Agency Guide: Assisting Employees with Access/Password Reset Issues after the HR Systems Upgrade

For Agency HR, Administrative Support Personnel, and IT Help Desks

HR Systems Upgrade July 20, 2020

Quick Links

General Information

About this Guide

This guide is for agency HR, Administrative, and IT Help Desk support teams to assist employees accessing State HR Systems <u>for the first-time</u> after the HR Systems Upgrade completes on July 20, 2020. This guide also explains common errors users may experience accessing and logging in to the upgraded State HR systems.

- <u>Systems Upgraded Include:</u> Y.E.S., Internal Job Board, MAP, MHC (where employees access W2s), Talent Acquisition for Recruiters and Hiring Managers, HRIS, and HR Data Warehouse (also called HRIS Web Reports).

- <u>Systems NOT included in the upgrade:</u> External State Job Board (azstatejobs.gov), TraCorp, or any other HR system not already mentioned.

What's Changing

New Passwords Required

Once the HR Systems Upgrade completes all users of the upgraded systems will be required to sign in with new login credentials. **Old passwords will no longer work.**

New URLs

The website address (url) where a user signs in to each HR system is changing. All portal login pages are accessible via the new *State HR portals website*. This website serves as a one-stop jumping off point for all State of Arizona HR portals for Employees, Managers, and Power Users.

- **New State HR Portals Page > https://hrsystems.azdoa.gov/**

New Password Reset Processes

A new password reset tool is being introduced. This tool is available online or via an automated phone system. All users are automatically registered with the tool.

> **Online password reset tool > password reset tool**
> **Automated password reset phone system > (602) 542-4700, option 1**

` *cbegTag* Today, many users rely on the HRIS Service Desk to reset their password. Going forward, users will be required to self-service using the new tool. The HRIS Service Desk the representative is available to assist users with walking through the new process.

VPN Required for Power Users

As part of the upgrade, Power Users will need VPN or other remote access connection to login to HRIS and Data Warehouse from outside the state network.

User Types

There are two types of users of State HR Systems:

1. **EIN Users**
   a. EIN users log in with their EIN as their User name. This group of users is the largest and includes employees and managers accessing Y.E.S., any user of the Talent Management Suite of Applications which includes the internal Job Board, Talent Acquisition, and MAP applications as well as former employees and retirees.

2. **Power Users**
   a. Power Users log in to the systems they have access to (HRIS and HR Data Warehouse ONLY), using their Power User name (alphanumeric) as their User name. There are approximately 1,200 Power Users across the state.

The table below lists the different user roles within these two groups.

User is a/an	Seeking Access to….	User Account Type
Employee or Manager	Y.E.S. (Includes ETE), Internal Job Board, MAP, or MHC	EIN User name
Recruiter	Talent Acquisition	EIN User name
MAP Proxy	MAP	EIN User name
HRIS Power User (List of **user roles**)	HRIS	Power User name
Data Warehouse Power User	Data Warehouse	Power User name
ETE Proxy	Y.E.S.	EIN User name
HR Liaison	Talent Acquisition and MAP	EIN User name
Separated Employee and Retirees	Y.E.S.	EIN User name
Hiring Manager	Internal Job Board/Talent Acquisition	EIN User name

Guide to Assisting Users

Accessing the Upgraded Systems on July 20, 2020

Users with an email provided in HRIS/YES will receive an email by end of day Monday, July 20, 2020 with THEIR UNIQUE login details. The email will be sent to the work email on file first. If a work email does not exist then an email will be sent to the personal email provided in Y.E.S. Power Users will receive two emails: one for their EIN User account and one for their Power User account. The steps outlined review the process when the login process works as it's supposed to.

> *AbgX. Due to the large number of users, email notifications may begin Sunday, July 19, 2020 if the system upgrade completes early.*

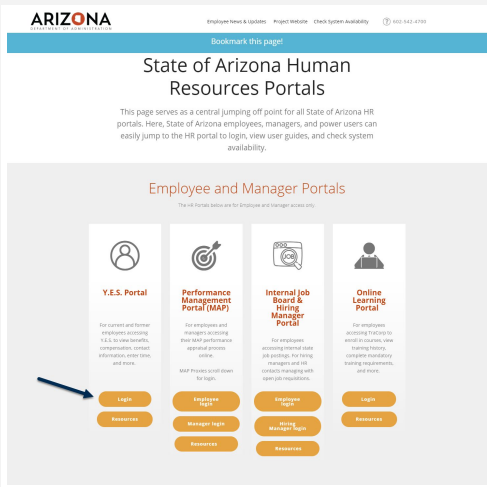## 1. User Receives Email from HRISPassword@azdoa.gov

- ❏ User id
- ❏ Unique temporary password
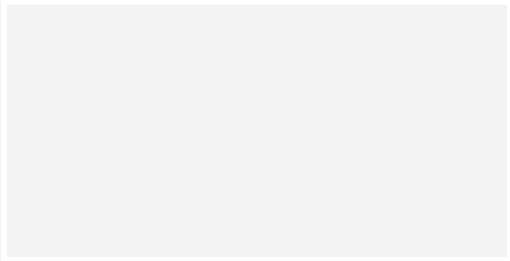- ❏ Link to portal site

2. User Goes to the New Portals Site

- ❏ Users bookmarks the Portals page > https://hrsystems.azdoa.gov/

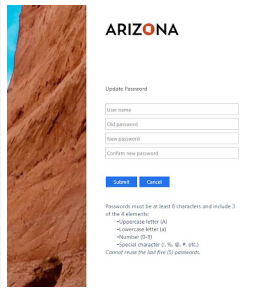- ❏ User clicks on the *?bZ\a* button under Y.E.S.

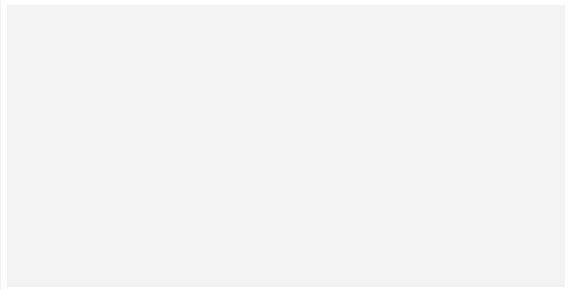## 3. User Logs in with their Temporary Password provided in the email

4. User Creates a New Password

System will prompt the user to create a new password
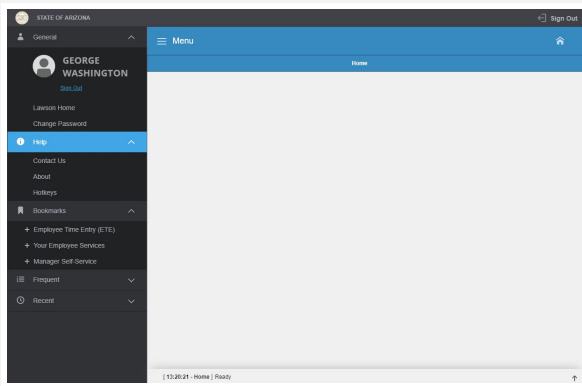

5. User Logs in with Their Newly Created Password

System takes the user back to the login page.

Upon successful login, the user will arrive at the upgraded application.

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A User only needs to log in and create a new password in one of the systems they have access to, in order to successfully complete the process. The newly created password will then be used to log in to the other systems within their user account. For example:

● Employee first logs in to Y.E.S., after the upgrade, with the temporary password provided in their email and creates a new password. Employee uses the same password to log in to MAP, MHC, and the internal Job Board.

● Power User logs in to HRIS after the upgrade using the temporary password provided in their email and creates a new password. Power User uses the same password to log in to Data Warehouse.

Instructions for Users who did NOT get their Email

Users who do not receive an email by end of day Monday, July 20, 2020 will need to initiate a temporary password using the new password reset tool. The instructions below can be copy/pasted into an email and sent to the employee. You may also direct the employee to the **project website** to the document titled "Instructions for Users who do NOT get an email". This document will only be posted to the project website 7/20/2020 - 7/27/2020.

Subject: Instructions for accessing upgraded Y.E.S. application

Hello x,

Please follow the instructions below to access Y.E.S.

Important: Before proceeding with these instructions confirm that you did not receive the email by performing a search in your work AND personal email accounts using the search term: **hrispassword@azdoa.gov**

If the email is found, please follow the instructions provided in the email

If not, continue with the instructions below

Step 1 - Initiate a Temporary Password

Go to: **hrsystems.azdoa.gov/reset/** (Note: this tool does not work with internet explorer)

Select the systems you are requesting a temporary password for:

Employees should select **YES/Talent Acquisition/Map**

Power Users of HRIS and Data Warehouse should select **HRIS/Data Warehouse**

Enter your **personal details**

Click **Submit**

Step 2 - Check Your Email

Open the email from **no-reply@azdoa.gov** and follow the instructions provided in the email to complete the process.

- *If you do not see an email from* no-reply@azdoa.gov *first, search your work and personal email accounts using the search criteria:* no-reply@azdoa.gov

- *If you do not have a valid work or personal email address on file in Y.E.S. you will not receive this email. You may still continue with the process by following the instructions below.*

Only continue with these instructions if you did not receive the password reset confirmation email. **r**

Go to: **https://hrsystems.azdoa.gov/** **(Bookmark/Favorite this page!)**

Scroll down to select the **Login button** for the relevant HR system:

Employees and Managers should select the **Y.E.S. login button**

Power Users should select the **HRIS login button**

Enter your **User name**

Employees and Managers (including Hiring Managers) accessing Y.E.S., Internal Job Board/Talent Acquisition, MAP your **user name is your EIN**

Power Users accessing HRIS your **user name is your Power User name** (alphanumeric)

Enter **your temporary password**. This will be **your birth year**, **last 4 ssn**, **AZ!** Eg., **1982****4432****AZ!**

Click **Sign In**

The system will prompt you to create a new password.

Step 3 - Create a New Password

Re-enter your **User name** (the system may automatically add or ask you to add @hris.az.gov to your user name)

Re-enter your **Temporary Password**

Create a **New Password**

Click **Submit**

Once you have created a new password the system should take you back to the relevant login page. If it doesn't, return to ɔʃ X´ƆbeɡT´ːcTZX *and select the login button again.***r**

Step 4 - Log-in with your New Password

Enter your **User name**

Enter your **New Password**

Click **Sign In**

IMPORTANT!

- **Employees and Managers** will use the same user name and password to access Y.E.S., Internal Job Board, and MAP. Hiring Managers will also use this same user name and password to access job requisitions in the Talent Acquisition system.

- **Recruiters and MAP Proxy's** will use their EIN user name and same password used to login to Y.E.S., Internal Job Board, and MAP to access Talent Acquisition and/or MAP (MAP Proxy).

- **HRIS and Data Warehouse Power Users** will use their Power User name and Power User password to access both system

End of message

Troubleshooting Common Errors

The following section explains common errors users may experience.

1. **Password Reset Screen - hrsystems.azdoa.gov/reset**

    a. Account Lockout

    b. Can't Find User Account

2. **Password Change Screen - hrsytems.azdoa.gov/change**

    a. Failed to Set Password

    b. Unable to Update Password

    c. Enter Domain\User

3. **Other Access or Password Issues**

    a. User Can't Locate the Login Button

    b. User Can't Locate the Bookmark Menu

    c. Page not Loading with Internet Explorer - White Screen

    d. HRIS Log In Page doesn't Load

    e. Logging User in the Wrong System - Power Users

    f. Logging User in the Wrong System - EIN User

    g. Infor Errors - Session Timeout or Bad Request Cache ID

1. PASSWORD RESET SCREEN

A. Password Reset - Account Lockout	
Error Message	"Your account has been locked. Please call the HRIS HelpDesk at (602)542-4700 for assistance with unlocking this account." ⚠️Your account has been locked. Please call the HRIS HelpDesk at (602)542-4700 for assistance with unlocking this account.
What Happened?	User had 3 unsuccessful attempts. EIN was entered correctly; however, one of the additional 3 criteria was entered incorrectly 3 times. The system will lock the user out until midnight.
Resolution	User to try again the next day. If the account must be unlocked NOW contact the HRIS Service Desk and request a ticket be opened to unlock the account.

B. Password Reset - Can't Find User Account	
Error Message	"We are having difficulty locating your user account. Please call the help desk at 602-542-4700 for further assistance." ⚠️We are having difficulty locating your user account. Please call the help desk at 602-542-4700 for further assistance.
What Happened?	User either selected the wrong set of systems to initiate a reset for *BE* the EIN entered does not match what is in HRIS.
Resolution	Retry by selecting the appropriate set of systems *BE* validate with Agency HR the information entered matches what is in HR11. Direct the user to: • Active Employees - The employees agency HR dept • RASL - Central ADOA payroll (GAO) • Retirees - Central benefits • Separated Employees - Former agency HR • Company 7 - Central benefits • Surviving Spouses - Central benefits

2. PASSWORD CHANGE SCREEN COMMON ERRORS

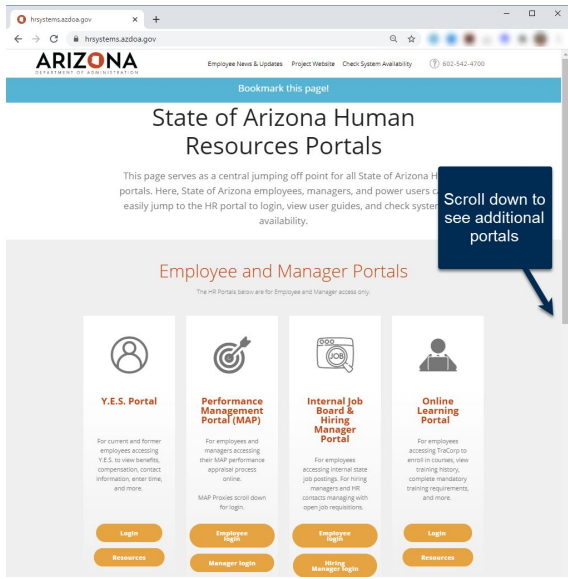| A. Failed to Set New Password	
Error Message	"Failed to set new password. Contact your administrator for more information."
What Happened?	User made too many attempts and locked themself out
Resolution	User will need to initiate a temporary password using the password reset system >hrsystems.azdoa.gov/reset

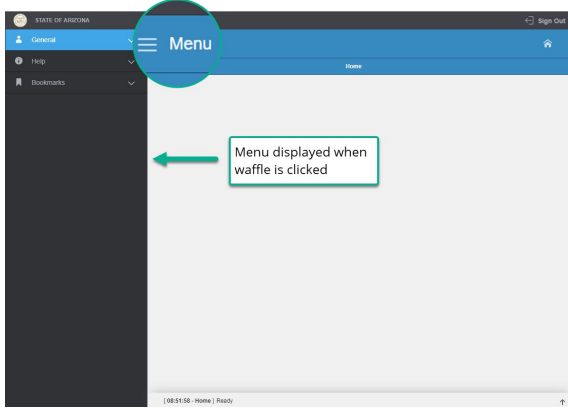| B. Unable to Update Password	
Error Message	"Unable to update the password. The value provided for the new password does not meet the length, complexity, or history requirements of the domain."
What Happened?	Old Password isn't valid mostly likely due to the browser auto populating the user name and old password or new passwords are not matching or meet the criteria requirements.

Resolution	Clear out the old **password** field and re enter or Reenter the new password using the criteria: Passwords must be at least 8 characters and include 3 of the 4 elements:
	
	      Uppercase letter (A)
	      Lowercase letter (a)
	      Number (0-9)
	      Special character (!, %, @, #, etc.)
	Cannot reuse the last five (5) passwords.

C. Enter Domain\user	
Error Message	Enter your user ID in the format "domain\user" or "user@domain"
What Happened?	The @domain extension didn't auto-populate.
Resolution	Append @hris.az.gov to the username Example: - 129232@hris.az.gov

3. OTHER ACCESS/PASSWORD COMMON ERRORS

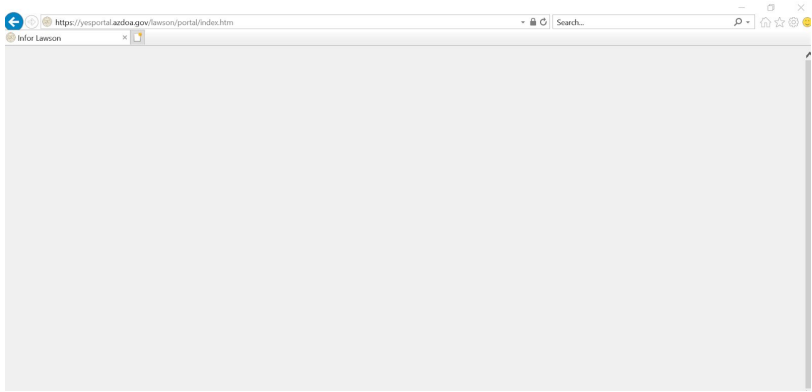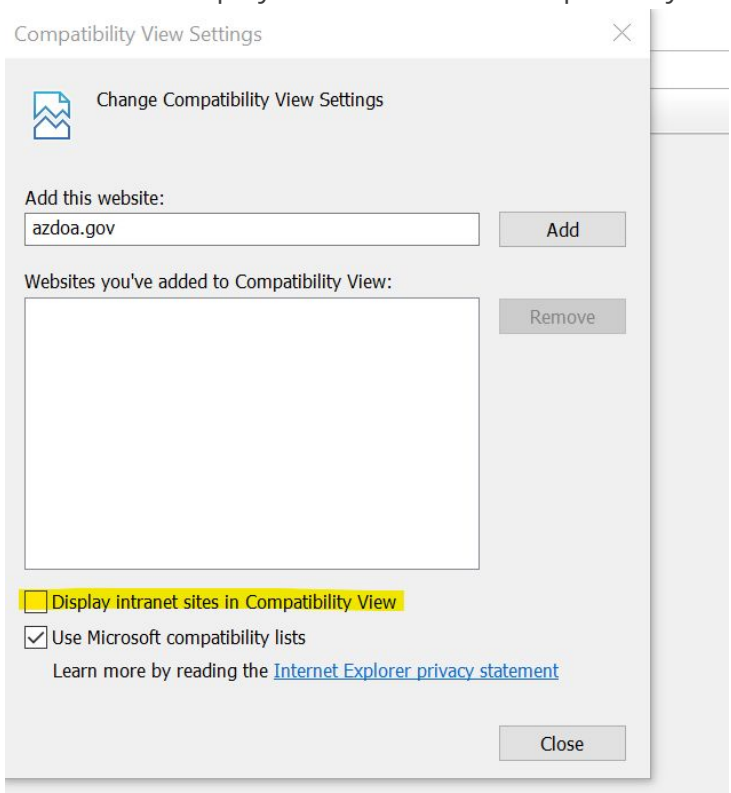## A. User Can't Find the Login Button on hrsystems.azdoa.gov

Resolution	User needs to scroll down the page

B. User Can't Find Their Bookmark Menu

Resolution	User needs to click the hamburger next to "Menu"
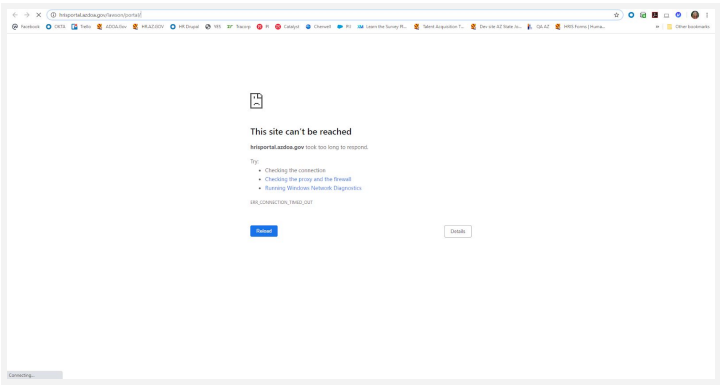
C. Pages Not Loading in Internet Explorer - White Screen
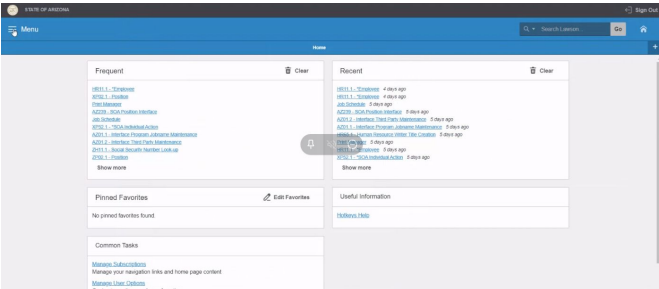
Error Message	
What Happened?	**Internet Explorer** issue when clicking on Login button (Y.E.S, HRIS, Password Reset the page does not display
Resolution	**Solution:** Click the tool icon and select "Compatibility View Settings". *Ha√[XV^* the box next to "Display intranet sites in Compatibility View"

D. HRIS Log In Page Not Loading - Timeout Error

Error Message	This site can't be reached.
What Happened?	User is trying to reach HRIS portal login from a location outside the state network and doesn't have VPN access
Resolution	User needs VPN access or other remote access software

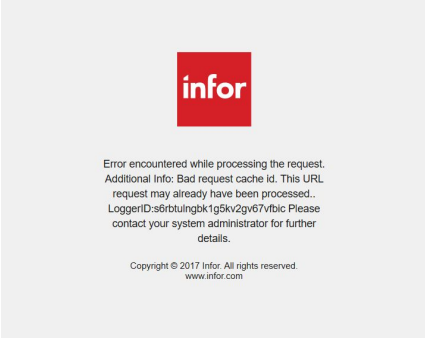## E. Logging User Into The Wrong System - Power User

Error Message	User is trying to login to HRIS but they are landing in Y.E.S. without their normal bookmarks. User is already logged in under their trying to log into HRIS but keeps landing in a page that looks like Y.E.S. but missing their normal bookmarks.
What Happened?	User is currently still logged in to their Y.E.S. session even though they closed the window out.
Resolution	Validate they are not in HRIS by asking if they see a search box at the top right. If they have the search bar they are in HRIS. User needs to click "Sign Out" and try to login to HRIS again.

F.	**Logging User Into The Wrong System - EIN User**
Error Message	User is trying to login to Y.E.S. but they are landing in a different system (could be job board, MAP).
What Happened?	User likely bookmarked the login page link instead of the hrsystems.azdoa.gov link and is logging into the wrong portal url.
Resolution	User needs to return to hrsystems.azdoa.gov and select the login for the relevant system.

G.	**Infor Error - Session Timeout or Bad Request Cache ID**
Error Message	Session timeout! Please close the browser and re-login Please contact your system administrator for further details. OR Error encountered while processing the request. Additional Info: Bad request cache id. This URL request may already have been processed.
What Happened?	User did not "Sign Out" of the last session or the session timed out after 1 hour of no activity.
Resolution	User needs to clear their cache or try with a different browser.