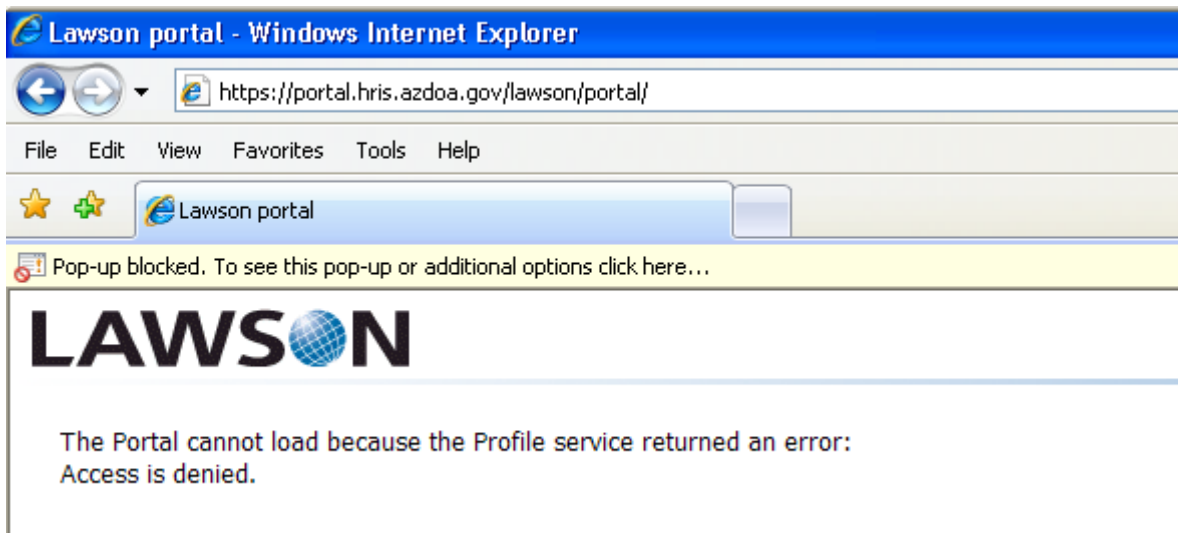


# YES Web Site - Frequently Asked Questions

## Login and General Information

- **How do I access Your Employee Services (YES)?**  
To access YES, navigate to <http://yes.az.gov> and then enter your username (your Employee Identification Number without the leading zeros) and password in the appropriate boxes and then select the login button.
- **What information is needed to register for a YES account?**  
To register for YES you need a username and password. In the username box enter your Employee Identification Number (EIN) obtained from your HR department. In the password box enter your four digit birth year plus the last four digits of your social security number (YYYY1234).
- **What Internet browser can I use to access YES?**  
The optimum browser setting for YES is Internet Explorer and versions 6.0 – 8.0 are supported. Unexpected results may occur if other browsers are used.
- **What do I do if I receive an error that says “The Portal cannot load because the Profile service returned an error...?”**

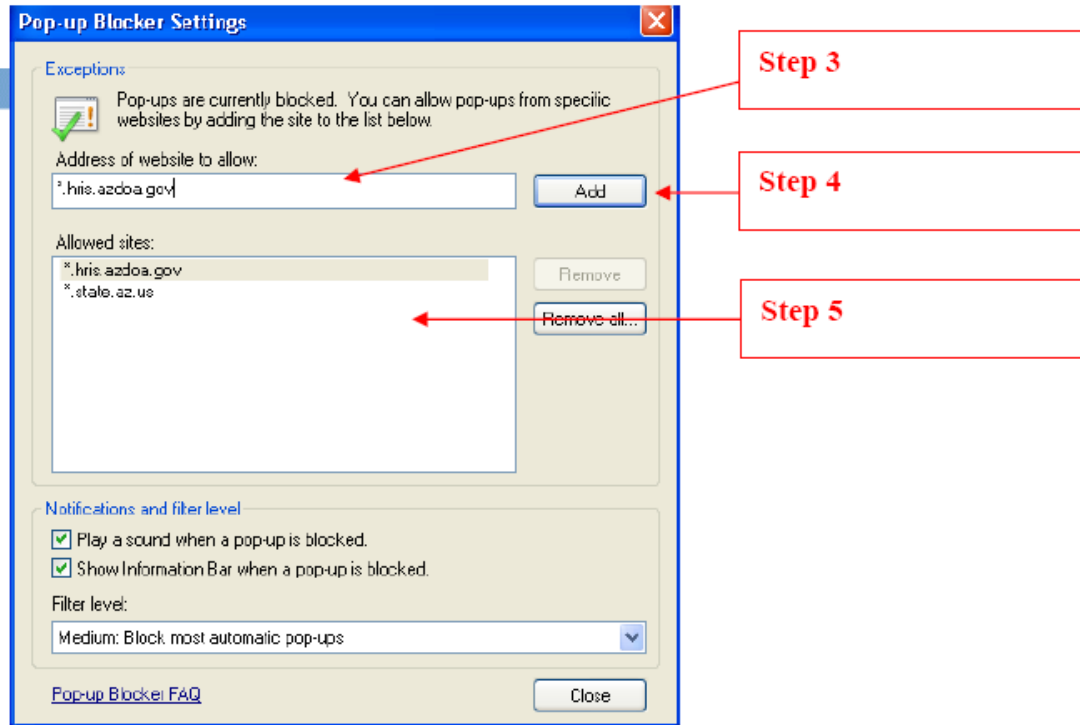


If you receive this error it means that your pop-up blocker is turned on. Please complete the following steps to permanently turn off your pop-up blocker, for the HRIS/YES web site.

1. On the menu bar, click Tools > Pop-up Blocker > Pop-up Blocker Settings.
  - a. If pop-up blocker setting 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 the 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



Please contact the HRIS Help Desk at [hrishelpdesk@azdoa.gov](mailto:hrishelpdesk@azdoa.gov) or call at 602.542.4700

- **Can I have multiple sessions open on the same browser?**  
At this time, only one session of HRIS or YES can be open per browser. If you need more than one session open, please open a second browser to login.
- **I use Internet Explorer 8 (IE8) on the Windows XP operating system and want to run multiple sessions on the same browser. What do I need to do?**  
For those using Internet Explorer 8 (IE8) on the Windows XP operating system, perform the following steps in order to run multiple sessions of HRIS/YES on your desktop:
  1. Open IE8 and navigate to the HRIS/YES Portal Login Page – [https://portal.hris.azdoa.gov/CES/ces\\_login.jsp](https://portal.hris.azdoa.gov/CES/ces_login.jsp).
  2. Login to HRIS/YES.
  3. In the upper left-hand corner of your browser click File.
  4. Click New Session and a new browser window will appear.
  5. Navigate to the HRIS/YES Portal Login page.
  6. Repeat step #2.

- **Can I access YES from home?**  
Yes, you can access YES through Internet Explorer on your home computer.
- **What are the requirements for creating a username and password?**  
The YES username is provided by your agency HR department and can not be changed. Your YES password must be eight (8) characters in length and include one alpha character and one numeric character and may not contain any special characters.
- **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?**  
The YES Help Desk is available Monday – Friday, 8 a.m. – 5 p.m. except on holidays. You may contact the Help Desk by calling 602.542.4700 or via email at [hrihelpdesk@azdoa.gov](mailto:hrihelpdesk@azdoa.gov). During office hours, the Help Desk staff makes every effort to address password reset requests within 2-4 hours. All other issues will be handled by the Help Desk within 24 hours.

## 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) which you will receive from your agency Human Resources office.
- **I forgot my password, how do I reset it?**  
If you forgot your password, click the Forgot/Change Password link on the HRIS/YES login page. Note: you must have answered the security questions before you are able to reset your password. If you have not answered the questions, you must contact the HRIS Help Desk at 602.542.4700 to have your password reset manually. If you have answered the security questions, you may reset your password by completing the following steps:
  1. Access the HRIS/YES login page
  2. Enter your User Name
  3. Click the Forgot/Change Password link
  4. Answer the security questions
  5. Click Continue
  6. Enter your new password and then re-enter to verify
  7. Click Reset Password

If you forgot your answers to your security questions, please contact the HRIS Help Desk at 602.542.4700 to have your security questions reset. If you have any questions, please contact the HRIS Help Desk at 602.542.4700 or by email at [hrihelpdesk@azdoa.gov](mailto:hrihelpdesk@azdoa.gov).

- **Does my password ever expire?**  
No, your YES password does not expire.
- **How do I change my password?**  
If you forgot your password, click the Forgot/Change Password link on the HRIS/YES login page. Note: you must have answered the security questions before you are able to reset your password. If you have not answered the questions, you must

contact the HRIS Help Desk at 602.542.4700 to have your password reset manually. If you have answered the security questions, you may reset your password by completing the following steps:

1. Access the HRIS/YES login page
2. Enter your User Name
3. Click the Forgot/Change Password link
4. Answer the security questions
5. Click Continue
6. Enter your new password and then re-enter to verify
7. Click Reset Password

If you forgot your answers to your security questions, please contact the HRIS Help Desk at 602.542.4700 to have your security questions reset. If you have any questions, please contact the HRIS Help Desk at 602.542.4700 or by email at [hrishelpdesk@azdoa.gov](mailto:hrishelpdesk@azdoa.gov).

- **Why do I have to answer security questions?**

HRIS added a new Self Service feature to allow you to reset your password without contacting the HRIS Help Desk. The answers you provide to the questions will allow us to verify your identity before your password is changed. When you initially login to HRIS or YES, you will be requested to answer two security questions. Choose two questions from the list and answer appropriately. **Please note:** in order to prevent security violations do not share these security questions or answers with anyone. Once you successfully answer these questions, click Update. You will receive a message stating "Update Complete – thank you for providing the information". This message means that your security questions have been answered successfully.

- **Does the system time me out after a period of inactivity?**

Yes, the system will time out after thirty (30) minutes of inactivity. Enter your username and password to log back into the YES system.

- **How many tries do I get to login to YES if I am not sure of my password?**

You may attempt to login to YES an unlimited number of times if you are unsure of your password. The YES system will not lock you out. Please contact the HRIS Help Desk at 602.542.4700 or at [hrishelpdesk@azdoa.gov](mailto:hrishelpdesk@azdoa.gov) if you need to have your password reset and have forgotten your security questions.

## Employee Training Information

- **How do I access Employee Training Solutions (ETS)?**

Access the YES web site at <http://yes.az.gov> and then enter your username (your Employee Identification Number without the leading zeros) and password in the appropriate boxes and then select the login button. Once you have successfully logged into YES, click the Employee Training link to view your training transcripts, register for courses, and view required training.

- **How do I register for a course?**

Access the Employee Training section of the YES web site and then select Registration by Category to display a list of categories by description. Click on a category to view the list of courses available. Click on the link for the Course Number to view the available sessions for that course. 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". The Length field indicates the course duration. The Frequency field indicates how often a course is offered. The Type field indicates if the course is a CBT or another format; if the course is offered in both formats, the type will display "multiple".

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 highlighted in blue. If the session number displays in black then you are not eligible to register for that session. Once you have selected your session, a dialog box will appear asking "are you sure you want to register for this session?", click ok. Another dialog box will appear stating "you have successfully registered for this course". 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.

- **What is a track and how do I register for one?**

A track is a series of courses that pertain to a training goal. A track is comprised of more than one course required to complete a specific certification typically required by the State's agencies.

Access the Employee Training section of the YES web site and then select Registration by Tracks to display a list of tracks by description. Under Description, click on a track to view the list of related courses available. Click on the link for the course number to view the available sessions for that course. 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". The Required field denotes if the course is required to complete the track; in some cases, courses are recommended but are not required to complete the track. The Length field indicates the course duration. The Frequency field indicates how often a course is offered. The Type field indicates if the course is a CBT or another format; if the course is offered in both formats, the type will display "multiple".

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 highlighted in blue. If the session number displays in black then you are not eligible to register for that session. Once you have selected your session, a dialog box will appear asking "are you sure you want to register for this session?", click ok. Another dialog box will appear stating "you have successfully registered for this course". 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 know what training I am required to take?**

Required training are those courses mandated by the State of Arizona or your agency. You may access the Required Training section of ETS to track which courses you have completed, are incomplete, or partially complete.

Access the Employee Training section of the YES web site and then select Required Training to display a list of required courses or tracks. The Type field signifies if your required training is a course or a track. The Name field contains links that provide detail and prerequisite information specific to the course. The Status field indicates

whether the required training is considered complete or incomplete. The Date Assigned field indicates when the courses or track were assigned to you. The Expected Completion field indicates when you will need to complete the course or track. The Completion Date field indicates when you completed the course or track.

- **How can I view what courses I am registered to take?**

Access the Employee Training section of the YES web site and then select Scheduled Training to display a list of courses you are currently registered for but have not yet completed. The Course field contains links that provide details specific to the course such as facility name, start time, end time, registration date, and any additional special instructions. The Session field displays the session number. The Start Date field displays the course start date. The End Date field displays the course end date. The Status field displays the status of the course (i.e., enrolled or cancelled). The CBT Site field contains a link for the course you have registered. The Cancel link can be used if you need to cancel your enrollment in the session. The Address/City/Zip field contains detailed information if the course is to be held in a classroom.

- **How do I view a Computer Based Training (CBT) course that I am registered for?**

Access the Employee Training section of the YES web site and then select Scheduled Training. Select the title of the CBT in the Course field and then click on the link in the CBT Site field to launch a new window. Follow the directions in the CBT to complete the course. Once the CBT has been completed, your transcripts will be updated with your proficiency level and score.

- **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.

Access the Employee Training section of the YES web site and then select Training History to view a list of the training you have completed. If a completed course was a CBT, the CBT Site field contains a link for you should you desire a refresher. The Course field displays the course name. The Completed field displays the date the course was recorded as completed. The Contact Hours field shows the amount of contact hours earned. The Proficiency field tracks whether you passed or failed the course. The Status field displays if you completed the course. The Score field displays the score you received from the course. The Certificate field contains an icon you can click on to print a certificate for completing the course.

- **Who should I contact if I have any questions or experience difficulty with ETS?**

Please contact the HRIS Help Desk at 602.542.4700 or by email at [hrishelpdesk@azdoa.gov](mailto:hrishelpdesk@azdoa.gov).

## Leave Balances Information

- **Where can I find my current leave balances?**

Access the YES web site at <http://yes.az.gov> and then enter your username (your Employee Identification Number without the leading zeros) and password in the

appropriate boxes and then select the login button. Once you have successfully logged into YES, click the Leave Balances link to view your accruals for annual and sick leave.

- **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?**  
Access the YES web site at <http://yes.az.gov> and then enter your username (your Employee Identification Number without the leading zeros) and password in the appropriate boxes and then select the login button. Once you have successfully logged into YES, click the Pay link to view a list of pay related items. Select Current Paycheck to view your most recent pay stub.
- **How can I view the details of my direct deposit?**  
Once you have successfully logged into YES, click the Pay link to view a list of pay related items. Select Direct Deposit to view your details: the bank where your pay is deposited; the last 4 numbers of your account; the type of account, whether checking or savings; and the percentage of your pay that is deposited into that account.
- **How do I set up direct deposit for my paycheck?**  
Access the YES web site at <http://yes.az.gov> and click on General Employee Info on the left side menu. Once on the General Employee Information page, select Setup/Change Direct Deposit to access the fillable pdf form. Once you have completed the form, submit it to your agency payroll department along with a voided check or letter from your financial institution indicating the routing number and account number.
- **How do I make a change to my direct deposit?**  
Access the YES web site at <http://yes.az.gov> and click on General Employee Info on the left side menu. Once on the General Employee Information page, select Setup/Change Direct Deposit to access the fillable pdf form. Once you have completed the form and indicated all of the necessary changes, submit it to your agency payroll department along with a voided check or letter from your financial institution indicating the routing number and account number, if necessary.
- **Where can I get a copy of my previous paychecks?**  
Once you have successfully logged into YES, click the Pay link to view a list of pay related items. Select Previous Paychecks to view the payments received for the last year. Click on the date link to see the pay details for that pay period. If you wish to print your pay stub, click on the Printable Pay Stub link in the Summary box.
- **How do I print my pay stub?**  
Employee pay stubs are available for a period of one-year through the YES web site. Once you have successfully logged into YES, click the Pay link to view a list of pay related items. Select Previous Paychecks and click on the date link for the pay stub you wish to print. Click on the Printable Pay Stub link that appears in the Summary box. A new window will open showing a Statement of Earnings for the date you

selected. Click File on the menu bar and select Print to send a copy to your designated printer.

- **I need to make a change to my federal and state tax withholding, can I do that on YES?**

Yes, you can make changes to your federal and state tax withholding directly through the YES web site. Once you have successfully logged into YES, click the Pay link to view a list of pay related items. Select Tax Withholding to view both your federal and state withholding deductions. To make a change to your withholdings, click on the appropriate link to access the form containing your current information. Complete the changes you need made and select Continue. You will then be asked to verify your changes. Select either Update or Cancel.

- **Where can I find my total annual compensation?**

Once you have successfully logged into YES, click the Pay link to view a list of pay related items. Select Total Compensation to see your estimated total annual compensation based on your current pay rate. Your total compensation is updated every Friday 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 web site. Once you have successfully logged into YES, click the Pay link to view a list of pay related items. Select YTD Details and select a year from the drop down menu to see a summary for that entire year. Click on the Payment Details link at the top of the summary to gain access to each paycheck received during that year. Click on the date link in order to see details for that particular paycheck. You can also print pay stubs by clicking the Printable Pay Stub link that appears in the Summary box. A new window will open showing a Statement of Earnings for the date you selected. Click File on the menu bar and select Print to send a copy to your designated printer.

## Personal Information

- **If there is an error in my personal information displayed on YES, how do I get it corrected?**

Only certain personal information categories can be updated by you: Address, Dependents, Emergency Contacts, and Home Phone Number. To make changes, access the YES web site at <http://yes.az.gov> and then enter your username (your Employee Identification Number without the leading zeros) and password in the appropriate boxes and then select the login button. Once you have successfully logged into YES, click the Personal Information link and select the subsequent applicable link for the category you wish to change.

- **What if I need to make a change to my personal information displayed in YES and it does not happen to be one of the categories that can be updated through the YES web site?**

The following categories of personal information can only be updated by contacting your agency human resources department:

- Birth Date
- Disability
- Email

- Employee Name
- Ethnicity
- Former Name
- Gender
- Marital Status
- Preferred Name
- Veteran Status
- Work Phone Number