Immigration Services Agency Online Residence Application System

User Manual

— Applicant (at a counter) for electronic issuance of a certificate

of eligibility —

Revision History

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1	March 17, 2023	1.0	-	Document created.

Revision Details

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	Revision description

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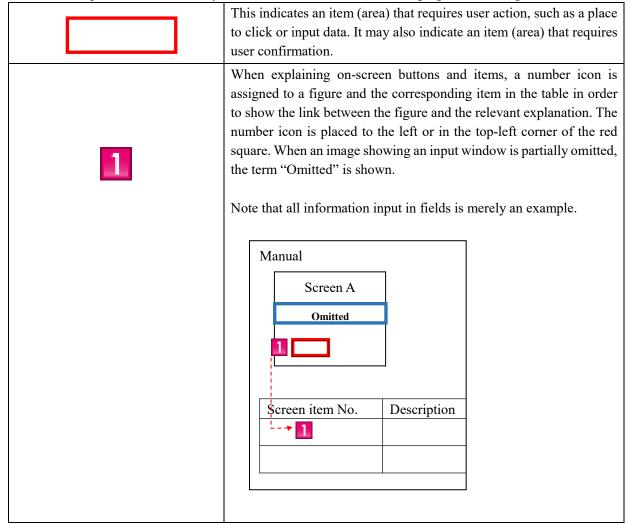
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1. Introduction

1.1 About This Manual

This manual explains how to use the Online Residence Application System for Applicant (at a counter) for electronic issuance of a certificate of eligibility.

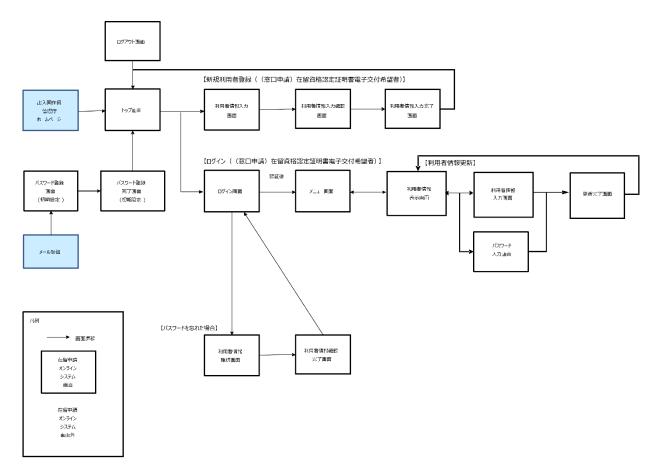
In order to explain how to use the system, this manual uses the following figures and images.



If you have any problems, read the frequently asked questions (Q&A) or contact the Help Desk.

1.2 Pages and Overall Structure of the Online Residence Application System

The pages and overall structure of the Online Residence Application System are as follows.



※ 認証後に遷移する各画面からはログアウト画面へ遷移可能(本図では省略)

1.3 Required Browser

The Online Residence Application System has been designed for the browser listed below. The system may not operate properly on other browsers.

- Required browser: Google Chrome (ver. 72)

The Online Residence Application System will send email messages to your registered email address. Please configure your email client to accept messages from the following domain:

@ras-immi.moj.go.jp

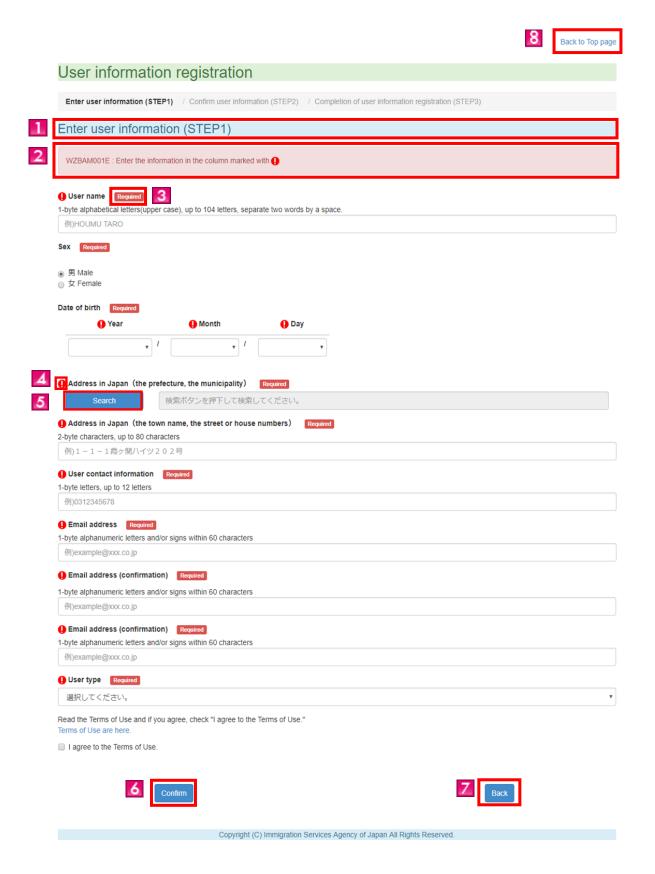
Note that the Online Residence Application System will require that you to log in again after a session timeout due to being inactive, such as when you have not navigated to a different page, for a set period of time (at least 30 minutes).

1.4 Online Residence Application System Pages

This section describes the features common to all Online Residence Application System pages.



在留申請オンラインシステム



Screen item No.	On-screen item	Description
1	Process and current step	This shows the process flow and the current step.
2	Error message	On each input page, if there is an error in the entered information, an error message is shown in red at the top of the page.
3	Required item	The word "Required" is shown next to items that require information to be entered. Failure to enter information will result in an error, and prevent you from proceeding to the next step.
4	Exclamation mark ("!")	An exclamation mark ("!") indicates an item where an error has occurred. Note, however, that all items will have "!" when the information on your Residence Card and the entered information do not match.
5	Search button	Click this button to select your address information when filling out the Address in Japan (prefecture and municipality), Address (prefecture and municipality), and Location (prefecture and municipality) fields.
6	Confirm button	On pages with an input field, check that the information you have entered is accurate and then click the Confirm button. You will move to the next page if the entered information has no errors.
7	Back button	Click this button to return to the previous page. Please note that clicking your browser's Back button or pressing the backspace key will not move back to the previous page; instead, it will be considered an invalid operation and you will be logged out of the system.
8	Back to Homepage link	Click this link to return to the homepage.

1.5 Note on Using the System

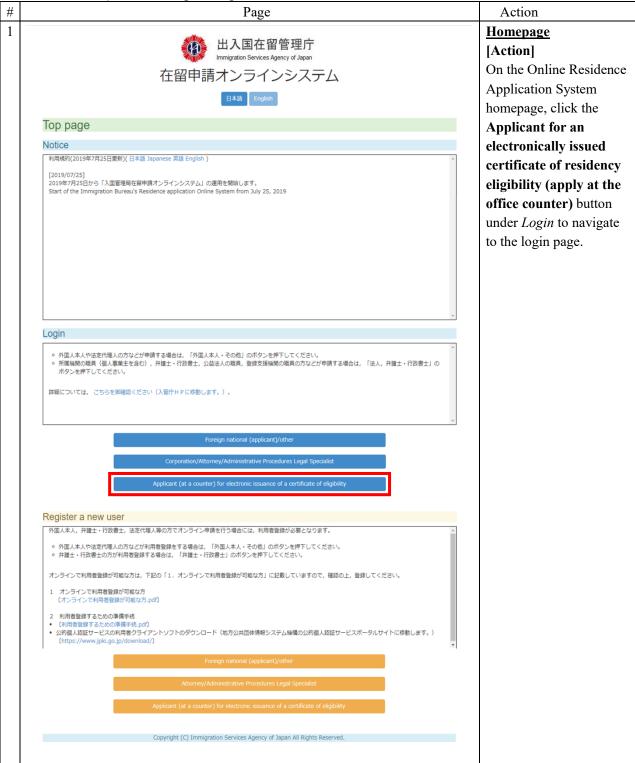
- When pressing the Enter key for actions other than inputting text
Pressing the Enter key for an action other than inputting text may result in an on-screen button being pressed unintentionally.

2. Basic Operations

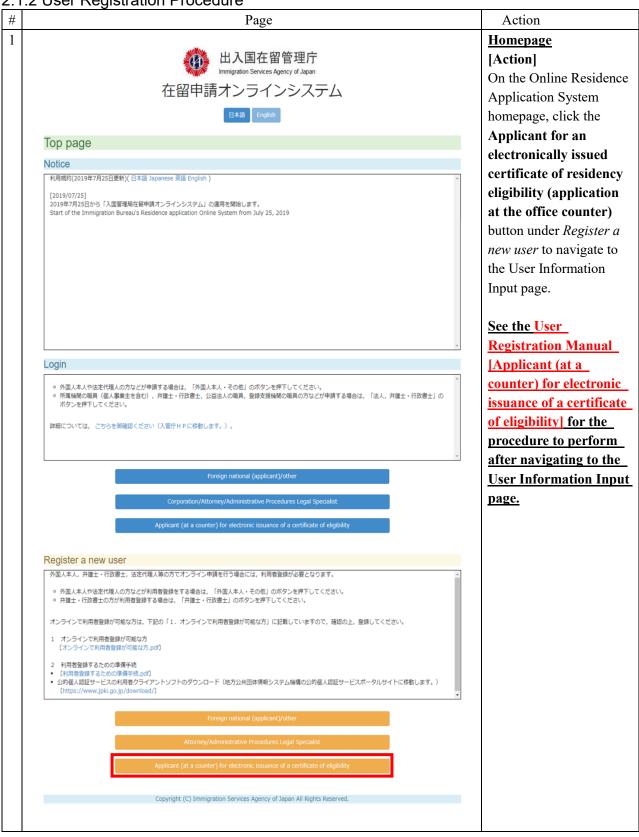
2.1 Homepage

This section describes how to navigate to the login page from the Online Residence Application System homepage.

2.1.1 How to Open the Login Page



2.1.2 User Registration Procedure



在留申請オンラインシステム





English

Top page

Notice

NOU

利用規約(2019年7月25日更新)(日本語 Japanese 英語 English)

2019/07/25

2019年7月25日から「入国管理局在留申請オンラインシステム」の運用を開始します。 Start of the Immigration Bureau's Residence application Online System from July 25, 2019

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。
- 所属機関の職員(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

3

Applicant (at a counter) for electronic issuance of a certificate of eligibility

Register a new user

外国人本人,弁護士・行政書士,法定代理人等の方でオンライン申請を行う場合には,利用者登録が必要となります。

- 外国人本人や法定代理人の方などが利用者登録をする場合は、「外国人本人・その他」のボタンを押下してください。
- 。 弁護士・行政書士の方が利用者登録する場合は,「弁護士・行政書士」のボタンを押下してください。

オンラインで利用者登録が可能な方は,下記の「1. オンラインで利用者登録が可能な方」に記載していますので,確認の上,登録してください。

- 1 オンラインで利用者登録が可能な方 (オンラインで利用者登録が可能な方.pdf)
- 2 利用者登録するための準備手続
- 〔利用者登録するための準備手続.pdf
- 公的個人認証サービスの利用者クライアントソフトのダウンロード(地方公共団体情報システム機構の公的個人認証サービスポータルサイトに移動します。) (https://www.jpki.go.jp/download/)

Foreign national (applicant)/other

Attorney/Administrative Procedures Legal Specialis

Applicant (at a counter) for electronic issuance of a certificate of eligibility

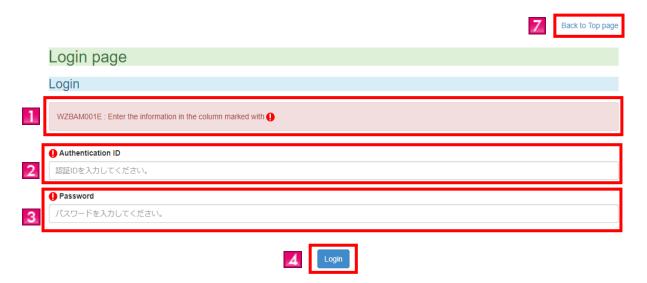
Screen item No.	On-screen item	Description
1	Page language	The page content can be displayed in the Japanese or English languages. Select the language you prefer.
2	Notice	This section displays notices on the use of the Online Residence Application System.
3	Login button for [Applicant (at a counter) for electronic issuance of a certificate of eligibility]	Opens the Login page.
4	User Registration button for [Applicant (at a counter) for electronic issuance of a certificate of eligibility]	Opens the User Information Input page.

This section describes the authentication procedure on the login page.

2.2.1 Authenticating on the Login Page



在留申請オンラインシステム



In case you have lost your password

To obtain User ID, file arequest to use the system or register a user.

If you are a staff member of the organization the applicant is affiliated with, a staff member of the public interest corporation, or a staff member of a registered support organization, please file a request to use the system with the regional immigration services office.

If you are a foreign national (Applicant), a legal representative of a foreign national, an attorney or administrative procedures legal specialist, or an applicant (at a counter) for the electronic issuance of a certificate of eligibility, go to the top page to register as a user.

If you have forgotten your User ID, submit a request to the regional immigration services office to reset it.

For more information, see the Immigration Services Agency's website.

https://www.moj.go.jp/isa/applications/guide/onlineshinsei.html

Screen item No.	On-screen item	Description
1	Error message	Upon clicking the Login button, an error message appears if there is an error in the entered information.
2	User ID	Enter the user ID you received in an email from the Online Residence Application System.
3	Password	Enter the password you set.
4	Login button	If the entered information has no errors, the Menu page opens.
5	Forgot your password? link	If you have forgotten your password, you can reset it.
6	Immigration Services Agency website link	Click this link to access the Immigration Services Agency website.
7	Back to Homepage link	Click this link to return to the homepage.

This section describes the Menu page, where you can apply for residency after logging into the system.



在留申請オンラインシステム

User name: TEST MADOGUCHI Time and date of your last login





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.



Enter application information (Blanket)

- 3 File an application, etc. with the Immigration Services Agency
- Select the information entered in Enter application information, attach materials and a facial photo, and press the Application button to file the application. (You must press the Application button to file the application.)
- You can apply for a re-entry permit and/or permission to engage in an activity other than those permitted by the status of residence previously granted at the same time, using the information you entered for the application.



Application information search

User information update

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



User information update

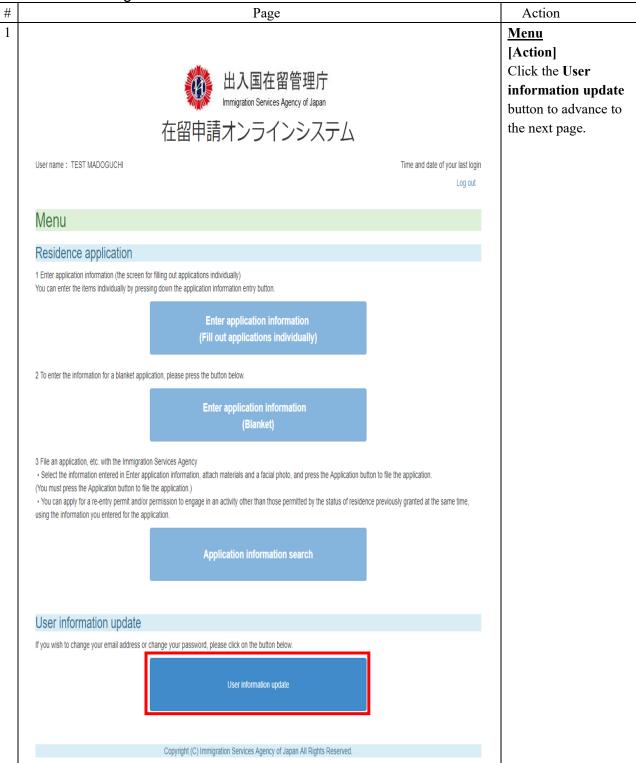
Screen item No.	On-screen item	Description
1	Enter application information (Fill out applications individually) button	Disabled.
2	Enter application information (Fill out multiple applications) button	Disabled.
3	Application information search button	Disabled.
4	User information update button	Opens the User Information page.
5	Log out link	Click to log out of the Online Residence Application System.

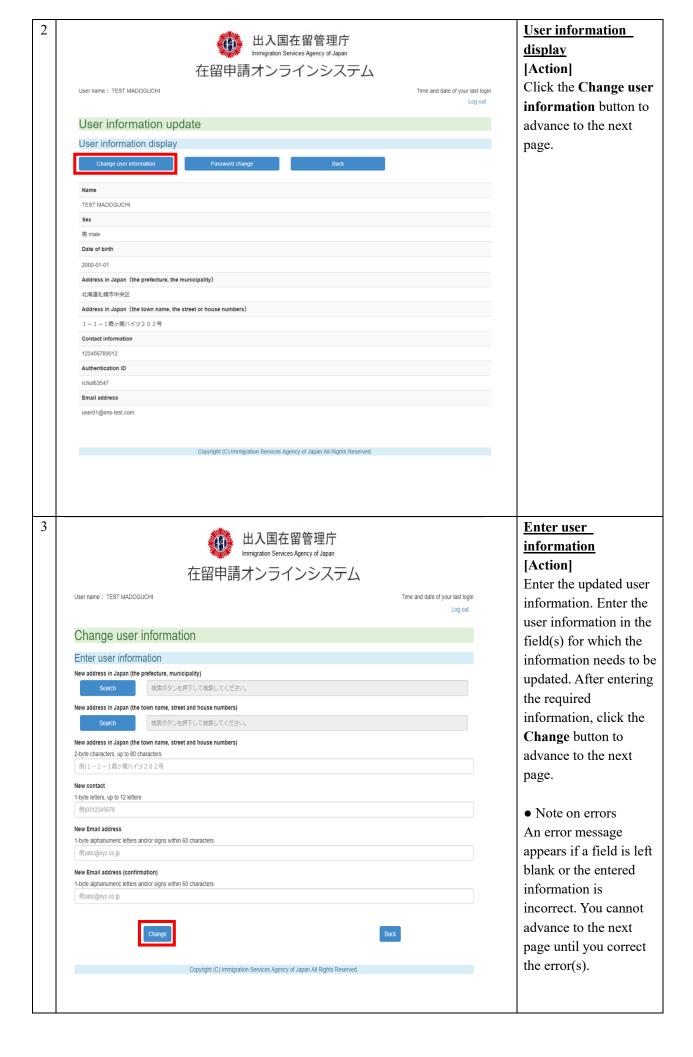
2.4 User Information Management

This section describes how to change both the email address for email from the Immigration Services Agency and the user password.

This feature can be used by a staff member of the organization that the applicant is affiliated with whose request to use the system has been approved.

2.4.1 How to Change User Information





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: TEST MADOGUCHI Time and date of your last login

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 user01@ens-test.com

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.

Help Desk
TEL: 050-3766-3053
E-MAIL: miff.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)

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Update complete [Action]

The user information change procedure is complete.

Log out

When changing the email address, after a few minutes, you will receive an email to notify you of the email address change at the newly registered email address.

Click the **Back to the User Information** page button to return to the User Information Display page.

• When changing information other than the email address, there will be no on-screen message about an email notification or the transmission of an email address change notification.



在留申請オンラインシステム

User name: TEST MADOGUCHI Time and date of your last login User information update User information display 2 Change user information Password change Name TEST MADOGUCHI Sex 男 male Date of birth 2000-01-01 Address in Japan (the prefecture, the municipality) 北海道札幌市中央区 Address in Japan (the town name, the street or house numbers) 1-1-1霞ヶ関八イツ202号 **Contact information** 123456789012 Authentication ID rchut63547 **Email address** user01@ens-test.com

Screen item No.	On-screen item	Description
1	Change user information button	Click this button to open the User Information Input page.
2	Back button	Click this button to return to the Menu page. Please note that clicking your browser's Back button or pressing the backspace key will not move back to the previous page; instead, it will be considered an invalid operation and you will be logged out of the system.
3	Log out link	Click this link to log out of the Online Residence Application System.

2.4.3 Description of the Change User Information Page



在留申請オンラインシステム

User name: TEST MADOGUCHI

検索ボタンを押下して検索してください。

Change user information

WZBAM245E: Please enter the information to change.

New address in Japan (the prefecture, municipality)

(In the second s

Enter user information

2-byte characters, up to 80 characters 例) 1-1-1 霞ケ関ハイツ 2 0 2号

New Email address (confirmation)

New contact

1-byte letters, up to 12 letters 例)0312345678

New Email address

例)abc@xyz.co.jp

Change

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

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

8 Back

Screen item No.	On-screen item	Description
1	Error message	Upon clicking the Change button, an error message appears if there is an error with the entered information.
2	New address in Japan (prefecture and municipality)	Enter your new office location (prefecture and municipality). Press the Search button to select the new prefecture and municipality.
3	New address in Japan (street and house number)	Enter your new office location (street and house number).
4	New contact number	Enter your new contact number (phone number).

Screen item No.	On-screen item	Description
5	New email address	Enter your new email address.
6	New email address (confirm)	Enter your new email address again to confirm it.
7	Change button	Navigates to the Update Complete page if there are no errors with the entered information.
8	Back button	Click this button to return to the User Information Display page. Please note that clicking your browser's Back button or pressing the backspace key will not move back to the previous page; instead, it will be considered an invalid operation and you will be logged out of the system.
9	Log out link	Click this link to log out of the Online Residence Application System.

2.4.4 Description of the Update Complete Page



在留申請オンラインシステム

User name: TEST MADOGUCHI

Time and date of your last login





User information update

Completion of update

The update of your user information has been completed

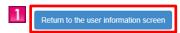
A notification of completion of the update will be sent to your email address user01@ens-test.com

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]

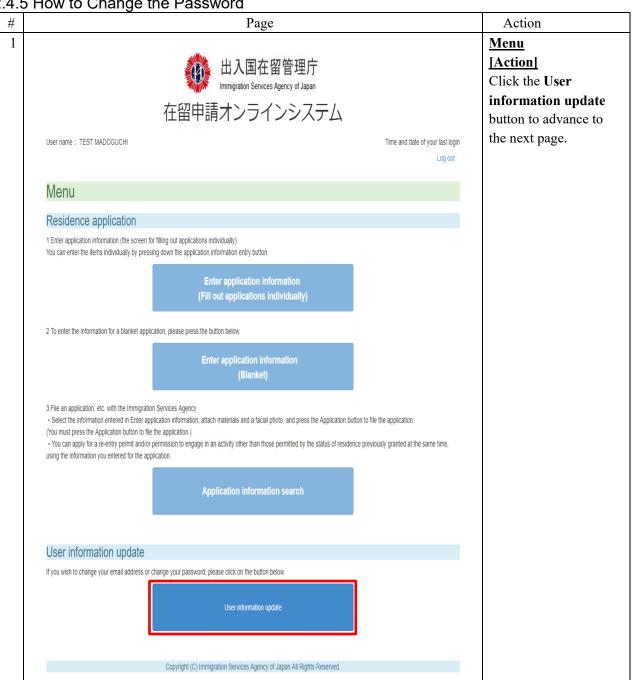
Help Desk
TEL: 050-3786-3053
E-MAIL: mjf.support.cw@hitachi-systems.com

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)



Screen item No.	On-screen item	Description
1	Back to the User Information page button	Click this button to return to the User Information Display page.
2	Log out link	Click this link to log out of the Online Residence Application System.

2.4.5 How to Change the Password





4 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: TEST MADOGUCHI

Time and date of your last login 2023/05/31 18:10

Log out

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 user01@ens-test.com

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

ELAMAL: In: Iff. 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

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Update complete [Action]

This completes the password change procedure. After a few minutes, you will receive an email at your registered email address notifying you of the password change completion.

Click the **Back to the User Information** page button to return to the User Information Display page.

2.4.6 Description of the User Information Display Page (Password Change)



在留申請オンラインシステム

User name: TEST MADOGUCHI Time and date of your last login 3 Log out User information update User information display Change user information Name TEST MADOGUCHI Sex 男 male Date of birth 2000-01-01 Address in Japan (the prefecture, the municipality) 北海道札幌市中央区 Address in Japan (the town name, the street or house numbers) 1-1-1霞ヶ関ハイツ202号 **Contact information** 123456789012 Authentication ID rchut63547 **Email address** user01@ens-test.com

Screen item No.	On-screen item	Description
1	Change password button	Click this button to open the Password Input page.
2	Back button	Click this button to return to the Menu page. Please note that clicking your browser's Back button or pressing the backspace key will not move back to the previous page; instead, it will be considered an invalid operation and you will be logged out of the system.
3	Log out link	Click this link to log out of the Online Residence Application System.

2.4.7 Description of the Password Input Page



在留申請オンラインシステム

User name: TEST MADOGUCHI Time and date of your last login 2023/05/31 18:10 7 Log out Password change Enter password WZBAM001E: Enter the information in the column marked with () ① 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 \$%&=@_#*+-?! 例)CD67890! 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 \$%&=@_#*+-?! 例)CD67890!

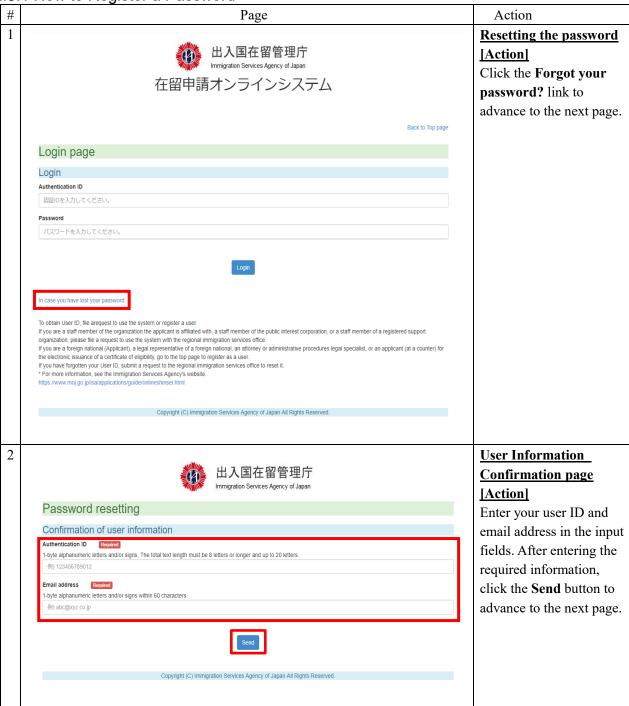
G :		D 111
Screen item	On-screen item	Description
No.		
1	Error message	Upon clicking the Change button, an error message appears if there is an
		error in the entered information.
		citor in the effected information.
2	Current password	Enter your current password.
3	New password	Enter your new password.
_	-	
	Now paggward	Re-enter your new password to confirm it.
4	New password	Re-enter your new password to commin it.
	(confirm)	
.5.	Change button	If the entered information has no errors, the Update Complete page opens.
6	Back button	Click this button to return to the User Information Display page.
		Please note that clicking your browser's Back button or pressing the
		backspace key will not move back to the previous page; instead, it will
		be considered an invalid operation and you will be logged out of the
		system.
7	Log out link	
1	Log out link	Click this link to log out of the Online Residence Application System.

2.5 How to Reset the Password (If You Have Forgotten Your Password)

This section describes how to set a password for use when logging in to the Online Residence Application System.

Users who have completed the user registration process will receive an email containing information on how to proceed to the Password Registration page.

2.5.1 How to Register a Password





The confirmation of your user information has been completed A notification of password resetting will be sent to your email address user01@ens-test.com 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]

ter's inquines;
Help Desk
TEL: 050:3786-3053
E-MAIL: mjf.support.cv@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)

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User information confirmation complete [Action]

A password reset has been initiated. After a few minutes, you will receive a password reset notification email at your registered email address. Click the URL in the email and then reset your password.

Click the Back to the login page button to return to the Login page.

2.5.2 Description of the User Information Confirmation Page





Screen item No.	On-screen item	Description
1	Error message	Upon clicking the Send button, an error message appears if there is an error in the entered information.
2	User ID	Enter your user ID.
3	Email address	Enter your email address.
4	Send button	If the entered information has no errors, the User Information Confirmation Completion page opens.

2.5.3 Description of the User Information Confirmation Completion Page



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 user01@ens-test.com 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

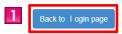
[For inquiries]

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)



Screen item No.	On-screen item	Description
1	Back to the login page button.	Click this button to return to the Login page.

3. Miscellaneous

3.1 List of Error Messages

The error messages that may appear while using the Online Residence Application System are listed on a separate sheet.