

About This Guide

This guide is for Retirees having issues with logging into Y.E.S. or resetting their Y.E.S. password. All password resets must be completed online via the new [Online Password Reset Tool](#). Effective July 20, 2020 the HRIS Service Desk is no longer able to reset passwords on behalf of users.

For issues not found in this guide contact....

- HRIS Service Desk for assistance with accessing, logging in, and navigating Y.E.S. at (602) 542-4700.
- Benefits Options for questions about your benefits by phone (602) 542-5008, toll-free 1-800-304-3687, by email benefitsissues@azdoa.gov or visit benefitoptions.az.gov.

Our offices are open Monday-Friday, 8 a.m. - 5 p.m. Arizona Time, except holidays.



To quickly find your error in this guide, select **ctrl+F** on your keyboard then **type the text of the error message in the search box.**

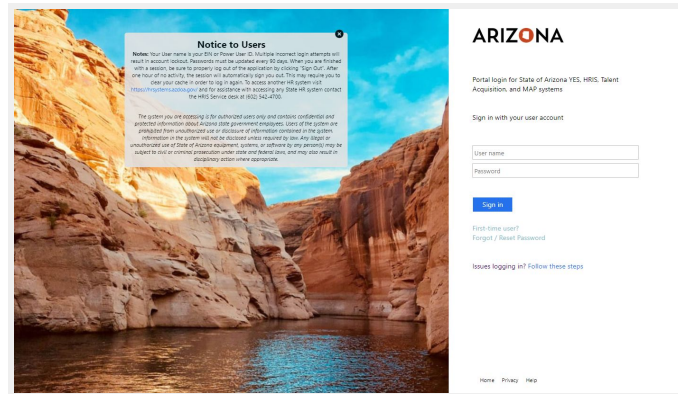
Quick Links:

[Common Errors: Logging into My Y.E.S. Account](#)

[Common Errors: Resetting My Password](#)

[Common Errors: Creating or Updating your Password](#)

Common Errors: Logging into My Y.E.S. Account



Error Message:

Incorrect user ID or password. Type the correct user ID and password, and try again.

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

What Happened:

- The user name or password entered is incorrect

Solution:

→ Clear both fields and retype your user name and password as follows:

- ◆ Username: YourEIN@hris.az.gov
 - Former State Employees use the EIN assigned during your employment with the State.
 - University retirees use the EIN assigned by the State of Arizona at the time of retirement and provided in your mailed open enrollment packet.
- ◆ Password:
 - If you are a returning user, enter the last known password.
 - If this is the first time you are logging in since September 13, 2020 or if you recently reset your password, enter:

- the 4 digit year you were born
- last 4 digits of your ssn
- capital "A"
- capital "Z"
- exclamation point (!)

Example: **19782424AZ!**

- If you have forgotten your password and 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.

Error Message:

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



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 [Y.E.S. portal login page](#). Click the login button for the system you are accessing. Log back in.
-

Error Message:

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



Error encountered while processing the request.
Additional Info: Bad request cache id. This URL
request may already have been processed..
LoggerID:dmmipvil64d3c1egd3kput8fd4 Please
contact your system administrator for further
details.

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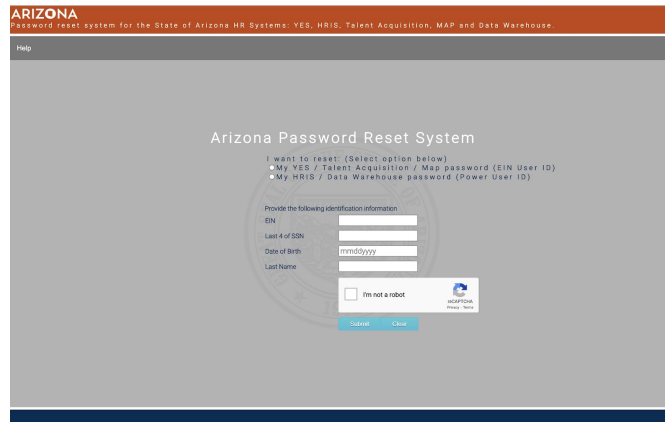
What Happened:

- The website you came from is using an outdated link.

Solution:

- Close the browser window and use this link > <https://yesportal.azdoa.gov/>
- If the message returns, [clear your cache](#) and try again.

Common Errors: [Resetting My Password](#)



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 Help Desk at (602) 542-4700 for assistance with unlocking this account.”


What Happened:

- Too many failed attempts

Solution:

- Your account will automatically unlock at 12:01am the next day. If you need your account unlocked immediately, you must call the HRIS 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.

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:

- There is 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.

Error Message:



A valid email address cannot be found for Employee ID [redacted] 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:

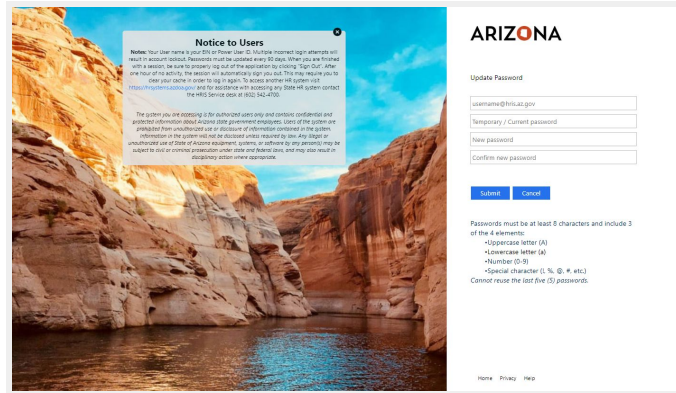
- There is no email address listed on your record and we are unable to email you the temporary password instructions to login to Y.E.S.

Solution:

- You may still continue with the reset process by following these steps:
 - ◆ Return to the [Y.E.S. portal login page](#).
 - ◆ Login with your Username: YourEIN@hris.az.gov
 - Former State Employees will use the EIN assigned during your employment with the State. University retirees use the EIN assigned by the State of Arizona at the time of retirement and provided in your mailed open enrollment packet.
 - ◆ Password as:
 - the 4 digit year you were born
 - last 4 digits of your ssn
 - capital "A"
 - capital "Z"
 - exclamation point (!)Example: **19782424AZ!**
 - ◆ The system will prompt you to create a new password

- ◆ Log back into your Y.E.S. account using your newly created password.
- Once in Y.E.S. make sure to update your personal email address under Personal Information > Contact Information

Common Errors: Creating or Updating your Password



Error Message:

“Failed to set new password. Contact your administrator for more information.”

Update Password

You must update your password because your password has expired.

Failed to set new password. Contact your administrator for more information.

Temporary / Current password

New password

Confirm new password

What Happened:

- Caused by too many failed attempts

Solution:

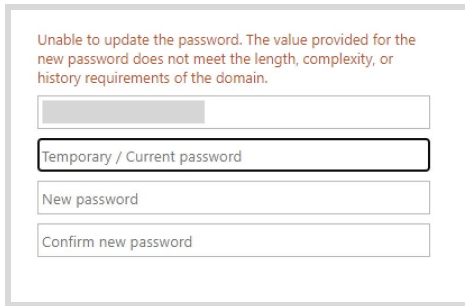
- [Reset your password](#)
- Return to the [Y.E.S. portal login page](#). Sign in with your username and temporary password as:

- ◆ the 4 digit year you were born
- ◆ last 4 digits of your Social Security Number
- ◆ capital “A”
- ◆ capital “Z”
- ◆ exclamation point (!)

Example: **19782424AZ!**

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.”



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.