

A User's Guide to the Automated Gates (for Foreign Residents in Japan)

Immigration Services Agency of Japan

This is a user's guide to the automated gates for foreign residents in Japan. If you have any questions after reading this carefully, please ask an officer.

1. Locations of the automated gates

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

2. Eligibility to use automated gates

- Have a valid passport and a valid re-entry permit
- Have a valid re-entry permit or certificate of refugee travel
- Have a valid passport and a valid residence card or special permanent residence certificate (including an alien registration certificate deemed to be a special permanent residence certificate) (referred to as a "Residence Card" from here onward) and wish to leave or enter Japan with a special re-entry permit

A person staying in Japan under the status of "Diplomat" or "Official Service," a member of the staff of the Japanese office of the Taiwan-Japan Relations Association or a member of the staff of the Permanent General Mission of Palestine or a family member thereof who belongs to the same household is not required to present a Residence Card, but a person staying in Japan under the status of "Official Service (within three months)" must present a re-entry permit.

3. Automated gate user registration

To use the automated gates, you have to register yourself as a user in advance at any of the pre-specified locations (referred to as "Pre-specified Registration Locations" from here onward) in accordance with the Immigration Control and Refugee Recognition Act and its enforcement regulation, as well as this Guide.

Once registered as a user, you can use automated gates at any of the airports that have automated gates.

4. Pre-specified Registration Locations where you can register yourself as an automated gate user

- Tokyo Immigration Services Bureau
- Nagoya Immigration Services Bureau
- Osaka Immigration Services Bureau
- Narita Airport District Immigration Office, Tokyo Immigration Services Bureau
- Haneda Airport District Immigration Office, Tokyo Immigration Services Bureau
- Chubu Airport District Immigration Office, Nagoya Immigration Services Bureau
- Kansai Airport District Immigration Office, Osaka Immigration Services Bureau

* For detailed information about the operating hours and specific locations for receiving applications, please visit the Immigration Services Agency of Japan's website (https://www.moj.go.jp/isa/publications/materials/nyuukokukanri01_00111.html) or one of the contact points for enquiries about the automated gates (See page 9).

5. How to register as an automated gate user

(1) Necessary documents

- Passport (including re-entry permit) or certificate of refugee travel
- Application form for user registration of the automated gates (for re-entry)
- Residence Card (A person staying in Japan under the status of “Diplomat” or “Official Service,” a member of the staff of the Japanese office of the Taiwan-Japan Relations Association or a member of the staff of the Permanent General Mission of Palestine or a family member thereof who belongs to the same household is not required to present a Residence Card, but a person staying in Japan under the status of “Official Service (within three months)” must present a re-entry permit.)

(2) How to register

- Complete the application form.
- Read this Guide carefully and make sure you understand it before signing to show your agreement.
- Submit your application form, passport (or certificate of refugee travel) and Residence Card to an officer at a Pre-specified Registration Location.
- Provide the fingerprints of your index fingers and a headshot photo by using a special machine in accordance with the officer's instructions.
- Once registered, receive your passport back from the officer with a registration stamp and QR code sticker affixed.

Below the QR code, the letters “for Special Re-Entry” are printed. Please note that these letters are erased if you are not eligible for special re-entry.

(3) Notice of completed registration

For processing reasons, your registration may not be completed immediately at the time you apply. In this case, the results will be notified to you by post later. If you receive a notice of completed registration, visit the Pre-specified Registration Location specified in the notice when convenient for you.

6. Points to remember about registering as an automated gate user

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

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

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

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

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

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

- **If you cannot provide your fingerprints or operate the machine without assistance from another person in order to pass through an automated gate, you cannot use it.**

For security reasons, two or more persons cannot pass through an automated gate at the same time. Accordingly, if you cannot present your fingerprints without assistance from another person, you cannot use automated gates.

- **It may not be possible for children to register their fingerprints or be authenticated for automated gates.**

There is no age limit for using automated gates, but anyone who cannot present their fingerprints or operate the machine for an automated gate without assistance from another

person cannot use them. In addition, a child under 12 years old or so tends to have insufficiently stable fingerprints and may not be registered. (Please note that even if registered, it is possible that the child may not be authenticated for the automated gates.)

- **Any information submitted at the time of registration, including fingerprints, shall be handled as personal information stipulated in the Act on the Protection of Personal Information Held by Administrative Organs and shall not be used or provided beyond the scope permitted by this Act.**

7. How to use an automated gate

(When you depart from Japan with a re-entry permit)

- You will see a passport scanner in front of the automated gate. Open the page in your passport that shows your identification (the page with your photo on it) and pass it over the passport scanner according to the instructions on the screen, or pass the QR code affixed near the registration stamp over the user registration card scanner.
- The screen will then show illustrations for Special Re-Entry and Re-Entry. Touch and select Re-Entry.
- Next, pass the re-entry permit stamp QR code over the user registration card scanner according to the guidance on the screen.
- Finally, provide your fingerprints by lightly pressing the two fingers whose fingerprints have been registered against the fingerprint scanner according to the guidance on the screen.
- Once the fingerprints are authenticated, an officer will open the gate. Go to the inspection booth and give the officer your passport and a fully completed immigration card for re-entry (referred to as “RE Card” from here onward). If you need an official stamp, please ask the officer.
- The officer will return your passport.

The procedure is complete.

(When you depart Japan with Special Re-Entry)

- You will see a passport scanner in front of the automated gate. Open the page in your passport that shows your identification (the page with your photo on it) and pass it over the passport scanner according to the instructions on the screen, or pass the “user registration card for special re-entry” QR code affixed near the registration stamp over the user registration card scanner. Please note that if you do not have a user registration card for special re-entry, you will have to register yourself as a new user.
- The screen will then show illustrations for Special Re-Entry and Re-Entry. Touch and select Special Re-Entry.
- Finally, provide your fingerprints by lightly pressing the two fingers whose fingerprints have been registered against the fingerprint scanner according to the guidance on the screen.

- Once the fingerprints are authenticated, an officer will open the gate. Go to the inspection booth and give the officer your passport and a fully completed RE Card (on which the purpose of special re-entry column is checked or when you plan to re-enter Japan is shown). If you need an official stamp, please ask the officer.
- The officer will return your passport.

The procedure is complete.

(When you enter Japan with a re-entry permit)

- You will see a passport scanner in front of the automated gate. Open the page in your passport that shows your identification (the page with your photo on it) and pass it over the passport scanner according to the instructions on the screen, or pass the QR code affixed near the registration stamp over the user registration card scanner.
- The screen will then show illustrations for Special Re-Entry and Re-Entry. Touch and select Re-Entry.
- Next, pass the RE Card's bar code over the user registration card scanner according to the guidance on the screen.
- Finally, provide your fingerprints by lightly pressing the two fingers whose fingerprints have been registered against the fingerprint scanner according to the guidance on the screen. Then, turn to the camera for a headshot photo.
- Once these are authenticated, an officer will open the gate. Go to the inspection booth and give the officer your passport and a fully completed RE Card. If you need an official stamp, please ask the officer.
- The officer will return your passport.

The procedure is complete.

(When you enter Japan with Special Re-Entry)

- You will see a passport scanner in front of the automated gate. Open the page in your passport that shows your identification (the page with your photo on it) and pass it over the passport scanner according to the instructions on the screen, or pass the "user registration card for special re-entry" QR code affixed near the registration stamp over the user registration card scanner.
- The screen will then show illustrations for Special Re-Entry and Re-Entry. Touch and select Special Re-Entry.
- Next, pass the RE Card's bar code over the user registration card scanner according to the guidance on the screen.
- Finally, provide your fingerprints by lightly pressing the two fingers whose fingerprints have been registered against the fingerprint scanner according to the guidance on the screen. Then, turn to the camera for a headshot photo.
- Once these are authenticated, an officer will open the gate. Go to the inspection booth and give

the officer your passport and a fully completed RE Card. If you need an official stamp, please ask the officer.

- The officer will return your passport.

The procedure is complete.

8. Points to remember when using an automated gate

- When simply leaving Japan (without a scheduled re-entry), you are not allowed to use automated gates. Use a general departure inspection booth.
- If you use an automated gate, no immigration stamp will be placed on your passport unless requested at the inspection booth. If you need an official stamp, please ask the officer at the automated gate.
- In principle, automated gate users cannot receive an official stamp at a later date (Note 1). If you need an immigration record later on, you have to request the Immigration Services Agency of Japan to disclose personal information (Note 2).

Please understand in advance that it will take you a considerable amount of time to complete the procedure.

(Note 1) In exceptional cases, you (the automated gate user) may ask one of the contact points for enquiries about automated gates (see page 9) to provide an official stamp at a later date if you have any of the following needs and you or a family member who belongs to the same household as you can bring your passport to the port of departure or entry:

- To renew your driver's license that expired while you were out of Japan
- To complete paperwork for change-of-residence registration after returning from overseas
- To complete paperwork for certification of the complementary period (exemption period) for pension insurance
- To follow the tax-free procedure for non-residents in Japan
- To apply for a foreign visa

(Note 2) Make all disclosure requests to:

<https://www.moj.go.jp/isa/applications/disclosure/record.html>

Immigration Information Disclosure Section, Information System Management Office, General Affairs Division, Immigration Services Agency of Japan

Address: Yotsuya Tower 13F, 1-6-1 Yotsuya, Shinjuku-ku, Tokyo 160-0004

Tel: 03-5363-3005

Operating hours: 9 am – 5 pm (excluding Saturdays, Sundays and national holidays)

- Automated gate user registration shall be acceptable until the day preceding the expiry date of the re-entry permit or the Residence Card, whichever is the later, or if the passport expires

earlier, until the day preceding the expiry date of such passport.

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

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

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

- Fingerprints may not be authenticated if fingers are dry, sweaty or injured.
- If you wish to continue using automated gates in any of the following situations, you have to re-apply to register as an automated gate user.
 - You have acquired a new passport.
 - You have changed your name or other important status.
 - You have acquired a new re-entry permit.
 - You have used a single re-entry permit.
 - You have acquired a new Residence Card.
 - Your status of stay in Japan has changed.
 - The validity of your passport has been extended at a foreign diplomatic office in Japan or the re-entry period has been extended at a Japanese diplomatic office in a foreign country.

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

- Official stamps have transferred to a new re-entry permit because your re-entry permit is valid but has no space left for visas.

9. How to cancel your automated gate user registration

- If you wish to cancel your user registration, complete the application form for cancelling an automated gate user registration and submit it at any of the Pre-specified Registration Locations. The application may be sent by post as well. (For post, write “自動化ゲート利用希望者登録抹消申出書在中 (Application to cancel an automated gate user registration enclosed)” in red on an envelope, and send it to the location where you have registered yourself as a user.) Your registration will be cancelled, and your headshot photo and fingerprint information will be deleted.

[By post to:]

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

Inspection Coordination Department, Nagoya Immigration Services Bureau
5-18 Shoho-cho, Minato-ku, Nagoya-shi, Aichi 455-8601

Inspection Coordination Department, Osaka Immigration Services Bureau
1-29-53 Nanko-kita, Suminoe-ku, Osaka-shi, Osaka 559-0034

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

Inspection Coordination Department, Haneda Airport District Immigration Office, Tokyo
Immigration Services Bureau
Haneda Airport CIQ Bldg., 2-6-4 Haneda-kuko, Ota-ku, Tokyo 144-0041

Inspection Coordination Department, Chubu Airport District Immigration Office, Nagoya
Immigration Services Bureau
CIQ Bldg., 1-1 Centrair, Tokoname-shi, Aichi 479-0881

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

10. Points to remember about cancelling your automated gate user registration

- No application by an agent to cancel registration will be accepted.
- Your access to the automated gates will expire upon expiry of your user registration.
- Your access to the automated gates will be lost also when any of the causes for refusal to land stipulated in Article 5 of the Immigration Control and Refugee Recognition Act is applied before expiry of your automated gate user registration or when your registered passport proves to be invalid due to loss or theft.
Please note that even if the lost passport is found later, the automated gates cannot be used.
- A notice of cancellation of user registration will be sent by mail to the address shown in the application form. (Please note that notice may not be sent in the event of a warrant of arrest or the like, notice may not be sent.) Note that you are allowed to report a change of address after registration.
- If you have already registered yourself as a user and wish to register your fingerprints again due to failed authentication or the like, you have to cancel the original registration and re-register yourself a new user.

[Contact telephone numbers for enquiries about the automated gates]

- Tokyo Immigration Services Bureau: Inspection Coordination Department (0570-034259 (210))
- Nagoya Immigration Services Bureau: Inspection Coordination Department (0570-052259 (110#))
- Osaka Immigration Services Bureau: Inspection Coordination Department (0570-064259 (210))
- Narita Airport District Immigration Office: Inspection Coordination Department (0476-34-2211)
- Haneda Airport District Immigration Office: Inspection Coordination Department (03-5708-3211)
- Chubu Airport District Immigration Office: Inspection Coordination Department (0569-38-7413)
- Kansai Airport District Immigration Office: Inspection Coordination Department (072-455-1457)

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