Y.E.S. - Frequently Asked Questions

How do I login to Y.E.S. (Your Employee Services)? .................................................................2
I forgot my username, how do I find out what it is? .................................................................2
I forgot my password or I want to change my password, how do I reset it? ...............................2
Does my password ever expire? .................................................................................................2
Does the system time me out after a period of inactivity? .........................................................2
What Internet browser can I use to access Y.E.S.? ..................................................................3
What do I do if I receive an error that says “The Portal cannot load because the Profile service returned an error…?” ........................................................................................................3
Can I access Y.E.S. outside of work? ..........................................................................................3
What are the requirements for creating a username and password? .........................................3
During what hours can I access Y.E.S.? .....................................................................................4
Who should I contact if I have a question about Y.E.S.? ..........................................................4
How do I access Employee Training Solutions (ETS)? ............................................................4
How do I register for a course? ....................................................................................................4
How do I view my training transcripts? ....................................................................................5
Where can I find my current leave balances? ...........................................................................5
How often is my leave information updated? ............................................................................5
Where do I find my current paycheck? .....................................................................................5
Where can I get a copy of my previous paychecks? ..................................................................5
How can I view the details of my direct deposit? ......................................................................6
How do I set up or change direct deposit for my paycheck? .....................................................6
I need to make a change to my federal and state tax withholding, can I do that on Y.E.S.? .........6
Where can I find my total annual compensation? .....................................................................6
Where can I access year-to-date pay information for the current year or previous years? ..........7
Login Information

How do I login to Y.E.S. (Your Employee Services)?
1. To access Y.E.S., navigate to www.Y.E.S.az.gov
2. Click Login to Y.E.S.
3. Enter your User Name, which is your E.I.N.
4. Then enter your Password.
5. Once this information has been entered, click Login.

Security Information

I forgot my username, how do I find out what it is?
Your Y.E.S. username is your 5-digit Employee Identification Number (EIN) (without the leading zeroes) which you received from your agency Human Resources office. Please contact your agency HR department in the event you do not recall your E.I.N.

I forgot my password or I want to change my password, how do I reset it?
If you forgot your password, you may visit our Y.E.S website to reset your password. In order to update your password, you must have previously answered the security questions. If you have not answered the questions, you must contact the HRIS Help Desk 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 Y.E.S. Login page.
2. Enter your User Name (EIN).
3. Click the Forgot/Change Password link.
4. Enter your New Password and then re-enter to verify.
5. Answer BOTH Security Questions.
6. Click Update Password.

Does my password ever expire?
Yes, your Y.E.S. password will expire after ninety days. You will receive a notification when logging into Y.E.S. that your password will expire seven days in advance.

Does the system time me out after a period of inactivity?
Yes, the system will automatically close your session after 30 minutes of inactivity. You will have to reenter username and password to log back into the Y.E.S. system.
Common Internet and General Issues

What Internet browser can I use to access Y.E.S.?

At this time, “Internet Explorer” is the only compatible browser for Y.E.S. Our third party software vendor, Lawson, is looking into ways to offer other compatible browsers, but a time frame has not been established.

You may also install an extension of Google Chrome. Instructions on how to install this can be found by clicking http://www.hr.az.gov/HRIS.

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 the error above, your Pop-Up Blockers are turned on. Please complete the following steps to permanently turn off your pop-up blocker for the Y.E.S. website.

1. Open Internet Explorer, then click Tools > Pop-up Blocker > Pop-up Blocker Settings.
2. The Pop-up Blocker Settings dialog box will appear.
3. In the “Address of Websites to Allow” field and add the following URL: *.azdoa.gov.
4. Click Add.
5. Confirm that the URL was added to the Allowed Sites.
6. Click Close.

Can I access Y.E.S. outside of work?

Yes, you can access Y.E.S. anywhere that has internet access as long as you use Internet Explorer.

What are the requirements for creating a username and password?

The Y.E.S. username is provided by your agency HR department and cannot be changed. Passwords must follow these guidelines:

- Be eight (8) to twenty (20) characters in length.
- CANNOT contain spaces.
- Contain at least one (1) numeric character.
- CANNOT contain any special characters.
- CANNOT contain your user name or the word "password".
- Passwords are case sensitive.
During what hours can I access Y.E.S.?
   The Y.E.S. web site is available 24 hours a day, seven days a week.

Who should I contact if I have a question about Y.E.S.?
   If you have any questions regarding your Y.E.S. account or need reset your password, please contact the H.R.I.S. Help desk by calling 602.542.4700 or via email at hrishelpdesk@azdoa.gov. The HRIS Help Desk is available Monday through Friday from 8:00 a.m. to 5:00 p.m. except on State holidays. The Help Desk staff makes every effort to address all requests within 24 business hours.

Employee Training Information

How do I access Employee Training Solutions (ETS)?
   Login to Y.E.S. and then click the Employee Training link found on the left navigation bar.

How do I register for a course?
   In order to register for a course, please complete the following steps:
   1. Login to Y.E.S.
   2. Under Your Employee Services, click Employee Training.
   3. Then click Registration by Category to display a list of categories by description.
   4. Click on a Category to view the list of courses available.
   5. Click on the link for the Course Number to view the available sessions for that course.
   6. 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”.
   7. 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.
   8. If the session number displays in gray then you are not eligible to register for that session either because the session is filled or has already expired.
   9. Once you have selected your session, a dialog box will appear asking “are you sure you want to register for this session?”
   10. Click OK.
   11. Another dialog box will appear stating “you have successfully registered for this course”.
   12. 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 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. You will be able to access these transcripts for four years after you leave state service.

1. Login to Y.E.S.
2. Under Your Employee Services, click Employee Training.
3. Select Training History to view a list of the training you have completed.
4. The Certificate field contains an icon you can click on to print a certificate for completing the course.

Leave Balances Information

Where can I find my current leave balances?

1. Login to Y.E.S.
2. Click Leave Activity.
3. Your leave balances for Sick, Annual and Family Sick will display.
4. If you have questions regarding your leave balances, please contact your agency H.R. Department.

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?

1. Login to Y.E.S.
2. Click Current Paycheck.
3. Your Current Paycheck will display.
4. If you have questions regarding your current paycheck, please contact your agency payroll department.

Where can I get a copy of my previous paychecks?

1. Login to Y.E.S.
2. Click Pay.
3. Then click Paychecks.
4. Paychecks for the previous twelve months will appear.
5. Click on any of the Date Links and your paystub will display.
6. If you wish to print your pay stub, click on the Printable Pay Stub link in the Summary box.
How can I view the details of my direct deposit?

1. Login to Y.E.S.
2. Click Pay.
3. Then click Direct Deposit to view details.
4. 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 Paychecks for the previous twelve months will appear.

How do I set up or change direct deposit for my paycheck?

2. Click on General Information on the left side menu.
3. Click Direct Deposit – Setup/Change to access the fillable PDF form.
4. 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.

I need to make a change to my federal and state tax withholding, can I do that on Y.E.S.?

Yes, changes can be made to your federal and state tax withholding directly through the Y.E.S. web site by completing the following steps:

1. Login to Y.E.S.
2. Click Pay to view a list of pay related items.
3. Select Tax Withholding to view both your federal and state withholding deductions.
4. To make a change to your withholdings, click on the appropriate link to access the form containing your current information.
5. Complete the changes you need made and select Continue.
6. You will then be asked to verify your changes.
7. Select either Update or Cancel.
8. Please note, your federal withholdings will update immediately but state withholdings will process overnight and changes will reflect on the next business day.

Where can I find my total annual compensation?

1. Login to Y.E.S.
2. Click Pay to view a list of pay related items.
3. Click Total Compensation to view your estimated total annual compensation based on your current rate of pay.
4. Your total compensation is updated every Thursday 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 Y.E.S. website.

1. Login to Y.E.S.
2. Click Pay to view a list of pay related items.
3. Click Select YTD Details to see a summary for that entire year.
4. Select the Year to view payments for that particular calendar year.
5. Your year to date payment summary will appear.