

User Manual

**Repair and Maintenance Information/
Periodic Roadworthiness Tests Information**

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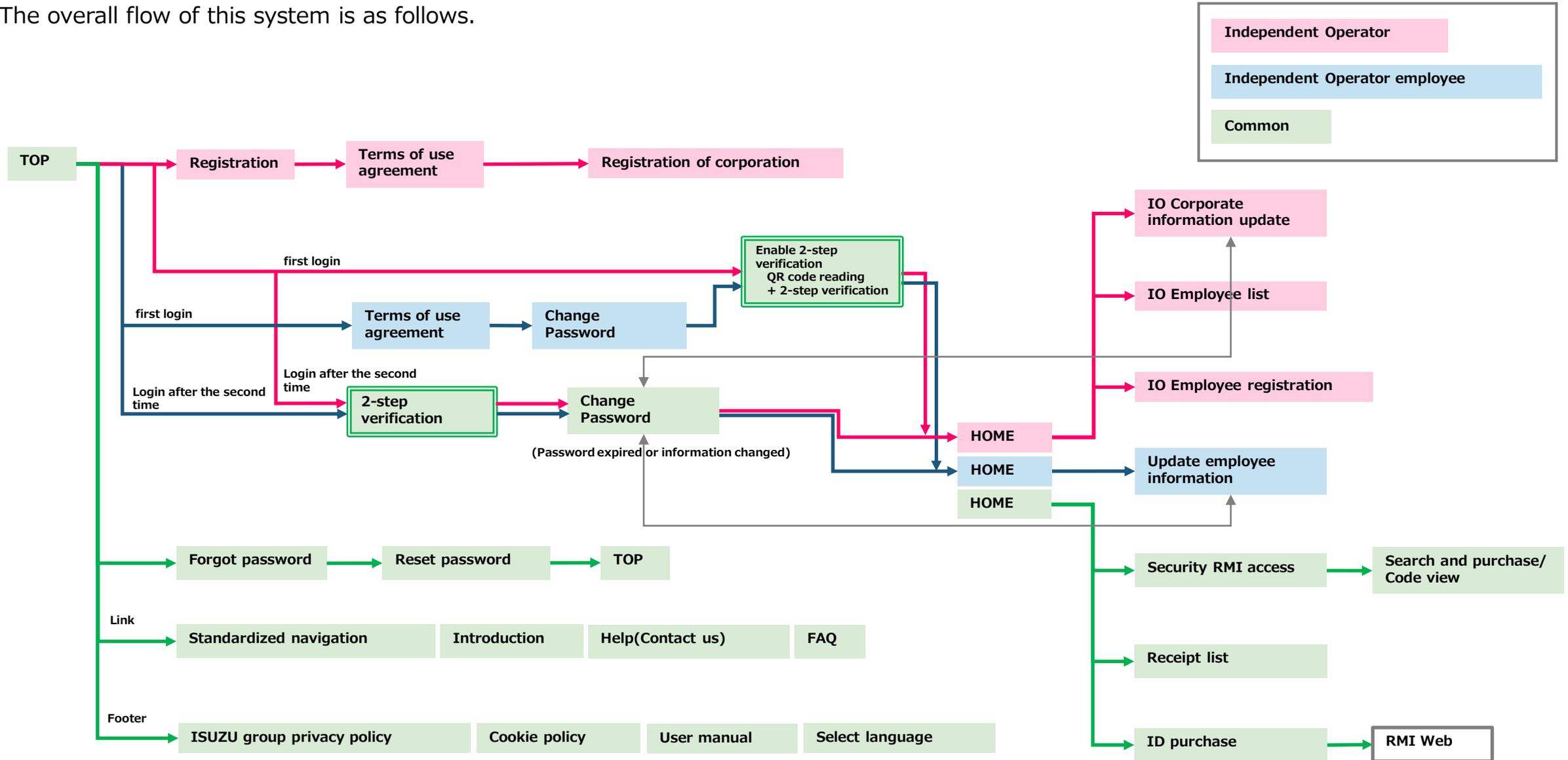
1. Preparation

The following items are required to use this system.

What to prepare	Description
Smartphone	User's smartphone
Authenticator app	<p>This is used for two-step authentication login. Please check the website of the Authenticator provider for details.</p> <p>[For Smartphone] Android: https://play.google.com/ iOS: https://www.apple.com/</p> <p>[For PC] Microsoft Edge: https://microsoftedge.microsoft.com/ Google Chrome: https://chromewebstore.google.com/</p>
Digidentity app	<p>This is used for identity verification when purchasing a security RMI information. Make sure you are registered and authorized by the Trust Center.</p> <p>[For Smartphone] Android: https://play.google.com/store/search?q=digidentity&c=apps iOS: https://apps.apple.com/us/app/digidentity-wallet/id916749732</p>
PayPal account	<p>This is used when purchasing Repair and Maintenance information(including security RMI information) on this site. We only accept PayPal. Please create an account.</p>

2. Overall flow (screen transition)

The overall flow of this system is as follows.



3. Procedure (IO legal representative only)

3.1 Corporate information registration

Register corporate information.

Do not register multiple corporate information.

- ① Access the ISUZU RMI site (<https://rmi.isuzu.co.jp>) and display the TOP screen.
- ② Click [Register].
- ③ Review the terms of service and check [I agree to the above terms of service].
- ④ Click [Register].

The screenshot shows the ISUZU Repair and Maintenance Information and Periodic Roadworthiness Tests Information Website. The page includes a header with the ISUZU logo and navigation links. The main content area contains introductory text and a list of regulations. Below the text are two side-by-side panels: 'Login' and 'Registration'. The 'Registration' panel has a 'Register' button highlighted with a red box and a circled '2'. Below the registration panels is a section for terms of service, with a checked checkbox and a 'Register' button both highlighted with red boxes and circled '3' and '4' respectively.

①

ISUZU Repair and Maintenance Information / Periodic Roadworthiness Tests Information

ISUZU Repair and Maintenance Information and Periodic Roadworthiness Tests Information Website

Welcome to the ISUZU Repair and Maintenance Information and Periodic Roadworthiness Tests Information Website.

Regarding Repair and Maintenance Information

This website provides repair and maintenance information for independent operators or companies which perform professional repairs and servicing on ISUZU vehicles.

This website was created to comply with the following European Union (EU) regulations:

- Regulation (EC) No. 715/2007 and its amendments
- Regulation (EC) No. 595/2009 and its amendments
- Regulation (EU) 2018/858 and its amendments

Regarding Periodic Roadworthiness Tests Information

This website provides Periodic Roadworthiness Tests Information for inspection authority. This website was created to comply with the following European Union (EU) directive:

- Directive 2014/45/EU

These Periodic Roadworthiness Tests Information is described on "Description" of each workshop manual. Please read the "Introduction" first.

- Standardized Navigation
- Introduction
- Help (Contact us)
- FAQ

Login

Please login from here if you are a registered user.

User ID or E-mail address

Password

[I forgot my password.](#)

Login

Registration

Please register from here if you are not a registered user.

② **Register**

To indicate that you accept these Terms of Use in general and Article 28 (Applicable Law and Jurisdiction) in particular, check the Accept box below.

③ I agree to the above terms of service.

④ **Register**

3. Procedure (IO legal representative only)

3.1 Corporate information registration

⑤ The IO registration screen is displayed. Follow the notes to the right to complete the required fields.

⑤

E-mail address A: Enter the shared corporate E-mail address.
E-mail address B: Enter the E-mail address of the IO legal representative.
A and B can be the same address.
B is the address required to log in to this system. Please register the personal address of the legal representative who actually uses the system.
However, do not enter employee addresses.
(You will no longer be able to register as an employee.)

User ID: Please note that this cannot be changed after registration is complete.

**"Password" is not displayed even on the registration completion screen.
We recommend you take a note so you don't forget.**

Preferred language: Displays in the specified preferred language after login.

⑥ Click [Register].

⑦ The registration completion screen is displayed.

⑧ Click [TOP].

ISUZU Repair and Maintenance Information /
Periodic Roadworthiness Tests Information

Register an Independent Operator

Fill in the blank and click the [Register] button.

***Required information**

Independent Operator Name*	<input type="text"/>	Enter up to 200 characters.
Country*	<input type="text" value="Select your country"/>	Please select the country where the legal entity is located.
Independent Operator Postal address*	<input type="text"/>	Enter up to 300 characters.
Post code*	<input type="text"/>	-
Postal address (If the invoice destination is different from the above)	<input type="text"/>	Postal address for invoicing if different from Independent Operator postal address
Post code	<input type="text"/>	
Inter-community VAT No.*	<input type="text"/>	-
E-mail address* (legal representative)	<input type="text"/> A	Please enter an email address to communicate with legal representatives about all aspects of using this RMI system.

Independent Operator legal representative

First name*	<input type="text"/>	Enter up to 100 characters for each.
Family name*	<input type="text"/>	
User ID*	<input type="text"/>	Note that the user ID cannot be changed after registration is complete. Allowed characters are alphabetic and numeric. Enter up to 50 characters for the user ID.
E-mail address*	<input type="text"/> B	-
Password*	<input type="text"/>	Specify at least 12 characters (all half-width characters), including at least 1 uppercase, lowercase, number, and symbol.
Reenter password*	<input type="text"/>	
Preferred language*	<input type="text" value="English"/>	-
Security RMI access*	<input type="text" value="Permission"/>	-

⑥

3. Procedure (IO legal representative only)

3.2 Setting login and 2-step authentication

Log in with the IO legal representative account registered in the IO corporate registration screen.

① Access the ISUZU RMI site and display the TOP screen.

<https://rmi.isuzu.co.jp>

② Enter the User ID or E-mail address and Password you registered in the IO corporate registration screen.

③ Click [Login].

The screenshot shows the ISUZU Repair and Maintenance Information and Periodic Roadworthiness Tests Information Website. The page includes the ISUZU logo, navigation links, and a main heading. Below the heading, there is a welcome message and information regarding repair and maintenance services. A list of European Union regulations is provided, followed by information about periodic roadworthiness tests. At the bottom of the page, there are two main sections: 'Login' and 'Registration'. The 'Login' section contains a text box for 'User ID or E-mail address', a text box for 'Password', and a 'Login' button. The 'Registration' section contains a 'Register' button. Red callouts are placed on the page: ① points to the ISUZU logo, ② points to the 'User ID or E-mail address' and 'Password' input fields, and ③ points to the 'Login' button.

① ISUZU Repair and Maintenance Information / Periodic Roadworthiness Tests Information

ISUZU Repair and Maintenance Information and Periodic Roadworthiness Tests Information Website

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- Directive 2014/45/EU

These Periodic Roadworthiness Tests Information is described on "Description" of each workshop manual.

Please read the "Introduction" first.

- Standardized Navigation
- Introduction
- Help (Contact us)
- FAQ

Login

Please login from here if you are a registered user.

User ID or E-mail address

Password

[I forgot my password.](#)

Login

Registration

Please register from here if you are not a registered user.

Register

3. Procedure (IO legal representative only)

3.2 Setting login and 2-step authentication

< First login >

Enable 2-step verification.

Please check the website of the Authenticator provider for details.

- ④ Start Authenticator and scan the QR code.
- ⑤ After scanning the QR code, enter the displayed Authentication Code (6 digits) within the time limit.
- ⑥ Click [Send].
- ⑦ The HOME screen for IO legal representative is displayed.
- ⑧ Register the employee who want to use ISUZU RMI site. [3.4 Employee registration](#)

< Login after the second time >

2-step authentication.

- ④ Start Authenticator and enter the displayed Authentication Code (six digits) within the time limit.
- ⑤ Click [Send].
- ⑥ The HOME screen for IO legal representative is displayed.

< First login >

Enabling Two-Step Authentication

For security purposes, enable two-step authentication. Start Authenticator and scan the QR code below.

④



⑤⑥

Enter the displayed authorization code.

Authentication Code:

Send

Cancel

< For second and subsequent logins >

Input authentication code

④⑤

Start Authenticator on your smartphone, enter the displayed 6 digits, and press the [Submit] button.

Authentication Code:

Send

Cancel

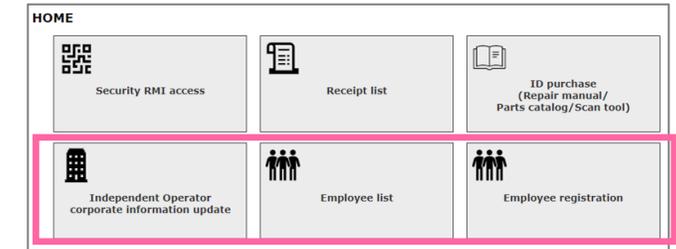
3. Procedure (IO legal representative only)

3.3 HOME menu for IO legal representative

The HOME screen for IO legal representative displays six menus.

The operations that can be performed only with IO legal representative authority are three menus enclosed in following boxes.

For the operation procedure, refer to the page listed in the reference section.



Menu	Summary	Refer to the operation procedure
Security RMI access	After you have authenticated to Security RMI, you can purchase and view security codes.	
Receipt list	The purchase history and receipt issue list are displayed. You can request and download the receipt.	5.1 Common HOME menu
ID Purchase (Repair manual/Parts catalog/Scan tool)	Purchase IDs to view the Repair manual/Parts catalog/Scan tool.	
Independent Operator corporate information update *IO legal representative only	Update registration information for corporate information and IO legal representatives.	3.6 Corporate information update
Employee list *IO legal representative only	A list of registered employees. You can delete employees and change Security RMI access permit/deny settings.	3.5 Employee list
Employee registration *IO legal representative only	Register a new employee.	3.4 Employee registration

3. Procedure (IO legal representative only)

3.4 Employee registration

The employee is registered and linked under the corporate account.

- ① Click [Employee registration] on the HOME screen.
- ② The Employee Registration screen is displayed.
- ③ Follow the notes to the right to complete the required fields.

[Password] must be at least 12 characters including at least 1 character (all half-width) of uppercase letters, lowercase letters, numbers, and symbols.
The password is not displayed on the registration completion screen.
We recommend you take a note so you don't forget.

- ④ To register multiple employees, click [+] and register.
- ⑤ Click [Register].

To register 11 or more users, return to the HOME screen after registering 10 users and repeat step ① through ⑤.



The 'Independent Operator employee registration' screen shows a form with the following fields: User ID*, E-mail address*, Password*, Preferred language* (English), and Security RMI access* (Permission). A note on the right states: "Note that the user ID cannot be changed after registration is complete. Allowed characters are alphabetic and numeric. Enter up to 50 characters for the user ID." and "Specify at least 12 characters (all half-width characters), including at least 1 uppercase, lowercase, number, and symbol." The form is highlighted with a red box and a circled '3'. The 'Add employee registration' button is highlighted with a circled '4', and the 'Register' button is highlighted with a circled '5'.

3. Procedure (IO legal representative only)

3.4 Employee registration

⑥ The registration completion screen is displayed.

The URL of the ISUZU RMI site (<https://rmi.isuzu.co.jp>) and registration information (User ID, E-mail address, Password) are not notified to employees.
Please notify the registration information individually.
The password is valid for 14 days from the date of registration.
Please remind them to log in within the deadline.

⑥ Logout

Independent Operator employee registration completed

Please notify the following employees of the URL of this system and registration information (User ID, email address, and password).
Note that no notification emails will be sent to employees.
Also, the password expires 14 days from now. Be sure to prompt them to log in before the deadline.

Independent Operator employee(1)

User ID	testtest
E-mail address	abc@defg
Password	*****
Preferred language	English
Security RMI access	Permission

[HOME](#)

3. Procedure (IO legal representative only)

3.5 Employee list

IO legal representative can see a list of registered employees. You can also delete user information and change security RMI access settings.

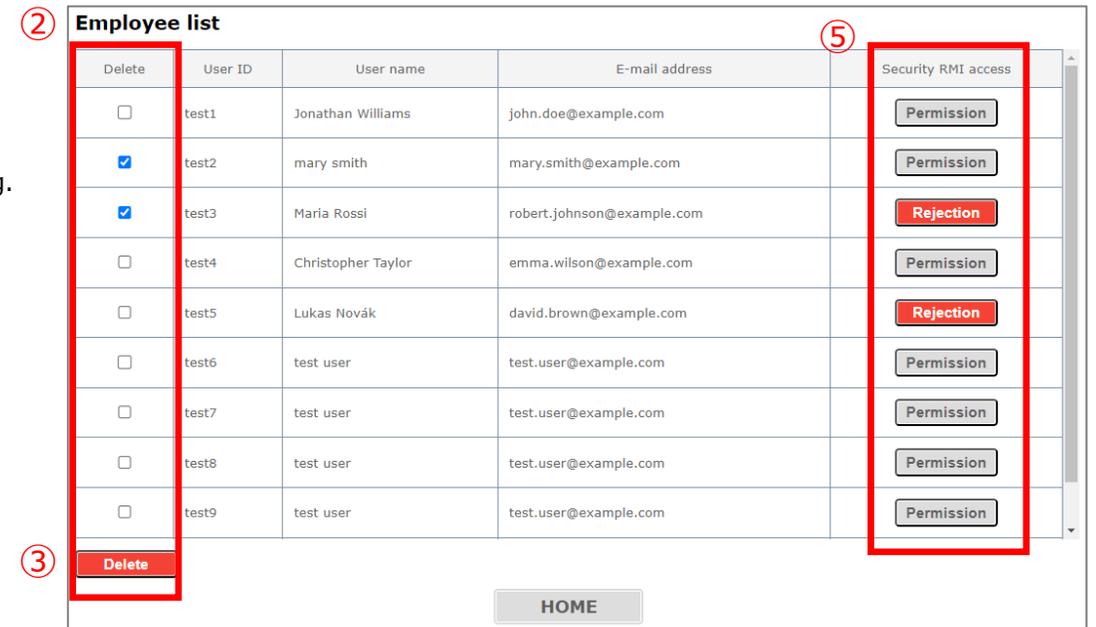
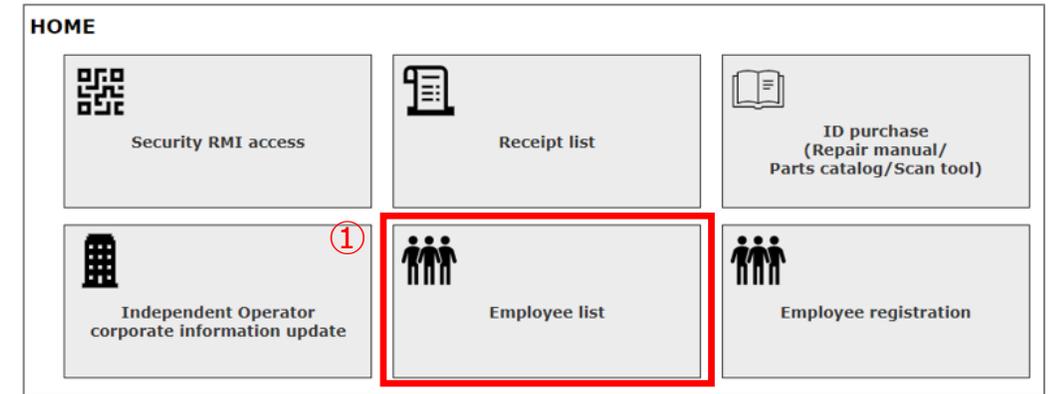
- ① Click [Employee list] on the HOME screen.
- ② A list of registered employees is displayed.

< When deleting an employee >

- ③ Check the employee you want to delete and click [Delete].
- ④ The deletion confirmation screen is displayed.

< When changing Security RMI access permissions >

- ⑤ Click [Permission]/[Rejection] in the [Security RMI access] of the employee to be changed the setting.



3. Procedure (IO legal representative only)

3.6 Corporate information update

IO legal representative can update the registered corporate information.

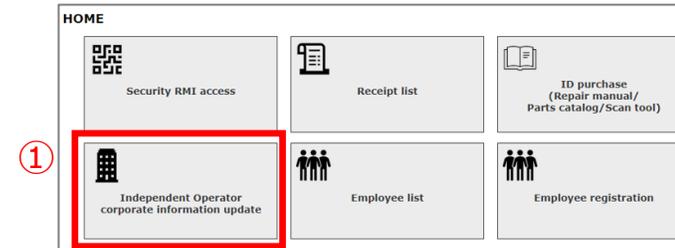
① Click [Independent Operator corporate information update] on the HOME screen to display the corporate information update screen.

② Updates the registered information.

To update the password, click [Change].
Change the password on the displayed password change screen. [6.2 Change Password](#)
After changing it, return to this page.

③ Click [Update].

④ The update completion screen is displayed.



Independent Operator corporate information update

Fill in the items you want to change and click [Update] button.

Independent Operator Name	<input type="text" value="dummy corp"/>	Enter up to 200 characters.
Country	<input type="text" value="NORWAY"/>	Please select the country where the legal entity is located.
Independent Operator Postal address	<input type="text" value="1600 Pennsylvania Avenue,"/>	Enter up to 300 characters.
Post code	<input type="text" value="75009"/>	-
Postal address (If the invoice destination is different from the above)	<input type="text"/>	Postal address for invoicing if different from Independent Operator postal address
Post code	<input type="text"/>	-
Inter-community VAT No.	<input type="text" value="CZ06649114"/>	-
E-mail address (legal representative)	<input type="text" value="isz@dummy.com"/>	Please enter an email address to communicate with legal representatives about all aspects of using this RMI system.

Independent Operator legal representative

First name	<input type="text" value="Jonathan"/>	Enter up to 100 characters for each.
Family name	<input type="text" value="Williams"/>	
User ID	test1	This item cannot be changed.
E-mail address	<input type="text" value="john.doe@example.com"/>	-
Password	<input type="button" value="Change"/>	Specify at least 12 characters (all half-width characters), including at least 1 uppercase, lowercase, number, and symbol.
Preferred language	<input type="text" value="English"/>	-
Security RMI access	<input type="text" value="Rejection"/>	

③

4. Procedure (IO employee only)

4.1 Login (First time log in/Agree to terms of use/Change password)

Employees log into this system based on user information registered by the IO legal representative.

Passwords for employees registered by the IO legal representative are valid for 14 days. After obtaining the user information from the IO legal representative, please log in and change your password within the deadline.

- ① Confirm your User ID, E-mail address, and Password from your IO legal representative.
- ② Access the ISUZU RMI site (<https://rmi.isuzu.co.jp>).
- ③ Enter your User ID or E-mail address and Password.
- ④ Click [Login].
- ⑤ The terms of use screen is displayed. (first login only)
- ⑥ Check the contents and check [I agree to the above terms of service].
- ⑦ Click [Agree].

②

Repair and Maintenance Information /
Periodic Roadworthiness Tests Information

ISUZU Repair and Maintenance Information and Periodic Roadworthiness Tests Information Website

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- Directive 2014/45/EU

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Please read the "Introduction" first.

- Standardized Navigation
- Introduction
- Help (Contact us)
- FAQ

Login

Please login from here if you are a registered user.

③

User ID or E-mail address

Password

I forgot my password.

④

Login

Registration

Please register from here if you are not a registered user.

Register

⑥

I agree to the above terms of service.

⑦

Agree

4. Procedure (IO employee only)

4.1 Login (First time log in/Agree to terms of use/Change password)

Change the employee password set by the IO legal representative to your own password.

⑧ The password change screen is displayed. (first login only)

⑨ Set the Current password, New password and click [Change].

⑧ **Change password**

Please change your password.
You can also change your password for the first time or if your password has not been changed in three months.

Current password ⑨

New password

New password (confirm)

4. Procedure (IO employee only)

4.2 Login (2-step authentication)

< First login >

Enable 2-step verification.

Please check the website of the Authenticator provider for details.

- ① Start Authenticator and scan the QR code.
- ② After scanning the QR code, enter the displayed Authentication Code (6 digits) within the time limit.
- ③ Click [Send].
- ④ The employee HOME screen is displayed.

< Login after the second time >

2-step authentication.

- ① Start Authenticator and enter the displayed Authentication Code (six digits) within the time limit.
- ② Click [Send].
- ③ The employee HOME screen is displayed.

< First login >

Enabling Two-Step Authentication

For security purposes, enable two-step authentication. Start Authenticator and scan the QR code below.

①



② ③

Enter the displayed authorization code.

Authentication Code:

< For second and subsequent logins >

Input authentication code

① ② Start Authenticator on your smartphone, enter the displayed 6 digits, and press the [Submit] button.

Authentication Code:

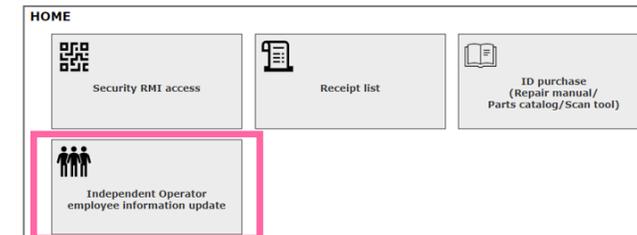
4. Procedure (IO employee only)

4.3 HOME menu for IO employee

The HOME screen for employees display four menus.

The operations that can be performed only with employee authority are a menu enclosed in following boxes.

For the operation procedure, refer to the page listed in the reference section.



Menu	Summary	Refer to the operation procedure
Security RMI access	After you have authenticated to Security RMI, you can purchase and view security codes.	
Receipt list	The purchase history and receipt issue list are displayed. You can request and download the receipt.	5.1 Common HOME menu
ID Purchase (Repair manual/Parts catalog/Scan tool)	Purchase IDs to view the Repair manual/Parts catalog/Scan tool.	
Independent Operator employee information update *Employee Only	You can update your own user information.	4.4 IO employee information update

4. Procedure (IO employee only)

4.4 IO employee information update

① Click [Independent Operator employee information update] in the employee HOME menu.

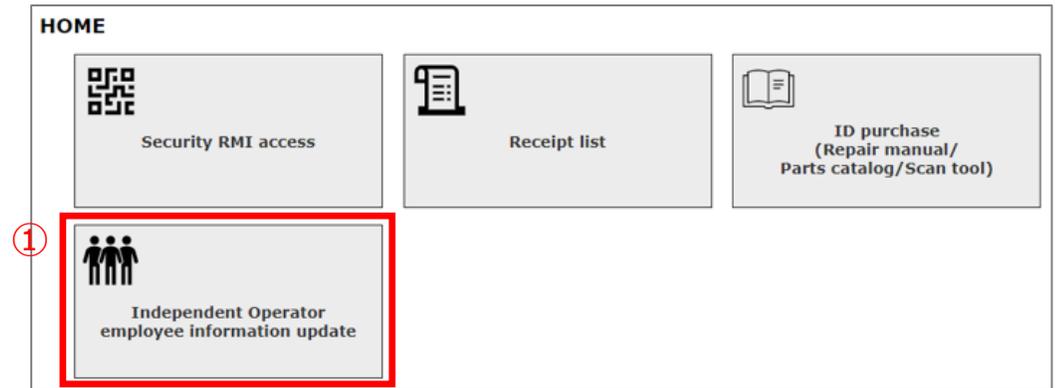
② The employee information update screen is displayed.

③ Updates the registered information.

To update the password, click [Change].
Change the password on the displayed password change screen. [6.2 Change Password](#)
After changing it, return to this page.

④ Click [Update].

⑤ The update completion screen is displayed.



The screenshot shows the 'Independent Operator employee information update' form. At the top, it says 'Fill in the items you want to change and click [Update] button.' The form has several fields: 'Independent Operator Name' (dummy corp), 'Independent Operator employee User ID' (test1), 'User name' (Jonathan), 'First name' (Jonathan), 'Family name' (Williams), 'E-mail address' (john.doe@example.com), 'Password' (Change button), 'Preferred language' (English), and 'Security RMI access' (Rejection). A red box highlights the 'Change' button, and a circled '3' is placed to its left. Another red box highlights the 'Update' button at the bottom right, and a circled '4' is placed to its left.

Independent Operator Name	dummy corp	
Independent Operator employee User ID	test1	
User name	Jonathan	Enter up to 100 characters.
First name	Jonathan	
Family name	Williams	
E-mail address	john.doe@example.com	-
Password	Change	Specify at least 12 characters (all half-width characters), including at least 1 uppercase, lowercase, number, and symbol.
Preferred language	English	-
Security RMI access	Rejection	This item cannot be changed.

Back Update

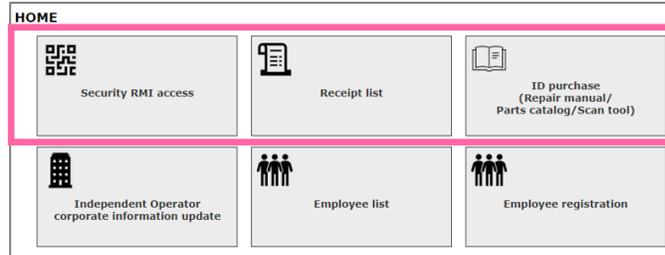
5. Procedure (Common to both IO legal representative and IO employee)

5.1 Common HOME menu

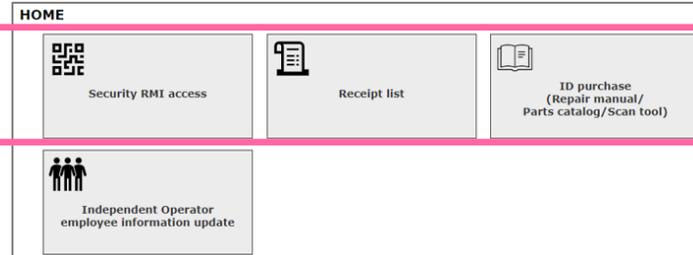
The HOME screen for IO legal representative and IO employee displays three common menus.

For the operation procedure, refer to the page listed in the reference section.

< HOME for IO legal representative >



< HOME for IO employee >



Menu	Summary	Refer to the operation procedure
Security RMI access	After you have authenticated to Security RMI, you can purchase and view security codes.	5.2 Security RMI access (Security code search and purchase) 5.3 Security RMI access (Security code view)
Receipt list	The purchase history is displayed. You can request the administrator to issue a receipt. If administrator notifies you of the issue, you can download the receipt.	5.4 Receipt request
ID Purchase (Repair manual/Parts catalog/Scan tool)	Purchase IDs to view the Repair manual/Parts catalog/Scan tool.	5.5 ID purchase (Repair manual/ Parts catalog/ Scan tool)

5. Procedure (Common to both IO legal representative and IO employee)

5.2 Security RMI access (Security code search and purchase)

- ① Click [Security RMI Access] on the HOME screen.

If the access permission is not granted, an error screen appears.

- ② Oprn the Dignidentity app on your phone and enter your PIN code.
- ③ Click [QR code] on the Dignidentity Wallet screen.
- ④ Scan the QR code displayed on the screen.
- ⑤ The login screen appears and Click [Log in].



5. Procedure (Common to both IO legal representative and IO employee)

5.2 Security RMI access (Security code search and purchase)

- ⑥ After identity verification is completed, the security code search screen is displayed.
- ⑦ Enter the 17 digit VIN of the security code you want to purchase.
- ⑧ For Request type, select [Immobilizer code] and click [Search].
- ⑨ If the security code of the corresponding VIN exists, [Purchase] is displayed on the lower row.
- ⑩ If you want to purchase, click [Purchase].

⑥ **Search for security code**

Please set the VIN and request type to purchase and press [Search] button.
After searching, press [Purchase] button and you will be redirected to the PayPal payment screen.
After purchase, it will be displayed in the purchase list below.

VIN number Request type **Immobilizer code**

⑦ ⑧

Purchase list/Code viewing

When you press the [View Request] button, the code will be displayed for 1 minute.
If you want to check the code again, you can press [View Request] button again and check until the viewing deadline.

VIN	Request type	Code	Display counter	Viewing period
MPATFAAAA00000001	2	<input type="button" value="View Request"/>	01:00	2024-08-06 10:18

Search for security code

Please set the VIN and request type to purchase and press [Search] button.
After searching, press [Purchase] button and you will be redirected to the PayPal payment screen.
After purchase, it will be displayed in the purchase list below.

VIN number Request type **Immobilizer code**

MPATFAAAA00000002	Immobilizer code	<input type="button" value="Purchase"/>
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⑩

5. Procedure (Common to both IO legal representative and IO employee)

5.2 Security RMI access (Security code search and purchase)

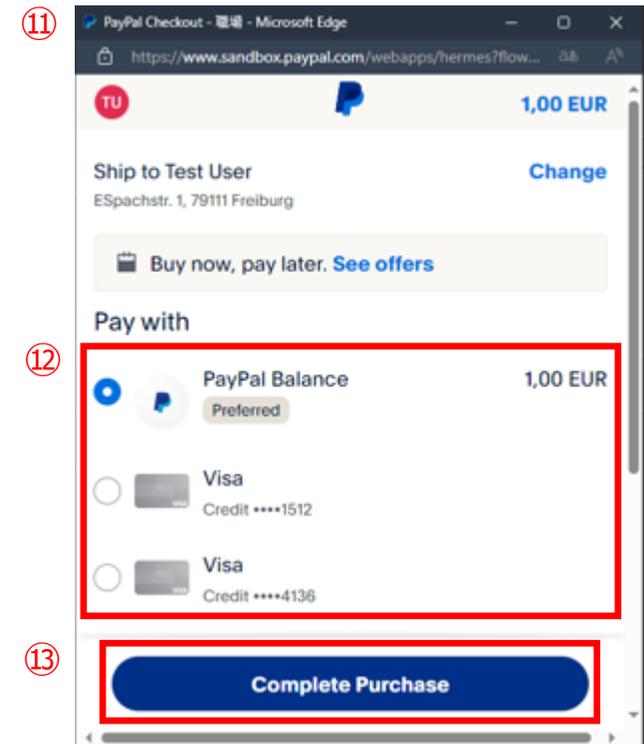
⑪ After Clicking [Purchase], Open the PayPal modal.

⑫ Select a payment method.

When you pay by credit card, please confirm that the card has not expired.

⑬ Click [Complete Purchase] to complete the settlement.

⑭ Verify that the purchase has been added to the [Purchase list/Code viewing].



Purchase list/Code viewing

When you press the [View Request] button, the code will be displayed for 1 minute.
If you want to check the code again, you can press [View Request] button again and check until the viewing deadline.

VIN	Request type	Code	Display counter	Viewing period
MPATFAAAA00000001	2	View Request	01:00	2024-08-06 10:18

⑭

5. Procedure (Common to both IO legal representative and IO employee)

5.3 Security RMI access (Security code view)

Displays the security code of the purchased VIN.

- ① Click [View Request] for the VIN you want to check, and the code will be displayed for one minute.
- ② The [Display counter] displays a one-minute countdown.
- ③ After one minute elapses, the display changes to [View Request].
- ④ You can refresh the code by clicking [View Request] until the [Viewing period] time.

The code is displayed for 60 minutes after you click [View Request].
After the [Viewing period] is exceeded, it will be removed from the purchase list

Purchase list/Code viewing

When you press the [View Request] button, the code will be displayed for 1 minute.
If you want to check the code again, you can press [View Request] button again and check until the viewing deadline.

VIN	Request type ①	Code	Display counter	Viewing period
MPATFISSTEST00001	Immobilizer code	<input type="button" value="View Request"/>	01:00	

VIN	Request type	Code ②	Display counter ④	Viewing period
MPATFISSTEST00001	Immobilizer code	1234	00:37	2024-07-21 02:00

5. Procedure (Common to both IO legal representative and IO employee)

5.4 Receipt request

You can request to issue a receipt after purchasing.

- ① Click [Receipt list] on the HOME screen.
- ② Your purchase history appears on the receipt issue list.
- ③ Click [Issue request] for the item you want to issue a receipt.

A receipt request E-mail is automatically sent to the Isuzu administrator.

- ④ If a receipt is issued, you will receive a notification E-mail.

From: no-reply@rmi.isuzu.co.jp

Subject: Isuzu RMI site receipt issue ([RECEIPT#])

- ⑤ This screen is displayed when you access the URL described in the notification E-mail.
- ⑥ Click [Download] to download the receipt.

Purchase history and receipt issue list items	Description
Purchase date	PayPal settlement date
Purchased items	Purchased items
Purchase price	Purchase price (€)
Receipt	Receipt issuance status
Request date	Date of request for receipt
RECEIPT#	Receipt control number RMI-YYYYMMDD-x



② **Purchase history and receipt issue list**

If you want to issue a receipt, press [Issue request] button from the purchase history list below.
If a receipt is issued, you will receive E-mail from the Isuzu administrator (no-reply@rmi.isuzu.co.jp) that you can download the receipt.

Purchase date	Purchased items	Purchase price	Receipt	Request date	RECEIPT#
2024/04/01	KeyCode, others	2210	<input type="button" value="Issue request"/>	Invalid Date	
2024/04/01	Service documents	500	<input type="button" value="Issue request"/>	Invalid Date	
2024/04/01	Diagnostic tool application, others	150	<input type="button" value="Download"/>	2024/04/01	
2024/04/01	KeyCode	500	<input type="button" value="Download Expired"/>	2024/04/01	RMI-20240426-4
2024/04/01	KeyCode	500	<input type="button" value="Issue Expired"/>	2024/04/01	RMI-20240426-5
2024/04/01	KeyCode	500	<input type="button" value="Downloaded"/>	2024/04/01	RMI-20240426-6
2024/04/01	KeyCode, others	2210	<input type="button" value="Issue request"/>	Invalid Date	
2024/04/01	Service documents	500	<input type="button" value="Submitted"/>	Invalid Date	
2024/04/01	Diagnostic tool application, others	150	<input type="button" value="Download"/>	2024/04/01	
2024/04/01	KeyCode	500	<input type="button" value="Download Expired"/>	2024/04/01	RMI-20240426-10

« < 1 2 3 4 5 > »

④ **Receipt ([RECEIPT#]) issued.**
It can be downloaded from the receipt list of the Independent Operator system.

Independent Operator System URL : <https://rmi.isuzu.co.jp/receipt>

This email is sent from a send-only email address.
Please note that we cannot respond to your reply.

5. Procedure (Common to both IO legal representative and IO employee)

5.4 Receipt request

The status of receipt issuance is explained below.

Receipt Status	Situation
Issue request	You have not requested a receipt. Click to submit and switch to [Submitted]. *You can only request once. *If two months have passed since the purchase date, the status changes to [Issue Expired] and you cannot request an issue.
Submitted	The status of the receipt waiting to be issued. After being issued, You will receive a notification E-mail and switch to [Download].
Issue Expired	Two months have passed since the purchase date. The receipt request has expired.
Download	Receipts are issued and can be downloaded. (A notification E-mail is sent from the Isuzu administrator.) Click to download the receipt only once. After downloading, it switches to [Downloaded]. *If six months pass after publication without a download, it switches to [Download Expired] and cannot be downloaded.
Downloaded	Receipt downloaded.
Download Expired	Six months have passed since you were able to download receipts. Download Expired. Not reissued.

5. Procedure (Common to both IO legal representative and IO employee)

5.5 ID purchase (Repair manual/ Parts catalog/ Scan tool)

- ① Click [ID Purchase (Repair manual Parts catalog/Scan tool)] on the HOME screen.
- ② ID purchase screen is displayed.



6. Other

6.1 Forgot password

① Click [I forgot my password.] on the TOP screen (<https://rmi.isuzu.co.jp>).

② The Reset password screen is displayed.

③ Enter your registered user ID or email address and click [Send].

④ “password reset email sent completed” screen is displayed.

⑤ You will receive a notification E-mail with a six-digit verification code.

From: no-reply@rmi.isuzu.co.jp

Subject: Password reset (Isuzu RMI site)

⑥ Enter the verification code and set a new password.

The code has an expiration date. Please set it within an hour.

⑦ Click [Register].

⑧ The TOP screen reappears. Log in with the new password.

② **Reset password**

We will send you a [verification code] for resetting your password via email. Enter your user ID or registered email address and click the [Send] button.

③ User ID or E-mail address

④ **Password reset email sent completed**

A verification code for the reset procedure has been sent to the email address you entered. Please enter the verification code and register a new password within 1 hour.

⑥ verification code

New password

New password (confirm)

⑦

Sent from the Isuzu RMI site email address (no-reply@rmi.isuzu.co.jp).
If you do not receive the E-mail after a while, it may have been sorted into your spam folder, or you may have entered your email address incorrectly.
If you enter the wrong email address or it is not the registered email address, you will not be able to reset the email address, so please register again.

Reset the current password.
Please enter the verification code below within 1 hour of receiving this email and set a new password.

⑤ Your verification code is XXXXXX

This email is sent from a send-only email address.
Please note that we cannot respond to your reply.

6. Other

6.2 Change password

The change password screen is displayed in the following three cases.

- ① Enter your current password.
- ② Enter the new password.

< First login by employee >

[4.1 Login \(First time log in/Agree to terms of use/Change password\)](#)

- ③ Click [Change].
- ④ The 2-step authentication activation setting screen is displayed.

< If you haven't changed your password in three months >

- ③ Click [Change].
- ④ The HOME screen is displayed.

< When changing the password >

[3.6 Company information update/4.4 IO employee information update](#)

- ③ If you want to change it, click [Change] to return to the information update screen that you are configuring.
- ④ If you do not want to change it, click [Back] to return to the information update screen that you are configuring.

Change password

Please change your password.
You can also change your password for the first time or if your password has not been changed in three months.

① Current password

② New password

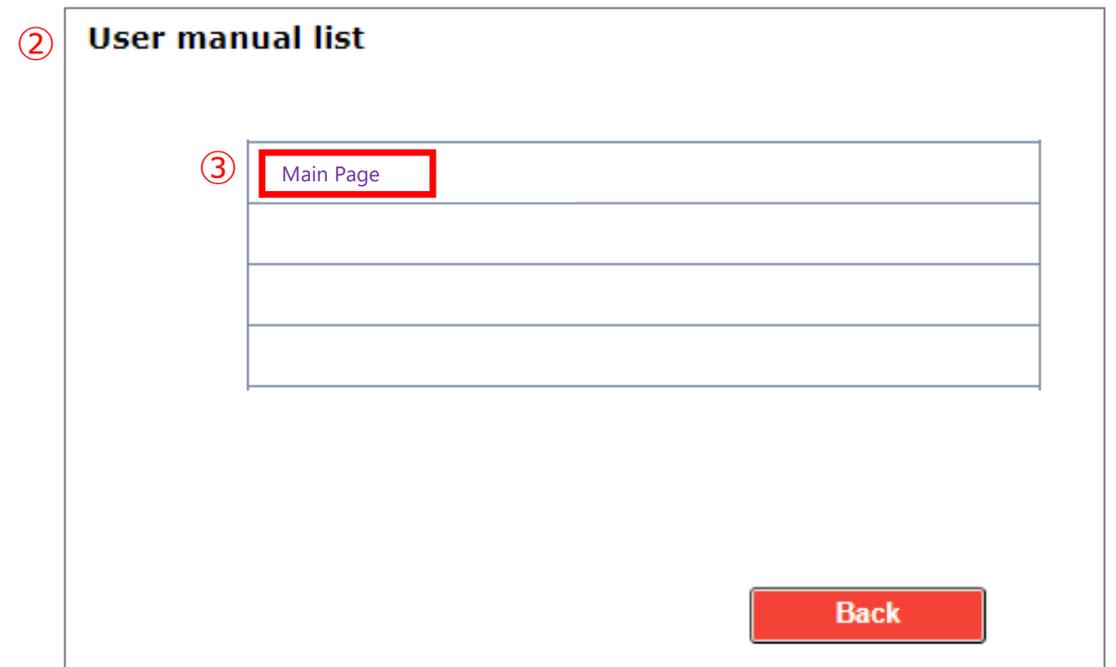
New password (confirm)

③ **Change**

6. Other

6.3 Check user manual

- ① Click [User Manual] in the footer.
- ② The user manual list screen is displayed.
- ③ Click the link for the manual you want to view.
- ④ The manual opens in a separate window.



6. Other

6.4 Select language

After login, they are displayed in the preferred language set at the time of registration.
If you want to display the language continuously, please register the preferred language ([3.6 Corporate information update/4.4 IO employee information update](#)).
If you want to switch to another language temporarily, you can do it by switching languages.

- ① Click [Select Language] in the footer.
- ② The select language screen is displayed.
- ③ Select the language you want to display.
- ④ Click [Back].

