

From: [Cardinal Project](#)
To: [Cardinal Project](#)
Subject: Welcome to Cardinal
Date: Wednesday, October 01, 2014 6:12:24 AM

Please read this communication in its entirety before accessing Cardinal.

Welcome to Cardinal!

Cardinal is now available to all approved Wave 1 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 1 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 October 1, 2014 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. The Cardinal User ID is your alias in Outlook. (For Department of Forestry it will be **firstname.lastname**). 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, the Cardinal URL will appear. The credentials to login to both SWAP and Cardinal were specified in Agency Task #98 (Install Active X add-on for SWAP, test access and install Excel plug-in).

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, which is in the process of being updated to reflect changes resulting from the implementation of Cardinal. (http://www.doa.virginia.gov/Cardinal/Admin_Services/CAPP/CAPP_Main_Cardinal.cfm)
- Trainers and testers 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 October 2nd and the schedule will be posted weekly on the Cardinal Website.
- Agency Cardinal Security Officers should be contacted if there are questions concerning the level of access assigned to your Cardinal User ID. For a complete listing of Wave 1 Cardinal Security Officers, please visit the Cardinal Website. (<http://www.cardinalproject.virginia.gov/Statewide%20Security.shtml>)

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.)

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 FY15 Financial Transactions

Financial transactions for Fiscal Year 15 are current through August 31, 2014 in Cardinal. We anticipate that September financial transactions will be converted from CARS to Cardinal by October 20, 2014.

Thank you for all your support and assistance helping bring the Wave 1 agencies onto Cardinal! We look forward to working with you over the next few weeks to ensure a successful implementation.

Cardinal Project Team