YZ Connect Security FAQ

How can users access YZ Connect?

YZ Connect can be accessed via www.yz-connect.com from any browser or via the YZ Connect Mobile app on any iOS or Android phone.

Who can login to YZ Connect?

The admin for your company will add your users and choose their access level. When the users get an invite to join, they have to login and create their password. Any time they login for the 1st time on a new device they will have to enter a PIN code sent to them due to 2-factor authentication for security.

What user roles does YZ Connect Support?

OEM, Dealer, Sub-Dealer, Account Admin, End User. Templates can be defined to be read-only or read/write to specific user levels.

Does YZ Connect support Multifactor Authentication?

YZ Connect uses 2-factor Authentication the 1st time a user logs in on a new device (PC or smart device).

User password requirements?

8 character minimum, at least one uppercase, at least one lowercase, one number, and no more than three identical characters consecutively. Forced password resets occur every 6 months.

What cloud is used for the data storage?

We use IBM cloud to store all of the data coming back from the gateway. IBM has a robust and secure infrastructure meeting the latest security requirements. Additional information can be found below:

https://www.ibm.com/cloud/compliance

Is the data encrypted?

Data from the cellular gateway to the cloud is AES-256 encrypted and sent via a proprietary communication protocol. Data from the cloud is shared with the web and mobile applications via SSL encryption (HTTPS).

Is 3rd party penetration testing done?

Our technology partner runs periodic 3rd party penetration testing and provides the results confidentially to YZ Systems. Next test is scheduled for Q4 2021.

Is there an SOC2 report?

Our technology partner has an SOC2 report from IBM, infrastructure host, which they share with YZ Systems on a confidential basis.

YZ Connect Operating Systems?

YZ Connect is accessed through HTTPS hosted on cloud servers. The IoT gateway and backend is a proprietary, custom built application.

How are YZ Connect updates performed?

For cloud updates, there are periodic updates and weekly maintenance operations. Updates are pushed when they are available through our technology partner's planned process. Firmware updates for the cellular gateway can be pushed over-the-air (OTA) – they need to be manually initiated by YZ Systems or our technology partner.