ARIZONA
DEPARTMENT OF ADMINISTRATION

Common Errors Guide

If this is your first time accessing Y.E.S. after the July 20, 2020 upgrade and need instructions on how to login read [Instructions for Users who did NOT get an email](#). Information about the upgrade is available at the [Project Website](#).

About This Guide

Use this guide for quick answers to common password and login-related issues for any of the State HR Portals. For issues not identified in this guide or for further support contact the ADOA HRIS Service Desk Monday through Friday from 8:00 AM - 5:00 PM at (602) 542-4700. Note: The HRIS Service Desk is no longer able to reset passwords on behalf of users.

Start here....

Search the error you are encountering by selecting ***ctrl+F*** on your keyboard then **type the error message in the search box**.

Many issues are resolved by completing the **Fast Track Password Reset process**:

1. **Clear your cache** (Make sure to clear cache for "All Time")
2. Initiate a **password reset**
3. Return to the **State HR Portals** page
4. Click the login button for the relevant system
5. Sign back in with your user name: EIN@hris.az.gov (for YES/TA/MAP) or poweruserid@hris.az.gov (for HRIS & DW) and temporary password as:
   the 4 digit year you were born, last 4 digits of your ssn, capital A, capital Z, exclamation point   Example: **19782424AZ!**
6. Create a new password when prompted
7. Sign back in using your newly created password.

Jump to Section:

Common Errors: Online Password Reset Tool

"Your account has been locked. Please call the HRIS Help Desk 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:

- Too many failed password reset attempts

Solution:

→ Your account will automatically unlock at 12:01am the next day. If you need it unlocked immediately, you must call the HRIS Help/Service Desk at (602) 542-4700 to resolve this issue. Let the representative know the error message received. A ticket will need to be opened to unlock your account.

"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:

- Caused by an issue on your user account record

Solution:

➔ You must call the HRIS Help/Service Desk at (602) 542-4700 to resolve this issue. Let the representative know the error message received. A ticket will need to be opened to investigate further.

"You do not have an HRIS power user account. Please contact your agency's HRIS Security Approver to request this access."

⚠️You do not have an HRIS power user account. Please contact your agency's HRIS Security Approver to request this access.

What Happened:

- Caused when an HRIS Power User account cannot be found

Solution:

➔ Verify the correct radio button was selected.
➔ If you have an HRIS or Data Warehouse power user account call the HRIS Help/Service Desk at (602) 542-4700 and let the representative know you received this message. A ticket will need to be opened to investigate further.

"A valid email address cannot be found for Employee ID. Please call the HRIS Service Desk at (602)542-4700 for further assistance."

⚠️A valid email address cannot be found for Employee ID   Please call the HRIS Service Desk at (602)542-4700 for further assistance.
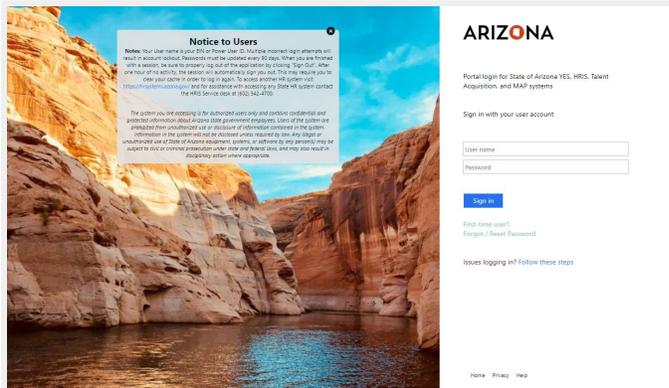
What Happened:

- Caused by a missing personal email in Y.E.S.

Solution:

➔ You may still continue with the reset process by following the solution described below. Return to the **State of Arizona HR Portals** page. Click the login button under Y.E.S. Sign in with your EIN and temporary password as follows: **the 4 digit year you were born, last 4 digits of your ssn, capital A, capital Z, exclamation point** Example: **19782424AZ!**

➔ Once in Y.E.S. make sure to update your personal email address under Bookmarks > Your Employee Services > Personal Information > Contact Information

Common Errors: Portal Log in Page

"Incorrect User ID or Password. Type the correct User ID or Password and try again"

> Incorrect user ID or password. Type the correct user ID and password, and try again.
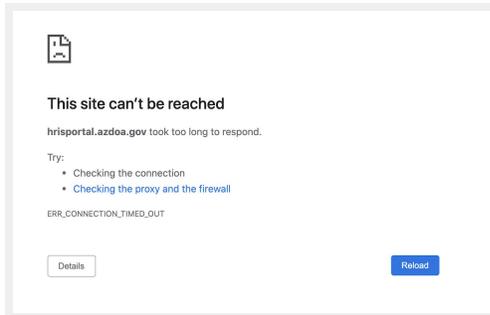
What Happened:

- Logging into a portal you do not have access to
- Logging in through the wrong portal URL/bookmarked page
- The user name or password has a typo or is incorrect

Solution:

➔ Return to the **State of Arizona HR Portals** page and select the login button for the correct system and try to login again.

➔ If message continues, clear both fields and retype in as follows:
  - ◆ Username for YES, Talent Acquisition, and MAP: ein@hris.az.gov
  - ◆ Username for HRIS and Data Warehouse: poweruserid@hris.az.gov
  - ◆ Password: if recently reset, the temporary password will be **the 4 digit year you were born, last 4 digits of your ssn, capital A, capital Z, exclamation point** Example: **19782424AZ!** Otherwise, enter the last known password. If you have not attempted a password reset within the last hour, go to **Password Reset Tool** to reset your password.

➔ If the message returns, call the HRIS Help/Service Desk at (602) 542-4700 and let the representative know you received this message. A ticket will need to be opened to investigate further.

"This site can't be reached" or the user receives a white screen.

This site can't be reached

hrisportal.azdoa.gov took too long to respond.

Try:
- Checking the connection
- Checking the proxy and the firewall

ERR_CONNECTION_TIMED_OUT

Details   Reload

What Happened:

- Usually caused when a Power User is accessing HRIS without VPN/Remote Access

Solution:

➔ If you are a Power User make sure you are on VPN first.

➔ **Clear your cache**. Return to the **State of Arizona HR Portals** page and try again.

"Session timeout! Please close the browser and re-login. Please contact your system administrator for further details."
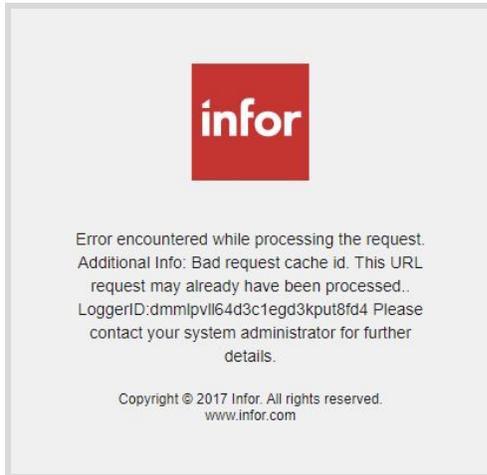
Session timeout! Please close the browser and re-login Please contact your system administrator for further details.

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What Happened:

- Caused by not properly clicking "Sign Out" the last time you were in the system

Solution:

➔ Close out browser tabs. **Clear your cache**. Return to the **State of Arizona HR Portals** page. Click the login button for the system you are accessing. Log back in.

"Error encountered while processing the request. Additional Info. Bad request cache id."

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Error encountered while processing the request.
Additional Info: Bad request cache id. This URL
request may already have been processed..
LoggerID:dmmlpvll64d3c1egd3kput8fd4 Please
contact your system administrator for further
details.

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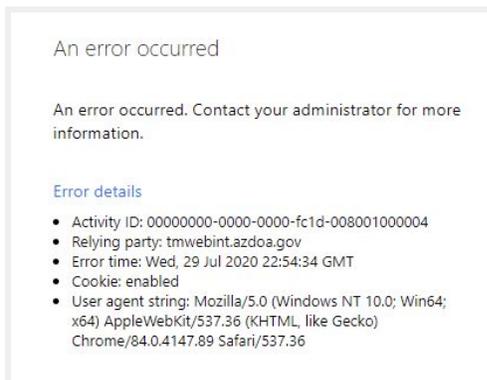www.infor.com

What Happened:

- Power User has an open session under their EIN user account
- Power User had a prior session that timed out
- Power User didn't properly "sign out" of the last session

Solution:

➔ Go to the **State of Arizona HR Portals** page and click the login button under HRIS, log in, click the "Sign Out" then return to the **State of Arizona HR Portals** page find the system you wish to access and log back in with your proper credentials.

➔ If the message returns, **clear your cache** and try again.

"An error occurred. Contact your system administrator for more information."

An error occurred

An error occurred. Contact your administrator for more
information.

Error details

- Activity ID: 00000000-0000-0000-fc1d-008001000004
- Relying party: tmwebint.azdoa.gov
- Error time: Wed, 29 Jul 2020 22:54:34 GMT
- Cookie: enabled
- User agent string: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/84.0.4147.89 Safari/537.36

What Happened:

- Power User has an open session under their EIN user account
- Power User had a prior session that timed out
- Power User didn't properly "sign out" of the last session

Solution:

➔ Go back to the **State of Arizona HR Portals** page and click the HRIS login button and log in. Once in HRIS, click "Sign Out" at the top right hand corner.
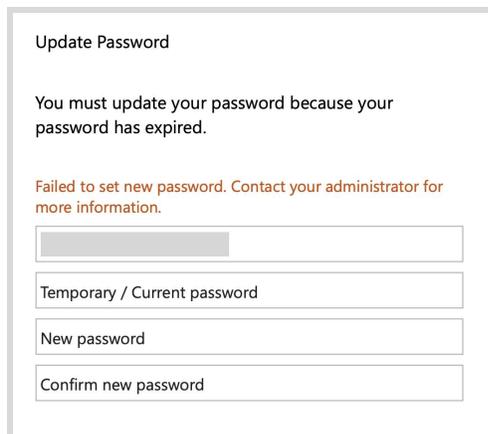
Go back to the **State of Arizona HR Portals** page. Click the login button under MAP, Talent Acquisition, or Internal Job Board. Log in with your EIN id.

➔ If the message returns, **clear your cache** and try again.

➔ If the message returns, call the HRIS Help/Service Desk at (602) 542-4700 and inform the rep of the actions you've taken. A ticket will need to be opened to investigate further.

Common Errors: Update Password
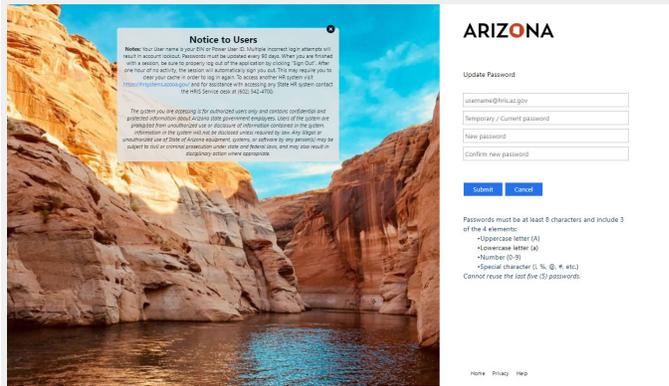
"Failed to set new password. Contact your administrator for more information."

What Happened:

- Caused by too many failed attempts

Solution:

➔ **Reset your password**. Return to the **State of Arizona HR Portals** page. Click the login button for the system you are accessing. Sign in with your username and temporary password as: **the 4 digit year you were born, last 4 digits of your ssn, capital A, capital Z, exclamation point** Example: **1978**2424**AZ!**

"Unable to update the password. The value provided for the new password does not meet the length, complexity, or history requirements of the domain."

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Unable to update the password. The value provided for the new password does not meet the length, complexity, or history requirements of the domain.

Temporary / Current password

New password

Confirm new password

What Happened:

- One of the fields has incorrect information or the new passwords are not matching

- You may be attempting to use a prior password (even if the prior attempt to use that password was unsuccessful)
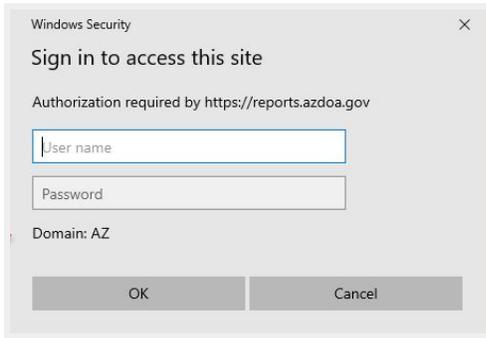
Solution:

➔ Make sure your username has the "@hris.az.gov" at the end, re-enter your temporary password (if recently reset it will be **the 4 digit year you were born, last 4 digits of your ssn, capital A, capital Z, exclamation point** Example: **19782424AZ!** Create a new password. Do NOT use a password you attempted before even if that prior attempt was unsuccessful.

Common Errors: Data Warehouse and MHC

Data Warehouse

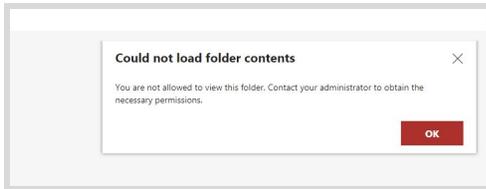### Sign in pop-up loopingSign in not accepting user credentials.

What Happened:

- User name is missing the domain extension in the name

Solution:

➔ Enter username as: yourpoweruserid@hris.az.gov

"Could not load folder contents"
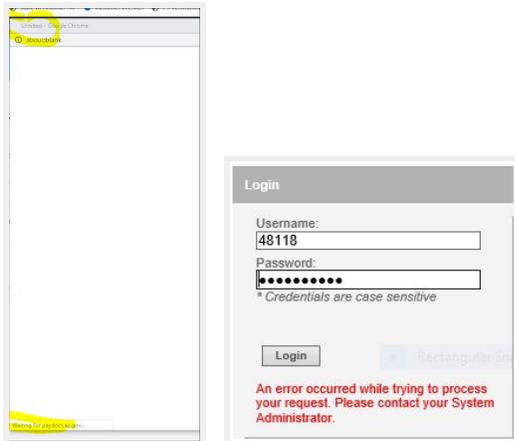
What Happened:

- There is a problem with your power user record

Solution:

➔ Submit a **cherwell ticket** to HRIS Support > HRIS Technical and include your Power User id, name, description of error or email the HRIS Service Desk at **hrisservicedesk@azdoa.gov** with the following information: screenshot of the error message, your Power User id, agency name, contact phone number, missing or empty folders name.

MHC

Errors accessing the MHC system to view Pay documents: pay stubs and W2's. Login page not loading, whitescreen, and/or, unrecognized user credentials.

What Happened:

- There is a problem with the system

Solution:

➔ Login using the direct link: **https://paydocs.az.gov/loginsso.aspx** Login with your Y.E.S. credentials.

➔ Or, please try again later.