

# Consultation at FRESC

## Tokyo Regional Immigration Services Bureau Yotsuya Branch Office

### Consultation at FRESC (Tokyo Regional Immigration Services Bureau)

You can have face to face consultations at the Foreign Residents Support Center (FRESC) of Tokyo Regional Immigration Services Bureau, which is located in Shinjuku-Ku, Tokyo.

- ◆ Since a reservation system is applied, you can consult with the staff without waiting time.
- ◆ You can consult without saying your name.
- ◆ An interpreter will be provided if you do not speak Japanese.

If you have any questions about your status of residence, immigration procedures, etc., please do not hesitate to contact us.

**Attention: It is not possible to consult by phone here.**

[Click here](#) if you would like to consult by phone.



### About consultation

**Time** : 9 am to 5 pm on weekdays (Excluding the New-Year holidays)

**Place** : Yotsuya Tower 13th floor

Foreign Residents Support Center (FRESC) [Click here](#) for details

**Language**: Plain Japanese, English, Chinese, Korean, Vietnamese, Nepali, Indonesian, Filipino, Thai, Portuguese and Spanish, etc.

*Consultations may be available in other languages.*

*Consultations are also available in Japanese Sign Language.*

**Money**: No money is required (no money is required either when using an interpreter)

**If you would like to consult with the Immigration staff at FRESC, please make a reservation first.**

### How to make a reservation

You can make a reservation by phone or on the Internet.

**Reservation phone number**

**03-5363-3025**

**Reservation on the Internet**

Japanese and English are available

[Click here](#)  
for reservation  
[Japanese form]



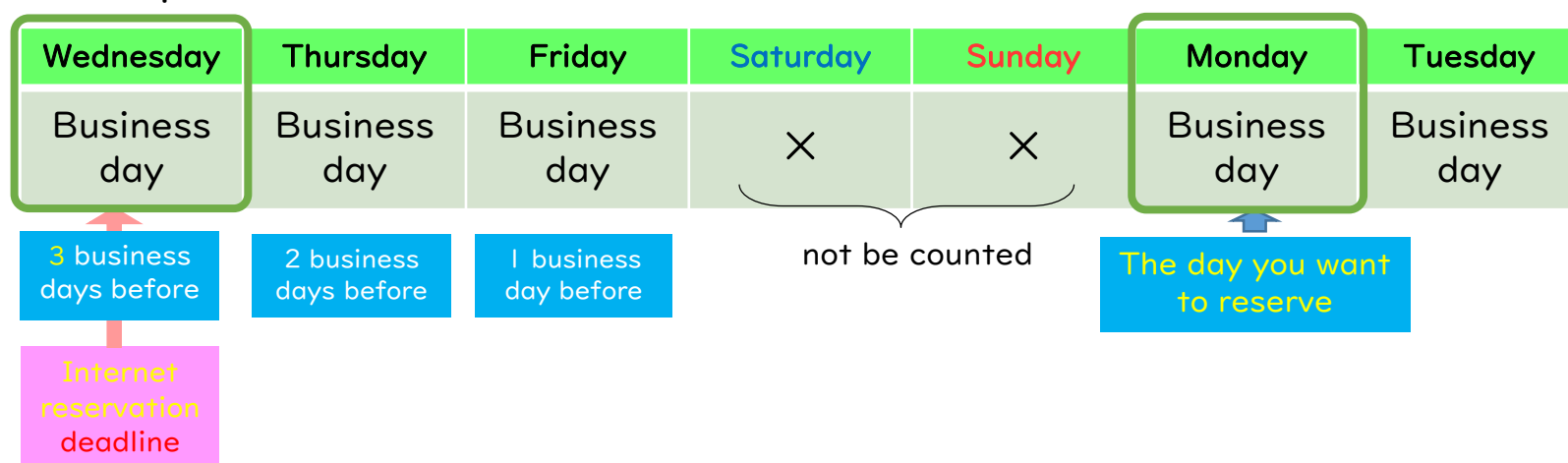
[Click here](#)  
for reservation  
[English form]



When making a reservation on the Internet, please read the notes below.

- When making a reservation on the Internet, it has to be at least 3 business days prior to your desired date. If you wish to consult within 2 business days, we cannot accept your reservation.

(Example)



- We will call or email you when you have made a reservation on the Internet. If you set up to only receive emails from specific domains, please change your setting so you can receive emails from the "@i.moj.go.jp" domain.
  - Please call us when you do not receive a phone call or an email from the Tokyo Regional Immigration Services Bureau even after 2 business days have passed since making a reservation on the Internet.
- phone number ➡ 03-5363-3025**
- Please do not reply to the temporary reservation email as it is an address only for sending.
  - When the reservation is confirmed, we inform you by telephone or email:
    1. a reservation date and time
    2. a reservation number
    3. URL for online consultation (only when you wish online consultation)
  - The reservation procedure is not completed until the reservation number is informed.
  - If you want to cancel the consultation or change the reservation, please contact us by phone.

**phone number for canceling / changing a reservation ➡ 03-5363-3025**

## About Online Consultation

If you think it's difficult to come to FRESC because it is far away or you are worried about consulting face-to-face, you can have online consultation. Please make a reservation with a reservation form to use online consultation.

○Application software “Live On” is used for online consultation.

If you use PC;

→if your browser is either Google Chrome or Microsoft Edge, you do not need the application.

Just click URL we send in the reservation confirmation email to start consultation.

If you use any other browsers, [click here](#) to install the desktop application.

If you use a tablet or a smartphone;

→you need to install the application in advance.

[Click here](#) to install the application by the time of your consultation.

○The communication fees for online consultation will fall on you.

○Recording of online consultation is prohibited.

○Furthermore, you need to agree to "Notes and precautions for users of online consultation" which is displayed when making a reservation on the Internet.

## **(1) Make a reservation on the Internet**

- ① Select "online consultation" in the reservation form and enter required items such as date/time you wish to consult on, your inquiries and your email address.
- ② When your reservation is registered appropriately, a "temporary reservation email" is sent to your registered email address.

## **(2) Check the reservation confirmation email**

③ We contact you within 2 business days after you receive a temporary reservation email. We arrange your consultation date/time and confirm the details of your inquiries.

④ You get a reservation confirmation email after the consultation date/time has been fixed.

Be sure to check your consultation date/time and URL for online consultation in the confirmation email.

⑤ If you use a smartphone or a tablet, install the application by the day before your consultation.  
[Click here](#) to install the application "Live On".

## **(3) Consult on online**

⑥ Click the URL indicated in the reservation confirmation email 5 MINUTES BEFORE your consultation time.

When you join the consultation, please set on both camera and microphone.

⑦ When the time comes, the staff in charge will talk to you. You can start the consultation.

Your consultation will be cancelled in case we cannot see you join the consultation even after 10 minutes have passed from the starting time.

⑧ After your consultation, please answer a questionnaire which is shown on your display.