

TLC Contacts Overview

This Job Aid provides instructions on how to update the TLC Contact Types.

Refer to the Job Aid titled BN361_TLC Data Sheet_Locality for instructions on how to complete the Plan Year TLC information. This Job Aid is located on the Cardinal Website in **Job Aids** under **Learning**.

Table of Contents

Revision History	2
Updating TLC Contacts.....	3

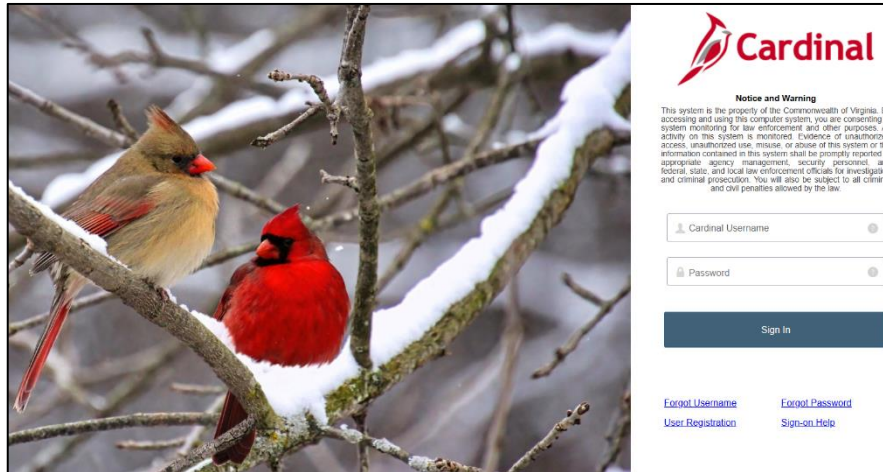
Revision History

Revision Date	Summary of Changes
3/1/2025	Added the Cardinal Login steps. Updated the screenshots of the Search pages (Section 1; after Step 5). Added reference information to the Overview of the Cardinal HCM Search Pages Job Aid.

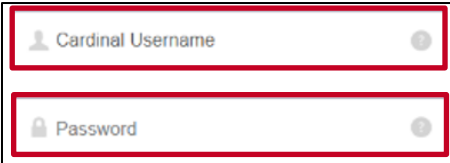
Updating TLC Contacts

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

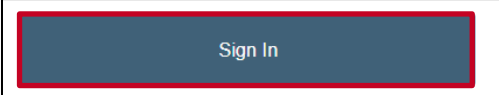
The **Cardinal Login** page displays.



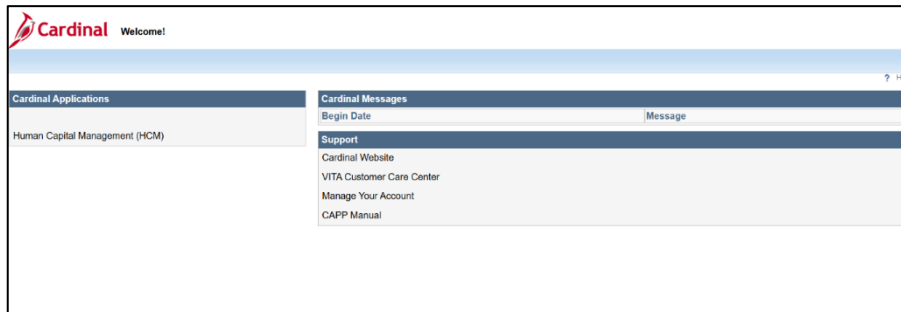
2.	Enter the Employee Username and Password in the Cardinal Username and Password field.
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3.	Click the Sign In button.
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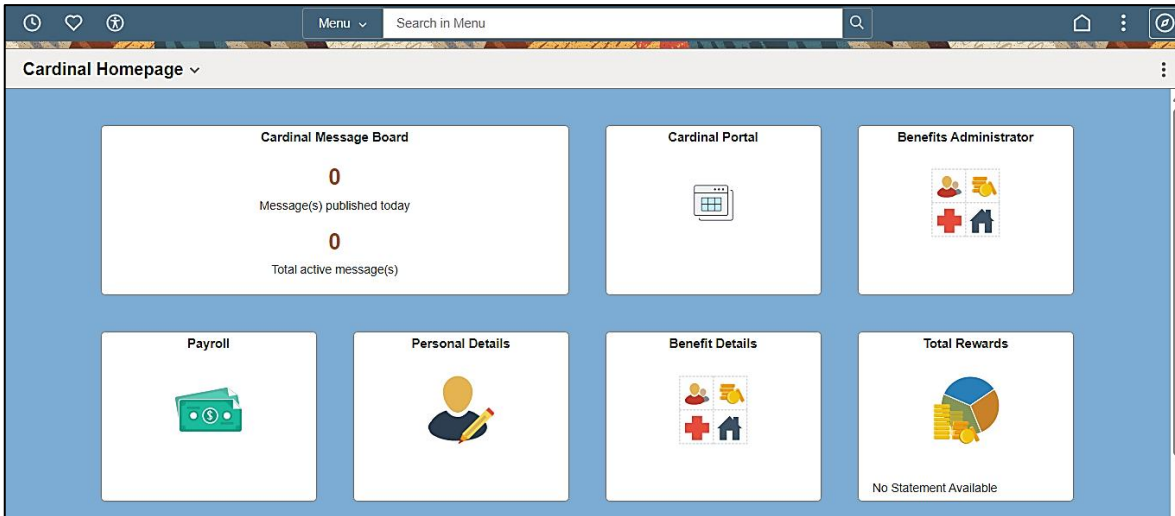


The **Portal Welcome** page displays.



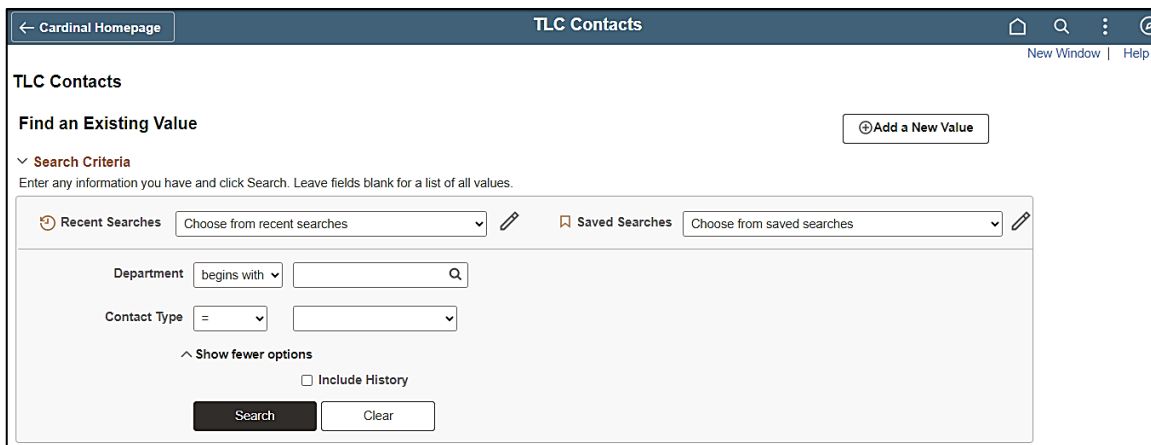
Step	Action
4.	Click the Human Capital Management link. <div style="border: 2px solid red; padding: 2px; display: inline-block;">Human Capital Management (HCM)</div>


The **Cardinal Homepage** displays.





5.	To update TLC Contacts, navigate to the TLC Contacts page by following this path: NavBar > Menu > Benefits > Employer Information > TLC Contacts
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The **TLC Contacts Find an Existing Value** page displays.




	For more information pertaining to the Cardinal HCM Search pages, refer to the Job Aid titled "Overview of the Cardinal HCM Search Pages". This Job Aid is located on the Cardinal Website in Job Aids under Learning .
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Step	Action
6.	Enter or select the applicable TLC Department using the Department Look Up icon (magnifying glass). 
7.	Click the Search button. 

The search results display at the bottom of the page in the **Search Results** section.

▼ Search Results
8 results


⏪ < 1-8 of 8 > ⏩ View All			
TLC Group	Department	Contact Type	
047320000	047320000	Ben Admin	>
047320000	047320000	Ben Exec	>
047320000	047320000	Bill Admin	>
047320000	047320000	Bill Exec	>
047320000	047320001	Ben Admin	>
047320000	047320001	Ben Exec	>
047320000	047320001	Bill Admin	>
047320000	047320001	Bill Exec	>

8.	Select the applicable Contact Type requiring update by clicking the corresponding Drill In icon (>).
	Only one contact can be defined for each Contact Type (Ben Admin, Ben Exec, Bill Admin, or Bill Exec).

Step	Action
	<p>The TLC Contacts page displays for the applicable TLC Department and Contact Type.</p> <div data-bbox="240 378 1396 1276" style="border: 1px solid #ccc; padding: 10px;"><div data-bbox="259 382 454 436" style="background-color: #e0f0ff; padding: 2px 5px; border: 1px solid #ccc; display: inline-block; margin-bottom: 10px;">TLC Contacts</div><p data-bbox="259 483 812 514">Department 047071000 Amherst, Town of</p><div data-bbox="259 556 1356 619" style="border: 1px solid #ccc; padding: 5px;"><p data-bbox="276 567 519 598">Department Contacts 🔍 ⏪ ⏩ 1 of 4 ▾ ▶▶ View All</p></div><div data-bbox="316 640 1339 1029"><div data-bbox="316 672 673 724">Effective Date <input type="text" value="07/01/2023"/> <input style="float: right; margin-left: 10px;" type="button" value="📅"/></div><div data-bbox="316 735 714 766">Contact Type <input type="text" value="Benefits Administrator"/></div><div data-bbox="316 777 698 819">Contact EIN <input type="text" value=""/> <input style="float: right;" type="button" value="🔍"/></div><div data-bbox="316 829 1153 871">Name <input type="text" value=""/></div><div data-bbox="316 882 1153 924">Email ID <input type="text" value=""/></div><div data-bbox="316 934 1055 987">Phone <input type="text" value=""/> Ext <input type="text" value=""/></div><p data-bbox="316 997 909 1029">Enter a complete phone number including the area code.</p></div><div data-bbox="316 1081 527 1123" style="margin-top: 10px;">▶ Mailing Address</div><div data-bbox="316 1176 544 1218" style="margin-top: 10px;">▶ Shipping Address</div></div>
9.	Click the Add a New Row icon (+). <div data-bbox="259 1365 446 1438" style="border: 1px solid #ccc; padding: 5px; display: inline-block;"><input style="border: 2px solid red;" type="button" value="+"/> <input type="button" value="-"/></div>

Step	Action
	<p>The page refreshes with a new row.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> TLC Contacts </div> <div style="padding: 5px 0;"> <p>Department 047071000 Amherst, Town of</p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <div style="border-bottom: 1px solid black; padding-bottom: 5px;"> Department Contacts <input type="text" value=""/> 1 of 5 ▶▶ ▶ View All </div> <div style="padding: 5px 0;"> <p>Effective Date <input type="text" value="03/01/2024"/> 📅 + -</p> <p>Contact Type Benefits Administrator</p> <p>Contact EIN <input type="text" value=""/> 🔍</p> <p>Name <input style="width: 100%;" type="text"/></p> <p>Email ID <input style="width: 100%;" type="text"/></p> <p>Phone <input style="width: 40%;" type="text"/> Ext <input style="width: 20%;" type="text"/></p> <p style="font-size: small; color: blue;">Enter a complete phone number including the area code.</p> <p style="margin-top: 10px;">▶ Mailing Address</p> <p style="margin-top: 10px;">▶ Shipping Address</p> </div> </div> </div>
10.	<p>The Effective Date field defaults to the current date but can be updated as needed using the Effective Date Calendar icon.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Effective Date <input type="text" value="03/01/2024"/> 📅</p> </div>

Step	Action
11.	<p>Complete the Contact EIN field based on the following guidelines:</p> <ul style="list-style-type: none"> • If the contact is an employee, use the Contact EIN Look Up icon to search for and select the applicable contact using their Employee ID. The Name, Email ID, and Phone fields will auto-populate once the contact is selected. The address information (Mailing Address and Shipping Address) will pull forward from the previous row but should be reviewed and updated as needed for the new contact • If the contact is not an employee, the Name, Email ID, and Phone (include the area code) fields need to be entered manually. In these cases, it is also recommended to click the Mailing Address and Shipping Address Expand icons and enter the applicable address information <div data-bbox="261 737 1130 989" style="border: 1px solid black; padding: 5px;"> <p>Contact EIN <input style="border: 2px solid red;" type="text" value=""/></p> <p>Name <input type="text"/></p> <p>Email ID <input type="text"/></p> <p>Phone <input type="text"/> Ext <input type="text"/></p> <p><small>Enter a complete phone number including the area code.</small></p> </div>

Step	Action
	<p>Example of a completed TLC Contacts page:</p> <div data-bbox="240 378 1393 1266" style="border: 1px solid black; padding: 10px;"> <div style="border-bottom: 1px solid black; margin-bottom: 10px;"> TLC Contacts </div> <p>Department 047071000 Amherst, Town of</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Department Contacts <input type="text" value=""/> <input type="button" value="◀"/> <input type="button" value="▶"/> 1 of 5 <input type="button" value="▶"/> <input type="button" value="▶▶"/> View All</p> <p>Effective Date <input type="text" value="03/01/2024"/> <input style="font-size: 0.8em; vertical-align: middle;" type="button" value="📅"/> <input type="button" value="+"/> <input type="button" value="-"/></p> <p>Contact Type Benefits Administrator</p> <p>Contact EIN <input type="text" value=""/> <input style="font-size: 0.8em; vertical-align: middle;" type="button" value="🔍"/></p> <p>Name <input type="text" value=""/></p> <p>Email ID <input type="text" value=""/></p> <p>Phone <input type="text" value=""/> Ext <input type="text" value=""/></p> <p style="color: #0070C0; font-size: 0.9em;">Enter a complete phone number including the area code.</p> <p style="margin-top: 10px;">▶ Mailing Address</p> <p style="margin-top: 10px;">▶ Shipping Address</p> </div> </div>
12.	<p>Click the Save button at the bottom of the page.</p> <div data-bbox="261 1354 1079 1440" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> Save Return to Search Previous in List Next in List </div>
	<p>To update additional Contact Types, click the Return to Search button at the bottom of the page and then repeat these steps starting with Step 8.</p>