




SELF-SERVICE LOGON

How do I access e-CHRIS Self-Service?

Go to the internet and type the following address – **echris.phoenix.gov** – this will take you to the e-CHRIS home page where you will find lots of good information. Click the  button in the upper right-hand corner of the page to go to the e-CHRIS logon page.

How do I logon?

To logon to e-CHRIS, you will enter a **User ID** and a **Password** using the following protocol:

User ID = 6-digit City Employee ID Number

Password = If it is your first time logging into e-CHRIS use the protocol outlined below

First Time Password Protocol	Example
Birth Month (2 digits)	April = 04
Last 4 numerals of your Social Security Number	00-111- 1234
Birth Year (last 2 digits)	1966 = 66
Total = 8 numbers	04123466

When using your First Time Password, upon the initial login you will immediately be prompted to create your own unique password, before continuing to access the system.

How do I create my own password?

- Your password must be a minimum of (8) characters
- Passwords must contain a combination of at least three of the following:
 - Uppercase character (A-Z)
 - Lowercase character (a-z)
 - Number (0-9)
 - Special character (e.g. !, @, #). Do not use ?, %, or *

Example passwords: **Arizona29, happy@55, smile99!**

How often do I need to update my password?

You will be required to change your password every 60 days.

What if I don't logon to the system for a couple of months?

The system will allow you to use your old password to logon initially, and then will require you to establish an updated password.

What if I forget my password?

You have two options:

- a. Click the [Setup Password Hint](#) link located at the bottom of your e-CHRIS Home menu. Select a question and type in your answer. The next time you forget your password, from the e-CHRIS login page, enter your **User ID (Employee ID #)** and click the [Forgot your password?](#) link. You will be asked to answer the question you selected and will need to enter the answer you established. If you answer correctly, a temporary password will be e-mailed to you.
- b. Call the City Help Desk at (602) 534-4357 between 7:00am-5:30pm Monday – Friday, except holidays, and they can reset your e-CHRIS password.