**Knowledge Help: FAQs**

# How can I access Discover?

You can access Discover from [https://find.ey.net/discover](https://find.ey.net/discover) or from the link in the EY Essentials section of the EY Home Page.

# Why am I unable to edit a particular document?.

Check your Security Access level for that document, as it might be Read-Only access. Also check that the document is not Checked Out, as this will also prevent editing. To have your Security Role changed, contact the Engagement Administrator for your EYD site.

# How can I contribute to Discover?

You can help to grow and improve the knowledge collection in Discover by simply clicking "Submit" from the top menu in Discover.

# eRoom retirement and alternative solutions

eRoom used to be a secure, web-based work-space that enabled EY professionals and clients to quickly share documents, information and ideas any time of day from any location. It is now in the retirement. A final retirement date has yet to be confirmed. It is expected to be shortly after 2017. Given the upcoming disablement of eRooms, no new eRooms are being provided to the Assurance practice.

# Can I choose my EYDelivers site template freely or will it be assigned automatically?

The template will be assigned automatically based on the service line that is associated with the engagement number found in the request form of the site. Each site will be given automatically the template that matches the service line.

# Can I create a snapshot and reuse it for a future EYDelivers site?

The snapshot feature appears only to Engagement Administrators in EYDelivers. This feature lets you capture a snapshot or collective time capsule of selected content from your site at any given time. This lets you save this content in a specific state for reference at a later date or for comparison to the same content at that future time. The snapshot can also be rolled forward.

# Can I delete multiple, but not all versions of a document at once in EYDelivers?

Deleting a document deletes all versions. If you open the version history of a document you can delete specific versions without deleting the whole document. Version History is available for each document in the Document Library. To see the Version History for a document, select it by checking it off in the Document Library view and click on Version History from the Documents Ribbon.