



Cardinal Registration Quick Start Guide

This Cardinal Quick Start Guide contains information on how to register and login to the Cardinal system.

As part of the on-boarding documentation you should have received from your agency/locality Human Resources or Benefits support staff, a Cardinal Employee ID (excludes contractors) and email address to be used as your “Cardinal Username” to register for access to Cardinal. The registration process to Cardinal should take approximately 15 minutes.

Help Desk Support: If you experience issues, submit a help desk ticket to vccc@vita.virginia.gov. Include “Cardinal” in the subject line and be sure to provide a contact email address and a phone number in the email.

1. Navigate to <https://my.cardinal.virginia.gov>. Bookmark this page in your web browser.
2. Click on the **User Registration** hyperlink at the bottom of the page.
3. Select the applicable option:
 - a. Active state employee
Note: Locality employees should select the **Active state employee** option.
 - b. Terminated/Retired state employee
Note: Retired Locality employees should select this option.
4. Click **Next**.

Employees (Active, Retired, or Terminated)
<p>5a. Enter your 11-digit Cardinal Employee ID number (Ex: 00123456700). This should have been provided by your agency/locality.</p>
<p>5b. Enter last 4-digits of your SSN.</p>
<p>5c. Enter Cardinal re-captcha text (click on microphone icon if you cannot clearly identify letters/numbers).</p>
<p>5d. Click Next.</p>
<p>5e. Confirm your agency/locality by selecting the circle/button.</p>
<p>5f. Click Next.</p>

Employees (Active, Retired, or Terminated)
<p>5g. Confirm user details (First Name, Last Name, agency/locality, and Email Address).</p> <ul style="list-style-type: none">If any of this information is not correct, DO NOT continue with the registration process. Submit a Helpdesk ticket using details at the beginning of this guide. <p>If the information displayed is correct, proceed to Step 5h.</p> <p>5h. Enter email address in the “Confirm email address” field and proceed to Step 6.</p>

- Click **Register**.
- You should see the following message “You must now activate your account using the hyperlink sent to your registered email address”.
- Check your email for a “Welcome to Cardinal!” email from noreply.cardinal@doa.virginia.gov (if you do not see the email in your inbox, please check your Spam folder).

Welcome to Cardinal!

noreply.cardinal@doa.virginia.gov
to patricia.porta198



Hello Portal,

Your Cardinal Username is patricia.porta198@gmail.com

**Make note of your
Cardinal Username**

Please click the link below and follow the instructions to activate your account. The link will expire in seven (7) days. Please do not share the content of this email.

https://virginia.okta.com/welcome/6ohQVwZCPivJ_mWnve9d

**Click this link to activate
your account**

Once the account is activated, you can login to Cardinal at <https://my.cardinal.virginia.gov>.

Thank you,

Cardinal Support Team



9. Click on the activation link in the email that starts with <https://virginia.okta.com/welcome/>.
10. Enter new password (this will be the password to log into Cardinal).
11. Re-enter the same password in the “**Repeat new password**” field.
12. Choose a forgotten password question.
13. Enter an answer for the forgotten password question.
14. Click a picture to choose a security image.
15. Click **Create My Account**.
16. You will see a page with the message “You don’t have any apps”. Please close this page by clicking the (X) on this tab. No other action is needed on this page.
17. Navigate to <https://my.cardinal.virginia.gov>.
18. Enter your **Cardinal Username** (Cardinal Username (email address) was provided in the “Welcome to Cardinal!” email in Step 8).
19. Enter **Password** (password created in step 10).
20. Click **Sign In**.
21. If you are on the Virginia Information Technologies Agency (VITA) network, the Cardinal Portal displays. You have completed your one-time registration process and you are now in the Cardinal system. No further action is needed **until you attempt to log into Cardinal from outside the VITA network**.
22. If you are not on the VITA network, the **Set up Multi-factor Authentication (MFA)** page will appear.

Note: The first time you log into Cardinal off the network you will be required to set up multi-factor authentication.

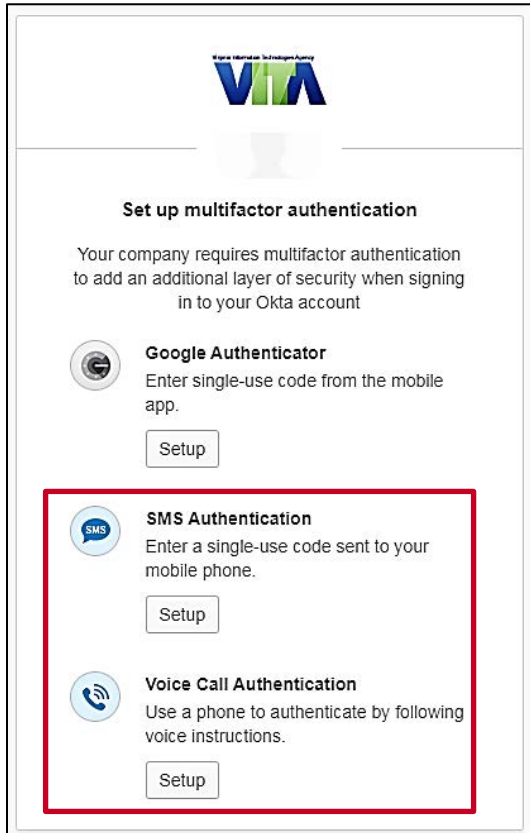
Complete the steps below to setup MFA using the **SMS Authentication** method. For other MFA options, please refer to the [Cardinal System Access Guide](#), page 24.

 - a. Click the **Setup** button under SMS Authentication.
 - b. Enter your cell number including area code.
 - c. Click **Send Code** which will text a 6-digit code to your cell phone. Standard text messaging rate will apply.
 - d. Enter the 6-digit code on the page.
 - e. Click **Verify**.
 - f. Click **Finish**.
 - g. Click **Send Code** again (this time to perform the authentication to log into Cardinal).
 - h. Enter the 6-digit code sent to your cell phone.
 - i. Click **Verify**.
 - j. You will now be logged directly into the Cardinal Portal.

See the following page for more information on setting up Multi-Factor Authentication (MFA)

Setting Up Multi-Factor Authentication (MFA)

Setting up MFA allows you to access the Cardinal Portal from outside the Commonwealth of Virginia (COV) network.



1. The VITA **Set up multifactor authentication** page displays. Cardinal recommends using one of the two options listed below.

SMS Authentication

- Requires a mobile phone registered in the United States or Canada.
- A text message is sent to your mobile phone, with an authentication code that you will need to enter on your computer/device.
- Standard text messaging rates apply.

Voice Call Authentication

- Requires either a mobile phone or access to a land line phone.
- A phone call is placed to the phone number you enter. Once you answer the call, a code is verbally stated twice.
- Enter the code into your computer/device.

Google Authenticator is not recommended by Cardinal.

23. Congratulations! You have completed your one-time registration process for Cardinal and you are now in the Cardinal system.

What is Cardinal HCM?

Cardinal Human Capital Management (HCM) replaces the Benefits Eligibility System (BES) and stores health benefits data for The Local Choice (TLC) program.

How do I Access Cardinal HCM?

If you are using Cardinal for the first time, you must complete the one-time registration process before logging in. Please reference the **Cardinal Registration Quick Start Guide** for instructions on how to register and log into Cardinal.

How do I Make Open Enrollment Elections in Cardinal HCM?

You may access Cardinal **before** the Open Enrollment period begins by visiting <https://my.cardinal.virginia.gov/> using the [Cardinal Registration Quick Start Guide](#).

Once in Cardinal, validate or update your phone number, email, and home address.

Note: Use the [How to View and Update Personal Data](#) video for support.

1. Log into Cardinal at <https://my.cardinal.virginia.gov/>
Note: Use the directions in the [Cardinal Registration Quick Start Guide](#) if you are a first-time user.
2. Click on the **Human Capital Management (HCM)** link on the Cardinal Portal page.
3. Click on the **Benefit Details** tile.
4. Once the **Benefit Details** page displays, click the **Benefits Enrollment** list item on the left-hand side of the screen.
5. On the **Benefits Enrollment** page, click the **Start** button.
6. The **Benefits Enrollment** page refreshes with the **Open Enrollment Benefits** displaying.
7. Click the **Review** link within the **Medical** tile to begin the Open Enrollment process.

For more detailed instructions on completing Open Enrollment in Cardinal HCM, please refer to the [How to Make Open Enrollment Elections](#) job aid. Questions? Contact your locality Benefits Administrator.