

Frequently Asked Questions (Log in/Registration Related)

Q: I do not have a CMH account. How can I apply for it?

A: Please submit the registration request from below link.

<https://www.cmh.toyota.co.jp/Registration>

*The link is also available at the CMH log in page.

You will be able to enter the site once the CMH admin approves the request.

Q: My email address is rejected when attempting to submit the registration request.

A: CMH only accepts registration requests under the official company domain.

Kindly submit the registration request under your work email address, not private/free email address such as gmail.com.

If you are not able to submit the request even by your work email address, please contact CMH Webmaster for assistance.

Q: My account seems to be deactivated. How can I reactivate it?

A: Please contact CMH Webmaster for assistance.

Q: My ID and Password are valid, but I am not able to log in.

A: Please take below steps to log into CMH.

1. Access <https://www.cmh.toyota.co.jp> via Google Chrome.
2. Enter your Sign in ID (Email Address) and Password. Click "Sign in" to proceed to the next page.

3. Click "Send verification code" to receive a one-time verification code via email.

4. Check your mailbox for the verification code sent from msonlineserviceteam@microsoftonline.com. Copy and paste the code and click "Verify code."

5. Click "Continue" once the code is accepted. You will then be navigated to CMH homepage.

Q: I do not receive One Time Password (Verification Code) to enter the site.

A: Please search for an email from msonlineserviceteam@microsoftonline.com in your entire mailbox, including junk mails.
Kindly contact your IT at your location if you still cannot find the email.

Q: I forgot my password. How do I reset it?

A: Please take below steps to log into CMH.

1. Access <https://www.cmh.toyota.co.jp> via Google Chrome.
2. Click "Forgot your password?" link.
3. Enter your Sign in ID (Email Address) and press "Send verification code."
4. Check your mailbox for the verification code sent from msonlineserviceteam@microsoftonline.com.
Copy and paste the code and press "Verify code."
5. Press "Continue" once the code is accepted.
6. Enter the new password in "New Password" and "Confirm New Password" boxes.
Password requirement is as below. Once entered, press "Continue."
 - Must be 8-16 characters
 - Must contain 3 out of 4 of the following:
 - Lowercase characters
 - Uppercase characters
 - Digits (0-9)
 - One or more of the following symbols: @ # \$ % ^ & * - _ + = [] { } | ¥ : ' , ? / ` ~ " () ; .
7. Once the new password is accepted, you will be directed to send verification code again. Password reset is now complete.
If you wish to log in right away, press "Send verification code" to proceed.

CMH Webmaster
cmhwebmaster@tns.toyotasystems.com