FREQUENTLY ASKED QUESTIONS: YES and HRIS

Answers to the following questions can be found in this document:

1. What do I do if I receive an error that says "Access is Denied?
2. What is my USERNAME for my YES account?
3. What is my USERNAME for my HRIS account?
4. What are the criteria for creating a YES or HRIS password?
5. How do I reset my YES or HRIS Password?
6. What Internet browsers are compatible with YES and HRIS?
7. What do I do if certain pages or screens do not load entirely or at all in YES?
8. How do I delete my Cache or Cookies?

Question: What do I do if I receive an error that says "Access is Denied ~ The Portal cannot load because the Profile service returned an error…"?

Answer: If you receive the error above, it means that your pop-up blockers are turned on. Please complete the following steps to permanently turn off your pop-up blocker for the HRIS / YES website.

If you are using the **Internet Explorer** browser:

1. On the menu bar, click **Tools** > **Pop-up Blocker** > **Pop-up Blocker Settings**.
2. If Pop-up Blocker Settings is grayed out, go to **Tools** > **Pop-up Blocker** > **Turn On Pop-up Blocker**.
3. Or if you do not have the Pop-up blocker option, then contact your agency I.T. department to assist you.
4. The Pop-up Blocker Settings dialog box appears:
    a. In the "Address of Websites to Allow" field and add the following URL: ***.azdoa.gov**
    b. Click **Add**
    c. Confirm that the URL was added to the **Allowed Sites**
5. Click **Close**

If you are using the **Chrome** browser:

1. Navigate to the upper right on the menu bar, click the > **Advanced** > **Privacy and security > Content settings > Popups**.
2. Ensure that Popups is grayed out with the Blocked button slid left as shown below:

3. If you do not have the Popup option, then contact your agency I.T. department to assist you.
4. Go to **Allow** > **Add** > in the "Add a site" window enter: **https://portal.hris.azdoa.gov/** and click **Add**.
5. Close the Settings tab.

Question: What is my USERNAME for my YES Account?

Answer: Your EIN (without the leading zeros)

Question: What is my USERNAME for my HRIS Account?

Answer: Your user name is your Power User ID which is equal to your first, middle and last initial plus the last five digits of your EIN. If you do not have a middle initial entered into HRIS, then use "x" as your middle initial.
NOTE: Power User IDs do not change, so if a name change occurs, the Power User ID will always be equal to the name in use at the time the Power User ID was created.

Question: What are the criteria for creating a password for either YES or HRIS?

Answer: Passwords must be between 8 and 60 characters and must have at least one number, one uppercase letter and one special character such as *, @, #. Passwords are also case sensitive and cannot contain any of the following characters: %, <, >, =, ~, $, ( ). Your new password cannot be the same as your old password.

NOTE: Power Users who access Data Warehouse have a restriction on special characters that can be used. Those users can only use "." as a special character.

Question: How do I reset my YES or HRIS password?

Answer: You may automatically reset your YES or HRIS password by accessing the YES/HRIS login page. Once at the login page, simply click on the Forgot/Change Password link located on the lower left corner of the Portal Login box.

NOTE: Passwords automatically expire after 90 days. The password reset will lock the user out after 5 failed attempts. Should you be locked out, you may use the e-mail or text message option if you registered your information.

Once you click on the Forgot/Change Password link, the Password Self Service page opens. You will find that is has several options and icons located on the left side of the page:

Options for Resetting Your Password:

- Click here to CHANGE your password
- Click here to RESET your password by email
- Click here to RESET your password by text message
- Click here to REGISTER or update your email address
- Click here to REGISTER or update your cell phone number

Icons on Left Side of the Page:

- **House icon**: This is the Password Self Service Page. You will reset your password here
- **Help Desk icon**: This is the OS Ticket icon. If you have been sent a ticket, you may click here to view your ticket.

- **MAP icon**: This is the MAP icon. For current state employees use only.
- **YES icon**: This will direct you to the YES/HRIS login page
- **FAQ icon**: This will direct you to our FAQ page.

Should you require any assistance, please contact the HRIS Service Desk at 602.364.4444 option 7, or e-mail hrishelpdesk@azdoa.gov.

If Your Password was Reset by the HRIS Service Desk:

Login with your username and default password. Once you click on login, you will see a message indicating your password is not compliant and you must change it. Click on 'OK' to proceed to the Password Self Service page.

To Change Your Password:

- Your User Name is your EIN or HRIS Power User ID
- Your Current Password is the default password that was provided to you
- Your New Password is your own unique password you create.
- Once your password has been successfully changed, you will see a notification message that your password has changed.

NOTE: Please reference the new password guidelines that have been implemented. These are located at the top of the page and must be followed to successfully reset your password. You may encounter error messages if you are not following the guidelines and may potentially be locked out. If you are locked out, please contact the HRIS Service Desk at 602.364.4444 option 7, or e-mail hrishelpdesk@azdoa.gov to have your password reset.

Registering Your E-mail Address:

- Click on Forgot/Change password to be directed to the Password Self Service page.
- Click on the link 'Click here to REGISTER or update your email address.'
- Your user name is your EIN or HRIS Power User ID
- Your password is your current password you use to login to YES or HRIS
    - o **NOTE:** If you do not recall your current password, you cannot register your e-mail address. Contact the HRIS Service Desk at 602.364.4444 option 7, or email hrishelpdesk@azdoa.gov for a password reset.
- The email address can be either your work e-mail address or your personal email address of choice
- Once you have successfully registered your email address, you will see a confirmation page

Changing Your Password Using the Email Option:

- Click on the Forgot/Change password link to be directed to the Password Self Service page.
- Click on the link 'Click here to reset your password by email.'
- Your user name is your EIN or HRIS Power User ID
- Your email address is your registered email address you chose when you registered
    - o **NOTE:** If you do not recall what email address you used. Click on the 'click here' link in the message window above to update your email address.
- Once the system accepts your information, you will receive a confirmation message.

- The email you receive will contain a link that you will need to click on. You will be directed to the password self-service page to enter a new password.
  - o **NOTE:** The e-mail that is sent will expire in **ONE HOUR** as indicated. If you do not use the email link after the one-hour expiration, you will need to request another email.
- Once your password has been changed, you will receive a confirmation page. You can then click on the YES icon located to the left of the page to be directed to the HRIS/YES login screen.

Registering Your Cell Phone:

- Click on the Forgot/Change password link to be directed to the Password Self Service page.
- Click on the link 'Click here to REGISTER or update your cell phone number'.
- Your user name is your EIN or HRIS Power User ID
- Your password is your current password you use to login to YES or HRIS
  - o If you do not recall your current password, you cannot register your cell phone number. You must contact the HRIS Service Desk at 602.364.4444 option 7, or email hrishelpdesk@azdoa.gov for a password reset.
- Enter your cell phone number
- Once you have successfully registered your cell phone number, you will see a confirmation page.

Changing your password using the text message option:

- Click on the Forgot/Change password link to be directed to the Password Self Service page.
- Click on the link 'Click here to reset your password by text message'
- Enter your EIN or HRIS Power User ID
  - o **NOTE:** If you do not recall what cell number you used, click on the 'click here' link in the message window above to update your cell phone number.
- Verify the information listed is correct and select your wireless provider, then click OK
  - o If your wireless provider is not listed, please contact the HRIS Service Desk
- Once the system accepts your information, you will receive a confirmation message.
- You will receive a text message containing a token number. Enter the token number in the Text message token box and click on OK.
- Once your password has been changed, you will receive a confirmation page. You can then click on the YES icon located to the left of the page to be directed to the HRIS/YES login screen.

Should you require any assistance, please contact the HRIS Service Desk at 602.364.4444 option 7, or e-mail hrishelpdesk@azdoa.gov

Question: What internet browsers are compatible with YES and HRIS?

Answer: For HRIS, **Internet Explorer** is the only compatible browser. For YES, **Internet Explorer** and **Chrome** are compatible.

**Question: What do I do if certain pages or screens do not load entirely or at all in YES?**

Answer: Please follow the instructions on the following pages for clearing your cache or cookies.

**Question: How do I delete my cache or cookies?**

Answer: The process to delete cache or cookies depends on what browser (i.e., Internet Explorer or Chrome) you are using. Please see reference information and instructions on the following pages for specific browsers.

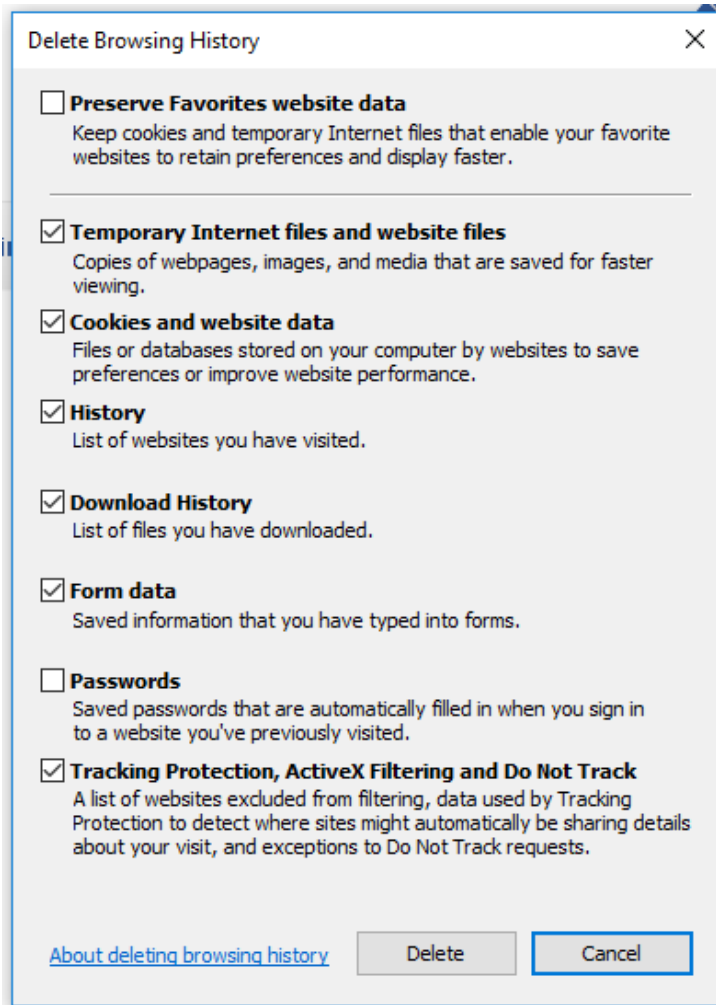**To Delete Cookies and Cache on Microsoft Internet Explorer**

- Navigate to the upper right corner of the browser to the 'spoke' icon.
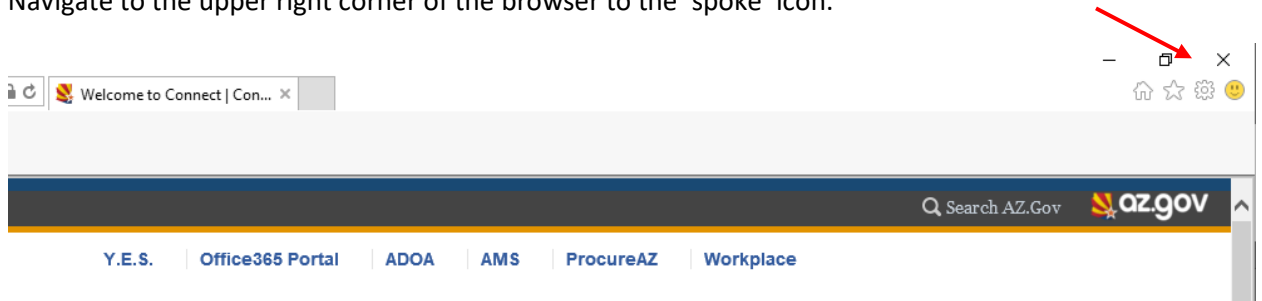
- From the menu, select 'Safety' followed by 'Delete browsing history.'
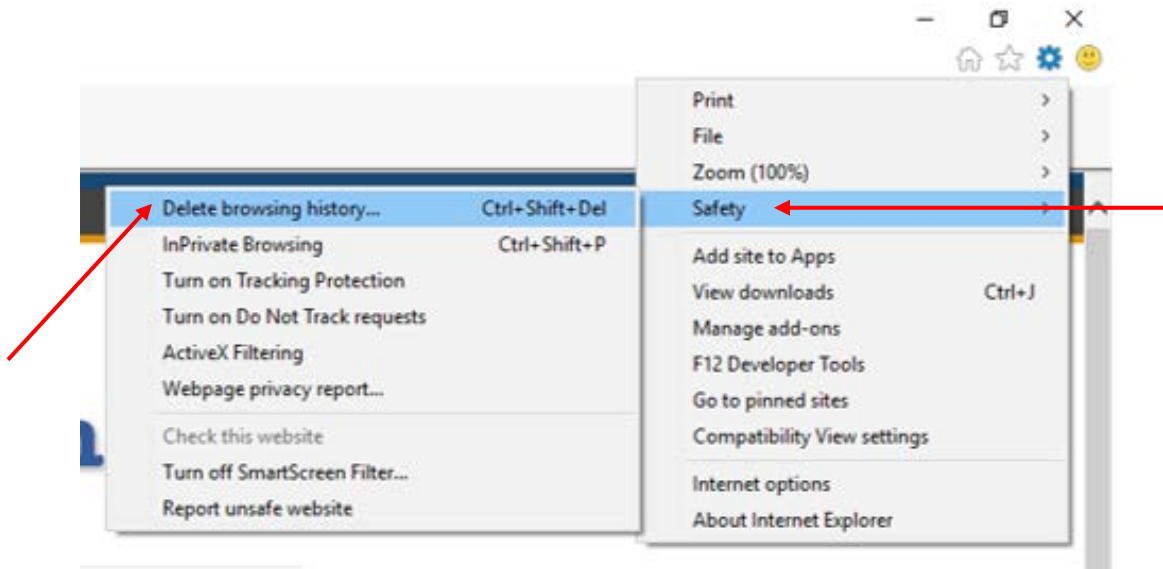
- In the new window that opens, ensure that the checked boxes match what is shown below. If the below is grayed out, or you can't access this screen, please contact your Ageny IT Support staff for assistance.

Delete Browsing History ✕

☐ **Preserve Favorites website data**
Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.

☑ **Temporary Internet files and website files**
Copies of webpages, images, and media that are saved for faster viewing.

☑ **Cookies and website data**
Files or databases stored on your computer by websites to save preferences or improve website performance.

☑ **History**
List of websites you have visited.

☑ **Download History**
List of files you have downloaded.

☑ **Form data**
Saved information that you have typed into forms.

☐ **Passwords**
Saved passwords that are automatically filled in when you sign in to a website you've previously visited.

☑ **Tracking Protection, ActiveX Filtering and Do Not Track**
A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.

About deleting browsing history   Delete   Cancel

- If you are on Windows 10 and using Internet Explorer version 11, please proceed to the next page.
- If you are not using Windows 10 and Internet Explorer version 11, close your browser and then reopen the browser and login to the Y.E.S. system.

To Delete Cookies and Cache on Windows 10 and Internet Explorer version 11
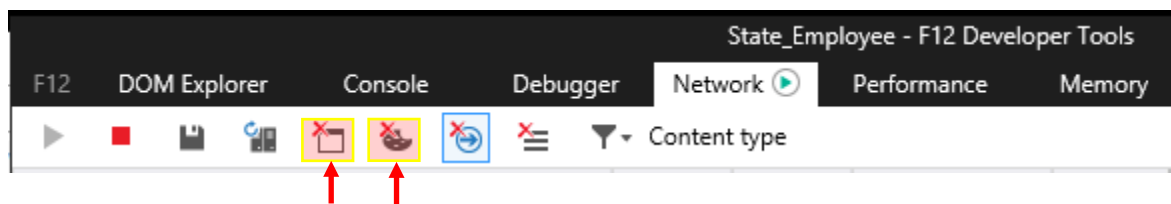
- Navigate to the upper right corner of the browser to the 'spoke' icon.
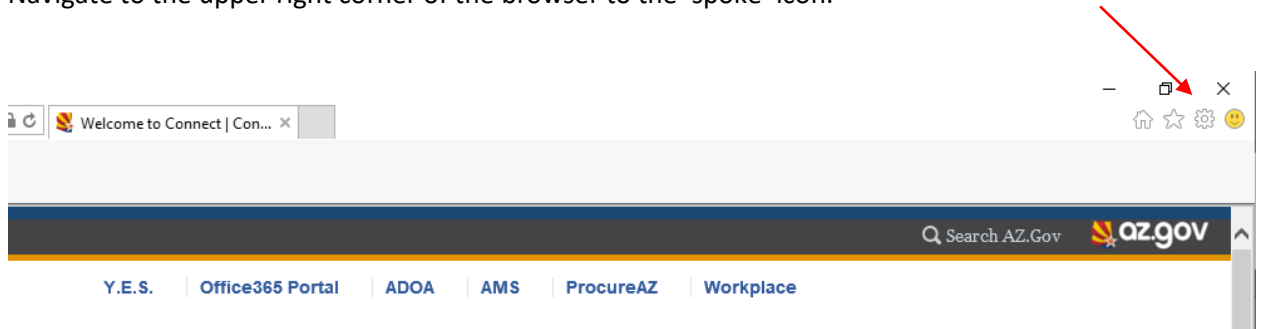
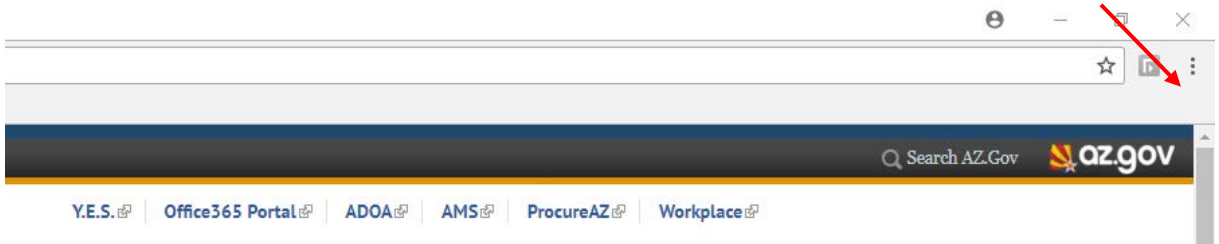- From the menu, select 'F12 Developer Tools'.
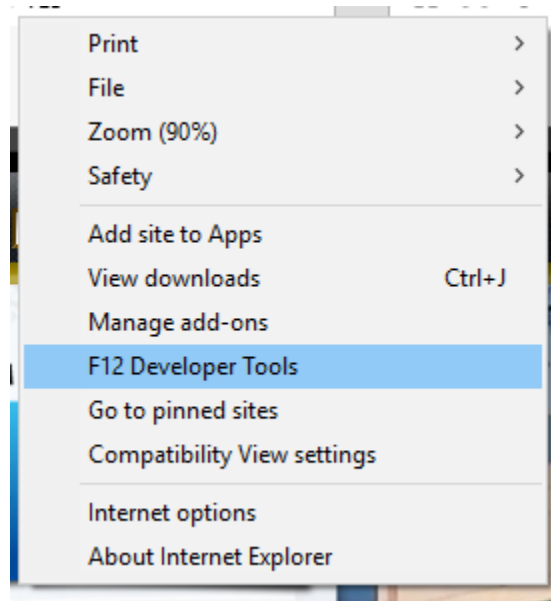
- In the top left area of the screen, click on the square with a red x above it (clear cache) and then the pallette icon with a red x above it (clear cookies).
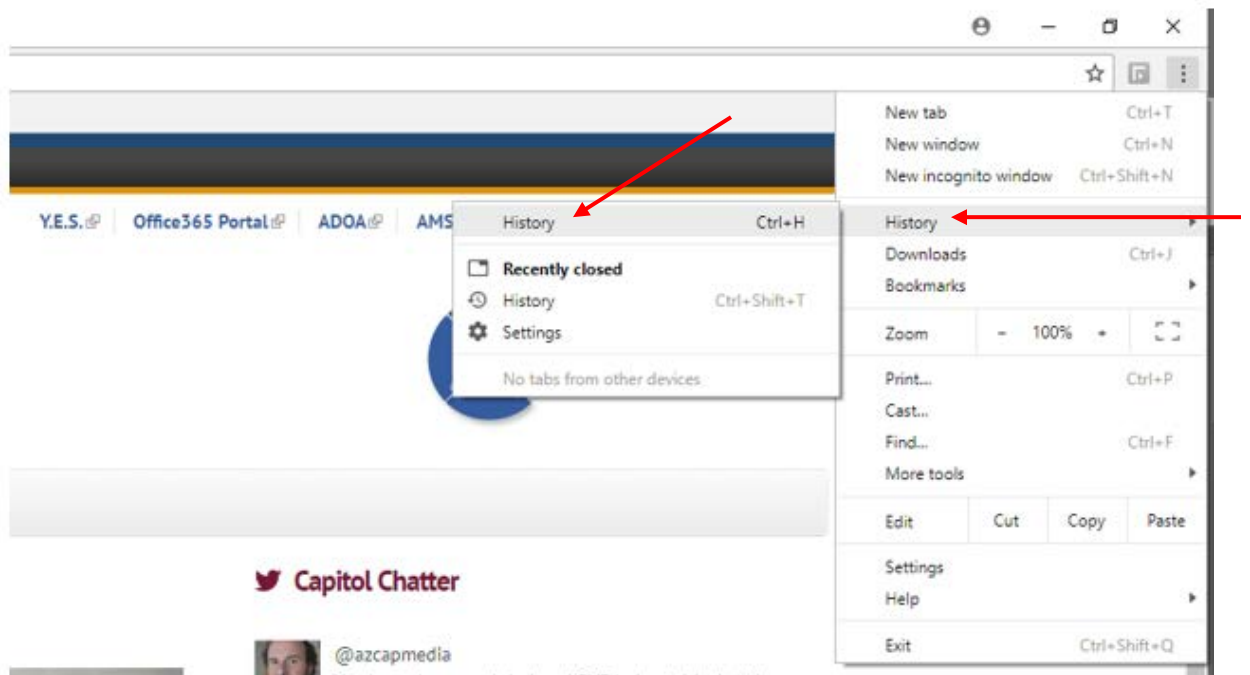

- Close your browser and restart the browser.

- Login to the Y.E.S. system.

To Delete Cookies and Cache on Chrome

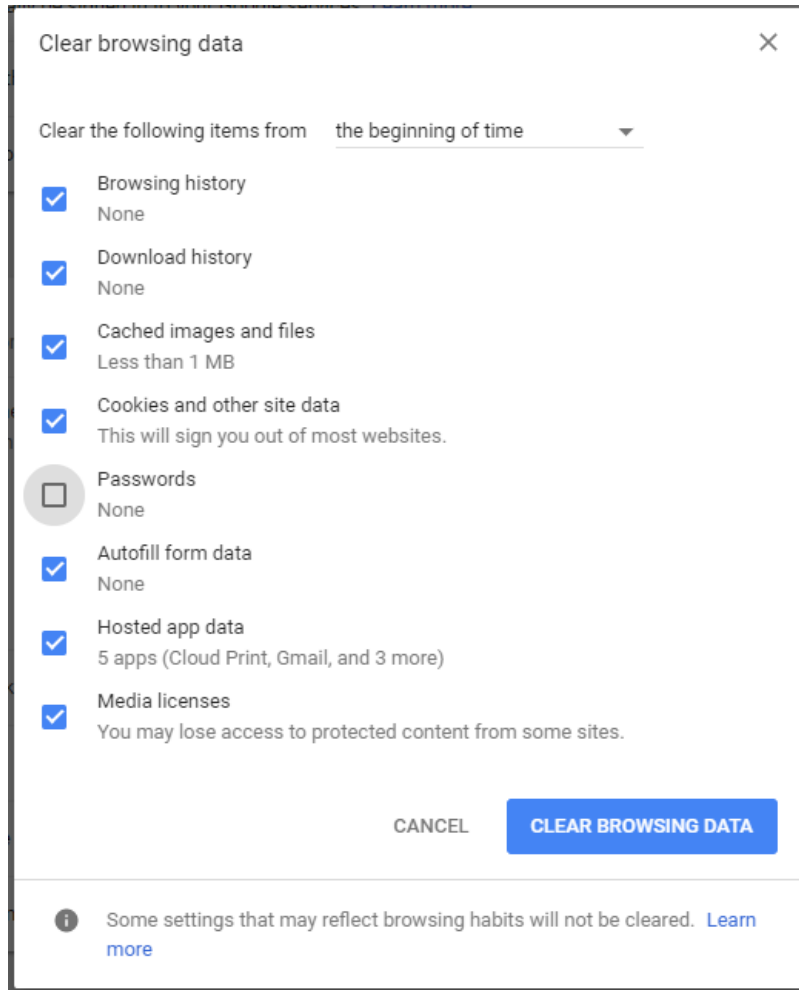- Navigate to the upper right corner to click on the three dot icon.

- From the drop down menu, select 'History' followed by 'History' again.

- In the new window that opens, ensure that the checked boxes match what is shown here:

Clear browsing data   ✕

Clear the following items from   the beginning of time   ▾

☑ Browsing history
   None

☑ Download history
   None

☑ Cached images and files
   Less than 1 MB

☑ Cookies and other site data
   This will sign you out of most websites.

☐ Passwords
   None

☑ Autofill form data
   None

☑ Hosted app data
   5 apps (Cloud Print, Gmail, and 3 more)

☑ Media licenses
   You may lose access to protected content from some sites.

                        CANCEL   CLEAR BROWSING DATA

ⓘ Some settings that may reflect browsing habits will not be cleared. Learn
   more

- Close your browser and restart the browser.
- Login to the Y.E.S. system.