

## ACTION REQUIRED BY AUGUST 3, 2015

Dear Valued Toyota Techinfo Subscriber:

Beginning in August 2015, Toyota's aftermarket-facing repair and diagnostic information website, Techinfo, will be going through some changes to improve security. To do so, we will be requiring our subscribers to adhere to two new user account requirements, as follows:

1. **Change password** – to conform to a more secure standard
2. **Update email address** – to a valid address, **unique to each individual account. This email address will become your new username/login from August 15, 2015.**

### Change Password

All users will be required to change their password if it does not currently meet the following security standard. All passwords must contain:

- At least: eight (8) characters
- At least: one letter *and* one number

Furthermore, starting August 15, 2015, password changes will be forced every 90 days, and must *not* be any of five (5) previous passwords used on Techinfo.

Updating the password for each account will require the user to log into the account management section of Techinfo. From the homepage, <https://techinfo.toyota.com>, click on "My Account" and log in using your existing username and password. Select "Change My Password" and follow the prompts to update the password in both the "Password" and "Re-enter Password" fields.

### Update Email Address

NOTE: This is only required if you have *more than one* Techinfo account associated with *one, single email address*. For example:

Our records indicate that the email address "teacher@autoschool.edu" has several accounts associated with it, perhaps for their staff or students, with usernames: autoschool01, autoschool02, autoschool03, etc.. The new policy will require users to log in with each of these usernames and update the existing email address to a **valid and unique email address** in order to continue using Techinfo.

Updating the email address for each account will require the user to log into the account management section of Techinfo. From the homepage, <https://techinfo.toyota.com>, click on "My Account" and log in using your existing username and password. Select "Update My Personal Information" and follow the prompts to update the email address in the "Email" field.



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**Each user will be required to log into Techinfo using this unique email address, beginning August 15, 2015. Your old username will become invalid on August 15, 2015. Failing to update your email address by August 3, 2015 will result in your account being disabled and access will be restricted until you contact Techinfo Customer Service at (877) 762-7666 or by emailing [Techinfo@toyota.com](mailto:Techinfo@toyota.com)**

In closing, please make note of the following **DATES TO REMEMBER:**

**August 3, 2015** – Email addresses and passwords must be updated by this date or your account will be disabled. **YOU WILL RECEIVE AN EMAIL FROM donotreply@toyota.com CONTAINING A CONFIRMATION LINK. YOU MUST CLICK THAT LINK WITHIN 24 HOURS TO ACTIVATE YOUR ACCOUNT.** Please ensure that email does not go to your spam folder.

**August 15, 2015** – Current usernames will become invalid for login. Email addresses must be used to log into Techinfo.

If you have questions or your account has become disabled, please contact Techinfo Customer Service at (877) 762-7666 or reply to [Techinfo@toyota.com](mailto:Techinfo@toyota.com).

Thank you for your continued business and support.

Toyota Motor Sales, U.S.A., Inc.