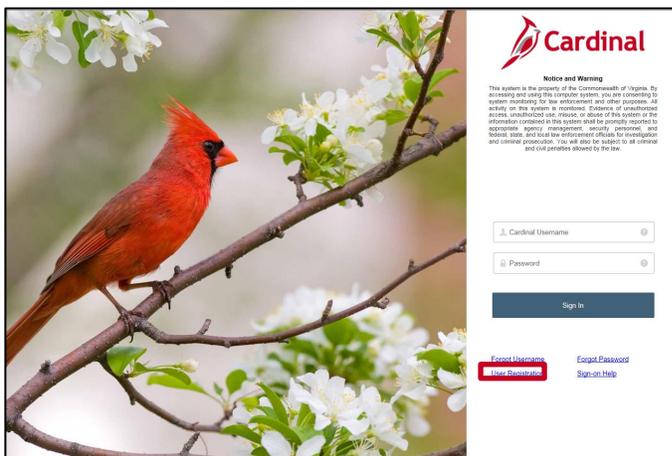


**Quick Start Guide for the Cardinal Portal Overview – Non-COV Users**

This guide is intended for Non-COV users who will access Cardinal from outside of the Commonwealth of Virginia (COV) network. This guide takes you through the steps involved for registration, activation, and authentication using Okta, the Virginia Information Technologies Agency's (VITA) cloud-based Identity and Access Management tools.

We are recommending you utilize a current version of either the Chrome or Internet Explorer browser when accessing Cardinal. If issues are encountered with one of these browsers, try the other browser option. If you experience issues, please submit a helpdesk ticket via email to [VCCC@vita.virginia.gov](mailto:VCCC@vita.virginia.gov) and include the word **Cardinal** in the subject line of the email.

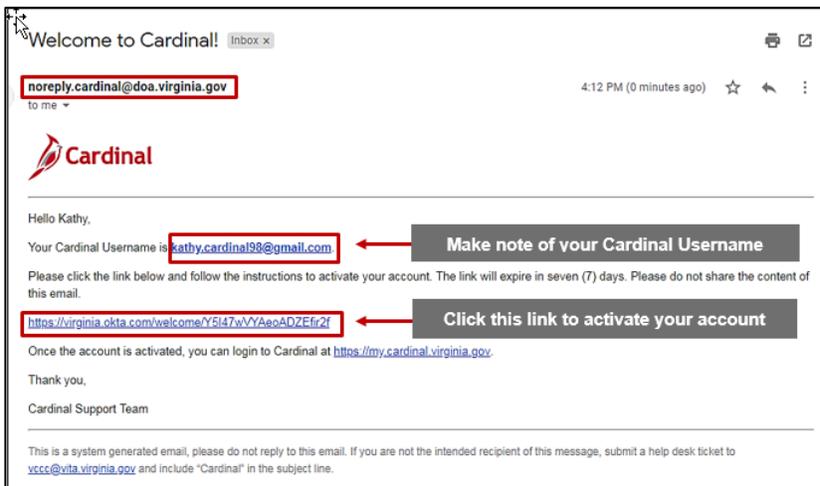
1. Start by entering the following URL in your computer/device browser: [my.cardinal.virginia.gov](https://my.cardinal.virginia.gov).



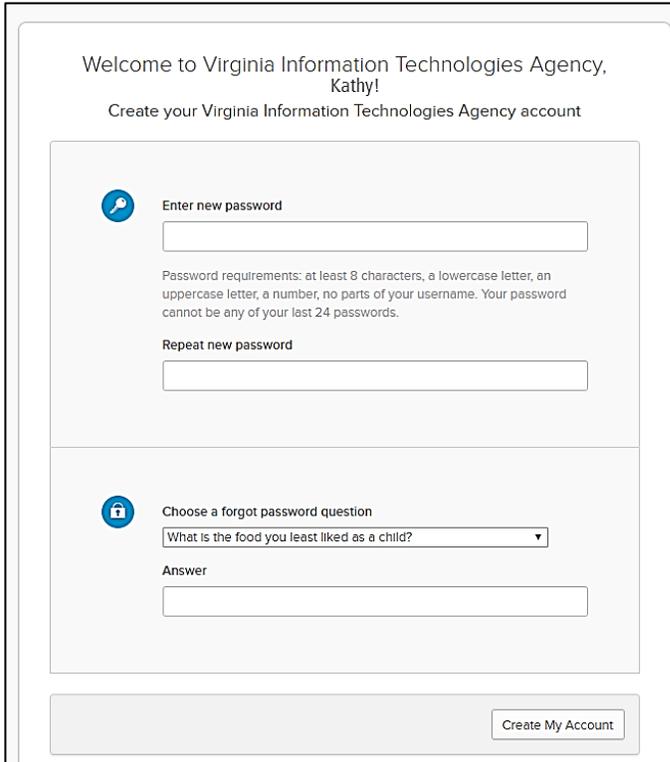
2. The **Cardinal Login** page displays. To register your account, click the **User Registration** link.



3. Enter your email address in the **Enter email address** field.
4. Complete the **Cardinal re-captcha** information.
5. Click the **Register** button. When you have successfully completed the registration process, a message displays indicating the same.



6. Check your email for a message from [noreply.cardinal@doa.virginia.gov](mailto:noreply.cardinal@doa.virginia.gov) with the subject **“Welcome to Cardinal!”**. Open the email, then:
  - a. Make a note of your Cardinal Username, as this will be used each time you log into Cardinal.
  - b. Click the link in your email message to begin the account activation process.



Welcome to Virginia Information Technologies Agency,  
Kathy!

Create your Virginia Information Technologies Agency account

**Enter new password**

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username. Your password cannot be any of your last 24 passwords.

**Repeat new password**

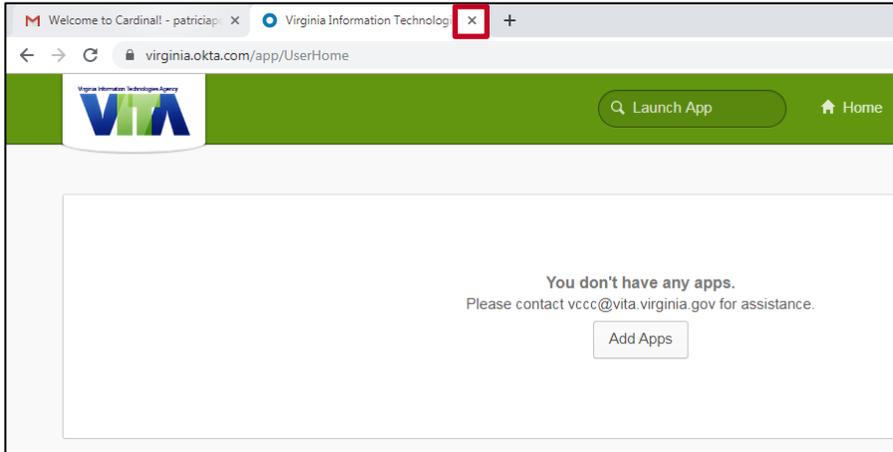
**Choose a forgot password question**

What is the food you least liked as a child?

**Answer**

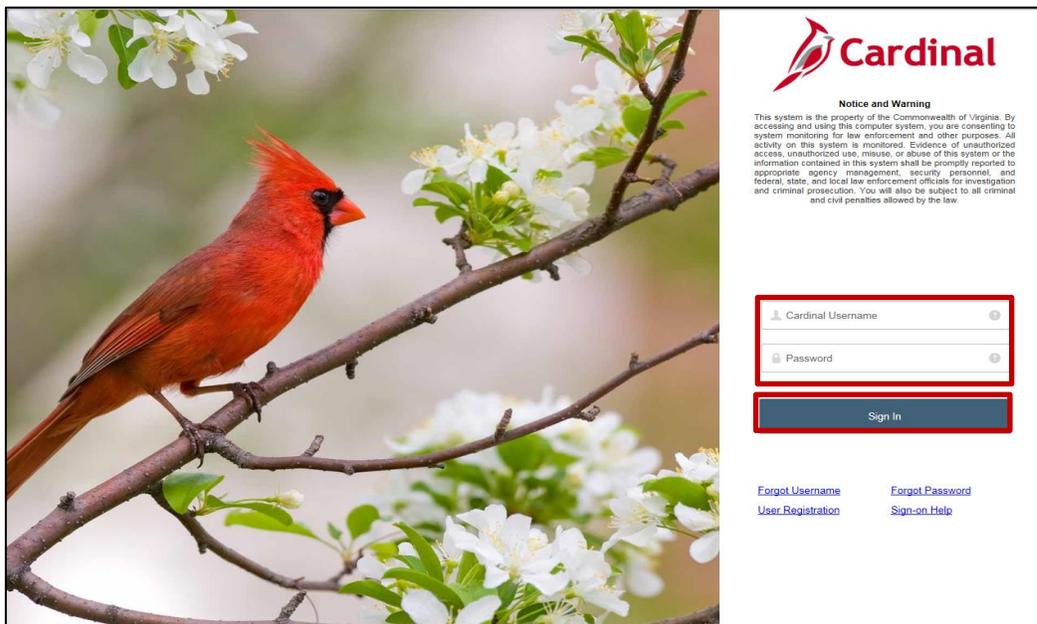
Create My Account

7. The **Create your Virginia Information Technologies Agency account** page displays.
8. Enter a password for your account in the **Enter new password** field. Follow the password requirements as listed on the page.
9. Enter the password again in the **Repeat new password** field.
10. Under the **Choose a forgot password question** section, select a question from the drop-down list. This question will be used if you need to reset your password in the future.
11. In the **Answer** field, enter the answer to the question you selected. This field is not case sensitive.
12. Click the **Create My Account** button.

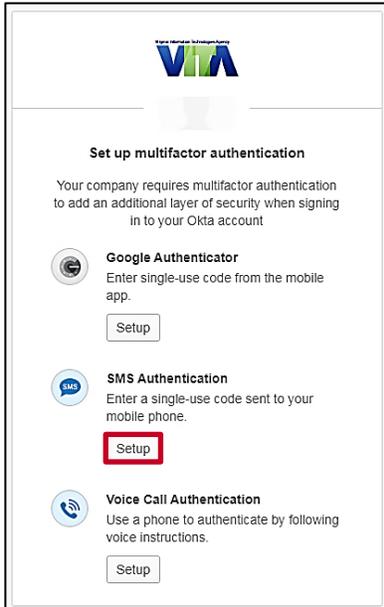


13. The **VITA** page displays. No action is required on this page. Click the **X** to close the browser tab.
14. Now that your account has been activated, type the following URL in your computer/device browser to access the **Cardinal Login** page: [my.cardinal.virginia.gov](https://my.cardinal.virginia.gov)

**Note:** Bookmark this page in your internet browser.



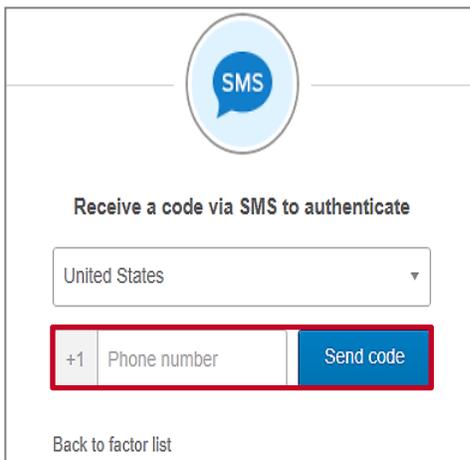
15. The **Cardinal Login** page displays.
16. In the **Cardinal Username** field, enter your Cardinal Username. (see Step 6a)
17. In the **Password** field, enter the password you created during the registration process. (see Step 8)
18. Click the **Sign In** button.



19. When you are outside the Commonwealth of Virginia (COV) network, the VITA **Set up multifactor authentication** page displays.

20. Click the **Setup** button under the **SMS Authentication** section of the page.

**Note:** If you do not have a mobile phone but have access to a land line, you can use the **Voice Call Authentication** option.



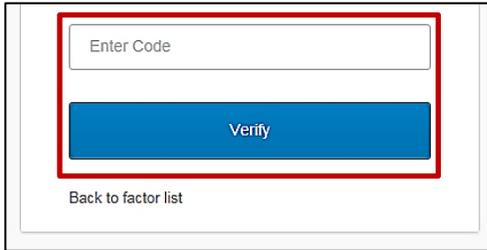
21. The **SMS** page displays.

22. Select **United States** or **Canada** in the country drop-down menu.

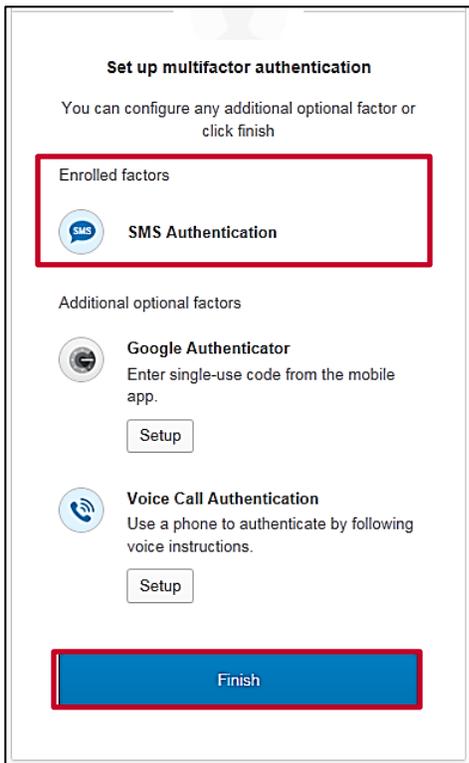
23. Enter your mobile phone number (including area code).

24. Click the **Send code** button.

25. An authentication code is sent to your mobile phone (standard text messaging rates apply).

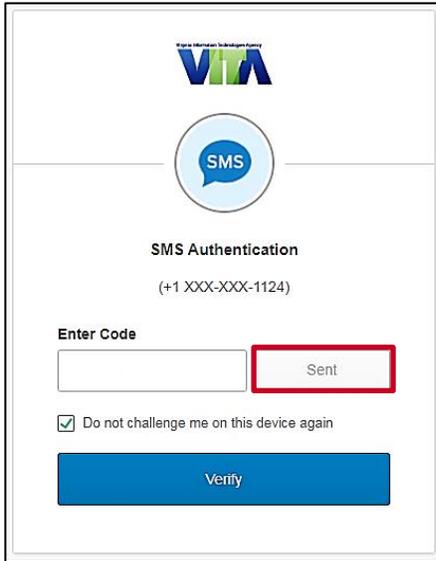


26. Enter the authentication code in the **Enter Code** field on your computer/device and click the **Verify** button.

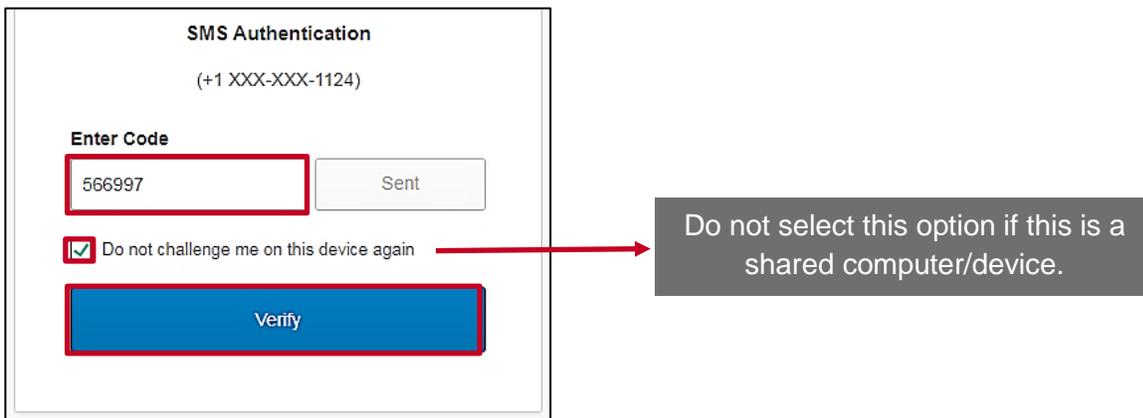


27. The **Set up multifactor authentication** page displays. The authentication option you completed displays under the **Enrolled factors** section. You have successfully set up the **SMS Authentication** option.
28. Click the **Finish** button.

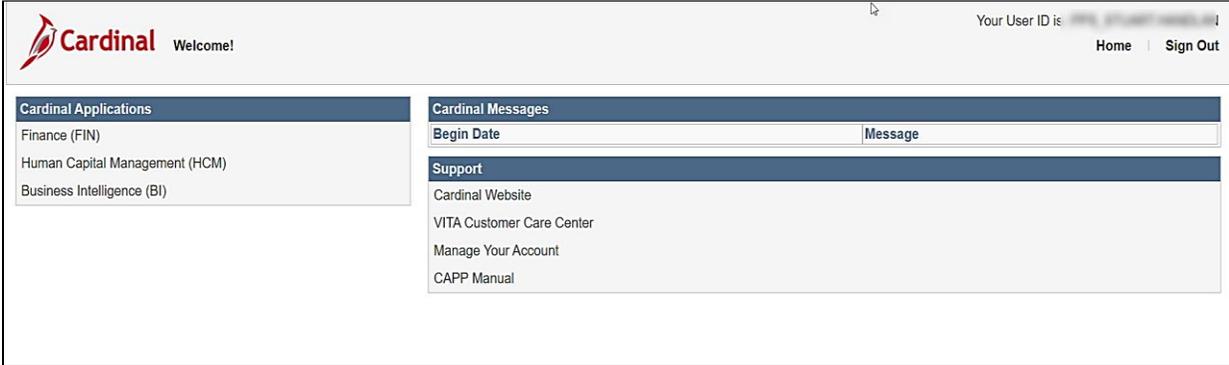
Now that you have completed your authentication setup, you will be required to authenticate in order to log into the **Cardinal Portal**.



29. The **SMS Authentication** page displays.
30. Click the **Send code** button to send a new authentication code.
31. The **Send code** button changes to **Sent**.  
**Note:** After about 30 seconds, the **Sent** button changes to **Re-send Code**.
32. An authentication code is sent to your mobile phone.



33. Enter the authentication code that displays on your mobile phone in the **Enter Code** field on your computer/device. You have the option to skip this step in the future.  
To activate this option, select the **Do not challenge me on this device again** checkbox. VITA remembers the computer/device so that MFA verification is not required on subsequent logins.  
**Note:** If you clear the browser cache on your computer/device, you will need to complete the authentication process again.
34. Click the **Verify** button to access the **Cardinal Portal**.



35. The Cardinal Portal displays. Congratulations! You have completed the login process to access the Cardinal Portal and you have officially registered your Cardinal account.

Click the **Finance (FIN)** link under **Cardinal Applications** section to open Cardinal Financials.