

DATE: February 1, 2016

FROM: Cardinal Project

SUBJECT: Welcome to Cardinal !!

Cardinal is now available to all approved Wave 2 users 24 hours a day, 7 days a week, except on Sundays from 3:00 a.m. to 6:00 p.m., when scheduled maintenance occurs. As a Wave 2 agency, you will find information below regarding signing into Cardinal, post Go-Live resources, and Help Desk procedures.

Cardinal Sign In

Users who have been granted access from COV Network agencies and from Non-COV Network agencies will log into Cardinal differently.

COV Network Agencies:

On February 1, 2016 a Cardinal icon will be on the desktop of those users who have been granted access to the system. Click on the icon to access Cardinal and a sign-in window will appear. With the exception of users at DMME and VEC, most Cardinal users will use their Outlook Alias as the Cardinal User ID. The Cardinal password is the same as the one you use to access Windows. If the icon does not appear, you can access Cardinal by going to the following website: <http://cardinal.cov.virginia.gov/>

Non-COV Network Agencies:

Users who have been granted access to Cardinal will login to SWAP. Once logged into SWAP, a web bookmark to Cardinal Production will appear. The credentials to login to both SWAP and Cardinal specified in Agency Task #74NCOV (Install SWAP Active-X add-on and Drilldown Excel plug-in) will be used for both SWAP and Cardinal access.

Post Go-Live 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) includes messages about production issues, cut-off dates and important reminders.
- The Cardinal Website includes a Statewide Toolbox and has training materials, forms, job aids and FAQs, which are updated regularly and include links to relevant materials. (www.cardinalproject.virginia.gov)
- DOA CAPP Cardinal Manual: (http://www.doa.virginia.gov/Admin_Services/CAPP/CAPP_Main_Cardinal.cfm)
- Trainers within your agency (if applicable)
- User Labs will be offered to provide users an opportunity to receive assistance with their actual work in Cardinal. Labs begin on February 2nd and the schedule and related communication is posted on the Cardinal Website.
- The General Ledger Oversight (GLO) team from the Department of Accounts is available for support such as working with agencies on CIPPS journal upload errors and assisting with reconciliation issues. They can be contacted at: glo@doa.virginia.gov.
- 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 Wave 2 Cardinal Security Officers, please visit the Cardinal Website at (<http://www.cardinalproject.virginia.gov/Statewide%20Security.shtml>). If your agency is not

listed on the website, please contact your Agency Fiscal Officer for information. Once a completed Cardinal Security form is submitted to Cardinal team, you should typically allow three days for processing. However, during the first few days following February 1st, response times may be a little longer.

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> (This is only for agencies on the COV Network and users will be 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 is handling all Cardinal Help Desk tickets, including those from Non-COV Network agencies. VCCC is being used for tracking and routing purposes.

Reminder about FY16 Financial Transactions

General ledger balances and related general ledger financial transactions for Fiscal Year 16 are current through December 31, 2015 in Cardinal. We anticipate that January 2016 general ledger financial transactions will be converted from CARS to Cardinal by February 16, 2016.

Thank you for all your support and assistance helping bring the Wave 2 agencies onto Cardinal! We look forward to working with you over the next few weeks to ensure a successful implementation.

Cardinal Project Team