

## FAQ for Access to YNA systems

1. **Q: What systems/applications are available?**

A: At this point you may request access to selected SharePoint sites. Your request will be reviewed prior to approval. Please be sure to indicate why you require access to a site.

2. **Q: What is a user representative?**

A: User representatives are external site administrators, typically not YNA (Yazaki North America) employees, who are responsible for creating and monitoring user accounts for their sites.

3. **Q: How does an affiliate know what to request?**

A: Every request should be driven by a business need. An YNA business unit or functional group owning the information should initially direct you to request access.

4. **Q: How does an affiliate location get setup?**

A: After checking the user representative list, and not seeing a user representative for the site, enter a HEAT request, listing the new affiliate location site along with contact information. YNA IT will then contact the affiliate location to assign a user representative. Typically the user representative is a member of the location's IT department. Once a user representative is established, new user account are created, and access requests submitted.

6. **Q: Who approves the request?**

A: All requests are forwarded to a site administrator, who upon further review, either approves or denies the request.

7. **Q: Do their passwords expire?**

A: Yes, passwords expire every ninety days.

8. **Q: How do I know if an affiliate has a user representative and who it is?**

A: Please review the user representative list on this site for a list of sites, user representatives, and their contact information.

10. **Q: What if the request is denied?**

A: If your request is denied you won't be able to access the site. If you feel you should be granted access, please contact site administrator for an explanation.

11. **Q: Can they see confidential areas?**

A: User can only see documents in sites they are approved to access.

