

# **Making Online Residency Applications**

Basic Operation Manual

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# Introduction

## **Purpose of This Manual**

This manual explains how to make residency applications using the Online Residence Application System.

## **Who is This Manual For?**

- Foreign nationals making their own residency applications
- Legal representatives or family members making residency applications on behalf of foreign nationals

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# 1. Residency Application Flow Chart

You must register as a user before you can use the Online Residence Application System. Please read the *User Registration for Residency Applications* manual and register as a user before reading this manual.

After completing the user registration, you can make residency applications on the Online Residence Application System. Below is the sequence in which this manual describes the information needed to make residency applications on the Online Residence Application System.



## 2. Applications That Can be Submitted Together with Residency Applications

The following applications can be submitted at the same time as a residency application on the Online Residence Application System.

- Application for Re-Entry Permit
- Application for Permission to Engage in an Activity Other Than That Permitted under the Status of Residence Previously Granted

First, enter your name and other details for the residency application and upload your photograph and supporting documentation. Following this, you can make these two applications as necessary.

## 3. Residency Application Instructions

### Important

If you attempt to proceed to the next step in the residency application procedure while the current page has incomplete or incorrect entries, errors will appear in red. You will not be able to proceed to the next step while the errors are present.

**Simultaneous entry of application information (application for re-entry permission)**

Select application type (STEP 1) / **Identification details 1 (STEP 2-1)** / Identification details 2 (STEP 2-2) / Confirm entered information (STEP 3)  
/ Application information entry completed (STEP 4)

**Identification details 1 (STEP 2-1)**

WZBAM001E : Enter the information in the column marked with 

 **1** **Nationality/Region** Required

選択してください。 ▼

If an error appears during your application and you cannot proceed to the next step, find the field(s) indicated with a red exclamation mark  and re-enter your information.

 **Status of residence** Required

外交 Diplomat

Once you have corrected your entry, proceed to the next step.

## 3.1 Log In

- 1 Scan your Individual Number card with an IC card reader.
- 2 Click **Foreign national (applicant) / other** on the home page of the Online Residence Application System.

Login

- 外国人本人や法定代理人の方などが申請する場合は、「外国人本人・その他」のボタンを押下してください。
- 所屬機関の職員（個人事業主を含む）、弁護士・行政書士、公益法人の職員、登録支援機関の職員の方などが申請する場合は、「法人、弁護士・行政書士」のボタンを押下してください。

詳細については、[こちら](#)を御確認ください（入管庁HPに移動します。）。

Foreign national (applicant)/other

Corporation/Attorney/Administrative Procedures Legal Specialist

The *Enter Password* dialog will open on the user client software.

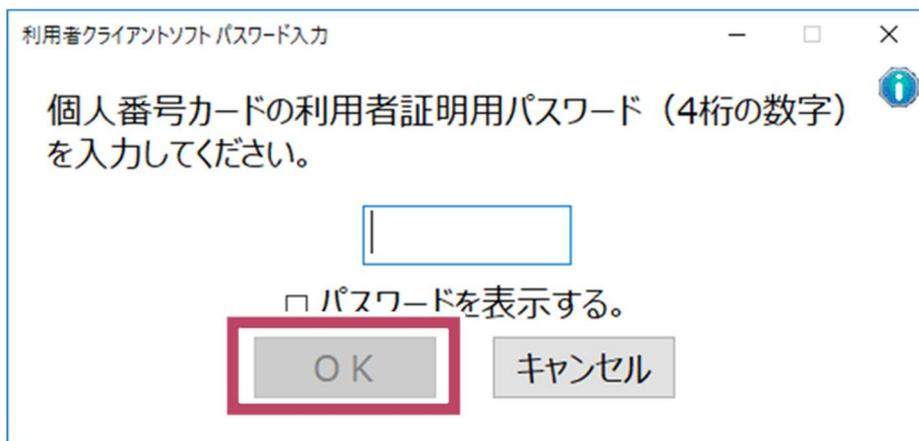
- 3 Enter your Individual Number card's Digital User ID PIN code. The Digital User ID PIN code consists of four digits.

利用者クライアントソフトパスワード入力

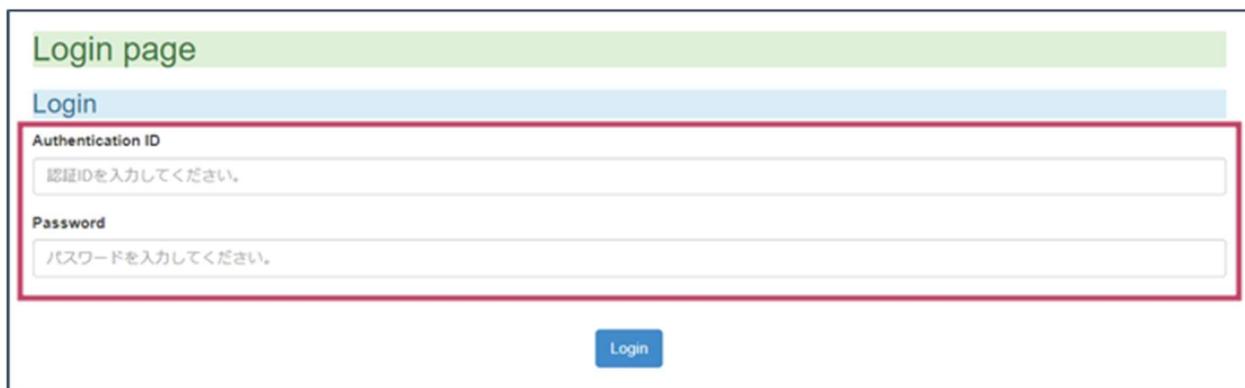
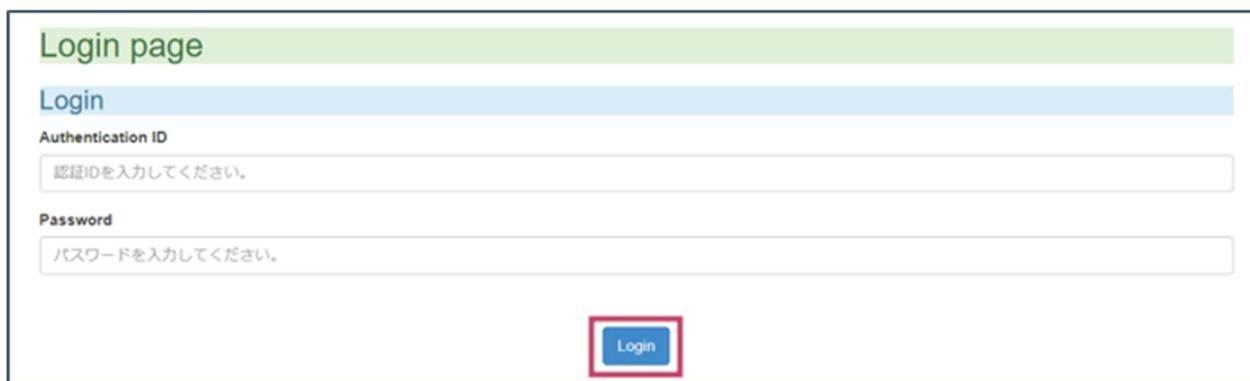
個人番号カードの利用者証明用パスワード（4桁の数字）  
を入力してください。

パスワードを表示する。

OK キャンセル

**4** Click **OK**.

The *Login* dialog will open.

**5** Enter your authentication ID and password.**6** Click **Login**.

The *Main Menu* page will open.

## 7 Click **Enter application information (Fill out application individually)**.

出入国在留管理庁  
Immigration Services Agency of Japan

在留申請オンラインシステム

User name : XXXXXXXXXX Time and date of your last login 2022/04/04 10:26 [Log out](#)

### Menu

#### Residence application

1 Enter application information (the screen for filling out applications individually)  
You can enter the items individually by pressing down the application information entry button

**Enter application information  
(Fill out applications individually)**

2 To enter the information for a blanket application, please press the button below.

The page will open where you select the type of application and other details.

## Enter application information

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / Identification details 2 (STEP 2-2)  
/ Details relating to activities (STEP 2-3) / Confirm entered information (STEP 3) / Application information entry completed (STEP 4)

### Application type and selection of status of residence (STEP 1)

**Application type** Required

申請種別を選択してください。

**Status of residence** Required

Please select "Researcher (transfer)" if you are a researcher transferring jobs from a foreign country.

在留資格を選択してください。

**Main activity in which the applicant is to engage**

Select in cases where you selected Highly-Skilled Professional (i) / Highly-Skilled Professional (ii) for the status of residence

主たる活動内容を選択してください。

Enter
Back

Please proceed to Section 3.2 — *Select Application Type*.

## 3.2 Select Application Type

- 1 Select the application type on the *Enter Application Information* page.

**Enter application information**

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / Identification details 2 (STEP 2-2)  
 / Details relating to activities (STEP 2-3) / Confirm entered information (STEP 3) / Application information entry completed (STEP 4)

**Application type and selection of status of residence (STEP 1)**

**Application type** Required

申請種別を選択してください。

**Status of residence** Required

Please select "Researcher (transfer)" if you are a researcher transferring jobs from a foreign country.

在留資格を選択してください。

**Main activity in which the applicant is to engage**

Select in cases where you selected Highly-Skilled Professional (i) / Highly-Skilled Professional (ii) for the status of residence

主たる活動内容を選択してください。

Enter
Back

No.	Field	Description
1	Application type	Select the type of application you wish to make from the list of application types.
2	Status of residence	Select your status of residence.
3	Main activity	If you selected Highly Skilled Professional as your status of residence, please select your main work activity.

## 2 Click **Enter**.

**Enter application information**

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / Identification details 2 (STEP 2-2)  
 / Details relating to activities (STEP 2-3) / Confirm entered information (STEP 3) / Application information entry completed (STEP 4)

**Application type and selection of status of residence (STEP 1)**

**Application type** Required

申請種別を選択してください。 ▼

**Status of residence** Required

Please select "Researcher (transfer)" if you are a researcher transferring jobs from a foreign country.

在留資格を選択してください。 ▼

**Main activity in which the applicant is to engage**

Select in cases where you selected Highly-Skilled Professional (i) / Highly-Skilled Professional (ii) for the status of residence

主たる活動内容を選択してください。 ▼

Enter

Back

The page will open where you enter your name and other details.

**Enter application information(Application for extension of period of stay)**

Application type and selection of status of residence (STEP 1) / **Identification details 1 (STEP 2-1)** / Identification details 2 (STEP 2-2)  
 / Details relating to activities (STEP 2-3) / Confirm entered information (STEP 3) / Application information entry completed (STEP 4)

**Identification details 1 (STEP 2-1)**

**1 Applicant's basic information**

**(1) Nationality/Region** Required

選択してください。 ▼

**(2) Name** Required

1-byte alphabetical letters(upper case), up to 104 letters, separate two words by a comma.

例)HOUMU,TARO

Please proceed to Section 3.3 — *Enter Your Name and Other Details*.

### 3.3 Enter Your Name and Other Details

- 1 Enter your name and other details on the *Enter Application Information* page.

**Enter application information(Application for extension of period of stay)**

Application type and selection of status of residence (STEP 1) / **Identification details 1 (STEP 2-1)** / Identification details 2 (STEP 2-2)  
 / Details relating to activities (STEP 2-3) / Confirm entered information (STEP 3) / Application information entry completed (STEP 4)

**Identification details 1 (STEP 2-1)**

1 Applicant's basic information

(1) Nationality/Region **Required**  
 選択してください。 [v]

(2) Name **Required**  
 Omit

(15) Income tax payment amount (most recent year)  
 例)1000 Thousand yen

(16) Method of receipt of residence card **Required**  
 郵送 Mailing  
 窓口 Regional office counter

(17) Name of the regional immigration services bureau office in cases of direct collection for the residence card  
 If you selected direct collection from the regional immigration bureau services office for the method of receipt of your residence card, this office will be the pick-up office  
 選択してください。 [v]

(18) Email address for the notification to be sent to the foreign national who is the applicant **Required**  
 1-byte alphanumeric letters and/or signs within 60 characters  
 例)abc@xyz.co.jp

Next Back

Information entered when you registered as a user will be pre-populated. Please fill in all other required fields.

No.	Field	Description
1	Nationality/Region	Enter your nationality.
2	Name	This field will be pre-populated with your name entered during user registration.
3	Sex	This field will be pre-selected with your sex entered during user registration.
4	Date of birth	The Year, Month, and Day fields will be pre-populated with your date of birth entered during user registration.

No.	Field	Description
5	Marital status	Select whether you are married or single.
6	Occupation	Enter your occupation.
7	Home town / city	Enter the town or city where you previously lived in your home country.
8	Address in Japan (prefecture and municipality)	These fields will be pre-populated with your address in Japan entered during user registration.
	Address in Japan (street address)	Please confirm that the Address in Japan (prefecture and municipality) field matches the address on your Residence Card. If the addresses do not match, please correct the address to match that on your Residence Card.
9	Telephone No.	Enter either your landline telephone number or your cellular phone or smartphone number.
	Cellular phone No.	
10	Email address	Enter your email address.
11	Passport number	Enter your passport number.
12	Date of expiration	Enter the date of expiration written in your passport.
13	Criminal record (in Japan / overseas)	Indicate whether or not you have ever been arrested or punished for a criminal act.  Indicate any criminal record in other countries.

No.	Field	Description
14	Family in Japan (father, mother, spouse, children, siblings, grandparents, uncle, aunt, or others) and cohabitants	<p>Indicate whether you have any family members in Japan or whether you live with another person in Japan.</p> <p>Enter the name and nationality of family members who you live with in Japan.</p> <p>Click <b>Add</b> to add extra lines to enter the name and nationality of all family members who you live with.</p>
15	Resident tax paid (in most recent year)	<p>Enter the amount of annual resident tax you last paid in Japan.</p> <p>Enter the amount paid in thousands of yen.</p> <p>For example, enter “10” if you paid approximately 10,000 yen and enter “500” if you paid approximately 500,000 yen.</p>
16	Method of receiving Residence Card	Select whether to have your Residence Card sent to you by postal mail or to pick it up at a regional immigration office counter.
17	Regional immigration office	If you wish to pick up your Residence Card at a regional immigration office counter, please select the regional immigration office.

## 2 Click **Next**.

### Enter application information(Application for extension of period of stay)

Application type and selection of status of residence (STEP 1) / **Identification details 1 (STEP 2-1)** / Identification details 2 (STEP 2-2)  
 / Details relating to activities (STEP 2-3) / Confirm entered information (STEP 3) / Application information entry completed (STEP 4)

#### Identification details 1 (STEP 2-1)

**1 Applicant's basic information**

(1) Nationality/Region Required

(2) Name Required

(15) Income tax payment amount (most recent year)  
 Thousand yen

(16) Method of receipt of residence card Required  
 郵送 Mailing  
 窓口 Regional office counter

(17) Name of the regional immigration services bureau office in cases of direct collection for the residence card  
If you selected direct collection from the regional immigration bureau services office for the method of receipt of your residence card, this office will be the pick-up office

(18) Email address for the notification to be sent to the foreign national who is the applicant Required  
1-byte alphanumeric letters and/or signs within 60 characters

The page will open where you enter your current status of residence.

### Enter application information(Application for extension of period of stay)

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / **Identification details 2 (STEP 2-2)**  
 / Details relating to activities (STEP 2-3) / Confirm entered information (STEP 3) / Application information entry completed (STEP 4)

#### Identification details 2 (STEP 2-2)

**1 Status of residence** Required

**2 Period of stay** Required

Please proceed to Section 3.4 — *Enter Your Current Status of Residence*.

## 3.4 Enter Your Current Status of Residence

- 1 Enter your current status of residence and other details on the *Enter Application Information* page.

**Enter application information(Application for extension of period of stay)**

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / **Identification details 2 (STEP 2-2)**  
/ Details relating to activities (STEP 2-3) / Confirm entered information (STEP 3) / Application information entry completed (STEP 4)

**Identification details 2 (STEP 2-2)**

**1 Status of residence** Required

選択してください. ▼

---

**2 Period of stay** Required

Omit

**Mobile phone number**

1-byte letters, up to 12 letters

0909012345678

---

**10 Name of the agent, etc. (online system user)** Required

例)法務太郎

Prior to submitting the application, please confirm with the applicant that he/she wants the application to be submitted.

The applicant's wish to apply has been confirmed with the applicant (or with the agent in the case of an application by an agent).  
(The statutory agent in cases of the application being submitted by a statutory agent)

Next
Back

No.	Field	Description
1	Status of residence	Select your current status of residence.
2	Period of stay	Select the period of stay of your current status of residence.
3	Date of expiration	Enter the final date you are permitted to stay in Japan under your current status of residence.
4	Residence Card number	Enter your Residence Card number.  If you do not have a Residence Card, enter your ED code in the next field.
5	ED Code (letters)	

No.	Field	Description
6	ED Code (numbers)	If you do not have a Residence Card, enter the code on the form (ED card) you filled out on arrival in Japan. Enter letters and numbers separately.
7	Desired period of stay	Select how long you wish to stay in Japan.
8	Reason for change of status of residence	Enter the reason for filing the residency application.

- 2** When a legal representative or family member is making a residency application on behalf of a foreign national, check the *I have confirmed the intention of the applicant (or his/her representative if applying by proxy) to make this application* check box.
- 3** When a legal representative or family member is making a residency application on behalf of a foreign national, click **Next**. When a foreign national is making his/her own application, click **Confirm**.

**Enter application information (Application for extension of period of stay)**

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / **Identification details 2 (STEP 2-2)**  
 / Details relating to activities (STEP 2-3) / Confirm entered information (STEP 3) / Application information entry completed (STEP 4)

**Identification details 2 (STEP 2-2)**

**1 Status of residence** Required  
 選択してください。

**2 Period of stay** Required  
 Omit

**Mobile phone number**  
 1-byte letters, up to 12 letters  
 09012345678

**10 Name of the agent, etc. (online system user)** Required  
 09)法務太郎

Prior to submitting the application, please confirm with the applicant that he/she wants the application to be submitted.

The applicant's wish to apply has been confirmed with the applicant (or with the agent in the case of an application by an agent).  
 (The statutory agent in cases of the application being submitted by a statutory agent)

**Next** Back

When a legal representative or family member is making a residency application on behalf of a foreign national, the page will open where you enter the occupation, place of employment, and other information about the foreign national. Please proceed to Section 3.5 — *Enter the Applicant's Occupation, Place of Employment, and Other Details*.

## Enter application information(Application for extension of period of stay)

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / Identification details 2 (STEP 2-2)  
/ **Details relating to activities (STEP 2-3)** / Confirm entered information (STEP 3) / Application information entry completed (STEP 4)

### Details relating to activities (STEP 2-3)

**1 Personal history**

**(1) Education (last school or institution)**  
Enter the name of the highest level educational institution which you graduated from

**Country of education** Required

本邦 Japan  
 外国 Foreign country

**Education (last school or institution)** Required

選択してください。 ▾

**Enter information if you selected "Others"**

例)〇〇学校卒業

When a foreign national is making his/her own application, the page will open where you confirm the entered information. Please proceed to Section 3.6 — *Confirm Entered Information*.

## Enter application information(Application for extension of period of stay)

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / Identification details 2 (STEP 2-2)  
/ Details relating to activities (STEP 2-3) / **Confirm entered information (STEP 3)** / Application information entry completed (STEP 4)

### Confirm entered information (STEP 3)

#### Contents of entry of identification details (STEP 2-1)

**1 Applicant's basic information**

**(1) Nationality/Region**

**(2) Name**

**(3) Sex**

**(4) Date of birth**

### 3.5 Enter the Applicant's Occupation, Place of Employment, and Other Details

When a legal representative or family member is making a residency application on behalf of a foreign national, the legal representative or family member must enter the occupation, place of employment, and other information about the foreign national. Enter the information required for the foreign national wishing to make a residency application.

When a foreign national is making his/her own residency application, the page to enter occupation, place of employment, and other information will not appear.

The required fields vary depending on the type of application. Follow the instructions on the screen and enter the status of residence and other required information.

- 1 Enter the foreign national's occupation, place of employment, and other details on the *Enter Application Information* page.

**Enter application information(Application for certificate Eligibility)**

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / Identification details 2 (STEP 2-2)  
 Details relating to activities (STEP 2-3) / Confirm entered information (STEP 3) / Application information entry completed (STEP 4)

**Details relating to activities (STEP 2-3)**

1 **Personal relationship or Status** Required

選択してください.

Enter information if you selected "Others"

2 **Spouse: marriage registration authority and the date of registration; Child: birth or adoption registration authority and the date of registration**

(1) **Japanese authorities for registration** Required

所在地、○○区役所

**Omit**

(4) **Telephone number**

Either a "landline number" or "mobile phone number" is required.  
 If you have neither, please enter a telephone number at which you can be reached during the day.  
 1-byte letters, up to 12 letters

☎0312345678

**Mobile phone number**

1-byte letters, up to 12 letters

☎09012345678

Confirm Back

No.	Field	Description
1	Personal information	Enter the foreign national's purpose for coming to Japan.
2	Notification location in Japan	Enter the location of the government office in Japan where forms were submitted pertaining to your marriage or child's birth.
3	Date of notification	Enter the Year, Month, and Day when the forms were submitted to the government office in Japan.
4	Notification location in home country	Enter the location of the government office in your home country where forms were submitted pertaining to your marriage or child's birth.
5	Date of notification	Enter the Year, Month, and Day when the forms were submitted to the government office in your home country.
6	Applicant's place of employment	<p>If the foreign national works in Japan, enter the following information about the foreign national's place of employment.</p> <ul style="list-style-type: none"> <li>• Name of the company where the applicant works</li> <li>• Branch or office where the applicant works if the company has multiple branches or offices</li> <li>• Address of the company</li> <li>• Telephone number of the company</li> <li>• Annual salary the applicant receives from the company</li> </ul> <p>If the applicant works at more than one company, enter the information above for the company where the applicant works the most hours.</p>

No.	Field	Description
7	Arrangements for covering expenses during stay	<p>Fill out the following information to indicate how money will be arranged to cover the foreign national's living expenses in Japan.</p> <ul style="list-style-type: none"> <li>• How will money be arranged for living expenses in Japan?</li> <li>• How much money will be arranged per month?</li> <li>• Will money be sent or brought over from another country? If money will come from another country, how much in yen will be brought to Japan, who will bring money and how much will they bring?</li> </ul> <p>If money is arranged by more than one method, click <b>Add</b> to add extra lines and enter information on all methods.</p>
8	Financial sponsor	<p>If a non-family member is arranging money to cover the foreign national's living expenses in Japan, please enter details about the person.</p> <p>If there is more than one financial sponsor, click <b>Add</b> to add extra lines and enter details on all financial sponsors.</p>
9	Family sponsor	<p>If a family member is arranging money to cover the foreign national's living expenses in Japan, please enter details about the person.</p>
10	Guarantor in Japan and contact information	<p>Enter details about the foreign national's guarantor in Japan (an individual living in Japan who has completed a Letter of Guarantee concerning the foreign national).</p>

## 2 Click **Confirm**.

### Enter application information(Application for certificate Eligibility)

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / Identification details 2 (STEP 2-2)  
 / **Details relating to activities (STEP 2-3)** / Confirm entered information (STEP 3) / Application information entry completed (STEP 4)

#### Details relating to activities (STEP 2-3)

**1 Personal relationship or Status** Required

選択してください。 ▾

Enter information if you selected "Others"

**2 Spouse: marriage registration authority and the date of registration; Child: birth or adoption registration authority and the date of registration**

**(1) Japanese authorities for registration** Required

例)なし、〇〇区役所

Omit

**(4) Telephone number**  
 Either a "landline number" or "mobile phone number" is required.  
 If you have neither, please enter a telephone number at which you can be reached during the day.  
 1-byte letters, up to 12 letters

#(0)0312345678

**Mobile phone number**  
 1-byte letters, up to 12 letters

#(0)9012345678

Confirm

Back

Please proceed to Section 3.6 — *Confirm Entered Information*.

## 3.6 Confirm Entered Information

### Important

Information entered on a residency application cannot be changed once the application is submitted. Therefore, please confirm thoroughly that all entered information is correct on this page.

- 1 Confirm that the information entered in *Personal Information 1 (Step 2-1)* is correct and complete.

Enter application information(Application for extension of period of stay)

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / Identification details 2 (STEP 2-2)  
 / Details relating to activities (STEP 2-3) / **Confirm entered information (STEP 3)** / Application information entry completed (STEP 4)

Confirm entered information (STEP 3)

Contents of entry of identification details (STEP 2-1)

1 Applicant's basic information

(1) Nationality/Region

(2) Name

Omit

(15) Method of receipt of residence card

郵送 Mailing

(16) Name of the regional immigration services bureau office in cases of direct collection for the residence card

(17) Email address for the notification to be sent to the foreign national who is the applicant

Edit

If you find a mistake, click **Edit**. This will return you to the page where you enter your information.

## 2 Confirm that the information entered in *Personal Information 2 (Step 2-2)* is correct and complete.

**Enter application information(Application for extension of period of stay)**

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / Identification details 2 (STEP 2-2)  
 / Details relating to activities (STEP 2-3) / **Confirm entered information (STEP 3)** / Application information entry completed (STEP 4)

**Confirm entered information (STEP 3)**

**Contents of entry of identification details (STEP 2-1)**

1 Applicant's basic information

(1) Nationality/Region

(2) Name

**Omit**

(15) Method of receipt of residence card

郵送 Mailing

(16) Name of the regional immigration services bureau office in cases of direct collection for the residence card

(17) Email address for the notification to be sent to the foreign national who is the applicant

**Edit**

If you find a mistake, click **Edit**. This will return you to the page where you enter your current status of residence.

## 3 The page *Matters Pertaining to Activities (Step 2-3)* will open in the following cases.

- ✓ When a legal representative or family member is making a residency application on behalf of a foreign national.
- ✓ When a foreign national is applying for one of the following statuses of residence:
  - Spouse or Child of a Japanese National
  - Child of a Permanent Resident
  - Long-Term Resident

When a foreign national is making his/her own residency application, the *Matters Pertaining to Activities (Step 2-3)* page will not appear unless it is an application for a foreign national with a status of residence of Spouse or Child of a Japanese National, Spouse or Child of a Permanent Resident, or Long-Term Resident.

4 If you have any additional comments, please add them in the Free area.

Free area

I have confirmed with the applicant (in the case of an application by an agent, the agent) and the representative of the educational institution that the contents of the application are true.

If you click on the application information entry button, you will not be able to check or change the contents of the application afterwards  
Please take notes and screenshots of the content of your application  
Please tick the box after you have noted down the contents of your application

I have noted down the contents of application

[Enter application information](#)

5 Once you have confirmed that all entered information is correct and complete, either take a memo of what you have written or print out the page.

6 Check the *I have recorded the details of my application separately* check box.

Free area

I have confirmed with the applicant (in the case of an application by an agent, the agent) and the representative of the educational institution that the contents of the application are true.

If you click on the application information entry button, you will not be able to check or change the contents of the application afterwards  
Please take notes and screenshots of the content of your application  
Please tick the box after you have noted down the contents of your application

I have noted down the contents of application

[Enter application information](#)

## 7 Click **Enter application information**.

Free area

I have confirmed with the applicant (in the case of an application by an agent, the agent) and the representative of the educational institution that the contents of the application are true.

If you click on the application information entry button, you will not be able to check or change the contents of the application afterwards  
Please take notes and screenshots of the content of your application  
Please tick the box after you have noted down the contents of your application

I have noted down the contents of application

[Enter application information](#)

The *Application Entry Complete* page will open.

## 8 Click **Go to the application information list**.

**Enter application information**

Application type and selection of status of residence (STEP 1) / Identification details 1 (STEP 2-1) / Identification details 2 (STEP 2-2)  
/ Details relating to activities (STEP 2-3) / Confirm entered information (STEP 3) / **Application information entry completed (STEP 4)**

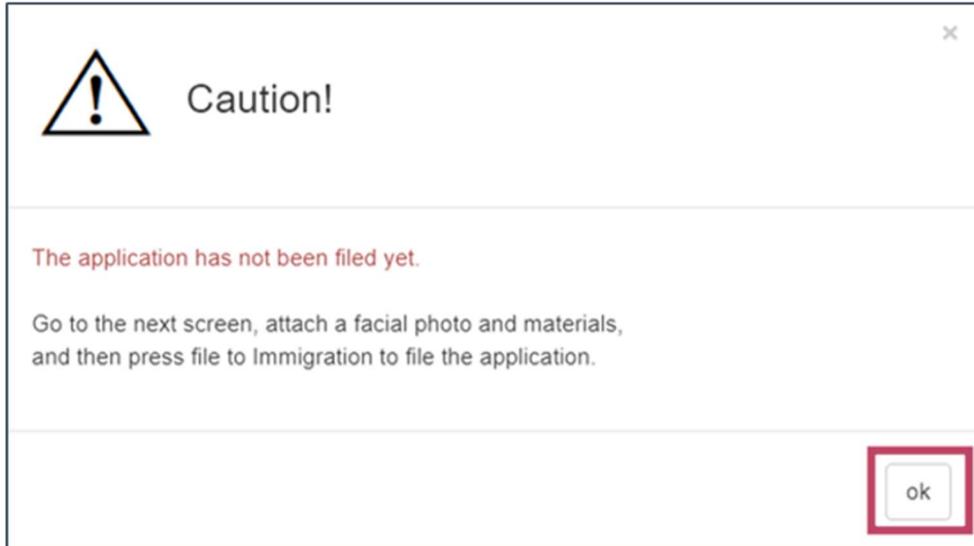
**Application information entry completed (STEP 4)**

Entry of the application information has been completed  
Select the "Application" button from the application information list, and submit your application

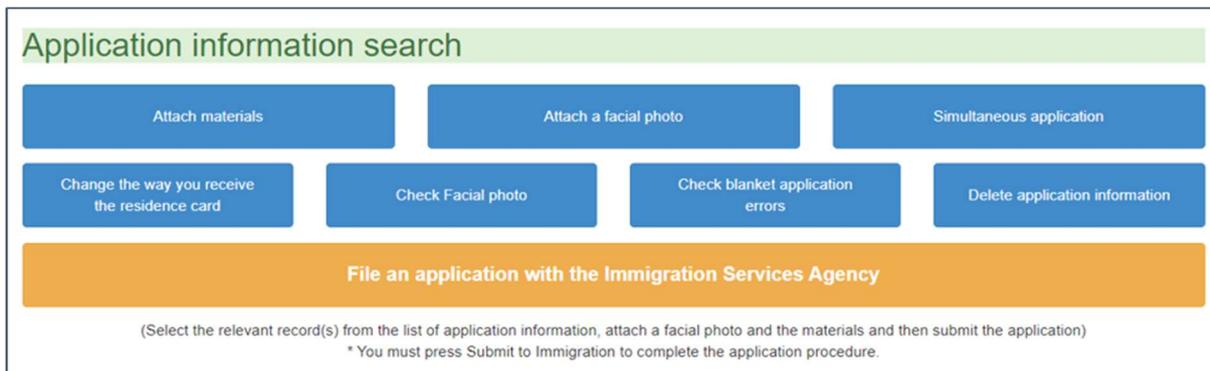
[Go to the application information list](#)

A *Caution* dialog will open. This is to warn you that your application is not yet complete. Be sure to proceed with the following steps.

**9** Click **ok**.



The *Application Menu* page will open.



Please proceed to Section 3.7 — *Upload Photograph*.

## 3.7 Upload Photograph

- 1 From the *Application Menu* page, select the application you wish to make.

Application information list								
Total no. of cases 1							<< 1 2 3 4 5 >>	
Currently displaying 1-1 cases								
Select	#	Receipt no.	Status of the application	Facial photo	Attached materials	Simultaneous application	Method of receipt	Preferred the regional
<input checked="" type="radio"/>	1	東オン E P22000000	入力完了（申請未了）	未登録	未登録	なし	郵送	

- 2 Click **Attach a facial photo**

### Application information search

Attach materials

Attach a facial photo

Simultaneous application

Change the way you receive the residence card

Check Facial photo

Check blanket application errors

Delete application information

**File an application with the Immigration Services Agency**

(Select the relevant record(s) from the list of application information, attach a facial photo and the materials and then submit the application)  
\* You must press Submit to Immigration to complete the application procedure.

The page to upload your photograph will open.

### 3 Click **Select File**.

**Attaching facial photo/method of receipt**

**Attach a facial photo**

Facial photo

ファイルを選択 選択されていません

**Method of receipt**

Method of receipt of residence card

郵送 Mailing  
 窓口 Regional office counter

Name of the regional immigration services bureau office in cases of direct collection for the residence card

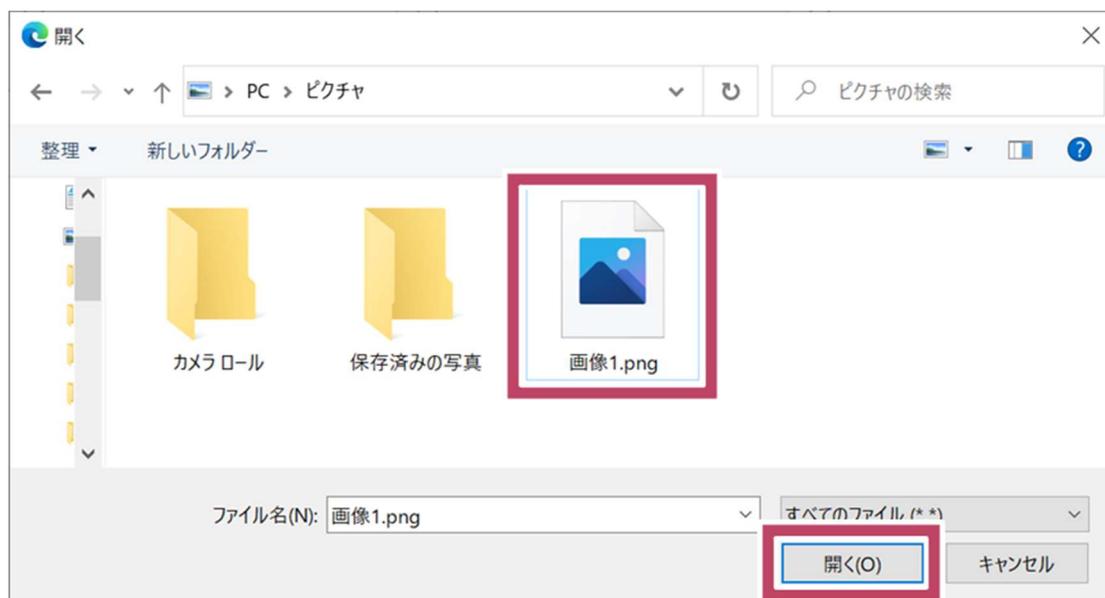
選択してください.

Registration Clear

Back

The dialog to select the photograph file to upload will open.

### 4 Select the photograph to be uploaded and click **Open**.



## 5 Click **Registration**.

**Attaching facial photo/method of receipt**

**Attach a facial photo**

Facial photo

ファイルを選択 選択されていません

**Method of receipt**

Method of receipt of residence card

郵送 Mailing  
 窓口 Regional office counter

Name of the regional immigration services bureau office in cases of direct collection for the residence card

選択してください.

Registration Clear

Back

Your photograph will be uploaded and saved, and you will return to the *Application Menu* page.

**Application information search**

Attach materials Attach a facial photo Simultaneous application

Change the way you receive the residence card Check Facial photo Check blanket application errors Delete application information

**File an application with the Immigration Services Agency**

(Select the relevant record(s) from the list of application information, attach a facial photo and the materials and then submit the application)  
 \* You must press Submit to Immigration to complete the application procedure.

Please proceed to Section 3.8 — *Upload Supporting Documentation*.

## Tip

Click **Check Facial photo** if you wish to check your saved photograph.

The screenshot shows a web interface titled "Application information search". It features a grid of blue buttons for various actions: "Attach materials", "Attach a facial photo", "Simultaneous application", "Change the way you receive the residence card", "Check Facial photo", "Check blanket application errors", and "Delete application information". The "Check Facial photo" button is highlighted with a red rectangular border. Below the buttons is an orange bar with the text "File an application with the Immigration Services Agency". At the bottom, there is a note: "(Select the relevant record(s) from the list of application information, attach a facial photo and the materials and then submit the application) \* You must press Submit to Immigration to complete the application procedure."

## 3.8 Upload Supporting Documentation

- 1 From the *Application Menu* page, select the application you wish to make.

Application information list								
Total no. of cases 1						<< 1 2 3 4 5 >>		
Currently displaying 1-1 cases								
Select	#	Receipt no.	Status of the application	Facial photo	Attached materials	Simultaneous application	Method of receipt	Preferred the regional i
<input checked="" type="radio"/>	1	東オン E P 22000000	入力完了 (申請未了)	未登録	未登録	なし	郵送	

- 2 Click **Attach materials**

### Application information search

Attach materials

Attach a facial photo

Simultaneous application

Change the way you receive the residence card

Check Facial photo

Check blanket application errors

Delete application information

**File an application with the Immigration Services Agency**

(Select the relevant record(s) from the list of application information, attach a facial photo and the materials and then submit the application)  
\* You must press Submit to Immigration to complete the application procedure.

The page to upload supporting documentation will open

### 3 Click **Select File**.

## Attachment of documents

### Attachment of documents

**Documents**  
 Maximum file size: 10MB  
 Registerable file: PDF format

ファイルを選択 選択されていません

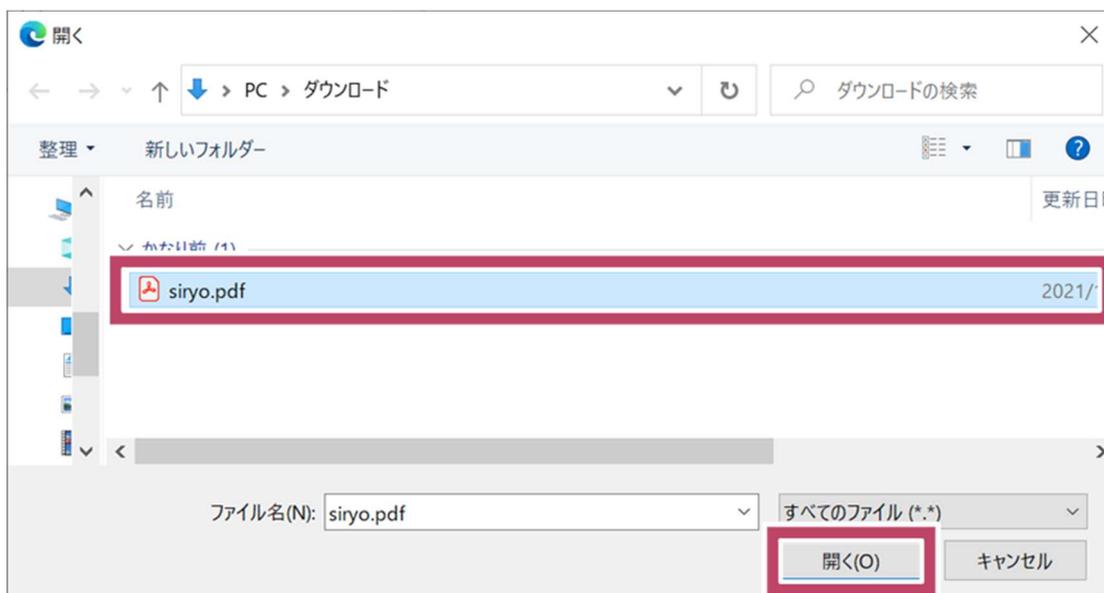
[Please check before clicking the registration button]

1. Documents can only be attached once through this system. Once a document has been registered, it cannot be deleted / additions made / replaced on the system. Please check that it is the correct document before registering.  
 If the "Status of the application" on the "Application information list" screen is "input completed (the application has not been completed)", it is possible to delete the application information itself and start again by re-entering the application information.
2. If the PDF file attached is secured (i.e., password protection, disabling printing or copying/pasting), it is detected as an error, and we will be unable to view the document. In this case, you will be asked to send the document by post or bring it to the office in person. Please note that an error message will not pop up to notify you that the uploaded file is detected as an error.
3. If you choose to mail or bring the documents to the regional immigration services office, or if you are unable to attach all or a part of the documents that exceed the maximum upload file size, attach the "Statement for the document attachment" (Template format) to the system.
4. In the screening process, you may be asked to bring the original of an attached document to the regional immigration and residence office or to submit it by post.
5. The required documents will vary depending on the status of residence. For further details, please refer to the Immigration Services Agency website.

Registration
Back

The dialog to select the document to upload will open.

### 4 Select the document to be uploaded and click **Open**.



## 5 Click **Registration**.

**Attachment of documents**

**Attachment of documents**

**Documents**  
Maximum file size: 10MB  
Registerable file: PDF format

ファイルを選択 選択されていません

(Please check before clicking the registration button)

1. Documents can only be attached once through this system. Once a document has been registered, it cannot be deleted / additions made / replaced on the system. Please check that it is the correct document before registering. If the "Status of the application" on the "Application information list" screen is "Input completed (the application has not been completed)", it is possible to delete the application information itself and start again by re-entering the application information.
2. If the PDF file attached is secured (i.e., password protection, disabling printing or copying/pasting), it is detected as an error, and we will be unable to view the document. In this case, you will be asked to send the document by post or bring it to the office in person. Please note that an error message will not pop up to notify you that the uploaded file is detected as an error.
3. If you choose to mail or bring the documents to the regional immigration services office, or if you are unable to attach all or a part of the documents that exceed the maximum upload file size, attach the "Statement for the document attachment" (Template format) to the system.
4. In the screening process, you may be asked to bring the original of an attached document to the regional immigration and residence office or to submit it by post.
5. The required documents will vary depending on the status of residence. For further details, please refer to the Immigration Services Agency website.

Registration Back

The *Save Confirmation* dialog will open.

### Important

Be sure that you do not upload the following types of PDF files as supporting documents. Immigration officials cannot read or confirm these types of files.

- ✓ PDF files with security options enabled. (For example, password-protected files, files that prohibit printing, files that prohibit copying text and graphics, or files that require network authentication to be opened.)
- ✓ PDF files in formats that do not conform to ISO 32000-1 (the PDF standard).

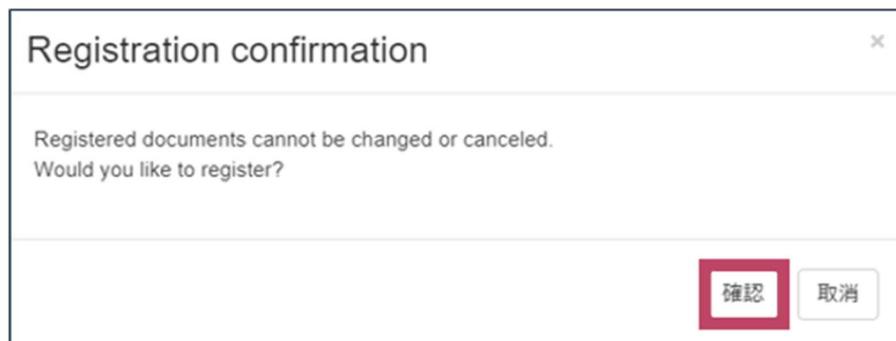
If you accidentally upload one of these invalid PDF files, you will need to re-submit the document to a regional immigration office by one of the following methods.

- ✓ Send the document by postal mail to a regional immigration office.
- ✓ Bring the document in person to a regional immigration office counter.

Note that no error message will appear if you upload an invalid file type.

Also note that you cannot change the document once it has been saved. Therefore, take extra care to ensure you upload and save the correct document.

## 6 Click **Confirm**.

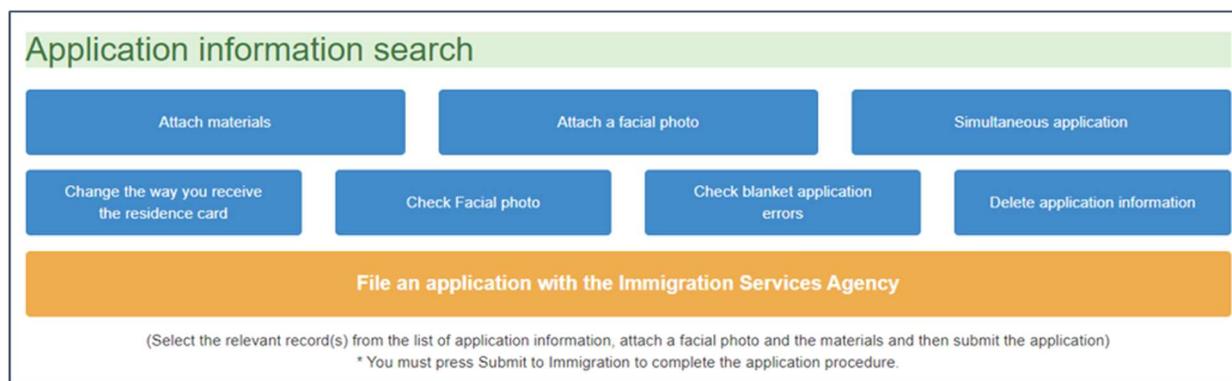


Registration confirmation

Registered documents cannot be changed or canceled.  
Would you like to register?

確認 取消

The document will be uploaded and saved, and you will return to the *Application Menu* page.



Application information search

Attach materials    Attach a facial photo    Simultaneous application

Change the way you receive the residence card    Check Facial photo    Check blanket application errors    Delete application information

**File an application with the Immigration Services Agency**

(Select the relevant record(s) from the list of application information, attach a facial photo and the materials and then submit the application)  
\* You must press Submit to Immigration to complete the application procedure.

If you wish to submit other applications (Application for Re-Entry Permit or Application for Permission to Engage in an Activity Other Than That Permitted under the Status of Residence Previously Granted) together with the residency application, please proceed to Section 3.9 — *Submit Other Applications*.

If you wish to make only a residency application, please proceed to Section 3.10 — *Submit the Completed Residency Application*.

## 3.9 Submit Other Applications

Please follow the steps below to make another application together with a residency application.

### 1 Click **Simultaneous application**.



**Application information search**

Attach materials      Attach a facial photo      **Simultaneous application**

Change the way you receive the residence card      Check Facial photo      Check blanket application errors      Delete application information

**File an application with the Immigration Services Agency**

(Select the relevant record(s) from the list of application information, attach a facial photo and the materials and then submit the application)  
\* You must press Submit to Immigration to complete the application procedure.

The page will open where you select the application type.

### 2 Select the application type you wish to make on the *Select Application Type* page.



**Simultaneous entry of application information**

Select application type (STEP 1) / Identification details 1 (STEP 2-1) / Identification details 2 (STEP 2-2) / Confirm entered information (STEP 3)  
/ Application information entry completed (STEP 4)

**Select application type (STEP 1)**

Application type **Required**

申請種別を選択してください。

Enter      Back

### 3 Click **Enter**.

The page will open where you enter your name and other details.

### 4 Enter your name and other details.

No.	Field	Description
1	Nationality / Region	Enter your nationality.
2	Name	Enter your name.
3	Sex	Enter your sex.

No.	Field	Description
4	Date of birth	Enter the Year, Month, and Day on which you were born.
5	Address in Japan (prefecture and municipality)	Enter your place of residence in Japan. Click <b>Search</b> to open the <i>Search</i> dialog. Select your prefecture in the Search Conditions field and click <b>Search</b> . From the Search Results, select the municipality where you live.
	Address in Japan (street address)	Enter the street address (including the name of your building and room number) of your place of residence in Japan.
6	Telephone No.  Cellular phone No.	Enter either your landline telephone number or your cellular phone or smartphone number.  If you do not have either of these numbers, please enter a telephone number where you can be reached during the day.
7	Passport number	Enter your passport number.
8	Date of expiration	Enter the date of expiration written in your passport.

## 5 Click **Next**.

**Simultaneous entry of application information (application for re-entry permission)**

Select application type (STEP 1) / **Identification details 1 (STEP 2-1)** / Identification details 2 (STEP 2-2) / Confirm entered information (STEP 3)  
/ Application information entry completed (STEP 4)

**Identification details 1 (STEP 2-1)**

1 **Nationality/Region** **Required**  
米国 United States of America

2 **Name** **Required**  
1-byte alphabetical letters (upper case), up to 104 letters, separate two words by a space

9 **Passport Number**  
例) AB1234567

10 **Passport expiration Day**

Year / Month / Day

**Next** **Back**

The page will open where you enter your current status of residence.

## 6 Enter your current status of residence and other details.

**Simultaneous entry of application information (application for re-entry permission)**

Select application type (STEP 1) / Identification details 1 (STEP 2-1) / **Identification details 2 (STEP 2-2)** / Confirm entered information (STEP 3)  
/ Application information entry completed (STEP 4)

**Identification details 2 (STEP 2-2)**

1 **Status of residence** **Required**  
選択してください。

2 **Period of stay** **Required**  
選択してください。

**Mobile phone number**  
1-byte letters, up to 12 letters  
例) 09012345678

Prior to submitting the application, please confirm with the applicant that he/she wants the application to be submitted.

The applicant's wish to apply has been confirmed with the applicant (or with the agent in the case of an application by an agent).  
(The statutory agent in cases of the application being submitted by a statutory agent)

**Confirm** **Back**

The required fields vary depending on the type of application. Follow the instructions on the screen and enter your status of residence and other information.

No.	Field	Description
1	Status of residence	Select your current status of residence
2	Period of stay	Select the period of stay of your current status of residence.
3	Date of expiration	Enter the final date you are permitted to stay in Japan under your current status of residence.
4	Residence Card number / Special Permanent Resident Certificate number	Enter your Residence Card number or Special Permanent Resident Certificate number.
5	ED Code (letters)	If you do not have a Residence Card, enter the code on the form (ED card) you filled out on arrival in Japan. Enter letters and numbers separately.
6	ED Code (numbers)	
7	Purpose of visit	Select your purpose for visiting another country. If you select <b>Others</b> , please provide a reason.
8	Expected destinations	Enter the names of the countries you expect to visit.
9	Expected date of departure	Enter the Year, Month, and Day on which you expect to depart from Japan.
10	Expected (air)port of departure	Enter which airport you expect to depart from when departing Japan.
11	Expected date of re-entry	Enter the Year, Month, and Day on which you expect to re-enter Japan.
12	Expected (air)port of re-entry	Enter which airport you expect to arrive at when re-entering Japan.

No.	Field	Description
13	Which type of re-entry permit are you applying for?	Select whether you want a permit for a single re-entry into Japan or a permit for multiple re-entries into Japan.
14	Criminal record (in Japan / overseas)	Indicate whether or not you have ever been arrested or punished for a criminal act.  Indicate any criminal records in other countries.
15	Criminal action before confirming (in Japan / overseas)	Indicate whether you have committed a criminal act for which punishment is pending.  Indicate any criminal acts for which punishment is pending in other countries.
16	In the case that you cannot obtain a passport, fill in the reason	If you do not have a passport, please indicate the reason why.
17	Marital status	Select whether you are married or single.
18	Occupation	Enter your occupation.
19	Present activity (for students: name of school, lesson hours per week)	Indicate your present activity in Japan. If you attend a school, enter the following information.  <ul style="list-style-type: none"> <li>• Name of the school you attend</li> <li>• Number of lesson hours you receive per week</li> </ul>
20	Other activity to engage in	Select the activity you intend to engage in in Japan. If you select <b>Others</b> , state your intended activity.

No.	Field	Description
21	Term of employment contract	Enter the month and year when the employment you intend to engage in will end.
22	Working hours per week	Enter how many hours per week you intend to work.
23	Monthly salary	Enter the salary you will receive per month for the employment you intend to engage in.
24	Place of employment	Enter the name and address of the company where you intend to work.
29	Representative	When a foreign national is making his / her own application, these fields are not needed.  When a legal representative is making the application, enter the name and address of the legal representative.
	Legal representative (in case of legal representative)	
30	Telephone No.  Cellular phone No.	Enter either your landline telephone number or your cellular phone or smartphone number.  If you do not have either of these numbers, please enter a telephone number where you can be reached during the day.

- 7 Check the *I have confirmed the intention of the applicant (or his/her representative if applying by proxy)* to make this application check box.

Simultaneous entry of application information (application for re-entry permission)

Select application type (STEP 1) / Identification details 1 (STEP 2-1) / **Identification details 2 (STEP 2-2)** / Confirm entered information (STEP 3)  
/ Application information entry completed (STEP 4)

Identification details 2 (STEP 2-2)

1 Status of residence **Required**  
選択してください。

2 Period of stay **Required**  
選択してください。

**Omit**

Mobile phone number  
1-byte letters, up to 12 letters  
例)09012345678

Prior to submitting the application, please confirm with the applicant that he/she wants the application to be submitted.

The applicant's wish to apply has been confirmed with the applicant (or with the agent in the case of an application by an agent).  
(The statutory agent in cases of the application being submitted by a statutory agent)

Confirm Back

- 8 Click **Confirm**.

Simultaneous entry of application information (application for re-entry permission)

Select application type (STEP 1) / Identification details 1 (STEP 2-1) / **Identification details 2 (STEP 2-2)** / Confirm entered information (STEP 3)  
/ Application information entry completed (STEP 4)

Identification details 2 (STEP 2-2)

1 Status of residence **Required**  
選択してください。

2 Period of stay **Required**  
選択してください。

**Omit**

Mobile phone number  
1-byte letters, up to 12 letters  
例)09012345678

Prior to submitting the application, please confirm with the applicant that he/she wants the application to be submitted.

The applicant's wish to apply has been confirmed with the applicant (or with the agent in the case of an application by an agent).  
(The statutory agent in cases of the application being submitted by a statutory agent)

Confirm Back

The page will open where you confirm the entered information.

- 9 Confirm that the information entered in *Personal Information 1 (Step 2-1)* is correct and complete.

**Simultaneous entry of application information (application for re-entry permission)**

Select application type (STEP 1) / Identification details 1 (STEP 2-1) / Identification details 2 (STEP 2-2) / **Confirm entered information (STEP 3)**  
/ Application information entry completed (STEP 4)

**Confirm entered information (STEP 3)**

Contents of entry of identification details (STEP 2-1)

Country/Region

Name

**Omit**

Mobile phone number

Passport Number

Passport expiration Day

Edit

If you find a mistake, click **Edit**. This will return you to the page to enter your information.

- 10 Confirm that the information entered in *Personal Information 2 (Step 2-2)* is correct and complete.

Contents of entry of identification details (STEP 2-2)

Status of residence

Period of stay

**Omit**

Address (the town name, the street or house numbers)

(4) Telephone number

(5) Mobile phone number

Edit

If you find a mistake, click **Edit**. This will return you to the page to enter your current status of residence.

- 11** Once you have confirmed that all entered information is correct and complete, either take a memo of what you have written or print out the page.
- 12** When a legal representative or family member is making a residency application on behalf of a foreign national, check the *I have confirmed with the applicant (or his/her representative if applying by proxy) and the representative of the organization to which the applicant belongs that the statements in this application are true and correct* check box.
- 13** Check the *I have recorded the details of my application separately* check box.

Check the content of the application and check the checkbox.

The contents of the application have been confirmed to be true and correct with the actual applicant (or with the agent in the case of an application by an agent) and the representative of the organization of affiliation.

If you click on the application information entry button, you will not be able to check or change the contents of the application afterwards  
Please take notes and screenshots of the content of your application  
Please tick the box after you have noted down the contents of your application

I have noted down the contents of application

Enter application information

- 14** Click **Enter application information**.

Check the content of the application and check the checkbox.

The contents of the application have been confirmed to be true and correct with the actual applicant (or with the agent in the case of an application by an agent) and the representative of the organization of affiliation.

If you click on the application information entry button, you will not be able to check or change the contents of the application afterwards  
Please take notes and screenshots of the content of your application  
Please tick the box after you have noted down the contents of your application

I have noted down the contents of application

Enter application information

The *Application Entry Complete* page will open.

## 15 Click **Go to the application informatin list**.

### Simultaneous entry of application information

[Select application type \(STEP 1\)](#) / 
 [Identification details 1 \(STEP 2-1\)](#) / 
 [Identification details 2 \(STEP 2-2\)](#) / 
 [Confirm entered information \(STEP 3\)](#) / 
 **Application information entry completed (STEP 4)**

#### Application information entry completed (STEP 4)

Entry of the application information has been completed  
 Select the "Application" button from the application information list, and submit your application

Go to the application information list

A *Caution* dialog will open. This is to warn you that your application is not yet complete. Be sure to proceed with the following steps.

## 16 Click **ok**.



### Caution!

×

---

The application has not been filed yet.

Go to the next screen, attach a facial photo and materials, and then press file to Immigration to file the application.

ok

The *Application Entry Complete* page will open.

### Application information search

Attach materials

Attach a facial photo

Simultaneous application

Change the way you receive the residence card

Check Facial photo

Check blanket application errors

Delete application information

File an application with the Immigration Services Agency

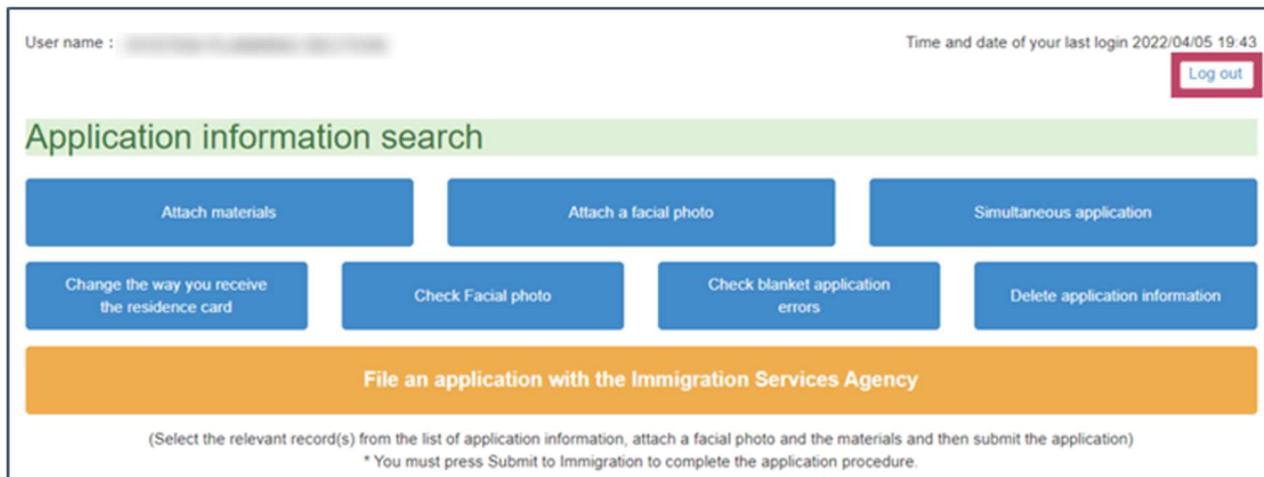
(Select the relevant record(s) from the list of application information, attach a facial photo and the materials and then submit the application)  
 \* You must press Submit to Immigration to complete the application procedure.

Please proceed to Section 3.10 — *Submit the Completed Residency Application*.



## 3.11 Log Out

- 1 Click **Log out** in the top-right corner of the page.



User name : [REDACTED] Time and date of your last login 2022/04/05 19:43 **Log out**

### Application information search

Attach materials    Attach a facial photo    Simultaneous application

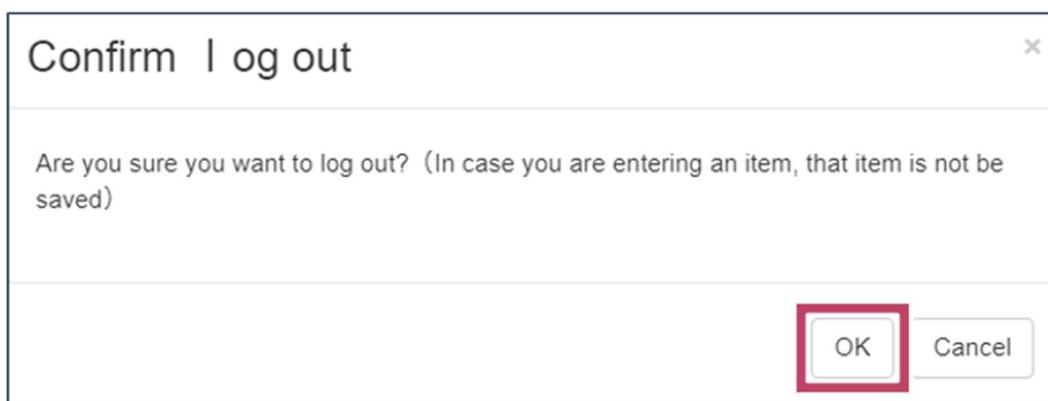
Change the way you receive the residence card    Check Facial photo    Check blanket application errors    Delete application information

**File an application with the Immigration Services Agency**

(Select the relevant record(s) from the list of application information, attach a facial photo and the materials and then submit the application)  
\* You must press Submit to Immigration to complete the application procedure.

A logout confirmation dialog will open.

- 2 Click **OK**.

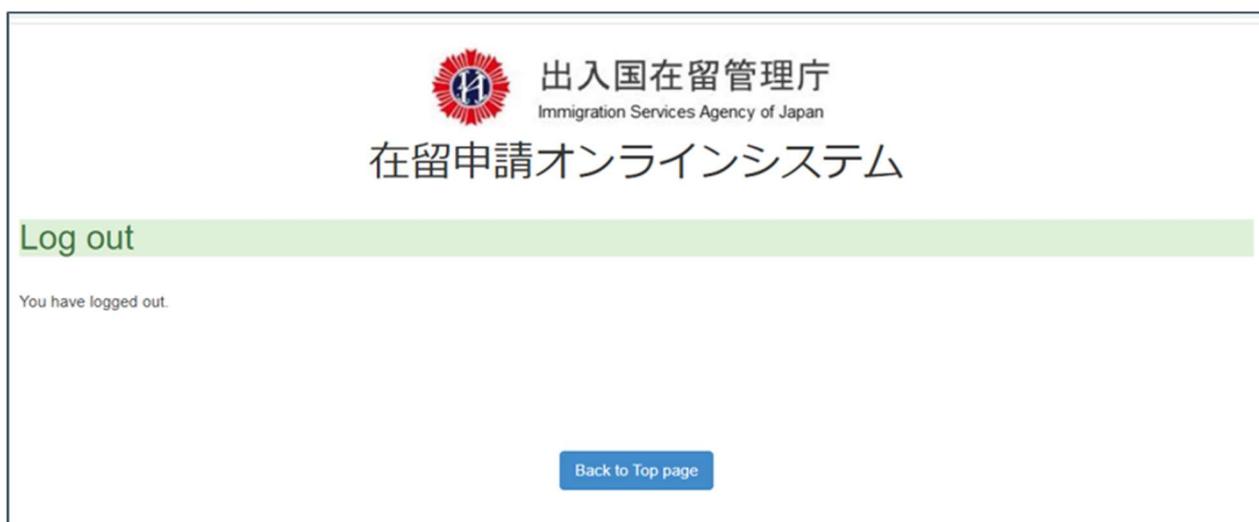


Confirm | log out

Are you sure you want to log out? (In case you are entering an item, that item is not be saved)

**OK** Cancel

You will now be logged out from the Online Residence Application System.



 出入国在留管理庁  
Immigration Services Agency of Japan

## 在留申請オンラインシステム

### Log out

You have logged out.

[Back to Top page](#)

## 4. Procedures After Submitting a Residency Application

This chapter explains what happens after you submit a residency application.

Once the examination of your residency application is complete, you will receive the result of the examination by email.

If you are granted permission to stay in Japan, please submit the necessary documents (such as your old Residence Card and fee payment form) to a regional immigration office.

If you selected to pick up your Residence Card at a regional immigration office counter on the residency application, please pick up your Residence Card at the regional immigration office you indicated on the application.

## 4.1 Confirming the Examination Status of a Residency Application

You can confirm the status of your residency application's examination by following the steps below. You can also look up past residency applications.

- 1 Click **Application information search** from the *Main Menu* page on the Online Residence Application System.

The screenshot shows the 'Menu' section of the system. Under the 'Residence application' heading, there is a sub-heading '1 Enter application information (the screen for filling out applications individually)'. A large greyed-out area with the word 'Omit' is present. Below this, a blue button labeled 'Application information search' is highlighted with a red rectangular border.

- 2 Enter details about the residency application you wish to find on the *Search Applications* page.

The screenshot shows the 'Application information search' page. At the top, there is a green banner with the text: 'Attachment or deletion of the application, simultaneous application, facial photograph or materials, etc.'. Below this is the 'Application information search' heading. The search criteria section is highlighted with a red border and includes the following fields:
 

- Receipt no.
- Receiving agency (dropdown menu with '選択してください')
- Application type (dropdown menu with '申請種別を選択してください')
- Date and time of application (from) section with dropdowns for Year, Month, Day, Time, and Minute.
- (To) date and time of application section with dropdowns for Year, Month, Day, Time, and Minute.

 A large greyed-out area with the word 'Omit' is visible between the application type and the date/time fields. At the bottom of the form, there are three buttons: 'Search', 'Clear', and 'Back'.

Enter the information necessary for the application you wish to find.

No.	Field	Description
1	Receiving regional immigration office	Select the regional immigration office where the residency application was submitted.
2	Application type	Select the type of residency application submitted.
3	Receipt No. (from)	Enter a range of numbers that include the receipt number of the residency application you wish to find.
4	Receipt No. (to)	
5	Year of receipt	Enter the year in which the residency application you wish to find was received.
6	Residence Card number	Enter your Residence Card number.
7	ED Code (letters)	Enter the code on the form (ED card) you filled out on arrival in Japan. Enter letters and numbers separately.
8	ED Code (numbers)	
9	Temporary Receipt No.	Enter the temporary receipt no. of your residency application.

No.	Field	Description
10	Application status	<p>If you know the application status, such as when you are looking up a past residency application, select the application status of the residency application you wish to find.</p> <ul style="list-style-type: none"> <li>• Select <i>Application Received</i> if you wish to find a residency application that has been received by the regional immigration office but not yet examined.</li> <li>• Select <i>Under Examination</i> if you wish to find a residency application that is currently being examined by the regional immigration office.</li> <li>• Select <i>Application Decision Complete</i> if you wish to find a residency application that the regional immigration office has finished examining.</li> </ul>
11	Date and time of submission (from)	Enter a range of times that include the time when the residency application you wish to find was submitted. Select the Year, Month, and Day as well as the Hour and Minute.
12	Date and time of submission (to)	<ul style="list-style-type: none"> <li>• If you wish to find a residency application submitted after 12:00 on January 1, 2022, enter 2022/1/1/12/0 in the Date and time of submission (from) field.</li> <li>• If you wish to find a residency application submitted before 23:00 on January 31, 2022, enter 2022/1/31/23/0 in the Date and time of submission (to) field.</li> </ul>

**3** Click **Search**.

**Attachment or deletion of the application, simultaneous application, facial photograph or materials, etc.**

**Application information search**

Receipt no.

Receiving agency

Application type

**Omit**

Date and time of application (from)

Year / Month / Day / Time / Minute  
 /  /  :  :

(To) date and time of application

Year / Month / Day / Time / Minute  
 /  /  :  :

A list of residency applications matching your search conditions will be displayed.

**Application information search**

**File an application with the Immigration Services Agency**

(Select the relevant record(s) from the list of application information, attach a facial photo and the materials and then submit the application)  
 \* You must press Submit to Immigration to complete the application procedure.

**Application information list**

Total no. of cases 1  
 Currently displaying 1-1 cases

<< 1 2 3 4 5 >>

Select	#	Receipt no.	Status of the application	Facial photo	Attached materials	Simultaneous application	Method of receipt	Preferred the regional
<input checked="" type="radio"/>	1	東オン E P 22000000	入力完了 (申請未了)	未登録	未登録	なし	郵送	

- 4 Look for your residency application on the *List of Applications* page and confirm its status in the Application Status column.

Application information list								
Total no. of cases 1						<< 1 2 3 4 5 >>		
Currently displaying 1-1 cases								
Select	#	Receipt no.	Status of the application	Facial photo	Attached materials	Simultaneous application	Method of receipt	Preferred the regional immigration services burea
<input checked="" type="checkbox"/>	1	東オンE P22000000	入力完了 (申請未了)	未登録	未登録	なし	郵送	

One of the following statuses will be displayed, depending on the status of the residency application.

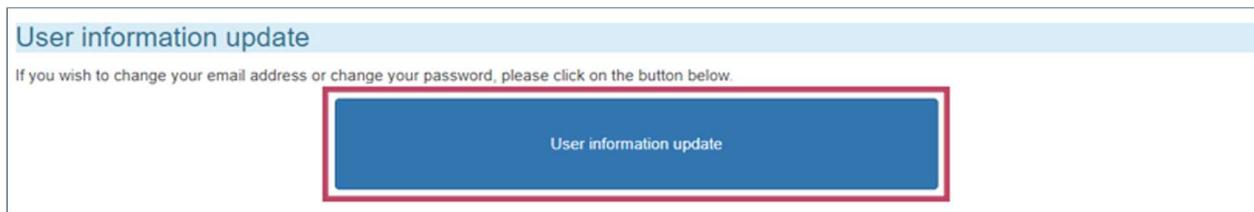
Application Status	Description
Submission complete	The residency application has been received. The residency application is pending examination by the regional immigration office.
Under examination	The regional immigration office is currently examining the residency application.
Card issuance pending	The regional immigration office has finished the examination and permission to stay has been granted. Either come to the regional immigration office to pick up your Residence Card or wait to receive your Residence Card by postal mail.
Complete	All procedures have been completed.
Entry complete (Submission incomplete)	The residency application could not be submitted. Please read Section 3.10 — <i>Submit the Completed Residency Application</i> and try submitting the residency application again.

## 5. Changing Your User Information or Password

You can change your place of residence, email address, and login password on the Online Residence Application System.

## 5.1 Changing Your Place of Residence or Email Address

- 1 Click **User information update** on the *Main Menu* page.



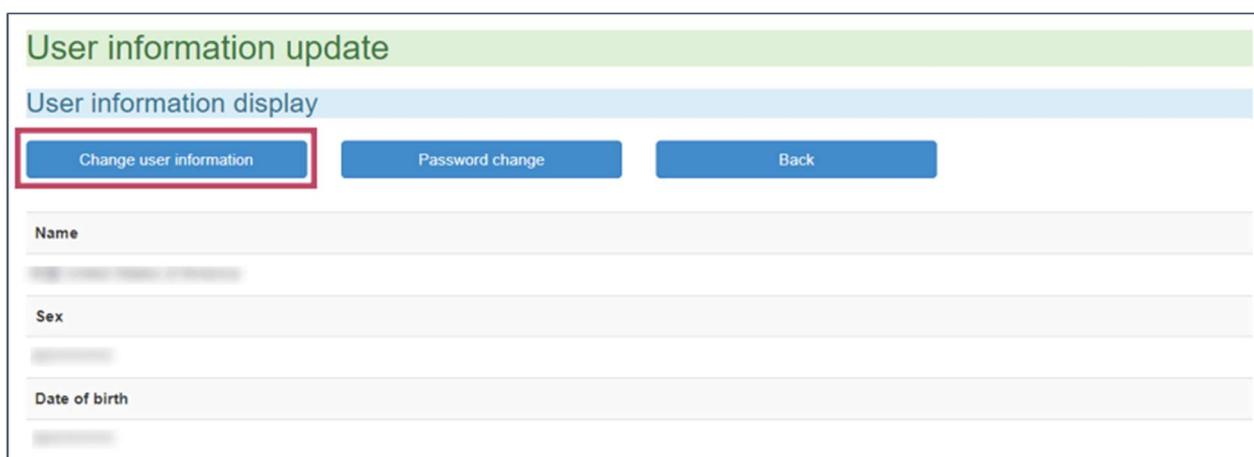
User information update

If you wish to change your email address or change your password, please click on the button below.

User information update

Your information saved on the system will be displayed.

- 2 Click **Change user information**.



User information update

User information display

Change user information Password change Back

Name

Sex

Date of birth

The page will open where you can update your information.

### 3 Enter the information you wish to update.

**Change user information**

**Enter user information**

**New address in Japan (the prefecture, municipality)**

検索ボタンを押下して検索してください。

**New address in Japan (the town name, street and house numbers)**

2-byte characters, up to 80 characters

例) 1 - 1 - 1 番ヶ関ハイツ 2 0 2 号

**New contact**

1-byte letters, up to 12 letters

例) 0312345678

**New Email address**

1-byte alphanumeric letters and/or signs within 60 characters

例) abc@xyz.co.jp

**New Email address (confirmation)**

1-byte alphanumeric letters and/or signs within 60 characters

例) abc@xyz.co.jp

### 4 Click **Change**.

**Change user information**

**Enter user information**

**New address in Japan (the prefecture, municipality)**

検索ボタンを押下して検索してください。

**New address in Japan (the town name, street and house numbers)**

2-byte characters, up to 80 characters

例) 1 - 1 - 1 番ヶ関ハイツ 2 0 2 号

**New contact**

1-byte letters, up to 12 letters

例) 0312345678

**New Email address**

1-byte alphanumeric letters and/or signs within 60 characters

例) abc@xyz.co.jp

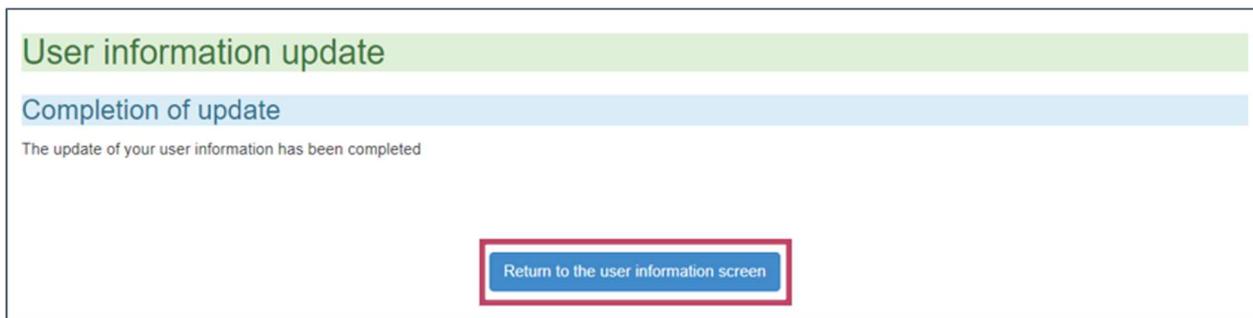
**New Email address (confirmation)**

1-byte alphanumeric letters and/or signs within 60 characters

例) abc@xyz.co.jp

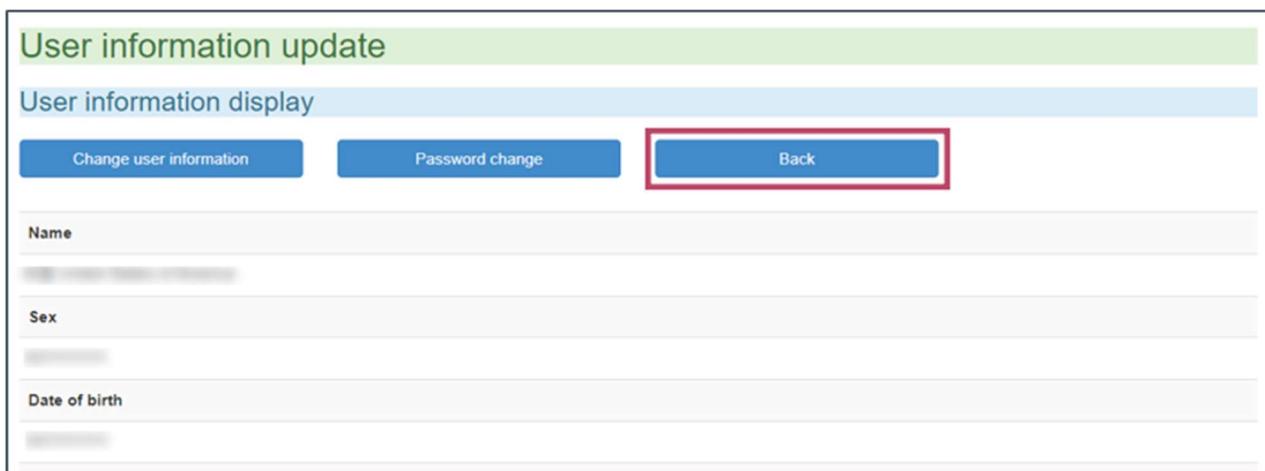
The updated information will now be saved on the system.

**5** Click **Return to the user information screen**.



You will return to the *Update User Information* page.

**6** Click **Back**.



You will return to the *Main Menu* page.

## 5.2 Changing Your Password

- 1 Click **User information update** on the *Main Menu* page.

Your information saved on the system will be displayed.

- 2 Click **Password change**.

The page will open where you can update your password.

- 3 Enter your current password.

- 4 Enter your new password. Enter the same password in both fields.

## Password change

### Enter password

**Current password** Required

Be sure to use at least one from each of the 1-byte alphabet letters, 1-byte numbers, and 1-byte signs. The total text length must be 8 letters or longer and up to 32 letters. Upper case and lower case will be distinguished. The symbols which may be used are **\$%&=@\_#\*+~?!**

**New password** Required

Be sure to use at least one from each of the 1-byte alphabet letters, 1-byte numbers, and 1-byte signs. The total text length must be 8 letters or longer and up to 32 letters. Upper case and lower case will be distinguished. The symbols which may be used are **\$%&=@\_#\*+~?!**

**New password (confirmation)** Required

Be sure to use at least one from each of the 1-byte alphabet letters, 1-byte numbers, and 1-byte signs. The total text length must be 8 letters or longer and up to 32 letters. Upper case and lower case will be distinguished. The symbols which may be used are **\$%&=@\_#\*+~?!**

Change
Back

Passwords must be between eight and 32 characters long. Passwords must include one character of each of the following three types of characters.

Character Type	Valid Characters
Letters (Letters are case sensitive)	abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ
Numbers	1234567890
Symbols	\$%&=@_#*+~?!

## 5 Click **Change**.

**Password change**

**Enter password**

**Current password** Required

Be sure to use at least one from each of the 1-byte alphabet letters, 1-byte numbers, and 1-byte signs. The total text length must be 8 letters or longer and up to 32 letters. Upper case and lower case will be distinguished. The symbols which may be used are `!@#%&*+?!`

**New password** Required

Be sure to use at least one from each of the 1-byte alphabet letters, 1-byte numbers, and 1-byte signs. The total text length must be 8 letters or longer and up to 32 letters. Upper case and lower case will be distinguished. The symbols which may be used are `!@#%&*+?!`

**New password (confirmation)** Required

Be sure to use at least one from each of the 1-byte alphabet letters, 1-byte numbers, and 1-byte signs. The total text length must be 8 letters or longer and up to 32 letters. Upper case and lower case will be distinguished. The symbols which may be used are `!@#%&*+?!`

Change

Back

The updated password will now be saved on the system.

## 6 Click **Return to the user information screen**.

**User information update**

**Completion of update**

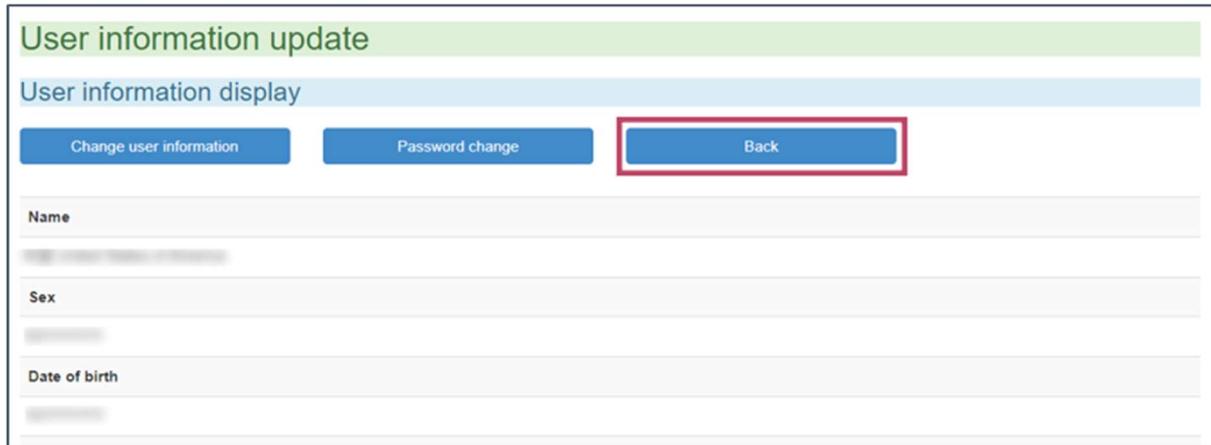
The update of your user information has been completed  
A notification of completion of the update will be sent to your email address  

If you do not receive an email after a while, there is the possibility that your user information was not revised and therefore, please contact us as given below.  
If your inquiry is outside of the hours given below, please contact us during the inquiry hours.

**[For inquiries]**  
 Help Desk  
 TEL : 050-3786-3053  
 E-MAIL : [mjf.support.cw@hitachi-systems.com](mailto:mjf.support.cw@hitachi-systems.com)  
 Inquiry hours: Monday to Friday from 9:00 to 17:00 (excluding holidays specified in the Public Holidays Act and from December 29 to January 3 of the following month)

Return to the user information screen

You will return to the *Update User Information* page.

**7** Click **Back**.

The screenshot shows a web interface for updating user information. At the top, there is a green header bar with the text "User information update". Below this is a light blue bar with the text "User information display". Underneath, there are three blue buttons: "Change user information", "Password change", and "Back". The "Back" button is highlighted with a red rectangular border. Below the buttons are three input fields: "Name", "Sex", and "Date of birth". Each field has a small "X" icon on the right side, indicating a clear or delete function.

You will return to the *Main Menu* page.

## 5.3 If You Forget Your Password

- 1 Click **In case you have lost your password** on the *Login* dialog.

The screenshot shows the 'Login page' with a 'Login' section. It contains two input fields: 'Authentication ID' with the placeholder text '認証IDを入力してください。' and 'Password' with the placeholder text 'パスワードを入力してください。'. A blue 'Login' button is centered below the fields. At the bottom left, a red-bordered box highlights the text 'In case you have lost your password'.

- 2 Enter your Online Residence Application System authentication ID in the Authentication ID field.

The screenshot shows the 'Password resetting' page under the 'Confirmation of user information' section. It features two input fields. The first is 'Authentication ID', marked as 'Required', with instructions: '1-byte alphanumeric letters and/or signs, The total text length must be 8 letters or longer and up to 20 letters.' and an example '(例) 123456789012'. The second is 'Email address', also marked as 'Required', with instructions: '1-byte alphanumeric letters and/or signs within 60 characters' and an example '(例) abc@xyz.co.jp'. A blue 'Send' button is at the bottom. A red-bordered box highlights the Authentication ID field.

- 3 Enter your email address registered with the Online Residence Application System in the Email Address field.

This screenshot is identical to the previous one, showing the 'Password resetting' page. However, a red-bordered box highlights the 'Email address' input field.

#### 4 Click **Send**.

**Password resetting**

**Confirmation of user information**

**Authentication ID** Required  
1-byte alphanumeric letters and/or signs. The total text length must be 8 letters or longer and up to 20 letters.  
例) 123456789012

**Email address** Required  
1-byte alphanumeric letters and/or signs within 60 characters  
例) abc@xyz.co.jp

[Send](#)

The *Password Reset* page will open, and a password reset email will be sent to your email address.

**Password resetting**

**The confirmation of your user information has been completed**

The confirmation of your user information has been completed  
A notification of password resetting will be sent to your email address  
Please access the email link you received and resetting password

If you do not receive an email after a while, please contact us as given below

[For inquiries]  
Help Desk  
TEL : 050-3786-3053  
E-MAIL : mjf.support.cw@hitachi-systems.com  
Inquiry hours: Monday to Friday from 9:00 to 17:00 (excluding holidays specified in the Public Holidays Act and from December 29 to January 3 of the following month)

[Back to Login page](#)

Read the instructions in the password reset email to set a new password.