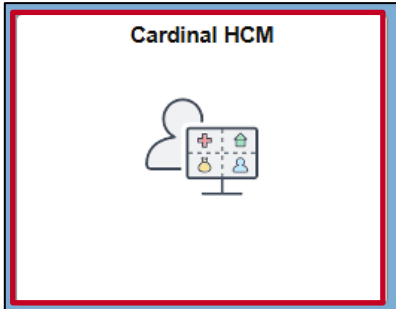
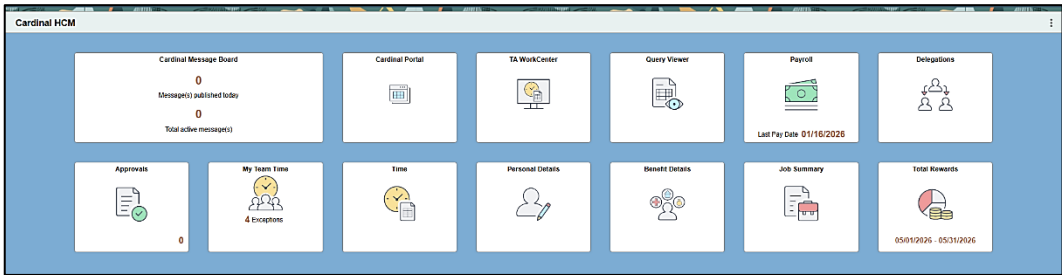


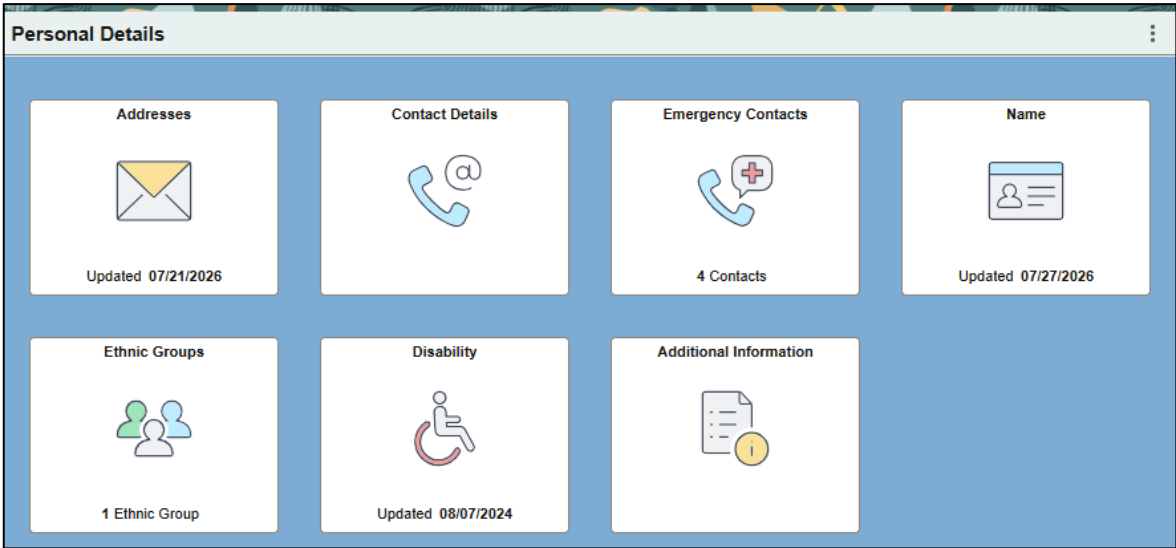
2.	Enter the Employee Username and Password in the Cardinal Username and Password fields. 
3.	Click the Sign In button. 



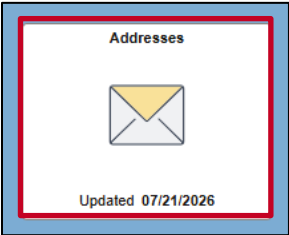
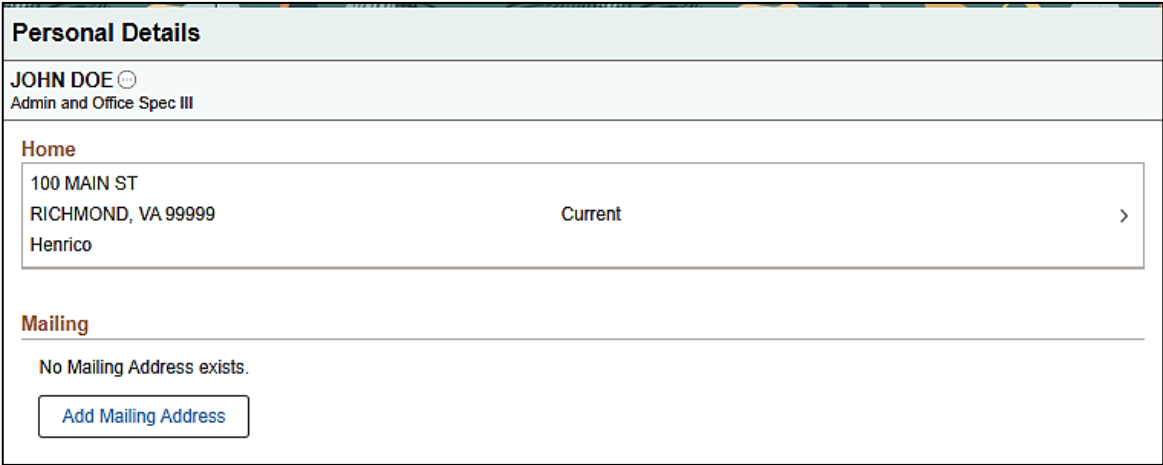
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Step	Action
	The Cardinal Portal page displays. 
4.	Click the Cardinal HCM tile. 
	The Cardinal HCM Homepage displays. 
	The tiles displayed on the Cardinal HCM Homepage for each user will vary based upon individual preferences and security settings.

Step	Action
5.	Click the Personal Details tile. 
The Personal Details page displays. 	
	There are various types of personal information that can be viewed or updated using Employee Self-Service. Each category of information is represented as a tile on the homepage. Refer to the remaining sections of this Job Aid for guidance and instructions on how to update specific categories of information.

Updating Addresses Information

Step	Action
1.	To update a home or mailing address, click on the Addresses tile. 
The Addresses page displays. 	
	Your current home and mailing addresses will display on this page and can be reviewed here if they have been defined. Proceed to Step 2 to update your home address. Proceed to Step 6 to enter or update your mailing address (if different than your home address).



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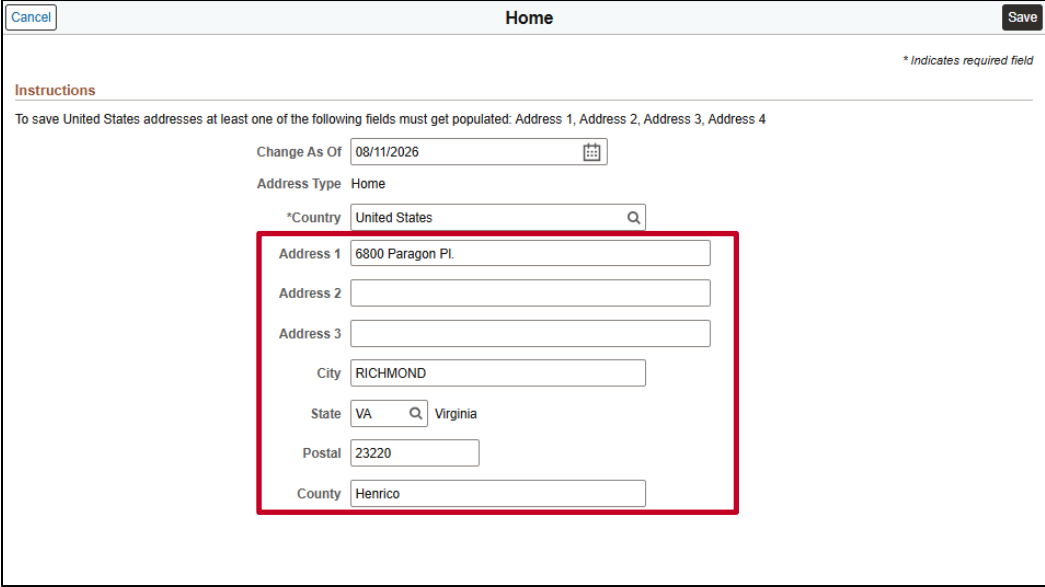
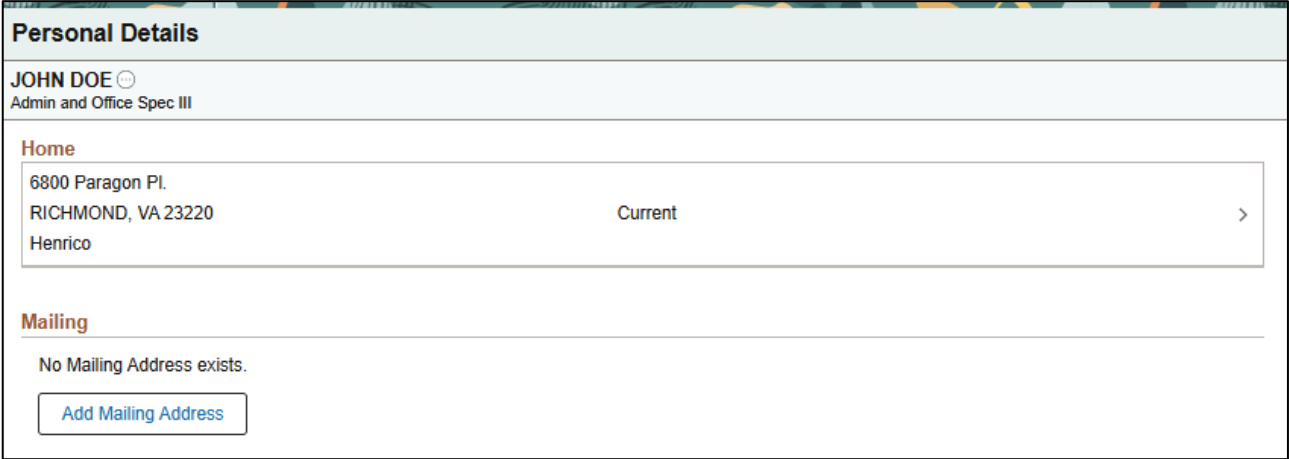
ESS How to View and Update Personal Details

Step	Action
2.	Click anywhere in the row to update your current home address. Personal Details JOHN DOE  Admin and Office Spec III Home 100 MAIN ST RICHMOND, VA 99999 Henrico Current > Mailing No Mailing Address exists. Add Mailing Address
	The Home address page displays in a pop-up window with the current address populated. Cancel Home Save * Indicates required field Instructions To save United States addresses at least one of the following fields must get populated: Address 1, Address 2, Address 3, Address 4 Change As Of 08/11/2026  Address Type Home *Country United States  Address 1 100 MAIN ST Address 2 Address 3 City RICHMOND State VA  Virginia Postal 99999 County Henrico
3.	Enter or select the applicable date for this address change to take effect using the Change As Of Calendar icon. Change As Of 08/11/2026 
	The date defaults to the current date. Address changes can be entered with a future date as needed. The new address will become your current address on that date. However, address changes cannot be back dated.



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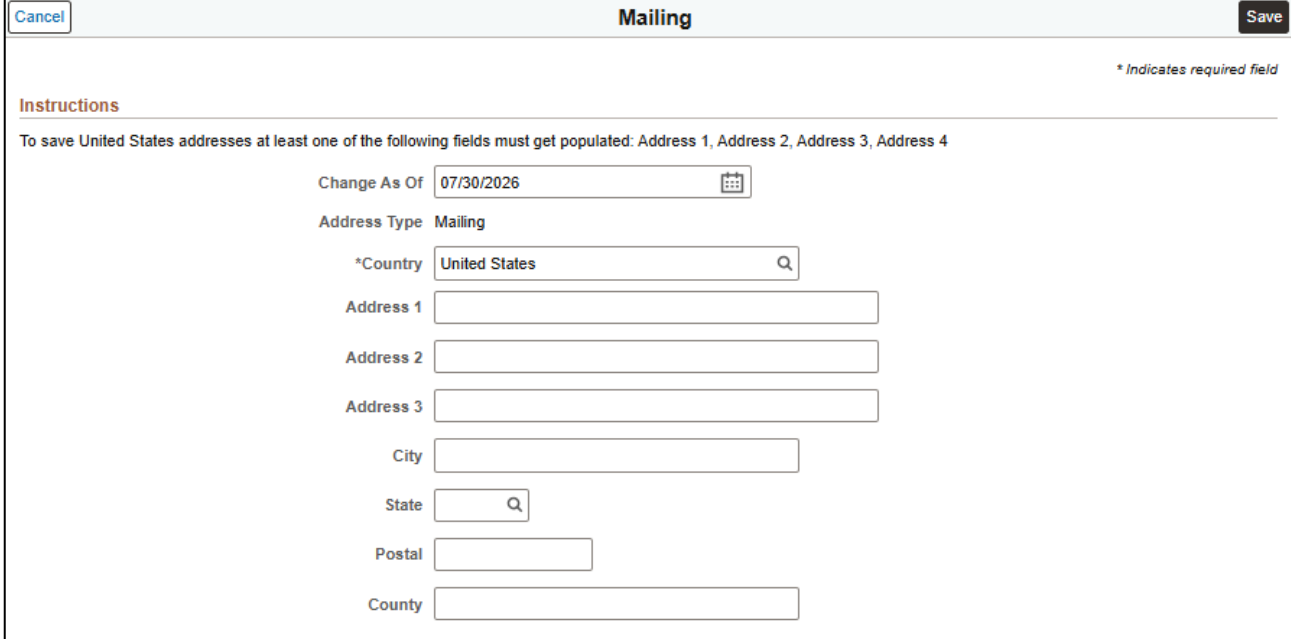
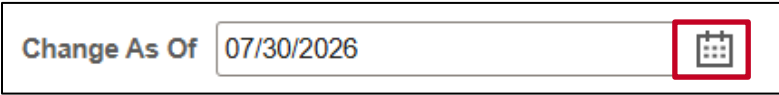
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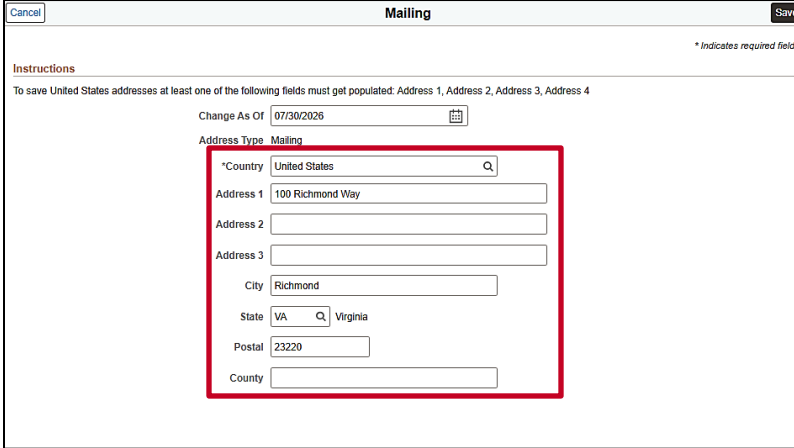
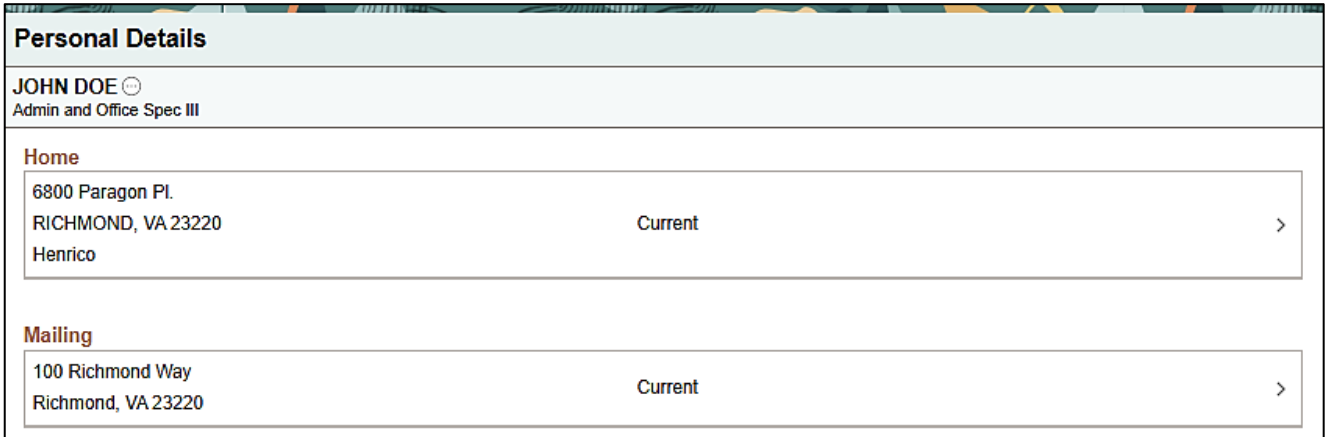
Step	Action
4.	Enter the remaining address information in the applicable fields. 
5.	Click the Save button. 
The Addresses page redisplay. 	
	The updated home address information now displays as current. If a future dated address change is entered, the updated address will display as “As of MM/DD/YYYY” and will display as current when that date arrives.



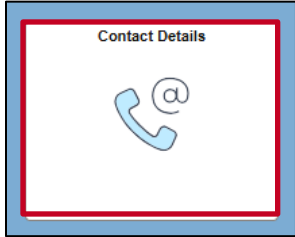
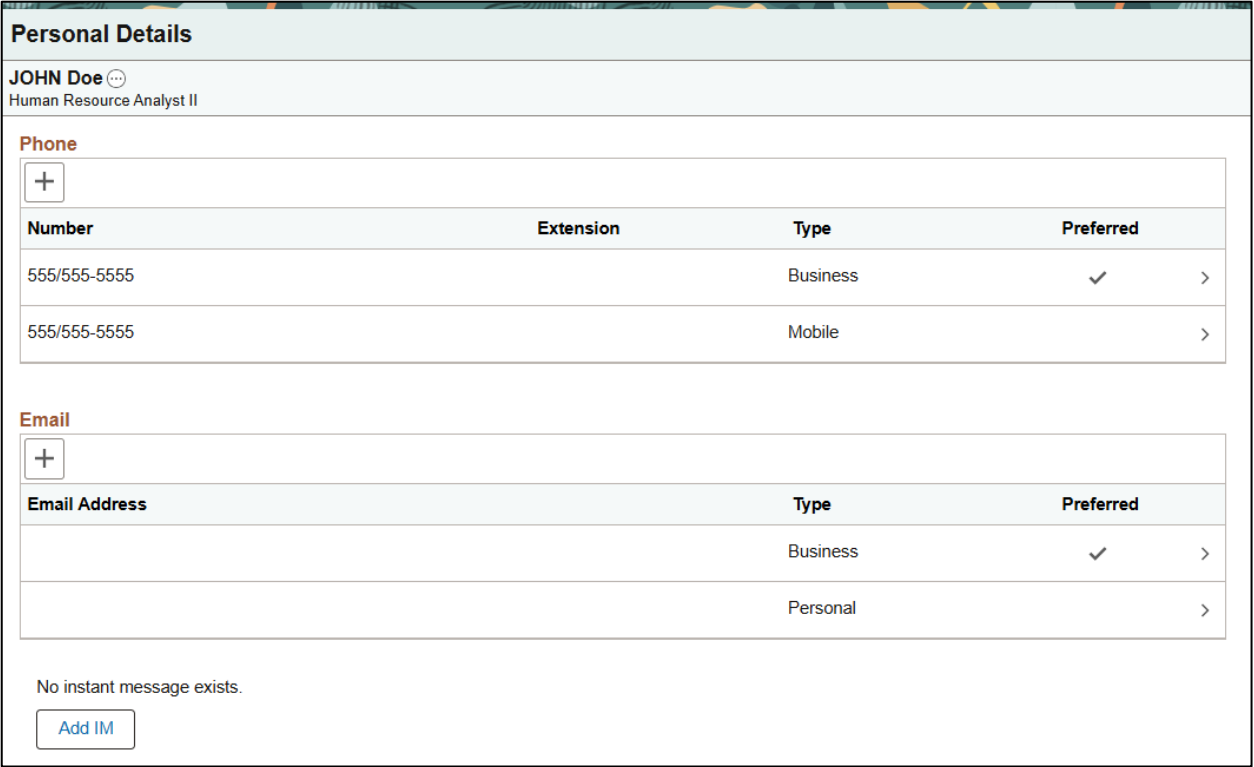
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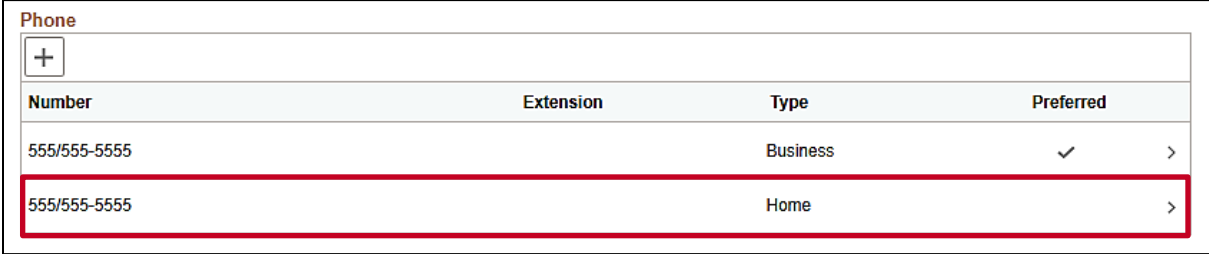
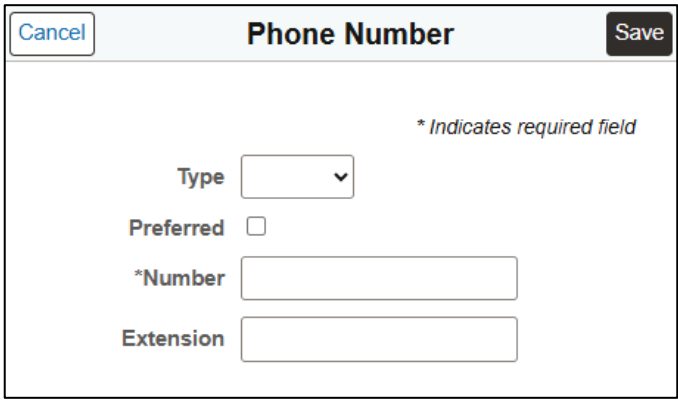
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Step	Action
6.	Click the Add Mailing Address button to add a mailing address. 
The Mailing address page displays in a pop-up window. 	
7.	Enter or select the applicable date for this address change to take effect using the Change As Of Calendar icon. 
	Address changes can be entered with a future date as needed. The new address will become your current address on that date. However, address changes cannot be back dated.

Step	Action
8.	Enter the remaining address information in the corresponding fields. 
9.	Click the Save button. 
The Address page redispays with the updated information. 	
	The updated mailing address information now displays as current. If a future dated address change was entered, the updated address will not display as current until that date arrives.

Updating Contact Details Information

Step	Action
1.	If currently in a selected tile, click the Back arrow button to return to the Personal Details page. 
2.	Click on the Contact Details tile. 
The Contact Details page displays. 	
	The current phone and email information display on this page and can be reviewed here if they have been defined. Proceed to Step 3 to add or update phone number information. Proceed to Step 8 to add or update email address information.

Step	Action
3.	To add a new phone number, click the Add Phone icon (+). 
	To update an existing phone number, click anywhere on the corresponding row. 
The Phone Number page displays in a pop-up window. 	
4.	Click the Type dropdown button and select the phone number type. 
5.	Click the Preferred checkbox option to make this the preferred phone number or leave unchecked if the number being entered is not the preferred number. 

Step	Action												
6.	Enter the applicable information in the Number and Extension fields. *Number Extension												
7.	Click the Save button. Save												
The Contact Details page redisplay with the updated information displayed. Personal Details JOHN DOE Admin and Office Spec III Phone + <table><thead><tr><th>Number</th><th>Extension</th><th>Type</th><th>Preferred</th></tr></thead><tbody><tr><td>555/555-5555</td><td></td><td>Business</td><td> ✓ </td></tr><tr><td>123/123-1234</td><td></td><td>Home</td><td></td></tr></tbody></table>		Number	Extension	Type	Preferred	555/555-5555		Business	✓	123/123-1234		Home	
Number	Extension	Type	Preferred										
555/555-5555		Business	✓										
123/123-1234		Home											
8.	To add a new email address, click the Add Email button (+). Email +												
i	Only a personal email address can be added or updated. To update an existing email address, click anywhere on the corresponding row. You cannot add or update your business email address using Employee Self-Service. Contact your agency Human Resources Administrator if your business email address is not correct.												

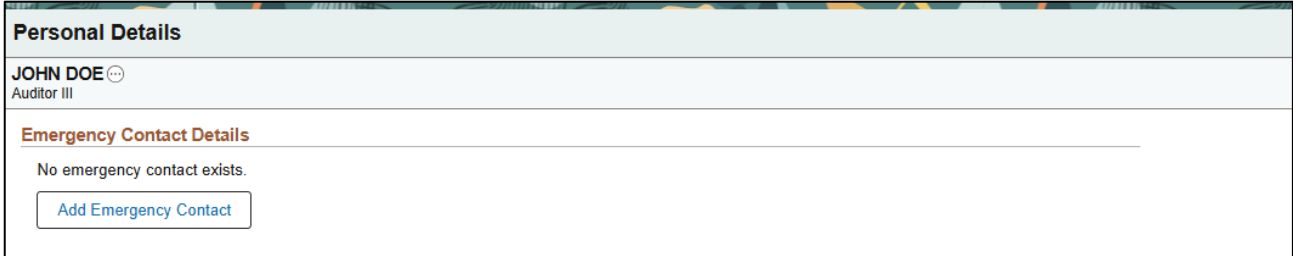
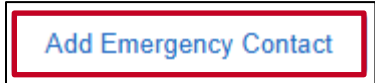


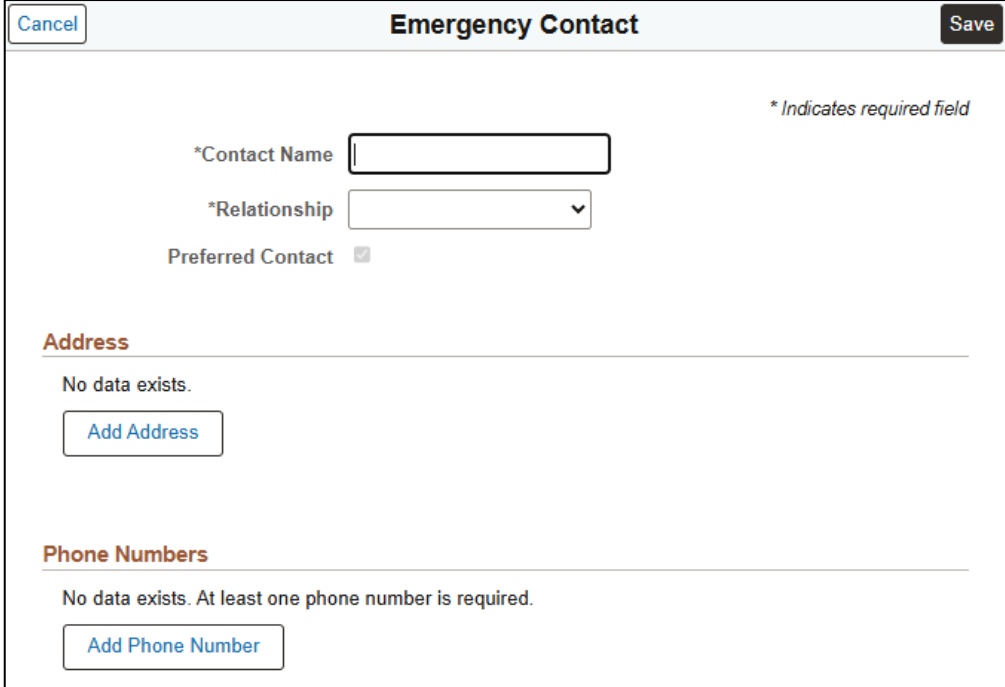
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Step	Action									
	The Email Address page displays in a pop-up window. Cancel Email Address Save *Email Type Preferred No *Email Address * Indicates required field									
9.	Click the Email Type dropdown button and select “Personal”. *Email Type Personal									
i	“Personal” is the only option available.									
10.	Enter your email address in the Email Address field. *Email Address personal@personalemailaddress.com									
11.	Click the Save button. Save									
The Contact Details page redisplay with the new email address added. Email + <table><tr><th>Email Address</th><th>Type</th><th>Preferred</th></tr><tr><td></td><td>Business</td><td>✓ ></td></tr><tr><td>personal@personalemailaddress.com</td><td>Personal</td><td>></td></tr></table>		Email Address	Type	Preferred		Business	✓ >	personal@personalemailaddress.com	Personal	>
Email Address	Type	Preferred								
	Business	✓ >								
personal@personalemailaddress.com	Personal	>								

Adding or Updating Emergency Contacts

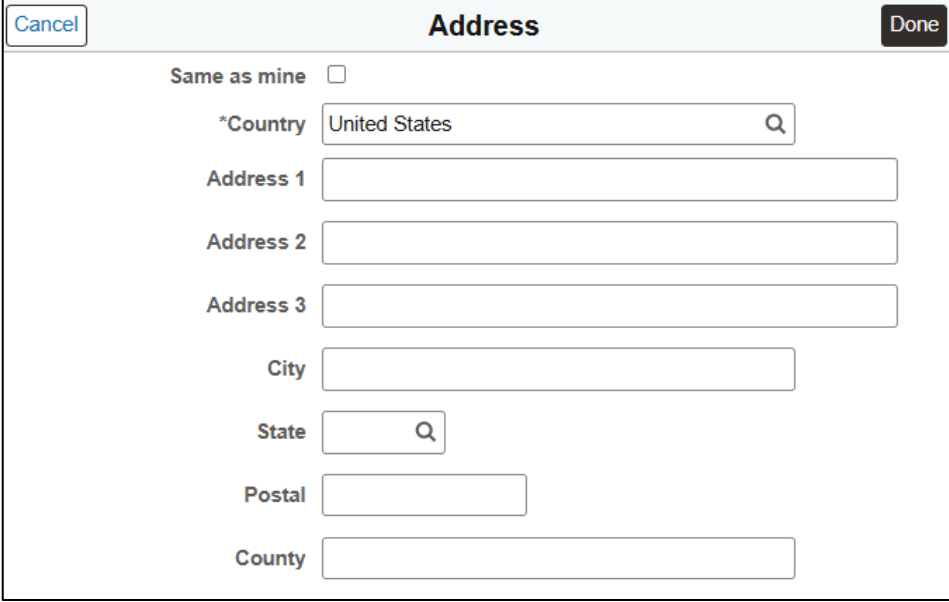
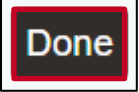
Step	Action
1.	If currently in a selected tile, click the Back arrow button to return to the Personal Details page. 
2.	Click on the Emergency Contacts tile. 
The Emergency Contacts page displays. 	
	Any emergency contacts that you have already defined will display here. You can define multiple emergency contacts.
3.	Click the Add Emergency Contact button. 

Step	Action
	The Emergency Contact page displays in a pop-up window. 
4.	Enter the applicable information in the Contact Name field. 
5.	Click the Relationship dropdown button and select the person's relationship. 
	When defining the first emergency contact, the Preferred checkbox option is selected by default and is read-only. 
6.	Click the Add Address button. 



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Step	Action
	The Address page displays in a pop-up window. 
7.	Click the Same as mine checkbox option, as applicable, or enter the applicable information into the corresponding fields. 
8.	Click the Done button. 



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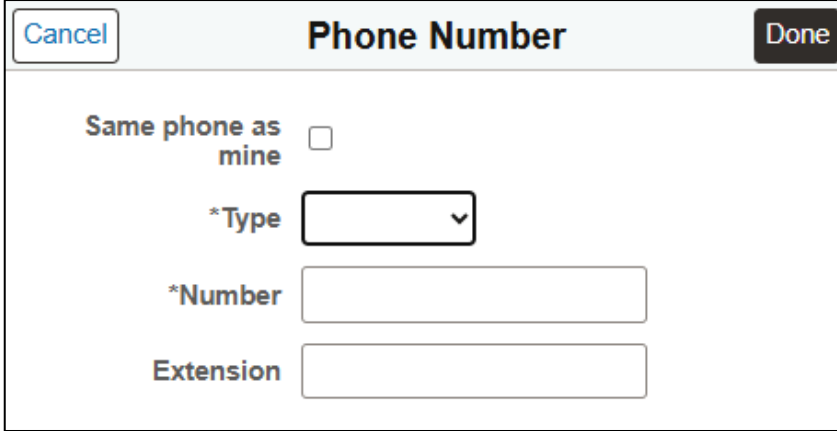
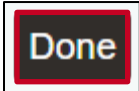
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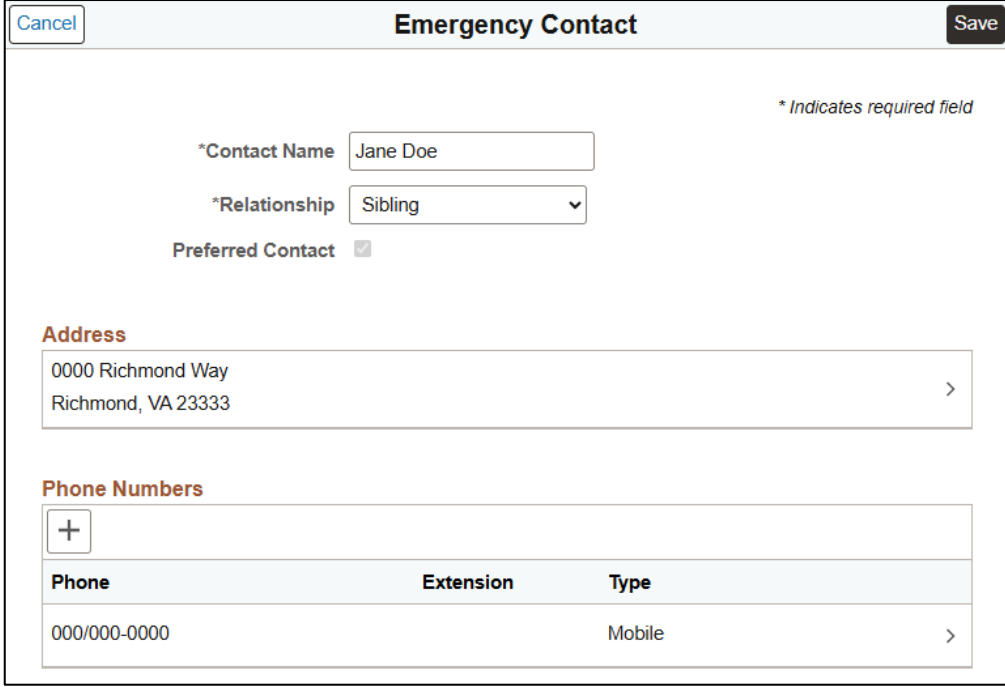
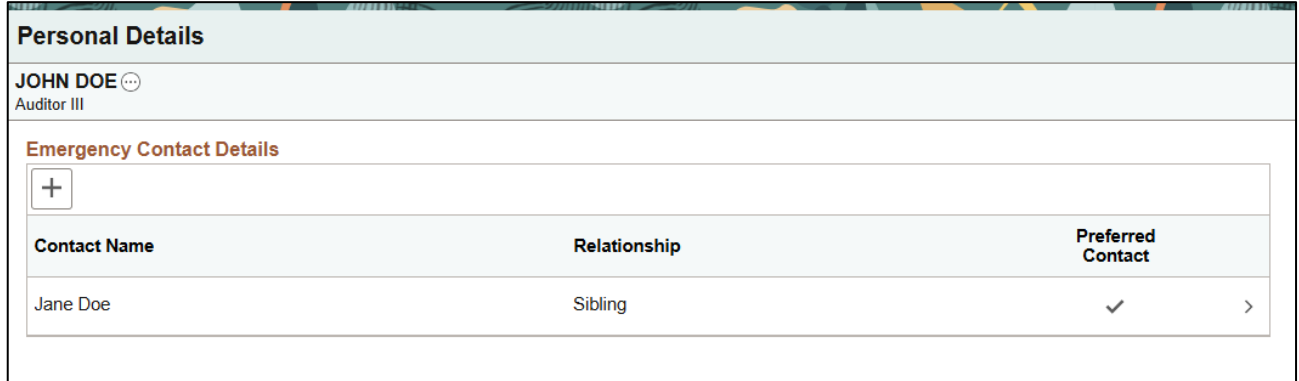
Step	Action
	The Emergency Contact page redisplay with the updated address information. Cancel Emergency Contact Save <i>* Indicates required field</i> *Contact Name Jane Doe *Relationship Sibling Preferred Contact ☒ Address 0000 Richmond Way Richmond, VA 23333 > Phone Numbers No data exists. At least one phone number is required. Add Phone Number



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Step	Action
	The Phone Number page displays in a pop-up window. 
10.	Click the Same phone as mine checkbox option if applicable and go to Step 14 . If the phone number is different, proceed to the next step.
11.	Click the Type dropdown button and select the applicable phone type. 
12.	Enter the phone number in the Number field and complete the Extension field if applicable. 
13.	Click the Done button. 

Step	Action
	The Emergency Contact page redisplay with the phone number information displayed. 
14.	Click the Save button. 
	The Emergency Contacts page redisplay with the added emergency contact. 
	Repeat these steps to add additional emergency contacts as needed.

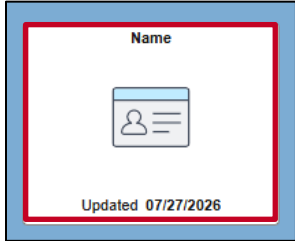
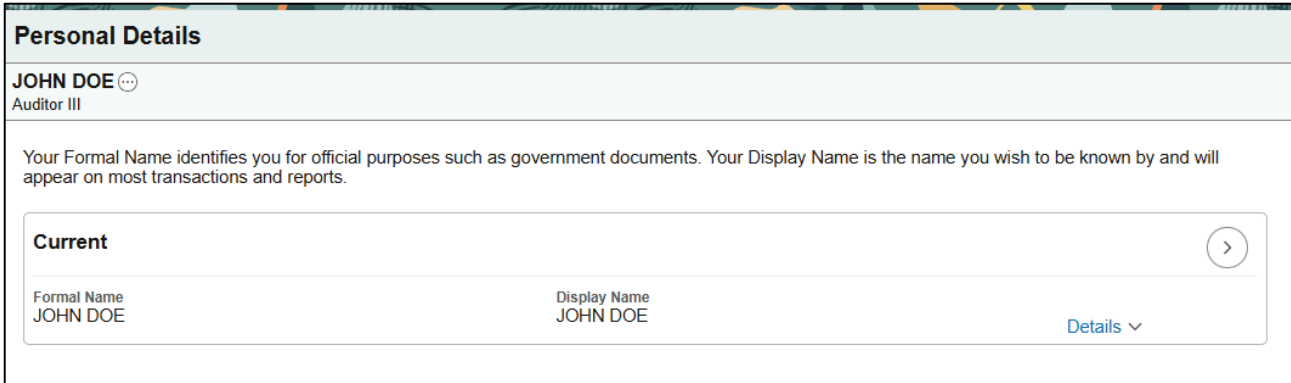


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Step	Action						
15.	To update an existing emergency contact, click anywhere on the corresponding row and make the applicable updates as needed. <table><tr><th>Contact Name</th><th>Relationship</th><th>Preferred Contact</th></tr><tr><td>Jane Doe</td><td>Sibling</td><td>✓ ></td></tr></table>	Contact Name	Relationship	Preferred Contact	Jane Doe	Sibling	✓ >
Contact Name	Relationship	Preferred Contact					
Jane Doe	Sibling	✓ >					

Updating a Name

Step	Action
1.	If currently in a selected tile, click the Back arrow button to return to the Personal Details page. 
2.	Click on the Name tile. 
The Name page displays. 	
3.	Click the Expand icon (>) to the far right of the current name listing. 



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Step	Action
	The Name page displays in a pop-up window. Cancel Name Save * Indicates required field Current Display Name JOHN DOE Formal Name JOHN DOE Proposed Change As Of 07/30/2026 Name Prefix *First Name JOHN Middle Name *Last Name DOE Name Suffix New Display Name JOHN DOE Formal Name JOHN DOE
4.	Update the applicable fields associated with the name change.
5.	Click the Save button. Save
	A Documentation Disclaimer displays in a pop-up window. Documentation Disclaimer By Clicking the Ok button below, I acknowledge that I need to provide supporting documentation related to this life event to my employing agency OK
6.	Click the OK button. OK

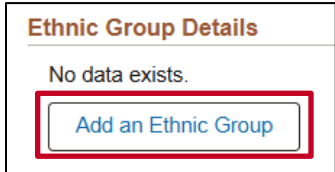


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Step	Action
	The Name page redisplay with the updated name displayed in a new row with a status of “Submitted for Approval”. Personal Details JOHN DOE Auditor III Your Formal Name identifies you for official purposes such as government documents. Your Display Name is the name you wish to be known by and will appear on most transactions and reports. Current Formal Name JOHN DOE Display Name JOHN DOE Details As of 07/30/2026 Formal Name John Doe Display Name John Doe Submitted for Approval Details
	Submit the supporting documentation for the name change to your Human Resources Administrator. Approval will take place once the supporting documentation is validated.

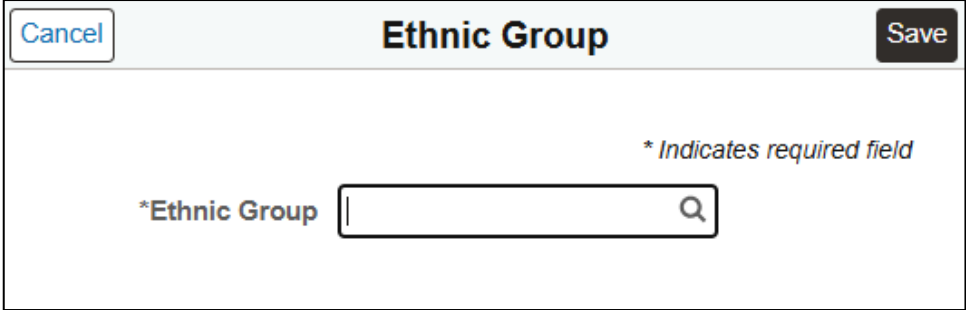
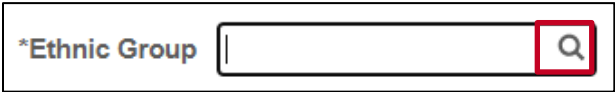
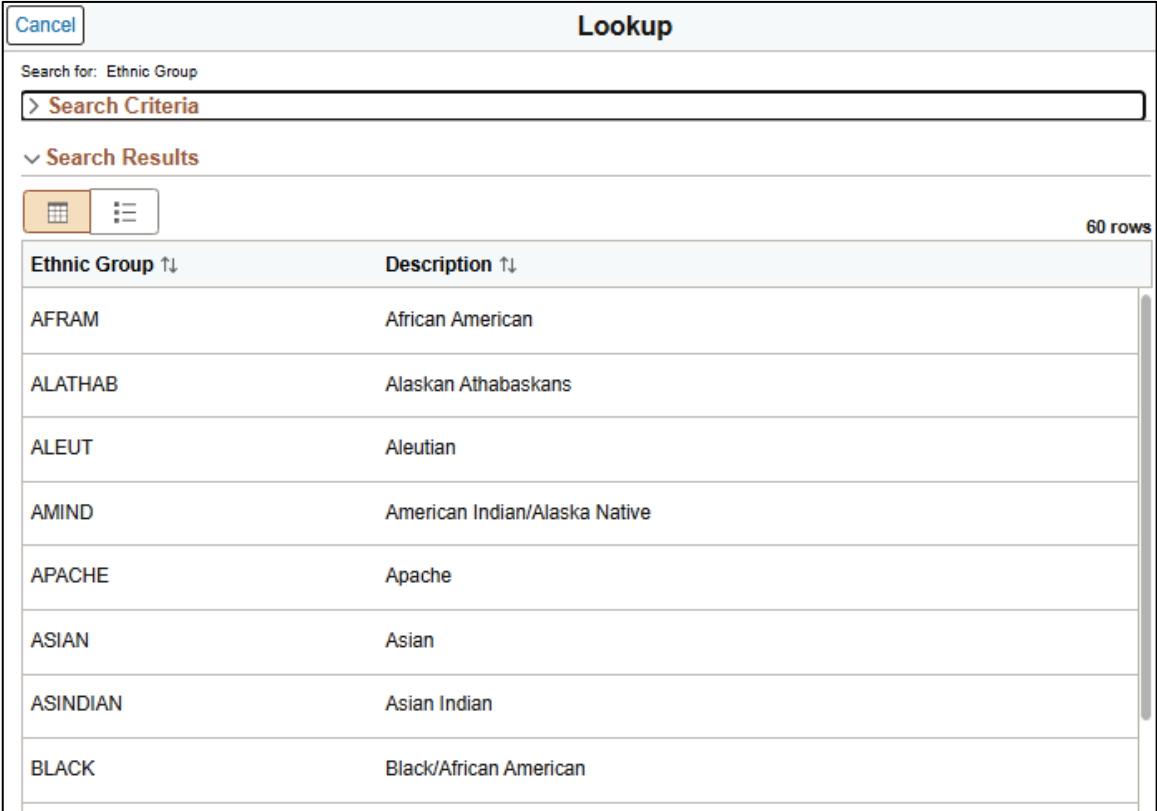
Self-Identifying an Ethnicity

Step	Action
1.	If currently in a selected tile, click the Back arrow button to return to the Personal Details page. 
2.	Click on the Ethnic Groups tile. 
The Ethnic Groups page displays. 	
	Any ethnic groups that have already been defined will display here. Multiple ethnic groups can be added.
3.	Click the Add an Ethnic Group button. 



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Step	Action
	The Ethnic Group page displays in a pop-up window. 
4.	Click the Ethnic Group Look Up icon. 
	The Lookup page displays in a pop-up window. Note: The ethnic groups are listed in alphabetical order. 



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Step	Action																
5.	Click the applicable ethnic group. Note: Use the scrollbar as needed to find the applicable ethnic group. <table><tr><td>SOAMER</td><td>South American</td></tr><tr><td>SPANISH</td><td>Spanish</td></tr><tr><td>THAI</td><td>Thai</td></tr><tr><td>TLINGIT</td><td>Tlingit</td></tr><tr><td>TOHONO</td><td>Tohono O'Odham</td></tr><tr><td>VIETNAME</td><td>Vietnamese</td></tr><tr><td>WHITE</td><td>White</td></tr><tr><td>YAQUI</td><td>Yaqui</td></tr></table>	SOAMER	South American	SPANISH	Spanish	THAI	Thai	TLINGIT	Tlingit	TOHONO	Tohono O'Odham	VIETNAME	Vietnamese	WHITE	White	YAQUI	Yaqui
SOAMER	South American																
SPANISH	Spanish																
THAI	Thai																
TLINGIT	Tlingit																
TOHONO	Tohono O'Odham																
VIETNAME	Vietnamese																
WHITE	White																
YAQUI	Yaqui																
The Ethnic Group page redisplay as a pop-up with the selected ethnic group populated into the field. Cancel Ethnic Group Save * Indicates required field *Ethnic Group Vietnamese Delete																	
6.	Click the Save button. Save																



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Step	Action
	The Ethnic Groups page redisplay with the selected “Ethnic Group Details” populated. Personal Details JOHN DOE ⓘ Auditor III Ethnic Group Details + Vietnamese > Voluntary Self-Identification The employer is subject to certain governmental recordkeeping and reporting requirements for the administration of civil rights laws and regulations. In order to comply with these laws, the employer invites employees to voluntarily self-identify their race or ethnicity. Submission of this information is voluntary and refusal to provide it will not subject you to any adverse treatment. The information obtained will be kept confidential and may only be used in accordance with the provisions of applicable laws, executive orders, and regulations, including those that require the information to be summarized and reported to the federal government for civil rights enforcement. When reported, data will not identify any specific individual.
	Repeat these steps to add additional Ethnic Groups as needed.
7.	To update an ethnic group, click anywhere on the corresponding row and update as needed. Vietnamese >



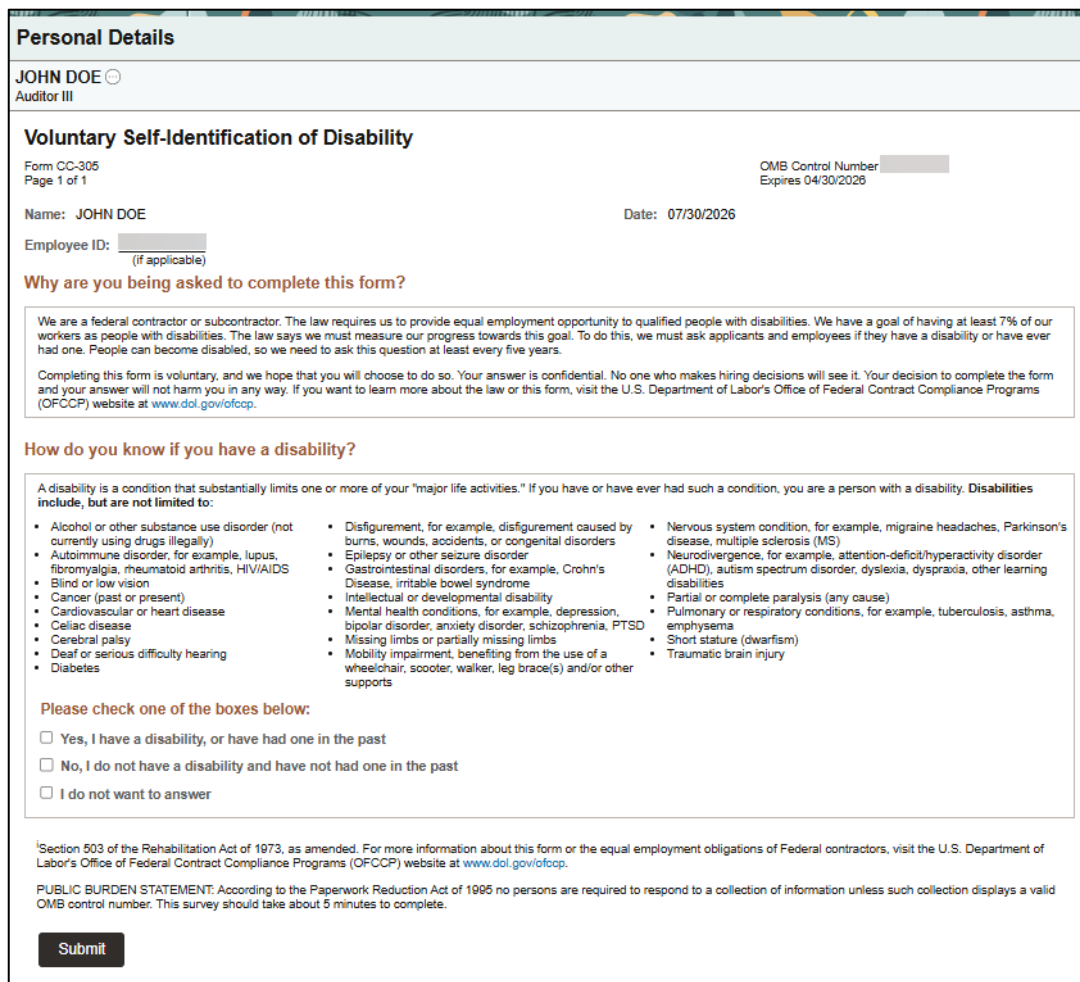
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Completing the Voluntary Self-Identification of Disability Form (CC-305)

Step	Action
1.	If currently in a selected tile, click the Back arrow button to return to the Personal Details page. 
2.	Click on the Disability tile. 

The **Voluntary Self-Identification of Disability** form (form CC-305) page displays.



Personal Details

JOHN DOE ⓘ
Auditor III

Voluntary Self-Identification of Disability

Form CC-305
Page 1 of 1

OMB Control Number [REDACTED]
Expires 04/30/2026

Name: JOHN DOE Date: 07/30/2026

Employee ID: [REDACTED]
(if applicable)

Why are you being asked to complete this form?

We are a federal contractor or subcontractor. The law requires us to provide equal employment opportunity to qualified people with disabilities. We have a goal of having at least 7% of our workers as people with disabilities. The law says we must measure our progress towards this goal. To do this, we must ask applicants and employees if they have a disability or have ever had one. People can become disabled, so we need to ask this question at least every five years.

Completing this form is voluntary, and we hope that you will choose to do so. Your answer is confidential. No one who makes hiring decisions will see it. Your decision to complete the form and your answer will not harm you in any way. If you want to learn more about the law or this form, visit the U.S. Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) website at www.dol.gov/ofccp.

How do you know if you have a disability?

A disability is a condition that substantially limits one or more of your "major life activities." If you have or have ever had such a condition, you are a person with a disability. **Disabilities include, but are not limited to:**

- Alcohol or other substance use disorder (not currently using drugs illegally)
- Autoimmune disorder, for example, lupus, fibromyalgia, rheumatoid arthritis, HIV/AIDS
- Blind or low vision
- Cancer (past or present)
- Cardiovascular or heart disease
- Celiac disease
- Cerebral palsy
- Deaf or serious difficulty hearing
- Diabetes
- Disfigurement, for example, disfigurement caused by burns, wounds, accidents, or congenital disorders
- Epilepsy or other seizure disorder
- Gastrointestinal disorders, for example, Crohn's Disease, irritable bowel syndrome
- Intellectual or developmental disability
- Mental health conditions, for example, depression, bipolar disorder, anxiety disorder, schizophrenia, PTSD
- Missing limbs or partially missing limbs
- Mobility impairment, benefiting from the use of a wheelchair, scooter, walker, leg brace(s) and/or other supports
- Nervous system condition, for example, migraine headaches, Parkinson's disease, multiple sclerosis (MS)
- Neurodivergence, for example, attention-deficit/hyperactivity disorder (ADHD), autism spectrum disorder, dyslexia, dyspraxia, other learning disabilities
- Partial or complete paralysis (any cause)
- Pulmonary or respiratory conditions, for example, tuberculosis, asthma, emphysema
- Short stature (dwarfism)
- Traumatic brain injury

Please check one of the boxes below:

☐ Yes, I have a disability, or have had one in the past

☐ No, I do not have a disability and have not had one in the past

☐ I do not want to answer

¹Section 503 of the Rehabilitation Act of 1973, as amended. For more information about this form or the equal employment obligations of Federal contractors, visit the U.S. Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) website at www.dol.gov/ofccp.

PUBLIC BURDEN STATEMENT: According to the Paperwork Reduction Act of 1995 no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. This survey should take about 5 minutes to complete.

Submit

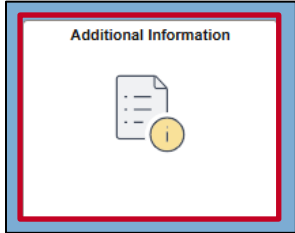


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Step	Action
3.	Check the applicable checkbox. Please check one of the boxes below: ☐ Yes, I have a disability, or have had one in the past ☐ No, I do not have a disability and have not had one in the past ☐ I do not want to answer
4.	Click the Submit button. Submit
A Confirmation message displays in a pop-up window and you must confirm that you want to submit the information. Are you sure you want to submit this information? OK Cancel	
5.	Click the OK button. OK
The Voluntary Self-Identification of Disability form (form CC-305) page redisplay with the “The Submit was successful” message. Note: The “The Submit was successful” message disappears and the Voluntary Self-Identification of Disability form page redisplay. Personal Details The Submit was successful. completing this form is voluntary, and we hope that you will choose to do so. Your answer is confidential. No one will make hiring decisions on the basis of your decision to complete the form and your answer will not harm you in any way. If you want to learn more about the law or this form, visit the U.S. Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) website at www.dol.gov/ofccp. How do you know if you have a disability?	
	The information has been submitted and no further action is required.

Viewing and Updating Additional Information

Step	Action
1.	If currently in a selected tile, click the Back arrow button to return to the Personal Details page. 
2.	Click on the Additional Information tile. 

The **Additional Information** page displays.

Personal Details

JOHN DOE ...
Auditor III

Review Additional Information

Gender
Date of Birth
Birth Country
Birth State
Social Security Number
Date Entitled to Medicare
Original Start Date
Last Start Date
Highest Education Level

Employee Information

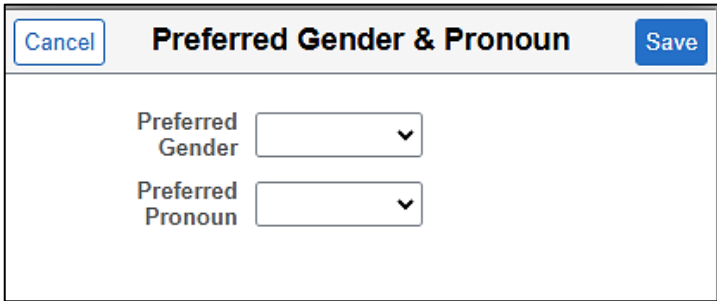
Contact the Human Resources department if any of your Employee Information is incorrect.

Preferred Gender
Preferred Pronoun



Employee Self-Service Job Aid

ESS How to View and Update Personal Details

Step	Action
	Review the information. Most of this information cannot be updated using Employee Self-Service. If any of the information is not accurate, contact your Human Resources Administrator. Preferred Gender and Preferred Pronoun are the only fields that can be updated.
3.	Click the Update Pref Gender and Pronoun button. 
The Preferred Gender & Pronoun page displays in a pop-up window. 	
4.	Click the Preferred Gender dropdown button and select the preferred Gender. 
5.	Click the Preferred Pronoun dropdown button and select the preferred Pronoun. 
6.	Click the Save button. 
The Additional Information page redisplay with the applicable fields that were updated. 