

How to View and Update Personal Details

This Job Aid serves to guide the employee through making changes to their personal information using Employee Self-Service.

While employees are not required to self-identify, the Commonwealth of Virginia strongly encourages all employees to do so, especially regarding Disability and Ethnicity, as these are tied to various initiatives from the Governor as well as reporting metrics used by both state and federal agencies.

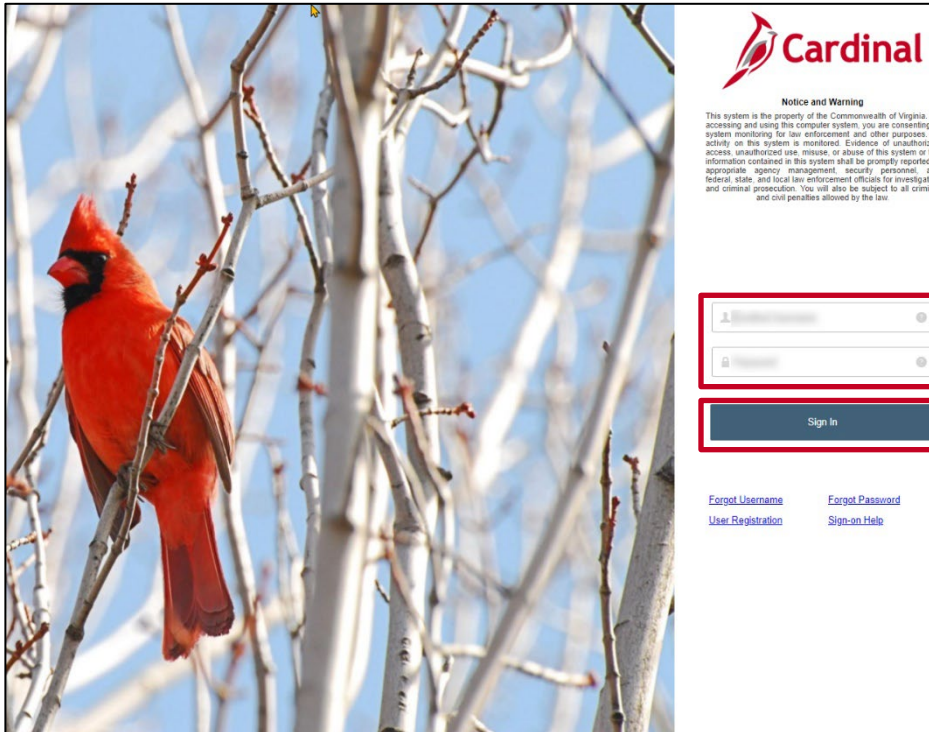
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Accessing your Personal Data

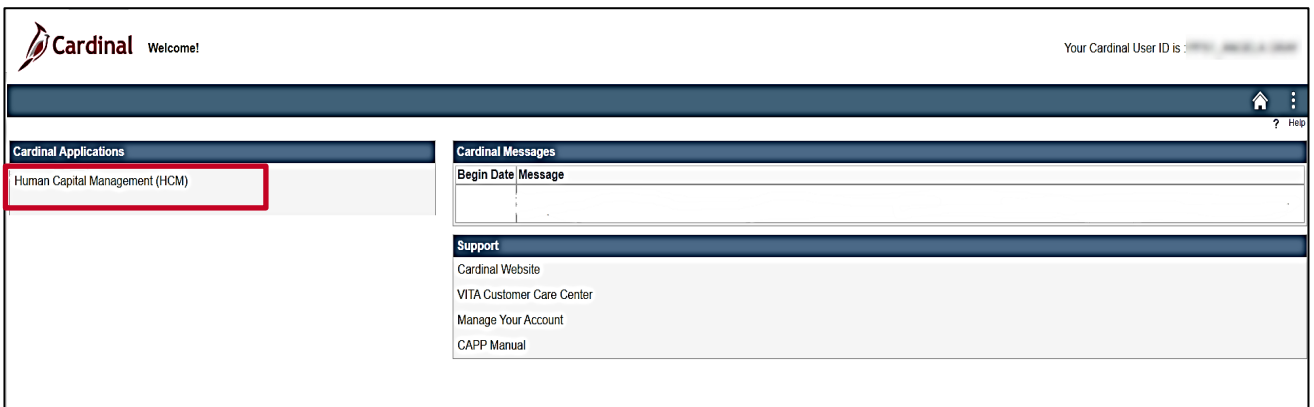
1. Log into Cardinal (my.cardinal.virginia.gov).

Note: For more information about Cardinal registration, see the Job Aid titled **Cardinal Registration Quick Start Guide**. This Job Aid is located on the Cardinal website in **Job Aids** under **Learning**.



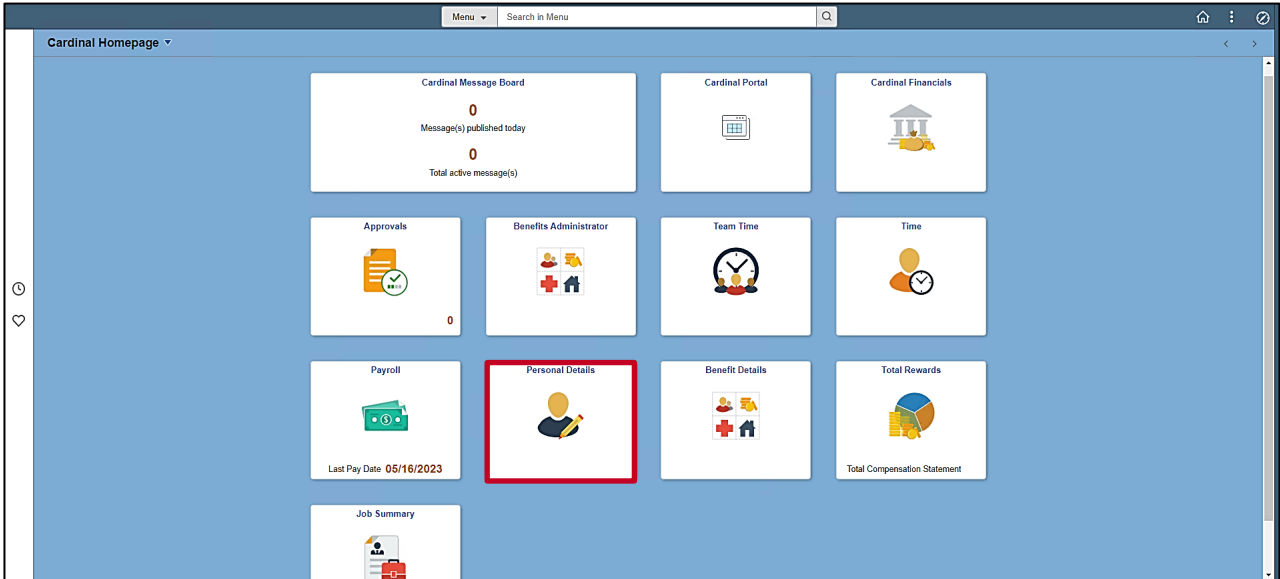
2. Enter your **User ID** and **Password**.
3. Click the **Sign In** button.

The **Portal Welcome** page displays.



4. Click the **Human Capital Management** link.
5. Navigate to the **Cardinal Homepage**.

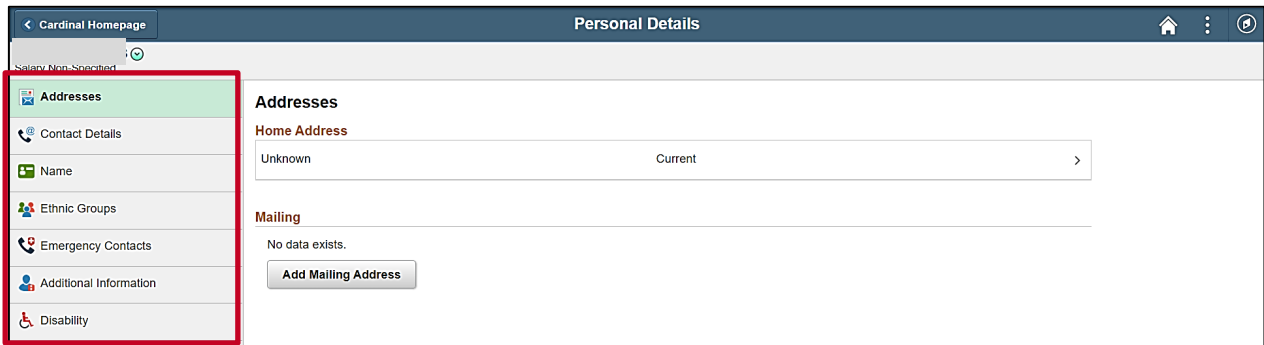
The **Cardinal Homepage** displays.



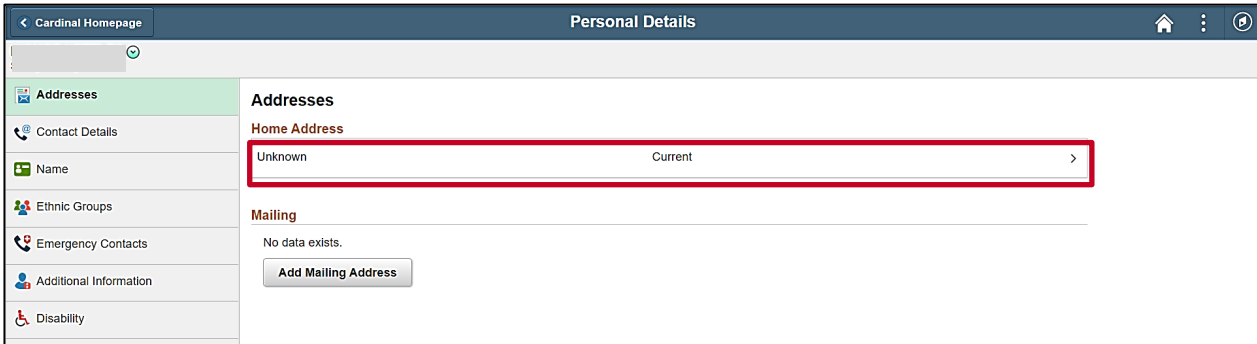
Note: Individual **Cardinal Homepage** tile availability and locations may appear differently based upon individual preferences and security settings.

6. Click the **Personal Details** tile.

The **Personal Details** page displays with the **Addresses** tab displayed by default.



Note: There are various types of personal information that can be viewed or updated using Employee Self-Service. Each category of information is represented as a tab in the menu. Refer to the remaining sections of this Job Aid for specific guidance and instructions on how to update specific categories of information.

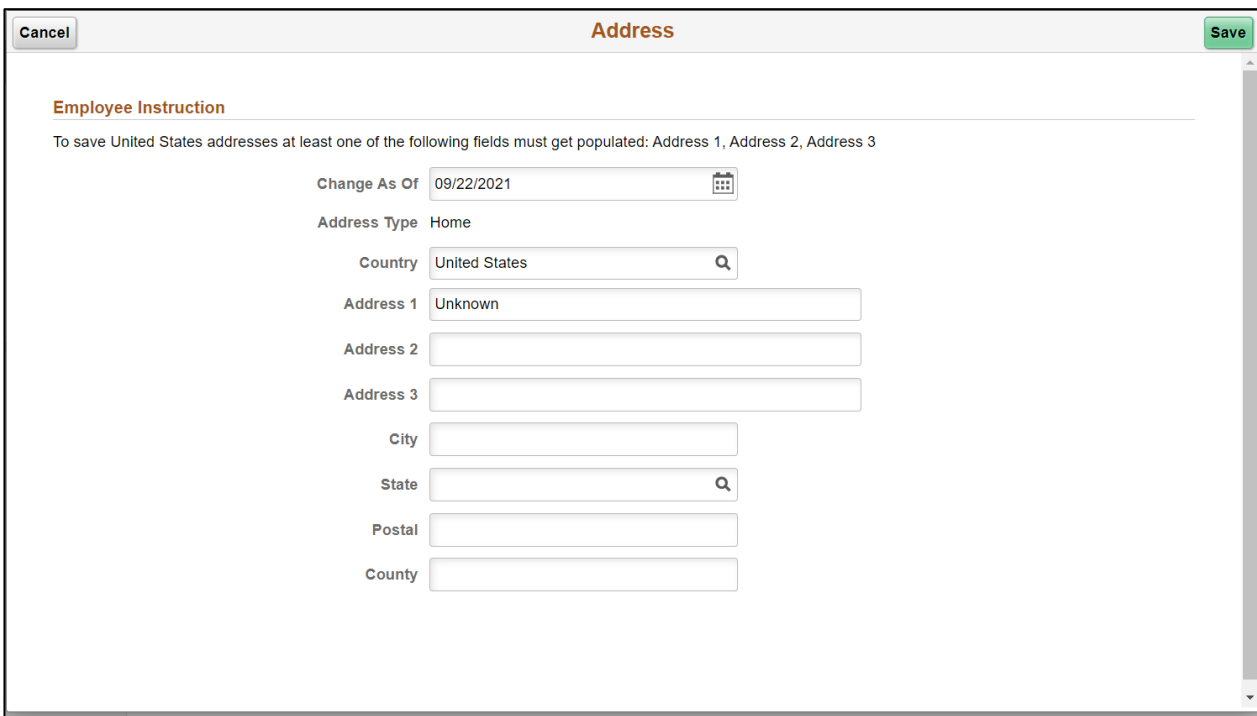
Updating Addresses Information

The screenshot shows the 'Personal Details' page with a sidebar on the left containing navigation options: Addresses, Contact Details, Name, Ethnic Groups, Emergency Contacts, Additional Information, and Disability. The main content area is titled 'Addresses' and has a sub-section 'Home Address' with a dropdown menu showing 'Unknown' and 'Current'. Below this is a 'Mailing' section with the text 'No data exists.' and an 'Add Mailing Address' button. A red box highlights the 'Unknown' and 'Current' text in the Home Address dropdown.

Note: Your current home and mailing addresses will display on this page and can be reviewed here if they have been defined. Proceed to step 1 to enter or update your home address. Proceed to Step 5 to enter or update your mailing address (if different than your home address).

1. Click anywhere on the row for your current home address.

The **Address** page displays in a pop-up window.

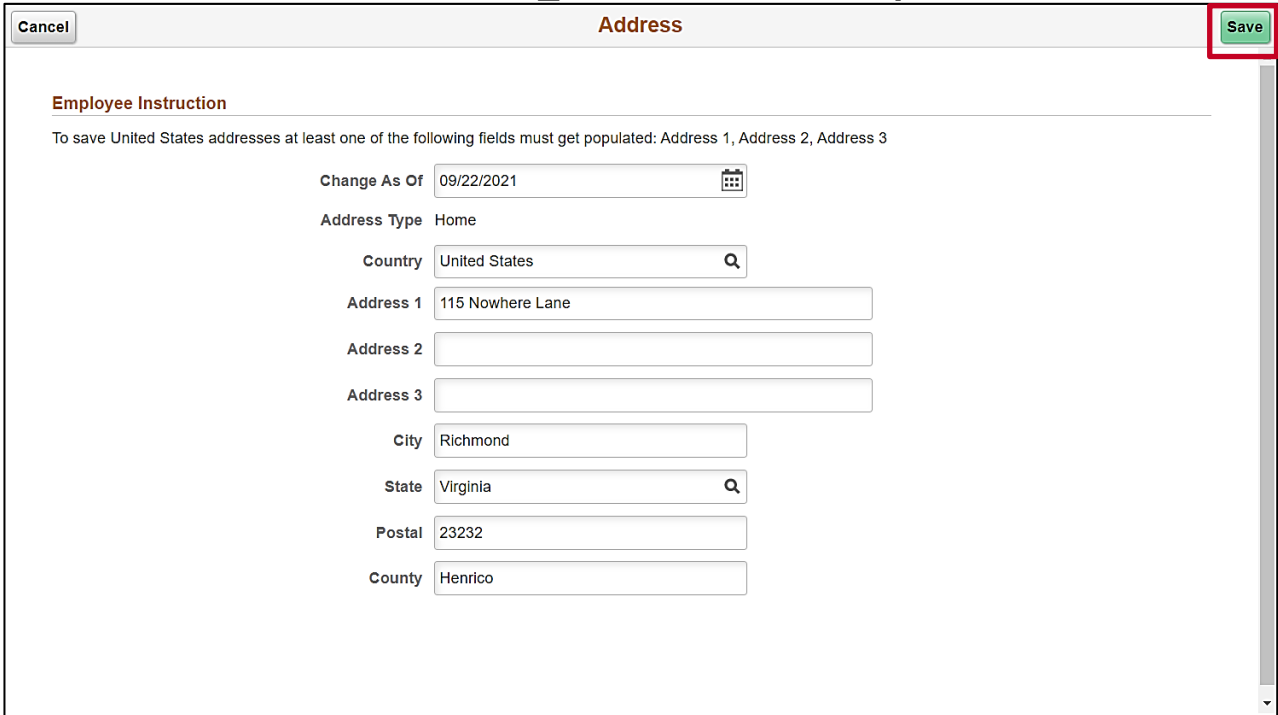


The screenshot shows the 'Address' pop-up window with a 'Cancel' button on the top left and a 'Save' button on the top right. Below the title bar is an 'Employee Instruction' section with the text: 'To save United States addresses at least one of the following fields must get populated: Address 1, Address 2, Address 3'. The form contains the following fields: 'Change As Of' (09/22/2021), 'Address Type' (Home), 'Country' (United States), 'Address 1' (Unknown), 'Address 2', 'Address 3', 'City', 'State', 'Postal', and 'County'.

2. Enter or select the applicable date for this address change to take effect using the **Change As Of** field.

Note: Address changes can be entered with a future date as needed. The new address will become your current address on that date. However, address changes cannot be back dated.

3. Enter the remaining address information in the corresponding fields.



Address

Employee Instruction

To save United States addresses at least one of the following fields must get populated: Address 1, Address 2, Address 3

Change As Of 09/22/2021

Address Type Home

Country United States

Address 1 115 Nowhere Lane

Address 2

Address 3

City Richmond

State Virginia

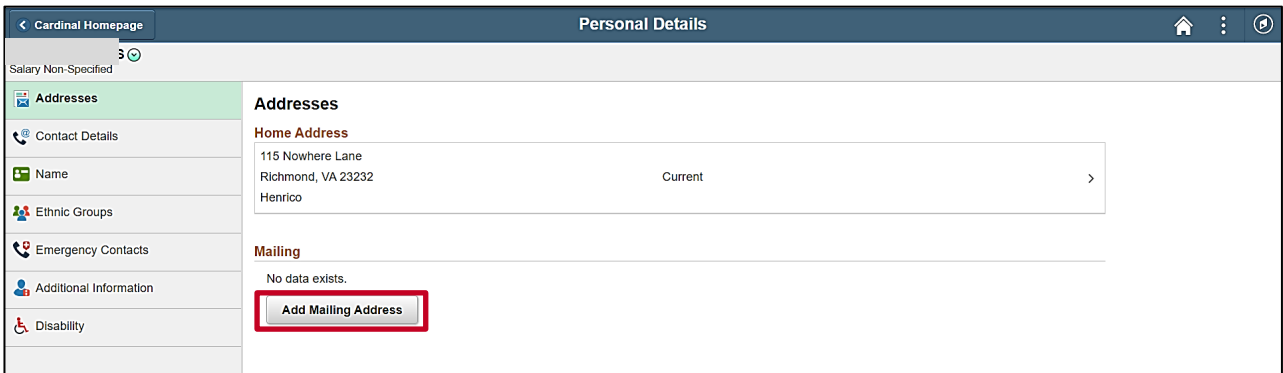
Postal 23232

County Henrico

Save

4. Click the **Save** button one all applicable information is entered.

The **Address** tab returns.



Cardinal Homepage Personal Details

Salary Non-Specified

Addresses

Addresses

Home Address

115 Nowhere Lane
Richmond, VA 23232
Henrico

Current

Mailing

No data exists.

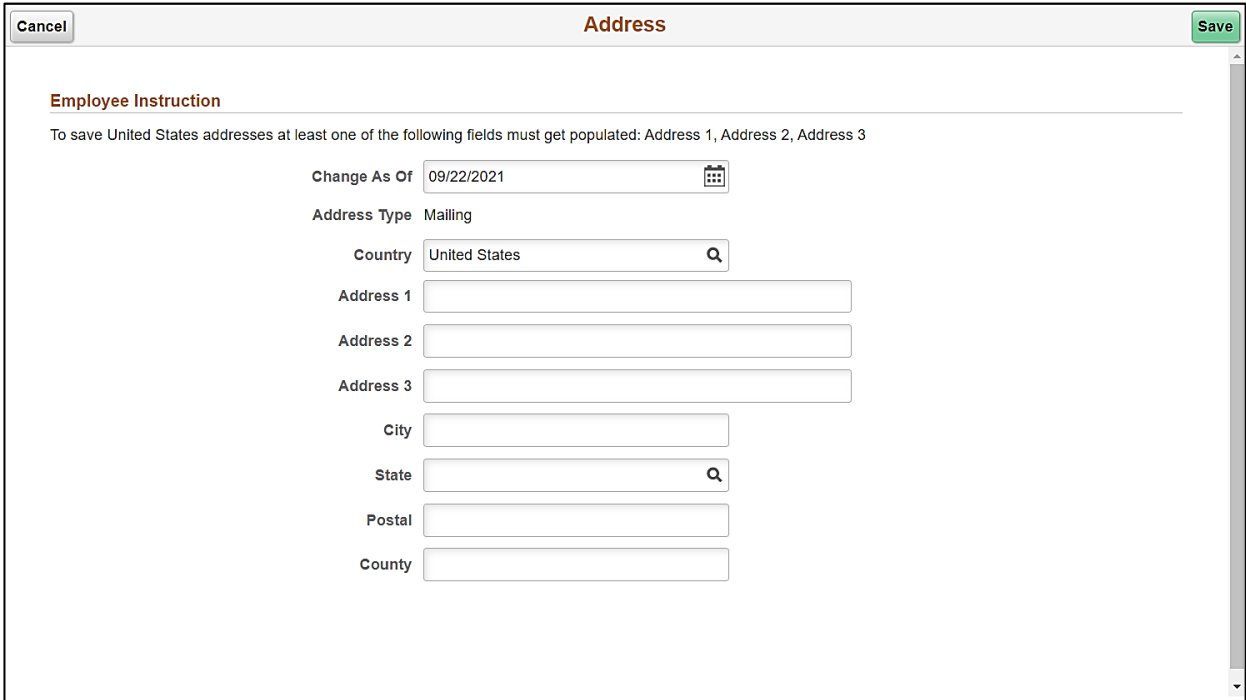
Add Mailing Address

Note: The updated home address information now displays as current. If a future dated address change was entered, the updated address will not display as current until that date arrives.

5. Click the **Add Mailing Address** button.

ESS_How to View and Update Personal Details

The **Address** page displays in a pop-up window.



The screenshot shows a pop-up window titled "Address". At the top left is a "Cancel" button and at the top right is a "Save" button. Below the title bar, there is a section titled "Employee Instruction" with a sub-header "Employee Instruction". Underneath, a message states: "To save United States addresses at least one of the following fields must get populated: Address 1, Address 2, Address 3".

The form contains the following fields:

- Change As Of:** A date field with the value "09/22/2021" and a calendar icon.
- Address Type:** A dropdown menu with "Mailing" selected.
- Country:** A dropdown menu with "United States" selected and a search icon.
- Address 1:** A text input field.
- Address 2:** A text input field.
- Address 3:** A text input field.
- City:** A text input field.
- State:** A dropdown menu with a search icon.
- Postal:** A text input field.
- County:** A text input field.

6. Enter or select the applicable date for this address change to take effect using the **Change As Of** field.

Note: Address changes can be entered with a future date as needed. The new address will become your current address on that date. However, address changes cannot be back dated.

7. Enter the remaining address information in the corresponding fields.

Cancel
Address
Save

Employee Instruction

To save United States addresses at least one of the following fields must get populated: Address 1, Address 2, Address 3

Change As Of:

Address Type:

Country:

Address 1:

Address 2:

Address 3:

City:

State:

Postal:

County:

8. Click the **Save** button.

The **Address** tab returns.

← Cardinal Homepage
Personal Details

- Addresses
- Contact Details
- Name
- Ethnic Groups
- Emergency Contacts
- Additional Information
- Disability

Addresses

Home Address

115 Nowhere Lane
Richmond, VA 23232
Henrico

Current

>

115 Nowhere Road
Richmond, VA 23232
Henrico

As of 09/30/2021

>

Mailing Address

115 MAIL TO ME HERE Lane
Richmond, VA 23232
Henrico

Current

>

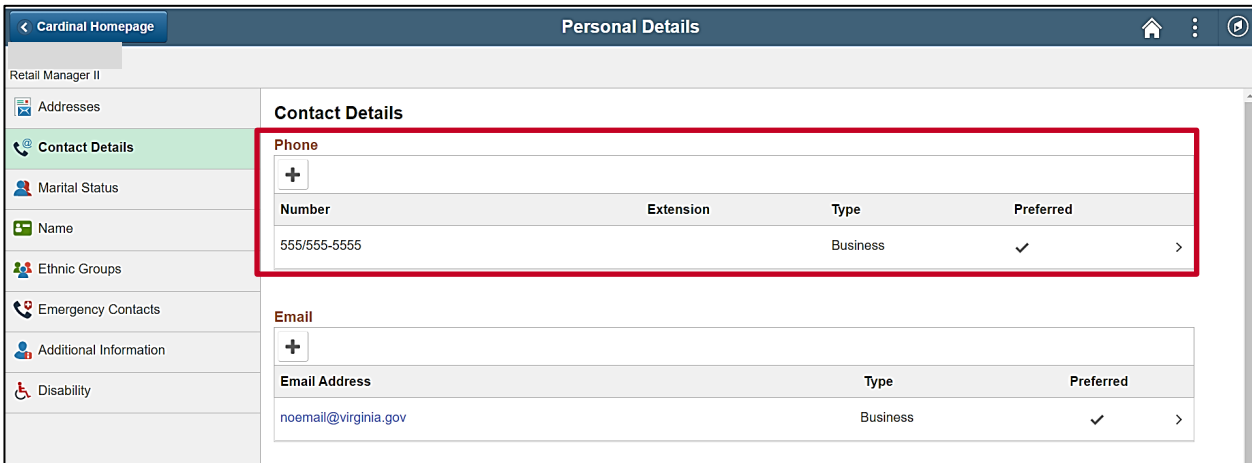
Note: The updated mailing address information now displays as current. If a future dated address change was entered, the updated address will not display as current until that date arrives.

Updating Contact Details Information



1. Click the **Contact Details** menu item.

The **Contact Details** tab displays.

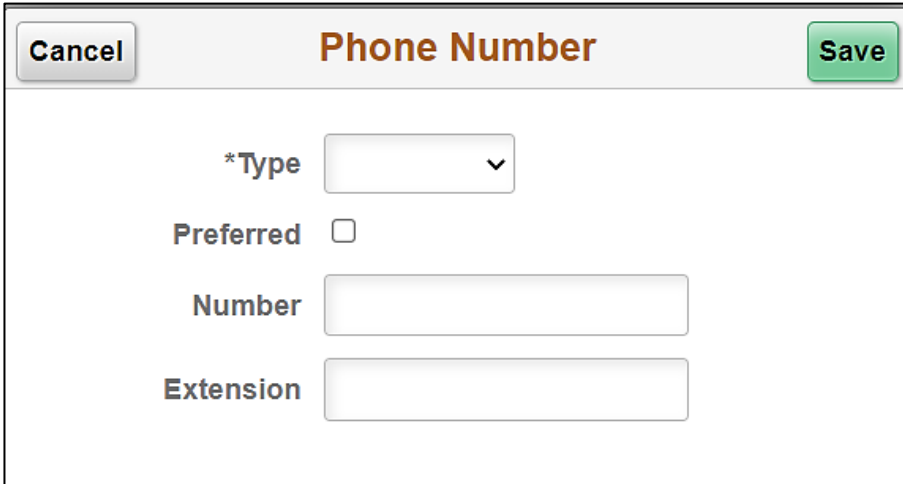


Note: Your current phone and email information will display on this page and can be reviewed here if they have been defined. Proceed to step 2 to enter or update your phone number information. Proceed to Step 7 to enter or update your email address information.

2. To add a new phone number, click the **Add Phone** icon (+). To update an existing phone number, click anywhere on the corresponding row.

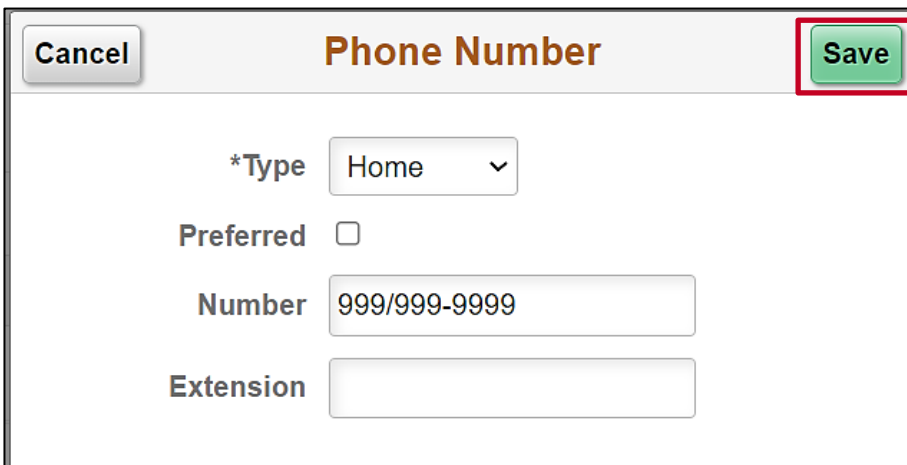
ESS_How to View and Update Personal Details

The **Phone Number** page displays in a pop-up window.



A screenshot of a 'Phone Number' pop-up window. The window has a title bar with 'Cancel' on the left, 'Phone Number' in the center, and 'Save' on the right. The form contains the following fields: '*Type' with a dropdown arrow, 'Preferred' with an unchecked checkbox, 'Number' with an empty text box, and 'Extension' with an empty text box.

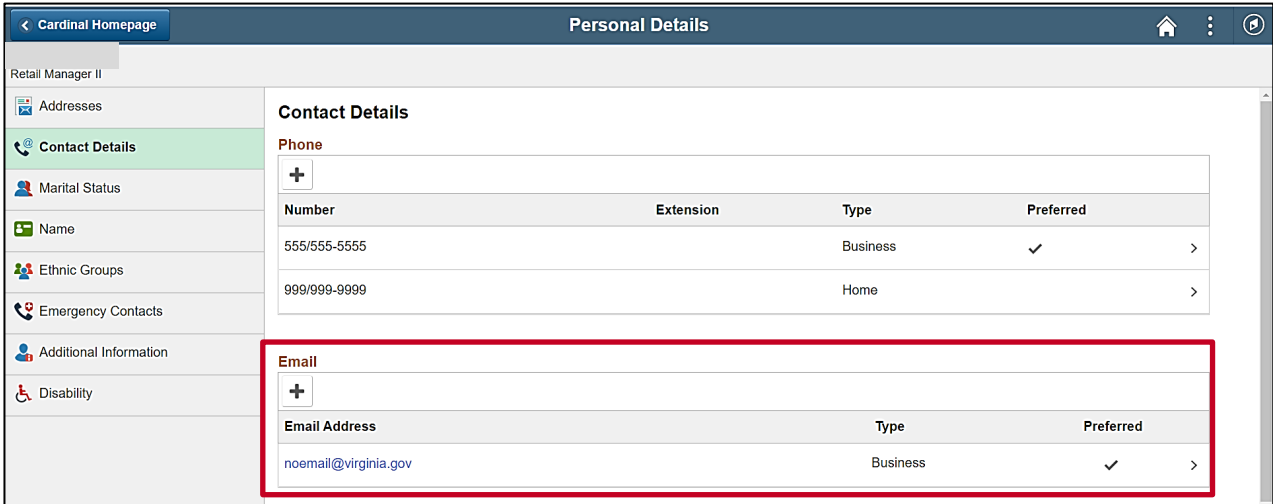
3. Select the phone type using the dropdown button provided.
4. Optionally select the **Preferred** checkbox option.
5. Enter the applicable information in the **Number** and **Extension** fields.



A screenshot of the 'Phone Number' pop-up window, identical to the previous one but with the 'Save' button highlighted by a red rectangle. The form fields are now populated: '*Type' is set to 'Home', 'Preferred' is still unchecked, 'Number' contains '999/999-9999', and 'Extension' is empty.

6. Click the **Save** button.

The **Contact Details** page returns.



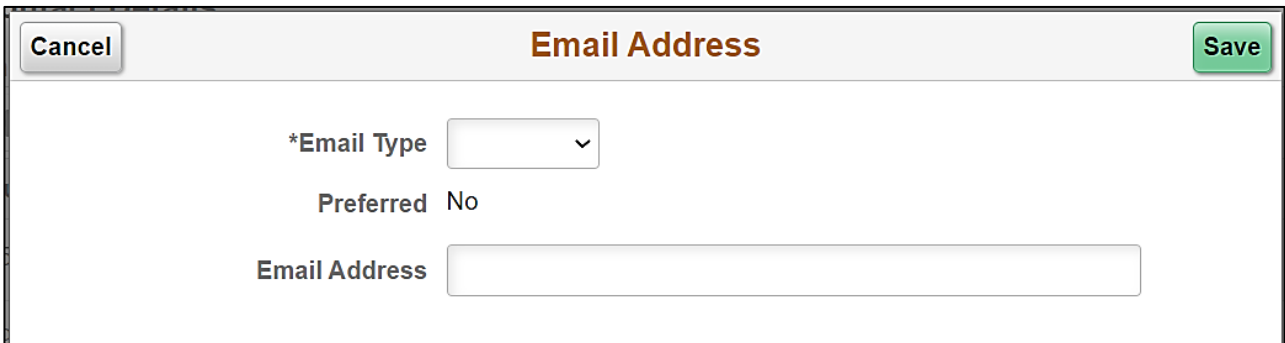
The screenshot shows the 'Personal Details' page for 'Retail Manager II'. The left sidebar contains navigation options: Addresses, Contact Details (highlighted), Marital Status, Name, Ethnic Groups, Emergency Contacts, Additional Information, and Disability. The main content area is titled 'Contact Details' and is divided into 'Phone' and 'Email' sections. The 'Phone' section has a '+' icon and a table with columns: Number, Extension, Type, and Preferred. It lists two phone numbers: 555/555-5555 (Business, Preferred) and 999/999-9999 (Home). The 'Email' section is highlighted with a red box and also has a '+' icon and a table with columns: Email Address, Type, and Preferred. It lists one email address: noemail@virginia.gov (Business, Preferred).

Note: The updated phone information now displays.

- To add a new email address, click the **Add Email Address** icon (+). To update an existing email address, click anywhere on the corresponding row.

Note: You cannot add or update your business email using Employee Self-Service. Contact your Agency Human Resources Administrator if your business email address is not correct.

The **Email Address** page displays in a pop-up window.



The screenshot shows a pop-up window titled 'Email Address'. It has a 'Cancel' button on the top left and a 'Save' button on the top right. The form contains the following fields:

- *Email Type: A dropdown menu with a downward arrow.
- Preferred: A radio button labeled 'No'.
- Email Address: A text input field.

- Select an email type of "Personal" using the dropdown button provided.
- Enter your email address in the **Email Address** field.

Cancel
Email Address
Save

*Email Type Personal ▾

Preferred No

Email Address Donotmail@mail.com

10. Click the **Save** button.

The **Contact Details** tab returns.

< Cardinal Homepage
Personal Details

- Addresses
- Contact Details
- Marital Status
- Name
- Ethnic Groups
- Emergency Contacts
- Additional Information
- Disability

Contact Details

Phone

+

Number	Extension	Type	Preferred	
555/555-5555		Business	✓	>
999/999-9999		Home		>

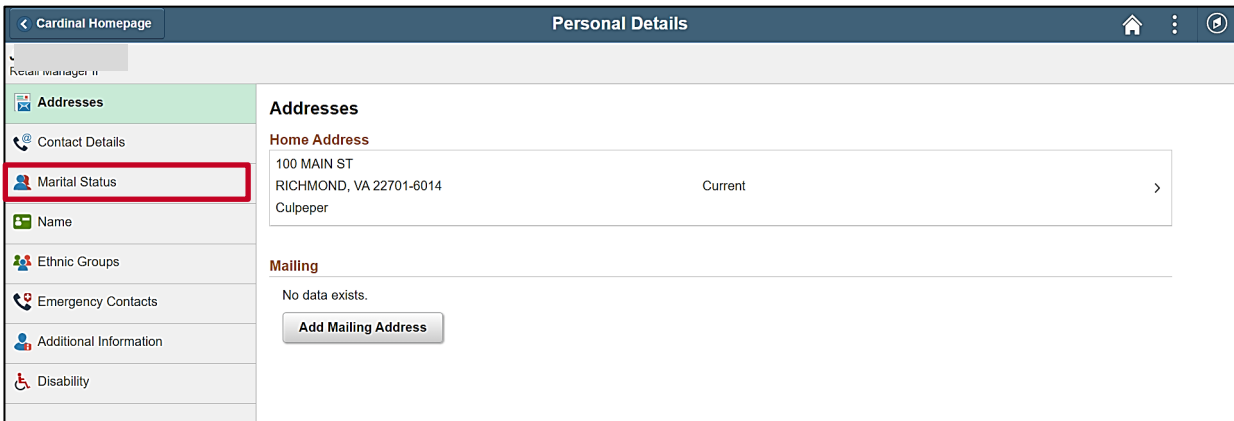
Email

+

Email Address	Type	Preferred	
noemail@virginia.gov	Business	✓	>
Donotmail@mail.com	Personal		>

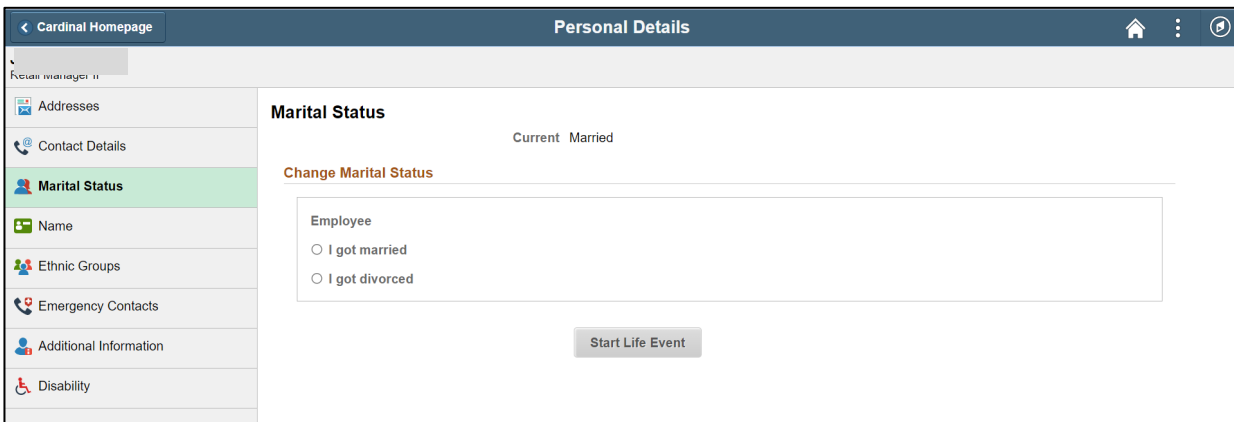
Note: The updated email address information now displays.

Updating Marital Status



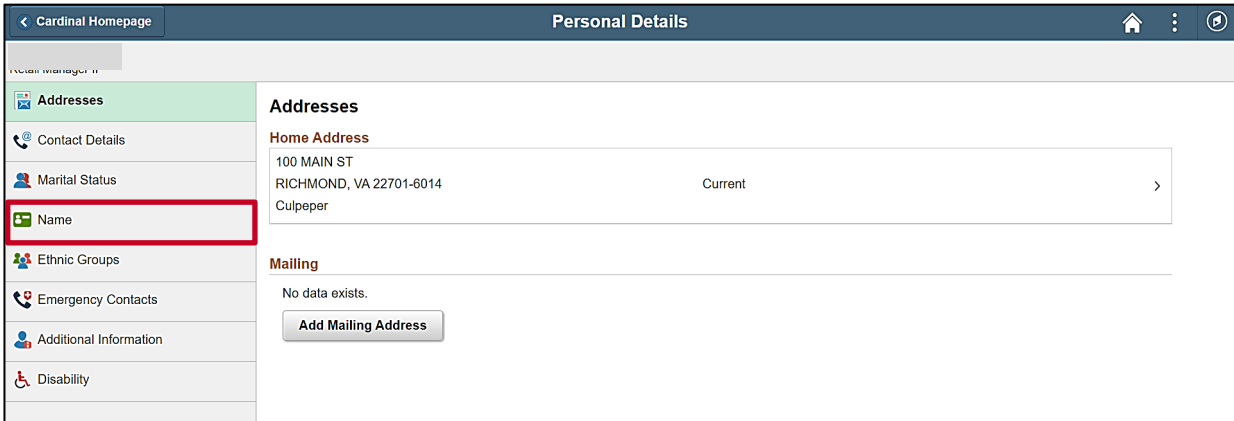
1. Click the **Marital Status** menu item.

The **Marital Status** tab displays.



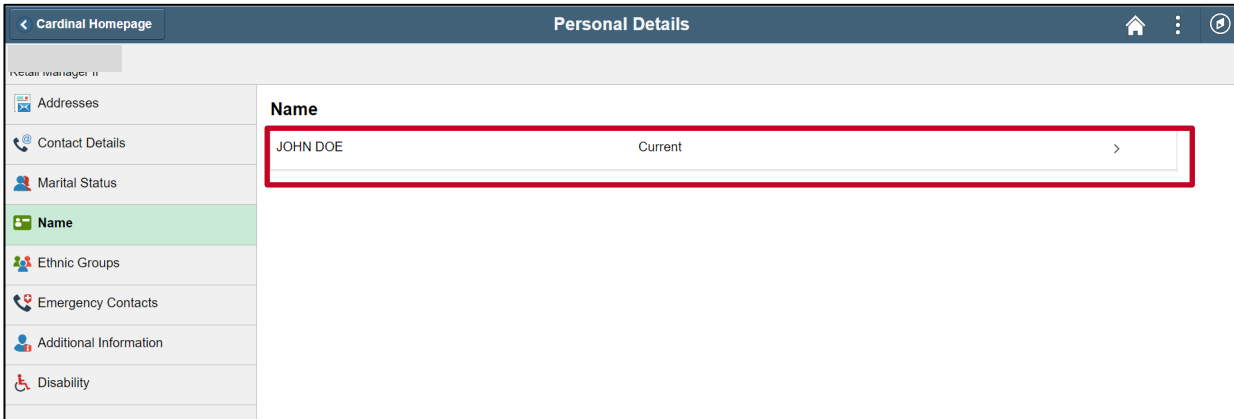
A change in Marital Status is completed through a Life Event. Refer to the Job Aid titled ESS How to Create a Life Event for additional information and specific instructions.

Updating your Name



2. Click the **Name** menu item.

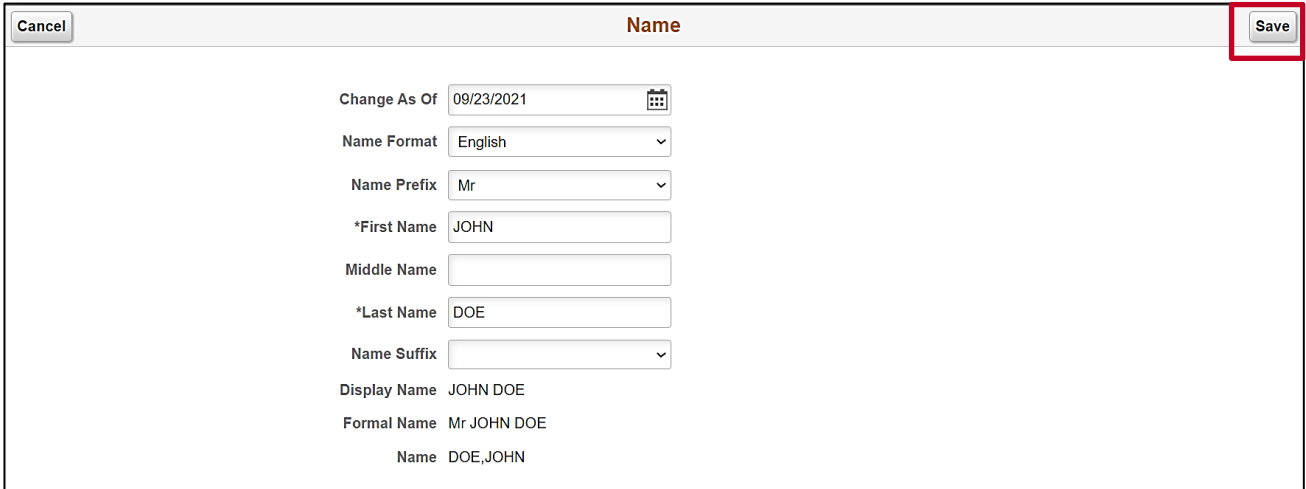
The **Name** tab displays.



3. Click anywhere on the name row.

ESS_How to View and Update Personal Details

The **Name** page displays in a pop-up window.



Cancel Name Save

Change As Of 09/23/2021

Name Format English

Name Prefix Mr

*First Name JOHN

Middle Name

*Last Name DOE

Name Suffix

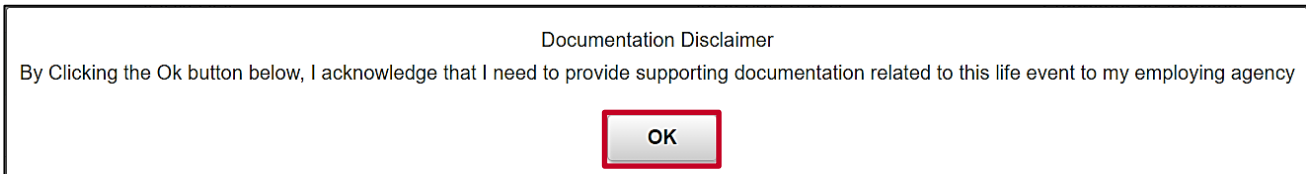
Display Name JOHN DOE

Formal Name Mr JOHN DOE

Name DOE,JOHN

4. Update the applicable fields and then click the **Save** button.

A **Documentation Disclaimer** message displays in a pop-up window.



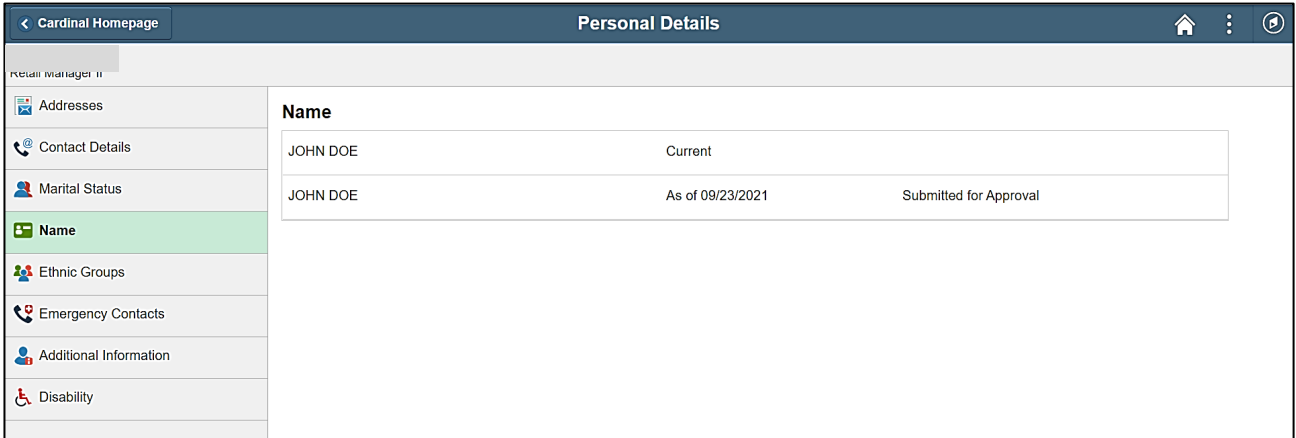
Documentation Disclaimer

By Clicking the Ok button below, I acknowledge that I need to provide supporting documentation related to this life event to my employing agency

OK

5. Click the **OK** button.

The **Name** tab returns.



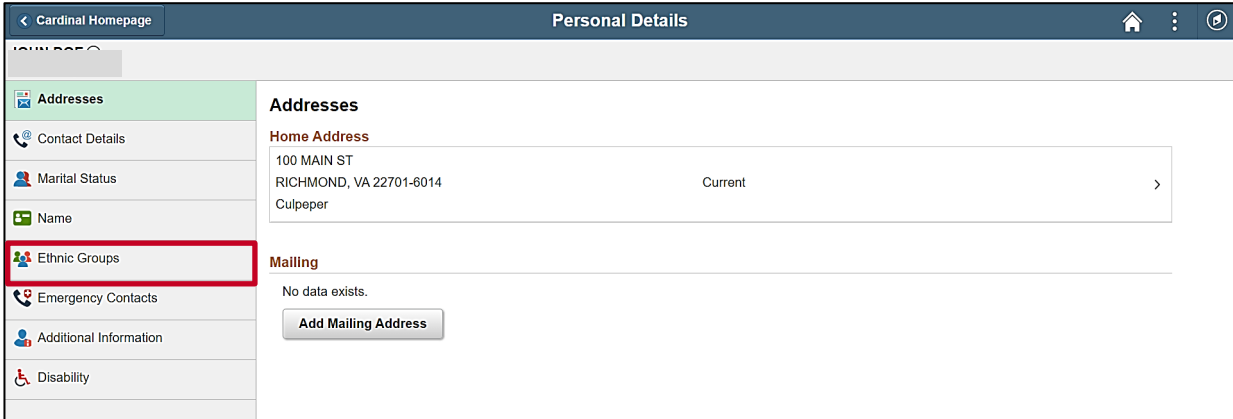
Name		
JOHN DOE	Current	
JOHN DOE	As of 09/23/2021	Submitted for Approval

Note: The updated name information displays as a new row with a status of “Submitted for Approval”.

6. Submit your supporting documentation for the name change to your Agency Human Resources Administrator. Approval will take place once the supporting documentation is validated.

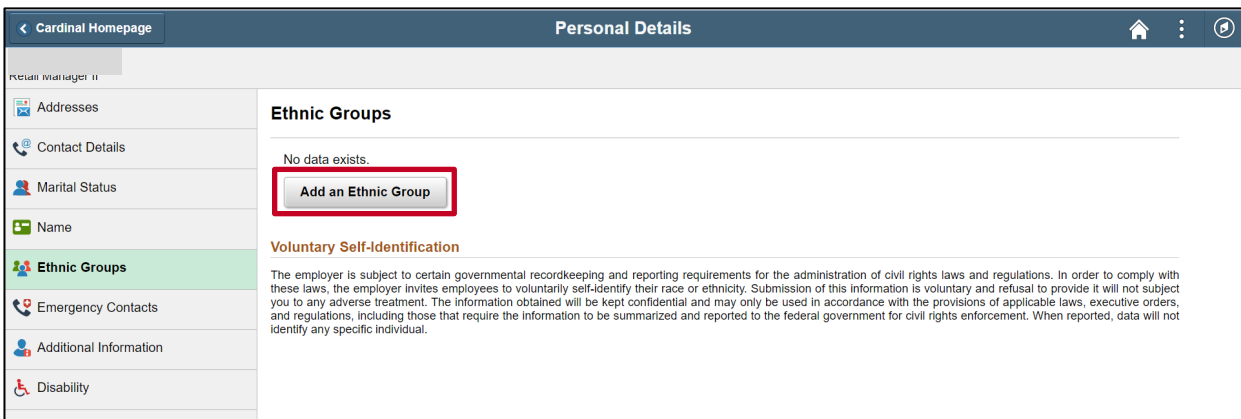
Self-Identifying your Ethnicity

Self-identifying your ethnicity is optional. However, in addition to supporting Federal Reporting requirements, this data helps the Commonwealth to create a diverse, equitable, and inclusive workforce.



1. Click the **Ethnic Groups** menu item.

The **Ethnic Groups** tab displays.

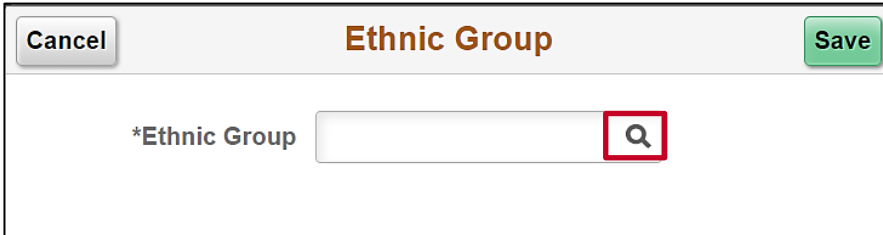


Note: Any ethnic groups that you have already defined will display here. You can self-identify with multiple ethnic groups.

2. Click the **Add an Ethnic Group** button.

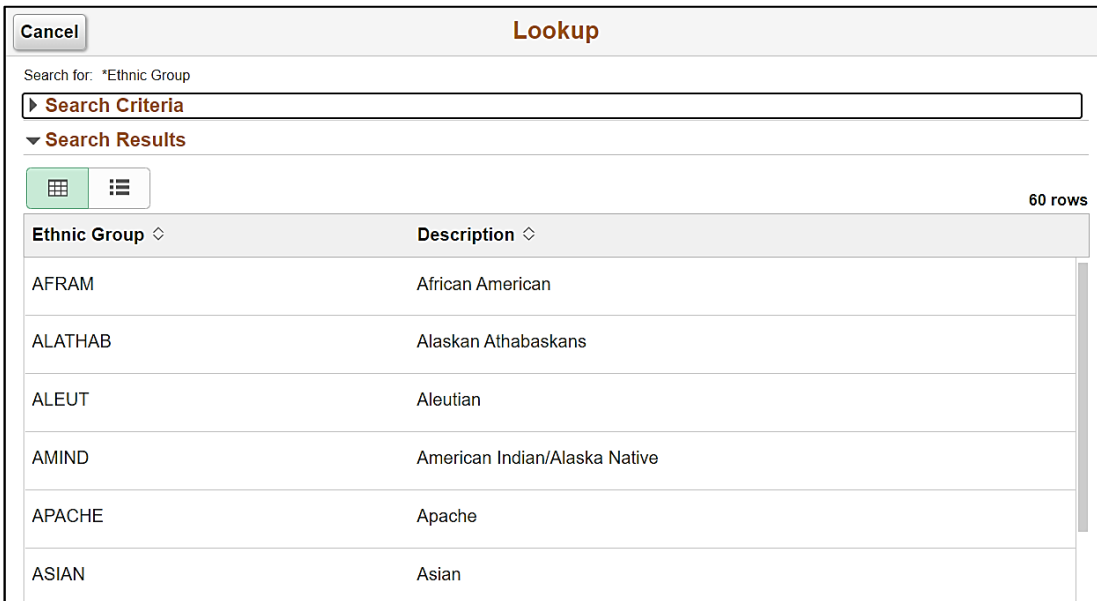
ESS_How to View and Update Personal Details

The **Ethnic Group** page displays in a pop-up window.



3. Click the **Ethnic Group Search and Select** icon.

The **Lookup** page displays in a pop-up window.

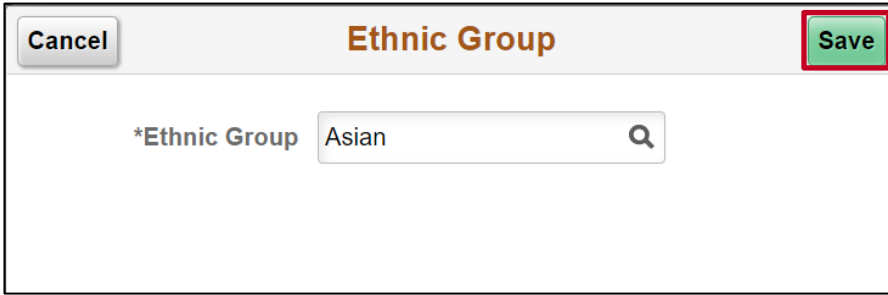


Ethnic Group	Description
AFRAM	African American
ALATHAB	Alaskan Athabaskans
ALEUT	Aleutian
AMIND	American Indian/Alaska Native
APACHE	Apache
ASIAN	Asian

4. Use the scrollbar as needed to find the applicable ethnic group and then select it by clicking anywhere on the corresponding row.

ESS_How to View and Update Personal Details

The **Ethnic Group** page returns with the selected ethnic group.



A screenshot of a web form titled "Ethnic Group". At the top left is a "Cancel" button, and at the top right is a "Save" button. The main content area contains a label "*Ethnic Group" followed by a text input field containing the word "Asian" and a search icon.

5. Click the **Save** button.

The **Ethnic Groups** tab returns.



A screenshot of the "Personal Details" page. On the left is a navigation menu with items: Addresses, Contact Details, Marital Status, Name, Ethnic Groups (highlighted), Emergency Contacts, Additional Information, and Disability. The main content area is titled "Ethnic Groups" and features a red-bordered "+" icon. Below this icon is a text input field containing "Asian" and a right-pointing arrow. Underneath is a section titled "Voluntary Self-Identification" with a paragraph of text explaining the employer's recordkeeping requirements.

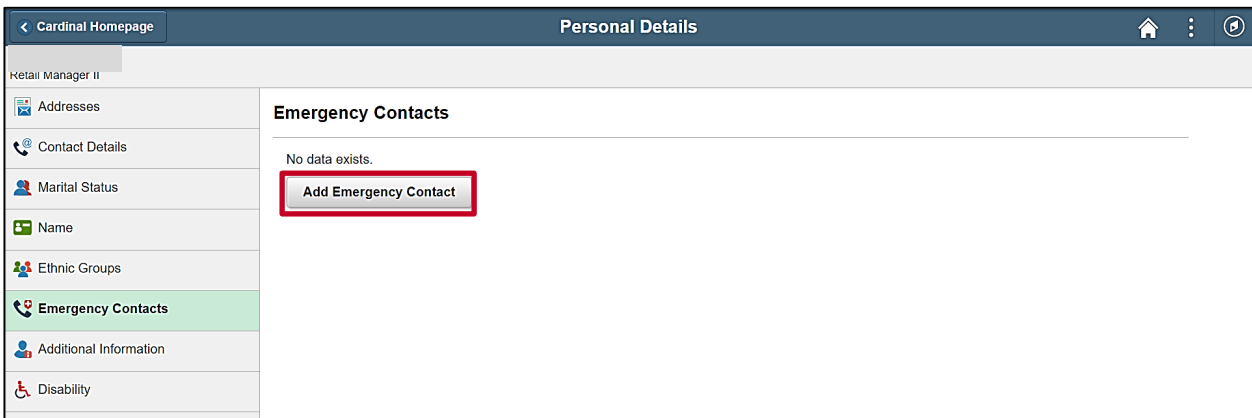
6. To add another ethnic group, click the **Add an Ethnic Group** icon and repeat Steps 3 – 5.

Updating Emergency Contacts



1. Click the **Emergency Contacts** menu item.

The **Emergency Contacts** tab displays.

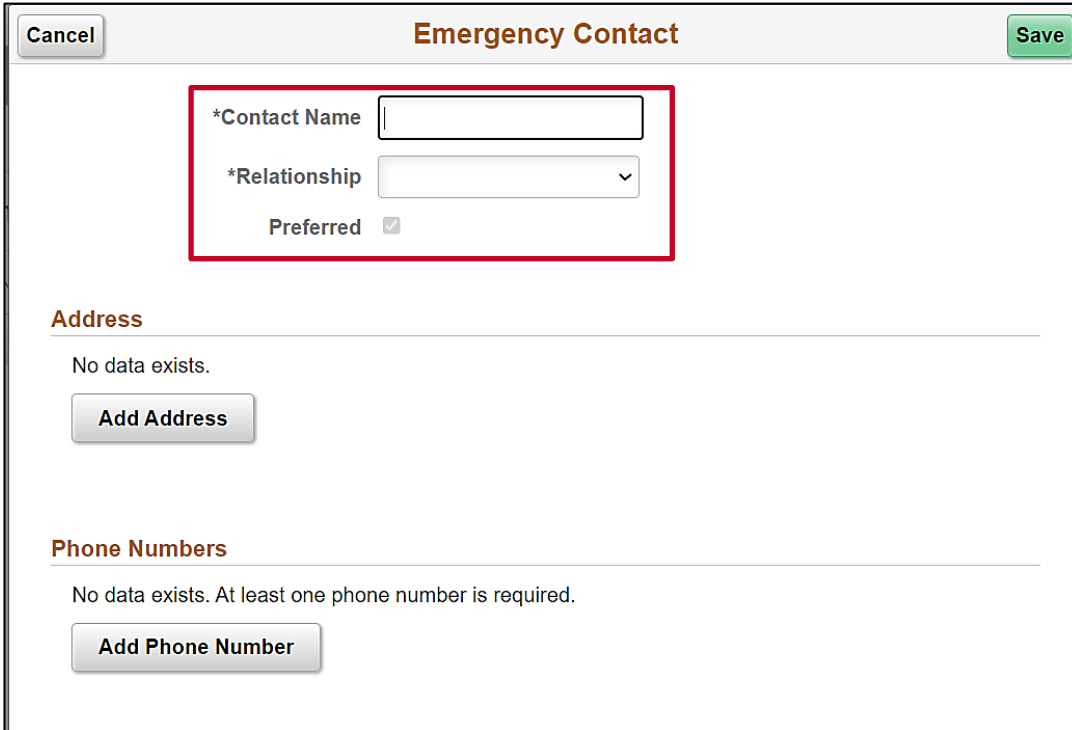


Note: Any emergency contacts that you have already defined will display here. You can define multiple emergency contacts.

2. Click the **Add Emergency Contact** button.

ESS_How to View and Update Personal Details

The **Emergency Contact** page displays in a pop-up window.



3. Enter the applicable information in the **Contact Name** field.
4. Select the person's relationship to you using the dropdown button provided.
5. When defining your first emergency contact, the **Preferred** checkbox option is selected by default and is read-only.

Emergency Contact

*Contact Name

*Relationship ▾

Preferred

Address

No data exists.

Phone Numbers


No data exists. At least one phone number is required.

6. Click the **Add Address** button.

The **Address** page displays in a pop-up window.

Cancel **Address** Done

Same as mine


Country 

Address 1

Address 2

Address 3

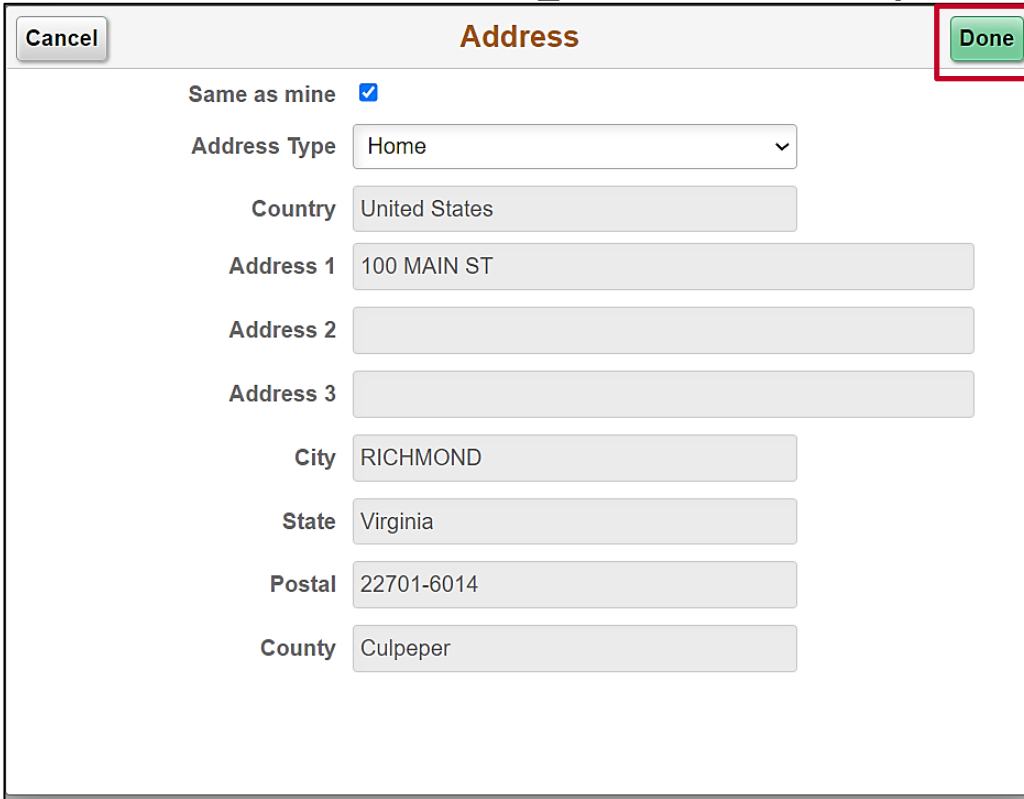
City

State 

Postal

County

7. Click the **Same as mine** checkbox option as applicable or enter the applicable information into the corresponding fields.



Address

Cancel Done

Same as mine

Address Type Home

Country United States

Address 1 100 MAIN ST

Address 2

Address 3

City RICHMOND

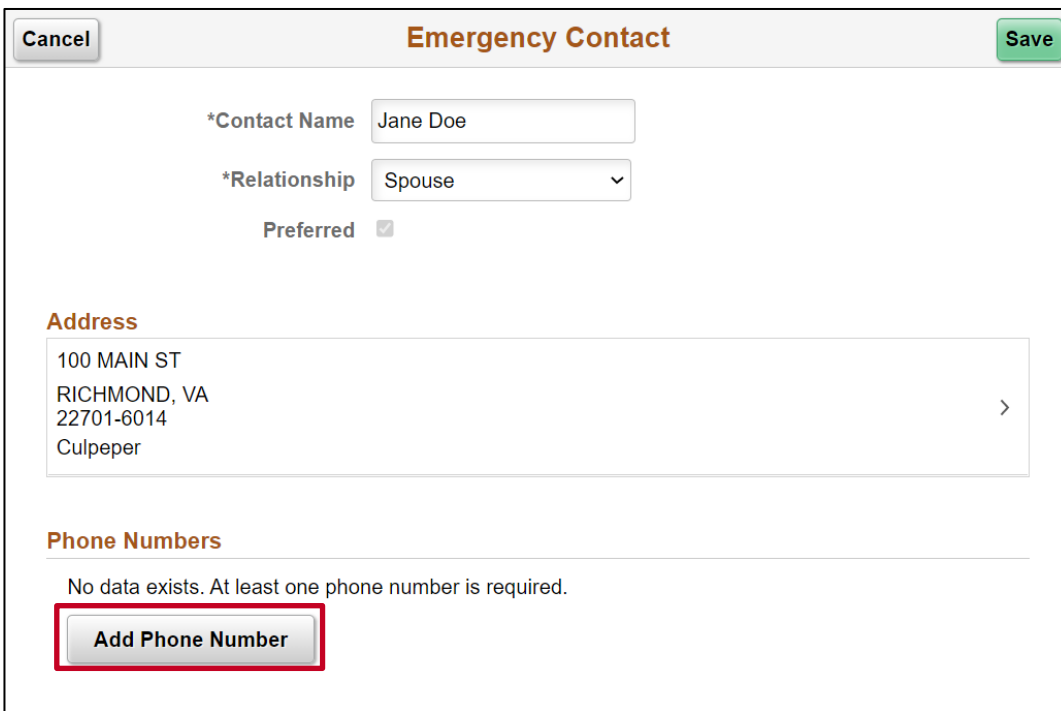
State Virginia

Postal 22701-6014

County Culpeper

8. Click the **Done** button.

The **Emergency Contact** page returns with the updated address information.



Emergency Contact

Cancel Save

*Contact Name Jane Doe

*Relationship Spouse

Preferred

Address

100 MAIN ST
RICHMOND, VA
22701-6014
Culpeper

Phone Numbers

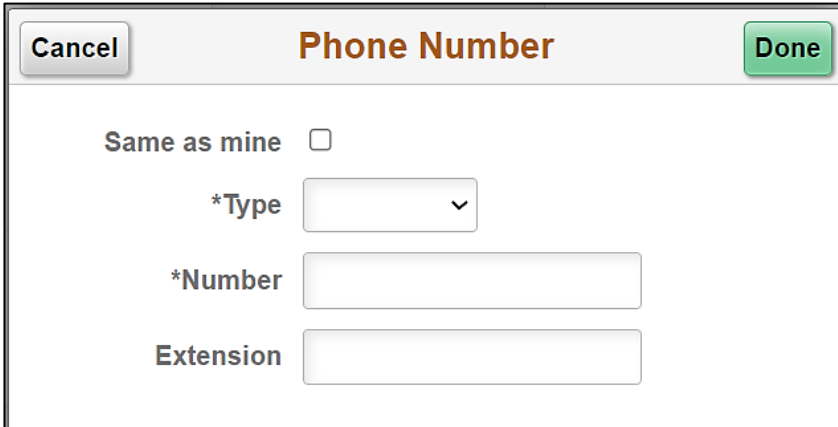
No data exists. At least one phone number is required.

Add Phone Number

9. Click the **Add Phone Number** button.

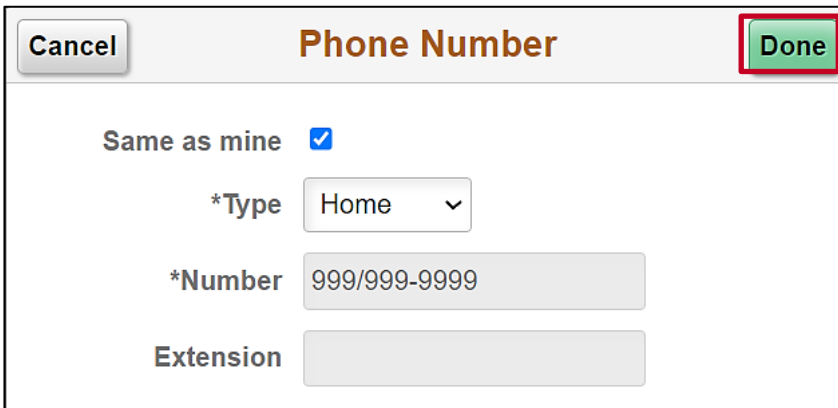
ESS_How to View and Update Personal Details

The **Phone Number** page displays in a pop-up window.



A screenshot of a web form titled "Phone Number". At the top left is a "Cancel" button, and at the top right is a "Done" button. Below the title, there is a "Same as mine" checkbox which is currently unchecked. Underneath, there are three input fields: "*Type" is a dropdown menu, "*Number" is a text box, and "Extension" is another text box. All three input fields are currently empty.

10. Click the **Same as mine** checkbox option as applicable or enter the applicable information into the corresponding fields.



A screenshot of the same "Phone Number" form. The "Same as mine" checkbox is now checked. The "*Type" dropdown menu is set to "Home". The "*Number" text box contains the placeholder "999/999-9999". The "Extension" text box is empty. The "Done" button at the top right is highlighted with a red rectangular box.

11. Click the **Done** button.

ESS_How to View and Update Personal Details

The **Emergency Contact** page returns with the phone number information.

Cancel
Emergency Contact
Save

*Contact Name

*Relationship

Preferred

Address

100 MAIN ST
 RICHMOND, VA
 22701-6014
 Culpeper

Phone Numbers

+

Phone	Extension	Type
999/999-9999		Same as mine

12. Click the **Save** button.

The **Emergency Contacts** tab returns.

< Cardinal Homepage
Personal Details
⋮

JOHN DOE 👤
Retail Manager II

- 📍 Addresses
- 📞 Contact Details
- 👤 Marital Status
- 📄 Name
- 👥 Ethnic Groups
- 📞 **Emergency Contacts**
- 👤 Additional Information
- ♿ Disability

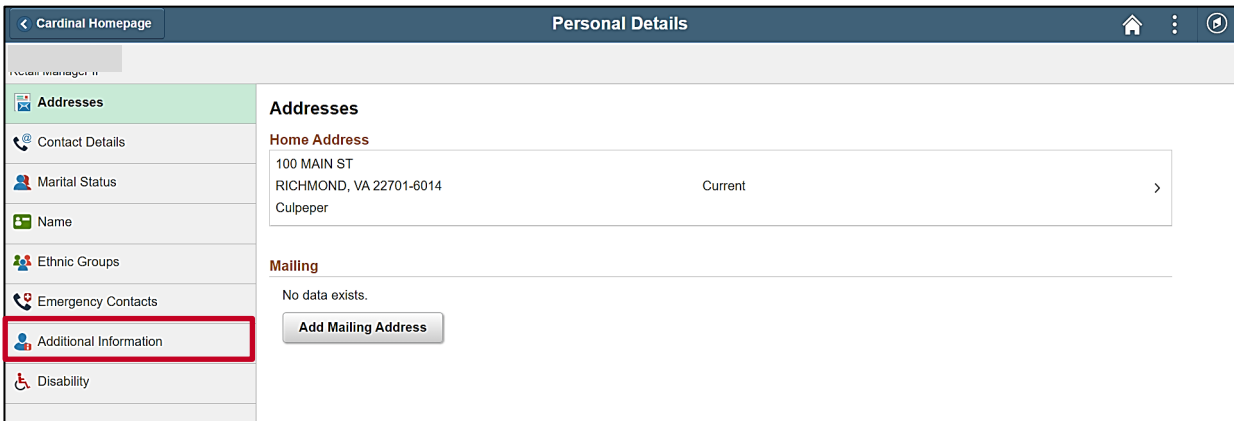
Emergency Contacts

+

Contact Name	Relationship	Preferred
Jane Doe	Spouse	✓

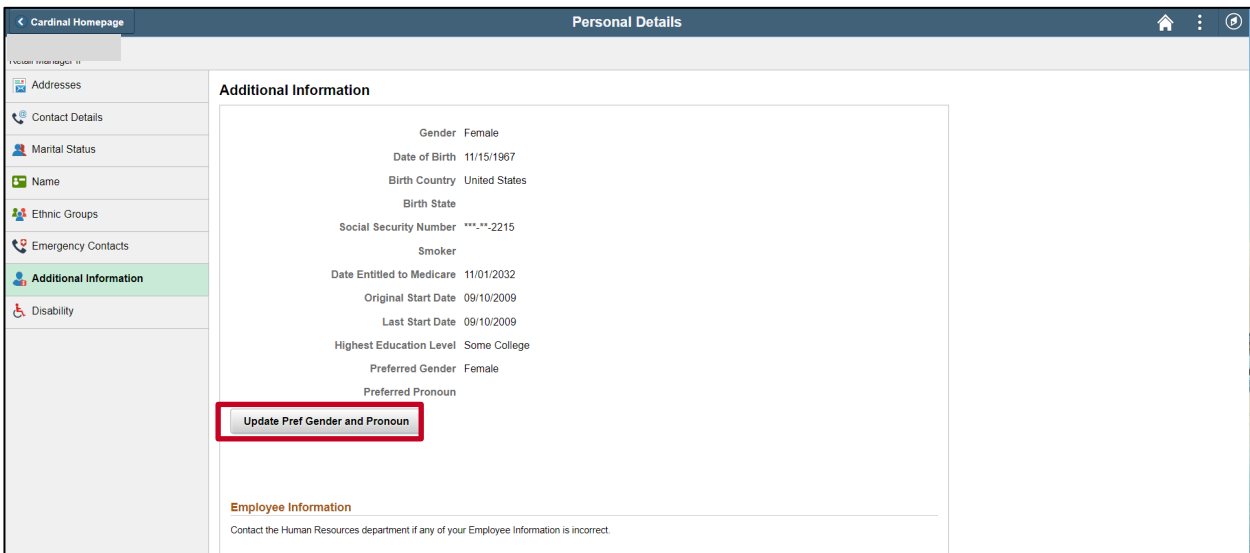
13. To update an existing emergency contact, click anywhere on the corresponding row and then make the updates needed. To add an additional emergency contact, click the **Add Emergency Contact** icon (+) and then repeat Steps 3 – 12.

Viewing and Updating Additional Information



1. Click the **Additional Information** menu item.

The **Additional Information** tab displays.



2. Review the information. Most of this information cannot be updated using Employee Self-Service. If any of the information is not accurate, contact your Agency Human Resources Administrator. The only information that you can update using Employee Self-Service is your preferred gender and preferred pronoun.
3. Click the **Update Pref Gender and Pronoun** button as needed.

ESS_How to View and Update Personal Details

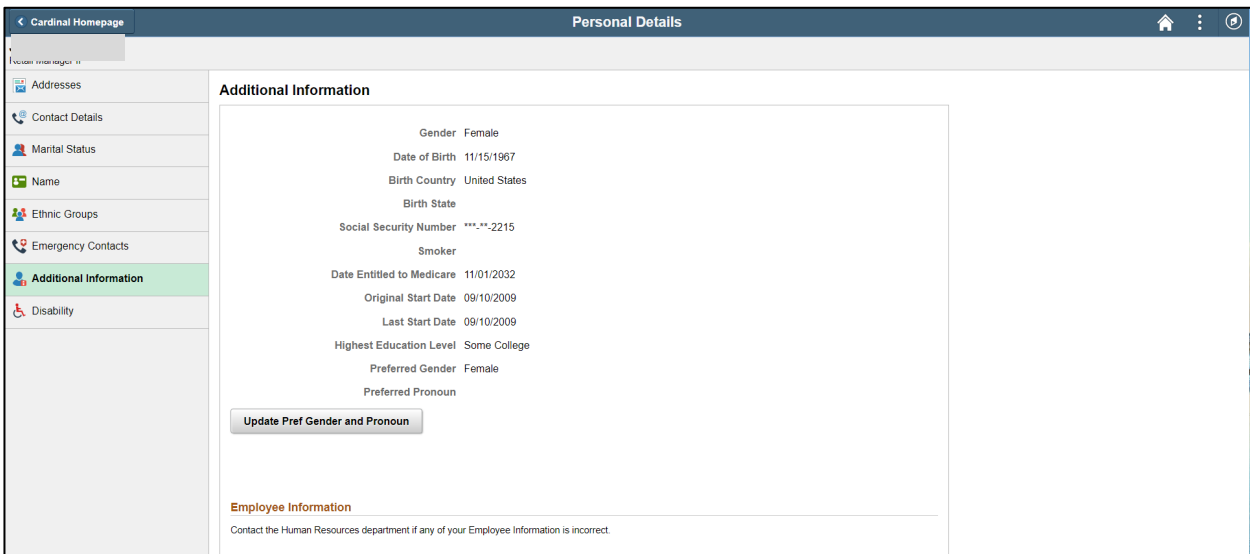
The **Preferred Gender & Pronoun** page displays in a pop-up window.



A pop-up window titled "Preferred Gender & Pronoun" with a "Cancel" button on the left and a "Save" button on the right. The "Save" button is highlighted with a red box. The form contains two dropdown menus: "Preferred Gender" with "Female" selected, and "Preferred Pronoun" which is currently empty.

4. Make the desired updates and then click the **Save** button.

The **Additional Information** page returns.



A screenshot of the "Personal Details" page in the Employee Self-Service system. The left sidebar shows a navigation menu with "Additional Information" highlighted. The main content area displays the "Additional Information" section with the following details:

Gender	Female
Date of Birth	11/15/1967
Birth Country	United States
Birth State	
Social Security Number	***-**-2215
Smoker	
Date Entitled to Medicare	11/01/2032
Original Start Date	09/10/2009
Last Start Date	09/10/2009
Highest Education Level	Some College
Preferred Gender	Female
Preferred Pronoun	

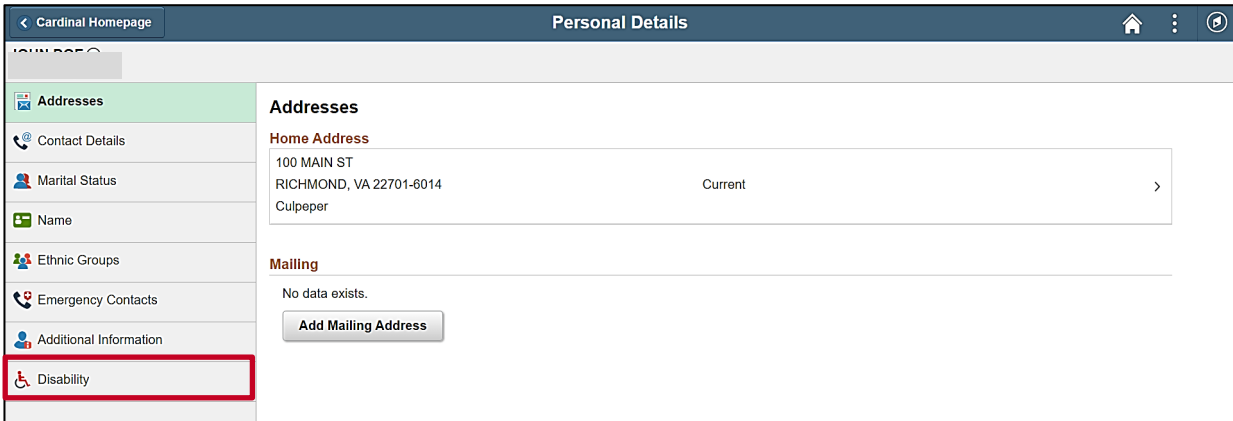
Below the table is a button labeled "Update Pref Gender and Pronoun".

Employee Information
Contact the Human Resources department if any of your Employee Information is incorrect.

ESS_How to View and Update Personal Details

Completing the Voluntary Self-Identification of Disability Form

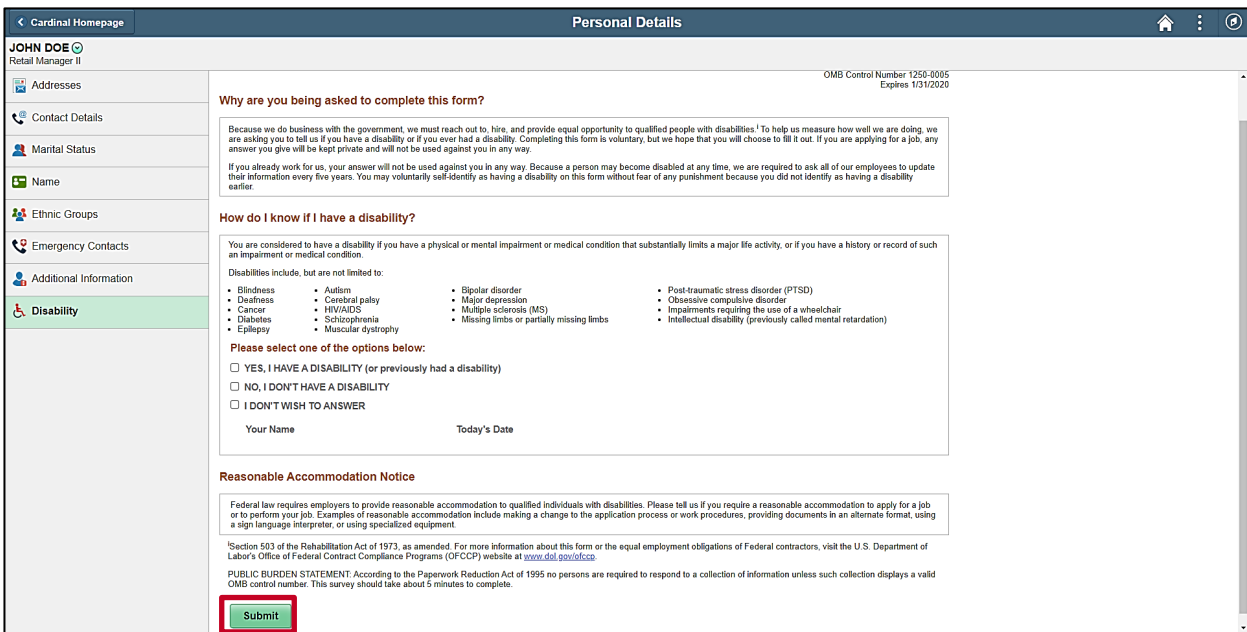
Self-Identification of disabilities is optional. However, sharing this information helps the Commonwealth build programs to better suit our workforce needs.



The screenshot shows the 'Personal Details' page for a user named JOHN DOE. The left sidebar contains a list of menu items: Addresses, Contact Details, Marital Status, Name, Ethnic Groups, Emergency Contacts, Additional Information, and Disability. The 'Disability' item is highlighted with a red rectangular box. The main content area shows the 'Addresses' section with a 'Home Address' field containing '100 MAIN ST, RICHMOND, VA 22701-6014, Culpeper'. Below this is a 'Mailing' section with the text 'No data exists.' and an 'Add Mailing Address' button.

1. Click the **Disability** menu item.

The **Disability** tab displays.



The screenshot shows the 'Disability' form. The left sidebar is the same as in the previous screenshot, but the 'Disability' item is now selected and highlighted in green. The main content area contains the following sections:

- Why are you being asked to complete this form?**: A paragraph explaining the purpose of the form and its voluntary nature.
- How do I know if I have a disability?**: A section defining disability and listing various conditions such as Blindness, Autism, Bipolar disorder, Post-traumatic stress disorder (PTSD), Deafness, Cerebral palsy, Major depression, Obsessive compulsive disorder, Cancer, HIV/AIDS, Multiple sclerosis (MS), Impairments requiring the use of a wheelchair, Diabetes, Schizophrenia, Missing limbs or partially missing limbs, and Intellectual disability (previously called mental retardation).
- Please select one of the options below:**: Two radio button options: 'YES, I HAVE A DISABILITY (or previously had a disability)' and 'NO, I DON'T HAVE A DISABILITY'. A third option, 'I DON'T WISH TO ANSWER', is also present.
- Reasonable Accommodation Notice**: A section providing information about federal law requirements for reasonable accommodation and a link to the U.S. Department of Labor's website.
- PUBLIC BURDEN STATEMENT**: A statement indicating that the survey should take about 5 minutes to complete.
- Submit**: A red button at the bottom of the form, highlighted with a red rectangular box.

2. Complete this form as applicable and then click the **Submit** button.