

# Immigration Services Agency Online Residence Application System User Manual

(In-Person Application) For Those Who Wish to Receive  
Certificate of Eligibility Digitally

Version 1.0

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# 1 Introduction

## 1.1 Purpose of This Manual

People who submit an application for a certificate of eligibility by an in-person application at the Regional Immigration Bureau and wish to receive the certificate of eligibility via email need a user ID (formerly authentication ID) on the Online Residence Application System.



This manual explains how to prepare for obtaining the user ID of the Online Residence Application System and how to perform registration of receipt after receiving a certificate.

### ■ Target readers

- Those who are applying for a certificate of eligibility by an in-person application at the Regional Immigration Bureau and wish to receive the certificate of eligibility via email

## 1.2 Meanings of the Icons in the Manual

The meanings of the icons in the manual are as follows:

Icon	Description
 <b>Important</b>	This indicates that what is being explained is important.
 <b>Reference</b>	This indicates that reference or supplementary information is being explained.

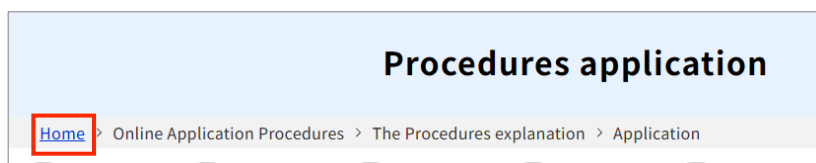
## 1.3 Points to Note When Using the Online Residence Application System

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- To use the Online Residence Application System, the following environment is required. Proper operation in other environments is not guaranteed.  
OS: Windows/ macOS  
Browser: We recommend using Microsoft Edge. Google Chrome and Safari are also available.
- The Online Residence Application System will send emails to your registered email address. Configure your settings to receive emails from the following domain:  
@rasens-immi.moj.go.jp
- If you return to the previous screen using the browser's "←" (back) button or the [Alt] + [←] keys, an error will occur. If there is a button to return to the previous screen, click the button.  
Example of a button to return to the previous screen (The text on the button varies depending on the screen.)



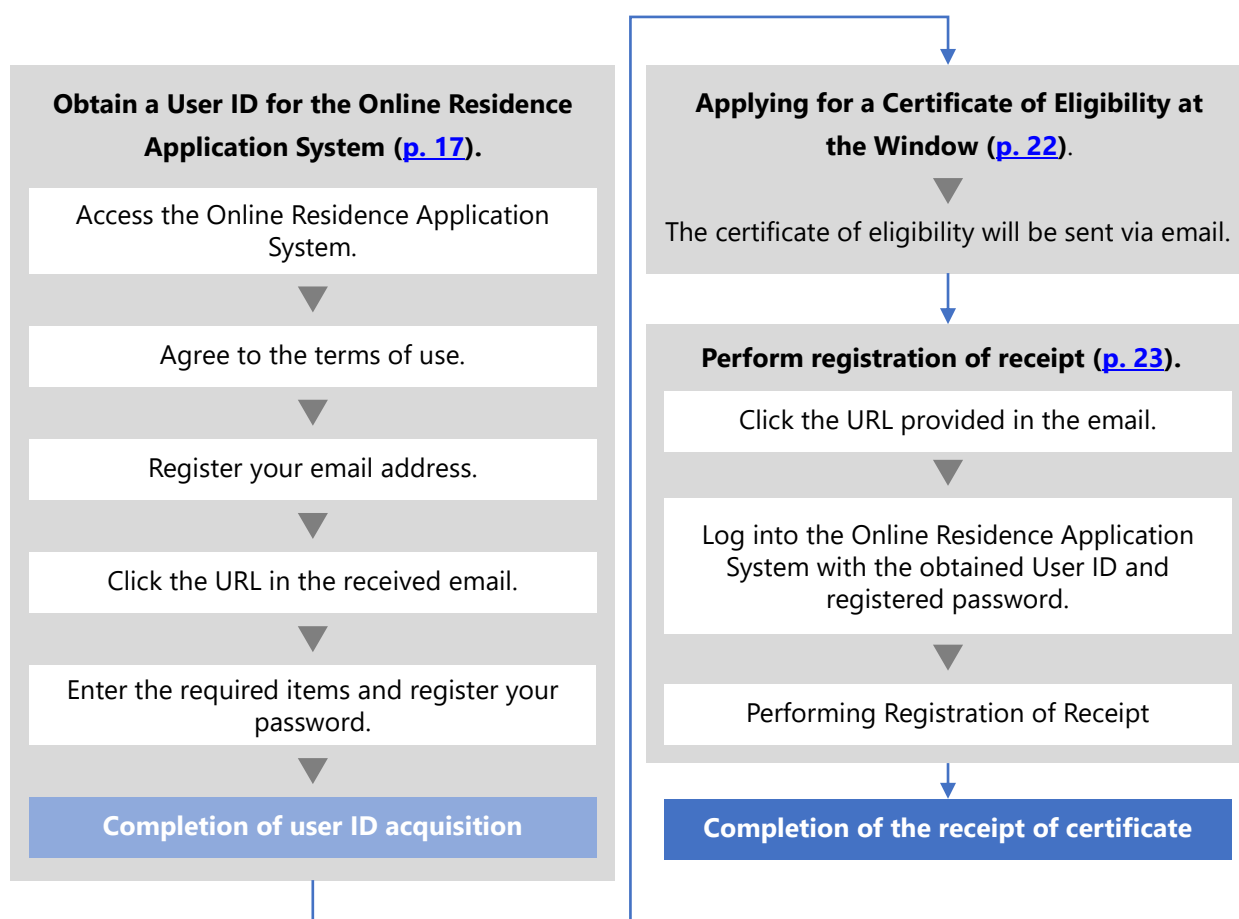
To return to the top page of the Online Residence Application System, click [Home] at the top of the screen.



- If there are no activities such as screen movement for over three hours, the system will automatically log you out.  
To extend the time before automatic logout, see "[Extending the Time Before Automatic Logout](#)" (p. 16).
- Do not bookmark any screens other than the top page in your browser.

## 1.4 Procedure of Receiving Certificate of Eligibility via Email

The following shows the procedure of receiving a Certificate of Eligibility via email. For details, refer to the explanation of each procedure.



### Important

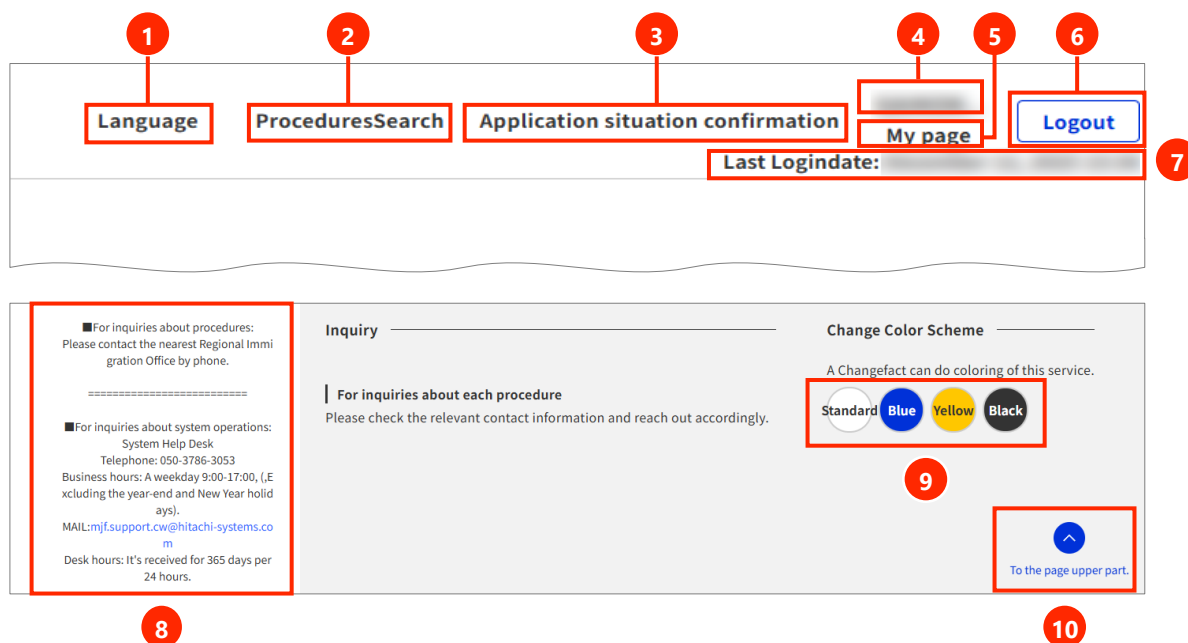
- If registration of receipt is not performed within seven days after the certificate of eligibility is sent via email, a follow-up email will be sent. Click the URL provided in the email to perform registration of receipt. Thereafter, emails will be sent every seven days until three months pass from the date the certificate of eligibility is issued.

## 1.5 Screen Descriptions

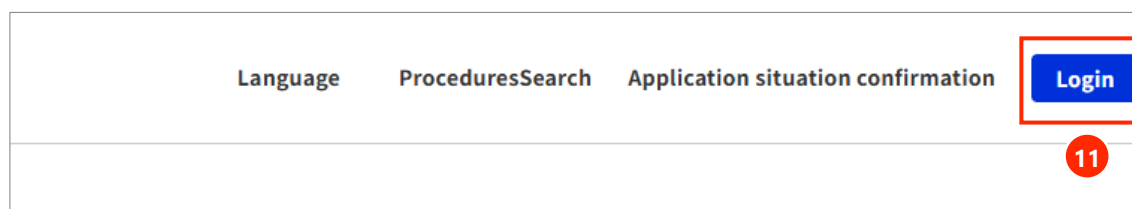
This section describes the screens of the Online Residence Application System.

### ■ Items to be commonly displayed

- Screen while being logged in



- Screen while being logged out



Item Name	Description	Page with Detailed Descriptions
① Language	Click to select the language to display.	<a href="#">"Changing the Language to Display"</a> (p. 8)
② Procedures Search	Not used in this manual.	—
③ Application situation confirmation		
④ Name	The user's name will be displayed.	—
⑤ My page	This is a dedicated page for each user. Click to view or change user information.	<a href="#">"Reviewing and Changing Your User Information"</a> (p. 25)
⑥ Logout	Click to log out of the Online Residence Application System.	—

Item Name		Description	Page with Detailed Descriptions
⑦	Last Logindate	The date and time of your last login will be displayed.	—
⑧	Contact Information	For inquiries regarding the details of each procedure, please contact us here.	—
⑨	Change Color Scheme	Clicking [Standard], [Blue], [Yellow], or [Black] will change the screen color.	—
⑩	To the page upper part.	Clicking will automatically scroll to the top of the screen.	—
⑪	Login	Click to log into the Online Residence Application System.	—

## ■ Top page

Notices will appear under [General Notices].

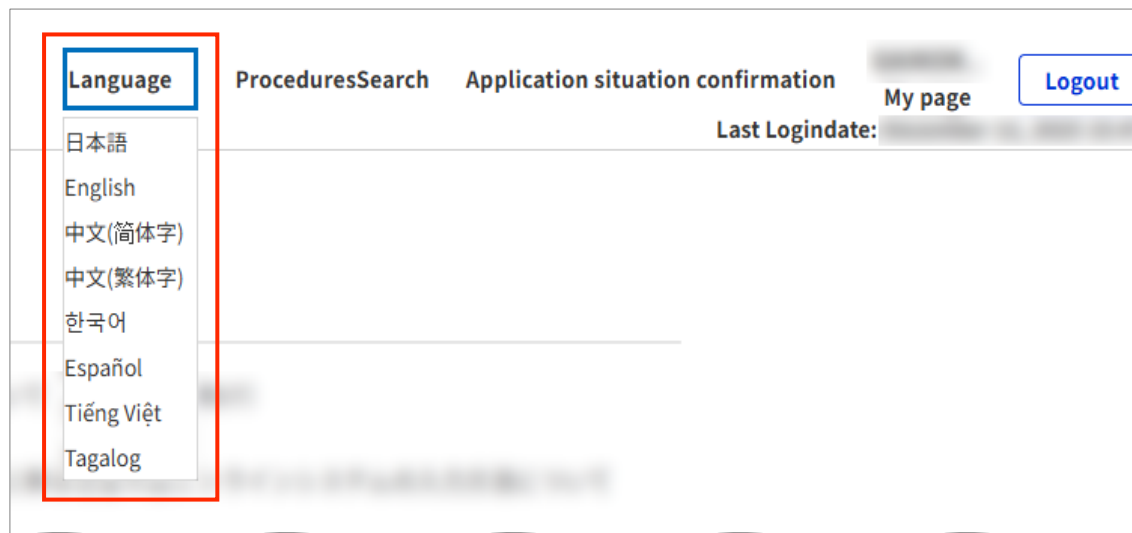
Click each notice's title to view its content.

Click [List of Notices] to view past notices.



## 1.6 Changing the Language to Display

To change the language to display, click [Language]. Select from the eight languages in the pull-down menu. In some screens, only [日本語] and [English] can be selected.



Menu	Language
日本語	Japanese
English	English
中文(简体字)	Chinese (Simplified)
中文(繁体字)	Chinese (Traditional)
한국어	Korean
Español	Spanish
Tiếng Việt	Vietnamese
Tagalog	Tagalog



## 2 Login/Logout for the Online Residence Application System

This chapter explains how to access the Online Residence Application System, how to log into the system, and how to log out of the system.

### Important

- The following individuals — who set an authorization ID and password on the Online Residence Application System before December 31, 2025 — can log in using the same authorization ID and password: foreign nationals, legal representatives, relatives, attorneys, administrative scriveners, and representatives of institutions.
- You cannot log in using the User ID (formerly: Authentication ID) and password for the Electronic Notification System.

### 2.1 Access the Online Residence Application System

This section explains how to access the Online Residence Application System with your browser via the internet.

- 1 Access the “Online residence application procedures” page on the Immigration Services Agency website  
(<https://www.moj.go.jp/isa/applications/online/onlineshinsei.html>) using your browser.

- 2 Click the button below:

在留申請オンラインシステムのご利用はこちらから。  
( 在留申請オンラインシステムのトップページへリンクします。 )



## 2 Login/Logout for the Online Residence Application System

The top page of the Online Residence Application System is displayed.

在留申請オンラインシステム及び電子届出システム  
Online Residence Application System and Electronic Filing System

Language ProceduresSearch Application situation confirmation Login


General Notices

2024年10月1日より、在留申請オンラインシステム（旧在留申請システム）と電子届出システム（旧電子届出システム）を統合し、新しいシステムとして運用いたします。

2024年10月1日より、在留申請オンラインシステム（旧在留申請システム）と電子届出システム（旧電子届出システム）を統合し、新しいシステムとして運用いたします。

2024年10月1日より、在留申請オンラインシステム（旧在留申請システム）と電子届出システム（旧電子届出システム）を統合し、新しいシステムとして運用いたします。

List of Notices >




Search for Application Procedures

es

You can search for application procedures using keywords or categories.


Online Application Procedures >

Confirm Application Procedures and Status Online



Check Application Status

Confirm application status and view past application information. >



New Registration

By registering, you can save time by checking application status and avoiding re-entering application information. >

■ For inquiries about procedures:  
Please contact the nearest Regional Immigration Office by phone.

=====

■ For inquiries about system operations:  
System Help Desk  
Telephone: 050-3786-3053  
Business hours: A weekday 9:00-17:00, (Excluding the year-end and New Year holidays).  
MAIL: [mjfsupport.cw@hitachi-systems.com](mailto:mjfsupport.cw@hitachi-systems.com)  
Desk hours: It's received for 365 days per 24 hours.

Inquiry

For inquiries about each procedure  
Please check the relevant contact information and reach out accordingly.

Change Color Scheme

A Change fact can do coloring of this service.

Standard Blue Yellow Black

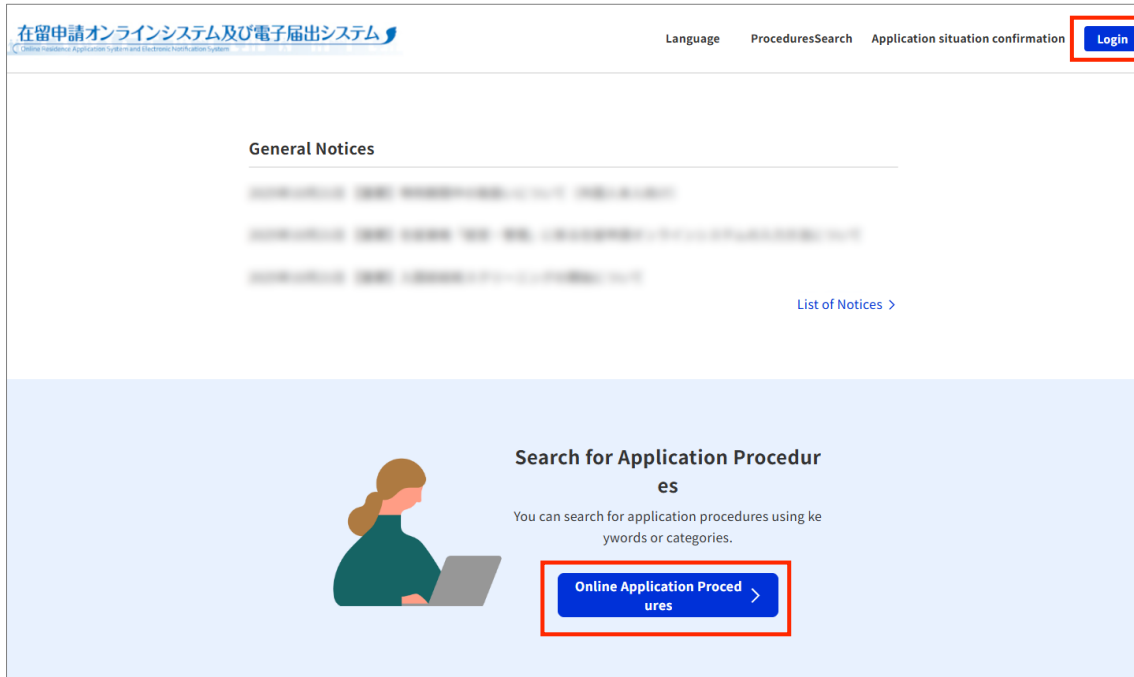
10

## 2.2 Login

This section explains how to log into the Online Residence Application System.

To log into the system, you need your User ID (formerly: Authentication ID) and password. See "[Obtaining a User ID for the Online Residence Application System](#)" (p. 17).

### 1 Click [Online Application Procedures] or [Login].



The [User Login] screen is displayed.

### 2 Enter your User ID (formerly: Authentication ID) and password, and then click [Login].

Item Name	Description
User ID	Enter the "User ID" acquired in " <a href="#">Obtaining a User ID for the Online Residence Application System</a> " (p. 17). It has been mentioned in the email.
Password	Enter the password registered in " <a href="#">Obtaining a User ID for the Online Residence Application System</a> " (p. 17).

### Reference

- If you enter the wrong password five times in a row, your account will be locked and you will be unable to log into the system. After 24 hours have passed, the lock will be lifted and you will be able to log into the system. To unlock immediately, see "[If You Forgot Your Password](#)" (p. 15).
- If you have forgotten your user ID, see "[If You Forgot Your User ID](#)" (p. 14).
- If you have forgotten your password, see "[If You Forgot Your Password](#)" (p. 15).

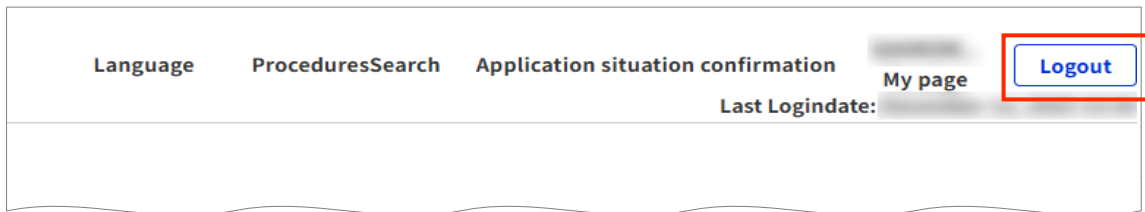
Log into the Online Residence Application System.

## 2.3 Logout

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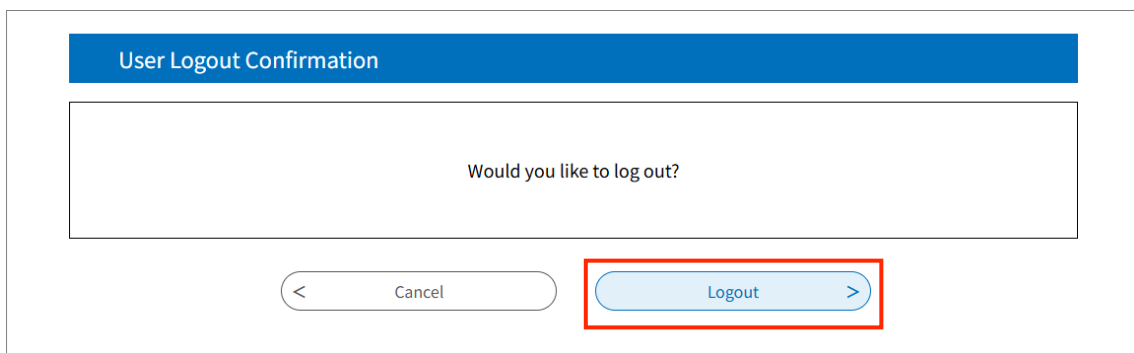
This section explains how to log out of the Online Residence Application System.

### 1 Click [Logout].



The [User Logout Confirmation] screen is displayed.

### 2 Click [Logout].



You will be logged out of the Online Residence Application System.

## 2.4 If You Forgot Your User ID

This section explains how to receive your user ID via email if you have forgotten it.

### 1 On the [User Login] screen, click [Click here if you forgot your user ID].

User Login

Please enter the ID issued upon user information registration and the password you registered.

User ID

Password

[Click here if you forgot your user ID](#)

[Click here if you forgot your password](#)

Login >

The [Email Address Input (User ID Notification)] screen is displayed.

### 2 Enter the email address and the name (in English) you registered when doing user registration, and then click [Complete].

Email Address Input (User ID Notification)

Please enter your registered email address and name (in English).  
Enter 1-byte alphabetical letters (upper case), up to 104 letters. Separate two words by a space.  
Once the input is complete, an email containing your User ID will be sent to the provided address.  
In the case when spam e-mail countermeasures is being performed, " " Please change it to the setting by which mail reception is possible.  
Please note that we cannot respond to inquiries sent to the sender's email address.

If you are a member of an affiliated institution and have completed user information registration for the electronic reporting system by January 4, 2026, you have not registered your name (in English), so you cannot complete this procedure here. For those who registered after January 5, 2026, please enter the name (in English) of the person responsible for registration at that time.

Please enter your email address. **Required**

Please input Name (English letter) **Required**

< Return to Login

Complete >

You will receive an email containing your user ID.

## 2.5 If You Forgot Your Password

This section explains how to set your password again if you have forgotten it.

If you want to unlock your password immediately after it is locked, also follow the steps below to set it again:

### 1 On the [User Login] screen, click [Click here if you forgot your password].

User Login

Please enter the ID issued upon user information registration and the password you registered.

User ID

Password

[Click here if you forgot your user ID](#)  
[Click here if you forgot your password](#)

Login >

The [User ID Input (Password Reset)] screen is displayed.

### 2 Enter your user ID and the email address you registered when doing user registration, and then click [Complete].

User ID Input (Password Reset)

Please enter your registered email address.  
 Once the input is complete, an email containing the URL for the password reset page will be sent to the provided address.  
 Please access the URL and enter a new password to complete the reset.  
 In the case when spam e-mail countermeasures is being performed, "Please change it to the setting by which mail reception is possible."  
 Please note that we cannot respond to inquiries sent to the sender's email address.  
 Lastly, if you are using a mobile phone email, please be aware that the initial settings may block emails with URL links. In such cases, please adjust your settings to allow these emails.

User ID **Required**

Please enter your email address. **Required**

< Return to Login Complete >

You will receive an email containing the URL for the password reset screen.

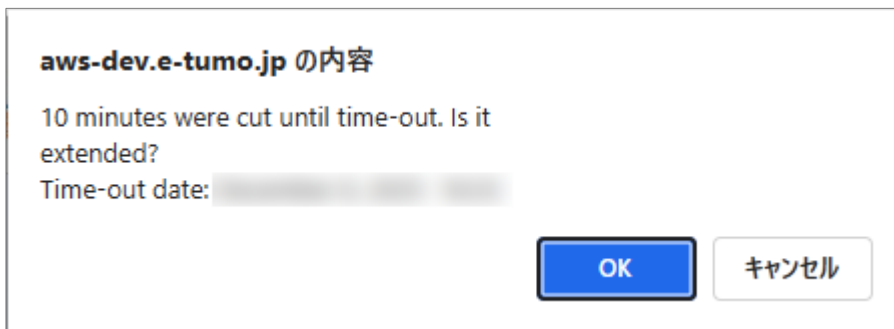
- 3 Click the URL in the email and follow the displayed instructions to set your password again.

## 2.6 Extending the Time Before Automatic Logout

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If there are no activities such as screen movement for over three hours after logging into the Online Residence Application System, the system will automatically log you out.

The following message will appear 10 minutes before you are logged out of the system:



Clicking [OK] will extend the time until logout by three hours.

Clicking [Cancel] will log you out of the system at the shown time.

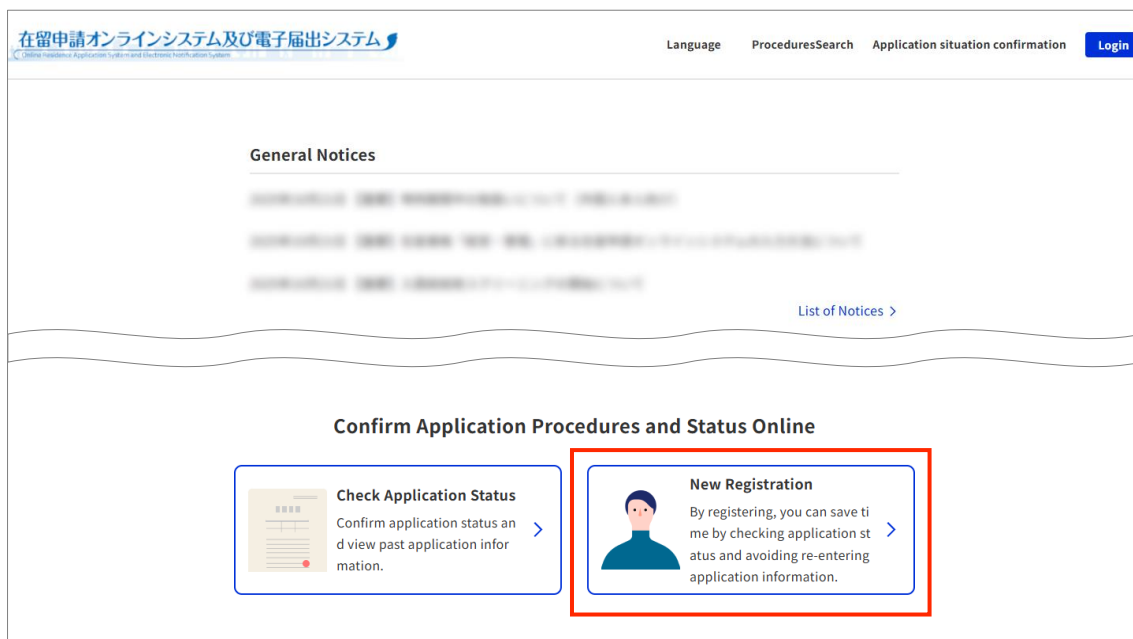


## 3 Obtaining a User ID for the Online Residence Application System

Here is how to obtain a user ID (formerly authentication ID) for the Online Residence Application System.

**1 Open the top page of the Online Residence Application System in your browser.**  
See "[Access the Online Residence Application System](#)" (p. 9).

**2 Click [New Registration].**



The [Explanation of User Registration] screen is displayed.

### 3 Review the terms of use. If you agree to the terms, click [Agree].

Explanation of User Registration

Please be sure to read the following contents.

Once you have registered your user information, you will be able to log in as a user for subsequent procedures.  
Furthermore, the registered information can be used for each procedure, simplifying the input process.  
If you plan to use this service repeatedly, we recommend registering your user information.

< terms of service >

利用規約

ご利用前に必ずお読みください。  
在留申請オンラインシステム及び電子届出システムを利用して地方出入国在留管理局長に対してインターネットを通じた在留申請及び出入国在留管理庁長官に対してインターネットを通じた届出に係る手続を行うためには、下記規約に同意いただく必要があります。  
なお、下記規約は日本語で定義されたものです。下記規約の翻訳版と日本語版に相違がある場合は、日本語版が優先されるものとします。

記

1. 利用可能な時間  
在留申請オンラインシステム及び電子届出システム（以下「本システム」という。）は、原則24時間365日、ご利用いただけます。ただし、本システムのメンテナンス等の必要があるときは、Userへの事前の通知を行うことなく、本システムの運用の停止等を行うことができます。  
なお、地方公共団体情報システム機構が提供する公的個人認証サービスの運用状況により、マイナンバーカードに記録されている電子証明書の検

By clicking the "Agree" button, it will be considered that you have agreed to this explanation.

If you'd understand the above, please agree and advance.

Agree >

The [Email address input] screen is displayed.

### 4 Enter your email address in the [Please enter your email address.] and [Please enter your email address (for confirmation).] fields, and then click [Register].



**Important**

- Configure your settings to receive emails from the domain "@rasens-immi.moj.go.jp".

Email address input

Please enter your email address. Required

Please enter your email address (for confirmation). Required

Register >

The [Email Sent (User Registration)] screen appears, and an email is sent to the registered email address.

## 5 Click the URL in the received email.

### Important

- You can proceed to the [UserRegistration] screen within 24 hours after the email is sent. If more than 24 hours have passed, you will need to start over by entering your email address.

The Online Residence Application System will open in your browser.  
The [UserRegistration] screen is displayed.

## 6 Enter the required items.

For the user type, select the type that best suits the user. On the screen below, [Foreign national (applicant)] has been selected as an example.

User	User Type
Personnel of institutions, organization of affiliation of the specified skilled worker, registered support organizations, and Japanese-language institutes	Staff Member of the Organization
Attorney/administrative procedures legal specialists	Attorney/Administrative Procedures Legal Specialist
Foreign nationals	Foreign national (applicant)
Family members or legal representatives	Legal Representative

### Important

- For the items marked with a "Required" icon, be sure to fill them in. If you do not fill them in, an error will occur and you will not be able to proceed.

UserRegistration

Registered personal information will be used only for administrative purposes related to this electronic application.

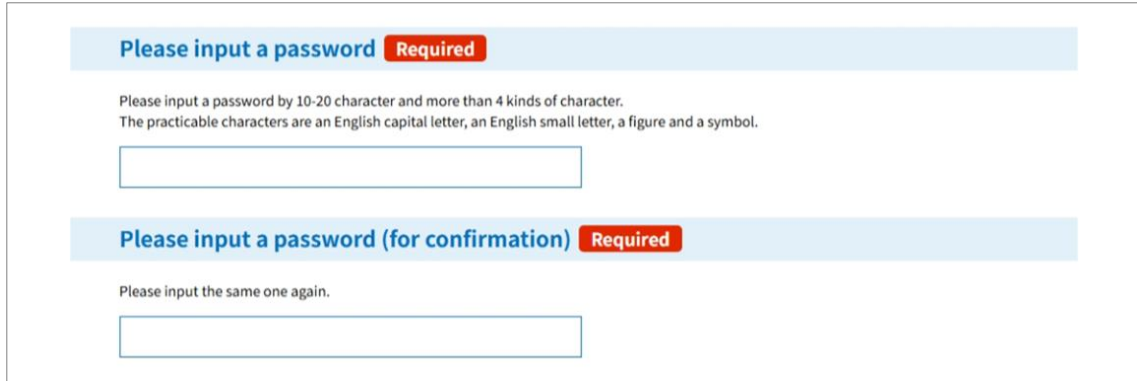
Please choose the user type Required

☐ 所属機関等の職員 (Staff Member of the Organization)
☐ 弁護士・行政書士 (Attorney/Administrative Procedures Legal Specialist)
☒ 外国人本人 (Foreign national (applicant))
☐ 法定代理人等 (Legal Representative)

Email address

**! Important**

- The password must be 10 to 20 characters in length.
- Enter at least one character from each of the following four categories: uppercase letters, lowercase letters, numbers, and symbols (\$, %, &, =, @, \_ #, \*, +, -, ?, !). The entry screen states "more than 4 kinds of character", but the correct description is "4 kinds of character".



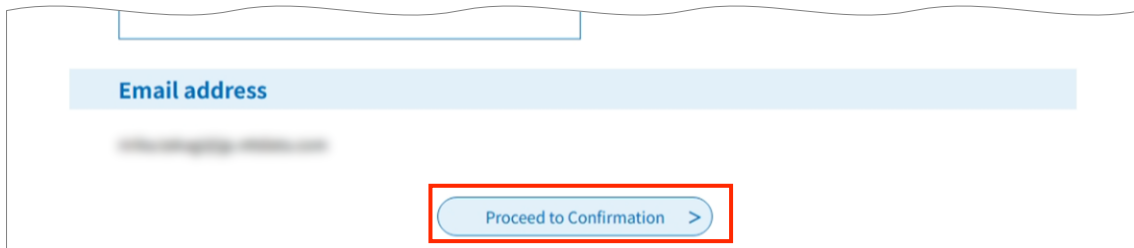
**Please input a password** Required

Please input a password by 10-20 character and more than 4 kinds of character.  
The practicable characters are an English capital letter, an English small letter, a figure and a symbol.

**Please input a password (for confirmation)** Required

Please input the same one again.

**7 Review the information you entered, and then click [Proceed to Confirmation].**

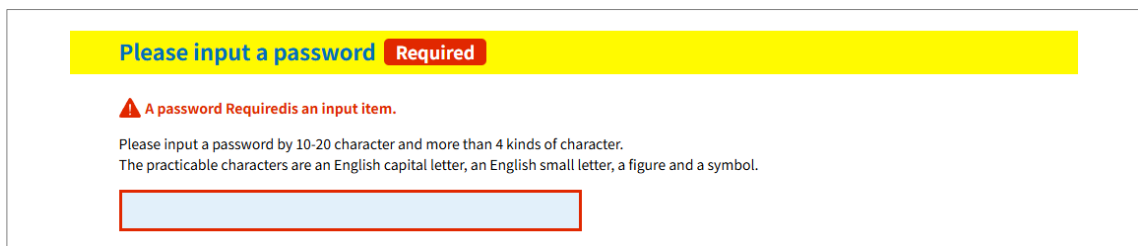


**Email address**

Proceed to Confirmation >

**! Important**

- If any of the entries is invalid, the name of the item with the error will turn yellow and a red mark **!** will appear. Check the error details and re-enter the information.
- Example of an error in the [Please input a password] field



**Please input a password** Required

**! A password Required is an input item.**

Please input a password by 10-20 character and more than 4 kinds of character.  
The practicable characters are an English capital letter, an English small letter, a figure and a symbol.

The [User registration confirmation] screen is displayed.

**8 Confirm that all entered information is correct, and then click [Register].**

## User registration confirmation

May I register by the following contents?

The user section	XXXXXXXXXX (Last character of the registration ID)
User ID	XXXXXXXXXX
Name (English letter)	XXXXXX
Telephone number	XXXXXXXXXX
Email address	XXXXXXXXXX@XXXXXX.XXX

< Return to Input

Register >

A user ID is issued, and the [User registration completion] screen is displayed.

An email containing your user ID will be sent to the registered email address.

The process of obtaining a user ID for the Online Residence Application System is now complete. Proceed to ["In-Person Application for Certificate of Eligibility"](#) (p. 22).

## **4 In-Person Application for Certificate of Eligibility**

Apply for a certificate of eligibility by in-person application at the Regional Immigration Bureau and request it be delivered via email.

Once the examination is complete, the certificate of eligibility will be sent to you via email.

## 5 Registering Receipt of Certificate of Eligibility

After receiving the certificate of eligibility via email, perform registration of receipt. This chapter explains how to perform registration of receipt.

### Important

- If registration of receipt is not performed within seven days after the certificate of eligibility is sent via email, a follow-up email will be sent. Click the URL provided in the email to perform registration of receipt. Thereafter, emails will be sent every seven days until three months pass from the date the certificate of eligibility is issued.

### 1 Click the URL provided in the email.

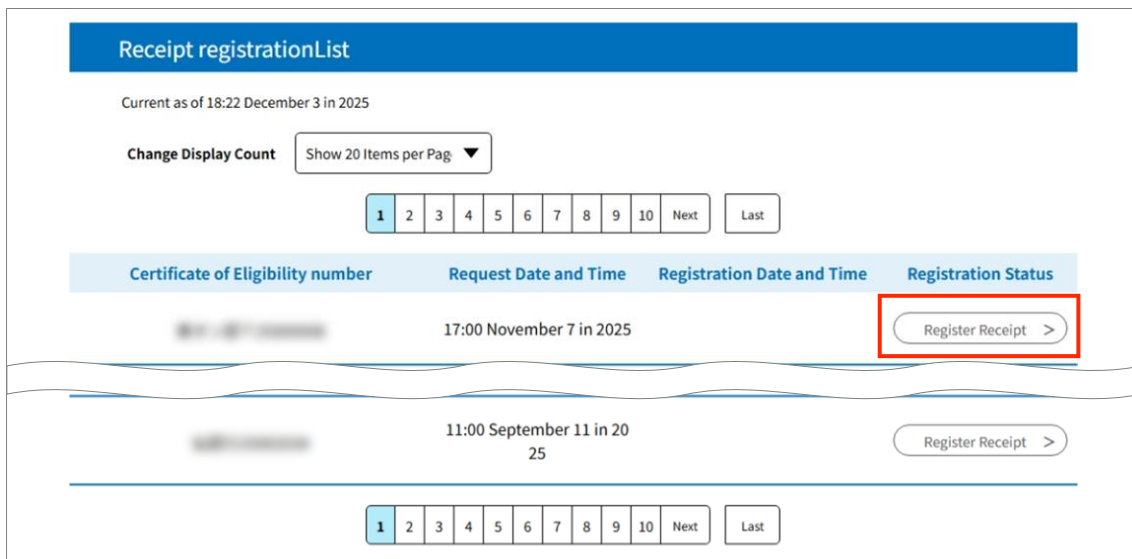
The [User Login] screen is displayed.

### 2 Log into the Online Residence Application System.

See "[Login](#)" (p. 11).

The [Receipt registrationList] screen is displayed.

### 3 Click [Register Receipt] for the certificate to register its receipt.



Receipt registrationList

Current as of 18:22 December 3 in 2025

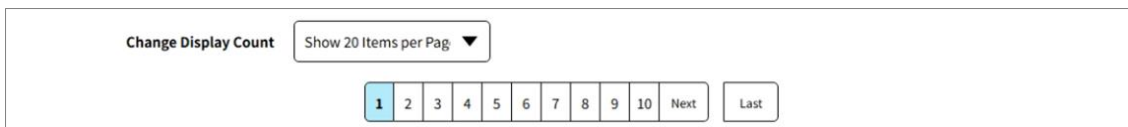
Change Display Count Show 20 Items per Pag ▼

1 2 3 4 5 6 7 8 9 10 Next Last

Certificate of Eligibility number	Request Date and Time	Registration Date and Time	Registration Status
[blurred]	17:00 November 7 in 2025		Register Receipt >
[blurred]	11:00 September 11 in 2025		Register Receipt >

1 2 3 4 5 6 7 8 9 10 Next Last

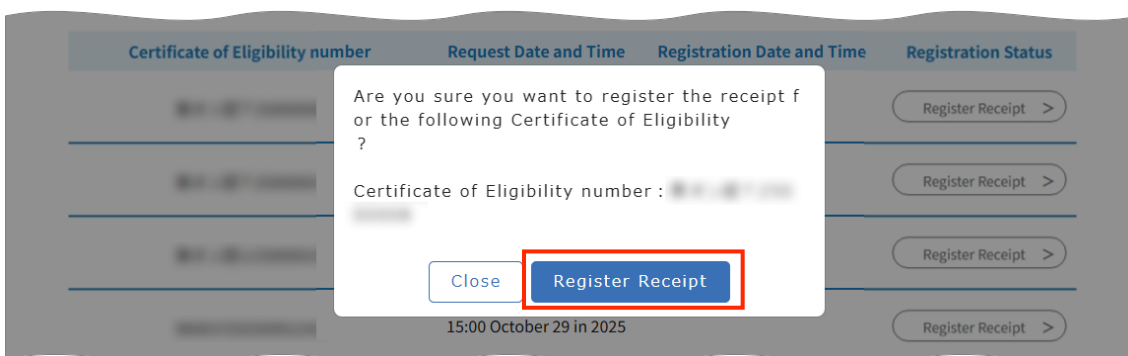
## Reference



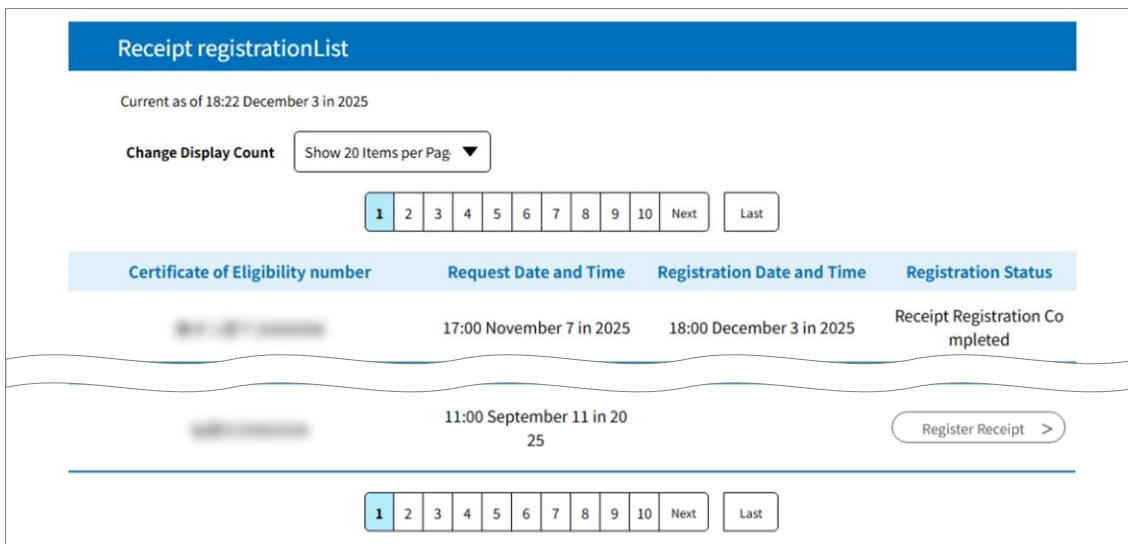
- Use the [Change Display Count] pull-down menu to change the number of items to be displayed per page.
- The number indicates the page of the search results. Click the number to switch pages. The colored number indicates the page currently displayed.
- Click [First] to go to the first page, and click [Last] to go to the last page.

The confirmation screen is displayed.

## 4 Click [Register Receipt] on the confirmation screen.



The [Registration Status] changes to [Receipt Registration Completed].



The process for registering receipt is now complete.

To continue making an application on the Online Residence Application System, see the Operation Manual of the Online Residence Application System.



## 6 Reviewing and Changing Your User Information

You can check your user information or change your registered email address, password, or phone number.

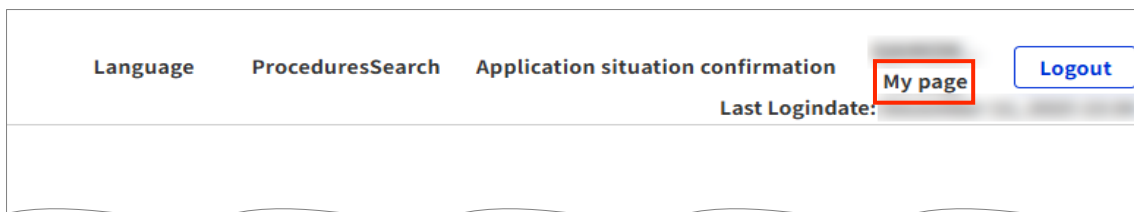
### 1 Open the top page of the Online Residence Application System in your browser.

See "[Access the Online Residence Application System](#)" (p. 9).

### 2 Log into the Online Residence Application System.

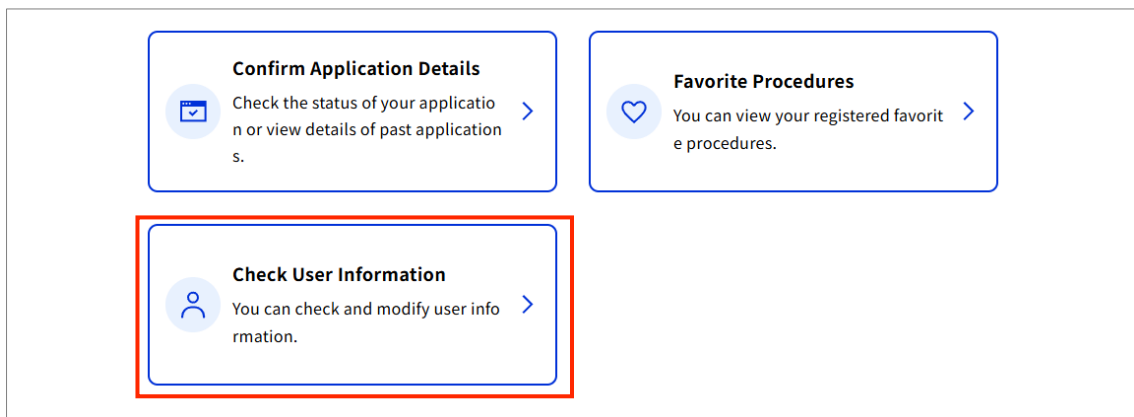
See "[Login](#)" (p. 11).

### 3 Click [My page].



The [My page] screen is displayed.

### 4 Click [Check User Information] on the [My page] screen.



The [UserDetails] screen is displayed.

## 6.1 Changing the Email Address

---

Here is how to change your registered email address.

- 1 Click [Check User Information] on the [My page] screen.
- 2 Click [Change Email Address] on the [UserDetails] screen.

The screenshot shows the 'UserDetails' screen. At the top is a blue header bar with the text 'UserDetails'. Below this is a table with five rows, each representing a different piece of user information. The first row is 'User type' with a value of 'Admin (Registration required)'. The second row is 'User ID' with a value of '123456789'. The third row is 'Name (English letter)' with a value of 'John Doe'. The fourth row is 'Telephone number' with a value of '090-1234-5678'. The fifth row is 'Email address' with a value of 'john.doe@example.com'. Below the table are three buttons: 'Change Email Address', 'Change Password', and 'Change Other Information'. Each button has a right-pointing arrow. The 'Change Email Address' button is highlighted with a red rectangle.

UserDetails	
User type	Admin (Registration required)
User ID	123456789
Name (English letter)	John Doe
Telephone number	090-1234-5678
Email address	john.doe@example.com

Change Email Address > Change Password >

Change Other Information >

The [Email address input (Email address change)] screen is displayed.

### 3 Enter your new email address in the [Email address] and [Email address (for confirmation)] fields, and then click [Change].

#### Important

- Configure your settings to receive emails from the domain “@rasens-immi.moj.go.jp”.

Email address input (Email address change)

Please enter a new email address.

Once you have completed the input, an email with the URL of the application page will be sent to the provided address. Access the URL and complete the registration.

In the case when spam e-mail countermeasures is being performed, " " Please change it to the setting by which mail reception is possible.

If you do not receive the email containing the URL of the application page even after taking these measures, please use a different email address for the application.

Please note that we cannot respond to inquiries sent to the sender's email address.

Lastly, if you are using a mobile phone email, please be aware that the initial settings may block emails with URL links. In such cases, please adjust your settings to allow these emails.

Email address Required

Email address (for confirmation) Required

< Return to Details

Change >

An email will be sent to the entered email address.

### 4 Click the URL in the received email.

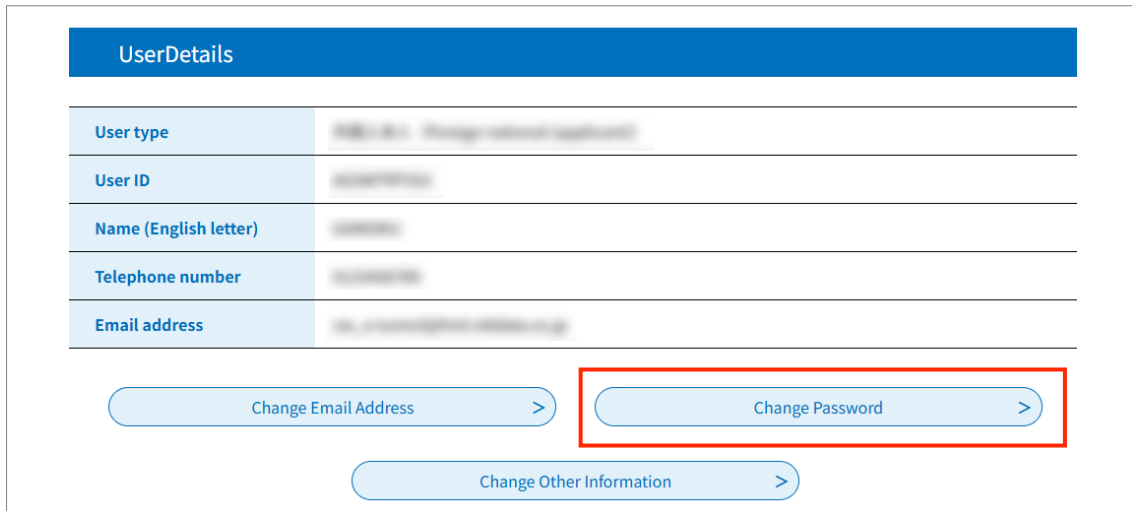
Your email address change is now complete.

## 6.2 Changing Your Password

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Here is how to change your registered password.

- 1 Click [Check User Information] on the [My page] screen.
- 2 Click [Change Password] on the [UserDetails] screen.



The screenshot shows the 'UserDetails' screen. At the top is a blue header bar with the text 'UserDetails'. Below this is a table with five rows of user information. At the bottom of the screen are three light blue buttons with rounded corners and a right-pointing chevron. The 'Change Password' button is highlighted with a red rectangular border.

UserDetails	
User type	Mobile Application
User ID	123456789
Name (English letter)	John Doe
Telephone number	090-1234-5678
Email address	john.doe@example.com

Change Email Address > **Change Password >**

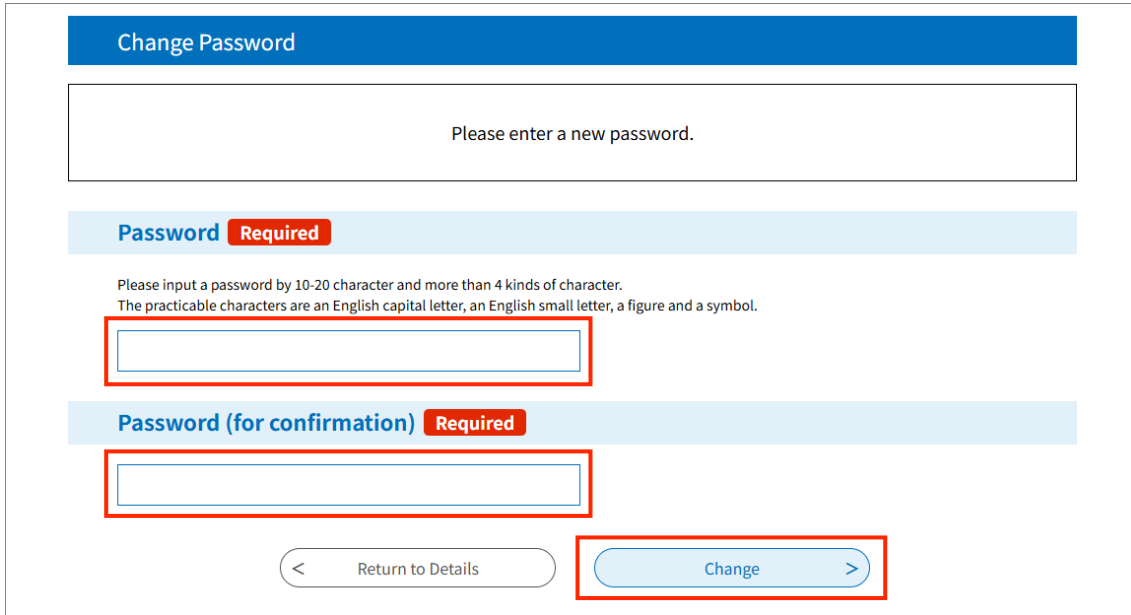
Change Other Information >

The [Change Password] screen is displayed.

### 3 Enter your new password in the [Password] and [Password (for confirmation)] fields, and then click [Change].

#### Important

- The password must be 10 to 20 characters in length.
- Enter at least one character from each of the following four categories: uppercase letters, lowercase letters, numbers, and symbols (\$, %, &, =, @, \_ #, \*, +, -, ?, !). The entry screen states “more than 4 kinds of character”, but the correct description is “4 kinds of character”.



The [UserChange Completed] screen is displayed.

An email confirming the change will be sent, and your password change is now complete.

## 6.3 Changing Your Phone Number

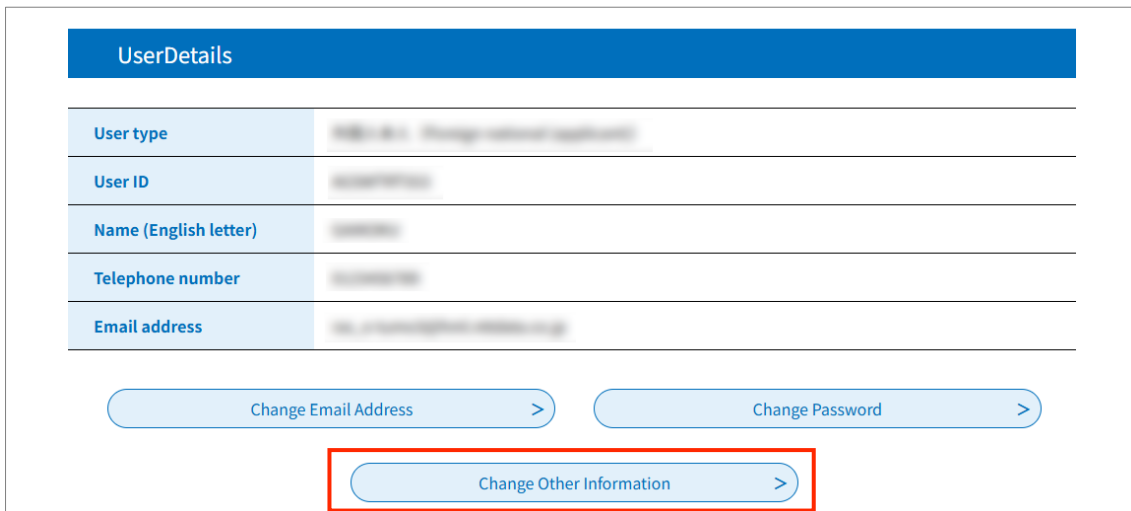
Here is how to change your registered phone number.

### Reference

- The following individuals — whose requests to use the Online Residence Application System have been approved — can also change registered postal codes and residential addresses: foreign nationals, legal representatives or relatives, attorneys or administrative scriveners. See the operation manual for your user type.

**1** Click [Check User Information] on the [My page] screen.

**2** Click [Change Other Information] on the [UserDetails] screen.



The screenshot shows the 'UserDetails' screen. At the top is a blue header bar with the text 'UserDetails'. Below this is a table with five rows of user information. At the bottom of the screen are three buttons: 'Change Email Address', 'Change Password', and 'Change Other Information'. The 'Change Other Information' button is highlighted with a red rectangular box.

UserDetails	
User type	Foreign National Representative
User ID	123456789
Name (English letter)	JOHN DOE
Telephone number	03-1234-5678
Email address	john.doe@example.com

Change Email Address >      Change Password >      **Change Other Information >**

The [UserChange] screen is displayed.

### 3 Enter your new phone number in the [Please input Telephone number] field, and then click [Proceed to Confirmation].

The screenshot shows the 'UserChange' form. At the top, a blue header bar contains the text 'UserChange'. Below it, a white box contains the text: 'Registered personal information will be used only for administrative purposes related to this electronic application.' A wavy line separates this from the main form area. The form has several sections: 'Name (English letter)' with a blurred input field; 'Please input Telephone number' with a red 'Required' label and a note 'Please input without hyphens. Example input) 012-345-6789 should be entered as 0123456789'; and 'Email address' with a blurred input field. At the bottom, there are two buttons: 'Return to Details' and 'Proceed to Confirmation'. The 'Proceed to Confirmation' button is highlighted with a red rectangular box. The 'Please input Telephone number' input field is also highlighted with a red rectangular box.

The [UserChange confirmation] screen is displayed.

### 4 Review the newly changed content, and then click [Change].

The screenshot shows the 'UserChange confirmation' screen. At the top, a blue header bar contains the text 'UserChange confirmation'. Below it, a white box contains the text: 'May I register by the following contents?'. Below this is a table with user information. The table has two columns: the first column lists the fields, and the second column shows the values (blurred). At the bottom, there are two buttons: 'Return to Input' and 'Change'. The 'Change' button is highlighted with a red rectangular box.

UserChange confirmation	
May I register by the following contents?	
User type	00000000000000000000
User ID	00000000000000000000
Name (English letter)	000000
Telephone number	00000000
Email address	00000000000000000000

The [UserChange Completed] screen is displayed.

An email confirming the change will be sent, and your phone number change is now complete.

## 7 Revision History

No.	Ver.	Date	Details
1	1.0	2025/12/23	Newly Created