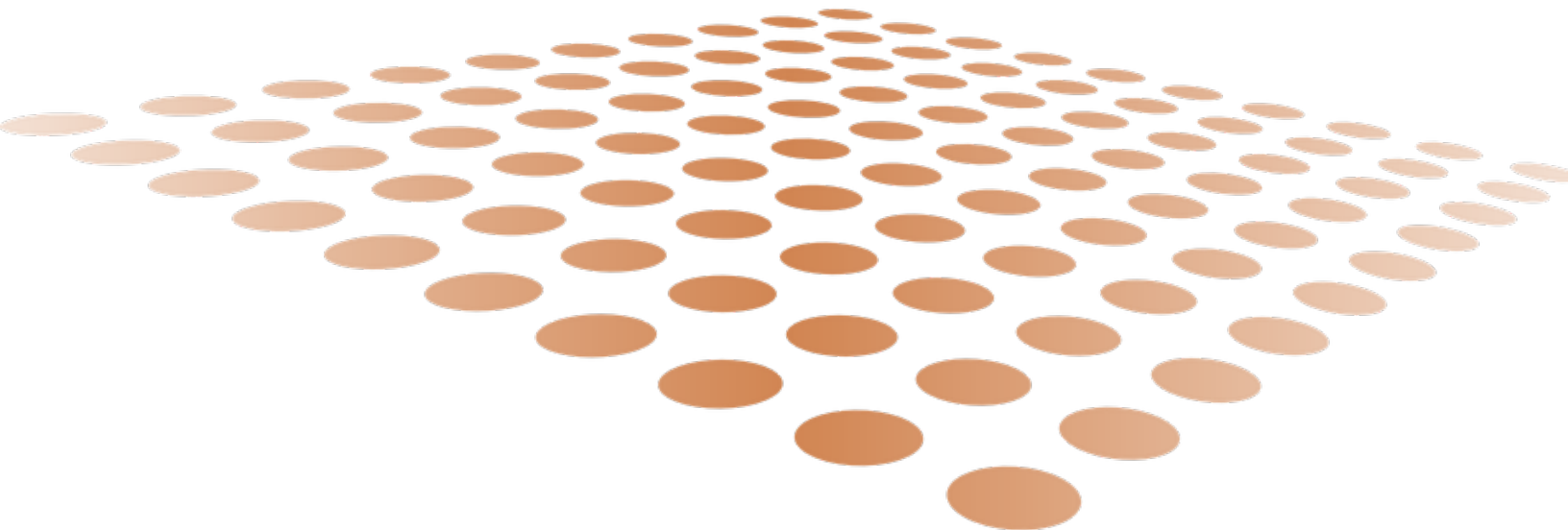


ADOA – General Accounting Office

# **QUICK REFERENCE GUIDE: TRIRIGA SYSTEM LOGIN AND TROUBLE SHOOTING**





# TRIRIGA SYSTEM LOGIN AND TROUBLE SHOOTING

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# TRIRIGA SYSTEM LOGIN AND TROUBLE SHOOTING

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## Overview

As a new TRIRIGA user you will receive an email to support your efforts to gain access to the system. The email (subject: **TRIRIGA 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 TRIRIGA Facilities Management System. You will be required to change your password after your initial logon. If you have questions please contact the ADOA-ASET Service Desk at 602.364.4444, option 4. Good luck!**

**Password: XXXX**

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

- If you use VPN to connect, you will need to activate your VPN prior to accessing the system with this URL.

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

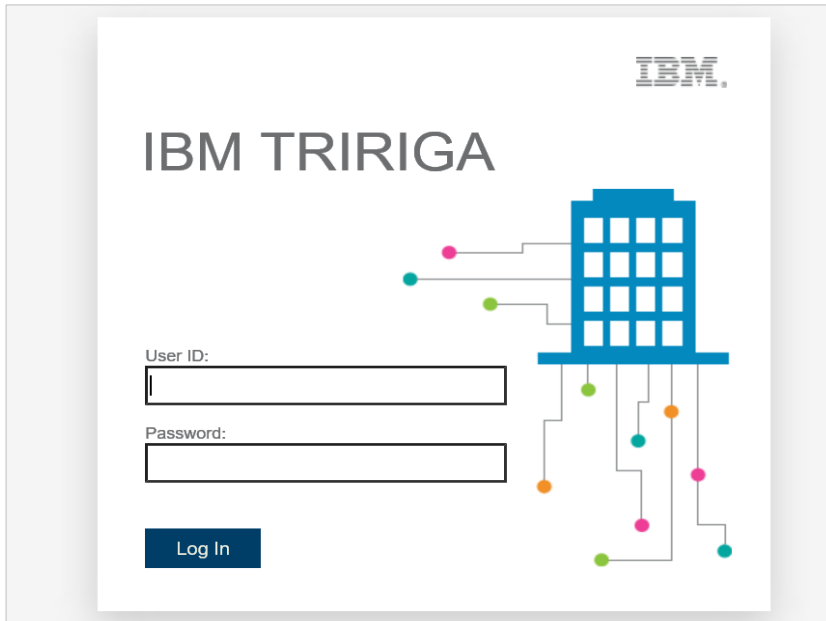
- Logging in to TRIRIGA Facilities Management System
- Changing your Temporary Password
- Setting up your Password Hint
- Changing your Password

## Logging into the TRIRIGA Facilities Management System

Open Internet Explorer. Using the following URL, access the TRIRIGA web page.

**<https://afis.az.gov:1443/PRDTRIRIGA>**

1. In the **User ID** field, enter ***your User ID***, which is your **EIN** or **PIN**
2. In the **Password** field, enter ***your temporary password*** that you received in the **TRIRIGA System Access** email
3. Click **Log In**

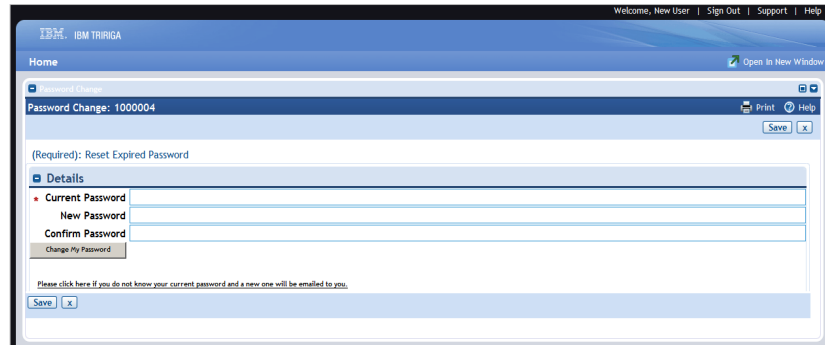


**Note: Contact your Agency Coordinator or Agency Level 1 Support if you do not have this information.**

## Changing your Temporary Password

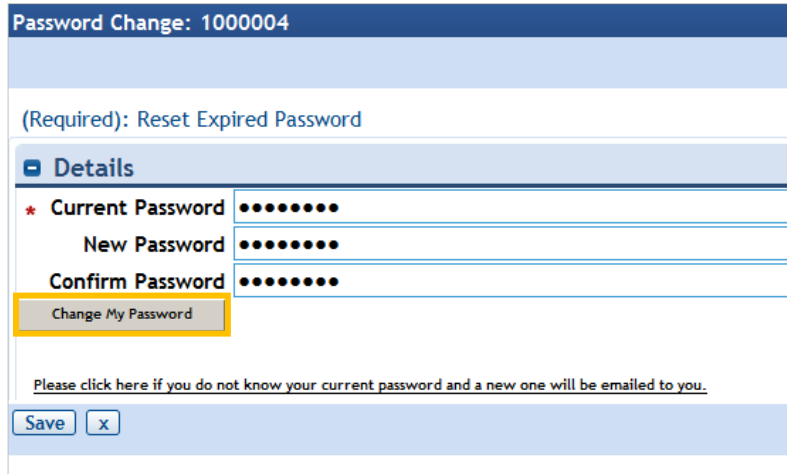
When you log into the system with a temporary password assigned, you will be prompted to enter your temporary password.

1. In the **Current Password** field, enter **your temporary password**. We recommend that you copy and paste the temporary password you received in the email
2. In the **New Password** field, enter your **new password**
3. In the Confirm Password field, **re-enter your new password**. See the table below for the requirements for a valid password

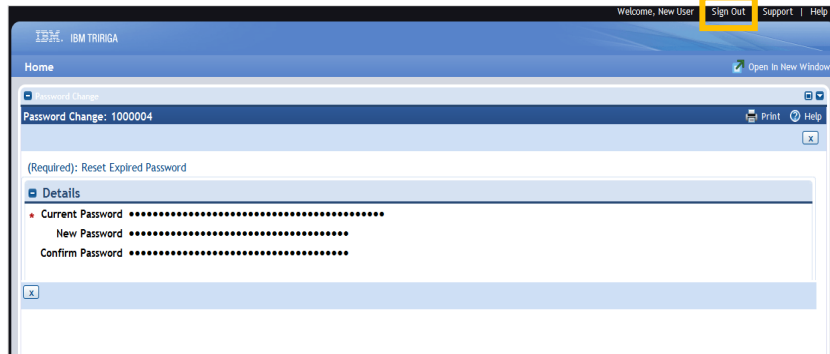


Password must contain all of the following:	
Minimum Length	8
Maximum Length	16
Contain 1 numeric value	Yes
Required Upper Case	Yes
Required Lower Case	Yes
Special Symbol Flag	@ . - \$ # %

1. Click **Change My Password**



1. Wait for the page to refresh. You will see a **long string of black dots** in all 3 fields with no available actions
2. Click **Sign Out**. You will be returned to the login page
3. Enter your **login information** with your new password

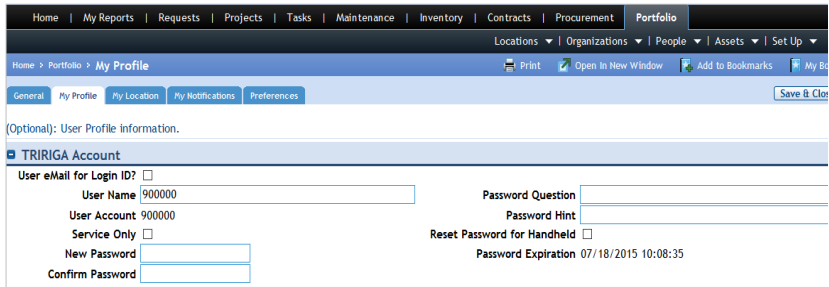


## Setting up your Password Hint

If this is the first time logging in, set up your password hint for identification purposes only. Department is the first approver.

**Note:** *There is not a “Forgot my password” function in TRIRIGA.*

1. On the **Portfolio** landing page, in the **People** section, select **My Profile**
2. Navigate to the **My Profile** tab. Note: If My Profile is not displayed, contact ADOA-ASET Service Desk to assist with setting up your password hint
3. In the **Password Question** field, enter *a question of your choice*
4. In the **Password Hint** field, enter *the answer to your question*
5. Click **Save and Close**



The screenshot shows the 'My Profile' page in the TRIRIGA system. The 'TRIRIGA Account' section is expanded, showing the following fields and options:

- User eMail for Login ID?
- User Name: 900000
- User Account: 900000
- Service Only:
- New Password: [text input field]
- Confirm Password: [text input field]
- Password Question: [text input field]
- Password Hint: [text input field]
- Reset Password for Handheld:
- Password Expiration: 07/18/2015 10:08:35

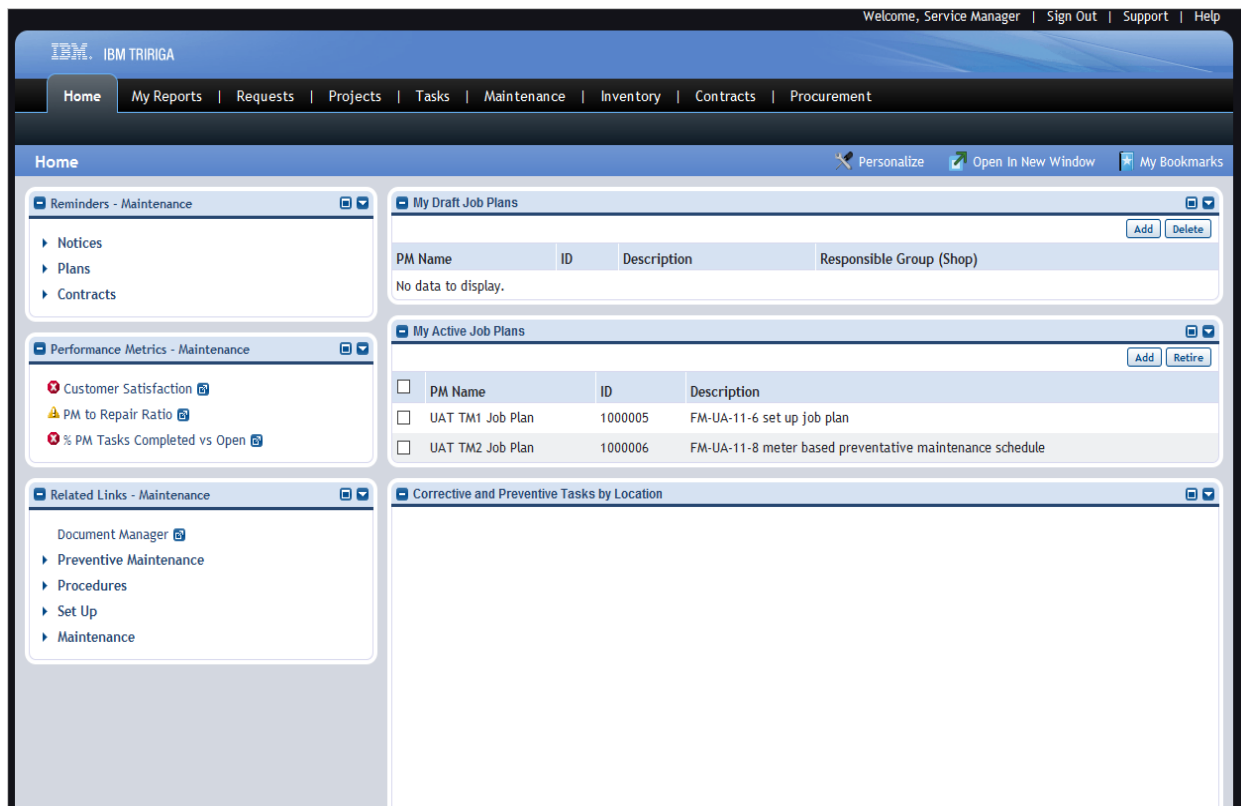
## Changing a Password

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

1. On the **Portfolio** landing page, in the **People** section, select **My Profile**
2. Navigate to the **My Profile** tab. Note: If My Profile is not displayed, contact ADOA-ASET Service Desk to assist with setting up your password hint
3. In the **New Password** field, enter *a new password*
4. In the **Confirm Password** field, re-enter *your new password*
5. Click **Save and Close**

### Successful System Access

Once you have successfully logged into TRIRIGA, you will see the following screen or one similar based on your assigned user roles.



## Saving the TRIRIGA Web Address

Now that you have verified your ability to access TRIRIGA, 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 TRIRIGA Home Page

Ensure you are on the correct web page URL <https://afis.az.gov:1443/PRDTRIRIGA>

1. Select **Favorites**, then **Add to Favorites** in the Task Bar at the top of the page
2. Enter a name for the webpage (e.g. TRIRIGA Login) and select a location for your Favorite to be saved
3. Select **Add**
4. Verify the page was added by looking in the **Favorites** section of your task bar

### Adding a TRIRIGA Link to your Desktop while on the TRIRIGA Home Page

Ensure you are on the correct web page URL <https://afis.az.gov:1443/PRDTRIRIGA>

1. Select File, then Save As in the Task Bar at the top of the page
2. 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





3. You can save this link anywhere; we recommend the Desktop for simplicity
4. Enter a Name for your link (e.g. TRIRIGA Login)
5. Minimize all applications so you can view your desktop and verify the link was added successfully

## Trouble Shooting

When calling the ADOA-ASET Service Desk for assistance, identify that your system sign-in issue is with TRIRIGA. 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*

- You can request a password reset by contacting the **ADOA-ASET Service Desk at 602-364-4444, press option 4.**

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

### *Incomplete user access*

- If you discover that you need additional or revised user security rights, use the UDOC process in 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.