

**Information Guide for the Automated Gates**  
**(For Foreign Nationals entering and departing using re-entry permission, etc.)**

Immigration Bureau, Ministry of Justice

This information guide is intended for foreign nationals currently residing in Japan who wish to register as a user of the automated gates. Please carefully read the contents and contact the officer in charge if you have any questions.

**1. Location of the automated gates**

- Narita Airport (Terminal 1 (PTB 1) and Terminal 2 (PTB 2))  
(No automated gates in Terminal 3 (PTB 3))
- Haneda Airport
- Chubu Airport
- Kansai Airport

**2. Foreign nationals eligible to use the automated gates**

- Foreign nationals in possession of a valid passport and re-entry permission
- Foreign nationals in possession of a valid re-entry permit or refugee travel document
- Foreign nationals in possession of a valid passport and residence card or special permanent resident certificate (including alien registration certificates deemed to be equivalent to the special permanent resident certificate), and who wish to enter or depart from Japan using special re-entry permission.

Please note foreign nationals residing with the status of residence of “Diplomat” or “Official”, foreign nationals who are members of staff of the Japanese office of the Association of East Asian Relations or members of staff of the Permanent General Mission of Palestine in Japan, or family members thereof who belong to the same household, are not required to submit a residence card, etc., but foreign nationals residing with the status of residence of “Official (within 3 months)” are required to have re-entry permission.

**3. Foreign nationals wishing to register as a user of the automated gates**

Foreign nationals wishing to register as a user of the automated gates are required to

apply for registration to become a user of the automated gates in accordance with the provisions of the Immigration Control and Refugee Recognition Act and the Ordinance for Enforcement of the same Act as well as this Information Guide at the pre-designated registration place (hereinafter referred to as “designated registration counter”).

If you have registered as a user, you will be able to use the automated gates at any of the airports, which have the automated gates.

#### **4. Designated registration counters for user registration of the automated gates**

- Tokyo Regional Immigration Bureau
  - Nagoya Regional Immigration Bureau
  - Osaka Regional Immigration Bureau
  - Narita Airport District Immigration Office, Tokyo Regional Immigration Bureau
  - Haneda Airport District Immigration Office, Tokyo Regional Immigration Bureau
  - Chubu Airport District Immigration Office, Nagoya Regional Immigration Bureau
  - Kansai Airport District Immigration Office, Osaka Regional Immigration Bureau
- \* Please see the attached list for registration acceptance times and specific locations

#### **5. Procedures for user registration of the automated gates**

##### **(1) Required documents**

- Passport (including the re-entry permission) or refugee travel document
- Application form for registration as user of the automated gates (for foreign nationals intending to re-enter Japan)
- Residence card, etc. (Foreign nationals residing with the status of residence of “Diplomat” or “Official”, foreign nationals who are members of staff of the Japanese office of the Association of East Asian Relations or members of staff of the Permanent General Mission of Palestine in Japan, or family members thereof who belong to the same household, are not required to submit a residence card, etc., but foreign nationals residing with the status of residence of “Official (within 3 months)” are required to have re-entry permission.)

##### **(2) Method of registration**

- Fill out the application form.
- Read this Information Guide carefully, and then if you agree to accept the contents, sign the applicable areas of the application form.
- Submit your application form, passport (or refugee travel certificate) and your residence card, etc. to the officer in charge at the designated registration counter.

- Following the instructions of the officer in charge, provide the fingerprints for your index finger on both hands and your facial photograph using the purpose-built equipment.
- Once you have finished the registration, the officer in charge will hand back your passport to which a registration stamp and QR code label will be affixed.

Please note that the words “For Special Re-entry” will be printed in the lower part of the QR code, but these letters will be deleted in the case of foreign nationals to whom special re-entry does not apply.

### **(3) Guidance for registration completion**

In some cases, it will not be possible to complete the registration application procedure at the time of the submission of your application. In such case, you will receive a notification of the results a few days later, and if you receive a notification to the effect that your registration is now complete, please come to the designated registration counter, which is given in the notification, at your earliest convenience.

## **6. Points to note when registering as a user of the automated gates**

- **Foreign nationals listed on another person’s passport will not be able to register as a user of the automated gates**  
At the time of use of the automated gates, a search will be conducted of the foreign national registered with the passport number, and therefore foreign nationals who do not possess their own passport but are listed on the passport of a family member will not be able to register as a user of the automated gates since they do not have their own individual passport number. In cases where the main holder of a joint name passport registers as a user of the automated gates, the registered user will only be able to use the automated gates unaccompanied.
- **Foreign nationals who are unable to provide the fingerprints of both hands will not be allowed to register as a user of the automated gates.**  
At the time of use of the automated gates, the identity of registered foreign nationals will be authenticated using the fingerprints of the fingers of both hands, but if none of the fingerprints of one hand can be provided, such as in cases where all of the fingers of one hand are missing or injured, such foreign national will not be able to register as a user due to insufficient authentication.  
Persons who are unable to provide the fingerprints of their index finger will be asked to provide one fingerprint in lieu of the fingerprint of the index finger in the

order of the middle finger, ring finger, little finger and thumb.

In addition, even if the reason for why a foreign national is unable to provide a fingerprint is because of a temporary injury, use of the automated gates requires the provision of the fingerprint of the same finger as the registered fingerprint, and therefore foreign nationals who have registered a fingerprint other than the fingerprint for the index finger should bear this point in mind.

- **Persons, who are unable to provide their fingerprints by themselves or who are unable to operate the machine by themselves at the time of use of the automated gates, will not be able to use the automated gates.**

Due to security issues, only one person will be able to go through the automated gates at one time. Therefore, persons who are unable to provide their fingerprints by themselves will not be allowed to use the automated gates.

- **In some cases, children will not be able to register their fingerprints or authentication might not be possible at the automated gates.**

There are no age restrictions on use, but persons, who are unable to provide their fingerprints by themselves or who are unable to operate the machine by themselves at the time of use of the automated gates, will not be able to use the automated gates. In addition, in some cases children up to the age of 12 will not be able to register their fingerprints since their fingerprints might not yet be stable enough. (Please note children who were able to register might not necessarily be authenticated at the automated gates.)

- **Information, including the fingerprints provided at the time of the registration, will be treated as personal information, as provided for in the Act on the Protection of Personal Information Held by Administrative Organs, and shall not be used or provided beyond the possible extent prescribed in the same Act.**

## **7. Instructions on use of the automated gates**

**(Cases of departing from Japan with re-entry permission)**

- There is a passport reader in front of the automated gates. Following the instructions on the screen, first, open your passport to the bio page (page with your photograph), and place the page on the passport reader. Alternatively, open your passport to the page with the QR code, which will be affixed near the registration stamp, and place the QR code over the user registration certificate reader.
- Next, the display screen will show “Special Re-Entry” and “Re-Entry” so select “Re-entry”.

- Then, following the instructions on the screen, place the QR code of the re-entry permission stamp over the user registration certificate reader.
- Finally, following the instructions on the screen, put the fingerprint part of your two registered fingerprints on the fingerprint reader, and submit your fingerprints by lightly pressing down on the fingerprint reader.
- An officer will open the gate once your authentication is complete, so proceed to the officer at the examination booth, and hand over your passport and your embarkation card for re-entrants (referred to below as “RE card”) having filled in all of the applicable parts beforehand. At such time, if you require a seal of verification, please tell the officer to such effect.
- The officer will return your passport.
- ✧ The procedure is now complete.

**(Cases of departing from Japan with special re-entry permission)**

- There is a passport reader in front of the automated gates. Following the instructions on the screen, first, open your passport to the bio page (page with your photograph), and place the page on the passport reader. Alternatively, open your passport to the page with the QR code which will be affixed near the registration stamp and place the QR code for the “Automated Gate User card compatible with Special Re-entry” (issued to registered users from July 9, 2012) over the user registration certificate reader. Please note, in such case, foreign nationals who do not have a User Registration Certificate for Special Re-entry will be required to register once again as a registered user.
- Next, the display screen will show “Special Re-Entry” and “Re-Entry” so select “Special Re-entry”.
- Finally, following the instructions on the screen, put the fingerprint part of your two registered fingerprints on the fingerprint reader, and submit your fingerprints by lightly pressing down on the fingerprint reader.
- An officer will open the gate once your authentication is complete, so proceed to the officer at the examination booth, and hand over your passport, residence card, etc., and your RE card (having checked the box for intention to re-enter Japan with special re-entry permission, or having filled in the intended period out of Japan) having filled in all of the applicable parts beforehand. At such time, if you require a seal of verification, please tell the officer to such effect.
- The officer will return your passport.
- ✧ The procedure is now complete.

**(Cases of entering Japan with re-entry permission)**

- There is a passport reader in front of the automated gates. Following the instructions on the screen, first, open your passport to the bio page (page with your photograph), and place the page on the passport reader. Alternatively, open your passport to the page with the QR Code which will be affixed near the registration stamp, and place the QR Code over the user registration certificate reader.
- Next, the display screen will show “Special Re-Entry” and “Re-Entry” so select “Re-entry”.
- Then, following the instructions on the screen, place the barcode for the RE card stamp over the user registration certificate reader.
- Finally, following the instructions on the screen, put the fingerprint part of your two registered fingerprints on the fingerprint reader, and submit your fingerprints by lightly pressing down on the fingerprint reader. In addition, a photograph will be taken of your face afterwards so please face the camera.
- An officer will open the gate once the authentication is complete, so proceed to the officer at the examination booth, and hand over your passport and your RE card having filled in all of the applicable parts beforehand. At such time, if you require a seal of verification, please tell the officer to such effect.
- The officer will return your passport.
- ◇ The procedure is now complete.

**(Cases of entering Japan with special re-entry permission)**

- There is a passport reader in front of the automated gates. Following the instructions on the screen, first, open your passport to the bio page (page with your photograph), and place the page on the passport reader. Alternatively, open your passport to the page with the QR Code which will be affixed near the registration stamp and place the QR Code for the “Automated Gate User card compatible with Special Re-entry” (issued to registered users from July 9, 2012) over the user registration certificate reader.
- Next, the display screen will show “Special Re-Entry” and “Re-Entry” so select “Special Re-entry”.
- Then, following the instructions on the screen, place the barcode for the RE card stamp over the user registration certificate reader.
- Finally, following the instructions on the screen, put the fingerprint part of your two registered fingerprints on the fingerprint reader, and submit your fingerprints by

lightly pressing down on the fingerprint reader. In addition, a photograph will be taken of your face afterwards so please face the camera.

- An officer will open the gate once the authentication of your fingerprints is complete, so proceed to the officer at the examination booth, and hand over your passport and your RE card having filled in all of the applicable parts beforehand. At such time, if you require a seal of verification, please tell the officer to such effect.
- The officer will return your passport.
- ◇ The procedure is now complete.

#### **8. Points to note when using the automated gates**

- If you simply wish to depart from Japan (with no intention of re-entry), you will not be able to use the automated gates so please use the regular examination booth.
- If you use the automated gates, you will not have a seal of verification of entry or departure affixed to your passport unless you make a specific request at the examination booth, and therefore, if you require a seal of verification, please notify an officer in order to have the stamp affixed at such time.
- You will not be able to request a seal of verification at a later date after using the automated gates, and therefore if you require an entry or departure record, you will have to make a request for disclosure of personal information with the Ministry of Justice\*.

Please note this procedure requires a considerable amount of time.

Note: Department for the request for disclosure

([www.moj.go.jp/DISCLOSE/disclose05-05.html](http://www.moj.go.jp/DISCLOSE/disclose05-05.html))

Personal Information Section, Secretarial Division, Minister's Secretariat,  
Ministry of Justice

Address: 1-1-1 Kasumigaseki, Chiyoda-ku, Tokyo 100-8977

Telephone number: 03-3580-4111 (Ext. 2034)

Open hours: 9:30 to 12:00, 13:00 – 17:00 (except for Saturdays, Sundays  
and national holidays)

- The registration deadline for use of the automated gates is whichever comes later of the day before the expiration date of the re-entry permission or the day before the expiration date of the residence card, etc. However, if the expiration date of the passport, etc. comes earlier, then the deadline will be the day before the

expiration date of the passport.

\* The user registration using a re-entry permit will be up to the expiration date of the re-entry permission.

\* The user registration using a refugee travel certificate will be up to the expiration date of the refugee travel certificate.

(Please refer to the date, which can be found in the registration stamp affixed to your passport).

- It may not be possible to authenticate your fingerprints if your fingers are dry, sweaty or injured.

- If you wish to continue using the automated gates in the following cases, you will need to apply once again for registration as a user of the automated gates.

- You have acquired a new passport.
- There has been a change to your name.
- You have received new re-entry permission.
- You used a one-time use re-entry permission.
- You have been issued with a new residence card.
- Your status of residence has changed.
- ◇ You have extended the valid period of your passport at a foreign embassy or consulate in Japan, or you extended your re-entry permission period at an overseas Japanese embassy or consulate.

*(Note) If you enter Japan using the re-entry permission which was extended at an overseas Japanese embassy or consulate, you will need to receive new re-entry permission if you depart from Japan again (if you depart using special re-entry permission, re-entry permission is unnecessary).*

- You have a re-entry permit and the re-entry permission is still valid, but since there were no blank spaces available in the visa section of the permit, the seal of verification was transferred to a new re-entry permit.

## **9 Procedures for cancellation of user registration for the automated gates**

If you would like to cancel your user registration, please fill in a written request for cancellation of user registration for the automated gates and submit it at a designated registration counter. You can also send it by post (if you wish to send it by post, please write "Written Request for Cancellation of User Registration for the Automated Gates Enclosed" in red letters, and send it to the place where you registered as a user). Your



registration will be cancelled, and the facial photo and fingerprint data you provided will be deleted.

Postal address for posting the written request

- Inspection Coordination Department, Tokyo Regional Immigration Bureau  
5-5-30 Konan, Minato-ku, Tokyo 108-8255
- Inspection and Record Control Department, Nagoya Regional Immigration Bureau  
5-18 Shoho-cho, Minato-ku, Nagoya City, Aichi Prefecture 455-8601
- Inspection Control Department, Osaka Regional Immigration Bureau  
1-29-53 Nankou Kita, Suminoe-ku, Osaka City, Osaka 559-0034
- Inspection Coordination Department, Narita Airport District Immigration Office,  
Tokyo Regional Immigration Bureau  
Narita Airport Second Terminal Bldg., 6th Floor, 1-1 Furugome, Narita City, Chiba  
Prefecture 282-0004
- Inspection Coordination Department, Haneda Airport District Immigration Office,  
Tokyo Regional Immigration Bureau  
Haneda Airport CIQ Bldg. 2-6-4 Haneda-kuko, Ota-ku, Tokyo 144-0041
- Inspection and Coordination Department, Chubu Airport District Immigration  
Office, Nagoya Regional Immigration Bureau  
3rd Floor, CIQ Bldg., 1-1 Centrair, Tokoname City, Aichi Prefecture 479-0881
- Inspection and Coordination Department, Kansai Airport District Immigration  
Office, Osaka Regional Immigration Bureau  
1 Senshu-Kuko-Naka, Tajiri-cho, Sennan-gun, Osaka 549-0011

**10. Points to note relating to cancellation of user registration for the automated gates**

- Another person cannot request the cancellation of your registration on your behalf.
- You will not be able to use the automated gates once the registration deadline for the automated gates has passed.  
You will not be able to use the automated gates if you have come under the grounds for denial of landing provided for in Article 5 of the Immigration Control and Refugee Recognition Act before the registration deadline for the automated gates. The same will apply if it has come to our attention that your passport has become invalid owing to your registered passport being lost or stolen.
- Please note that you will not be able to use the automated gates even if you find

your lost passport.

- A notification to the effect that your user registration has been cancelled will be posted to the place of residence given in your application form (Please note that a notification might not be sent out in cases where an arrest warrant has been issued.)
- It is also possible to submit a notification of change of place of residence after the registration.
- If a person who has already registered wishes to re-register his or her fingerprints owing to problems with fingerprint authentication, etc., such person must re-apply to register as a user after cancelling the previous registration.

**Telephone numbers for inquiries about the automated gates**

- Tokyo Regional Immigration Bureau ... Inspection Coordination Department (03-5796-7251)
- Nagoya Regional Immigration Bureau ... Inspection and Record Control Department (052-559-2112)
- Osaka Regional Immigration Bureau ... Inspection Control Department (06-4703-2152)
- Narita Airport District Immigration Office ... Inspection Coordination Department (0476-34-2211)
- Haneda Airport District Immigration Office ... Inspection Coordination Department (03-5708-3211)
- Chubu Airport District Immigration Office ... Inspection and Coordination Department (0569-38-7413)
- Kansai Airport District Immigration Office ... Inspection and Coordination Department (072-455-1457)

End

List of automated gate user registration counters  
(Foreign nationals entering and departing using re-entry permission, etc.)

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	Registration counter	Service hours
Narita Airport	Next to Information Center in the Central Building of Terminal 1	8:00~16:00
	Departure examination area of Terminal 1 (See note 1)	8:00~21:00
	Landing examination area of Terminal 1	8:00~17:00
	Group counter 33 of the north wing Departure Lobby for International Flights on the 3rd floor of Terminal 2	8:00~16:00
	Departure examination area of Terminal 2 (See note 1)	8:00~21:00
	Landing examination area of Terminal 2	8:00~17:00
Haneda Airport	Next to Check-in counter A in the Departure Lobby on the 3rd floor of the International Flights Terminal	8:00~17:00
	Each departure examination area (See note 1)	8:00~21:00
	Immigration Bureau administration office in the landing examination area	8:00~16:00
Chubu Centrair Airport	In the vicinity of Check-in counter A on the 3rd floor (See note 2)	9:00~16:00
	Departure examination area (See note 1)	8:00~21:00
Kansai Airport	Inside the CIQ PR room of the Departure Lobby for International Flights on the 4th floor of Terminal 1	8:00~21:00
	North and South departure examination areas on the 3rd floor of Terminal 1 (See note 1)	8:00~21:00
	North and South landing examination areas in the 2nd floor of Terminal 1	8:00~16:00
	Next to the Check-in Lobby for International Flights on the 1st floor of Terminal 2	8:00~16:00
	Departure examination area of Terminal 2 (See note 1)	8:00~16:00
	Landing examination area of Terminal 2	8:00~16:00
Tokyo Regional Immigration Bureau	2nd floor Re-entry application counter (See note 2)	9:00~16:00
Nagoya Regional Immigration Bureau	2nd floor Automated gates user registration counter (See note 2)	
Osaka Regional Immigration Bureau	3rd floor Inspection control department (counter in charge of entry and departure) (See note 2)	

(Note 1) You will only be able to go to the departure examination area after you have completed the boarding procedures for the airline you are using, and after you have passed the security measures. (You will not be able to go back out to the ordinary areas after you have passed through to the departure examination area.)

(Note 2) Closed on Saturdays, Sundays, National holidays, and December 29 through to January 3.