



ADOA – General Accounting Office
QUICK REFERENCE GUIDE:
SYSTEM LOGIN &
TROUBLESHOOTING





SYSTEM LOGIN & TROUBLESHOOTING

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SYSTEM LOGIN & TROUBLESHOOTING

Overview

As a new AZ360 user, the user will receive an email to support the efforts to gain access to the system. The email (subject: The AZ360 System Access) provides the temporary password to gain access to the system.

Email Content

Your temporary password was created for AZ360 <https://AZ360erp.az.gov/> You will be required to change your password after your logon. If you have questions, please contact the ADOA Service Desk at 602.364.4444, opt 4. Credentials:

Password: XXXXXX

To access the system using the URL, the connection to the network may vary. If the user uses VPN to connect, the user will need to activate the VPN prior to accessing AZ360 with this URL.

QRG Overview

This QRG covers:

- Log in to AZ360 Financial
- Change the Temporary Password
- Change the Password Hint
- Use the Forgot Password Link
- Change the Password
- Trouble Shoot

Log in to the AZ360 Financial System

Log in by using the following URL, access the AZ360 web page: <https://AZ360.az.gov/>

1. Enter the user ID, which is the employee identification number (EIN) or PIN.
2. Enter the temporary password that the user received in the AZ360 system access email.
3. Click **Login**.

Note: Contact the Agency Security Administrator if the user does not have this information.

The screenshot shows the AZ360 login interface. At the top is the AZ360 logo. Below it is a white login box with a blue border. Inside the box, there are two input fields: 'User ID' with a person icon and 'Password' with a lock icon. Below the password field is a blue 'Sign In' button and a 'Forgot Password?' link.



Change the Temporary Password

When the user logs into the system with their assigned temporary password, the user will be prompted to enter the temporary password.

1. Enter the temporary password in the **Old Password** field. The General Accounting Office (GAO) recommends that the user copy and paste the temporary password which was received in the email.
2. Enter the new password in the **New Password** field.
3. Re-enter the new password in the **Confirmed Password** field. See the table below for the requirements for a valid password.

Password must contain all of the following:	
Minimum Length	8
Maximum Length	16
Contain 1 numeric value	Yes
Required Upper Case	Yes
Required Lower Case	Yes
Special Symbol Flag	@ . - \$ # %
Cannot Contain User ID	
Cannot Contain 'password'	



Change the Password Hint

If this is the first time logging in, set up the password hint so that the user can manage the password.

1. From within AZ360, click **My Profile** (upper right-hand corner).
2. Click **Account Settings**.
3. Click **Security Question Management**.
4. Select a **Security Question**.
5. Enter a **Security Answer**.
6. Re-enter the Security Answer into the **Verify Security Question** field.
7. Click **Save**.

Use the Forgot Password Link

By setting up the password hint, the user can reset the password in AZ360. As six (6) bad password attempts will lock the user's account, the user should use this feature first if the password is forgotten. Once the account is locked, the user will need to contact the ADOA-ASET Service Desk at 602-364-4444, option 4 to issue the user a new temporary password.

1. **Click** **Forgot Your Password?** link from the Login screen.
2. **Enter** the User ID, then click **Continue**.
 - a. If the user wishes to refresh the **User ID** box, click **Reset**.
3. The user will be presented with the password hint question that the user previously setup. **Enter** the reply.
4. Click **Reset Password**.
5. The temporary password will be sent to the email address on record.

When the user next logs in, the user will be prompted to change the temporary password.

6. See the Change the Temporary Password procedure to change the temporary password.



Change the Password

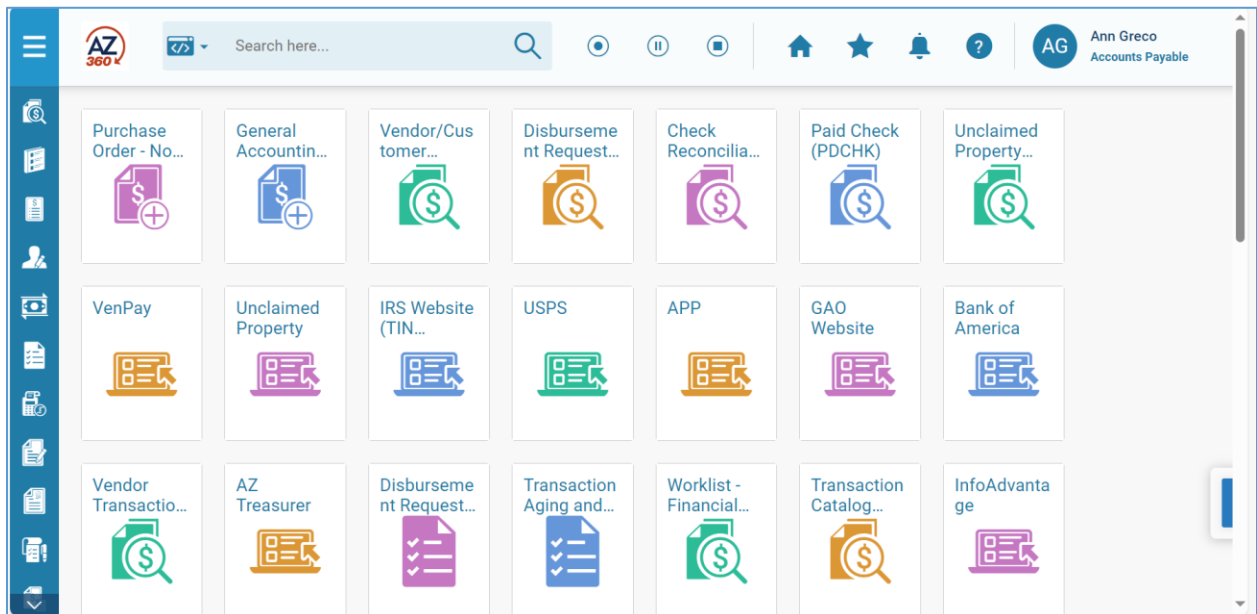
If the user needs to change the password for general security purposes:

1. From within AZ360, click **My Profile** (upper right-hand corner).
2. Click **Account Settings**.
3. Click the **Password Management** tab.
4. Enter the **Current Password**.
5. Enter the **New Password**.
6. Re-enter the new password into the **Confirm Password** field.
7. Click **Save**.

The screenshot shows the 'Account Settings' page with the 'Password Management' tab selected. At the top right are buttons for 'Save', 'Save & Close', and 'Cancel'. Below the tabs are three input fields: 'Current Password', 'New Password (Case Sensitive)', and 'Confirm Password (Case Sensitive)'.

Successful System Access

Once the user successfully logs in to AZ360, the user will see their home page .





Save the AZ360 Web Address

Now that the user verified the ability to access AZ360, this would be a good time to add the URL to the favorites or save a link to the desktop. Instructions are given for Chrome.

Adding AZ360 to Favorites in Chrome

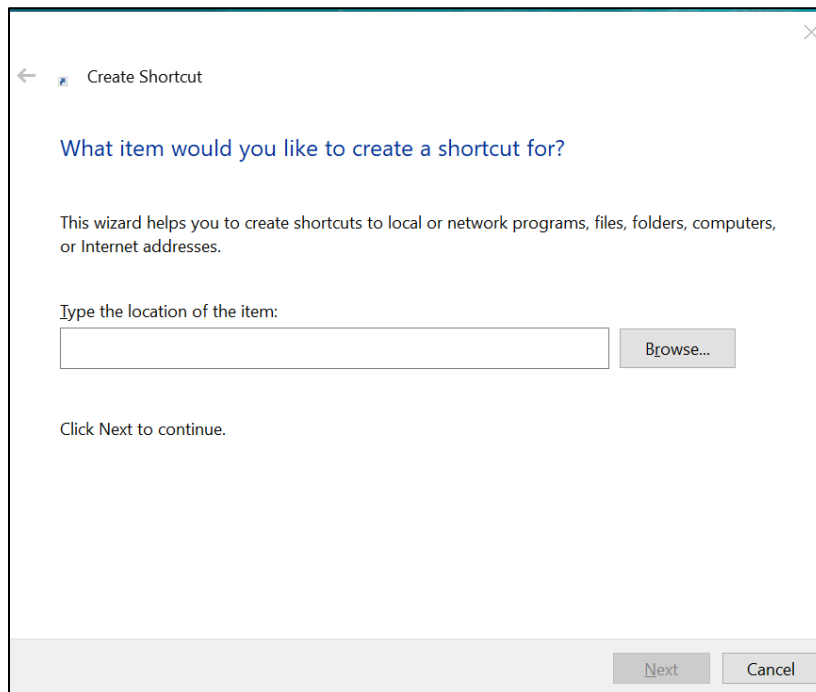
Navigate to the AZ360 login screen using the AZ360 URL: <https://az360erp.az.gov>

1. Ensure the user is on the correct web page URL (given on the above line).
2. Click the Favorites link (Star ★ located at the top of the screen).
3. Enter a name for the webpage (e.g., AZ360 Login) and select a location for the favorite to be saved.
4. Select **Add**.
5. Verify the page was added by looking in the **Favorites** section of the task bar.

Adding AZ360 Link to the Desktop

Navigate to the AZ360 homepage: <http://AZ360erp.az.gov/>.

1. Click **CTRL+C** to copy the URL.
2. Go to the Desktop and **Right-Click**. Click **New** and **Shortcut**.
3. **Enter** or **CTRL+P** (paste) the URL into the field.
4. Click **Next**.





5. Enter a name for the link (e.g., AZ360 Login). Click **Finish** to add the short cut.
6. Minimize all applications so the user can view the desktop and verify the link was added successfully.

Troubleshooting

When calling the ADOA-ASET Service Desk for assistance, identify that the system sign-in issue is with AZ360. An easy way to communicate this is to indicate that the user is accessing the system using a URL.

URL Does Not Work

- When the user cannot access the system, the user should contact the Agency AZ360 Security Administrator.

Forgotten Password

- This quick reference guide provides instructions on how to establish a password hint when changing the temporary password. In this way, the user can reset the password.
- The user can request a password reset by contacting the ADOA-ASET Service Desk at 602-364-4444, option 4.

Note: If the user calls for ADOA-ASET Service Desk assistance, only the user can call to request a password reset; the temporary password will be emailed to the agency email address.

Locked User

- The user has six (6) attempts to enter the correct password before being locked out of the system. Once the user is locked out, the user must request a new temporary password from the ADOA-ASET Service Desk.
- Contact The ADOA-ASET Service Desk At 602-364-4444, Option 4.

Incomplete User Access

- If the user needs additional or revised user security rights, use the UDOC process in AZ360 to request the revisions. If the user needs assistance with this, contact the Agency AZ360 Security Administrator.
- If the user has the right authorization and it appears not to be functioning, contact the Agency Coordinator for AZ360.