

<i>Document Name</i>	DSC-ID Account Service FAQ	<i>Update</i>	2019/8/4
<i>Function Name</i>	1.DSC-ID Login System FAQ	<i>ver</i>	2.0

## 1.DSC-ID Login System FAQ

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## 101. General use of DSC-ID and login

**Q101001:** Where can I access the top page of the DSC-ID account service?

A: You can access it [here](#).

**Q101002:** I forgot my DSC-ID.

A: Tell the DSC-ID inquiry desk (with specific contact information) how to verify your identity when obtaining a DSC-ID, and follow the instructions.

**Q101003:** I forgot my password.

A: Please reset your password from the password reset request page.

**Q101004:** What is the official name of DSC-ID? 。

A: It stands for Denso Security Center ID.

**Q101005:** Is the ID for Windows logon and DSC-ID the same ID?

A: No, sir, it's not.

**Q101006:** I would like to use DSC-ID. Do I need to apply for it? Will it be created automatically?

A: About the DSC-ID of the company linked with human resources information, it will be created automatically.

If you want to know more about human resources information linkage, please refer “What is human resources information linkage” of “DENSO GROUP EMPLOYEE” in this page.

If you are a dispatched or contracted employee, the person in charge of receiving you will apply for registration on your behalf. If you are an employee of a supplier, you must apply for registration yourself.

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**Q101007:** Can I apply for a DSC-ID without an email address?

A: No, you cannot.  
You will need your email address to apply for a DSC-ID.

**Q101008:** Can I apply for a new application regardless of whether I have a DSC-ID or not?

A: No. Please apply only if you do not have a DSC-ID.  
Please apply only if you do not have a DSC-ID.

**Q101009:** I am unable to request a password reset.

A: Contact the DSC-ID Help Desk and ask them to reset your email address. Please contact the DSC-ID Help Desk and ask for a reset.

**Q101010:** How do I reset my DSC-ID password?

A: "To reset your password, go to the "Password Reset Request Page" and click on the "Password Reset Request" link.

**Q101011:** How long can I use my DSC-ID after it is created?

A: After logging in to DSC-ID Account Service, click "View/Change/Continue/Delete DSC-ID Registration Information" in the menu. You can use your DSC-ID account until the date set in the "ID expiration date (JST)" of the displayed "DSC-ID account information".

**Q101012:** Can I continue to use DSC-ID if I am working for another department after my contract as a temporary/contract employee ends?

A: No, you cannot.  
Please apply for deletion of your existing DSC-ID and apply for registration of a new DSC-ID at Account Service.

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**Q101013:** Can I continue to use DSC-ID even though an external employee (temporary worker, contractor, etc.) has been transferred?

A: Yes, you can.

If there is no change in the content of the outsourced work, you can continue to use the service.

**Q101014:** I have two DSC-IDs registered, which one should I use?

A: Please use the DSC-ID that you are currently using for your business as is, and if you are not using it, please apply for deletion using the account service.

**Q101015:** Can I use the DSC-ID of another person who is performing the same task?

A: No. Do not share your DSC-ID with others.

Do not share your DSC-ID with others.

**Q101016:** I want to change my DSC-ID registration details.

A: Please go to Account Services and request a change.

**Q101017:** I want to withdraw my application for DSC-ID.

A: Contact the person in charge of accepting the application and ask him/her to reject the.

**Q101018:** Who is eligible to apply for account services?

A: This time, the targets are "dispatched/contracted employees stationed at Denso," "dispatched/contracted employees stationed at Denso Group," and "supplier employees.

**Q101019:** How do I check the expiration date of my ID and password?

A: You can check the expiration date of your ID and password by using the registration information reference of the.

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**Q101020:** How long will the IDs issued in the future be valid?

A: The date set at the time of application will be the expiration date.

**Q101021:** What services are available?

A: All DSC-ID holders: Check their own registration information.

Receiving staff: In addition to the above, new applications for dispatched/contracted SS stores, changes and deletion of registration details

Approving staff: In addition to the above, approval of each application In addition to the above.

**Q101022:** How can I change my registration details for Denso employees and group employees?

A: As before, please fill out the Excel file and send it to the counter.

**Q101023:** I have returned from a secondment, and the information in my DSC-ID, such as my affiliation and e-mail address, is the same as the information in the secondment.

A: Denso employees will be changed in the monthly update of the Yellow Pages.

However, if the information is for a seconded employee, it can be changed by submitting a request for attribute change.

**Q101024:** Can I use an email address registered by someone else as a shared email address?

A: No. You cannot use an email address that is already registered with another DSC-ID.

You cannot use an already registered email address with another DSC-ID.

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## 102. Email from DSC-ID Account Service

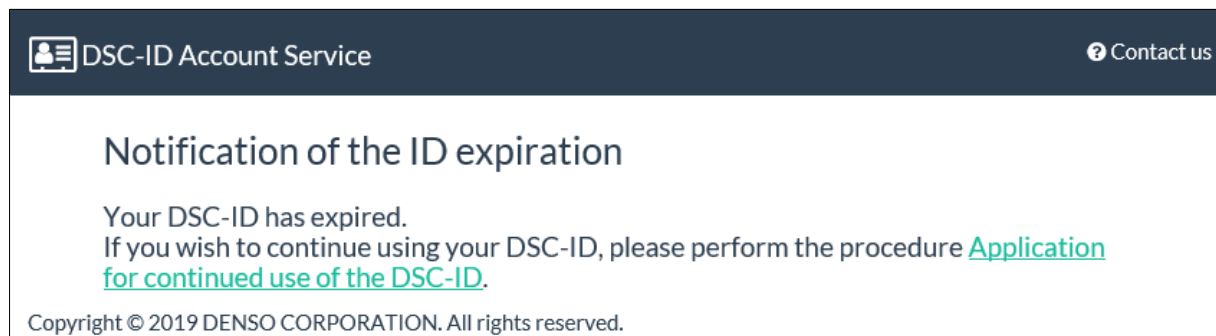
**Q102001:** I received an email "Notice of DSC-ID Password Expiration".

A: Please change your password within the time limit described in the email.

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## 199. When the error screen is displayed

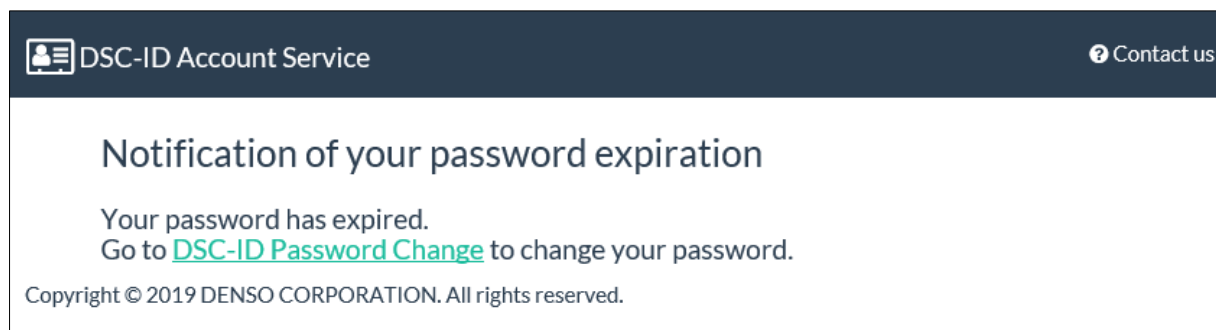
**Q109001:** "ID Expiration Notice" was displayed.



A: The expiration date of my DSC-ID has passed.

After 30 days from the expiration date, your DSC-ID will be deleted and you will need to continue using it. If you want to continue using the DSC-ID, you need to continue the procedure.

**Q109002:** "Password Expiration Notice" was displayed.



A: The expiration date of my password has passed.

Please click "here" on the screen to change your password.



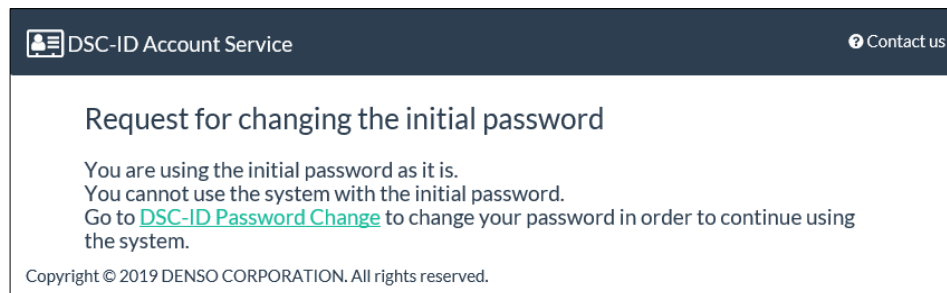
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**Q109003:** The message “Number of incorrect password entries exceeded the limit” was displayed.



A: This message will appear if you have failed to enter your password five times in a row.  
To reset your password, go to the “Password Reset Request Page” and click on the “Password Reset Request” link.

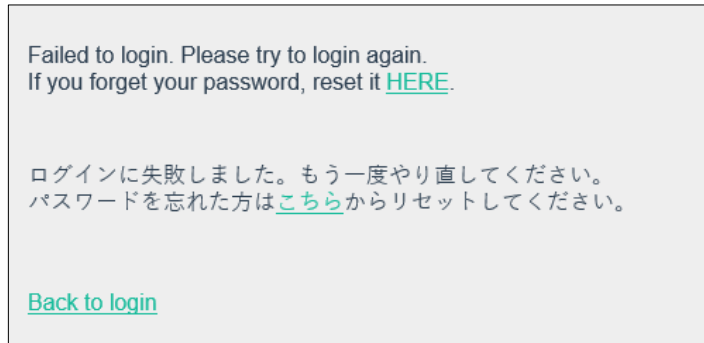
**Q109004:** The message “Request to change temporary password” was displayed.



A: You cannot log in to DSC-ID Account Service with the temporary password shown in the temporary password notification e-mail.  
Please click “here” on the screen and change your password on the “DSC-ID Password Change Screen”.

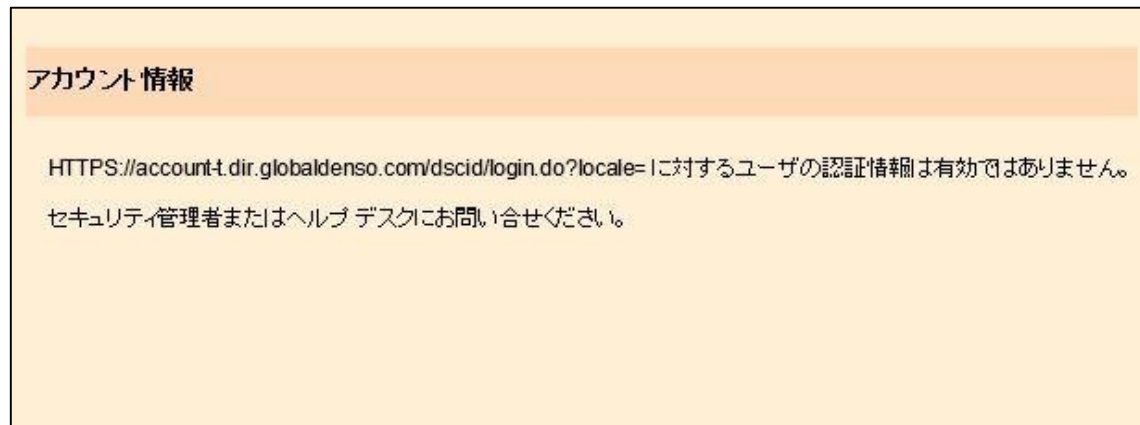
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**Q109005:** "Login failed. Please try again." was displayed.



A: The DSC-ID you entered is incorrect, or the password you entered is incorrect.  
If you have forgotten your password, please click "here" on the screen to reset it, and then log in again.

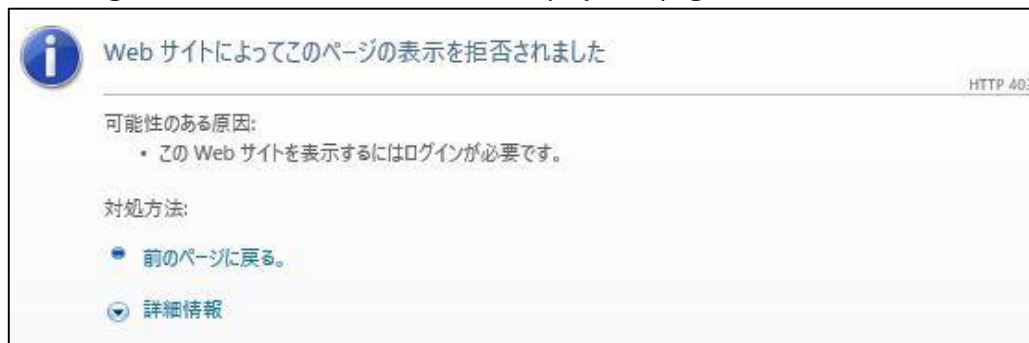
**Q109006:** "Account Information".  
"The user's credentials for HTTPS://account-t.dir.globaldenso.com/dscid/login.do?locale= are not valid." The following message was displayed.



A: The DSC-ID needs to be researched. Please contact to DSC-ID Inquiry Support with your DSC-ID.

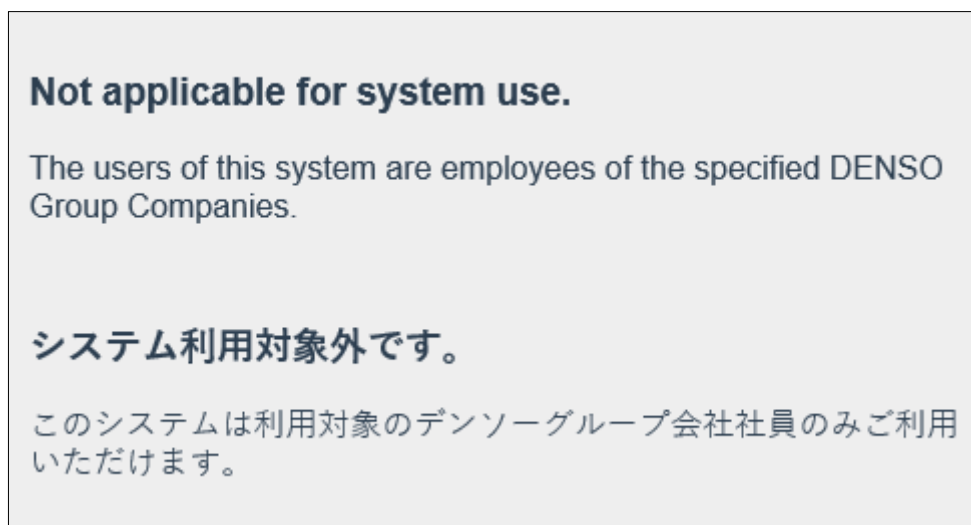
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**Q109007:** “The message ”The web site has refused to display this page.(HTTP 403)



A: The URL you accessed is wrong.

**Q109008:** The message “Usage permission error” was displayed.



A: The selected menu cannot be operated.

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**Q109009:** The message "A system error has occurred."

System exception occurred.  
システムエラーが発生しました。

This exception has been reported to the system administrator.

- System name: DSC-ID account service
- Error ID: 306559
- Exception occurred date: 2019-01-21 11:18:01.476

システム担当者にこのエラーを通知しました。

- システム名 : DSC-IDアカウントサービス
- エラーID : 306559
- 発生日 : 2019-01-21 11:18:01.476

\*If you apply the following treatment, the system might be back to the normal operation.

- After closing all the browsers open currently, re-connect the system by opening a new browser.

※以下の処置を実施いただくと、正しくご利用いただける場合があります。

- 開いている全てのブラウザを閉じた後、新たにブラウザを開いてシステムに再接続する

If the treatment above does not solve the problem, please contact:  
DENSO IT SOLUTIONS, INC. System Development Management Dept.  
Reception time: DNJP working days 8:40 - 19:10 (JST)  
E-mail: dir-accsprt@jp.denso.com

上記処置でもエラーが出る場合は、下記までご連絡ください。  
(株)デンソーITソリューションズ システム開発統括部  
受付時間: DNJP稼働日 8:40~19:10 (JST)  
E-mail: dir-accsprt@jp.denso.com

A: Please close all web browsers and start them up again to log in again.  
If the same screen appears repeatedly, please contact the Help Desk.