Automated Gates User's Guide (for Foreign Nationals)

This is a user's guide for foreign nationals who desire to use the automated gates. Please read this carefully and, if you have any questions, do not hesitate to contact an official.

1. Locations of the automated gates

○ Narita Airport: Every landing and departure examination area at Terminal 1 and Terminal 2

○ Haneda Airport: Landing and departure examination area

○ Chubu Airport: Landing and departure examination area

○ Kansai Airport: Every landing and departure examination area at Terminal 1

2. Conditions to use the automated gates

○ To have a valid passport and a valid re-entry permit

○ To have a valid re-entry permit or certificate of refugee travel

○ To have a valid passport and a valid resident card or special permanent resident certificate (including an alien registration certificate deemed as a resident card or special permanent resident certificate) (hereinafter referred to as the "Resident Card") and desire to leave or enter Japan with special re-entry permit

A person who stays in Japan under status of "diplomacy" or "official service," a member of the staff of the Japanese office of the Association of East Asian Relations or a member of the staff of the General Mission of Palestine, Tokyo or a family member thereof who belongs to the same household is not required to present the Resident Card, but a person who stays in Japan under status of "official service (within three months)" is required to present re-entry permit.

3. Automated Gates User Registration

If you desire to use automated gates, you have to register yourself as a user at any of the predetermined locations in accordance with the Immigration Control and Refugee Recognition Act and the enforcement regulations thereto as well as this Guide.

Once registered as a user, you can use the automated gates at Narita Airport, Haneda Airport, Chubu Airport and Kansai Airport (except Terminal 2).

4. User Registration Times and Locations for Automated Gates

○ Tokyo Regional Immigration Bureau: Re-entry application counter on the 2nd floor, 9:00 to

16:00 (except Saturdays, Sundays, National Holidays and Dec. 29 to Jan. 3)

○ Nagoya Regional Immigration Bureau: Automated Gates User Registration counter on the 2nd floor, 9:00 to 16:00 (except Saturdays, Sundays, National Holidays and Dec. 29 to Jan. 3)

○ Osaka Regional Immigration Bureau: Inspection Coordination Department on the 3rd floor (Entry and Departure Inspection counter), 9:00 to 16:00 (except Saturdays, Sundays, National Holidays and Dec. 29 to Jan. 3)

○ Narita Airport: Every departure examination area in Terminal 1 and Terminal 2, 8:00 to 17:00 only on the departure day

○ Haneda Airport: (1) Departure examination area on the 3rd floor, 08:00 to 20:00 only on the departure day
(2) Next to the Counter A for Group Tourist, 8:00 to 16:00 every day

○ Chubu Airport: Departure examination area, 8:00 to 21:00 only on the departure day

○ Kansai Airport: Next to the CIQ PR Room in front of the meeting point at North International Departures on the 4th floor in Terminal 1, 8:00 to 16:00 every day

5. Procedures for Automated Gates User Registration

(1) Necessary documents

○ Passport (including re-entry permit) or certificate of refugee travel

○ Application for automated gates user registration (for foreign nationals)

○ Resident Card (A person who stays in Japan under the status of "diplomacy" or "official service," a member of the staff of the Japanese office of the Association of East Asian Relations or a member of the staff of the General Mission of Palestine, Tokyo or a family member thereof who belongs to the same household is not required to present the Resident Card, but a person who stays in Japan under status of "official service (within three months)" is required to present re-entry permit.)

(2) Procedures of Registration

○ Complete an application.

○ Read carefully and understand this Guide before signing to show your agreement.

○ Provide an official at the registration location with your application, passport (or certificate of refugee travel) and Resident Card.

○ Provide your fingerprints of your index fingers and a headshot photo by using a special machine in accordance with the guidance of the official.

○ Once registered, receive your passport back from the official with a registration stamp and QR code seal affixed. Below the QR code, a note "for Special Re-Entry" is printed. If you are not subject to special re-entry, this note is deleted, kindly be advised.

(3) Notice of Completed Registration

Due to processing, the registration may not be completed immediately upon application. In this case, the results will be notified to you by post later. If you receive a notice of completed registration, visit the registration counter specified in the notice when convenient for you.

6. Remarks on the Automated Gates User Registration

○ **If your name is included in your family's passport, you cannot register yourself as a user.**

To permit the use of automated gates, we search for a registrant with a passport number. If your name is included in your family's passport, we cannot register you because you do not have your own passport number. If you hold a passport showing multiple names and register yourself as a user, you can use the automated gates alone.

○ **If you cannot provide fingerprints from both hands, you cannot register yourself as a user.**

For use of automated gates, a registrant is identified (authenticated) with fingerprints of both hands. If you lost all fingers of one hand or otherwise cannot provide a fingerprint of any finger of one hand, we cannot register you because we cannot authenticate you with certainty.

If you cannot provide a fingerprint from your index finger, please provide a fingerprint of any other finger, in the order of middle finger, ring finger, little finger and thumb.

If you had your index finger temporarily injured and provided a fingerprint other than from index finger for registration, please be sure to press the finger whose print was registered in order to be authenticated for use of the automated gates.

○ **If you cannot provide your fingerprint or operate machines alone, you cannot use the automated gates.**

For security purposes, two or more persons cannot pass an automated gate simultaneously. Accordingly, if you cannot present your fingerprint alone, you cannot use the automated gate.

○ **A child may not be registered with fingerprint or authenticated for automated gates.**

No age limit is provided for use of automated gates, but anybody who cannot present their fingerprint or operate machines alone for the automatic gates cannot use them. Also, a child under approximately 12 years old tends to have insufficiently stable fingerprints and may not be registered. (Even if registered, he/she may not be authenticated for automated gates, kindly be advised.)

○ **Any information, including fingerprint, presented for registration shall be handled as the personal information stipulated in the Act on Protection of Personal Information Held by Administrative Agencies and shall not be used or supplied beyond the scope permitted by such Act.**

7. Manner of Using the Automated Gates

(In cases of departure from Japan with re-entry permit)

○ Touch and select either [パスポート(Passport)] or [利用者登録証(User Registration Card)]

illustrated on the display screen at an automated gate. If your passport is not machine-readable, you cannot select [パスポート(Passport)], kindly be advised.

○ If you select [パスポート(Passport)], open a page showing your identification (a page with photo) of your passport and pass it over the passport scanner located in front of the automated gate according to the guidance on the display.

    If you select [利用者登録証(User Registration Card)], open a page where a QR code is affixed near the registration stamp and pass the QR code over the user registration card scanner.

○ Next, the display screen shows illustrations of [みなし再入国(Special Re-Entry)] and [再入国 (Re-Entry)]. Touch and select [再入国(Re-Entry)].

○ Then, pass the QR code of re-entry permit seal over the user registration card scanner according to the guidance on the display.

○ Last, according to the guidance on the display, provide your fingerprints by pressing the two fingers whose prints were registered against the fingerprint scanner until it clicks.

○ After the fingerprints are authenticated, the official will open the gate. Go to the examination booth and provide the official with your passport and a completed immigration card for re-entry (hereinafter referred to as the "RE Card"). If you need an official stamp, please ask the official.

○ The official will return your passport.

The process is over.

(In cases of departure from Japan with special re-entry)

○ The display screen at an automated gate shows illustrations of [パスポート(Passport)] and [利 用者登録証(User Registration Card)]. Touch and select [利用者登録証(user registration card)].

○ Open a page where a QR code is affixed near the registration stamp and pass the QR code of a [新利用者登録証(new user registration card) (registered no earlier than July 9, 2012)] over the user registration card scanner. If you do not have a new user registration card, you have to newly register yourself as a user, kindly be advised.

○ Next, the display screen shows illustrations of [みなし再入国(Special Re-Entry)] and [再入国 (Re-Entry)]. Touch and select [みなし再入国(Special Re-Entry)].

○ Last, according to the guidance on the display, provide your fingerprints by pressing the two fingers whose prints were registered against the fingerprint scanner until it clicks.

○ After the fingerprints are authenticated, the official will open the gate. Go to the examination booth and provide the official with your passport, Resident Card and a completed RE Card where the special re-entry purpose section is checked. If you need an official stamp, please ask the official.

○ The official will return your passport.

The process is over.

(In cases of entry in Japan with re-entry permit)

○ Touch and select either [パスポート(Passport)] or [利用者登録証(User Registration Card)] illustrated on the display screen at an automated gate. If your passport is not machine-readable, you cannot select [パスポート(Passport)], kindly be advised.

○ If you select [パスポート(Passport)], open a page showing your identification (a page with photo) of your passport and pass it over the passport scanner located in front of the automated gate according to the guidance on the display.

　　If you select [利用者登録証(User Registration Card)], open a page where a QR code is affixed near the registration stamp and pass the QR code over the user registration card scanner.

○ Next, the display screen shows illustrations of [みなし再入国(Special Re-Entry)] and [再入国(Re-Entry)]. Touch and select [再入国(Re-Entry)].

○ Then, pass the bar code of the RE Card over the user registration card scanner according to the guidance on the display.

○ Last, according to the guidance on the display, provide your fingerprints by pressing the two fingers whose prints were registered against the fingerprint scanner until it clicks. Then, turn to the camera for a headshot photo.

○ After the fingerprints are authenticated, the official will open the gate. Go ahead and provide the official with your passport and a completed RE Card. If you need an official stamp, please ask the official.

○ The official will return your passport.
The process is over.

(In cases of entry to Japan with special re-entry)

○ The display screen at an automated gate shows illustrations of [パスポート(Passport)] and [利用者登録証(User Registration Card)]. Touch and select [利用者登録証(user registration card)].

○ Open a page where a QR code is affixed near the registration stamp and pass the QR code of a [新利用者登録証(new user registration card) (registered no earlier than July 9, 2012)] over the user registration card scanner.

○ Next, the display screen shows illustrations of [みなし再入国(Special Re-Entry)] and [再入国(Re-Entry)]. Touch and select [みなし再入国(Special Re-Entry)].

○ Last, according to the guidance on the display, provide your fingerprints by pressing the two fingers whose prints were registered against the fingerprint scanner until it clicks. Then, turn to the camera for a headshot photo.

○After the fingerprints are authenticated, the official will open the gate. Go ahead and provide the official with your passport and a completed RE Card. If you need an official stamp, please ask the official.

○ The official will return your passport.

   The process is over.

※   At the departure and landing examination area in the south wing of Terminal 1 and the south exit of Terminal 2 of Narita Airport, only attended lane-type automated gates can be used, kindly be advised. (Unattended automated gates are only for the Japanese.)

8. Remarks for Use of Automated Gates

○ If you leave Japan on re-entry with no reserved re-entry (re-entry is not scheduled), you cannot use automated gates. Use a general departure examination booth.

○ If you use the automated gates, no immigration stamp will be placed on your passport unless requested at the examination booth. If you need an official stamp, please ask the official at the automated gate.

○ Automated gate users cannot receive an official stamp on a later day. If you need an immigration record later on, you have to request the Ministry of Justice to disclose the personal information (see Note). It will take a considerable period of time for procedures.

  Note: Request a disclosure to:（www.moj.go.jp/DISCLOSE/disclose05-05.html）
    Personal Information Protection Department, Secretarial Division, Minister's Secretariat, Ministry of Justice
    Address: 1-1-1, Kasumigaseki, Chiyoda-ku, Tokyo 100-8977
    Tel: 03-3580-4111 (extension 2034)
    Available hours: 9:30 a.m. to noon and 1:00 p.m. to 5:00 p.m. (Except Saturdays, Sundays and national holidays)

○ Automated gates user registration shall be acceptable until the day preceding the expiry date of the re-entry permit or the Resident Card, whichever is the later, or if the passport expires earlier, until the day preceding the expiry date of such passport.

  ※User registration with re-entry permit shall be acceptable until the expiry date of such permit.

※User registration with certificate of refugee travel shall be acceptable until the expiry date of such certificate.

(Please check the expiry date which is shown in the registration stamp placed on the passport.)

○ Fingerprints may not be authenticated from a dry, sweaty or injured finger.

○ If you want to continue using the automated gates in any of the following situations, you have to apply again for automated gates user registration.

・A new passport is acquired.

・Your name or other important status is changed.

・A new re-entry permit is acquired.

・One-time re-entry permit is used.

・A new Resident Card is acquired.

・Your status for stay in Japan is changed.

・Expiry of your passport is extended at a foreign diplomatic and consular office in Japan or the re-entry period is extended at a Japanese diplomatic office in a foreign country.

    Note: If you entered Japan with a re-entry permit extended at a Japanese diplomatic office in a foreign country and will leave Japan again, you have to acquire a new re-entry permit. (Re-entry permit is not required for departure with special re-entry permit.

    ・Because your re-entry permit is valid but has no space left for visa, official stamps are transferred to a new re-entry permit.

9. Procedures for Cancellation of Automated Gates User Registration

○ If you desire to cancel the user registration, complete an application for cancellation of automated gates user registration and submit it at any of the locations stipulated in Section 4. The application may be sent by post. (For post, indicate "application for cancellation of automated gates user registration enclosed" in red on an envelope and send it to the location where you registered yourself as a user.) Then, your registration will be cancelled and your fingerprint information will be deleted.

[By post to:]

Tokyo Regional Immigration Bureau, Inspection Coordination Department
5-5-30, Konan, Minato-ku, Tokyo 108-8255

Nagoya Regional Immigration Bureau, Inspection Coordination Department
5-18, Shoho-cho, Minato-ku, Nagoya City, Aichi Prefecture 455-8601

Osaka Regional Immigration Bureau, Inspection Coordination Department
1-29-53, Nanko-kita, Suminoe-ku, Osaka City, Osaka Prefecture 559-0034

Tokyo Regional Immigration Bureau, Narita Airport District Immigration Office, Inspection Coordination Department
6F, Passenger Terminal Building 2, Narita International Airport, 1-1 Aza-Furugome, Furugome, Narita City, Chiba Prefecture 282-0004

Tokyo Regional Immigration Bureau, Haneda Airport District Immigration Office, Inspection Coordination Department
CIQ Tower, Haneda Airport, 2-6-4 Haneda Airport, Ota-ku, Tokyo 144-0041

Nagoya Regional Immigration Bureau, Chubu Airport District Immigration Office, Inspection Coordination Department
CIQ Tower, 1-1 Centrair, Tokoname City, Aichi Prefecture 479-0881

Osaka Regional Immigration Bureau, Kansai Airport District Immigration Office, Inspection Coordination Department
1, Senshu Kuko Naka, Tajiri-cho, Sennan-gun, Osaka Prefecture 549-0011

10. Remarks on Cancellation of Automated Gates User Registration

○ No application for cancellation by agent shall be accepted.

○ The automated gates cannot be used upon expiry of user registration.

○ Also, they cannot be used if any of the landing refusal causes stipulated in Article 5 of the Immigration Control and Refugee Recognition Act is applied before expiry of the automated gates user registration or if a registered passport proves to be void due to loss or theft.

> Even if a lost passport is found later, the automated gates cannot be used, kindly be advised.

○ Notice of cancellation for user registration will be sent by mail to the address shown in the application. (Notice may not be sent in the event of a warrant of arrest or the like, kindly be advised.) Any address changed after registration may be notified.

○ If you already registered yourself as a user and desire to register your fingerprint again by reason of failed authentication or the like, you have to cancel the registration and register yourself anew as a user.

[Contact telephone numbers for the automated gates]

○ Tokyo Regional Immigration Bureau: Inspection Coordination Department, 03-5796-7251

○ Nagoya Regional Immigration Bureau: Inspection Coordination Department, 052-559-2112

○ Osaka Regional Immigration Bureau: Inspection Coordination Department, 06-4703-2100 (general switchboard)

○ Narita Airport District Immigration Office: General Affairs Department, 0476-34-2222 (general switchboard)

Inspection Coordination Department, 0476-34-2211

○ Haneda Airport District Immigration Office: Inspection Coordination Department, 03-5708-3211

○ Chubu Airport District Immigration Office: Inspection Coordination Department, 0569-38-7413

○ Kansai Airport District Immigration Office: Inspection Coordination Department, 072-455-1457