

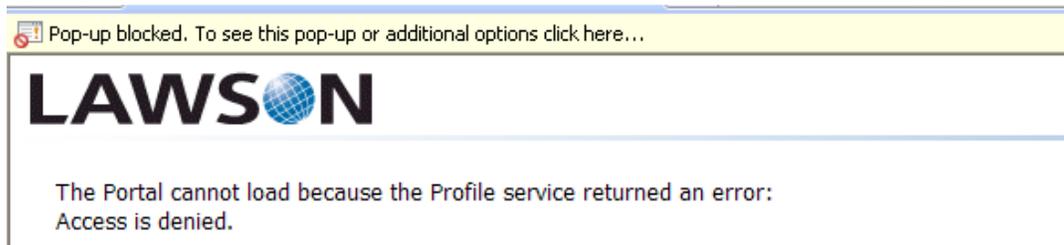
## **FREQUENTLY ASKED QUESTIONS**

### **HRIS AND YES**

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. [How do I delete my Cache or Cookies?](#)
3. [What is my USERNAME for my YES account?](#)
4. [What is my USERNAME for my HRIS account?](#)
5. [What are the criteria for creating a YES or HRIS password?](#)
6. [What Internet browsers are compatible with HRIS and YES?](#)
7. [How do I reset my HRIS or YES Password?](#)
8. [When I enter my timesheet in ETE, I receive a Prod is Secured Error](#)
9. [As a supervisor, when I login to ETE to approve my direct reports timesheets, the Time Entry button is missing](#)

**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..."?**

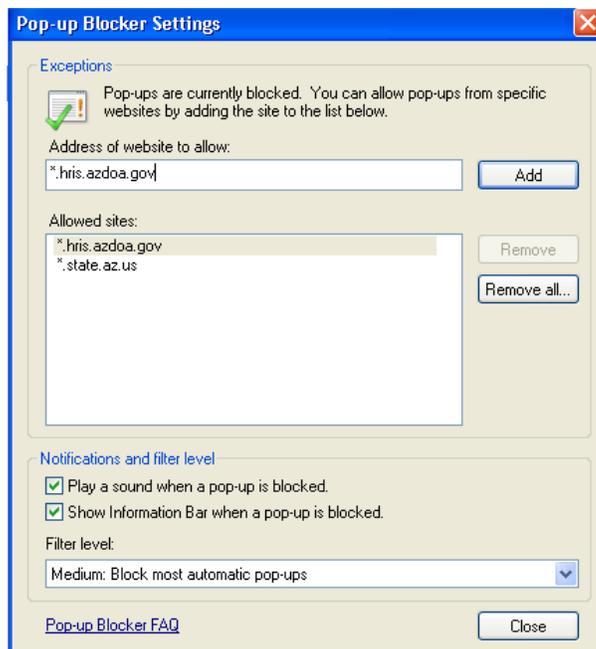


**Answer:** If you receive the error above, it means that your pop-up blockers are turned on. Please complete the following steps to permanently turn off your pop-up blocker for the HRIS / YES website.

On the menu bar, click **Tools > Pop-up Blocker > Pop-up Blocker Settings**.

1. If Pop-up Blocker Settings is grayed out, go to **Tools > Pop-up Blocker > Turn On Pop-up Blocker**.
2. Or if you do not have the Pop-up blocker option, then contact your I.T. department to assist you.

The Pop-up Blocker Settings dialog box appears:

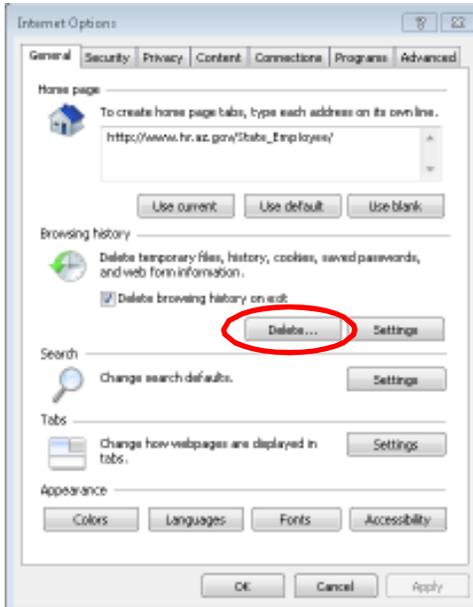


3. In the "Address of Websites to Allow" field and add the following URL:  
**\*.azdoa.gov**
4. Click **Add**
5. Confirm that the URL was added to the **Allowed Sites**
6. Click **Close**

## Question: How do I delete my Cache or Cookies?

Answer: In order to delete your browsing history (cache or cookies), please complete the following steps:

1. On the menu bar, click **Tools > Internet Options**. If you do not have that option or if it is grayed out, please contact your agency I.T. Department to assist.
2. Click **Delete** under the Browsing History tab



3. The Delete Browsing dialog box will appear. Make sure all of the fields are selected except for Preserve Favorites Website Data



4. Click **Delete** on the bottom of this dialog box

**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.

**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: %, <, >, =, ~.

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

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

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

Answer: You may automatically reset your HRIS or YES password by completing the following steps:

- a. Access the **HRIS/YES** login page
- b. Click the **Forgot / Change Password** link
- c. Select the option to **RESET your password by email** or **RESET your password by text message** and follow the instructions

If you cannot reset your password by email or text message, please contact the HRIS Help Desk at 602-542-4700 Option 1 to have your password reset. Then you will complete the following steps:

- a. After you have contacted the HRIS Help Desk to reset your password, you will receive an email with your new default password
- b. Access the **HRIS/YES** login page
- c. Enter your **Username** (Power User ID or EIN)
- d. Enter your Default Password that was provided to you in the email from the HRIS Help Desk titled "Password Reset Confirmation"
- e. You will be forced to change your default password. On the **Password Self Service** page, enter your **Username** (Power User ID or EIN)
- f. Enter your **Current Password** (this is the default password from the email)
- g. Enter your **New Password**
- h. Enter your **Confirm Password** for verification purposes
- i. Click **OK**
- j. Your password will be updated immediately

**Question: When I enter my timesheet in ETE, I receive a Prod is Secured Error**



Answer: The resolution to this error is to logoff of YES, wait approximately 15 minutes and then login and try again. If this error persists, please contact HRIS Help Desk.

**Question: As a supervisor, when I login to ETE to approve my direct reports timesheets, the Time Entry button is missing**



Answer: The resolution to this error is to logoff of YES, wait approximately 15 minutes and then login and try again. If this error persists, please contact HRIS Help Desk.