

Please read this communication in its entirety before accessing Cardinal 9.2.

Welcome to Cardinal 9.2!

Cardinal 9.2 is now available to all users. Please review the information below regarding special instructions, resources, Help Desk procedures and other general information.

Before Logging Into Cardinal

Users should clear cache files on their computers. Please reference the following Cardinal [Clear Cache](#) Job Aid for complete instructions.

After Logging Into Cardinal

Initially, users may experience a little slowness with the system. Once new pages and fields are accessed, new cache files will generate and the slowness should subside.

Batch Processing Reminder

Agency interface files submitted between Thursday, April 6th at 6:30 p.m. and today, have not been processed. Any files placed on the Cardinal FTP server during this timeframe will be processed tonight, Tuesday, April 11th during the regular batch window.

Resources

There are many resources available to Cardinal users if you encounter an issue or question with Cardinal.

- The Cardinal Message Board (found on the Main menu screen in the Cardinal system) includes messages about production issues, cut-off dates and important reminders.
- The Cardinal Website has training materials, job aids, and select forms which have been updated for version 9.2 (www.cardinalproject.virginia.gov). It also contains a summary of [Key 9.2 Upgrade Changes](#) that highlight many of the differences you will see in the upgraded 9.2 version of Cardinal.
- User Labs will be offered to provide users an opportunity to receive assistance with their actual work in Cardinal. Labs begin on April 12th. The lab schedule and related communications are posted on the Cardinal Website.
- The General Ledger Oversight (GLO) team from the Department of Accounts is available for support. They can be contacted at: glo@doa.virginia.gov.
- DOA CAPP Cardinal Manual: (http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Main_Cardinal.cfm)
- Agency Cardinal Security Officers should be contacted if there are questions concerning the level of access assigned to your Cardinal User ID. For a listing of Cardinal Security Officers, please visit the [Cardinal Website](#). If your agency is not listed on the website, contact your Agency Fiscal Officer for

information. Once a completed Cardinal Security form is submitted to the Cardinal team, please allow three business days for processing.

Cardinal Help Desk

If you encounter a Cardinal issue that cannot be resolved using the above resources, please contact the VITA Customer Care Center (VCCC) Help Desk. There are three ways to access the VCCC Help Desk:

- To open a ticket via phone, call 1-866-637-8482
- To open a ticket via email, please email VCCC@vita.virginia.gov
- To open a ticket online go to <https://sd.itsm.northropgrumman.com/VSM/ServiceManager.aspx?lite> - for agencies on the COV Network. Users are required to login with their full COV email address (not the Outlook Alias ID).

When contacting the VCCC Help Desk be sure to reference “**CARDINAL**” in your communication (or it may not get routed to the correct team) and include information such as error messages, keystrokes and screen shots if possible. The Cardinal Project handles all Cardinal Help Desk tickets, including those from Non-COV Network agencies. VCCC is used for tracking and routing purposes.

Thank you for all your support and assistance with the Cardinal upgrade to PeopleSoft 9.2! We look forward to working with you over the next few weeks to ensure a successful transition.

Cardinal Project Team