



## System Log-in and Trouble Shooting

As a New AFIS user, you will receive on different days two emails to support your efforts to gain access to the new system.

- The first email (subject: *New AFIS System Log-in Instructions*) provides system log-in instructions and the URL link to use in the Internet Browser to access the AFIS web page. This Quick Reference Guide is attached to this email.
- The second email (subject: New AFIS System Access) provides your temporary password to gain access to the system. See the content for this email below:

“Your temporary password has been created for the New AFIS Financial System. You will be required to change your password after your initial logon. If you have questions please contact the ADOA Service Desk at 602.364.4444, option 2. Good luck!

Password: XXXX”

To access the system using the URL, your connection to the network may vary.

- If you access Legacy AFIS today using the State Network, you will be able to directly access New AFIS through the provided URL.
- If you use VPN to connect now, you will need to activate your VPN prior to accessing New AFIS with this URL.
  - Please note, the deadline for the cutover to AZNET’s new VPN system is June 1, 2015.
  - Agencies need to make sure that they migrate from the current ADOA VPN platform to the new AZNET VPN platform.

This Guide will assist you with the following system log-in activities:

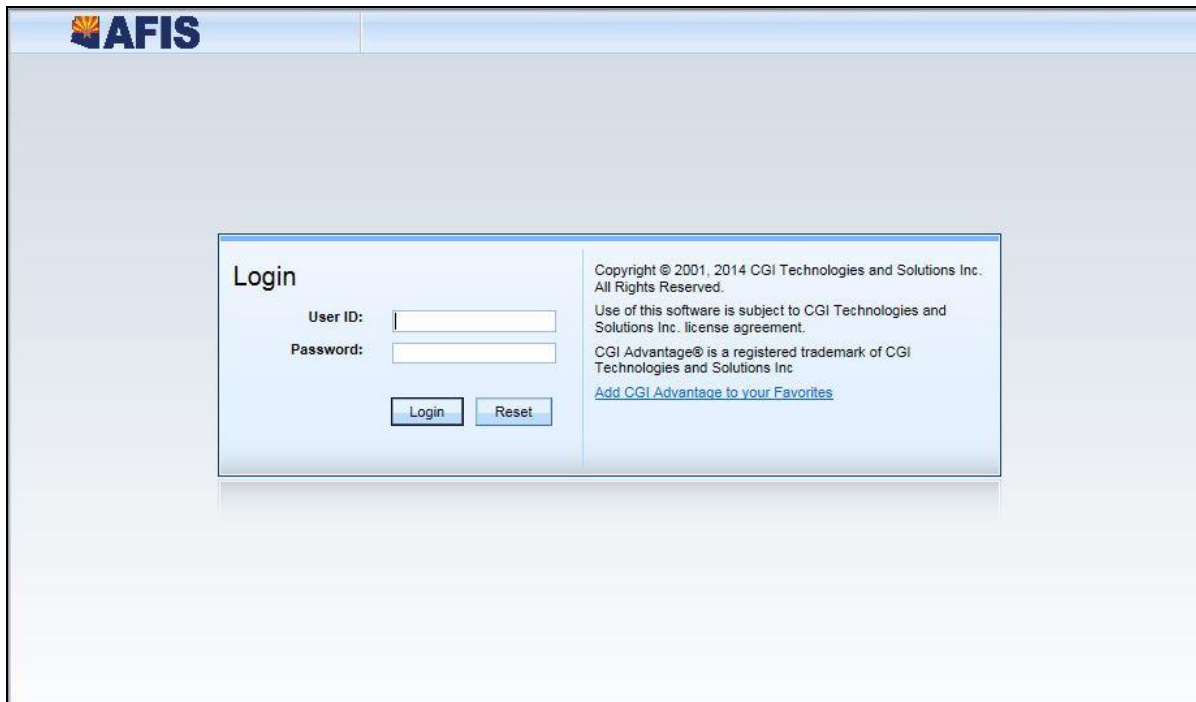
- Logging in to New AFIS Financial System
- Changing your Temporary Password
- Changing your Password Hint
- Using the Forgot Password Link
- Changing your Password
- Trouble Shooting

# System Log-in and Trouble Shooting

## Procedure – Logging into the New AFIS Financial System

1. Open Internet Explorer.
2. Using the following URL, access the New AFIS web page.

<http://afis.az.gov/fin/Advantage>

A screenshot of the AFIS web application's login page. The page has a light blue header with the AFIS logo on the left. The main content area is white and contains a central login box. The login box is titled "Login" and has two input fields: "User ID:" and "Password:". Below the "User ID:" field is a "Login" button, and below the "Password:" field is a "Reset" button. To the right of the input fields, there is a copyright notice: "Copyright © 2001, 2014 CGI Technologies and Solutions Inc. All Rights Reserved." followed by "Use of this software is subject to CGI Technologies and Solutions Inc. license agreement." and "CGI Advantage® is a registered trademark of CGI Technologies and Solutions Inc." Below this text is a blue hyperlink: "Add CGI Advantage to your Favorites".

3. **Enter** your User ID, which is your EIN or PIN. Note: Contact your Agency Coordinator or Agency Level 1 Support if you do not have this information.
4. **Enter** your Temporary Password that you received in the [Your New AFIS System Access](#) email.
5. **Click** Login.

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## Procedure – Changing your Temporary Password

1. When you log into the system with a temporary password assigned, you will be prompted to enter your temporary password.
2. **Enter** your temporary password in Old Password. We recommend that you copy and paste the temporary password you received in the email.
3. **Enter** your new password in New Password.
4. **Re-enter** your new password in Confirmed Password. See the table below for the requirements for a valid password.

Password must contain all of the following:	
Minimum Length	6
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'	

5. Click Login.

## Procedure – Changing Password Hint

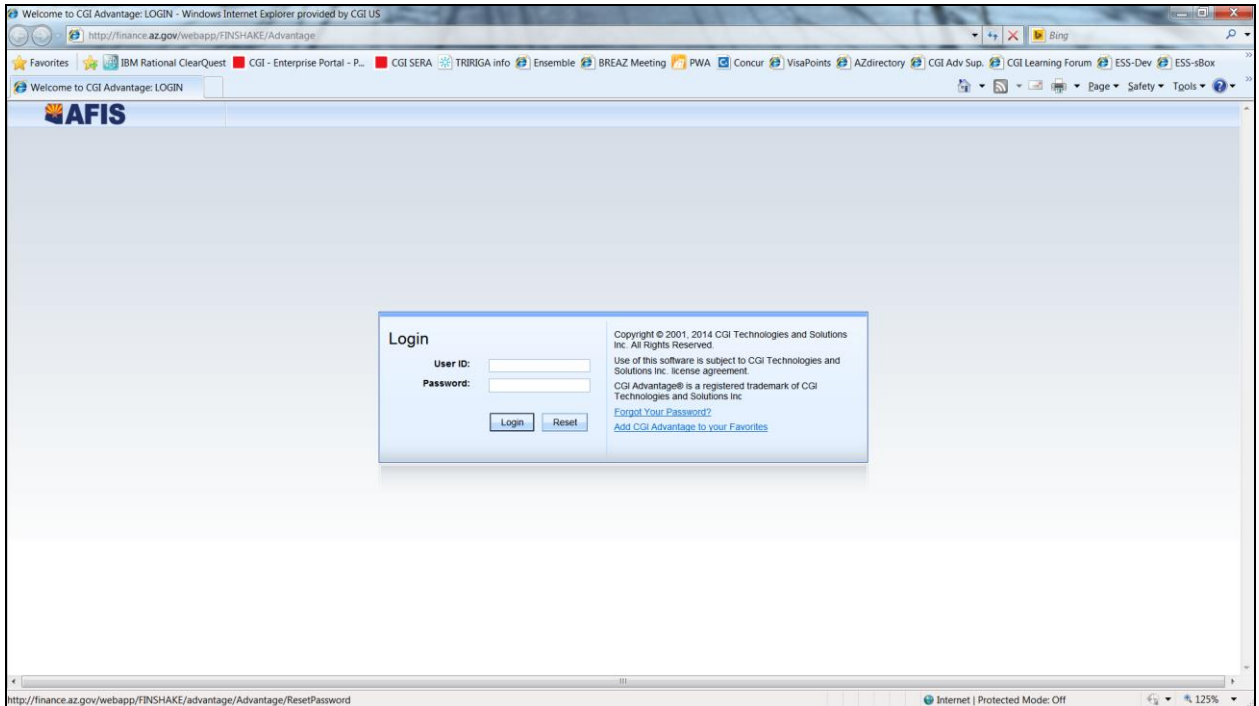
1. If this is the first time logging in, set up your password hint so that you can manage your own password.
2. On the Secondary Navigation Panel (located on left side of AFIS), **click** Administration.
3. **Click** Change Password Hint.
4. **Choose** a question from the Password Hint drop down list.
5. **Enter** your Password.
6. **Enter** your Reply.
7. **Re-enter** your Reply in Verify Reply.
8. **Click** Change Password Hint to successfully set up a Password Hint. You will now be able to manage your password if you have forgotten your password. See the next procedure for how to reset your own password using the Password Hint feature.

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## Procedure – Using the Forgot Password Link

By setting up your Password Hint, you are able to reset your own password in AFIS. You should use this feature before your user ID becomes locked (because of too many bad password attempts). After 6 attempts, you will be locked out of the system and will be required to contact the ASET Service Desk to issue you a new temporary password.

1. **Click** Forgot Your Password link from the Log-in screen.



2. **Enter** your User ID, then click Continue. (If you wish to refresh the User ID box, click Reset.)
3. You will be presented with the Password Hint question that you previously setup. **Enter** your Reply.
4. **Click** Reset Password.
5. Your temporary password will be sent to your email address on record. When you log in next, you will be prompted to change your temporary password. See the procedure above for the steps to change your temporary password.

# System Log-in and Trouble Shooting

## Procedure – Changing a Password

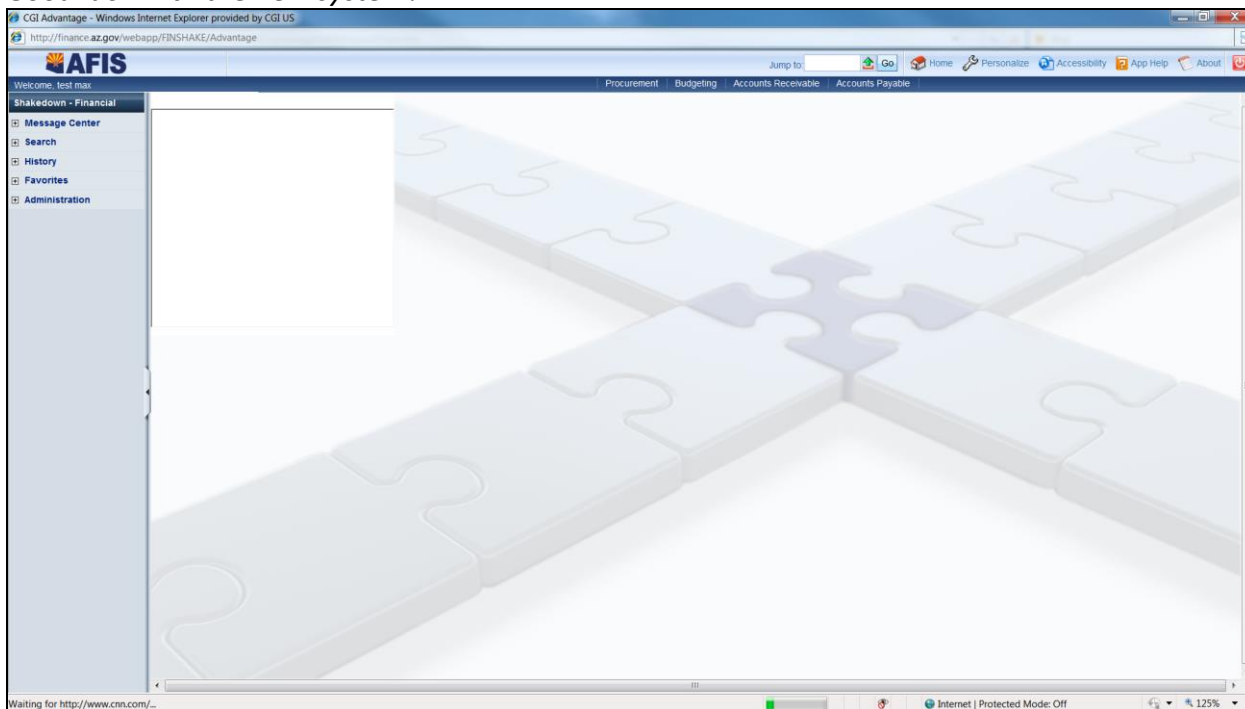
If you need to change your password for general security purposes:

1. On the Secondary Navigation Panel (located on left side of AFIS), **click** Administration.
2. **Click** Change Password.
3. **Enter** Old Password.
4. **Enter** New Password.
5. **Re-enter** your new password into Verify New Password.
6. **Click** Change User Password.

## Successful System Access

Once you have successfully logged into AFIS, you will see the following screen.

*Good luck with the new system!*



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## Saving the AFIS Web Address

Now that you have verified your ability to access AFIS, this would be a good time to add the URL to your favorites or save a link to your desktop. Instructions are given for Internet Explorer.

### Adding to Favorites While on the AFIS Home Page

<http://afis.az.gov/fin/Advantage>

1. Ensure you are on the correct web page URL (given on the above line)
2. **Select** *Favorites* then *Add to Favorites...* in the Task Bar at the top of the page
3. **Enter** a name for the webpage (e.g. *AFIS Login*) and select a location for your Favorite to be saved
4. **Select** *Add*
5. **Verify** the page was added by looking in the *Favorites* section of your task bar

### Adding an AFIS Link to your Desktop While on the AFIS Home Page

<http://afis.az.gov/fin/Advantage>

1. Ensure you are on the correct web page URL (given on the above line)
2. **Select** *File* then *Save As...* in the Task Bar at the top of the page
3. **Browse** to your Desktop, which will likely be located at the top left of your Navigation Pane or can be found by typing *Desktop* in the Search bar
  - a. You can save this link anywhere, we recommend the Desktop for simplicity
4. **Enter** a Name for your link (e.g. *AFIS Login*)
5. **Minimize** all applications so you can view your desktop and verify the link was added successfully

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## Trouble Shooting

When calling the ASET Service Desk for assistance, identify that your system sign-in issue is with New AFIS, not the current, legacy AFIS. An easy way to communicate this is to indicate that you are accessing the system using a URL.

- URL does not work
  - When you find that you cannot access the system, you should contact your Agency Level 1 Support.
  
- Forgotten Password
  - This Quick Reference Guide provides instructions on how to establish a password hint when changing your temporary password. In this way, you are able to reset your own password.
    - You can request a password reset by contacting the ASET Service Desk at 602-364-4444, press option 2. Note: If you call for ASET Service Desk assistance, only you can call to request a password reset; the temporary password will be emailed to your agency email address.
  
- Locked User
  - You have 6 attempts to enter the correct password before being locked out of the system. Once you are locked out, you must request a new temporary password from the ASET Service Desk.
    - Contact the ASET Service Desk at 602-364-4444, press option 2.
  
- Incomplete user access
  - If you discover that you need additional or revised user security rights, use the UDOC process in New AFIS to request the revisions. If you need assistance with this, contact your Agency Level 1 Support resource.
  - If you believe that you have the right authorization and it appears not to be functioning, contact your Agency Level 1 Support resource.