

NISSAN GROUP EPC FREQUENTLY ASKED QUESTIONS (FAQ)

What is Nissan Group EPC?

Nissan Group EPC powered by Microcat Live™ is an easy to use, online and offline parts catalog for fast and accurate part interpretation.

With your new Nissan Group EPC, you gain immediate access to:

- Fast and accurate part interpretation
- The most up-to-date vehicle and parts information from Nissan
- New streamlined user interface
- Online, secure access anywhere, anytime
- Seamless integration with your DMS
- Easy vehicle and parts information sharing with your customers.

To learn about the features and benefits of Nissan Group EPC, please read here: <http://www.infomedia.com.au/media/live/nissan/resources/features-and-benefits/>

Q1: How do I know if my computer is ready for Nissan Group EPC Live?

Answer: You can easily test the readiness of your computer and network by taking the "Are you ready" test, the link is <http://www.infomedia.com.au/dealer-support/ayr/>

This test is also available in other languages, please visit the Nissan Group EPC resource website (<http://www.infomedia.com.au/media/live/nissan/>), also known as "Nissan Group EPC Media Page" to learn more.

Q2: Where can I look for additional information if I need to make adjustments to my computer and network environment?

Answer: More information on the recommended system specifications to run Nissan Group EPC can be found here: <http://www.infomedia.com.au/media/live/nissan/resources/recommended-specifications/>

This document is also available in other languages, please visit the Nissan Group EPC resource website (<http://www.infomedia.com.au/media/live/nissan/>), also known as "Nissan Group EPC Media Page", to learn more.

Q3: Where can I get more product materials for self-training?

Answer: We have placed product support documents within the Nissan Group EPC Live application for easy access. By clicking the "Settings" icon on the top right corner after login, a drop-down list will be available to select documents, including "Quick Reference Card", "Getting Started Guide" and "Help Files".

Another place to look for self-training materials is the Nissan Group EPC resources website (<http://www.infomedia.com.au/media/live/nissan/>), you will find a series of "See and Learn" Videos, "Function Review" videos and other documents there. Nissan Group EPC Frequently Asked Questions (FAQ).

Q4: How can I integrate Nissan Group EPC with our DMS system to transfer part information directly to the DMS?

Answer: Nissan Group EPC has the ability to connect with your Dealer Management System (DMS) through two levels of integration depending on your requirements:

- Standard integration via DMSi tool; and
- Advanced API integration

DMSi is available for download on Nissan Group EPC Landing Page in the news column. Additional DMSi help documents, such as "DMSi Quick Setup Guide" and "DMS Keystroke guide" can be found on Nissan Group EPC resources website (<http://www.infomedia.com.au/media/live/nissan/>)

Advanced API Integration via Web Service is also available for markets that want to have a deeper link into the DMS, specifications document is provided upon request.

Q5: How can I submit product feedback?

Answer: Please help us make Nissan Group EPC better by continuously sharing your feedback with us. Click the "Settings" icon on the top right corner inside the application after login, the "Submit Feedback" link is presented on the drop-down list. Please use this link to submit any feedback you may have about the product.

Q6: How can I get assistance?

Answer: If you need assistance with the login, please click on the "Contact Customer Service" link located on the login page. You will be presented with contact details of Infomedia's customer service team.

If you need assistance when you are already inside the application, simply click the "Settings" icon on the top right corner and choose "Customer Service" from the drop-down list presented. The customer service contact details for your local region will be displayed on the popup window.

Q7: How can I change my data permission to have access to vehicle information of other brands?

Answer: Product subscription for each user is provisioned before the launch of Nissan Group EPC product based on user information provided in the application form. If you would like to change your subscription, such as getting access to other brand data, please contact your local help desk to get assistance. Special requirements will need NSC/RBU approval before implementation.

Q8: How can I change/reset my password?

Answer: For users who use the Nissan, Infiniti or Datsun dealer portal to login to Nissan Group EPC, often known as SSO users, the accounts are managed by Nissan internally. To reset or change password, please follow the standard Nissan internal process.

For users login through nissanepc.com, also known as non-SSO users, password reset can be done via via the "reset password" link located under the blue 'Log In' button on the login page. After login, the change password function is available in "Settings".

Q9: How do I change my email address for password reset?

Answer: If you would like to update your email address for password reset, please contact your local customer service centre to get assistance. Nissan Group EPC Frequently Asked Questions (FAQ)

Q10: How often is the parts data updated?

Answer: The Nissan Group EPC is automatically updated with latest OEM illustrations and parts information. The frequency of the updates can be daily or weekly, depending on the data types.