

TLC Contacts Overview

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

Refer to the Job Aid titled **TLC Data Sheet** 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**.

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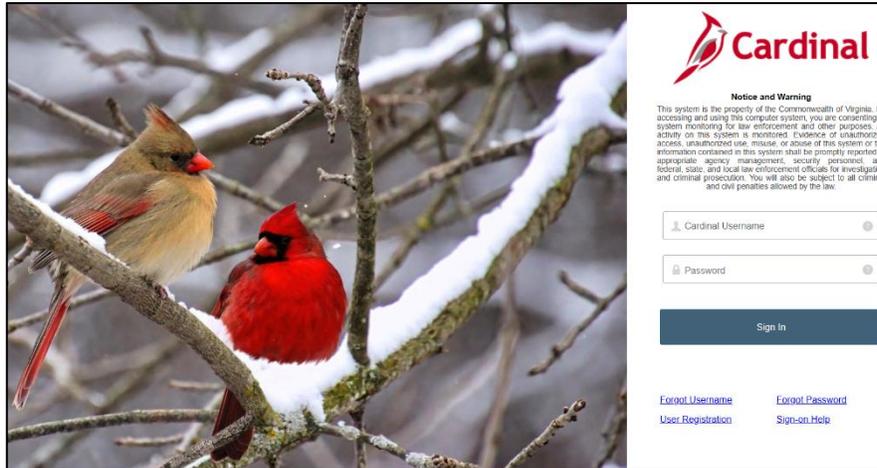
Revision History

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.

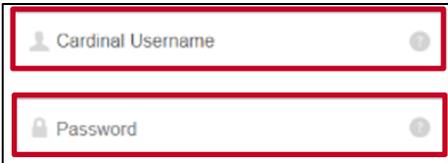
Updating TLC Contacts

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

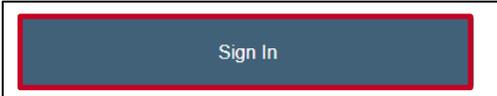
The **Cardinal Login** page displays.



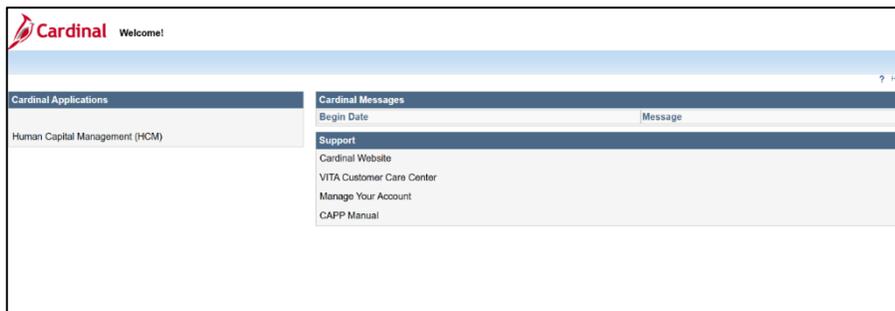
2.	Enter the Employee Username and Password in the Cardinal Username and Password field.
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3.	Click the Sign In button.
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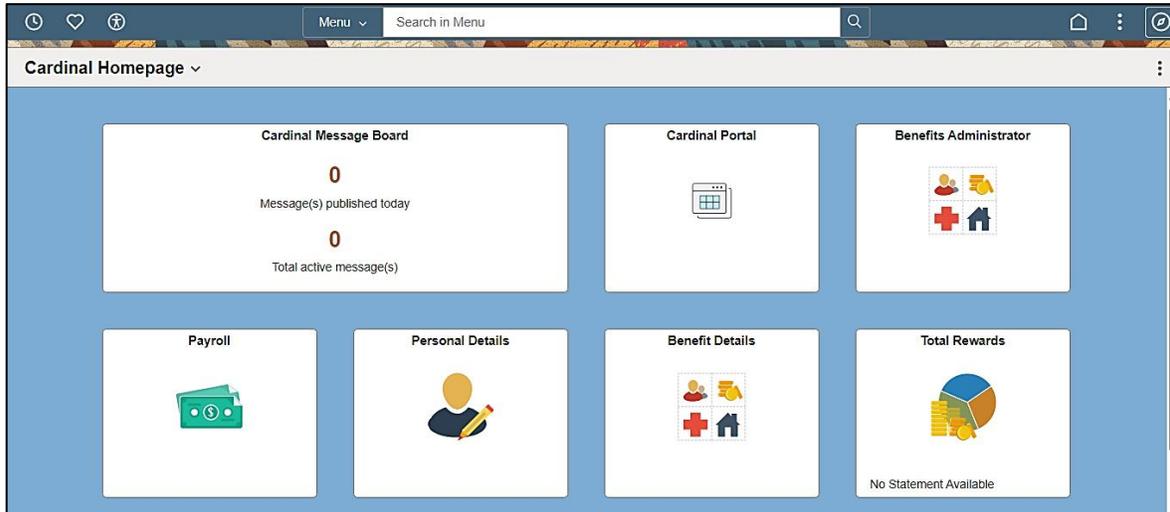


The **Portal Welcome** page displays.



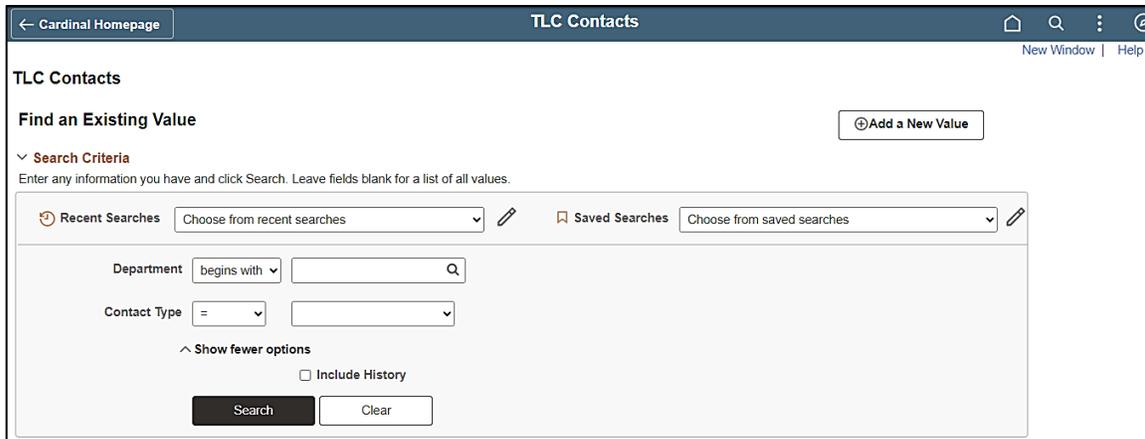
Step	Action
4.	Click the Human Capital Management link. <div style="border: 2px solid red; padding: 2px; display: inline-block;">Human Capital Management (HCM)</div>

The **Cardinal Homepage** displays.

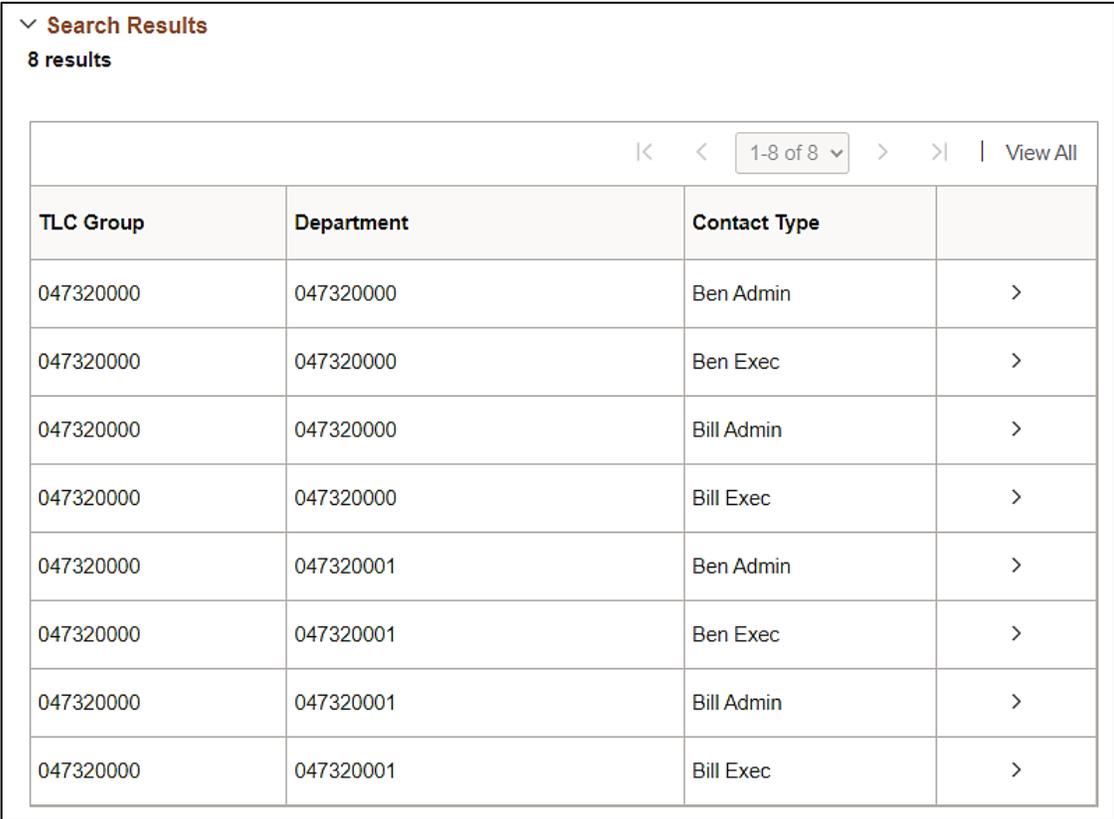


5.	To update TLC Contacts, navigate to the TLC Contacts page by following this path: NavBar > Menu > Benefits > Employer Information > TLC Contacts
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The **TLC Contacts Find an Existing Value Search** page displays.



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**.

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.																																					
 <p> Search Results 8 results </p> <table border="1"> <thead> <tr> <th>TLC Group</th> <th>Department</th> <th>Contact Type</th> <th></th> </tr> </thead> <tbody> <tr> <td>047320000</td> <td>047320000</td> <td>Ben Admin</td> <td>></td> </tr> <tr> <td>047320000</td> <td>047320000</td> <td>Ben Exec</td> <td>></td> </tr> <tr> <td>047320000</td> <td>047320000</td> <td>Bill Admin</td> <td>></td> </tr> <tr> <td>047320000</td> <td>047320000</td> <td>Bill Exec</td> <td>></td> </tr> <tr> <td>047320000</td> <td>047320001</td> <td>Ben Admin</td> <td>></td> </tr> <tr> <td>047320000</td> <td>047320001</td> <td>Ben Exec</td> <td>></td> </tr> <tr> <td>047320000</td> <td>047320001</td> <td>Bill Admin</td> <td>></td> </tr> <tr> <td>047320000</td> <td>047320001</td> <td>Bill Exec</td> <td>></td> </tr> </tbody> </table>		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	>
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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="263 382 454 436" style="background-color: #e6f2ff; border: 1px solid #0070c0; padding: 2px 5px; display: inline-block; margin-bottom: 10px;">TLC Contacts</div><p data-bbox="263 487 812 520">Department 047071000 Amherst, Town of</p><div data-bbox="263 554 1357 617" style="border: 1px solid #ccc; padding: 5px;">Department Contacts <input data-bbox="769 567 818 609" type="text" value=""/> <input data-bbox="876 567 899 596" type="button" value=""/> <input data-bbox="938 567 961 596" type="button" value=""/> 1 of 4 <input data-bbox="1101 567 1123 596" type="button" value=""/> <input data-bbox="1169 567 1192 596" type="button" value=""/> <a data-bbox="1256 571 1338 596" href="#">View All</div><div data-bbox="321 646 1338 1024"><div data-bbox="321 680 669 722">Effective Date <input data-bbox="493 680 623 714" type="text" value="07/01/2023"/> <input data-bbox="630 680 669 722" type="button" value=""/></div><div data-bbox="321 739 714 772">Contact Type Benefits Administrator</div><div data-bbox="321 789 701 823">Contact EIN <input data-bbox="493 781 701 823" type="text" value=""/></div><div data-bbox="321 840 1153 873">Name <input data-bbox="493 831 1153 873" type="text" value=""/></div><div data-bbox="321 890 1153 924">Email ID <input data-bbox="493 890 1153 924" type="text" value=""/></div><div data-bbox="321 949 1055 991">Phone <input data-bbox="493 949 824 991" type="text" value=""/> Ext <input data-bbox="948 949 1055 991" type="text" value=""/></div><p data-bbox="321 999 909 1033">Enter a complete phone number including the area code.</p><div data-bbox="315 1087 526 1121">▶ Mailing Address</div><div data-bbox="315 1184 542 1218">▶ Shipping Address</div></div><div data-bbox="1224 646 1338 697" style="text-align: right;"><input data-bbox="1224 646 1279 697" type="button" value="+"/> <input data-bbox="1286 646 1338 697" type="button" value="-"/></div></div>
9.	Click the Add a New Row icon (+). <div data-bbox="263 1365 448 1444" style="border: 1px solid #ccc; padding: 5px; display: inline-block;"><input data-bbox="305 1373 370 1436" type="button" value="+"/> <input data-bbox="376 1373 441 1436" type="button" value="-"/></div>

Step	Action
	<p>The TLC Contacts page refreshes with a new row.</p> <div data-bbox="240 375 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 #ccc; padding: 5px; margin-bottom: 10px;"> Department Contacts <input type="text" value=""/> 1 of 5 ▶▶ ▶ View All </div> <p>Effective Date <input type="text" value="03/01/2024"/> </p> <p>Contact Type Benefits Administrator <input type="button" value="+"/> <input type="button" value="-"/></p> <p>Contact EIN <input type="text" value=""/> <input type="button" value="Q"/></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: 50%;" type="text"/> Ext <input style="width: 50%;" type="text"/></p> <p style="color: #0056b3; font-size: small;">Enter a complete phone number including the area code.</p> <p>▶ Mailing Address</p> <p>▶ Shipping Address</p> </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 data-bbox="261 1386 701 1446" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> Effective Date <input type="text" value="03/01/2024"/>  </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 (including 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=""/> <input type="button" value="Q"/></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 #ccc; padding: 5px; margin-top: 10px;"> <p>Department Contacts <input type="text" value=""/> < << 1 of 5 v >> > View All </p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 80%;"> <p>Effective Date <input type="text" value="03/01/2024"/> <input type="text" value=""/></p> <p>Contact Type <input type="text" value="Benefits Administrator"/></p> <p>Contact EIN <input type="text" value=""/> <input type="text" 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="font-size: small; color: #0070C0;">Enter a complete phone number including the area code.</p> <p>▶ Mailing Address</p> <p>▶ Shipping Address</p> </div> <div style="width: 15%; text-align: center;"> <input type="button" value="+"/> <input type="button" value="-"/> </div> </div> </div> </div>
12.	<p>Click the Save button at the bottom of the page.</p> <div data-bbox="263 1354 1079 1438" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <input style="border: 2px solid red; background-color: #800000; color: white; padding: 5px 15px;" type="button" value="Save"/> <input style="padding: 5px 15px; margin-left: 10px;" type="button" value="Return to Search"/> <input style="padding: 5px 15px; margin-left: 10px;" type="button" value="Previous in List"/> <input style="padding: 5px 15px; margin-left: 10px;" type="button" value="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>