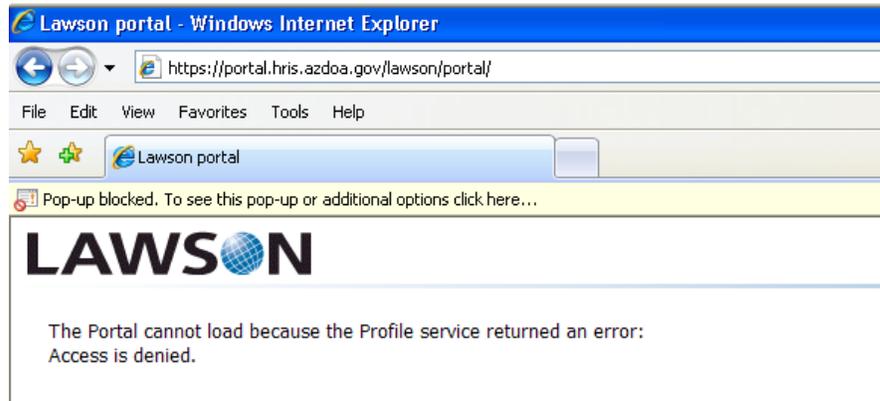


1. What do I do if I receive an error that says “The Portal cannot load because the Profile service returned an error...”?



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

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

Pop-up Blocker Settings Dialog Box

The screenshot shows the "Pop-up Blocker Settings" dialog box. It is divided into two main sections: "Exceptions" and "Notifications and filter level".

Exceptions: This section contains a message: "Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below." Below this message is a text input field labeled "Address of website to allow:" containing the text "*.hris.azdoa.gov". To the right of this field is an "Add" button. Below the input field is a list box labeled "Allowed sites:" containing two entries: "*.hris.azdoa.gov" and "*.state.az.us". To the right of the list box are "Remove" and "Remove all..." buttons.

Notifications and filter level: This section contains two checked checkboxes: "Play a sound when a pop-up is blocked." and "Show Information Bar when a pop-up is blocked." Below these is a "Filter level:" dropdown menu currently set to "Medium: Block most automatic pop-ups".

At the bottom left is a link for "Pop-up Blocker FAQ" and at the bottom right is a "Close" button.

Three red callout boxes are present on the right side of the dialog box:

- Step 3:** Points to the "Address of website to allow:" text input field.
- Step 4:** Points to the "Add" button.
- Step 5:** Points to the "Remove all..." button.

Please contact the HRIS Help Desk at hrishelpdesk@azdoa.gov or call at 602.542.4700