

**Ministry of Justice**  
**Immigration Services Agency**  
**Trusted Traveler Program Information**  
**System**  
Operation Manual

Version 2.0

## Revision History

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Page No.	Date of Revision	Version	Page	Revised Contents
1		1.0	-	Newly Created
2	2017/1/26	1.1	-	Change of words of application items
3	2017/7/1	1.2	-	Change of words of application items
4	2018/3/14	1.3	-	Change of words of application items Added a new section "3.4.3 Result of the preliminary inspection information"
5	2019/3/29	1.4	-	Modification of words for changing organizations
6	2020/3/19	1.5	-	Added description about "Explanation material 6,7,8"
7	2021/7/16	1.6	-	Changed the image of "Application status check"
8	2022/03/15	1.7	23-25	Change the image accompanied with change of words of question 3 of the disembarkation card information (the back side)
			48	Changed the message of message ID "E20001"
9	2023/05/29	1.8	14, 19	Change of words of application items Change of explanation on detailed input of application information
10	2025/3/14	2.0	-	Overall revision after the update of the Trusted Traveler Program Information System

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# 1 Introduction

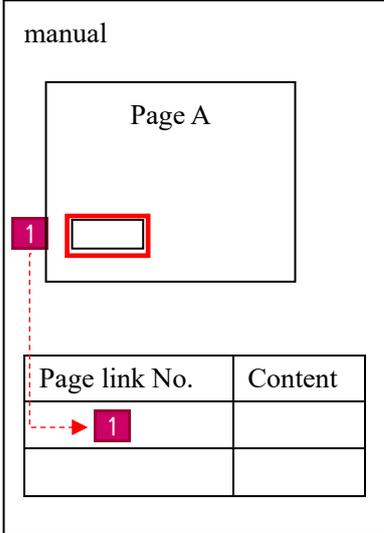
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## 1.1 The manual

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This manual describes the application operation of the Trusted Traveler Program Information System.

The explanation contains figures and pictures as given below.

	<p>This indicates the area on the page which the user must click or in which the user must enter some form of information. It also indicates the area to which the user must pay particular attention.</p>						
	<p>When an explanation is being given of a particular button or part, a number will appear, which corresponds to the number in the chart, indicating which part is being explained. The numbers are to be found on the left hand side of the red frame.</p> <p>All text appearing on the screen is for explanatory purposes.</p>  <table border="1" data-bbox="659 1296 1003 1440"><thead><tr><th>Page link No.</th><th>Content</th></tr></thead><tbody><tr><td>1</td><td></td></tr><tr><td></td><td></td></tr></tbody></table>	Page link No.	Content	1			
Page link No.	Content						
1							

**If you are unsure about any of the information provided in this manual, please check the FAQs or contact the Help Desk. We apologize for any inconvenience caused. Both the FAQs and Help Desk information can be found on the HOME page of the Trusted Traveler Program Information System.**

<https://ttp2.moj.go.jp> (Trusted Traveler Program Information System HOME page)

## 1.2 Trusted Traveler Program Information System layout

This section goes over the layout common to all of the pages of the Trusted Traveler Program Information System.

The screenshot displays the 'Japan Trusted Traveler Program' application interface. At the top, there is a header with the ISA logo, the program name, an email address (abc@xyz.co.jp), and a 'Logout' link. Below the header, there are three navigation tabs: 'Basic input of application information' (highlighted in blue), 'Detailed input of application information', and 'Confirming application information'. A red box labeled '1' highlights an error message: 'The form could not be submitted for the following reasons: E10001: Enter [Surname]'. Below this, the 'Basic input of application information' section contains instructions and a link to a pre-check page. The 'Application information' section includes a 'Surname Required' field (highlighted with a red box labeled '2'), a 'Given name Required' field, and an 'Intended date of entry' field. At the bottom, there are 'Next' and 'Back' buttons (highlighted with a red box labeled '3'). A red box labeled '4' is positioned below the 'Next' button, pointing to the text '出入国在留管理庁' (Immigration, Naturalization and Refugee Control Agency).

Page link number	Page item	Content
1	Error message	An error message will appear in red if there are any errors in the entry content on the page.
2	Required items	The required items are marked with a required. An error will occur if these fields are not filled in correctly, and you will not be able to proceed to the next step.

Page link number	Page item	Content
3	[Next] button	<p>Please click the [Next] button after checking the information you have entered on the page.</p> <p>If there are no errors in your entries, you will be able to proceed to the next page.</p> <p>If there are any errors, an error message will appear.</p>
4	[Back] button	<p>Clicking the [Back] button takes you back to the previous page.</p> <p>Do not use the "←" (Back) button of the browser or the Back Space key.</p>

## 1.3 Required environment

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The Trusted Traveler Program Information System requires the environment given below. Please take note that we cannot guarantee that the operations will be properly conducted if you use a different environment.

You can also access the system from your smartphone.

### •Operating System

Name	Supported Version
Windows	Windows 10 or later
macOS	10.13 or later
iOS	iOS 13 or later
Android	10 or later

### •Browser

Name	Supported Version
Google Chrome	Latest 3 major releases
Microsoft Edge	Latest 3 major releases
Mozilla Firefox	Latest 3 major releases
Apple Safari	13 or later

The Trusted Traveler Program Information System will send messages to the e-mail address you registered during the user registration. Please check that your system has been set to enable the receipt of messages from the following domain.

- Domain: @i.ttp2.moj.go.jp  
@microsoftonline.com

Moreover, please note that the Trusted Traveler Program Information System will automatically log out if no action has been taken, including movement between pages, for more than 30 minutes.

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## 2 Overall flow

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This section goes over the overall flow with regard to using the Trusted Traveler Program Information System.

The Trusted Traveler Program Information System enables you to apply to become a registered user and to pre-register your disembarkation card information.

### 2.1 Registered user application

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First the following explains how to apply to become a registered user using the Trusted Traveler Program Information System.

For operational details, please check [3. Basic operation] in this manual.

#### **User registration**

User registration in order to be able to use the Trusted Traveler Program Information System.

You will only have to register your information the first time you use the system, and will not have to repeat this process again.

**P.7**



#### **Application information registration**

This is where you will apply to become a registered user.

Once the registration is complete, you will receive a [Notification of completion of registration] message.

Once you receive the [Notification of completion of registration] message, your registered user application process is complete.

**P.17**



#### **Disembarkation card information pre-registration**

After you have applied to become a registered user, you will be able to pre-register your disembarkation card information.

By pre-registering, you will not have to enter this information when you come to the automated gates, allowing you to save time and pass smoothly through the gates.

If you do not pre-register, you will have to enter your disembarkation card information when you come to the automated gates, requiring more time to go through the gates.

**P.28**

## 2.2 Others

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As well as applying to becoming a registered user, you will be able to use the Trusted Traveler Program Information System for the following purposes.

For operational details, please check [3. Basic operation] in this manual.

### **Check the status of your application**

You can check the status of your application.  
However, you cannot check the details of the application.

**P.33**

### **Withdraw your application**

You will be able to withdraw any application registered on the Trusted Traveler Program Information System.

**P.37**

### **Change your password**

You will be able to change your login password.

**P.40**

### **Change your e-mail address**

You will be able to change your e-mail address registered on the Trusted Traveler Program Information System.

**P.45**

### **Reset password**

You can reset the password registered on the Trusted Traveler Program Information System in case you forgot it.

**P.54**

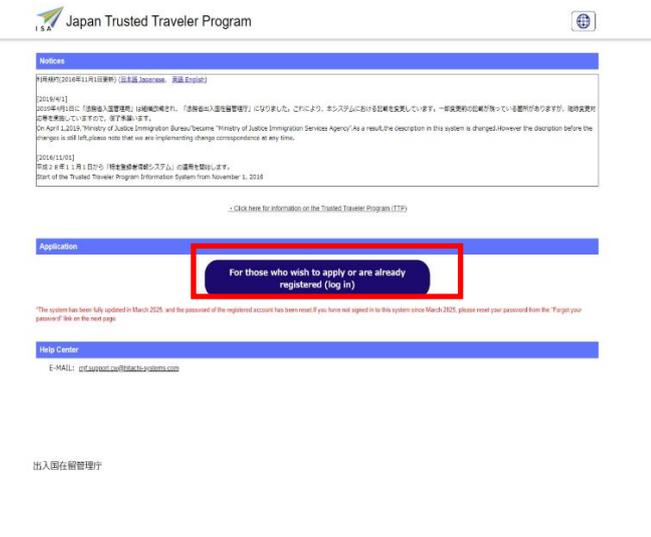
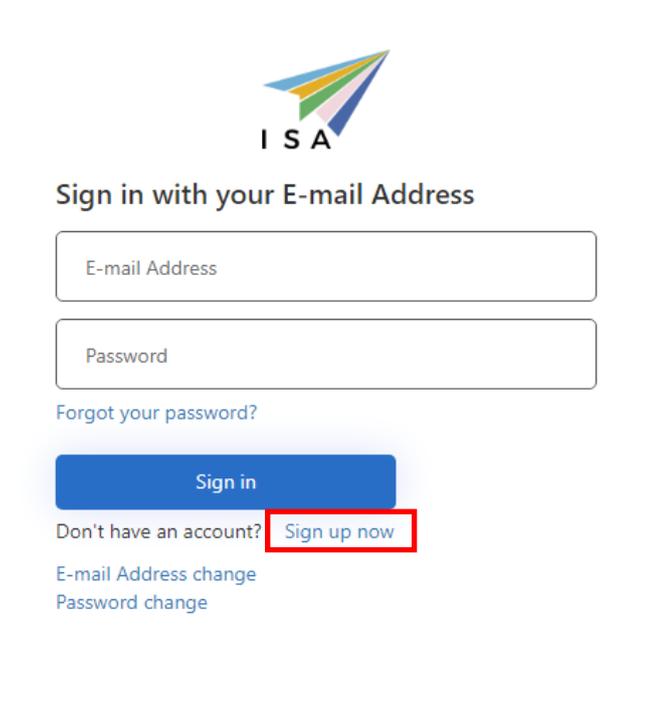
# 3 Basic operation

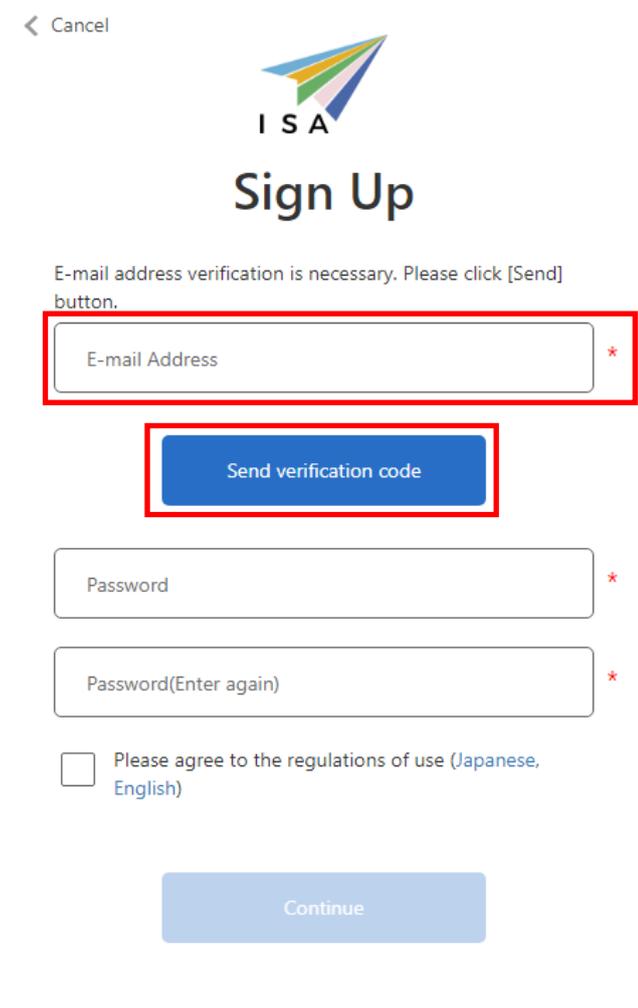
## 3.1 User registration

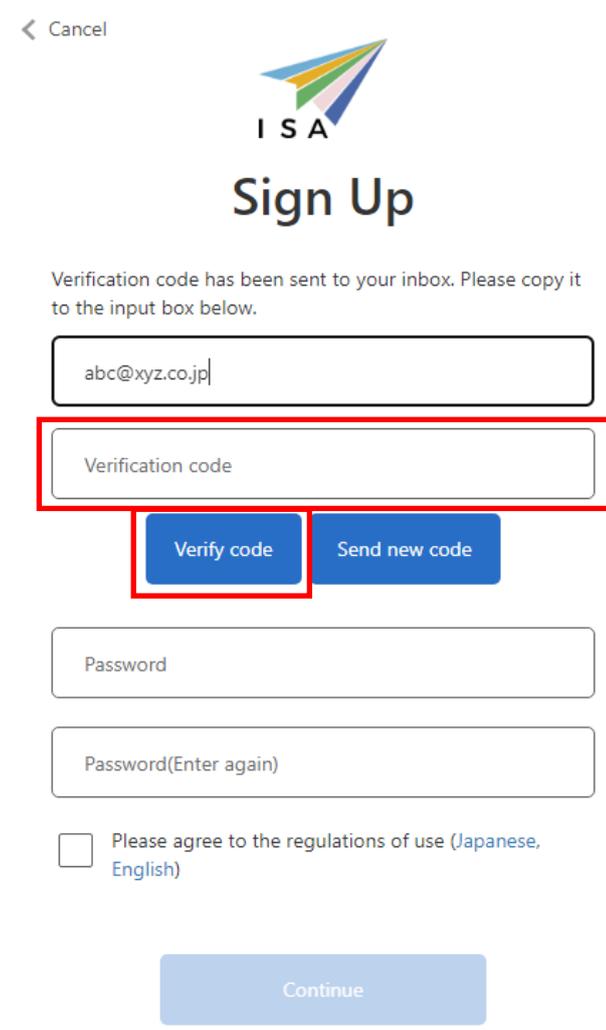
In order to use the Trusted Traveler Program Information System, you will first have to register as a user.

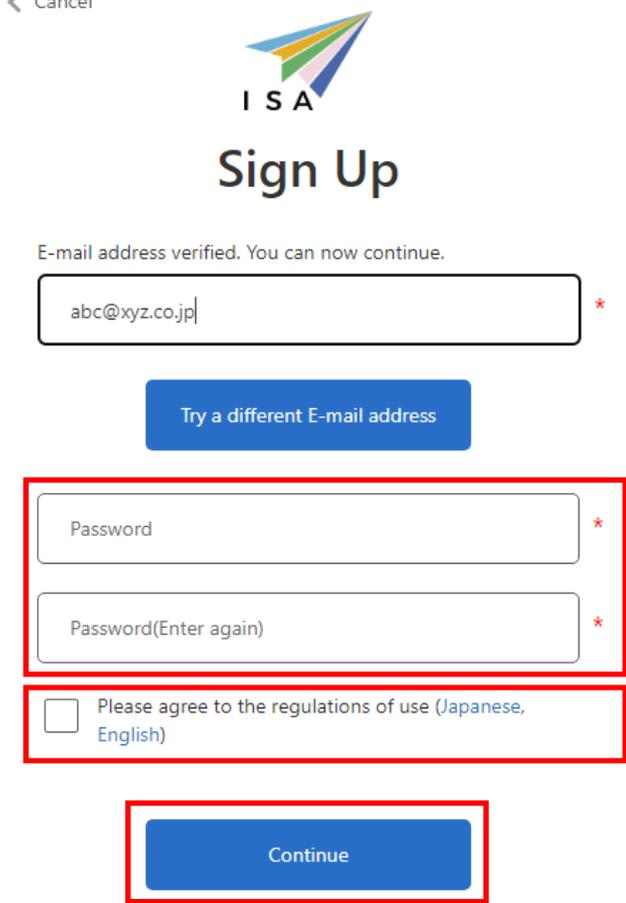
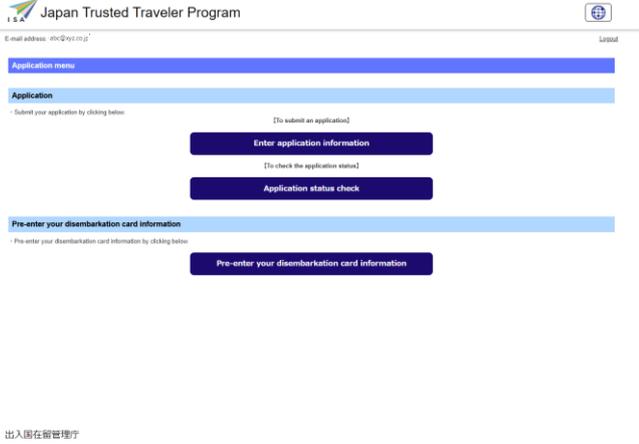
Please register as a user following the steps given below.

### 3.1.1 User registration flow

No	Page	Operational content
1		<p><b>HOME page</b></p> <p>Click the [For those who wish to apply or are already registered (log in)] button on the HOME page and proceed to the next page.</p>
2		<p><b>Login page</b></p> <p>Click the [Sign up now] link on the Login page and proceed to the next page.</p>

№	Page	Operational content
3		<p><b><u>User information entry</u></b></p> <p>Enter your E-mail address, and click the [Send verification code] button. A verification code will be sent to the entered E-mail address.</p>

№	Page	Operational content
4	 <p>ISA Sign Up</p> <p>Verification code has been sent to your inbox. Please copy it to the input box below.</p> <p>abc@xyz.co.jp *</p> <p>Verification code</p> <p>Verify code Send new code</p> <p>Password *</p> <p>Password(Enter again) *</p> <p><input type="checkbox"/> Please agree to the regulations of use (Japanese, English)</p> <p>Continue</p>	<p><b><u>User information entry</u></b></p> <p>When a verification code arrives at the entered E-mail address, enter the received code and click the [Verify code] button.</p> <p>Upon clicking the [Verify code] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page. You will not be able to proceed until the error has been corrected.</p>

№	Page	Operational content
5		<p><b><u>User information entry</u></b></p> <p>When [E-mail address verified. You can now continue] appears, enter a password.</p> <p>After entering a password, read the regulations of use and then check the [Please agree to the regulations of use (Japanese, English)] checkbox in the lower part of the screen.</p> <p>After checking the checkbox, click the [Continue] button to proceed to the next page.</p> <p>Upon clicking the [Continue] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page.</p> <p>You will not be able to proceed to the next page until the errors have been corrected.</p>
6		<p><b><u>Application menu</u></b></p> <p>This page shows that the user registration process has been completed.</p>

### 3. 1. 2 Explanation on entering user information (default display)

1



# Sign Up

E-mail address verification is necessary. Please click [Send] button.

2 Enter E-mail Address.

3  \*

4

\*

\*

Please agree to the regulations of use ([Japanese](#), [English](#))

Page link number	Page item	Content
1	[Cancel] link	Back to the HOME page.
2	Error message	If there are any errors in your entries, an error message will appear. You will not be able to proceed to the next page until the errors have been corrected.
3	E-mail address information	Enter your e-mail address here. The required items are marked with an asterisk (*). These items must be filled in.  <ul style="list-style-type: none"> <li>● E-mail address Messages will automatically be sent to the e-mail address you entered in this page. Be sure to enter a valid e-mail address. Enable the domain settings beforehand if you wish to register your cellphone or a free e-mail address.</li> <li>● Domain settings If you have set any special domain settings in order to avoid receiving spam mail, be sure to remove any restrictions or alter the settings so you can receive messages from @i.ttp2.moj.go.jp or @microsoftonline.com.</li> </ul>
4	[Send verification code] button	If there are no errors in your entries, the verification code will be sent to the registered e-mail address. If there are any errors, an error message will appear at the top of the page.

### 3. 1. 3 Explanation on entering user information (entry of the verification code)

< Cancel



## Sign Up

**1** Verification code you entered is invalid. Enter it again. \*

abc@xyz.co.jp \*

**2** Verification code

**3** Verify code Send new code

**4** Password \*

Password(Enter again) \*

Please agree to the regulations of use (Japanese, English)

Continue

Page link number	Page item	Content
1	Error message	If there are any errors in your entries, an error message will appear. You will not be able to proceed to the next page until the errors have been corrected.
2	Verification code information	Enter the verification code here. Enter the verification code sent to the registered e-mail address.
3	[Verify code] button	If there are no errors in your entries, you will be able to proceed to the next page. If there are any errors, an error message will appear at the top of the page.
4	[Send new code] button	The new verification code will be sent.

### 3. 1. 4 Explanation on entering user information (E-mail address confirmation)

< Cancel



## Sign Up

E-mail address verified. You can now continue.

abc@xyz.co.jp \*

1

Try a different E-mail address

2

Enter Password.

3

Password \*

Password(Enter again) \*

Enter regulations of use.

Please agree to the regulations of use (Japanese, English)

4

Continue

Page link number	Page item	Content
1	[Try a different E-mail address] button	Change the E-mail address to a different one.
2	Error message	<p>If there are any errors in your entries, an error message will appear.</p> <p>You will not be able to proceed to the next page until the errors have been corrected.</p>
3	Password information	<p>Enter your password.</p> <p>The required items are marked with an asterisk (*). These items must be filled in.</p> <ul style="list-style-type: none"> <li>● Password</li> </ul> <p>Enter a password that cannot be easily guessed. 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.</p> <p>The signs you can enter are \$%&amp;=@_#*+~?!.</p> <p>The password differentiates between uppercase and lowercase letters.</p> <p>We cannot answer any inquiries regarding passwords, so be sure to remember and keep your password safe.</p> <p>The letters entered for the password are displayed as ●.</p> <p>Reset the password in case you forgot it.</p> <p>Check [3.8 Password Reset] of this manual for instructions on how to reset the password.</p>
4	[Continue] button	<p>If there are no errors in your entries, register as a user and proceed to the Application menu page.</p> <p>If there are any errors, an error message will appear at the top of the page.</p>

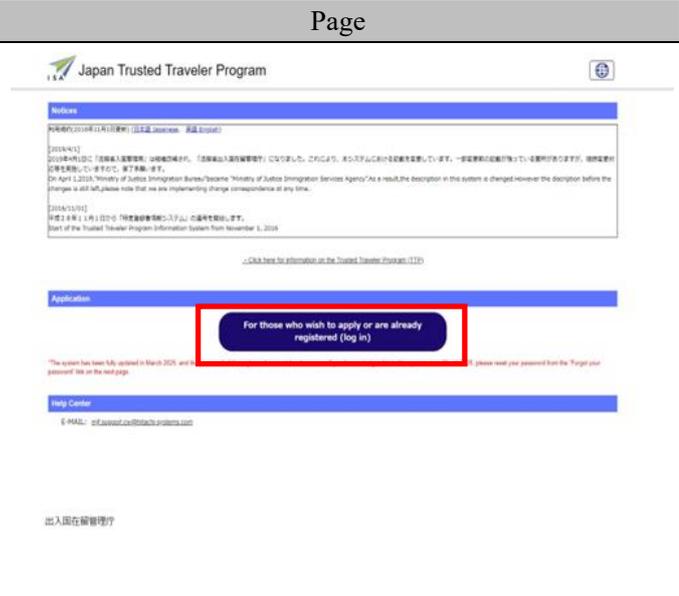
## 3.2 Entering your application information

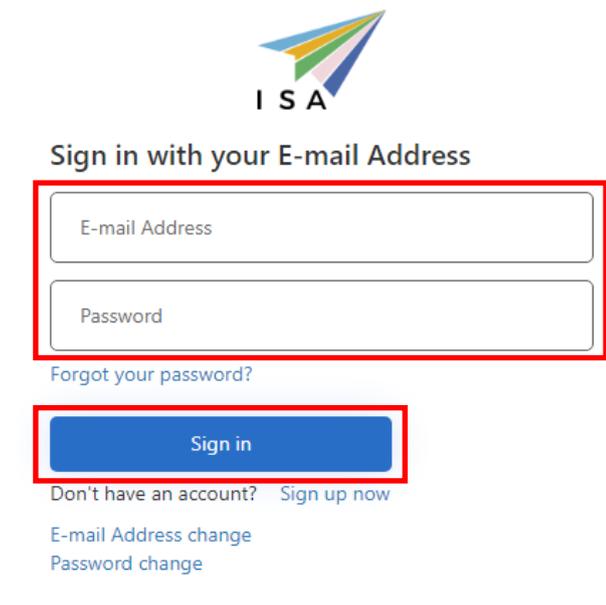
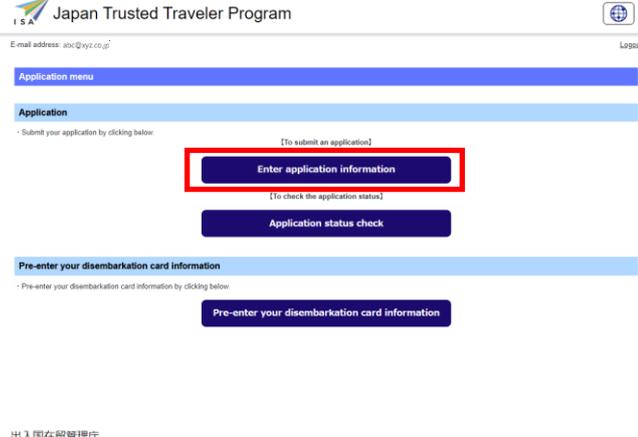
The following are the steps you will need to follow in order to apply to become a registered user of the Trusted Traveler Program Information System.

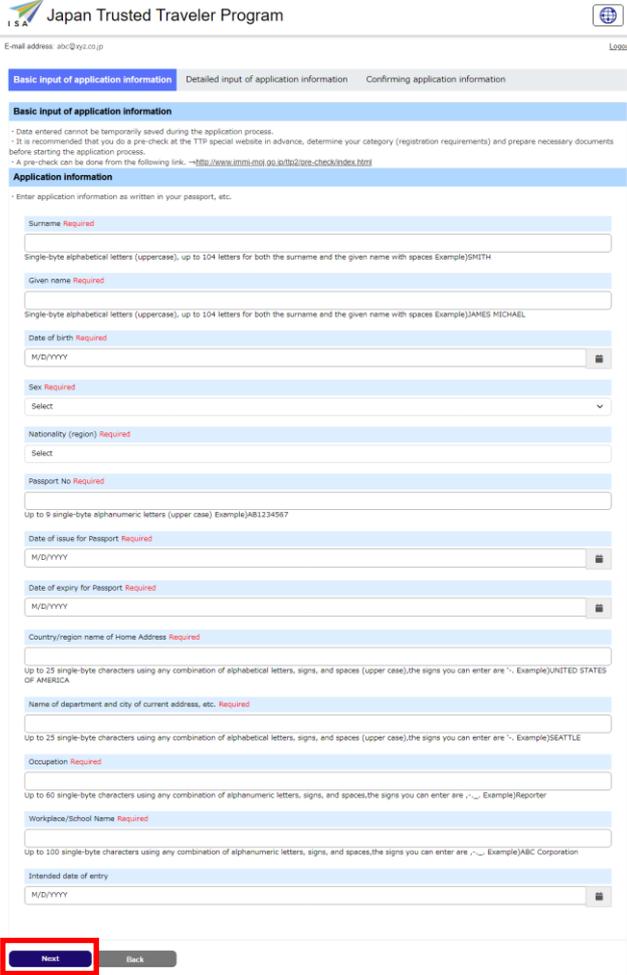
In order to apply as a registered user, you will need to provide a facial photo and explanatory materials. Be sure to get them ready beforehand. The facial photo must be in a JPEG format, and the explanatory materials in a PDF format.

You will be able to carry out the following procedure after you have completed the [3.1 User registration] of this manual.

### 3.2.1 Steps to enter your application information

No	Page	Operational content
1		<p><b>HOME page</b></p> <p>Click the [For those who wish to apply or are already registered (log in)] button on the HOME page and proceed to the next page.</p>

№	Page	Operational content
2		<p><b><u>Login page</u></b></p> <p>Enter your e-mail address and your password on the Login page, click the [Sign in] button, and proceed to the Application menu page.</p>
3		<p><b><u>Application menu</u></b></p> <p>Click the [Enter application information] button on the Application menu page and proceed to the next page.</p>

No	Page	Operational content
4	 <p>The screenshot shows the 'Basic input of application information' page of the Japan Trusted Traveler Program application. The form contains the following fields and instructions:</p> <ul style="list-style-type: none"> <li><b>Surname Required:</b> Single-byte alphabetical letters (uppercase), up to 104 letters for both the surname and the given name with spaces (Example)SMITH</li> <li><b>Given name Required:</b> Single-byte alphabetical letters (uppercase), up to 104 letters for both the surname and the given name with spaces (Example)JAMES MICHAEL</li> <li><b>Date of birth Required:</b> M/D/YYYY</li> <li><b>Sex Required:</b> Select</li> <li><b>Nationality (region) Required:</b> Select</li> <li><b>Passport No Required:</b> Up to 9 single-byte alphanumeric letters (upper case) Example)A81234567</li> <li><b>Date of issue for Passport Required:</b> M/D/YYYY</li> <li><b>Date of expiry for Passport Required:</b> M/D/YYYY</li> <li><b>Country/region name of Home Address Required:</b> Up to 25 single-byte characters using any combination of alphabetical letters, signs, and spaces (upper case),the signs you can enter are "-," Example)UNITED STATES OF AMERICA</li> <li><b>Name of department and city of current address, etc. Required:</b> Up to 25 single-byte characters using any combination of alphabetical letters, signs, and spaces (upper case),the signs you can enter are "-," Example)SEATTLE</li> <li><b>Occupation Required:</b> Up to 60 single-byte characters using any combination of alphanumeric letters, signs, and spaces,the signs you can enter are "-," Example)Reporter</li> <li><b>Workplace/School Name Required:</b> Up to 100 single-byte characters using any combination of alphanumeric letters, signs, and spaces,the signs you can enter are "-," Example)ABC Corporation</li> <li><b>Intended date of entry:</b> M/D/YYYY</li> </ul> <p>At the bottom of the form, there are two buttons: 'Next' (highlighted with a red box) and 'Back'. Below the form, the text '出入国在留管理庁' is visible.</p>	<p><b><u>Basic input of application information</u></b></p> <p>Enter the application information.</p> <p>Enter the same information into each area (such as the passport number) as in your passport.</p> <p>After you have finished entering the information in each of the areas, click the [Next] button and proceed to the next page.</p> <p>Upon clicking the [Next] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page. You will not be able to proceed until the error has been corrected.</p>

The screenshot shows the 'Detailed input of application information' page of the Japan Trusted Traveler Program application. At the top, there are navigation tabs: 'Basic input of application information', 'Detailed input of application information' (which is active), and 'Confirming application information'. Below this, there are sections for 'Facial photo or applicants in any category', 'Explanatory material', and 'Question'.

The 'Explanatory material' section contains eight sub-sections, each with a 'Choose File' button highlighted by a red box:

- Explanatory material 1 (For applicants in any category):** Passport cover and identification page.
- Explanatory material 2 (For applicants who fall under Category A [ITTP]):** GDP Card or written declaration.
- Explanatory material 3 (For applicants who fall under Category B [Designated institution]):** Employment certificate.
- Explanatory material 4 (For applicants who fall under Category B [Designated institution]):** Materials concerning designated institutions.
- Explanatory material 5 (For applicants who fall under Category C [Invitation from Japanese institutions, etc.]):** Written request from Japanese institutions.
- Explanatory material 6 (For applicants who fall under Category D [Sufficient funds and credit]):** Credit card name and international brand name.
- Explanatory material 7 (For applicants who fall under Category E [Family]):** Family relationship.
- Explanatory material 8 (For applicants who fall under Category E [Family]):** Passport number or name of the principal applicant.

The 'Question' section contains 10 numbered questions (Q1-Q10) with dropdown menus for answers. At the bottom of the form, there are 'Confirm' and 'Back' buttons, with 'Confirm' highlighted by a red box.

### Detailed input of application information

Click the [Choose File] button at the top of the page and upload your facial photo.

In order to upload explanatory materials, click the [Choose File] button in the center of the page and proceed to upload the materials. For explanatory materials 6 and 8, type the information directly into the text field.

Answer the questions on the bottom of the page, then click the [Confirm] button. A confirm dialog will pop up. Click the [OK] button to proceed to the next page.

Click the [Cancel] button to close the dialog and stay on the current page.

**ttpapp-internal.powerappsportals.com の内容**

W00005: Make sure you have responded to the questions being asked and have checked required documents being uploaded. Click "OK" to move to the "Application status check" page. To undo a move to the "Application status check" page, click "Cancel" to back to the previous page.

OK    キャンセル

Upon clicking the [Confirm] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page. The confirm dialog will not pop up unless the error is corrected.

Japan Trusted Traveler Program

Basic input of application information | Detailed input of application information | **Confirming application information**

Confirming application information

Application Information

Confirm the registration information.  
If you click the "Register" button, you will no longer be able to check the information to be registered. Please print out or take a screen shot of the registration information as a back-up.

**Surname Required**  
JAMES MICHAEL

**Given Name Required**  
MICHAEL

**Date of birth Required**  
2/1/1999

**Sex Required**  
M

**Nationality (Japan) Required**  
USA

**Present State of Residence Required**  
PASS000000

**Date of issue for Passport Required**  
1/1/2024

**Date of expiry for Passport Required**  
10/15/2028

**Country/region name of home address Required**  
UNITED STATES OF AMERICA

**Name of apartment and city of current address, etc. Required**  
BENTLEY

**Occupation Required**  
Reporter

**Workplace/Institution Name Required**  
ABC Corporation

**Identified date of entry**  
12/1/2023

**Facial photos (for applicants in any category)**

**Explanatory material**

**Explanatory material 1 (For applicants in any category)**

**Explanatory material 2 (For applicants who fall under Category A (ITP))**

**Explanatory material 3 (For applicants who fall under Category B (Designated institutions))**

**Explanatory material 4 (For applicants who fall under Category B (Designated institutions))**

**Explanatory material 5 (For applicants who fall under Category C (Invitation from Japanese Institutions, etc.))**

**Explanatory material 6 (For applicants who fall under Category D (Sufficient funds and credit))**

**Explanatory material 7 (For applicants who fall under Category E (Family))**

**Explanatory material 8 (For applicants who fall under Category E (Family))**

**Question**

**Q1 (For applicants in any category)**

**Q2 (For applicants in any category)**

**Q3 (For applicants in any category)**

**Q4 (For applicants who fall under Category A (ITP))**

**Q5 (For applicants who fall under Category B (Designated institutions))**

**Q6 (For applicants who fall under Category B (Designated institutions))**

**Q7 (For applicants who fall under Category C (Invitation from Japanese Institutions))**

**Q8 (For applicants who fall under Category D (Sufficient funds and credit))**

**Q9 (For applicants who fall under Category E (Family))**

**Q10 (For applicants in any category)**

**Register** **Back**

出入国在留管理庁

## Confirming application information

After you have checked the information you entered in Basic input of application information and Detailed input of application information, click the [Register] button.

A confirm dialog will pop up.

Click the [OK] button to proceed to the next page.

Click the [Cancel] button to close the dialog and stay on the current page.



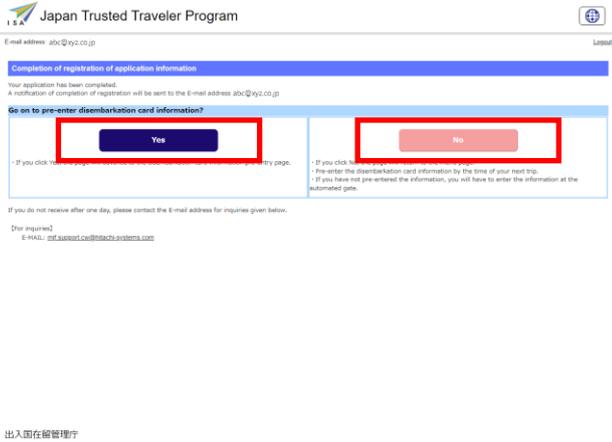
ttppapp-internal.powerappsportals.com の内容

W00006:Make sure you have answered all the questions and have checked required documents being uploaded. Click "OK" to complete your application. To add or change your document or change your answer to the question, click "Cancel" to back to the "Enter application information" page.

Additionally, you can view the uploaded explanatory materials in PDF form by clicking the provided link.

If you wish to revise the information, click the [Back] button, return to the entry page, and enter the correct information.

**You will not be able to check the information you entered after the process is complete. Be sure to save the page by printing it out or taking a screen shot.**

№	Page	Operational content
7	 <p>The screenshot shows the 'Japan Trusted Traveler Program' interface. At the top, it says 'Completion of registration of application information'. Below that, it asks 'Go on to pre-enter disembarkation card information?' with two buttons: 'Yes' (highlighted with a red box) and 'No' (highlighted with a red box). The 'Yes' button is blue, and the 'No' button is red. There is also a 'Logout' link in the top right corner.</p>	<p><b><u>Completion of registration of application information</u></b></p> <p>This page indicates that the application information registration has been completed.</p> <p>A few minutes after you have completed the registration, you will receive a [Notification of completion of registration] message.</p> <p>The information in the application will be checked by the Immigration Services Agency, and you will receive a [Notification of completion of preliminary inspection] message. (It may take a while for the message to be sent).</p> <p>Take the steps given below following the instructions in the [Notification of completion of preliminary inspection] message.</p> <p>If you wish to proceed to pre-register your disembarkation card information, click the [Yes] button. If not, click the [No] button.</p> <p>Check [3.3 Disembarkation card information pre-registration] of this manual for instructions on pre-registering your disembarkation card information.</p> <p><b>If you do not pre-register, you will have to enter your disembarkation card information when you come to the automated gates, requiring more time to go through the gates.</b></p>

### 3. 2. 2 Explanation on basic input of application information



5

Logout

Basic input of application information

Detailed input of application information

Confirming application information

1

The form could not be submitted for the following reasons:

E10001\_Enter [Surname]...

Basic input of application information

- Data entered cannot be temporarily saved during the application process.
- It is recommended that you do a pre-check at the TTP special website in advance, determine your category (registration requirements) and prepare necessary documents before starting the application process.
- A pre-check can be done from the following link: <http://www.immi-moj.go.jp/tto2/pre-check/index.html>

Application information

- Enter application information as written in your passport, etc.

2

Surname **Required**

Single-byte alphabetical letters (uppercase), up to 104 letters for both the surname and the given name with spaces Example)SMITH

Given name **Required**

Single-byte alphabetical letters (uppercase), up to 104 letters for both the surname and the given name with spaces Example)JAMES MICHAEL

Date of birth **Required**

M/D/YYYY

Sex **Required**

Select

Nationality (region) **Required**

Select

Passport No **Required**

Up to 9 single-byte alphanumeric letters (upper case) Example)AB1234567

Date of issue for Passport **Required**

M/D/YYYY

Date of expiry for Passport **Required**

M/D/YYYY

Country/region name of Home Address **Required**

Up to 25 single-byte characters using any combination of alphabetical letters, signs, and spaces (upper case),the signs you can enter are ". Example)UNITED STATES OF AMERICA

Name of department and city of current address, etc. **Required**

Up to 25 single-byte characters using any combination of alphabetical letters, signs, and spaces (upper case),the signs you can enter are ". Example)SEATTLE

Occupation **Required**

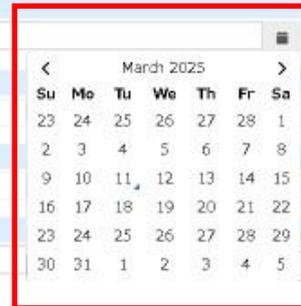
Up to 60 single-byte characters using any combination of alphanumeric letters, signs, and spaces,the signs you can enter are ". Example)Reporter

Workplace/School Name **Required**

Up to 100 single-byte characters using any combination of alphanumeric letters, signs, and spaces,the signs you can enter are ". Example)ABC Corporation

Intended date of entry

M/D/YYYY



3

Next

Back

4

Page link number	Page item	Content
1	Error message	An error message will appear if there are any errors in your entries upon clicking the [Next] button. You will not be able to proceed to the next page until the errors have been corrected.
2	Application information.	Enter your application information here. Enter the same information into each area (such as the passport number) as in your passport. The required items are marked with a required. These items must be filled in. For date fields like birthdate, click the [Calendar] button to select the year, month, and day, and the selected date will be filled in automatically. If you prefer to enter the date manually, use the format displayed on the screen. When the display language is set to Japanese, use the format yyyy/mm/dd. For example, January 1, 2025, should be entered as 2025/01/01.
3	[Next] button	If there are no errors in your entries, you will be able to proceed to the Detailed input of application information. If there are any errors, an error message will appear at the top of the page.
4	[Back] button	Clicking the [Back] button takes you back to the previous page.
5	[Logout] link	Log out from the Trusted Traveler Program Information System.

### 3. 2. 3 Explanation on detailed input of application information

The screenshot shows the 'Japan Trusted Traveler Program' application interface. It includes a header with the program name and a globe icon, and a footer with 'I S A' and 'Logout'.

**1** highlights the top navigation area, showing the email address 'abc@xyz.co.jp', the URL 'papp-internal.powerappsportals.com の内容', and a message 'E10016:Please answer "Yes" to at least one of questions 1 to 10.' There is an 'OK' button.

**2** highlights the 'Facial photo' section. It contains instructions: 'Upload a facial photo for your Registered User Card. The photo must be one taken within the last six months, showing a clear image of your face looking straight at the camera, against a plain background without a hat.' Below this are two file upload controls. The first is labeled 'Facial photo(Facial photo) Required' and has a 'Choose File' button. The second is labeled 'Facial photo(Facial photo) Required' and has a 'Change File' button with 'MYFACE.jpeg' and a 'Delete' button. A red arrow labeled 'Uploaded File' points from the first control to the second.

**3** highlights the 'Explanatory material' section. It includes instructions: 'Upload explanatory materials (necessary documents) or enter information based on your category (registration requirements) that you determined through a pre-check. A pre-check can be done from the following link. ... You can check your category (registration requirements) and find where to upload your explanatory materials (necessary documents) from this PDF file. ... Explanatory materials must be written in Japanese or English otherwise submitted with a translation in Japanese or English. \*Registration will not be accepted if explanatory materials in any other language do not come with a Japanese or English translation.' Below this are eight numbered sections for explanatory materials, each with a 'File (PDF) Required' label and a 'Choose File' button. A red arrow labeled 'Uploaded File' points to the 'Change File' button in the first section, which shows 'SAMPLE.pdf'.

The sections for explanatory materials are:

- Explanatory material 1 (For applicants in any category)**: Passport. Upload the cover and the identification page of your passport. In case of a British National Overseas passport, upload the page showing your Home ID card number as well. \*Uploadable files: PDF format, up to 10 MB or less for the sum of explanatory materials 1 to 5,7
- Explanatory material 2 (For applicants who fall under Category A [JTTP])**: GEP Card or a written declaration. Make sure to upload front and back of your GEP Card. \*Uploadable files: PDF format, up to 10 MB or less for the sum of explanatory materials 1 to 5,7
- Explanatory material 3 (For applicants who fall under Category B [Designated institution])**: Employment certificate. If materials are written in a language other than Japanese or English, please upload a translation in Japanese or English as well. \*Uploadable files: PDF format, up to 10 MB or less for the sum of explanatory materials 1 to 5,7
- Explanatory material 4 (For applicants who fall under Category B [Designated institution])**: Materials concerning designated institutions. If materials are written in a language other than Japanese or English, please upload a translation in Japanese or English as well. \*Uploadable files: PDF format, up to 10 MB or less for the sum of explanatory materials 1 to 5,7
- Explanatory material 5 (For applicants who fall under Category C [Invitation from Japanese institutions, etc.])**: Written request from Japanese institutions, etc. If materials are written in a language other than Japanese or English, please upload a translation in Japanese or English as well. \*Uploadable files: PDF format, up to 10 MB or less for the sum of explanatory materials 1 to 5,7
- Explanatory material 6 (For applicants who fall under Category D [Sufficient funds and credit])**: Credit card name and international brand name. Up to 100 single-byte alphanumeric letters and/or spaces. Enter a credit card name and an international brand name. e.g., VISA, XX Bank Platinum Card. The credit card must have a Platinum or higher status.
- Explanatory material 7 (For applicants who fall under Category E [Family])**: Family relationship. If materials are written in a language other than Japanese or English, please upload a translation in Japanese or English as well. \*Uploadable files: PDF format, up to 10 MB or less for the sum of explanatory materials 1 to 5,7
- Explanatory material 8 (For applicants who fall under Category E [Family])**: Passport number or name of the principal applicant (spouse or parent). Up to 100 single-byte alphanumeric letters and/or spaces. Enter passport number or name of the principal applicant (spouse or parent). EXAMPLE) ABCD00000000

4

## Question

- Answer the questions below.
- You can check your category (registration requirements), necessary documents, etc. through a pre-check.
- A pre-check can be done from the following link. →<http://www.immi-moj.go.jp/tp2/pre-check/index.html>

## Q1 (For applicants in any category)

Do you have a passport for one of the countries or regions for which Japan provides visa exemption arrangements (except those for which such arrangements are temporarily suspended or measures concerning the visa acquisition recommendation have been taken)?

※The cover and the identification page of your passport must be uploaded to "Explanatory material 1."

Select

## Q2 (For applicants in any category)

Have you ever been sentenced to imprisonment with or without assigned work, a fine or an equivalent punishment owing to violation of the laws of Japan or any other country (including suspension of execution of the sentence)?

Select

## Q3 (For applicants in any category)

Have you ever been deported from Japan, departed from Japan due to a departure order, or been denied landing in Japan?

Select

## Q4 (For applicants who fall under Category A [JTTP])

Do you have a valid passport issued by the U.S. government AND are you enrolled in the Global Entry Program (GEP) run by the U.S. government?

※GEP Card or a written declaration must be uploaded to "Explanatory material 2."

Select

## Q5 (For applicants who fall under Category B [Designated institution])

Does your employer fall under any of the following?

- 1) Japanese central government, local government or an institution whose primary investors are these governments
- 2) Central or local government of a country, region or administrative division with which Japan provides visa exemption arrangements or an institution whose primary investors are these governments
- 3) International organization
- 4) A stock company whose shares are listed in a financial instruments exchange in Japan or a subsidiary of such a company
- 5) A stock company whose shares are listed in a financial instruments exchange or exchange of a similar kind located in a country, region or administrative division with which Japan provides visa exemption arrangements
- 6) A corporation, located in Japan or a country, region or administrative division with which Japan provides visa exemption arrangements, and whose capital or investment received amounts to 500 million yen or more in total

※An employment certificate and materials concerning designated institutions must be uploaded to "Explanatory material 3" and "Explanatory material 4" respectively.

Select

## Q 6 (For applicants who fall under Category B [Designated institution])

Answer if you checked "Yes" in Q5.

Do you belong to your institution as a director or a full-time employee?

Select

## Q7 (For applicants who fall under Category C [Invitation from Japanese institutions])

Do you have a business relationship with the central or a local government in Japan, an institution whose primary investors are these governments, a stock company whose shares are listed in a financial instruments exchange in Japan or a subsidiary of such a company AND have you been requested by the said institution or company to apply for user registration owing to the need to visit Japan repeatedly for their business?

※A written request from the said specific institutions, etc. must be uploaded to "Explanatory material 5."

Select

## Q8 (For applicants who fall under Category D [Sufficient funds and credit])

Do you have a credit card with a Platinum or higher status which is licensed by an international brand?

※The credit card name and the international brand name must be entered in "Explanatory material 6."

Select

## Q9 (For applicants who fall under Category E [Family])

Does your spouse or parent fall under any of Category B to D AND has received a registered user (TTP) card? You can also apply if the principal applicant (spouse or parent) has not received yet, but in this case you need to apply with principal applicant at the same time.

※A family relationship certificate must be uploaded to "Explanatory material 7," and the registered user (TTP) card number or passport number of the principal applicant (spouse or parent) must be entered in "Explanatory material 8."

Select

## Q10 (For applicants in any category)

Have you answered all the questions concerning your category (registration requirements)?

Have you uploaded all the explanatory materials and entered explanatory information concerning your category (registration requirements)?

※Registration shall not be accepted if your answers to questions, uploaded explanatory materials or entered explanatory information are not correct or complete.

Select

5

Confirm

Back

6

出入国在留管理庁

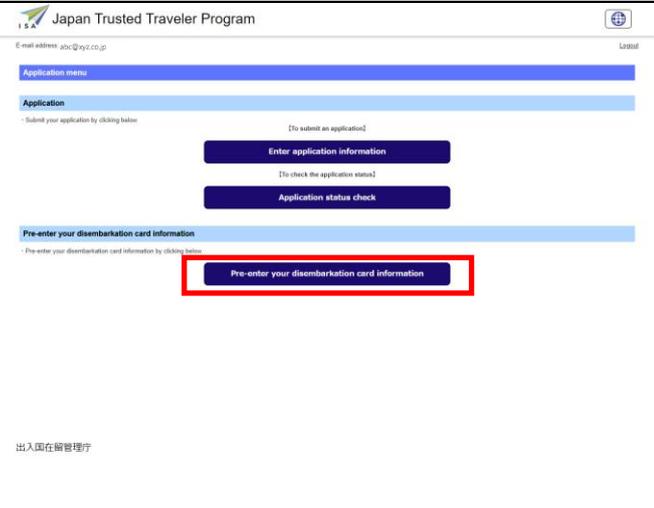
Page link number	Page item	Content
1	Error message	An error message will appear if there are any errors in your entries upon clicking the [Confirm] button. You will not be able to proceed to the next page until the errors have been corrected.
2	Facial photo	Click the [Choose File] button and upload your facial photo. Click the [Change File] button if you wish to change your uploaded photo. Click the [Delete] button if you wish to delete your uploaded photo.
3	Explanatory material	Click the [Choose File] button in the center of the page and upload your explanatory materials. For explanatory materials 6 and 8, type the information directly into the text field. You can register a maximum of 8 explanatory materials. Click the [Change File] button if you wish to change your uploaded explanatory materials. Click the [Delete] button if you wish to delete your uploaded explanatory materials.
4	Questions	You are required to answer the questions. After reading the questions, answer each question with the [Yes] or [No] button.
5	[Confirm] button	If you click the [Confirm] button, a confirm dialog will pop up. Click the [OK] button to proceed to the next page. Click the [Cancel] button to close the dialog and stay on the current page. When there is an invalid input data, an error message will display on the top of the page.
6	[Back] button	Clicking the [Back] button takes you back to the previous page.

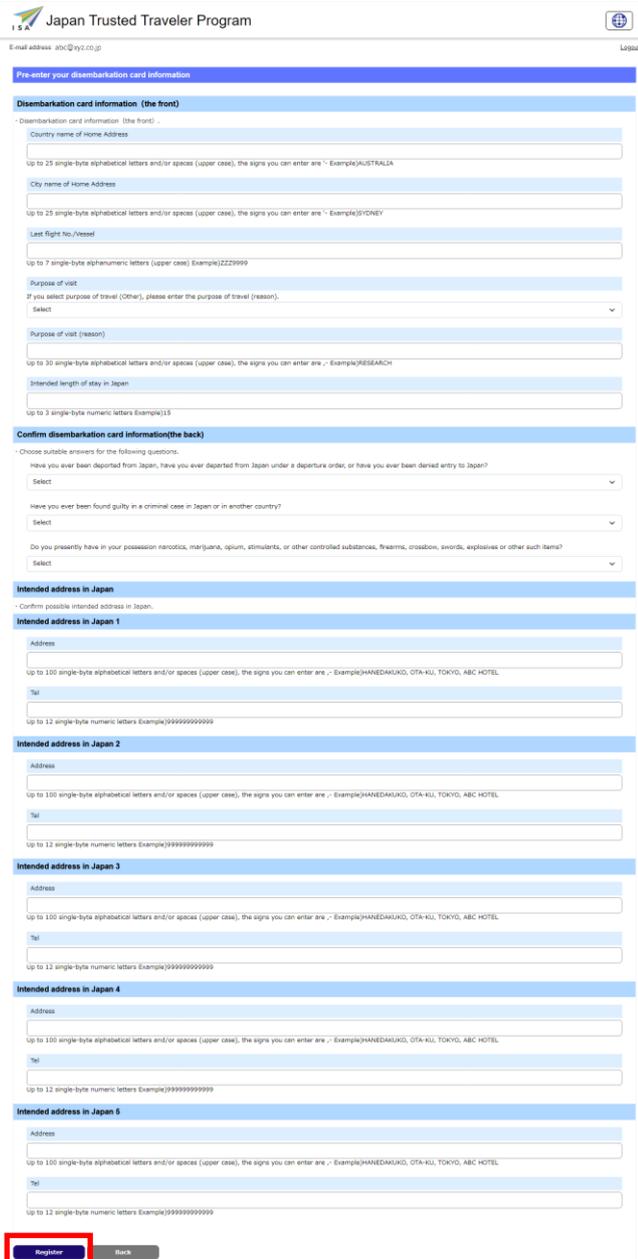
### 3.3 Disembarkation card information pre-registration

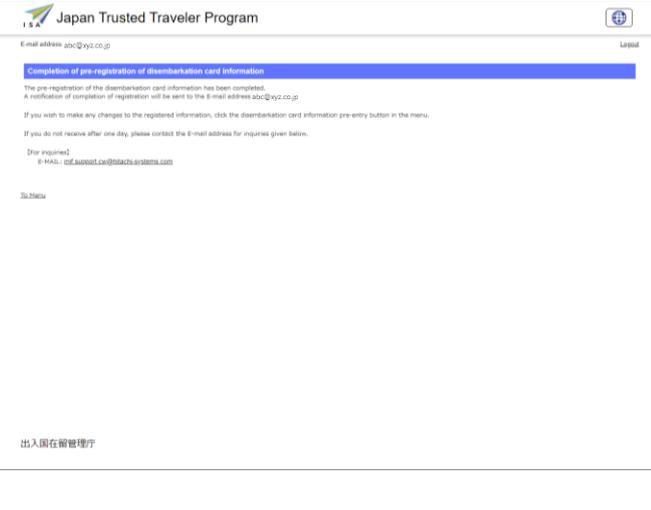
The following is the procedure for pre-registering your disembarkation card information with the Trusted Traveler Program Information System. If you pre-register, you will not have to enter the information at the automated gates, allowing you to save time and pass smoothly through the gates. You will be able to change any information you pre-registered by repeating the following steps. If you do not pre-register, you will have to enter your disembarkation card information when you come to the automated gates, requiring more time to go through the gates.

You will be able to take the steps given below after you have completed [3.1 User registration] of this manual.

#### 3.3.1 Steps for disembarkation card information pre-registration

No	Page	Operational content
1	 <p>The screenshot shows the 'Japan Trusted Traveler Program' website. At the top, there is a header with the program logo and a user email address 'abc@xyz.co.jp'. Below the header, there is a blue bar labeled 'Application menu'. Underneath, there is a section titled 'Application' with a sub-header 'Submit your application by clicking below'. This section contains three buttons: 'Enter application information', 'Application status check', and 'Pre-enter your disembarkation card information'. The 'Pre-enter your disembarkation card information' button is highlighted with a red rectangular box. At the bottom of the page, there is a footer with the text '出入国在留管理庁'.</p>	<p><b><u>Application menu</u></b></p> <p>Click the [Pre-enter your disembarkation card information] button on the Application menu page and proceed to the next page.</p>

No	Page	Operational content
2	 <p>Japan Trusted Traveler Program</p> <p>Pre-enter your disembarkation card information</p> <p>Disembarkation card information (the front)</p> <p>Country name of Home Address</p> <p>Up to 25 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are -. Example)AUSTRALIA</p> <p>City name of Home Address</p> <p>Up to 25 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are -. Example)SYDNEY</p> <p>Last eight No./Nesed</p> <p>Up to 7 single-byte alphanumeric letters (upper case) Example)ZZ29999</p> <p>Purpose of visit</p> <p>If you select purpose of travel (Other), please enter the purpose of travel (reason).</p> <p>Purpose of visit (reason)</p> <p>Up to 30 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are -. Example)RESEARCH</p> <p>Intended length of stay in Japan</p> <p>Up to 3 single-byte numeric letters Example)15</p> <p>Confirm disembarkation card information(the back)</p> <p>Choose suitable answers for the following questions.</p> <p>Have you ever been departed from Japan, have you ever departed from Japan under a departure order, or have you ever been denied entry to Japan?</p> <p>Have you ever been found guilty in a criminal case in Japan or in another country?</p> <p>Do you presently have in your possession narcotics, marijuana, opium, stimulants, or other controlled substances, firearms, crossbow, swords, explosives or other such items?</p> <p>Intended address in Japan</p> <p>Confirm possible intended address in Japan.</p> <p>Intended address in Japan 1</p> <p>Address</p> <p>Up to 100 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are -. Example)HANEEDAKUJO, OTA-KU, TOKYO, ABC HOTEL</p> <p>Tel</p> <p>Up to 12 single-byte numeric letters Example)999999999999</p> <p>Intended address in Japan 2</p> <p>Address</p> <p>Up to 100 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are -. Example)HANEEDAKUJO, OTA-KU, TOKYO, ABC HOTEL</p> <p>Tel</p> <p>Up to 12 single-byte numeric letters Example)999999999999</p> <p>Intended address in Japan 3</p> <p>Address</p> <p>Up to 100 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are -. Example)HANEEDAKUJO, OTA-KU, TOKYO, ABC HOTEL</p> <p>Tel</p> <p>Up to 12 single-byte numeric letters Example)999999999999</p> <p>Intended address in Japan 4</p> <p>Address</p> <p>Up to 100 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are -. Example)HANEEDAKUJO, OTA-KU, TOKYO, ABC HOTEL</p> <p>Tel</p> <p>Up to 12 single-byte numeric letters Example)999999999999</p> <p>Intended address in Japan 5</p> <p>Address</p> <p>Up to 100 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are -. Example)HANEEDAKUJO, OTA-KU, TOKYO, ABC HOTEL</p> <p>Tel</p> <p>Up to 12 single-byte numeric letters Example)999999999999</p> <p>Register Back</p> <p>出入国在留管理庁</p>	<p><b><u>Pre-enter your disembarkation card information</u></b></p> <p>Enter your disembarkation card information. If you click the [Register] button after entering information in each item, a confirm dialog will pop up.</p> <p>Click the [OK] button to proceed to the next page.</p> <p>Click the [Cancel] button to close the dialog and stay on the current page.</p> <p><b>ttpapp-internal.powerappsportals.com の内容</b></p> <p>W00003:Are you sure you want to register with the information you entered? Click "OK" to complete your application. To add or change your document or change your answer to the question, click "Cancel" to returned to the previous page.</p> <p>OK キャンセル</p>

№	Page	Operational content
3	 <p>The screenshot shows a web page with the following content:</p> <ul style="list-style-type: none"> <li>Header: Japan Trusted Traveler Program</li> <li>Text: "Completion of pre-registration of disembarkation card information" (highlighted in blue)</li> <li>Text: "The pre-registration of the disembarkation card information has been completed. A notification of completion of registration will be sent to the E-mail address abc@xyz.co.jp"</li> <li>Text: "If you wish to make any changes to the registered information, click the disembarkation card information pre-entry button in the menu."</li> <li>Text: "If you do not receive after one day, please contact the E-mail address for inquiries given below."</li> <li>Contact info: "E-MAIL: pof.support.co@hikaku-systems.com"</li> <li>Footer: "出入国在留管理庁"</li> </ul>	<p><b><u>Completion of pre-registration of disembarkation card information</u></b></p> <p>This page shows that the disembarkation card information pre-registration has been completed. A few minutes after you have completed the registration, a [Notification of completion of registration] message will be sent to you.</p>

### 3. 3. 2 Explanation on pre-entry of disembarkation card information

ISA Japan Trusted Traveler Program

E-mail address: abc@xyz.co.jp

5 [Logout](#)

Pre-enter your disembarkation card information

1 **The form could not be submitted for the following reasons:**  
E10002: [Country name of Home Address] entered is invalid. Check the entry and entry example on the screen and enter it again.

2 **Disembarkation card information (the front)**  
- Disembarkation card information (the front) -

Country name of Home Address  
AUSTRALIA  
Up to 25 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are: - Example)AUSTRALIA

City name of Home Address  
Up to 25 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are: - Example)SYDNEY

Last flight No./Vessel  
Up to 7 single-byte alphanumeric letters (upper case) Example)ZZZ9999

Purpose of visit  
If you select purpose of travel (Other), please enter the purpose of travel (reason).  
Select  
Purpose of visit (reason)  
Up to 30 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are: - Example)RESEARCH

Intended length of stay in Japan  
Up to 3 single-byte numeric letters Example)15

**Confirm disembarkation card information(the back)**  
- Choose suitable answers for the following questions.

Have you ever been deported from Japan, have you ever departed from Japan under a departure order, or have you ever been denied entry to Japan?  
Select

Have you ever been found guilty in a criminal case in Japan or in another country?  
Select

Do you presently have in your possession narcotics, marijuana, opium, stimulants, or other controlled substances, firearms, crossbow, swords, explosives or other such items?  
Select

**Intended address in Japan**  
- Confirm possible intended address in Japan.

**Intended address in Japan 1**

Address  
Up to 100 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are: - Example)HANEDAKUKO, OTA-KU, TOKYO, ABC HOTEL

Tel  
Up to 12 single-byte numeric letters Example)999999999999

**Intended address in Japan 2**

Address  
Up to 100 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are: - Example)HANEDAKUKO, OTA-KU, TOKYO, ABC HOTEL

Tel  
Up to 12 single-byte numeric letters Example)999999999999

**Intended address in Japan 3**

Address  
Up to 100 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are: - Example)HANEDAKUKO, OTA-KU, TOKYO, ABC HOTEL

Tel  
Up to 12 single-byte numeric letters Example)999999999999

**Intended address in Japan 4**

Address  
Up to 100 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are: - Example)HANEDAKUKO, OTA-KU, TOKYO, ABC HOTEL

Tel  
Up to 12 single-byte numeric letters Example)999999999999

**Intended address in Japan 5**

Address  
Up to 100 single-byte alphabetical letters and/or spaces (upper case), the signs you can enter are: - Example)HANEDAKUKO, OTA-KU, TOKYO, ABC HOTEL

Tel  
Up to 12 single-byte numeric letters Example)999999999999

3 [Register](#) [Back](#)

4

出入国在留管理庁

Page link number	Page item	Content
1	Error message	<p>An error message will appear if there are any errors in your entries upon clicking the [Register] button.</p> <p>You will not be able to proceed to the next page until the errors have been corrected.</p>
2	Disembarkation card information	<p>Enter your disembarkation card information here.</p> <p>Your registered information will automatically appear after your first registration.</p> <ul style="list-style-type: none"> <li>● Intended address in Japan</li> </ul> <p>If you enter multiple addresses, you will be able to select one at the automated gates.</p>
3	[Register] button	<p>If there are no errors in your entries, you will be able to proceed to the next page.</p> <p>If there are any errors, an error message will appear at the top of the page.</p>
4	[Back] button	<p>Back to the menu.</p>
5	[Logout] link	<p>Log out from the Trusted Traveler Program Information System.</p>

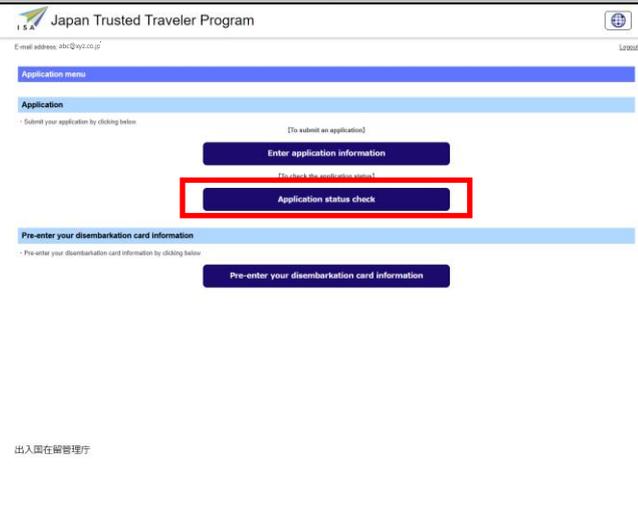
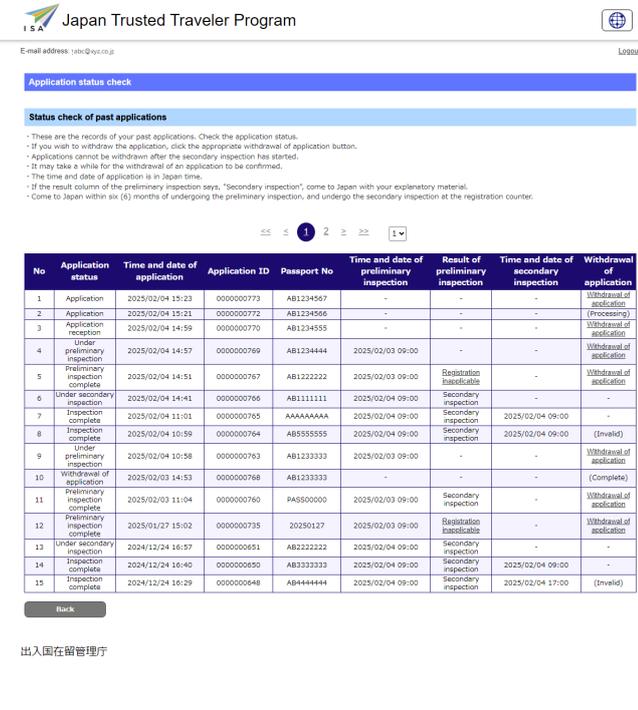
## 3.4 Application status check

The following is the procedure for checking the status of your application.

You cannot check the details of the application.

You will be able to carry out the following procedure after you have completed [3.1 User registration] of this manual.

### 3.4.1 Application status check flow

No	Page	Operational content																																																																																																																																																
1	 <p>The screenshot shows the 'Application menu' page of the Japan Trusted Traveler Program. It includes sections for 'Application', 'Pre-enter your disembarkation card information', and 'Application status check'. The 'Application status check' button is highlighted with a red rectangle.</p>	<p><b>Application menu</b></p> <p>Click the [Application status check] button on the Application menu and proceed to the next page.</p>																																																																																																																																																
2	 <p>The screenshot shows the 'Application status check' page. It features a table titled 'Status check of past applications' with columns for No, Application status, Time and date of application, Application ID, Passport No, Time and date of preliminary inspection, Result of preliminary inspection, Time and date of secondary inspection, and Withdrawal of application. The table contains 15 rows of application records.</p> <table border="1"> <thead> <tr> <th>No</th> <th>Application status</th> <th>Time and date of application</th> <th>Application ID</th> <th>Passport No</th> <th>Time and date of preliminary inspection</th> <th>Result of preliminary inspection</th> <th>Time and date of secondary inspection</th> <th>Withdrawal of application</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Application</td> <td>2025/02/04 15:23</td> <td>000000773</td> <td>AB1234567</td> <td>-</td> <td>-</td> <td>-</td> <td>Withdrawal of application</td> </tr> <tr> <td>2</td> <td>Application</td> <td>2025/02/04 15:21</td> <td>000000772</td> <td>AB1234566</td> <td>-</td> <td>-</td> <td>-</td> <td>(Processing)</td> </tr> <tr> <td>3</td> <td>Application reception</td> <td>2025/02/04 14:59</td> <td>000000770</td> <td>AB1234555</td> <td>-</td> <td>-</td> <td>-</td> <td>Withdrawal of application</td> </tr> <tr> <td>4</td> <td>Under preliminary inspection</td> <td>2025/02/04 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14:57	000000769	AB1234444	2025/02/03 09:00	-	-	Withdrawal of application	5	Preliminary inspection complete	2025/02/04 14:51	000000767	AB1222222	2025/02/03 09:00	Registration ineligibility	-	Withdrawal of application	6	Under secondary inspection	2025/02/04 14:41	000000766	AB1111111	2025/02/04 09:00	Secondary inspection	-	-	7	Inspection complete	2025/02/04 11:01	000000765	AAAAA	2025/02/04 09:00	Secondary inspection	2025/02/04 09:00	-	8	Inspection complete	2025/02/04 10:59	000000764	AB5555555	2025/02/04 09:00	Secondary inspection	2025/02/04 09:00	(Invalid)	9	Under preliminary inspection	2025/02/04 10:58	000000763	AB1233333	2025/02/03 09:00	-	-	Withdrawal of application	10	Withdrawal of application	2025/02/03 14:53	000000768	AB1233333	-	-	-	(Complete)	11	Preliminary inspection complete	2025/02/03 11:04	000000760	PA5500000	2025/02/03 09:00	Secondary inspection	-	Withdrawal of application	12	Preliminary inspection complete	2025/01/27 15:02	000000735	20250127	2025/02/03 09:00	Registration 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### 3. 4. 2 Explanation on application status check



E-mail address: abc@xyz.co.jp

3

Logout

#### Application status check

#### Status check of past applications

- These are the records of your past applications. Check the application status.
- If you wish to withdraw the application, click the appropriate withdrawal of application button.
- Applications cannot be withdrawn after the secondary inspection has started.
- It may take a while for the withdrawal of an application to be confirmed.
- The time and date of application is in Japan time.
- If the result column of the preliminary inspection says, "Secondary inspection", come to Japan with your explanatory material.
- Come to Japan within six (6) months of undergoing the preliminary inspection, and undergo the secondary inspection at the registration counter.

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No	Application status	Time and date of application	Application ID	Passport No	Time and date of preliminary inspection	Result of preliminary inspection	Time and date of secondary inspection	Withdrawal of application
1	Application	2025/02/04 15:23	0000000773	AB1234567	-	-	-	<a href="#">Withdrawal of application</a>
2	Application	2025/02/04 15:21	0000000772	AB1234566	-	-	-	(Processing)
3	Application reception	2025/02/04 14:59	0000000770	AB1234555	-	-	-	<a href="#">Withdrawal of application</a>
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5	Preliminary inspection complete	2025/02/04 14:51	0000000767	AB1222222	2025/02/03 09:00	Registration inapplicable	-	<a href="#">Withdrawal of application</a>
6	Under secondary inspection	2025/02/04 14:41	0000000766	AB1111111	2025/02/04 09:00	Secondary inspection	-	-
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10	Withdrawal of application	2025/02/03 14:53	0000000768	AB1233333	-	-	-	(Complete)
11	Preliminary inspection complete	2025/02/03 11:04	0000000760	PAS500000	2025/02/03 09:00	Secondary inspection	-	<a href="#">Withdrawal of application</a>
12	Preliminary inspection complete	2025/01/27 15:02	0000000735	20250127	2025/02/03 09:00	Registration inapplicable	-	<a href="#">Withdrawal of application</a>
13	Under secondary inspection	2024/12/24 16:57	0000000651	AB2222222	2025/02/04 09:00	Secondary inspection	-	-
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15	Inspection complete	2024/12/24 16:29	0000000648	AB4444444	2025/02/04 09:00	Secondary inspection	2025/02/04 17:00	(Invalid)

2

Back

出入国在留管理庁

Page link number	Page item	Content
<p style="text-align: center;"><b>1</b></p>	Status check of past applications	The status of your application will be shown here.
	Application status	<ul style="list-style-type: none"> <li>- <b>Application:</b> The basic operation outlined in section 3.2 “Entering your application information” has been completed.</li> <li>- <b>Application reception:</b> The application has been received.</li> <li>- <b>Under preliminary inspection:</b> Undergoing the preliminary inspection. After the preliminary inspection has been completed, you will receive a [Notification of completion of preliminary inspection] message.</li> <li>- <b>Preliminary inspection complete:</b> The preliminary inspection has been completed. Check your [Notification of completion of preliminary inspection] message.</li> <li>- <b>Under secondary inspection:</b> Undergoing the secondary inspection.</li> <li>- <b>Inspection complete:</b> All inspections have been completed.</li> <li>- <b>Withdrawal of application:</b> The application has been withdrawn.</li> </ul>
	Result of preliminary inspection	<ul style="list-style-type: none"> <li>- <b>Pending:</b> The preliminary inspection has not been completed.</li> <li>- <b>Secondary inspection:</b> The preliminary inspection has been completed. Undergoing the secondary inspection.</li> <li>- <b>Registration inapplicable:</b> The preliminary inspection has been completed. The application for user registration has been denied. By clicking the link, it will move to the "Result of the preliminary inspection" page. Note that an application denied before March 2018 will not be shown as hyperlink text and unable to click it.</li> </ul>
Withdrawal of application	<ul style="list-style-type: none"> <li>- <b>Pending:</b> The application cannot be withdrawn.</li> <li>- <b>[Withdrawal of application] link:</b> You can withdraw your application. Click if you wish to withdraw your application.</li> <li>- <b>(Processing):</b> Processing withdrawal of application.</li> <li>- <b>(Invalid):</b> The application cannot be withdrawn since the secondary inspection has already begun.</li> <li>- <b>(Complete):</b> The application has been withdrawn.</li> </ul>	

Page link number	Page item	Content
2	[Back] button	Clicking the [Back] button takes you back to the previous page.
3	[Logout] link	Log out from the Trusted Traveler Program Information System.

### 3. 4. 3 Result of the preliminary inspection information



#### Confirming Result of preliminary inspection

#### Result of preliminary inspection

- For the purposes of "The reason for preliminary inspection Registration inapplicable"
  - "the Act" means the Immigration Control and Refugee Recognition Act
  - "the Ordinance" means the Ordinance for Enforcement of the Immigration Control and Refugee Recognition Act
  - "the Guide" means Information Guide for the Automated Gates (For Foreign Nationals Enrolled in the TTP)

1

#### The reason for preliminary inspection Registration inapplicable

The app. doesn't meet the requirement of Art.9.(8)( i )(c)(1)of the Act.( 5(1)a/ 5(2)of the Guide)  
 The app. doesn't meet the requirement of Art.9.(8)( i )(c)(2)of the Act.( 5(1)b/ 5(2) of the Guide)

2

#### Applicable laws and regulations/ Information Guide for the Automated Gates (For Foreign Nationals Enrolled in the TTP)

- Make sure you have fulfilled the requirements of enrolling in the Trusted Traveler Program and have uploaded all the required documents, referring to the applicable laws and regulations and the Information Guide for the Automated Gates (For Foreign Nationals Enrolled in the TTP).
- You may open a PDF file by clicking on each link.

[出入国管理及び難民認定法](#)

[Immigration Control and Refugee Recognition Act](#)

[出入国管理及び難民認定法施行規則](#)

[Ordinance for Enforcement of the Immigration Control and Refugee Recognition Act](#)

[自動化ゲート利用案内 \( T T P 用 \)](#)

[Information Guide for the Automated Gates \(For Foreign Nationals Enrolled in the TTP\)](#)

3

Back

出入国在留管理庁

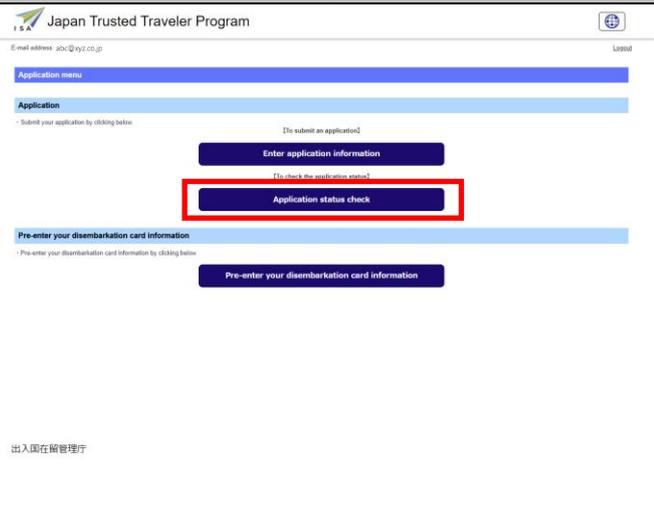
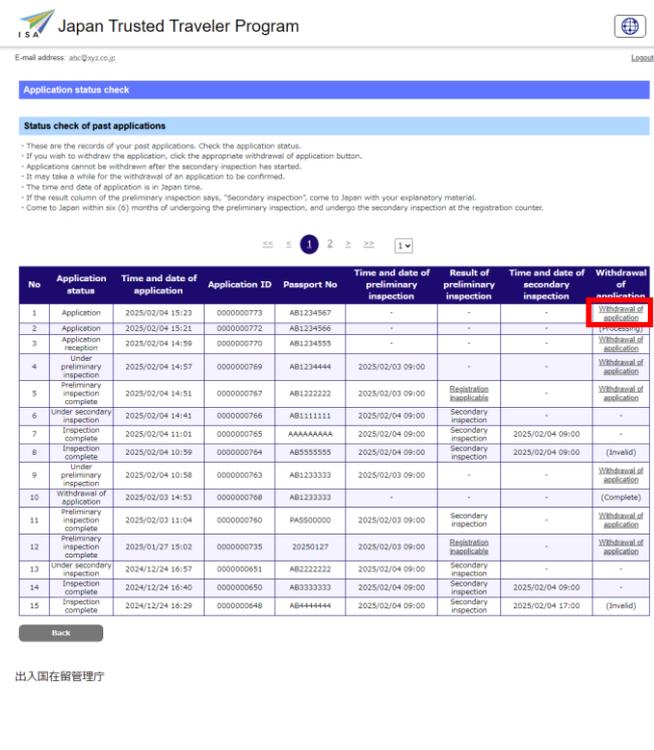
Page link number	Page item	Content
1	The preliminary inspection denied reason	Details of the preliminary inspection denied reason.
2	"Applicable laws and regulations/ Information" link	By clicking the link, a PDF file about "Applicable laws and regulations/ Information" will open.
3	[Back] button	Clicking the [Back] button takes you back to the previous page.
4	[Logout] link	Log out from the Trusted Traveler Program Information System.

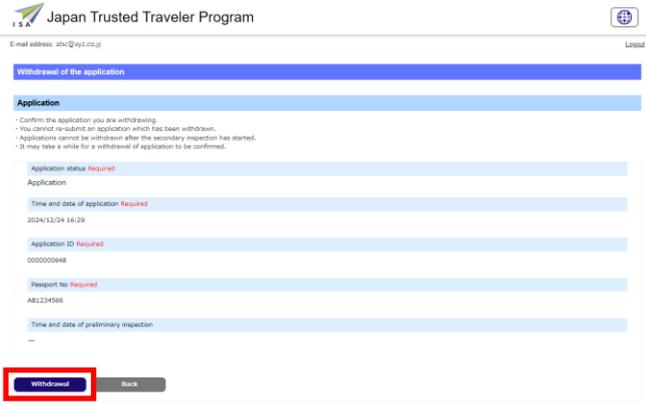
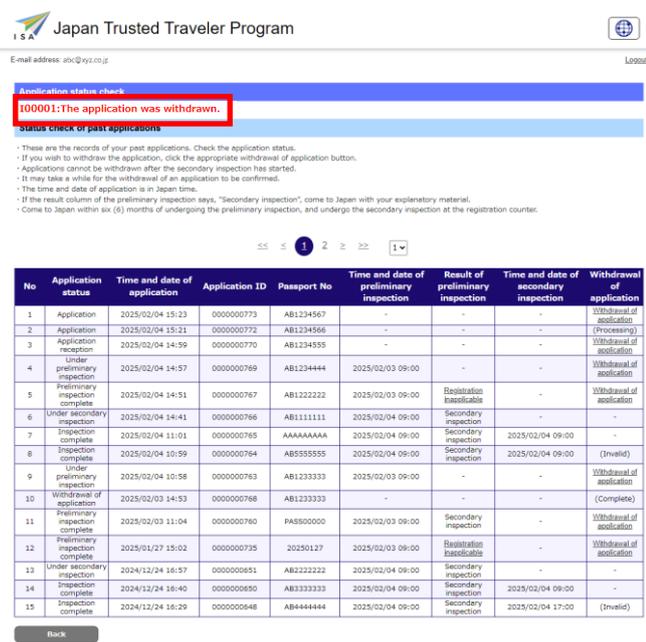
## 3.5 Withdrawal of the application

The following is the procedure for withdrawing an application registered with the Trusted Traveler Program Information System.

You will be able to carry out the following procedure after you have completed [3.1 User registration] of this manual.

### 3.5.1 Withdrawal of application flow

No	Page	Operational content																																																																																																																																																
1	 <p>The screenshot shows the 'Application menu' page. At the top, there is a header with the I SA logo and 'Japan Trusted Traveler Program'. Below the header, there are three main sections: 'Application', 'Pre-enter your disembarkation card information', and 'Application status check'. The 'Application status check' button is highlighted with a red box.</p>	<p><b><u>Application menu</u></b></p> <p>Click the [Application status check] button on the Application menu page and proceed to the next page.</p>																																																																																																																																																
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Check the application status.</li> <li>If you wish to withdraw the application, click the appropriate withdrawal of application button.</li> <li>Applications cannot be withdrawn after the secondary inspection has started.</li> <li>It may take a while for the withdrawal of an application to be confirmed.</li> <li>The time and date of application is in Japan time.</li> <li>If the result column of the preliminary inspection says, "Secondary inspection", come to Japan with your explanatory material.</li> <li>Come to Japan within six (6) months of undergoing the preliminary inspection, and undergo the secondary inspection at the registration counter.</li> </ul> <p>1 2 3</p> <table border="1"> <thead> <tr> <th>No</th> <th>Application status</th> <th>Time and date of application</th> <th>Application ID</th> <th>Passport No</th> <th>Time and date of preliminary inspection</th> <th>Result of preliminary inspection</th> <th>Time and date of secondary inspection</th> <th>Withdrawal of 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A message will appear at the top of the page once we have processed your request to withdraw the application.</p>
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### 3. 5. 2 Explanation on withdrawal of the application

The screenshot displays the 'Withdrawal of the application' page. At the top, there is a header with the I S A logo and 'Japan Trusted Traveler Program'. Below the header, the user's email address is shown as 'abc@xyz.co.jp'. A 'Logout' link is visible in the top right corner, highlighted with a red box and the number 4. The main content area is titled 'Withdrawal of the application' and contains an 'Application' section. This section lists application details, each with a 'Required' status: Application status, Time and date of application (2025/02/03 11:04), Application ID (0000000760), Passport No (PASS00000), and Time and date of preliminary inspection. This entire section is highlighted with a red box and the number 1. Below the application details, there are two buttons: 'Withdrawal' and 'Back', both highlighted with a red box and the number 2. At the bottom left, the text '出入国在留管理庁' is displayed next to a red box with the number 3.

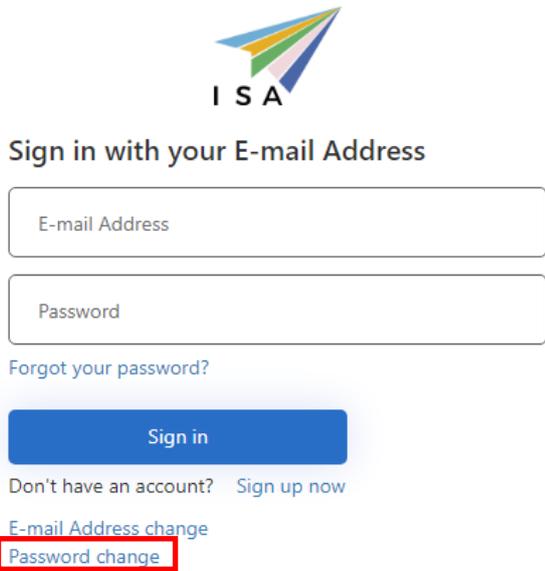
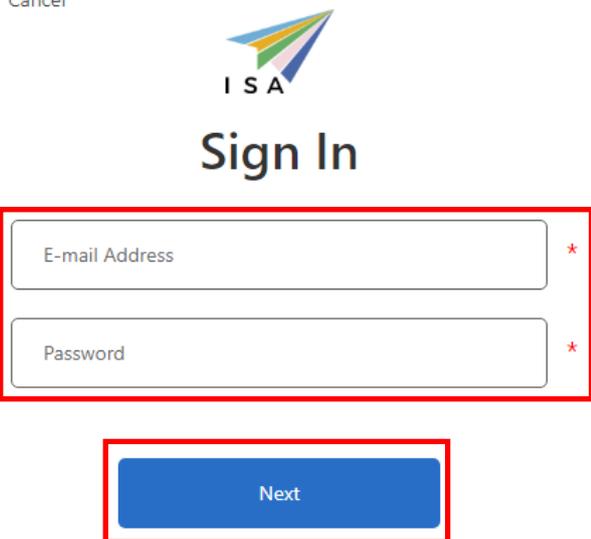
Page link number	Page item	Content
1	Application	Information on the application subject to withdrawal is shown here.
2	[Withdrawal] button	Proceed to the application status check page.
3	[Back] button	Clicking the [Back] button takes you back to the previous page.
4	[Logout] link	Log out from the Trusted Traveler Program Information System.

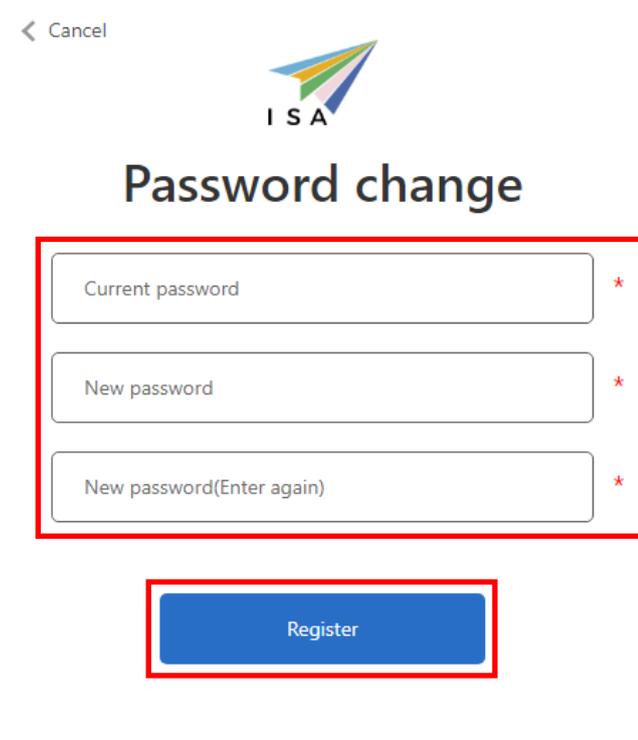
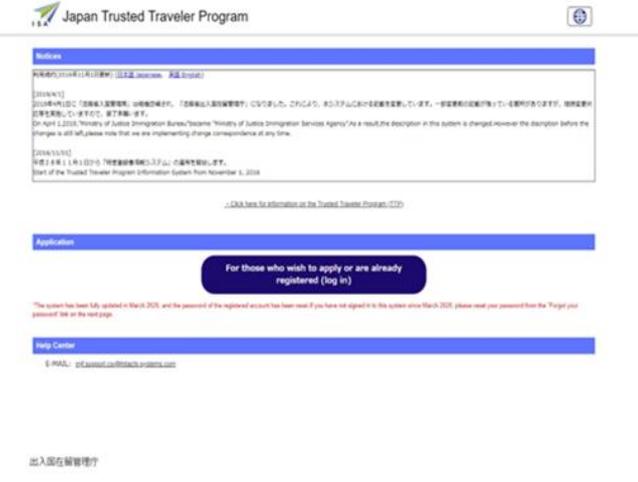
### 3.6 Password change

The following is the procedure for changing your login password.

You will be able to carry out the following procedure after you have completed [3.1 User registration] of this manual.

#### 3.6.1 Password change flow

№	Page	Operational content
1		<p><b><u>Login page</u></b></p> <p>Click the [Password change] link on the Login page and proceed to the next page.</p>
2		<p><b><u>Password change</u></b></p> <p>Enter your current e-mail address and your password here.</p> <p>After entering each of the areas, click the [Next] button and proceed to the next page.</p> <p>Upon clicking the [Next] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page.</p> <p>You will not be able to proceed until the errors have been corrected.</p>

No	Page	Operational content
3		<p><b><u>Password change</u></b></p> <p>Enter your current password and your new password here.</p> <p>After entering each of the areas, click the [Register] button and proceed to the next page.</p> <p>Upon clicking the [Register] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page.</p> <p>You will not be able to proceed until the errors have been corrected.</p>
4		<p><b><u>HOME page</u></b></p> <p>This page indicates that the password change has been completed.</p>

### 3. 6. 2 Explanation on entry of a password change (default display)

Page link number	Page item	Content
1	[Cancel] link	Back to the HOME page.
2	Error message	If there are any errors in your entries, an error message will appear. You will not be able to proceed to the next page until the errors have been corrected.
3	E-mail address · Password information	Enter your current e-mail address and your password here. The required items are marked with an asterisk (*). These items must be filled in.
4	[Next] button	If there are no errors in your entries, you will be able to proceed to the next page. If there are any errors, an error message will appear at the top of the page.

### 3. 6. 3 Explanation on entry of a password change (entry of a password)

< Cancel



## Password change

1 Enter Current password.

2

Current password \*

Enter New password.

New password \*

New password(Enter again) \*

3 Register

Page link number	Page item	Content
1	Error message	<p>If there are any errors in your entries, an error message will appear.</p> <p>You will not be able to proceed to the next page until the errors have been corrected.</p>
2	Password information	<p>Enter your current password and your new password here. The required items are marked with an asterisk (*). These items must be filled in.</p> <ul style="list-style-type: none"> <li>● Password</li> </ul> <p>Enter a password that cannot be easily guessed. 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. The signs you can enter are \$%&amp;=@_#*+~?!.</p> <p>The password differentiates between uppercase and lowercase letters.</p> <p>We cannot answer any inquiries regarding passwords, so be sure to remember and keep your password safe.</p> <p>The letters entered for the password are displayed as ●.</p> <p>Reset the password in case you forgot it.</p> <p>Check [3.8 Password Reset] of this manual for instructions on how to reset the password.</p>
3	[Register] button	<p>If there are no errors in your entries, change the password and proceed to the HOME page.</p> <p>If there are any errors, an error message will appear at the top of the page.</p>

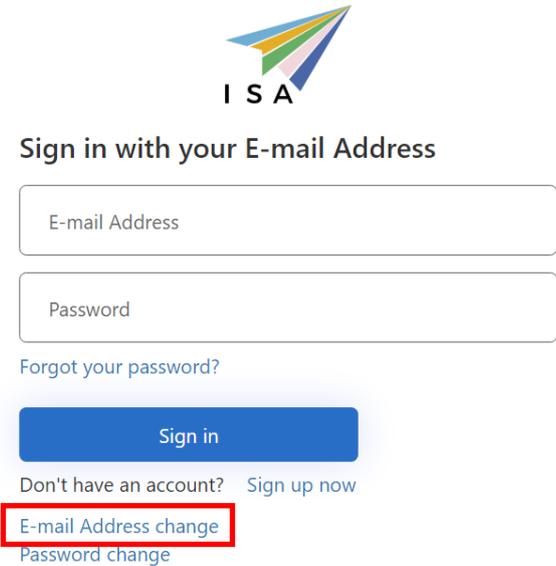
## 3.7 E-mail address change

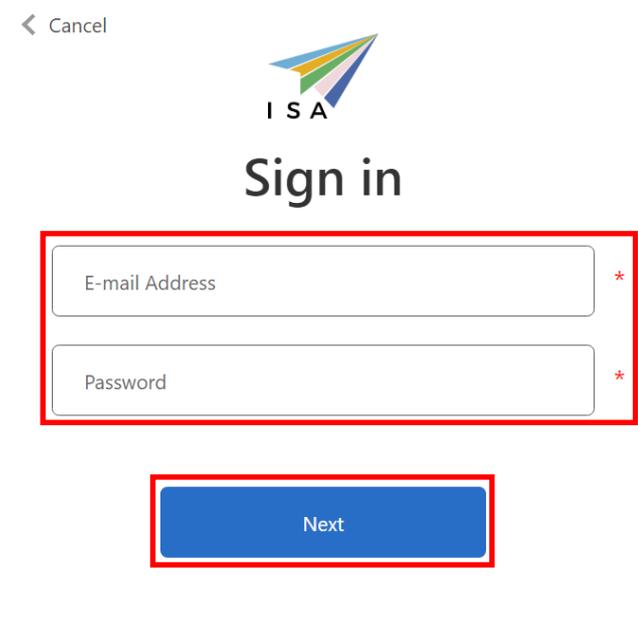
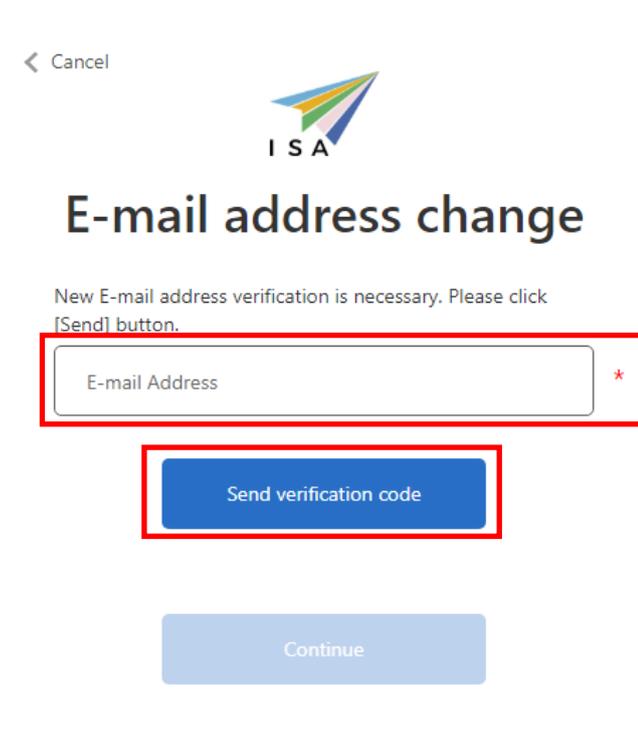
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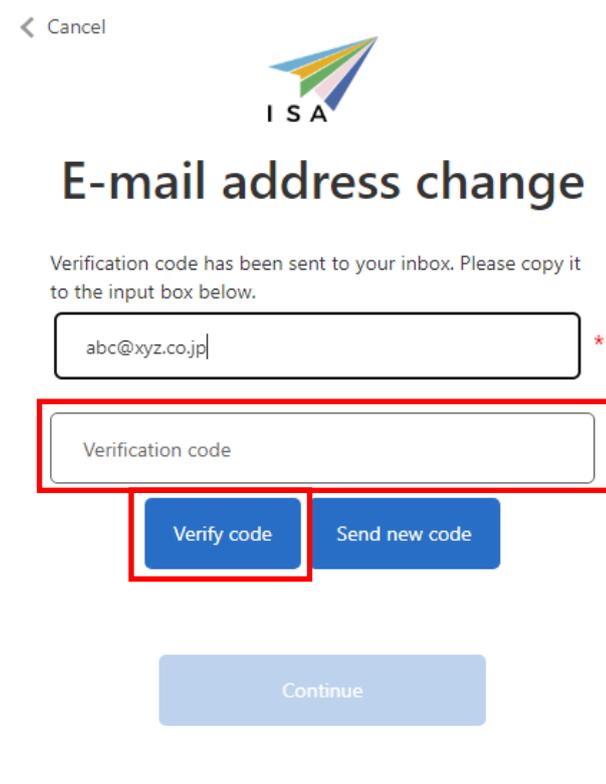
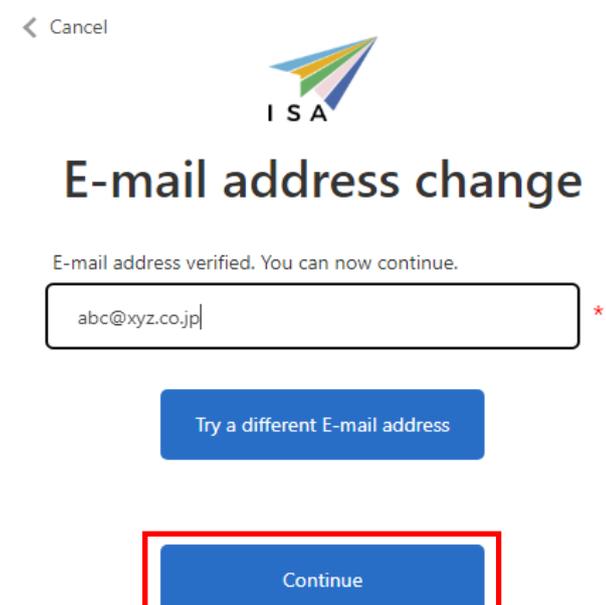
The following is the procedure for changing the e-mail address registered with the Trusted Traveler Program Information System.

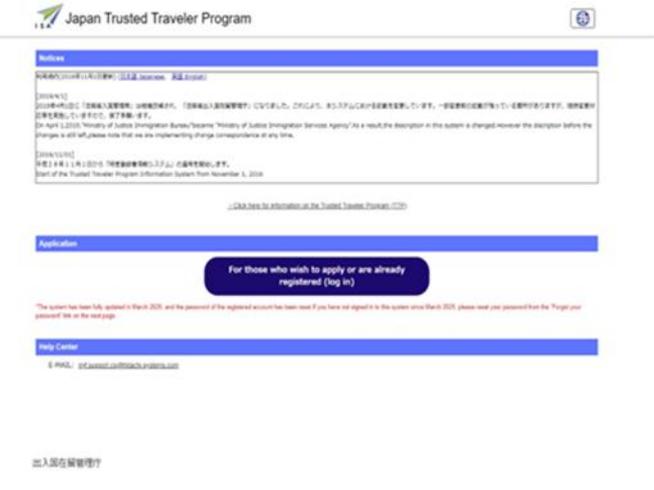
You will be able to carry out the following procedure after you have completed [3.1 User registration] of this manual.

### 3.7.1 E-mail address change flow

№	Page	Operational content
1		<p><b><u>Login page</u></b></p> <p>Click the [E-mail Address change] link on the Login page and proceed to the next page.</p>

№	Page	Operational content
2		<p><b><u>E-mail address change</u></b></p> <p>Enter your current e-mail address and your password here.</p> <p>After you have finished entering the information in each of the areas, click the [Next] button and proceed to the next page.</p> <p>Upon clicking the [Next] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page. You will not be able to proceed until the error has been corrected.</p>
3		<p><b><u>E-mail address change</u></b></p> <p>Enter a new e-mail address, and click the [Send verification code] button. A verification code will be sent to the entered e-mail address.</p>

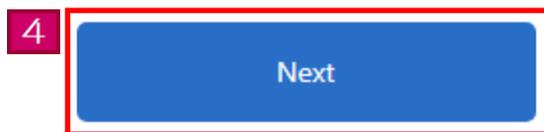
№	Page	Operational content
4		<p><b><u>E-mail address change</u></b></p> <p>When a verification code arrives at the entered e-mail address, enter the received code and click the [Verify code] button.</p> <p>Upon clicking the [Verify code] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page. You will not be able to proceed until the error has been corrected.</p>
5		<p><b><u>E-mail address change</u></b></p> <p>When [E-mail address verified. You can now continue.] appears, click the [Continue] button to proceed to the next page.</p>

№	Page	Operational content
6		<p><b><u>HOME page</u></b></p> <p>This page indicates that the e-mail address change has been completed.</p>

### 3. 7. 2 Explanation on entry of a e-mail address change (default display)



## Sign in



Page link number	Page item	Content
1	[Cancel] link	Back to the HOME page.
2	Error message	An error message will appear if there are any errors in your entries upon clicking the [Next] button. You will not be able to proceed to the next page until the errors have been corrected.
3	E-mail address · Password information	Enter your current e-mail address and your password here. The required items are marked with an asterisk (*). These items must be filled in.
4	[Next] button	If there are no errors in your entries, you will be able to proceed to the next page. If there are any errors, an error message will appear at the top of the page.

### 3. 7. 3 Explanation on entry of a e-mail address change (entry of an e-mail address)

< Cancel



## E-mail address change

New E-mail address verification is necessary. Please click [Send] button.

1 Enter E-mail Address.

2  \*

3

Page link number	Page item	Content
1	Error message	An error message will appear if there are any errors in your entries upon clicking the [Send verification code] button. You will not be able to proceed to the next page until the errors have been corrected.
2	E-mail address information	<p>Enter your new e-mail address here. The required items are marked with an asterisk (*). These items must be filled in.</p> <ul style="list-style-type: none"> <li>● E-mail address Messages will automatically be sent to the e-mail address you entered in this page. Be sure to enter a valid e-mail address. Enable the domain settings beforehand if you wish to register your cellphone or a free e-mail address.</li> <li>● Domain settings If you have any special domain settings in order to avoid receiving spam mail, be sure to remove any restrictions or alter the settings so you can receive messages from @i.ttp2.moj.go.jp and @microsoftonline.com.</li> </ul>
3	[Send verification code] button	<p>If there are no errors in your entries, you will be able to proceed to the next page. If there are any errors, an error message will appear at the top of the page.</p>

### 3. 7. 4 Explanation on entry of a e-mail address change (entry of the verification code)

< Cancel



## E-mail address change

1 Verification code you entered is invalid. Enter it again.

abc@xyz.co.jp \*

2 Verification code

3 Verify code Send new code

4

Continue

Page link number	Page item	Content
1	Error message	An error message will appear if there are any errors in your entries upon clicking the [Verify code] button. You will not be able to proceed to the next page until the errors have been corrected.
2	Verification code	Enter your Verification code here. Enter the verification code sent to the registered e-mail address.
3	[Verify code] button	If there are no errors in your entries, you will be able to proceed to the next page. If there are any errors, an error message will appear at the top of the page.
4	[Send new code] button	The new verification code will be sent.

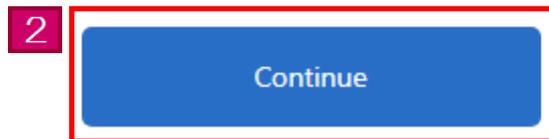
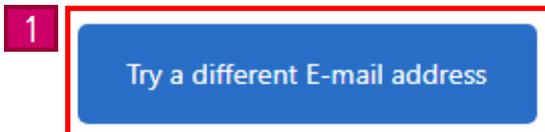
### 3.7.5 Explanation on entry of a e-mail address change (E-mail address confirmation)

< Cancel



## E-mail address change

E-mail address verified. You can now continue.

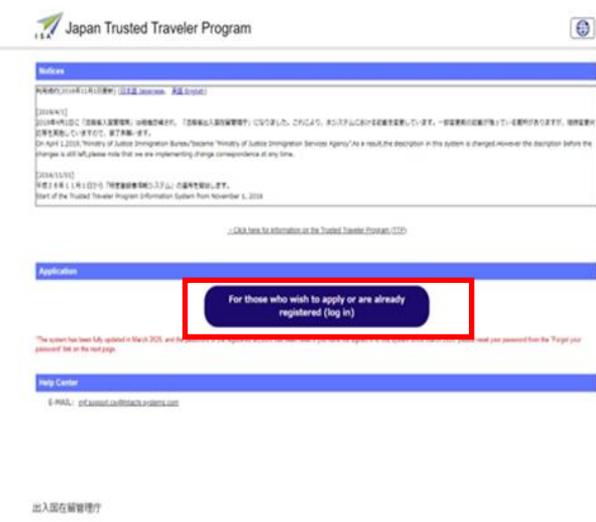
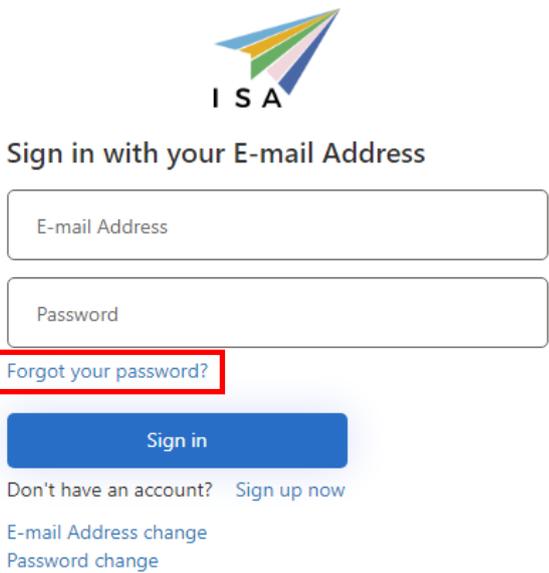
\*

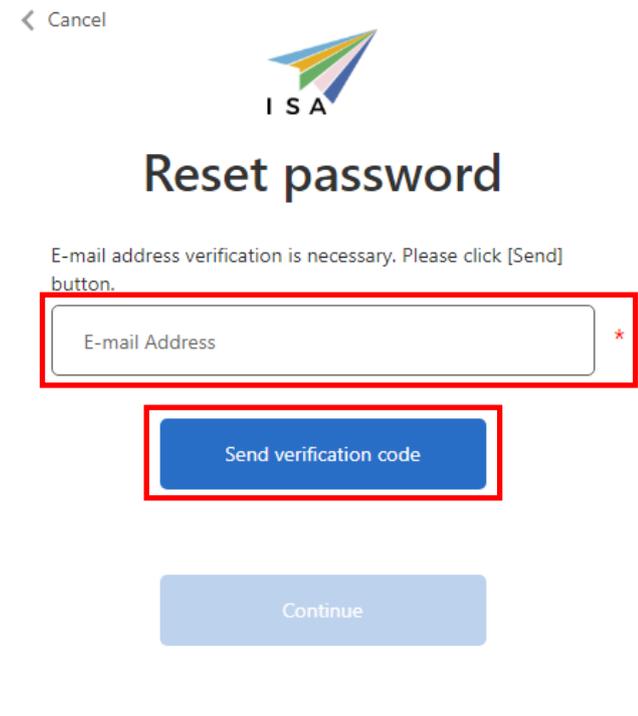
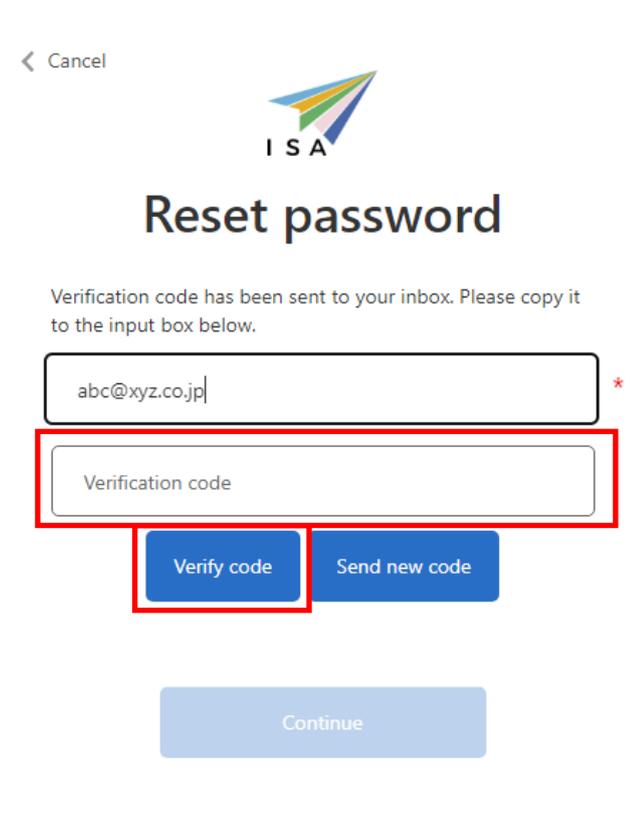
Page link number	Page item	Content
1	[Try a different Email address] button	Change the E-mail address to a different one.
2	[Continue] button	Change the E-mail address, and proceed to the HOME page.

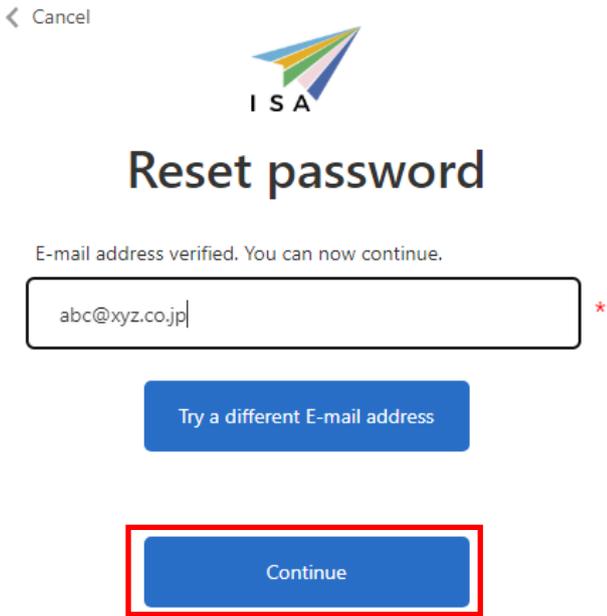
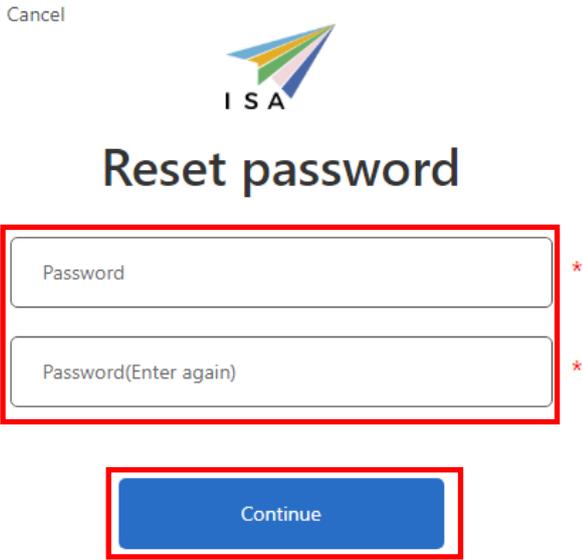
## 3.8 Password Reset

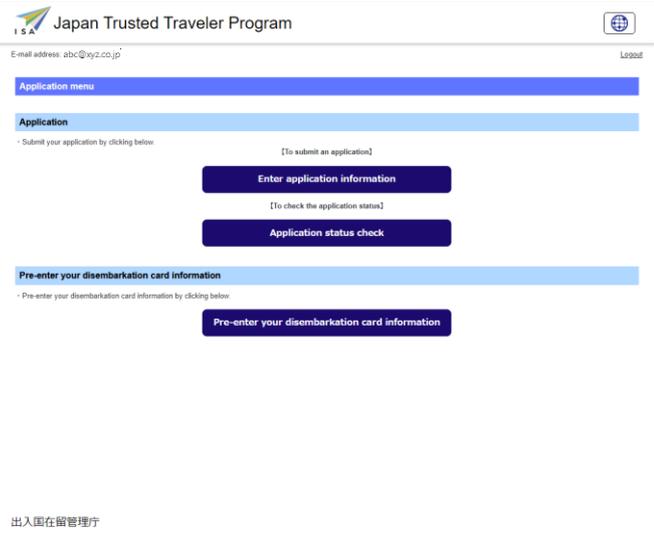
The following is the procedure for resetting the current password in case you forgot it.

### 3.8.1 Password Reset flow

No	Page	Operational content
1		<p><b><u>HOME page</u></b></p> <p>Click the [For those who wish to apply or are already registered (log in)] button on the HOME page and proceed to the next page.</p>
2		<p><b><u>Login page</u></b></p> <p>Click the [Forgot your password?] link on the Login page and proceed to the next page.</p>

№	Page	Operational content
3		<p><b><u>Password Reset</u></b></p> <p>Enter your current E-mail address. After entering the current E-mail address, click the [Send verification code] button and proceed to the next page.</p> <p>Upon clicking the [Send verification code] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page.</p> <p>You will not be able to proceed until the error has been corrected.</p>
4		<p><b><u>Password Reset</u></b></p> <p>When a verification code arrives at the entered E-mail address, enter the received code and click the [Verify code] button to proceed to the next page.</p> <p>Upon clicking the [Verify code] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page.</p> <p>You will not be able to proceed until the error has been corrected.</p>

№	Page	Operational content
5		<p><b><u>Password Reset</u></b></p> <p>When [E-mail address verified. You can now continue.] appears, click the [Continue] button to proceed to the next page.</p>
6		<p><b><u>Password Reset</u></b></p> <p>In each input area, enter the new password to be used.</p> <p>After you have finished entering the information in each of the areas, click the [Continue] button and proceed to the next page.</p> <p>Upon clicking the [Continue] button, if there are any required items that you have not yet entered, or if there are any areas that were entered incorrectly, an error message will appear at the top of the page. You will not be able to proceed until the error has been corrected.</p>

№	Page	Operational content
7		<p><b><u>Application menu</u></b></p> <p>This page indicates that the password reset has been completed.</p> <p>Check [3.6 Password change] of this manual for instructions on how to change your password.</p>

### 3. 8. 2 Explanation on entry of a password reset (default display)

1

  
**Reset password**

E-mail address verification is necessary. Please click [Send] button.

2 Enter E-mail Address.

3  \*

4

Page link number	Page item	Content
1	[Cancel] link	Back to the HOME page.
2	Error message	If there are any errors in your entries, an error message will appear. You will not be able to proceed to the next page until the errors have been corrected.
3	E-mail address information	Enter your current e-mail address here. The required items are marked with an asterisk (*). These items must be filled in.

Page link number	Page item	Content
4	[Send verification code] button	If there are any errors in your entries, an error message will appear. If there are any errors, an error message will appear at the top of the page.

### 3. 8. 3 Explanation on entry of a password reset (entry of the verification code)

[← Cancel](#)



## Reset password

**1** Verification code you entered is invalid. Enter it again.

abc@xyz.co.jp \*

**2** Verification code

**3** Verify code Send new code

**4**

Continue

Page link number	Page item	Content
1	Error message	<p>If there are any errors in your entries, an error message will appear.</p> <p>You will not be able to proceed to the next page until the errors have been corrected.</p>
2	Verification code information	<p>Enter your Verification code here.</p> <p>Enter the verification code sent to the registered e-mail address.</p>
3	[Verify code] button	<p>If there are no errors in your entries, you will be able to proceed to the next page.</p> <p>If there are any errors, an error message will appear at the top of the page.</p>
4	[Send new code] button	<p>The new verification code will be sent.</p>

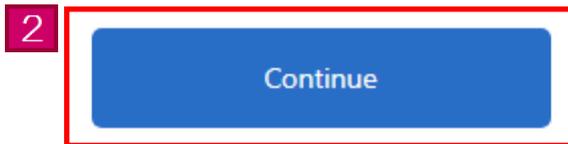
### 3. 8. 4 Explanation on entry of a password reset (E-mail address confirmation)

< Cancel



## Reset password

E-mail address verified. You can now continue.

 \*

Page link number	Page item	Content
1	[Try a different E-mail address] button	Change the E-mail address to a different one.
2	[Continue] button	Proceed to the next page.

### 3. 8. 5 Explanation on entry of a password reset (password change)

< Cancel



## Reset password

1 Enter Password.

2

Password \*

Password(Enter again) \*

3 Continue

Page link number	Page item	Content
1	Error message	An error message will appear if there are any errors in your entries upon clicking the [Continue] button. You will not be able to proceed to the next page until the errors have been corrected.

Page link number	Page item	Content
2	Password information	<p>Enter your new password here.</p> <p>The required items are marked with an asterisk (*). These items must be filled in.</p> <ul style="list-style-type: none"> <li>● Password</li> </ul> <p>Enter a password that cannot be easily guessed. 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. The signs you can enter are \$%&amp;=@_#*+~?!. The password differentiates between uppercase and lowercase letters. We cannot answer any inquiries regarding passwords, so be sure to remember and keep your password safe. The letters entered for the password are displayed as ●. Reset the password in case you forgot it. Check [3.8 Password Reset] of this manual for instructions on how to reset the password.</p>
3	[Confirm] button	<p>If there are no errors in your entries, reset the password and proceed to the Application menu page.</p> <p>If there are any errors, an error message will appear at the top of the page.</p>

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## 4 Others

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### 4.1 Messages

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Messages that may appear on the Trusted Traveler Program Information System are listed in the appendix.

## Appendix: “List of Messages”

### • List of error messages

Message ID	Message	How to respond
E10001	Enter {0}. ({0}: error item name)	Enter {0}.
E10002	{0} entered is invalid. Check the entry and entry example on the screen and enter it again. ({0}: error item name)	Check the entry and entry example on the screen, and enter the information again.
E10003	Enter {0} as written exactly in your passport. ({0}: error item name)	Enter {0} as written exactly in your passport.
E10004	Check whether the e-mail you entered uses the correct e-mail address format. Then, enter it again.	Check whether the e-mail you entered uses the correct e-mail address format. Then, enter it again.
E10005	Do not enter two straight spaces in {0}. ({0}: error item name)	Do not enter two straight spaces in {0}.
E10006	Enter the same value in {0} and {1}. ({0}: Mismatched item name 1) ({1}: Mismatched item name 2)	Enter the same value in {0} and {1}.
E10007	Enter a different value in {0} and {1}. ({0}: Matched item name 1) ({1}: Matched item name 2)	Enter a different value in {0} and {1}.
E10008	Enter the future date in {0}. ({0}: error item name)	Enter the future date in {0}.
E10009	Applications cannot be made with expired passports. Enter valid passport info. ({0}: error item name)	Enter valid passport info.
E10011	The entered file is too small. Check the file and upload it again.	Check the file contents and information input rules, and upload the file again.
E10012	The entered file is too large. Check the file and upload it again.	Check the file contents and information input rules, and upload the file again.
E10013	The entered file {0} format. Check the file and upload it again. ({0}: error item name) ({0}: File format)	Check the file contents and information input rules, and upload the file again.
E10015	Upload the {0} file. ({0} : Facial photo or Explanatory material 1)	Upload the {0} file.

Message ID	Message	How to respond
E10016	Please answer "Yes" to at least one of questions 1 to 10.	Check questions 1 to 10 and answer "Yes" to at least one of them.
E10017	If you answer "Yes" to {0}, please upload the file for {1}.	Upload the file for {1}.
E10018	If you answer "Yes" to {0}, please enter the item for {1}.	Enter the item for {1}.
E20001	E-mail address or password you entered may be invalid, or your account may be locked due to failure of log-in over the maximum number of times allowed. If the account is locked, it will automatically be unlocked after 5 hours. If you wish to unlock the account immediately, use "Reissuance of User ID and/or password" function.	The account will automatically be unlocked after 5 hours. If you wish to unlock the account immediately, reset the password.
E20002	The verification code has expired. Please press send new code button to resend the notification.	Click the Send new code button to resend the notification.
E20003	Either E-mail address or password entered is invalid. Enter it again.	Enter it again.
E20004	Enter a password that cannot be easily guessed. (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. The signs you can enter are \$%&=@_#*+?!.).	Enter a password that cannot be easily guessed.
E20005	The current password entered is invalid. Enter it again.	Enter it again.
E20006	Enter regulations of use.	Check the regulations of use and click the confirm button.
E20007	Verification code you entered is invalid. Enter it again.	Enter it again.
E20008	You have failed to enter the verification code more than the maximum number of times allowed. Please try sending the verification code again.	Try sending the verification code again.
E20009	The E-mail address you entered is not registered. Please check your E-mail address and enter it again.	Check your E-mail address and enter it again.
E30002	The entered passport has already been used for an application. Check the application status.	Check your application status. When submitting a new application, please withdraw your previous application.
E30003	The application status has been renewed. Return to the application status check page and check the current application status.	Return to the application status check page and check the current application status before carrying out any action.
E40003	A user with E-mail address already exists. Please choose a different one.	E-mail addresses that are already in use cannot be registered. Enter a different e-mail address. If you do not remember registering your e-mail address, contact helpdesk, as there may have been unauthorized use.

▪ List of information messages

Message ID	Message	How to respond
I00001	The application was withdrawn.	This message indicates that a request to withdraw the application has been made. Refer to section 3.4 "Application status check" in this manual to confirm the status of your application.
I00002	The data does not exist.	This message appears if the application information has not been registered. It will no longer be displayed once the information is registered. To register the application information, refer to section 3.2 "Entering your application information" in this manual.

▪ List of confirmation messages

Message ID	Message	How to respond
W00001	If you are still entering information, the information will not be saved. Are you sure you wish to return to the {0} page? ({0} : screen name)	Click the [OK] button to go to the page specified in the message. Any unsaved entries will be discarded, so proceed with caution. Click the [Cancel] button to stay on the current page.
W00002	Logging out. Are you sure to log out?	Click the [OK] button to log out of the system. Click the [Cancel] button to remain logged in.
W00003	Are you sure you want to register with the information you entered? Click "OK" to complete your application. To add or change your document or change your answer to the question, click "Cancel" to returned to the previous page.	Click the [OK] button to log out of the system. Click the [Cancel] button to remain logged in.
W00005	Make sure you have responded to the questions being asked and have checked required documents being uploaded. Click "OK" to move to the "Application status check" page . To undo a move to the "Application status check" page, click "Cancel" to back to the previous page.	The information you entered will be registered. If there are no issues, click the [OK] button to proceed to the next page. Click the [Cancel] button if you need to make any changes.
W00006	Make sure you have answered all the questions and have checked required documents being uploaded. Click "OK" to complete your application. To add or change your document or change your answer to the question, click "Cancel" to back to the "Enter application information" page.	Review the message, and if there are no issues, click the [OK] button to proceed to the next page. Click the [Cancel] button if you need to make any changes.

Message ID	Message	How to respond
W00007	There are no age restrictions for registering children. However, for children around the age of 12, their fingerprints might not be stable enough. This could result in difficulties with fingerprint registration or recognition by automated gates. Is this acceptable for you?	Review the message, and if you agree to register your child, click the [OK] button to proceed to the next page. If you do not agree, click the [Cancel] button.