

Having trouble logging on to the Subaru SDRM web site?

STEP ONE: Are you a **new user** to the Subaru SDRM? (If “no”, skip to Step Two.)

If you are a new user to the SDRM web site (<http://lockinfo.subaru.com>), be aware that only Subaru Dealership **Service Managers** and **Parts Managers** have access to the information on this site. If you are one of the two, and this is your first time logging on to the site, follow these simple steps:

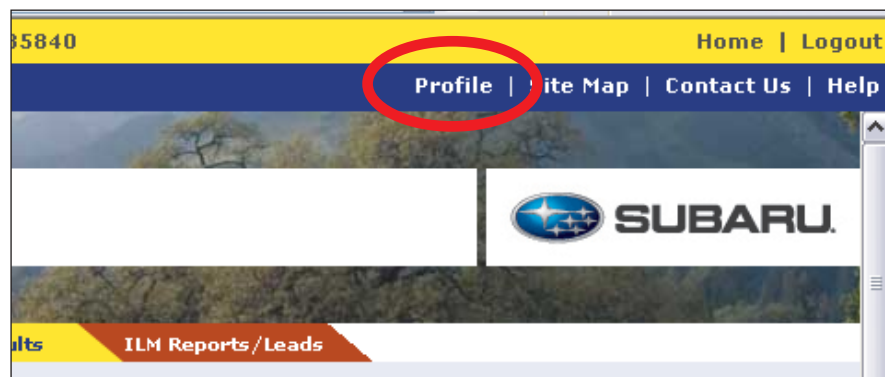
- (A) Enter your assigned username that you use to log on to Subarunet.
- (B) Enter in the password “Welcome” (**this is case sensitive**). You will be requested to change your password to something other than “Welcome” at this time.

If you are still having trouble logging on, please proceed to Step Two.

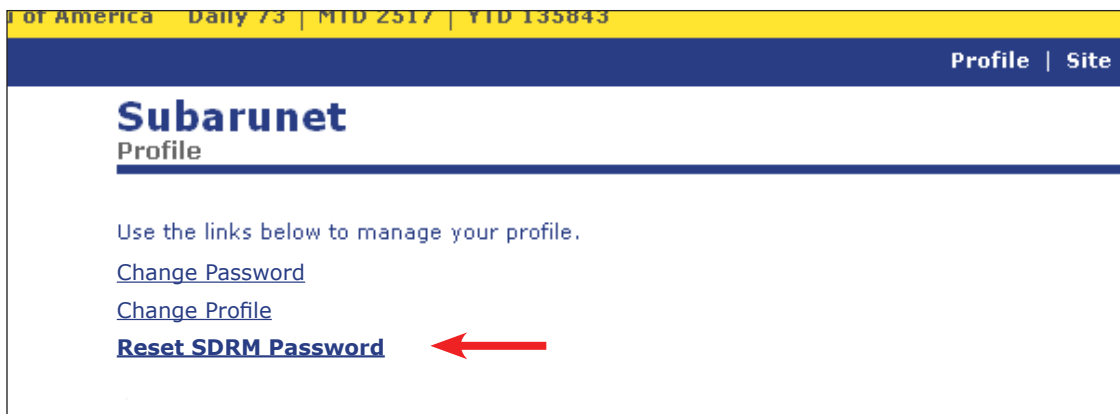
STEP TWO: Not able to log on, or have forgotten your password?

If you are a Service Manager or a Parts Manager, and you have attempted to log on to the SDRM web site and have not been successful, you will need to reset your password in the **Dealer Employee Maintenance** screen on **Subarunet.com**.

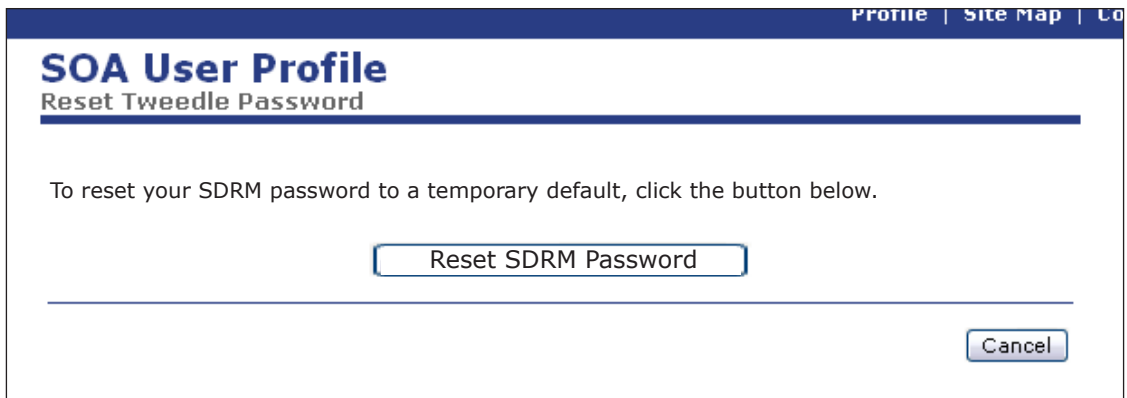
Proceed as follows: Log on to Subarunet.com and click on “Profile” link in the upper right corner.



Once completed, a list of links will be displayed. Click the “Reset SDRM Password” link to launch the Reset SDRM Password dialog.

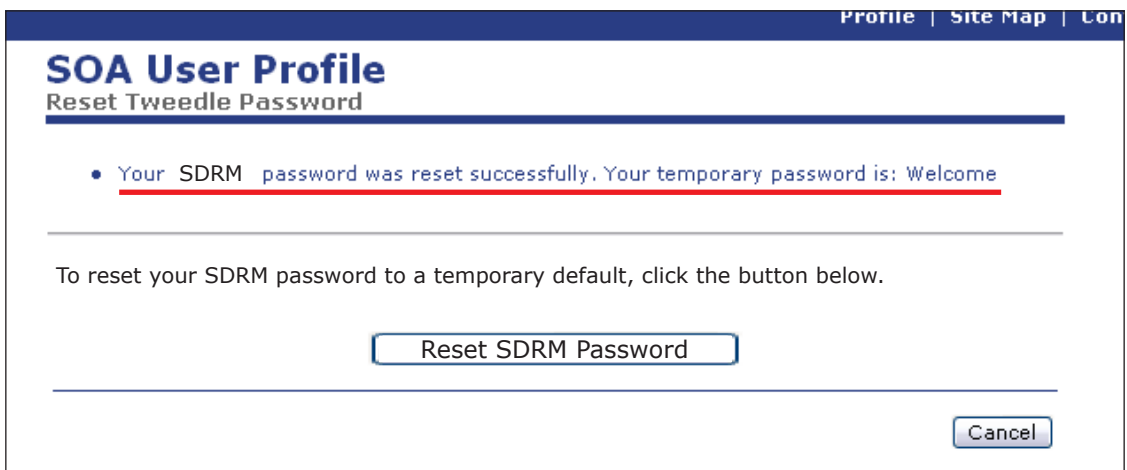


Click on the “Reset SDRM Password” button to initiate the password reset.



The screenshot shows a web page titled "SOA User Profile" with a sub-header "Reset Tweedle Password". The page content includes the text "To reset your SDRM password to a temporary default, click the button below." followed by a button labeled "Reset SDRM Password". A "Cancel" button is located at the bottom right of the page.

A confirmation page will be displayed, showing the temporary password to be used for the SDRM web site.



The screenshot shows a confirmation message: "Your SDRM password was reset successfully. Your temporary password is: Welcome". Below this message is the text "To reset your SDRM password to a temporary default, click the button below." followed by a button labeled "Reset SDRM Password". A "Cancel" button is located at the bottom right of the page.

After a **2+hour waiting period**, follow the “first time user” procedure (described in **Step One** of this process) to log on to the Subaru SDRM web site.

If you need assistance, please contact the SOA HelpDesk at 1-800-SOA-STAR (762-7827). If you require additional assistance, please consult with your Field Service Manager or District Parts & Service Manager.