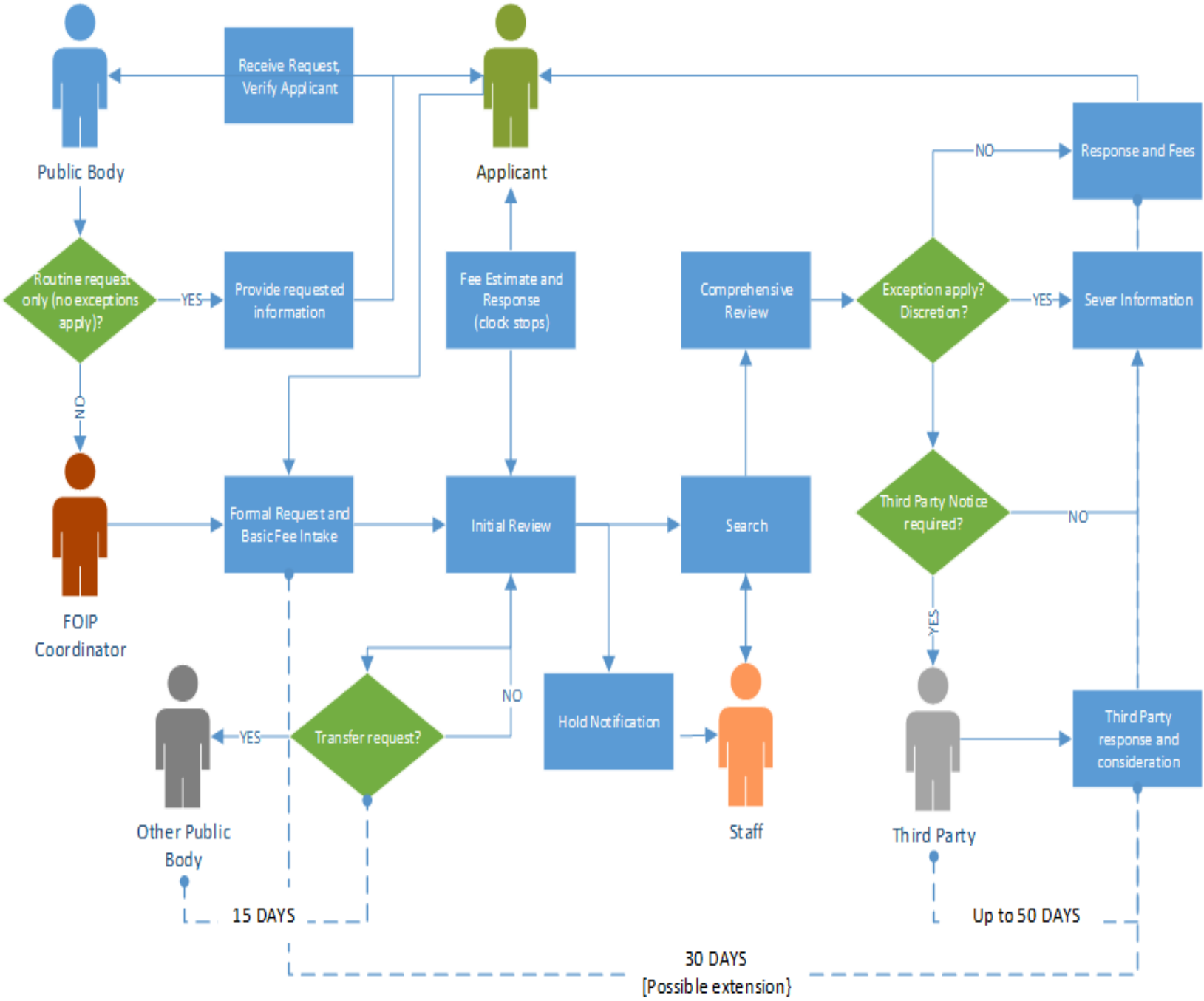Access Request - Flow Chart