Welcome To COMV.NNAnet.com Help Page!

Do you have a question? Provided below are answers to Frequently Asked
Questions that may assist you in finding your answer.

Frequently Asked Questions

▶ Who do I contact if the website cannot be accessed?

▶ Who do I contact if I encounter problems with login or using the system?

▶ Can I access the COMV.NNAnet.com when I am away from my primary
work location?

▶ What hours can I access the COMV.NNAnet.com?

▶ How will the user know when something has just been published to the
NNAnet.com?

▶ How much does COMV.NNAnet.com cost?

▶ What are the supported browsers?

▶ Where can I download a copy of Microsoft Windows Media Player?

▶ What are the recommended system requirements for Infiniti Dealerships?

▶ What are the recommended system requirements for Nissan Dealerships?

▶ Where can I download a copy of IE 7.0 Browser??

▶ Where can I download a copy of Word Viewer?

▶ Where can I download a copy of Excel Viewer?

▶ Where can I download a copy of PowerPoint Viewer?

▶ Is my username and password case sensitive?

▶ What is the user domain on the Login page?

▶ What do I do when my log in session times out?

▶ Is my log in session secure?

▶ Does my login username and password expire?

▶ What do I do if I forgot my password?

▶ Can I change my password?

▶ Is there a help screen that I can refer to?

▶ I am a Dealership Administrator, but I still can't see all 'Available
Applications'?

▶ The original Dealership Administrator is no longer available & we are locked
out of an application since no one else was granted access.

▶ Do I need high speed Internet access to use COMV.NNAnet.com?

▶ How often do I need to check COMV.NNAnet.com?

▶ How do I download a document?

▶ How fast can I download a document?

▶ How do I print a document?

▶ How long will documents be available to view?

Answers to Frequently Asked Questions

Cindy.williamson@nissan-usa.com
Clint Richey: (615) 725-5844:
Clint.richey@nissan-usa.com

Who do I contact if I encounter problems with login or using the system?
Call Helpdesk Support.
  For Dealerships Call:
  Dealers Please call:
    NissanNet - 800-662-3282 (select option that says "Dealer Portal Questions/Problems")
    InfinitiNet - 800-545-9595 (select option that says "Dealer Portal Questions/Problems")
    BE SURE TO REFERENCE YOU ARE TRYING TO ACCESS WEBSITE FROM
https://www.nnanet.com
  Non-Dealer Users please call:
    NNA National: 800-514-8061 (Option 1, then (password: Option 1,connectivity Option 2)
    BE SURE TO REFERENCE YOU ARE TRYING TO ACCESS THE WEBSITE FROM
https://www.comv.nnanet.com
    NNA Regions: 310-771-5555
    NMAC/IFS: Ext. 4444
    NCI/NCFI: 888-222-6259
    NNA Fleet Operation Team Members can be contacted directly for questions with logging on and/or using the system
    Debbie Sedivy: (615) 725-1654:
    debbie.sedivy@nissan-usa.com
    Maurice Plante: (615) 725-5903:
    Maurice.plante@nissan-usa.com
    Cindy Williamson: (703) 318-4439:
    Cindy.williamson@nissan-usa.com
    Clint Richey: (615) 725-5844:
    Clint.richey@nissan-usa.com

Can I access COMV.NNAnet.com when I am away from my desk?
Yes, you can access the COMV.NNAnet.com from any PC that has Internet access

What hours can I access the COMV.NNAnet.com?
The COMV.NNAnet.com is accessible 24 hours a day 7 days a week. However, the Fleet Ordering website inaccessibility via this portal is subject to maintenance during off-peak hours.

How will the user know when something has just been published to the COMV.NNAnet.com?
Each user will need to log in to the COMV.NNAnet.com on a daily basis to view new documents.

How much does COMV.NNAnet.com cost?
Great news. if you already have authorization and Internet access, there is no cost to access the system.

Minimum:
IBM E-series VGA (640x480) minimum

Operating System
Windows XP

Memory
Minimum: 64 MB for Windows XP

Connectivity
Recommended: DSL/Cable/Broadband (128k+)
Minimum: 56K modem, v.90 compatible

Hard Drive
Recommended: 2 GB free disk space (to save documents)
Minimum: 64 MB free space after browser installed

Web Browser
Recommended: Microsoft Internet Explorer 6.1 or greater

Document Viewer
Acrobat Reader 5.0
Word 97/2000 Viewer
Excel 97/2000 Viewer

Printer Memory
Recommended: 4 MB of RAM, color if desired

What are the recommended system requirements for Nissan Dealerships?
Processor
Recommended: Pentium III or > equivalent (700 MHz or higher)
Minimum: Pentium II (266MHz)

Monitor
Recommended: SVGA or Higher resolution (1024x768)
Minimum: VGA (640x480)

Operating System
Windows XP
Windows NT
Windows 2000

Memory
Minimum: 64 MB for Windows 98, ME
128 MB for Windows NT
256 Windows 2000, Windows XP

Connectivity
Recommended: DSL/Cable/Broadband (128k+)
Minimum: 56K modem, v.90 compatible

Hard Drive
Recommended: 2 GB free disk space
(to save documents)
Minimum: 64 MB free space after browser installed

Web Browser
Recommended: Microsoft Internet Explorer 6.1 or higher

Document Viewer
Acrobat Reader 5.0 (not included on INET PCs,
dealer installed option)
Word 97/2000 Viewer
Excel 97/2000 Viewer

Printer Memory
Recommended: 4 MB of RAM, color if desired

Where can I download a copy of IE 7.0 Browser?
http://www.microsoft.com/windows/downloads/ie/getitnow.mspx

Where can I download a copy of Word Viewer?

What do I do when my log in session times out?
When your session times out and you want to continue using the COMV.NNAnet.com you must log back in again. In order to do this, you could click on the Log Out link at the top of the page to present the Log Out page that allows you to log back in or you could log back in via https://comv.NNAnet.com URL.

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Is my log in session secure?
Yes, your login id and password is validated before you are allowed access to COMV.NNAnet.com.

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Does my login username and password expire?
No, your username and password does not expire.

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What do I do if I forgot my password?
If you have forgotten your password, you can change your password by contacting the help desk at 1.800.514.8061 (Option 1, then (password reset: Option 1)

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Can I change my password?
Yes, you can change your password by contacting the help desk at 1.800.514.8061 (Option1, the (password reset: option1) Your changed password will be sent to your email address

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Is there a help screen that I can refer to?
No, there is not a help screen for the Fleet Ordering page currently. Contact NNA Operation team members for questions about Fleet Ordering navigation and page data population.
NNA Fleet Operation Team Members can be contacted directly for questions with logging on and/or using the system

Debbie Sedivy: (615) 725-1654:
debbie.sedivy@nissan-usa.com
Maurice Plante: (615) 725-5903:
Maurice.plante@nissan-usa.com
Cindy Williamson: (703) 318-4439:
Cindy.williamson@nissan-usa.com
Clint Richey: (615) 725-5844:
Clint.richey@nissan-usa.com

choice.

How fast can I download a document?
Under each document title and description displayed will be a list of attributes on the document. The list will include the document reference number, the file size, and the estimated download time in seconds. Download times may vary depending on the Internet connection speed you may have as well as your PC specification.

How do I print a document?
Once a document has been displayed, you can click on the Print button to print to the destination of your choice.

How long will documents be available to view?
Documents will be available on the COMV.NNAnet.com until a management decision is made to remove the documents from the COMV.NNAnet.com.

What is an archived document?
Archived documents are documents that are no longer frequently referenced. When a document is created, the creator of the document determines when a document should be moved into the archived section of NNAnet.com. Refer to the Use NNAnet.com User guide for step-by-step instruction of how to view archived documents