YES - Frequently Asked Questions

Login Information

How do I login to YES (Your Employee Services)?
1. To access YES, navigate to [yes.az.gov](yes.az.gov).
2. Click **Login to YES.**
3. Enter your **User Name**, which is your EIN.
4. Enter your **Password.**
5. Click **Login.**

Security Information

I forgot my username, how do I find out what it is?
Your YES username is your 5-digit Employee Identification Number (EIN) (without the leading zeroes) which you received from your agency Human Resources office. Please contact your agency HR department if you don't remember your EIN.

I forgot my password or I want to change my password, how do I reset it?
If you forgot your password, you may visit our YES website to reset your password. In order to reset your password, you must have previously registered your email address and/or your cell phone number. If you have not registered, you must contact the HRIS Help Desk to have your password reset manually.

If you have registered your email address or cell phone number, you may reset your password by completing the following steps:

1. Access the **YES** login page.
2. Click the **Forgot/Change Password** link.
3. Select the option to **RESET your password by email** or **RESET your password by text message** and follow the instructions.

Does my password ever expire?
Yes, your YES password will expire after ninety days. You will receive a notification when logging into YES that your password will expire seven days in advance.

Does the system time me out after a period of inactivity?
Yes, the system will automatically close your session after 30 minutes of inactivity. You will have to reenter your user name and password to log back into the YES system.

Common Internet and General Issues

What Internet browser can I use to access YES?

You may use Internet Explorer or Google Chrome to access YES.

What do I do if I receive an error that says "The Portal cannot load because the Profile service returned an error...?

If you receive the error above, your Pop-Up Blockers are turned on. Please complete the following steps to permanently turn off your pop-up blocker for the YES website.

1. Open Internet Explorer, then click **Tools** > **Pop-up Blocker** > **Pop-up Blocker Settings**.
2. The Pop-up Blocker Settings dialog box will appear.
3. In the "Address of Websites to Allow" field and add the following URL: ***.azdoa.gov.**
4. Click **Add.**
5. Confirm that the URL was added to the **Allowed Sites.**
6. Click **Close.**

To turn off pop-up blockers in Google Chrome, complete the following steps:

1. Click the pop-up blocker button ⬚✗ in the address bar
2. Click "Always allow pop-ups from https://portal.hris.azdoa.gov" then click **Done**.

Can I access YES outside of work?

Yes, you can access YES anywhere that has internet access as long as you use Internet Explorer or Google Chrome.

What are the requirements for creating a username and password?

The YES username is provided by your agency HR department and cannot be changed. Passwords must follow these guidelines:

- Be eight (8) to sixty (60) characters in length
- Contain at least one number
- Contain at least one uppercase letter
- Contain at least one special character
- Passwords are case sensitive.

During what hours can I access YES?

The YES web site is available 24 hours a day, seven days a week.

Who should I contact if I have a question about YES?

If you have any questions regarding your YES account or need to reset your password, please contact the HRIS Help desk by calling 602.542.4700 or via email at hrishelpdesk@azdoa.gov. The HRIS Help Desk is available Monday through Friday from 8:00 a.m. to 5:00 p.m. except on State holidays. The Help Desk staff makes every effort to address all requests within 24 business hours.

Employee Training Information

How do I access Employee Training Solutions (ETS)?

Login to YES and then click the Employee Training link found on the left navigation bar.

How do I register for a course?

In order to register for a course, please complete the following steps:

1. Login to **YES.**
2. Under **Your Employee Services**, click **Employee Training**.
3. Click **Registration by Category** to display a list of categories.
4. Click on a **Category** to view the list of courses available.
5. Click on the link for the **Course Number** to view the available sessions for that course.
6. Click on the link for the **Course Description** to learn about the course objectives or specific information pertaining to the course. If a course description is not available, a dialog box may appear stating "no information is available".
7. After you have clicked on the link for the course number you are interested in and the available sessions are displayed, select the **Session** you want to register for by clicking on the session number.
8. If the session number displays in gray then you are not eligible to register for that session either because the session is filled or has already expired.
9. Once you have selected your session, a dialog box will appear asking "are you sure you want to register for this session?"
10. Click **OK**.
11. Another dialog box will appear stating "you have successfully registered for this course".

12. If you do not wish to register for this course, click **Cancel**. You can view your registered courses by clicking **Scheduled Training** on the menu on the left side of the screen.

How do I view my training transcripts?

A record of the training that you have completed while employed by the State of Arizona can be accessed by viewing your transcripts. Transcripts will display pertinent information such as completion date, proficiency, and any certifications earned. You also have the capability to print certifications from your computer. You will be able to access these transcripts for four years after you leave state service.

1. Login to **YES.**
2. Under **Your Employee Services**, click **Employee Training**.
3. Select **Training History** to view a list of the training you have completed.
4. The Certificate field contains an icon you can click on to print a certificate for completing the course.

Leave Balances Information

Where can I find my current leave balances?

1. Login to **YES.**
2. Click **Leave Activity**.
3. Your leave balances for Sick, Annual and Family Sick will display.
4. If you have questions regarding your leave balances, please contact your agency HR department.

How often is my leave information updated?

Leave information is updated every two weeks. The updated information is available for viewing beginning on the Wednesday of a pay week.

Pay Information

Where do I find my current paycheck?

1. Login to **YES.**
2. Click **Current Pay Check**.
3. Your current pay check will display.
4. If you have questions regarding your current paycheck, please contact your agency payroll department.

Where can I get a copy of my previous paychecks?

1. Login to **YES.**
2. Click **Pay**.
3. Click **Paychecks**.
4. Paychecks for the previous twelve months will appear.
5. Click on any of the **Date l**inks and your paystub will display.
6. If you wish to print your pay stub, click on the **Printable Pay Stub** link in the Summary box.

How can I view the details of my direct deposit?

1. Login to **YES**.
2. Click **Pay.**
3. Click **Direct Deposit** to view details.

How do I set up or change direct deposit for my paycheck?
Contact your agency payroll department.

I need to make a change to my federal and state tax withholding. Can I do that on YES?
Yes, changes can be made to your federal and state tax withholding directly through the YES website by completing the following steps:

1. Login to **YES.**
2. Click **Pay** to view a list of pay related items.
3. Click **Tax Withholding** to view both your federal and state withholding deductions.
4. To make a change to your withholdings, click on the arrow 🠒 to access the form containing your current information.
5. Make the changes on the form and click **Continue**.
6. You will then be asked to verify your changes.
7. Select either **Update** or **Cancel**.
8. Please note: your federal withholdings will update immediately but state withholdings will process overnight and changes will show the next business day.

Where can I find my total annual compensation?

1. Login to **YES**.
2. Click **Pay** to view a list of pay related items.
3. Click **Total Compensation** to view your estimated total annual compensation based on your current rate of pay.
4. Your total compensation is updated every Thursday of a pay week.

Where can I access year-to-date pay information for the current year or previous years?
Year-to-date information is available to employees through the YES website.

1. Login to **YES**.
2. Click **Pay** to view a list of pay related items.
3. Click **YTD Details**.
4. Select the **Year** to view payments for that particular calendar year.
5. Your year to date payment summary will appear.