

# Users' Guide to the Automated Gates (For Foreign Nationals)

Ministry of Justice, Immigration Bureau

**This guide is for foreign nationals who wish to use the automated gates. Please read the contents given below carefully and if you have any questions, please contact one of our representatives.**

## 1. Installation Sites of the Automated Gates

- Narita Airport: Every embarkation and disembarkation inspection area at Terminal 1 and Terminal 2
- Haneda Airport: Embarkation and disembarkation inspection area
- Chubu Airport: Embarkation and disembarkation inspection area
- Kansai Airport: Every embarkation and disembarkation inspection area at North and South Wing

## 2. Potential Users of the Automated Gates

- Holders of a valid passport and re-entry permission
- Holders of a valid re-entry permit or refugee travel documents

## 3. User Registration for the Automated Gates

Those who wish to use the automated gates need to register themselves in advance as users at a designated registration office in accordance with the provisions of the Immigration Control and Refugee Recognition Act, its enforcement regulations and this users' guide.

Please note that the user registration is acceptable only on the very day of your departure at Narita and Chubu Airport, because the user registration locations are at the embarkation inspection area. Please also note that the user registration is not acceptable at embarkation inspection area at Haneda and Kansai Airport, because the user registration is acceptable before Security Check.

## 4. User Registration Times and Locations for the 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: Entry and Departure Inspection counter on the 3rd floor, 9:00 to 16:00 (Except Saturdays, Sundays, National Holidays and Dec. 29 to Jan. 3)
- Narita Airport: Every embarkation inspection area at Terminal 1 and Terminal 2, 8:00 to 17:00
- Haneda Airport: Next to the Counter A for Group Tourist on the 3rd floor Departure Lobby, 8:00 to 16:00
- Chubu Airport: Embarkation inspection area, 8:00 to 21:00
- Kansai Airport: Next to the CIQ PR Room in front of the meeting point at North Departures on the 4th floor, 8:00 to 16:00

## 5. Registration Procedures for Users of the Automated Gates

### (1) Required Items

- Passport (including the re-entry permit) or refugee travel documents
- Application form for user registration of the automated gates (For Foreign Nationals)

**(2) How to Register**

- Fill in the application form.
- After reading this users' guide carefully and having understood its contents, sign the application form to indicate your consent to the terms and conditions therein.
- Submit the application form and your passport (or refugee travel documents) to the registration office.
- Following the officer's instructions, provide the fingerprints of both hands (index fingers) and a facial photograph using the office's special equipment.
- After completing the registration, the officer will return your passport with a stamp that represents completion of the registration. For those who do not have a machine readable passport, a QR code sticker will be attached to the passport in addition to this stamp.

**(3) Notification of Completion of Registration**

Due to procedural circumstances, you may not be able to complete your registration at the site where you apply. In that event, we will notify you of the results by mail at a later date. Those who receive notification may visit any of the registration counters listed on the notification at their convenience.

**6. Points to Consider Regarding User Registration for the Automated Gates**

- **If your name is included on a family member's passport, you will not be eligible to register yourself as a user of the automated gates.**

When using the automated gates, the user will be recognized by his or her passport number. However, those who do not have their own passport and whose names are included on a family member's passport do not have an independent passport number and are not eligible for registration as a user of the automated gates. In the case of the holder of a passport including other people's names wishing to register, the passport holder will only be able to register when he or she uses the automated gates alone.

- **In cases where you are physically unable to provide fingerprints for the fingers of both hands, you will not be allowed to register yourself as a user of the automated gates.**

When using the automated gates, the user's identification will be confirmed (authenticated) using the fingerprints of both hands. However, users who are unable to provide the fingerprints for one hand for reasons such as loss of all the fingers on one hand will not be allowed to register as it will not be possible to authenticate the user's ID in this case.

Users who are unable to provide the fingerprint of their index finger should provide the fingerprint of their middle finger, fourth finger, little finger or thumb in this order.

Users who are unable to provide fingerprints due to a temporary injury still need to be identified with the fingerprints of the same fingers as those provided during registration when using the automated gates. Please note this if you have provided fingerprints of fingers other than your index fingers.

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

Although there is no age restriction for using the automated gates, in some cases, children under 12 years old may not be able to register their fingerprints since their fingerprints are not permanent as yet. (Please note that even when children have registered, they may not be authenticated at the automated gates.)

- **Those who cannot provide their fingerprints by themselves at the automated gates cannot use the gate.**

Due to the security problem, two or more people cannot go through the gates at the same time.

Therefore, those who are unable to provide their fingerprints by themselves will not be able to use the gates.

**○ Information including fingerprints provided during the registration will be treated as personal information regulated by the laws on protection of personal information held by the administrative organs, and under this law, the information will not be used or provided beyond the legally allowed scope.**

## **7. How to Use the Automated Gates**

### **(Upon embarkation)**

- In front of the automated gate, there is a passport and fingerprint scanning device. Firstly, open the ID information page of your passport (the page with your photograph attached) and hold it over the passport scanning device following the instructions which appear on the screen. (For holders of a non-machine readable passport, open the page with the QR code attached near the stamp that represents completion of the registration and hold it over the QR code scanning device.)
- Secondly, following the instructions which appear on the screen, hold the QR code on the re-entry permit sticker over the QR code scanning device.
- Then, following the instructions which appear on the screen, provide the fingerprints of the two fingers which you have registered by the fingerprint scanning device.
- After you have been authenticated, the official opens the gate. Please proceed and hand him or her your passport and completed RE card. At this time, if you need an authorized seal, please ask the official.
- The official returns your passport.

This concludes the embarkation procedure.

### **(When re-entering Japan)**

- In front of the automated gate, there is a passport, fingerprint and facial photograph scanning device. Firstly, open the ID information page of your passport (the page with your photograph attached) and hold it over the passport scanning device following the instructions which appear on the screen. (For holders of a non-machine readable passport, open the page with QR code attached near the stamp that represents completion of the registration and hold it over the QR code scanning device).
- Secondly, following the instructions which appear on the screen, hold the bar code on the RE card over the bar code scanning device.
- Then, following the instructions which appear on the screen, provide the fingerprints of the two fingers which you have registered by the fingerprint scanning device. In addition, your facial photograph will be taken, so please turn your head towards the camera.
- After you have been authenticated, the official opens the gate. Please proceed and hand him or her your passport and completed RE card. At this time, if you need an authorized seal, please ask the official.
- The official returns your passport.

This concludes the re-entry procedure.

- ※ At embarkation and disembarkation inspection areas at South Wing of Terminal 1 and South Gate of Terminal 2, Narita Airport, foreign nationals may only use the manned lane automated gates. (Unmanned box type automated gates are only for Japanese.)

## 8. Points to Consider When Using the Automated Gates

- In the case of simply leaving Japan (without the intention of re-entering), you will not be able to use the automated gates. Please use the regular embarkation inspection booth.
  - When you use the automated gates, unless you so request, we will not stamp an authorized seal of embarkation/disembarkation in your passport. If you need a seal, ask the official to stamp it at this time.
  - Since you cannot receive an authorized seal after using the automated gates, if you need a record of embarkation/disembarkation after that, you will need to place a request with the Ministry of Justice to disclose personal information (※). Please note this procedure requires a considerable length of time.
    - (※) Contact point ([www.moj.go.jp/DISCLOSE/disclose05-05.html](http://www.moj.go.jp/DISCLOSE/disclose05-05.html))  
Section of Personal Information Protection, Secretarial Division, Minister's Secretariat,  
Ministry of Justice  
Address: 1-1-1 Kasumigaseki Chiyoda-ku, Tokyo 100-8977  
TEL: 03-3580-4111 (ext.2034)  
Hours: 9:30-12:00, 13:00-17:00 (Except Saturdays, Sundays and National Holidays)
  - The time limit for user registration for the automated gates is one day before the expiration date of your passport or re-entry permission, whichever comes earlier.  
Please note that the expiration date for the automated gates is stated inside the registration stamp stamped in your passport.
  - If you wish to continue to use the automated gates in the following cases, you need to re-register yourself as a user of the automated gates.
    - When you obtain a new passport.
    - When you have received new re-entry permission.
    - When you have used SINGLE re-entry permission.
    - When you have extended the expiration date of your passport at a diplomatic mission in Japan, or when you have extended the expiration date of your re-entry permission at any of the Japanese diplomatic missions overseas.
- (Attention) The re-entry permission which have extended at any of the Japanese diplomatic missions overseas would lose its validity when entering Japan. If you wish to go abroad again, you need to receive new re-entry permission.
- When holders of a valid re-entry permit have had their authorized seals transferred to a new re-entry permit for reasons such as a lack of blank visa pages for the re-entry permit.

## 9. Procedures to Delete Your Registration as a User of the Automated Gates

- If you wish to delete your registration as a user of the automated gates, complete the application for cancellation of user registration and submit it to any of the locations listed in section 4. You can also mail the form. (In the case of mailing the form, write “Includes an application for deletion of user registration of the automated gates” in red ink and mail it to the address of the office where you registered.) Your registration and the fingerprint information you provided will be deleted.

[Mailing Address]

Tokyo Regional Immigration Bureau, Inspection Coordination Department  
5-5-30 Konan, Minato-ku, Tokyo Pref. Post Code: 108-8255

Nagoya Regional Immigration Bureau, Employment Inspection Department, Inspection Coordination Team

5-18 Shoho-cho, Minato-ku, Nagoya-shi, Aichi Pref. Post Code: 455-8601

Osaka Regional Immigration Bureau, Inspection Coordination Department

1-29-53 Nanko Kita, Suminoe-ku, Osaka-shi, Osaka Pref. Post Code: 559-0034

Narita Airport District Immigration Office, Inspection Coordination Department

Narita Airport Terminal Building 2, 6F, 1-1 Furugome, Narita City, Chiba Pref. Post Code: 282-0004

Haneda Airport District Immigration Office, Inspection Coordination Department  
Haneda Airport CIQ Bldg., 2-6-4 Haneda Airport, Ota-ku, Tokyo Pref. Post Code: 144-0041

Chubu Airport District Immigration Office, Inspection Coordination Department  
CIQ Bldg., 1-1 Centrair, Tokoname-shi, Aichi Pref. Post Code: 479-0881

Kansai Airport District Immigration Office, Inspection Coordination Department  
1 Senshu-Kuko-Naka, Tajiri-cho, Osaka Pref. Post Code: 549-0011

#### **10. Points to Consider Regarding Deletion of User Registration**

- Applications for deletion by proxy will not be accepted.
- After the expiration date of user registration for the automated gates, your registration will be deleted, the fingerprint information you provided will also be erased, and you will not be able to use the automated gates.
- Even before the expiration date of user registration, you will not be able to use the automated gates in cases where the disembarkation refusal set forth in Article 5 of the Immigration Control and Refugee Recognition Act applies or when your passport which you registered has been invalidated due to its being lost or stolen.  
Please note that even if the passport is found after being lost, you will not be able to use the automated gates.
- Notification of the deletion of your registration will be mailed to the address you wrote in the application form. (Please understand that there are circumstances under which we will not notify you, such as when an arrest warrant has been issued.) We will accept change of address notifications after registration.

[Inquiry points on the automated gates]

- Tokyo Regional Immigration Bureau: Inspection Coordination Department, 03-5796-7251
- Nagoya Regional Immigration Bureau: Employment Inspection Department, Inspection Coordination Team, 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