

FAQ about " Immigration Services Agency e-Notification System"

- * In this FAQ, "Regional Immigration Services Bureau" means Regional Immigration Services Bureaus, District Immigration Offices and branch offices.
Please note that "Immigration Control and Refugee Recognition Control Act" is referred as "Immigration Act", and " Immigration Services Agency e-Notification System" is referred as the "e-Notification System".
- * For any further inquiries about the notification, please contact an Immigration Information Center or your nearest Regional Immigration Services Bureau. For any inquiries about how to use the system, please contact the Help Desk of the Immigration Services Agency e-Notification System.

- General Questions on the System -

Q1: What is the "e-Notification System"?

A: The "e-Notification System" is a system operated by the Immigration Services Agency, Ministry of Justice in which notification procedures based on the Immigration Act ARTICLE 19-16 and Immigration Act ARTICLE 19-17 can be done through the Internet.

By using the "e-Notification System", notifications and status of notifications can be processed from your home or office through the Internet.

Q2: What are the notifications based on the Immigration Act ARTICLE 19-16 and Immigration Act ARTICLE 19-17?

A: With the revision of the Immigration Act (July 9th, 2012), for the purpose of continuously perceiving necessary information regarding mid-to-long-term residents by the Minister of Justice, a mid-to-long-term resident himself/herself must notify any changes on host institution or identity according to his/her status of residence to the Minister of Justice (Immigration Act ARTICLE 19-16).

It was also determined that any institutions in which mid-to-long-term residents belong to must notify the status of acceptance of those residents (Immigration Act ARTICLE 19-17).

Q3: What are the differences between the notification based on the Immigration Act ARTICLE 19-16 and Immigration Act ARTICLE 19-17?

A: The notification based on the Immigration Act ARTICLE 19-16 is done by mid-to-long-term residents when there are changes regarding host institutions or personal status according to the status of residence.

The notification based on the Immigration Act ARTICLE 19-17 is done by institutions in which mid-to-long-term residents belong to regarding the acceptance status of the acceptance of mid-to-long-term residents.

Q4: Who are "Mid-to-long-term residents"?

A: They are foreign nationals who have the status of residence based on the Immigration Act and are staying for mid-to-long-term basis in Japan. In specific, it is the foreign nationals who do not come under any of the following 1 through to 6.

- 1) Persons granted permission to stay for 3 months or less
- 2) Persons granted "Temporary Visitor" status
- 3) Persons granted "Diplomat" or "official" status
- 4) The Ministry of Justice ordinance specifies staff of the Japanese office of the Association of East Asian Relations and the Permanent General Mission of Palestine in Japan who have "Specific Activities" status, and their families.
- 5) Special permanent residents
- 6) Persons with no resident status

Q5: What are "Host Institutions" defined in the Immigration Act ARTICLE 19-17?

A: Host Institutions defined in the Immigration Act ARTICLE 19-17 refer to public or private Japanese institutions that accept mid-to-long-term residents who have one of the following status of residence: "Professor", "Highly Skilled Professional", "Business Manager", "Legal/Accounting Services", "Medical Services", "Researcher", "Instructor", "Engineer/Specialist in Humanities/International Services", "Intra-company Transferee", "Careworker", "Entertainer", "Skilled Labor" or "Student" (excludes business owners that must report the employment status of foreigners based on the Employment Measures Control Act).

Q6: What type of status of residence is necessary to submit a notification based on the Immigration Act ARTICLE 19-16?

A: Those who have one of the following statuses of residence must submit a notification.

"Professor", "Highly Skilled Professional", "Business Manager", "Legal/Accounting Services", "Medical Services", "Instructor", "Intra-company Transferee", "Technical Intern Training", "Student", "Trainee", "Researcher", "Engineer/Specialist in Humanities/International Services", "Careworker", "Entertainer", "Skilled Labor", "Dependent (*)", "Spouse or Child of Japanese National (*)", "Spouse or Child of Permanent Resident (*)".

(*) ... Applies when the status as a spouse forms the basis for the status of residence.

Notifications are only necessary for mid-to-long-term residents who reside with these statuses of residence after obtaining entry permission, permission of change of resident status, and permission of update of residency period after July 9th, 2012.

Please refer to the "List of mid-to-long-term residents who must submit notifications" on the top screen of the "e-Notification System".

Q7: Under what circumstances do I have to submit a notification based on the Immigration Act ARTICLE 19-16?

A: On the following cases, a notification must be submitted within 14 days from the change.

(1) When there are changes to the host institution

If the existence of host institution forms the basis for the status of residence such as “Engineer/Specialist in Humanities/International Services” and “Student” and when there are changes to the host institution, a notification must be submitted to a Regional Immigration Services Bureau. Note that the existence of host institution does not necessarily form the basis for the status of residence for those who have the status of residence of “Artist”, “Religious Activities” and “Journalist” and they may not have to submit a notification.

Additionally, those who have the status of residence such as “Spouse or Child of Japanese National” do not have to submit a notification for the change of host institution.

* A notification must be submitted only when there are changes to the host institution that you have an employment contract with. For example, no notification is necessary when you are transferring within the same host institution.

(2) When separated from the spouse by divorce or death

Residents with the status of residence of “Spouse or Child of Japanese National”, “Spouse or Child of Permanent Resident” or “Family Stay” (where the status as a spouse forms the basis for the status of residence) have to submit a notification to a Regional Immigration Services Bureau when separated from the spouse by divorce or death.

* Those that have the “Permanent Resident” status do not have to submit a notification even when separated from the spouse due to divorce etc.

Q8: I understand that I need to submit notifications when there are changes in name, nationality and residence to the Immigration Office. Can I use the "e-Notification

System" to submit such notifications?

A: It is necessary to notify a Regional Immigration Services Bureau when there are changes in name, nationality, date of birth and gender within 14 days. These notifications cannot be submitted by the "e-Notification System". Please submit your notification to the nearest Regional Immigration Services Bureau.

Also, when a new residence is established or there is a change of address, you cannot use the "e-Notification System" to submit a notification. Please submit your notification to your resident's municipal offices.

Q9: Can I submit my notification based on the Immigration Act ARTICLE 19-16 and Immigration Act ARTICLE 19-17 without using the "e-Notification System"?

A: Yes, you can submit your notification on the institution you belong to (please refer to <http://www.immi-moj.go.jp/topics/todokede.pdf> for detail) or on a divorce with the spouse, etc. at a Regional Immigration Services Bureau with documents..

You can submit documents to a Regional Immigration Services Bureau by an assignee or by postal mail or another person can submit on behalf of you. Please mail the documents to:

(Mailing Address)

〒108-8255

5-5-30 Konan Minatoku, Tokyo

Tokyo Immigration Services Bureau Resident Business Owner Information

Department Notification Reception

* Notifications are only necessary for mid-to-long-term residents who have an entry permission, permission of change of resident status and permission of update of residency period after July 9th, 2012.

* You can download a format of notification on institution from the link below.

For the status of residence: "Professor", "Highly Skilled Professional (i) (c)", "Highly Skilled Professional (ii)" (those engaged in activities No.2 c in Attached Table 1-2 of the Immigration Act), "Business Manager", "Legal/Accounting Services", "Medical Services", "Instructor", "Intra-company Transferee", "Technical Intern Training", "Student", or "Trainee"

http://www.moj.go.jp/nyuukokukanri/kouhou/nyuukokukanri10_00014.html

For the status of residence: "Highly Skilled Professional (i) (a)", "Highly Skilled Professional (i) (b)", "Highly Skilled Professional (ii)" (those engaged in activities No.2 a or b in Attached Table 1-2 of the Immigration Act), "Researcher", "Engineer/Specialist in Humanities/International Services", "Careworker",

“Entertainer”, or “Skilled Labor”

http://www.moj.go.jp/nyuukokukanri/kouhou/nyuukokukanri10_00015.html

* Please download a format of notifications on a spouse from the link below.

http://www.moj.go.jp/nyuukokukanri/kouhou/nyuukokukanri10_00016.html

Q10: What kinds of penalty or adverse disposition are there when no notification or false notification is submitted?

A: If one fails to submit a notification within 14 days from a divorce or changes on institution based on the Immigration Act ARTICLE 19-16, the person can be fined up to 200 thousands yen. When a false notification is submitted, the person faces imprisonment of up to one year or fined up to 200 thousands yen. Also, the fact that you submitted a false notification can be a reason for deportation.

Q11: Do I have to submit a notification when I retire or was dismissed from the institution, and become unemployed? In such a case, how do I submit a notification?

A: When a mid-to-long-term resident who has the status of residence based on the Immigration Act ARTICLE 19-16, Item 1 or 2, retires or is fired, the person must notify his/her name, date of birth, gender, nationality, region, residence, Residence Card Number, date of retirement or unemployment, name of the employer and address by using the "e-Notification System", visiting a Regional Immigration Services Bureau or postal mail within 14 days from the occurrence.

(Mailing Address)

〒108-8255

5-5-30 Konan Minatoku, Tokyo

Tokyo Immigration Services Bureau Resident Management Information Department
Notification Reception

* Notifications are only necessary for mid-to-long-term residents who have an entry permission, permission of change of resident status, and permission of update of residency period after July 9th, 2012.

Q12: When a notification on employer change (notification on change of host institution) is submitted, is it investigated if the activity conducted at the new employer applies to the current status of residence? Does the system of Certificate of Authorized Employment remain the same?

A: Activity contents at the new institution may be confirmed by the Immigration Services

Agency.

You can confirm whether the activity at the current employer is applicable to the status of residence by the Certificate of Authorized Employment.

Q13: Does a person who has the status of residence of “Engineer/Specialist in Humanities/International Services” or “Skilled Labor” have to submit a notification when the institution’s name changes by a merger? If there is no change to the name or address of the institution after a merger, is there still a necessity to submit a notification?

A: If a person has the status of residence of “Engineer/Specialist in Humanities/International Services”, “Skilled Labor”, etc. where existence of host institution forms the basis for the status of residence, and if there is a change to the name or address of the institution due to a merger, the person has to submit a notification regarding the institution within 14 days. If there is no change to the name or address of the host institution after a merger, there is no necessity to submit a notification.

Q14: I heard that when one has the status of residence based on "Dependent" divorces, he/she must submit a notification to the Immigration Services Agency. What kind of documents should he/she bring?

A: When a foreigner who has the status of residence based on "Spouse of Japanese" divorces from the Japanese spouse, he/she must submit the name, date of birth, gender, nationality/region, residence, Residence Card Number and date of divorce by using the "e-Notification System", visiting a Regional Immigration Services Bureau or postal mail within 14 days from the occurrence.

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Q15: Should I submit a notification if I am newly married or re-married?

A: No, it is not necessary. A notification is necessary only when a divorce with spouse or death

of spouse occurs.

Q16: Is it necessary for institutions (institutions the foreigners belong to) like companies or educational institutions which accept foreigners to submit information about foreigners who belong to these institutions to the Immigration Services Agency?

A: It is important for the enterprises and educational institutions to which foreigners belong to submit information about foreigners for the appropriate resident management; therefore, we would like their cooperation as much as possible.

Q17: What type of institutions foreigners belong to is necessary to submit notifications and what kind of information is submitted? Is there a penalty when no notification is submitted?

A: Institutions we would like cooperation from are institutions that accept mid-to-long-term residents who have one of the following status of residence: “Professor”, “Highly Skilled Professional”, “Business Manager”, “Legal/Accounting Services”, “Medical Services”, “Researcher”, “Instructor”, “Engineer/Specialist in Humanities/International Services”, “Intra-company Transferee”, “Careworker”, “Entertainer”, “Skilled Labor” or “Student”, excluding those that must submit the employment status of foreigners based on the Employment Measures Control Act. Notification items include the name of mid-to-long-term residents and the acceptance status.

Although there is no penalty even if no notification is submitted, all the facts may be reviewed carefully and the procedure may take extra time when a foreigner who didn't submit a notification applies for Permission for Extension of Period of Stay, etc.

Q18: When an institution did not submit a notification about accepting mid-to-long-term residents, is there a case that may become a disadvantage for a foreigner who belongs to the institution when applying for permission of Permission for Extension of Period of Stay?

A: Notification by institutions which accept foreigners is an obligation to make efforts; therefore, there is no disadvantage of rejection of application submitted by a foreigner who belongs to the institution. However, when the notifications are made, the resident condition of foreigners who are accepted by the institution becomes easily known, which makes the review of application go smoothly so that we are expecting institutions' cooperation.

Q19: When a notification is submitted about transfer or new employment contract, is it necessary to submit a notification regarding leaving or end of contract from the previous institution?

A: In principle, notifications are necessary for both. However, there is a case when a notification is not necessary exceptionally for the leaving or end of contract, when, for example, the Permission for Extension of Period of Stay is obtained along with transfer or new contract. Please consult with the nearest Regional Immigration Services Bureau before submitting a notification.

< Procedure by Assignee >

Q20: Can a representative like the person's relatives or employees of a company he/she belongs to submit a notification based on the Immigration Act ARTICLE 19-16 by using the "e-Notification System"?

A: Persons who can submit a notification using the "e-Notification System" are, in principle, the mid-to-long-term resident himself/herself and the person of the institution the resident belongs to. Additionally, if a person of the institution a resident belongs to is registered as the user of the "e-Notification System", he/she can submit a notification of name change and address change as defined in the Immigration Act ARTICLE 19-16 by using the "e-Notification System" based on the request by a mid-to-long-term resident who is also registered as a user.

< General Questions >

Q21: Is there an operation manual?

A: There are operation manuals for "Mid-to-long-term residents" and "Institutions". When a notification is submitted by a mid-to-long-term resident based on the Immigration Act ARTICLE 19-16, please refer to the manual for "Mid-to-long-term residents". When a person in charge of an institution that accepts mid-to-long-term residents is submitting a notification pursuant to the Immigration Act ARTICLE 19-17 or a person in charge of an institution that accepts mid-to-long-term residents is submitting a notification based on a request from a mid-to-long-term resident pursuant to the Immigration Act ARTICLE 19-16, please refer to the manual for "Institutions".

You can access the operation manual from the "FAQ & As" link on the top screen of the "e-Notification System".

Q22: Who can use the System?

A: It can be used by a mid-to-long-term resident and a staff of the institution to which a mid-to-long-term resident belongs who submits a notification based on the Immigration Act ARTICLE 19-16 and the Immigration Act ARTICLE 19-17.

Q23: Do I have to pay a fee for using the System?

A: No, you don't.

Q24: When can I use the System?

A: You can use the system 24 hours, 365 days.
However, there may be a certain period the System is not available due to maintenance. In such a case, a notice will be posted on to the page of "Notices" in the "e-Notification System".

Q25: Is it possible to submit a notification by paper documents?

A: The "e-Notification System" cannot accept, a notification by paper documents including electronic data documents such as PDF file. If you wish to submit a notification by paper documents, please go to the nearest Regional Immigration Services Bureau or send the documents by postal mail.

(Mailing Address)

〒108-8255

5-5-30 Konan Minatoku, Tokyo

Tokyo Immigration Services Bureau Resident Management Information Department

Notification Reception

< Environments to Use the System >

Q26: Is there any restriction on usable Web Browser?

A: The System is guaranteed to work with Google Chrome ver72. There is no guarantee for other browsers.

Q27: Is there any restriction on the version of Excel for the lump sum notification?

A: The System is guaranteed to work with Microsoft Excel 2013. There is no guarantee for other versions.

Q28: Can I use the system from a cell phone?

A: The screens of the System may not be displayed correctly on the browser of a cell phone. Please use a personal computer.

Q29: Is Japanese the only available language?

A: For the notification by mid-to-long-term residents, the following languages can be displayed: Japanese, English, Simplified Chinese, Traditional Chinese, Korean, Español, Português and Tagalog.

For the notification by institutions, Japanese and English can be displayed.

However, you need to enter information in Japanese in all fields except for the alphabetical name input field for both notifications by mid-to-long-term residents and institutions.

Q30: Is it possible to enter information in English?

A: You have to input in Japanese on all fields except for the alphabetical name field.

< User Registration and Login >

Q31: Can I submit a notification just by accessing the "e-Notification System"?

A: You need to register as a user before starting to use the System.

Q32: How can I register as a user?

A: For mid-to-long-term residents, the "e-Notification System" can be used to register as a user. Click the "For mid-to-long-term residents" button at the top screen of the "e-Notification System" to go to the login screen of mid-to-long-term residents, and register as a user by clicking the "Authentication ID Issued" link. Follow the instructions on the screens and input information exactly as shown in your Residence Card.

For institutions, the "e-Notification System" cannot be used to register as a user. Please go to the nearest Regional Immigration Services Bureau to register as a user. You can download the "Template for Registration of the Institutions" from the top screen of the "e-Notification System". Please fill out the form and take it to the nearest Regional Immigration Services Bureau.

Q33: Why can't I use the "e-Notification System" to register as an institution user?

A: In order to become a user, identity verification is necessary. Since the identity of person in charge of an institution cannot be verified through the "e-Notification System", it is necessary for the person to come to the Regional Immigration Services Bureau.

Q34: I tried to register as a user of the System, but it failed.

A: Please confirm if your status of residence matches the status of residence that can use the System. (Please refer to Q6 in FAQ of Basics (System)).

If you cannot find the reason you cannot register as a user, please call the Help Desk of the "e-Notification System". The contact information for the Help Desk is shown at the top screen of the "e-Notification System".

Q35: A new Residence Card was issued today, but I cannot register as a user using the Residence Card number.

A: User registration cannot be done on the same day as the Residence Card was issued. Please register as a user from the next day.

Q36: I just received a new Residence Card. Do I need to register as a user, again?

A: In principle, it is not necessary to re-register as a user. Use the registered Authentication ID and Password to login to the System.

For the identity items you have to input in the notification screen of mid-to-long-term resident, please enter the latest information exactly as shown in your new card.

If you are a mid-to-long-term resident and residency period expires without obtaining a new permission (permission of update of residency period, permission of change of resident status, etc.), your Authentication ID also expires (refer to Q44 for detail).

Q37: I understand that a registration completion e-mail will be sent to me, but I didn't receive the e-mail. What should I do?

A: For mid-to-long-term residents, it usually takes several minutes for the e-mail to be sent.

For host institutions, the registration completion e-mail will arrive on the next day of the registration.

If you don't receive a registration completion e-mail, please check:

- (1) whether the e-mail was automatically sent to the spam folder by the setting of the e-mail service provider or Webmail;
- (2) whether the e-mail was automatically sent to the spam folder by the setting of your e-mail client; or,
- (3) whether the e-mail was deleted by the setting of an anti-virus software.

If the problem persists, please contact the Help Desk of the "e-Notification System". The contact information of the Help Desk is shown at the top screen of "e-Notification System".

Q38: How do I verify the user information entered for registration?

A: There is no function to verify user information; therefore, please save the registration information when registering as a user.

Especially, please save your Authentication ID and Password in a secure place.

Q39: How do I change the user information entered for registration?

A: User information cannot be changed from the "e-Notification System".

When there is a change to an identity item (nationality/region, name, gender, date of birth) of a mid-to-long-term resident, please submit the "Notification of a change in items on the residence card other than address" at the nearest Regional Immigration Services Bureau within 14 days of the event.

If you are a staff of institution, please contact your nearest Regional Immigration Services Bureau.

Password and e-mail address can be changed using the "e-Notification System".

Q40: How do I delete the user information entered for registration?

A: If you desire to delete the registered user information, please contact the Help Desk of the "e-Notification System". The contact information of the Help Desk is shown at the top screen of the "e-Notification System".

For mid-to-long-term residents, when the person becomes outside the scope of notification (for example, permanent residency was granted) or when the Residence Card expires, the user information in the "e-Notification System" becomes invalid and is automatically deleted.

< Authentication ID >

Q41: How do I setup an Authentication ID?

A: You need to set your own Authentication ID. Since it is necessary information to use the "e-Notification System", please keep the information in a secure place.

Please set your Authentication ID with 1-byte alphanumeric letters and/or symbols, and between 6 to 20 characters in length. Please note that upper case and lower case are distinguished when entering the Authentication ID.

Please note that if someone is already using the Authentication ID you try to set, the ID cannot be used.

Q42: Is it possible for a mid-to-long-term resident or a host institution to obtain multiple Authentication IDs?

A: No. If already registered as a user, a person or an institution cannot register as another user.

Q43: Is there an expiration date for the Authentication ID? What should I do when the Authentication ID expires?

A: For a mid-to-long-term resident, the Authentication ID expires when your period of stay expires. When the period is extended by permission of update of the period of stay, permission of change of resident status, etc., the Authentication ID's expiration date gets extended also.

For a staff of institution, if one year passes from the last login date, the effective period of Authentication ID expires and you cannot use the "e-Notification System".. If the Authentication ID expires, please acquire the Authentication ID at the nearest Regional Immigration Services Bureau.

Q44: How do I change the Authentication ID?

A: Once you set your Authentication ID, you cannot change it.

Q45: What should I do if I forget my Authentication ID?

A: If you are a mid-to-long-term resident, please click the “Reissue of Authentication ID and/or Password” link on the login screen and enter the user information including the Residence Card Number. An e-mail with the Authentication ID will be sent to the registered e-mail address. When entering the user information, you don’t have to set a new Password; please enter items except the Password. If the registered e-mail address is unavailable/inaccessible, please contact your nearest Regional Immigration Services Bureau.

For a staff of institution, the "e-Notification System" cannot be used to get the Authentication ID. Please go to the nearest Regional Immigration Services Bureau to confirm the Authentication ID.

< Password >

Q46: How do I setup a Password?

A: You need to set your own Password. Since it is necessary information to use the "e-Notification System", please keep the information in a secure place.

Be sure to use at least one from each of the 1-byte alphabet letters, 1-byte numbers, and 1-byte signs. The total length must be 8 letters or longer and up to 32 characters. Please note that upper case and lower case are distinguished when entering the Authentication ID.

You cannot set a Password that contains the Authentication ID.

Q47: Is there an expiration date for the Password? What should I do when the Password expires?

A: Password expires 1 year from the day you set or change your Password. Once it expires, you need to change the Password.

For a mid-to-long-term resident, use the "Reissue of Authentication ID and/or Password" link to set a new Password. Please note that the Password will not be e-mailed due to security reasons, while the Authentication ID will be e-mailed to you.

For a staff of institution, a new Password cannot be registered using the "e-Notification System". Please go to the nearest Regional Immigration Services Bureau to get a new Password.

For a mid-to-long-term resident and institution, Password can be changed after login from the Change of Password screen. It is strongly recommended to change your Password periodically.

Q48: How do I change my Password?

A: For both a mid-to-long-term resident and a staff of institution, Password can be changed in the Change of Password screen.

Q49: What should I do if I forget my Password?

A: The "e-Notification System" does not have function to let you know your Password.

For a mid-to-long-term resident, use the "Reissue of Authentication ID and/or Password" link to set a new Password again.

For a staff of institution, the "e-Notification System" cannot be used to set a new Password. Please go to the nearest Regional Immigration Services Bureau to get a new Password.

Q50: Somebody other than me happens to have an access to my Authentication ID and Password. I am worried if the person may abuse the System.

A: In order to avoid unauthorized use, you need to delete your user information. Please contact the Help Desk of the "e-Notification System". The contact information for the Help Desk is shown at the top screen of the "e-Notification System".

Q51: I mistyped my Password several times and Login seems to be locked. What should I do?

A: The lock will be released after one day. Please try then.

If you are a mid-to-long-term resident and in a hurry, you can register a new password using the "Reissue of Authentication ID and/or Password" link in the login screen. Then you can use the "e-Notification System" without waiting for one day.

For a staff of institution, the Password cannot be changed before Login; therefore, you have to wait for a day for the account to be unlocked.

< E-mail Address >

Q52: Is it required to enter my e-mail address?

A: A valid e-mail address is necessary to register (refer to Q54), since a confirmation e-mail will be sent automatically from the "e-Notification System" when a user registers user information or submits a notification.

Q53: Can the e-mail address be a free mail's e-mail address or that of a cell phone service provider?

A: E-mail will be sent automatically to the registered e-mail address from the "e-Notification System", try to use an e-mail address on which you can receive all e-mails for sure. As a free mail e-mail address or cell phone provider's e-mail address may not be able to display the contents of e-mail, it is strongly recommended to use an e-mail address on your personal computer's email client. When using free e-mail or a cell phone provider's e-mail address, make sure to white-list the domain, "@ens-immi.moj.go.jp" as a receivable domain.

Q54: I changed the e-mail address that I registered for the System. Do I need to do anything?

A: Login to the "e-Notification System" and register the new e-mail address from the E-Mail

Address Change screen.

Q55: How do I change the e-mail address entered for registration?

A: Login to the "e-Notification System" and register a new e-mail address from the E-Mail Address Change screen.

Q56: When does the System send me e-mail?

A: E-mail will be sent to the registered e-mail address on the following cases.

- When user information is registered
- When the Authentication ID is re-issued
- When the e-mail address is changed
- When the Password is changed
- When a notification is received (either successfully or in error)
- When a notification is registered (either successfully or in error)
(The e-mail to notify the completion of registration indicates that the notification procedure was completed successfully. When error notice is sent, please re-submit your notification).
- When a notification is sent to warn the Host Institution password is about to expire

Q57: Can I reply to the email sent from the Immigration Services Agency?

A: It is not possible to reply to the email sent from the Immigration Services Agency (even if you reply, the Immigration Services Agency cannot see it).

For questions, please contact the Help Desk of the "e-Notification System". The contact information for the Help Desk is shown at the top screen of the "e-Notification System".

Q58: I forgot all of my Authentication ID, Password and e-mail address. How can I get the information?

A: Please go to the nearest Regional Immigration Services Bureau to get advice.

Q59: I received an e-mail that I don't recognize.

A: When receiving e-mail about Password change or re-issuing of Authentication ID that you don't recognize, please contact the Help Desk of the "e-Notification System". The contact

information for the Help Desk is shown at the top screen of the "e-Notification System".

< **Identity Items Entry** >

Q60: I don't know how to enter my nationality/region.

A: Select your nationality/region from the pull-down list. Nationalities are, in principle, ordered in English alphabetical order.

Q61: I don't know how to enter my residence.

A: Click the "選択 (Select)" button under the residency field and select an appropriate Prefecture. Since the names of cities are displayed based on the selected Prefecture, select an appropriate City. After selection is done, selected residency is displayed in the residency field (right side of the "選択 (Select)" button. Enter your "Address" in the text box with 2-byte characters.

Q62: When entering my identity information, I see the error, "Please enter exactly as shown on your Residence Card" with "!" mark. I don't understand where I made a mistake.

A: On all the fields that need verification, "!" mark is displayed. It is not always likely that there are errors on the fields with "!" mark. Please verify your entry once again and enter information exactly as shown on your Residence Card. If errors are displayed even after entering information exactly as shown on your Residence Card, please contact the Help Desk of the "e-Notification System". The contact information for the Help Desk is shown at the top screen of the "e-Notification System".

Q63: An error shows up in the Address input field.

A: Please check if all the characters were entered in full-width (double byte) characters. Also, please verify if they are supported by the System. The supported characters are the JIS level-1 and level-2 kanji sets.

Q64: Is there a certain order to enter last and first name in the alphabetical name field?

A: Enter as exactly written on your Residence Card. If errors are displayed even after entering information exactly as shown on your Residence Card, please contact the Help Desk of the

"e-Notification System". The contact information for the Help Desk is shown at the top screen of the "e-Notification System".

Q65: I get the error message in the alphabetical name entry field.

A: Enter as exactly written on your Residence Card. The entry should be 1-type alphabetical uppercase letters and a space between the names should be 1-byte.

Q66: I get the user information error.

A: Enter as exactly written on your Residence Card. If errors are displayed even after entering information exactly as shown on your Residence Card, please contact the Help Desk of the "e-Notification System". The contact information for the Help Desk is shown at the top screen of the "e-Notification System".

< Registration of Notification >

Q67: What kind of documents should I attach?

A: When submitting a notification using the "e-Notification System", you don't need to attach any documents.

Q68: Is it possible to enter future date for the date of event field?

A: No, you cannot enter a future date. A notification must be submitted only after an event happens.

Q69: In the notification screen based on the Immigration Act ARTICLE 19-16, what is the "Place where you actually have your activities", which is an optional entry field?

A: When the location of the institution a mid-to-long-term resident reports, is different from the place where the mid-to-long-term resident have his/her activities, he/she can enter the place of actual activities optionally.

Example: You register the name/location of headquarters as the institution for the notification, but you have your activities at a sales office not the headquarters.

Q70: Is it possible to view notification (contents of notification) submitted using the "e-Notification System"?

A: Though you can view the history of notifications submitted in the past in the "届出状況参照画面 (View Notification Status screen)", you cannot view the detail contents of information you submitted. Please save the contents of notification for confirmation by printing the confirmation screen displayed after entering notification or saving a hard copy.

Q71: Is it possible to view a status of notification submitted using the "e-Notification System"?

A: After you login, you can view the history of notification submission and status of notification (registering, completion of registration, registration error) can be viewed from the "届出状況参照画面 (View Notification Status screen)". In the display of notification status, "登録中 (Being received)" means it is being processed for registration and "Completion of Registration" indicates that the system registration is complete normally.

When it is showing "Registration Error", the system registration of notification cannot be completed due to some errors in submitted information. Verify the error contents. Please re-submit the notification after entering correct information.

Q72: Is it possible to change the information submitted using the "e-Notification System"?

A: No. Once submitted, you cannot change the information of the notification. When you find errors in the content of notification you submitted, please start over the process and submit another notification with correct information.

If the same kind of notification is submitted multiple times in one day, only the last notification will be valid. This applies when a mid-to-long-term resident submits the same kind of notification, or when an institution submits the same kind of notification for the same mid-to-long-term resident.

Q73: I realized that I submitted a notification with incorrect information. Can I change the information? Also, after submitting a notification, can I cancel the notification?

A: When you find errors in entry or contents in the notification you submitted, re-submit a new notification after entering correct information.

If you want to cancel the notification, you need to contact the Help Desk of the "e-Notification System", because you cannot cancel your notification using the "e-Notification System". The Help Desk will give you information on the nearest Regional Immigration Services Bureau. The contact information for the Help Desk is shown at the top screen of the "e-Notification System".

Q74: When do I receive the e-mail for completion of notification?

- A: The e-mail is sent in one day after the submission. If you haven't received the e-mail even after 3 days of submission, please check:
- (1) whether the e-mail was automatically sent to the spam folder by the setting of the e-mail service provider or Webmail;
 - (2) whether the e-mail was automatically sent to the spam folder by the setting of your e-mail client; or,
 - (3) whether the e-mail was deleted by the setting of an anti-virus software.

If the problem persists, please contact the Help Desk of the "e-Notification System". The contact information of the Help Desk is shown at the top screen of "e-Notification System".

If you have made a change in your e-mail address, please update the e-mail address in the System from the change of user information menu. It is possible to view the processing status from the "届出状況参照画面 (View Notification Status screen)".

Q75: Is there an easy way to print error screens (sub-screens) of the "届出状況参照画面 (View Notification Status screen)"?

- A: Right click on the screen you want to print and select "Print". Or while pressing the "CTRL" key, press "P" to display the print screen. Please set the printing direction to landscape and print.

< Lump Sum Template File (for Institutions Only) >

Q76: What is the maximum number of people I can submit with the lump sum notification?

- A: Data for 300 people can be submitted at most. When submitting for more than 300 people, please divide the data into multiple files to do the lump sum notification.

Q77: I pressed the “Export lump sum notification file” button to create a CSV file for lump sum notification, but nothing happens.

A: Macros need to be enabled to create CSV files for lump sum notification. Please enable macros in the security warning popup.

Q78: When I select a CSV file for lump sum notification, I get an error message “It is not an uploadable file. Please review the content of the file”.

A: CSV files for lump sum notification must be created using the template provided by the “e-Notification System”.

Additionally, ensure to press the “Export lump sum notification file” button when creating the CSV file. Files created by directly saving the Excel file in a CSV format cannot be used for lump sum notification in the System.

Q79: A lot of errors show up when doing the lump sum notification for the Immigration Act ARTICLE 19-16.

A: When you do lump sum notification, all the mid-to-long-term residents included in the notification need to be registered as users in advance. Please verify that people who are not registered as users are not included in the data. Also please verify that entered data are exactly the same as the information on their Residence Cards.

Q80: I see errors in the lump sum notification. Do I have to start over?

A: When you see the “reception error”, it means the notification did not complete for anybody. Please check the error description, correct the errors for the relevant person/s, and redo lump sum notification. When correcting a CSV file for lump sum notification, please ensure to create the file again using the “Export lump sum notification file” button on the Excel file for lump sum notification after making corrections to the Excel file, instead of directly changing the data of the CSV file for lump sum notification. We recommend you to save the Excel file for lump sum notification in case of reception error.

You will receive an e-mail after several minutes from the lump sum registration. Please check the e-mail.

If you see the “registration error”, please resubmit notification registration for those who had errors.

< **Management of Information** >

Q81: How is the information submitted using the "e-Notification System" managed?

A: It is stored in the server of the Immigration Services Agency as encrypted data.

Q82: What kinds of measures are taken for the protection of registered personal information?

A: In order to protect the personal information, the System is equipped with a user authentication function, access control function, user account authentication function, trail management system, and a system monitoring function. Additionally, all the data are encrypted using SSL when sending or receiving them. Further, security measures against viruses and cyber-attacks are taken.

< Others >

Q83: I don't understand the meanings of error messages and how to handle them.

A: As the appendix of the operation manual, a list of error messages is attached. Please use it as reference.

Q84: Errors for invalid screen transition show up.

A: If you press the browser's "Back" button or keyboard's "Backspace" key during making entries, the System recognizes it as invalid screen transition and logs you out. Please do not use these buttons. If you want to delete characters you entered, please select them and use "Delete" key.