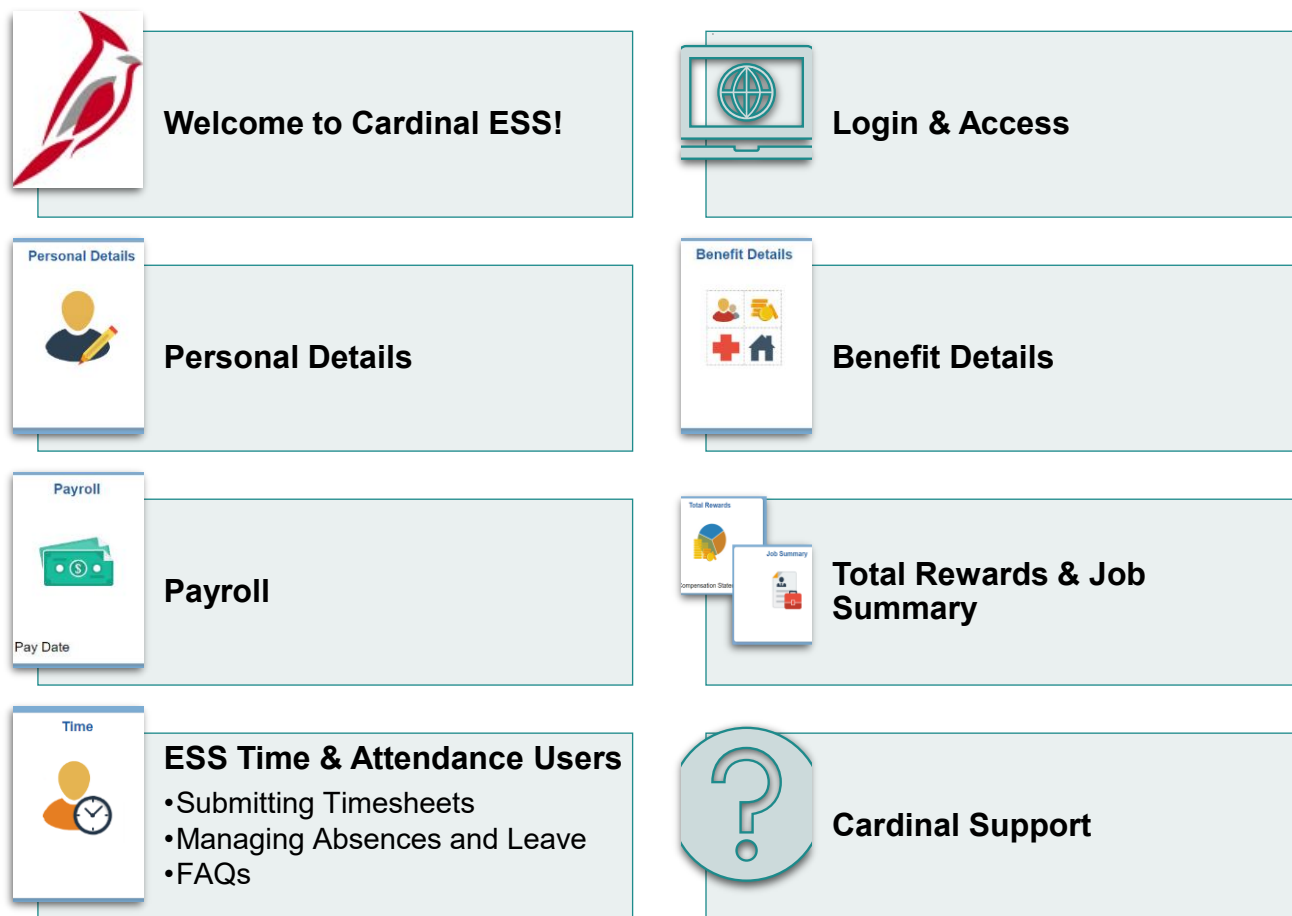




Cardinal HCM Employee Self Service (ESS) User Support Guide

This guide provides **new ESS users** essential starting information, including Cardinal login details, information about each of the self-service functions available in Cardinal, and links to associated job aids and tutorial videos.



Need more info?

While this document offers a valuable starting point, the **Cardinal website** is the most comprehensive resource for all Cardinal materials and support.



cardinalproject.virginia.gov



Welcome to Cardinal ESS!

Cardinal Employee Self-Service (ESS) is the collection of self-service tiles located on the HCM homepage where Commonwealth employees can view and manage their HR, Benefits, and payroll information.

As a Commonwealth employee, you may use Cardinal ESS to:

- Access pay statements and tax forms (W-2s)
- View or manage personal contact details
- View and manage benefits and open enrollment selections
- Enter and submit timesheets and leave requests

Because each agency use Cardinal differently, your specific functions may differ. If you have questions about how you use ESS, contact your HR Administrator or supervisor.

Looking for ESS Job Aids?

Visit the Job Aid webpage and filter the Module to Employee Self-Service.



cardinalproject.virginia.gov/job-aids

Prefer videos to job aids?

Visit the Videos (HCM) webpage and scroll down to view the available ESS User video playlists.



cardinalproject.virginia.gov/videos



First Time Login & Registration

Your login process depends on your network status:

VITA COV-Network Users:

Log in to Cardinal using your existing COV email and network password. No registration is needed.

Non-COV* Users:

You must complete a **one-time registration** and set up Okta Multifactor Authentication (MFA) to secure your account.

Non-COV* refers to agencies and agencies/users operating outside of the VITA COV-Network. To confirm your agency's status, check the [Agency Network Status](#) list.

Need to Register?

- The [Active Employees Registration Guide](#) provides step-by-step instructions.

Registration Requirements

- Email address (as recorded in Cardinal)
- 11-Digit Cardinal Employee ID Number
- Last 4 digits of SSN

Login URL: my.cardinal.virginia.gov



Bookmark this page!

Need help with Cardinal Login or Registration?

Visit the Login Help webpage.



cardinalproject.virginia.gov/login-help



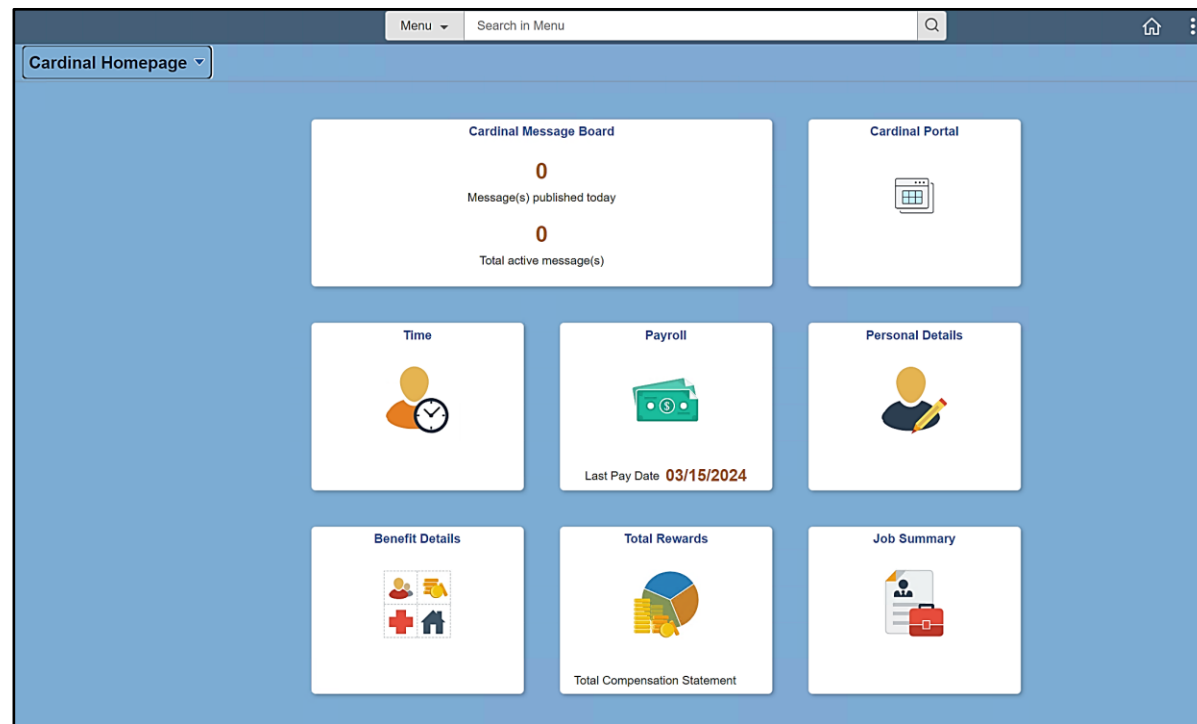
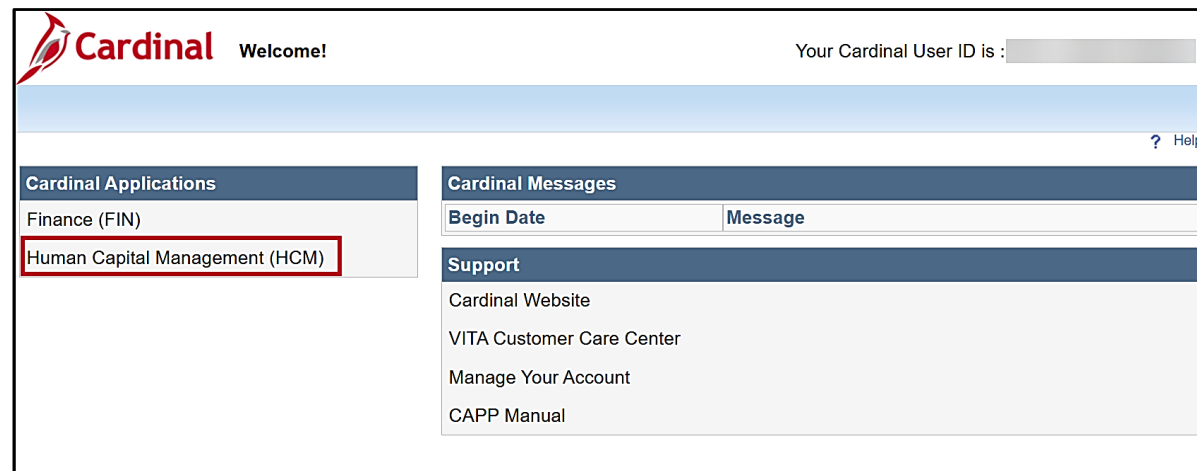
Accessing ESS

Log in to Cardinal:
my.cardinal.virginia.gov

On the login landing page
(Cardinal Portal), click the
Human Capital Management
link.

The **Cardinal Homepage** will
open, displaying your
Employee Self-Service (ESS)
tiles.

The specific tiles you see will vary based on
your agency setup and individual system
access.



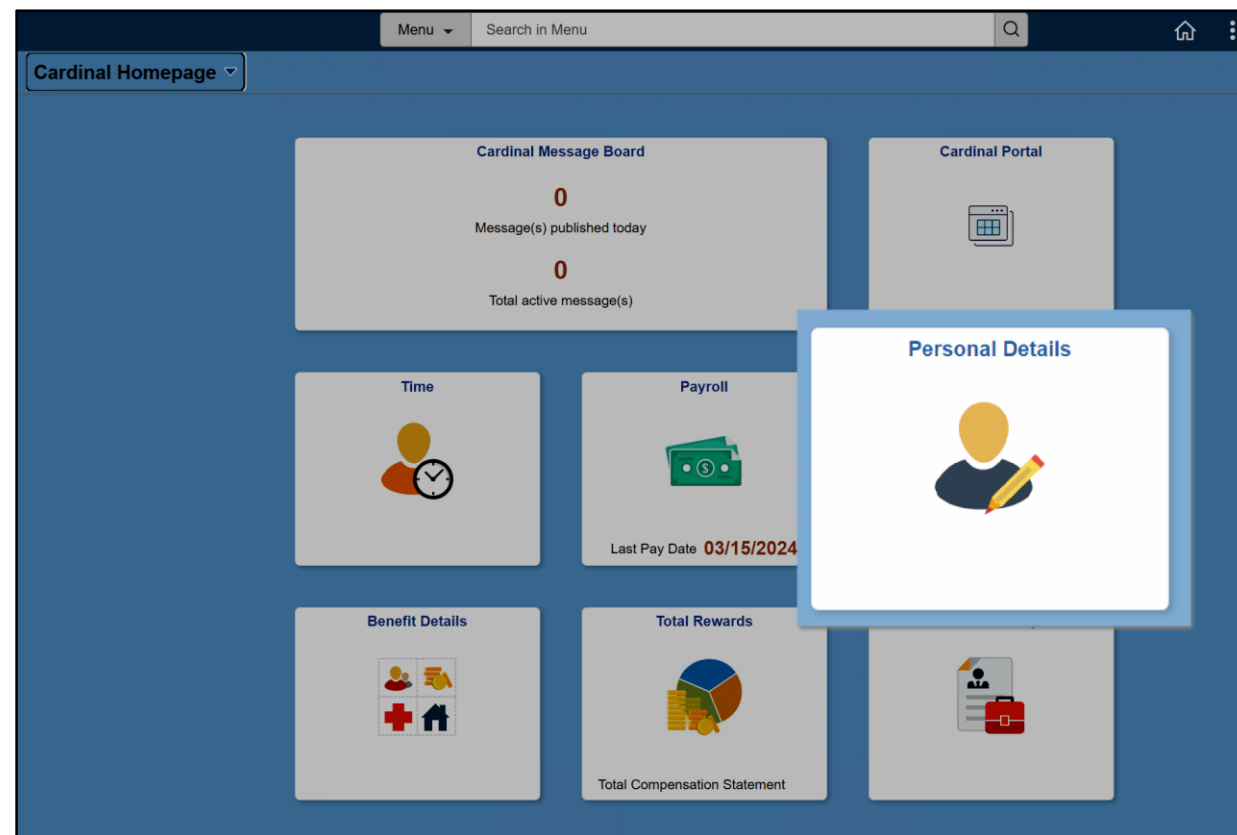


Personal Details

Use the **Personal Details** tile to easily view all your contact and personal information. Making sure your address, phone number, and email are current ensures you never miss important communications, pay stubs, or benefits and tax documents. Depending on how your agency uses Cardinal, you may also have the ability to manage and update this data directly in the tile.

How to View and Update
Personal Data (Video)

ESS How to View and Update
Personal Details (Job Aid)





Benefit Details

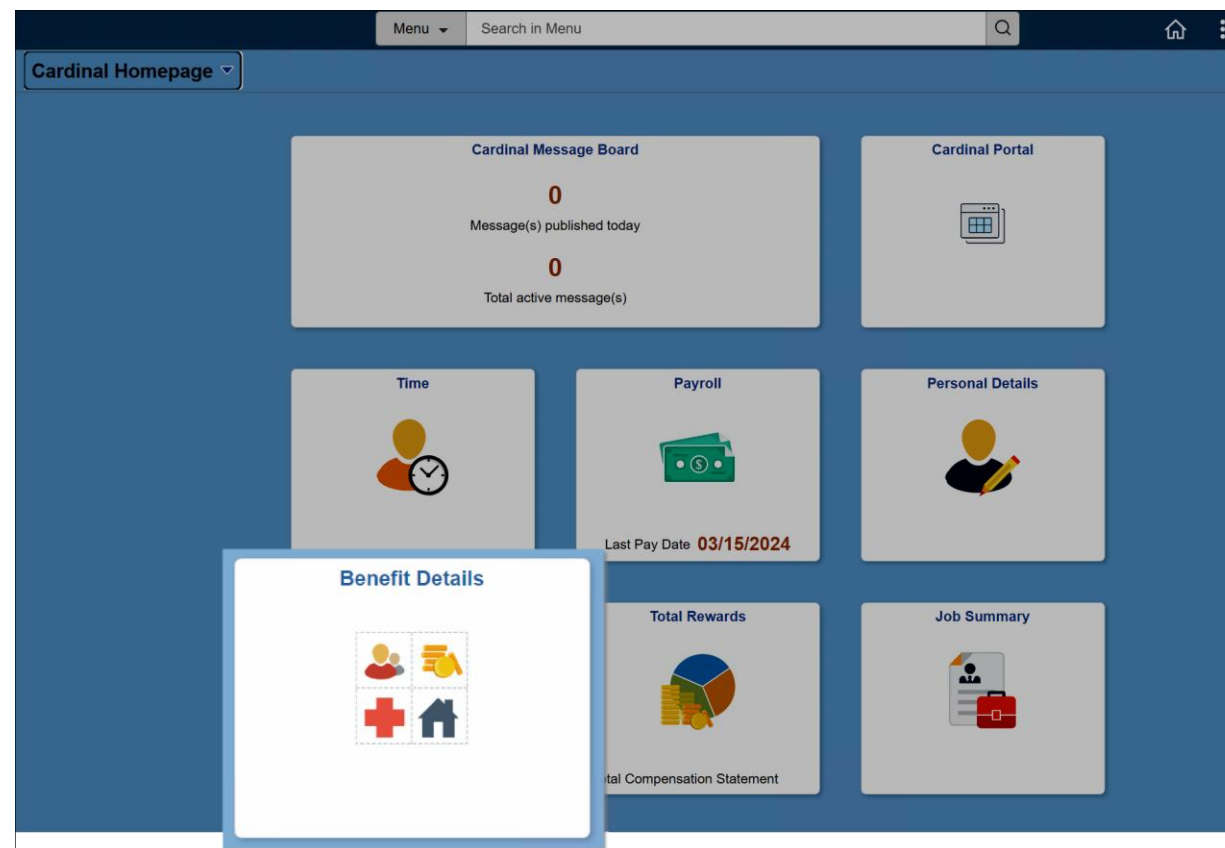
The **Benefit Details** tile allows you to view and manage everything related to your health benefits. Quickly view your benefit summary and statements, initiate Life Events to update your coverage, make your Open Enrollment elections, and manage dependent information.

Benefits Tutorials for ESS Users (Videos)

ESS How to Make Open Enrollment Elections (Job Aid)

ESS How to View Benefit Statements (Job Aid)

ESS How to View the Benefits Summary (Job Aid)



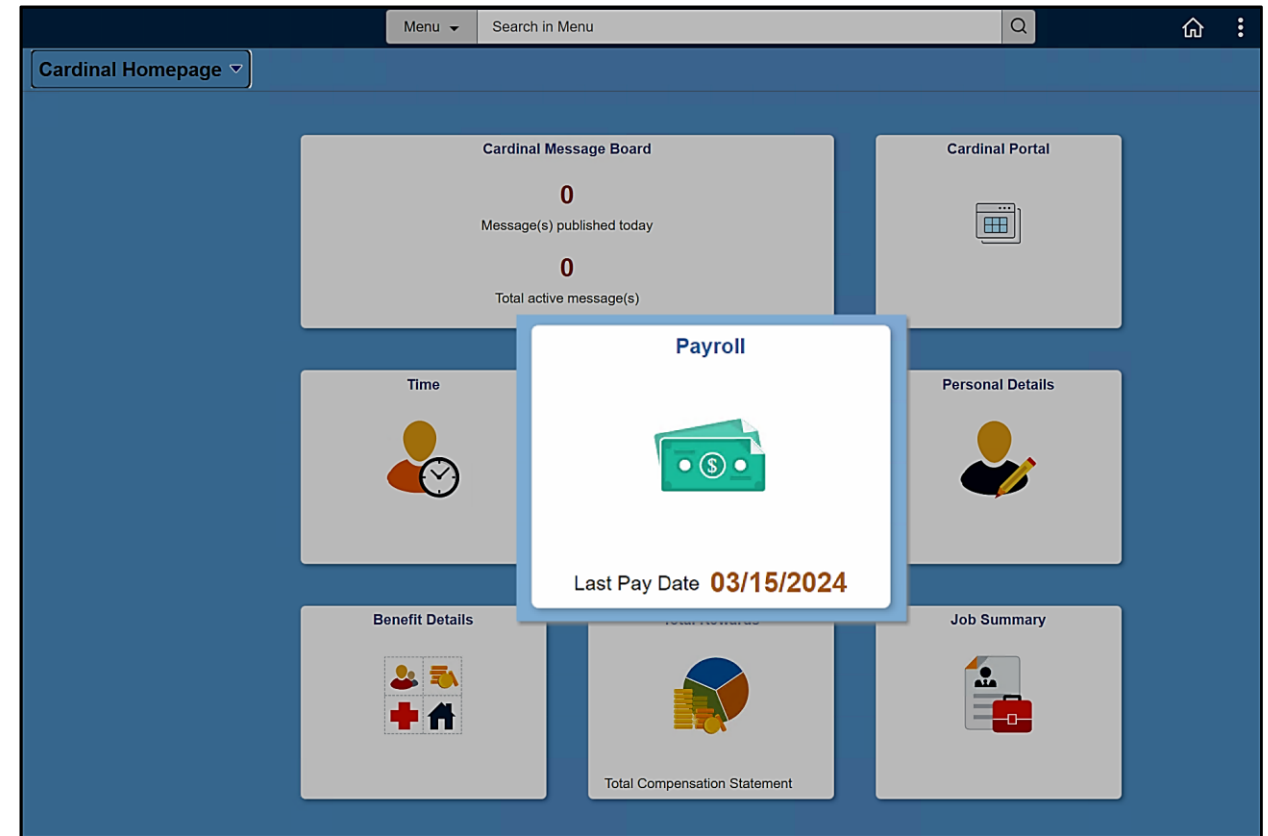
Use the **Payroll** tile to easily view and print all your current and historical **paychecks**, access **W-2 tax forms** and manage your **Direct Deposit** information.

ESS How to View and Print a
Paycheck/W-2 (Job Aid)

ESS Understanding Your Paycheck
(Job Aid)

ESS Managing Direct Deposits
(Job Aid)

Managing Direct Deposits (Video)



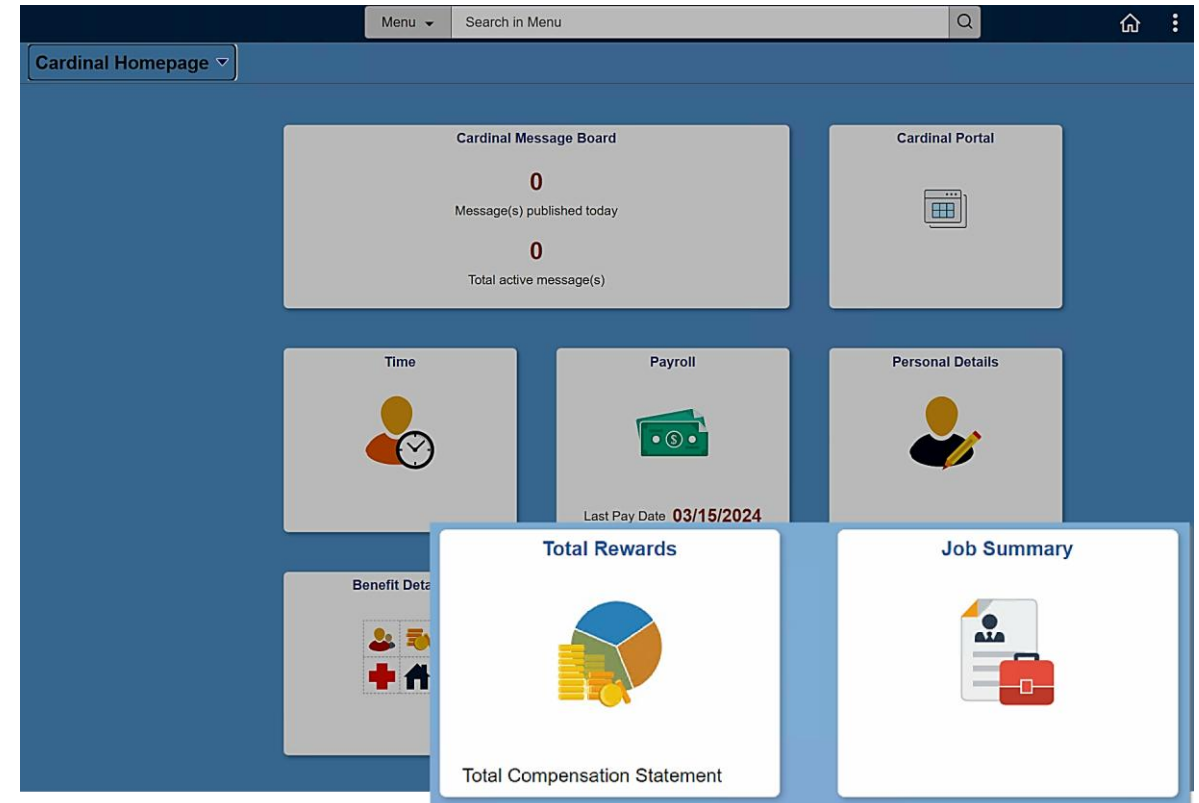


Total Rewards & Job Summary

Salaried employees can find their total compensation summary—including Cash Compensation, Funded Benefits, and Paid Leave—on the **Total Rewards** tile. The **Job Summary** tile displays your Job Information and, for Classified employees, Performance Ratings.

ESS How to View the Total Rewards
Summary (Job Aid)

ESS How to View Job Information and
Performance Ratings
(Job Aid)





ESS Time & Attendance (TA) Users

ESS TA users **submit their timesheet and/or absences in Cardinal HCM**. Since timesheet data drives payroll calculations, ensuring the information is accurate and submitted on time is essential for guaranteeing you receive the correct paycheck. If you are new to time entry, discuss these key topics with your supervisor:

Your Time Reporting Role

- **Employee Type** (Salary or Hourly)
- The type of **Time Reporter** you are (Positive or Exception)

Time Entry Details

- The **Time Reporting Codes** (TRCs) you need to use
- Your agency's rules for **FLSA start days and periods**

Agency-Specific Information

- Your agency's use of **Cardinal Absence Management**
- Your agency's **ChartField setup** and how to use **SpeedTypes**
- Any additional **agency-specific guidance** on entering your time



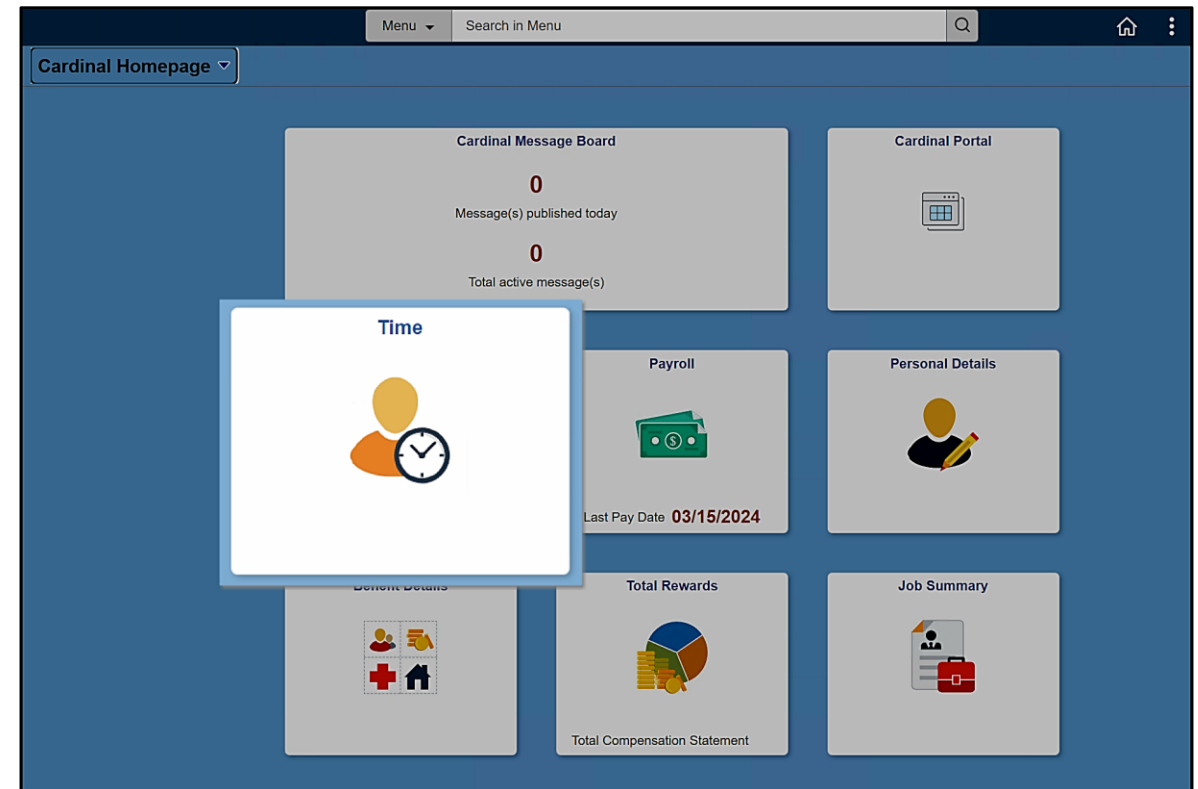
Submitting Timesheets

The **Time** tile is where you access and submit your timesheet (if your agency uses Cardinal Time & Attendance). **ESS TA users** are encouraged to complete the **ESS392 Time & Attendance Web-Based Training (WBT)** for important tips on accurately completing your timesheet. Be sure you know your **employee type**, **time reporter type**, and whether your agency uses **Cardinal Absence Management**.

Time & Attendance Tutorials for ESS Users
(Videos)

ESS392 Time Entry Scenarios - Exception
Time Reporter (Job Aid)

ESS392 Time Entry Scenarios - Positive Time
Reporter (Job Aid)





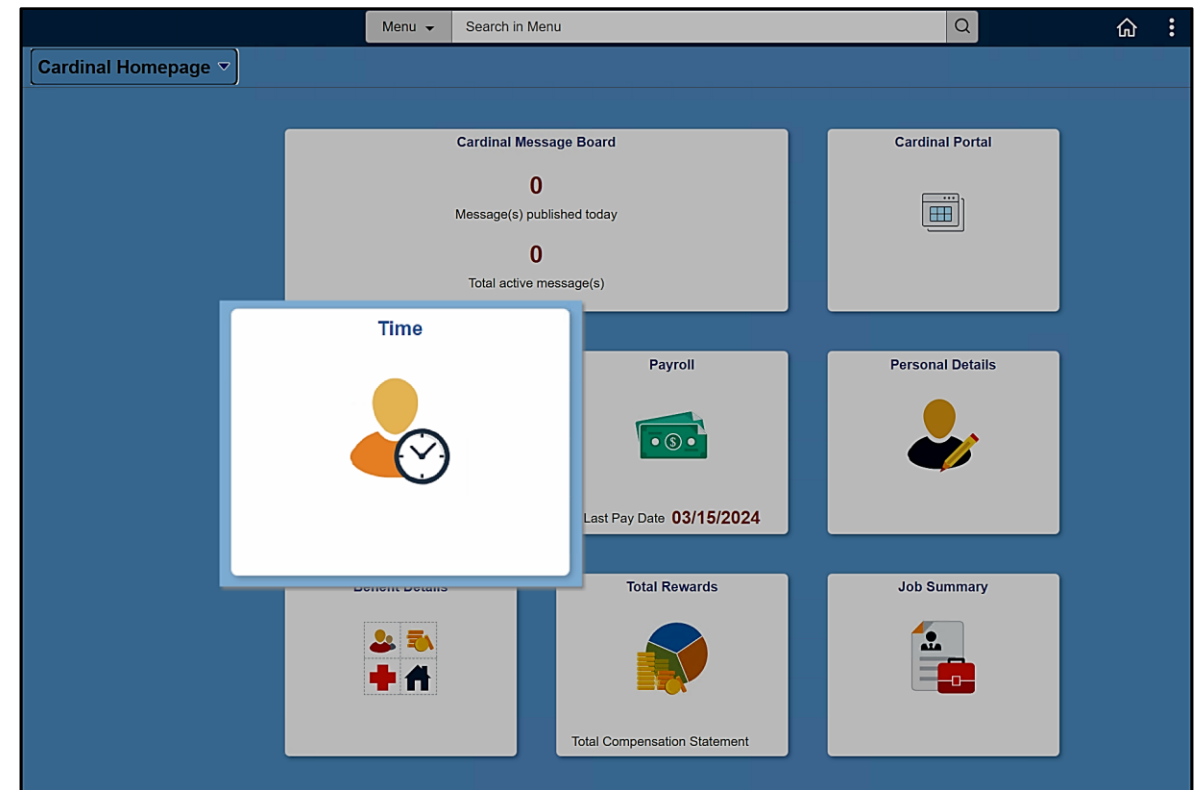
Managing Absences and Leave

If your agency uses **Cardinal Absence Management (AM)**, use the **Time** tile to manage your leave. You'll **enter absences directly on your timesheet**, **review your leave balances**, and even **forecast** your balances to see estimated leave accruals for future dates.

Entering an Absence Event (Video)

ESS Reviewing Absence Balances (Video)

ESS Reviewing Absence and Leave Balances (Job Aid)





ESS TA Users – FAQs

I cannot access my timesheet.

- First, confirm with your supervisor that you are expected to enter your own time into Cardinal. If you are, please contact your HR Administrator. They can check your job data to ensure your timesheet access is properly configured.

What is my time reporter type?

- Your time reporter type is listed at the top of your timesheet page. If you cannot access your timesheet or have trouble locating it, you can also contact your supervisor for this information.

My leave/absence hours look incorrect, what should I do?

- Contact your Absence Administrator. Additionally, you can review the [Exception](#) and [Positive](#) Time Reporter Scenario job aids for details on how different absence events are handled.

Which Time Reporting Codes (TRCs) do I use?

- Contact your supervisor for specific guidance on which Time Reporting Codes (TRCs) are appropriate for your role and timesheet. For a general understanding and visual reference, you can also watch the Timesheet Page Overview [video](#).



Cardinal Support

Your **supervisor** or **agency administrators** are the first line of support and can resolve most ESS user questions. For technical issues that your agency cannot resolve, the Cardinal Team offers support **Monday through Friday, from 8:00 a.m. – 5:00 p.m.** (excluding state holidays).

How to Submit a Ticket

- **Email:** vccc@vita.virginia.gov
- **Subject Line:** Must include “**Cardinal**”

Help Us Serve You Faster

- **Provide Details:** Include a complete explanation, steps to replicate, and any relevant file/report names
- **Include Contact Info:** Your name, email, and best phone number
- **Screenshots:** Attach screenshots in a separate document
 - Always blur or crop out sensitive personal information
- **DO NOT:** Send encrypted email (e.g., Virtru) or copy other mailboxes on the ticket submission