

# Certificate Issuance Service Operating Manual

For Companies

**12.5.0版 2026年2月25日**  
**NTT西日本**

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# 1 Introduction

## 1.1 Notes on Operation

### System Requirements and Operation Confirmation Terminals

Classification	System requirements and supported terminals
PC	Chrome Edge

\*The operation confirmation terminals have been determined as a result of checking and do not guarantee proper operation.

\*The images may not be properly displayed depending on the model or browser.

\*The operation was confirmed with the latest version as of the date when it was performed.

\*The service may be available from a terminal that does not meet the system requirements described in the terms of use or other than the operation confirmation terminals, but NTT West does not guarantee proper operation with such a terminal. Some of the screens may not be displayed or work correctly.

### Inquiry about the System

◆ NTT West Call Center for Certificate Issuance Service (Only available in Japanese)

Phone	+81-6-6809-4327
Reception hours	24 hours



# 2 Receiving Certificates Sent Online

\*The screen images shown below are samples. For actual operation, follow the on-screen instructions.

## 2.1 How to Receive Certificates Sent Online

### Screen Images

### Steps

### How to Operate

#### Email Message

1

Information from Certificate Issuance Service  
To whom it may concern,  
We have received a request from ○○…  
Following electronic certificate(s):  
**Certificate of Graduation**  
Please access the link below to check the  
certificate.

2

[https://\\*\\*\\*\\*\\*/\\*\\*/\\*\\*\\*\\*\\*](https://*****/**/*****)

Please contact the applicant as necessary.  
△△ △△ email@\*\*\*\*\*

1

When a user of Certificate Issuance Service issues a certificate for submitting to a company, the company will be notified by email as shown on the left.

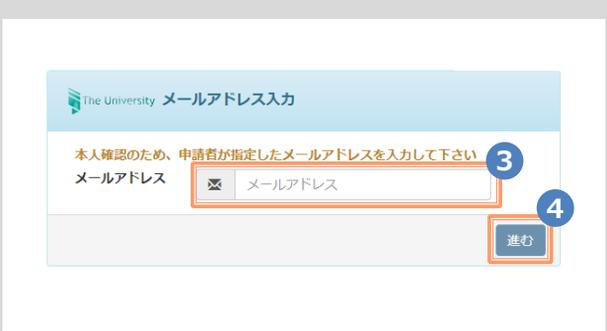
2

Read the content of the email and access the URL.



## 2 Receiving Certificates Sent Online

\*The screen images shown below are samples. For actual operation, follow the on-screen instructions.

Screen Images	Steps	How to Operate
	<p><b>3</b></p> <p><b>4</b></p>	<p>Enter the email address of the recipient.</p> <p>[Notes] Enter <b>the email address of the recipient</b>. An error will occur and the next screen will not be displayed if the entered email address is incorrect.</p> <p>Click "Proceed (進む)".</p>



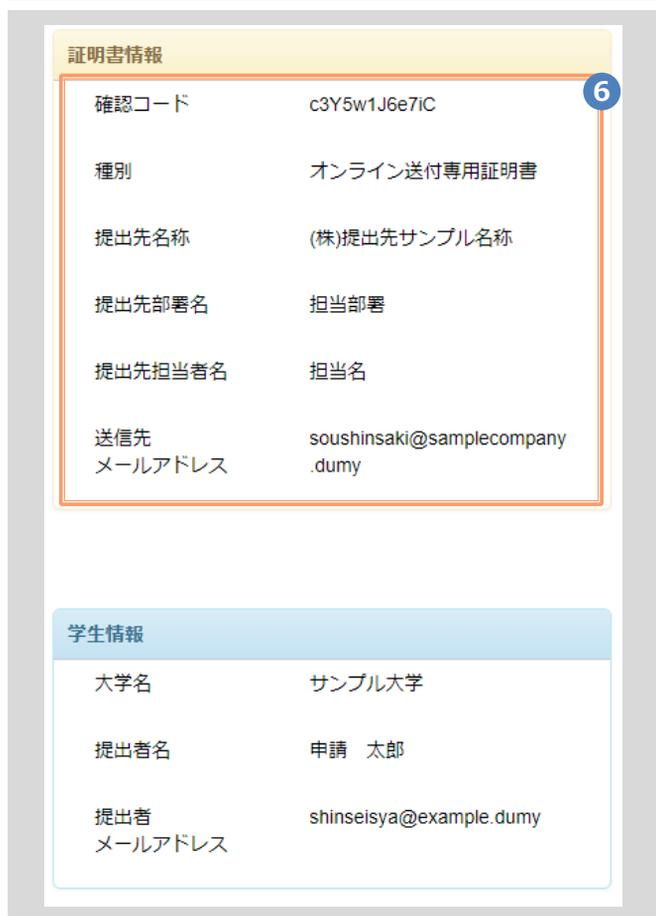
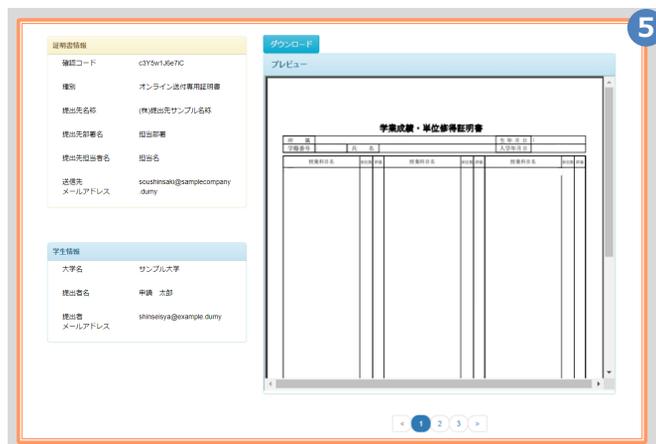
# 2 Receiving Certificates Sent Online

\*The screen images shown below are samples. For actual operation, follow the on-screen instructions.

## Screen Images

## Steps

## How to Operate



5 Check the content of the submitted certificate displayed on the screen. The submitter of the certificate gets an email to notify that you have checked the content when this screen is opened for the first time. See below for details of the items on the screen.

6 Check the information of the certificate and designated recipient displayed on the upper left of the screen.

### ▶ Check code

A code to identify the certificate. This is necessary when contacting us to inquire about the submitted certificate.

### [Notes]

The check code switches depending on the previewed certificates if there are multiple of them.

### ▶ Type

The type of the certificate is displayed.

### ▶ Submission destination name

The company name of the designated recipient entered by the submitter is displayed.

### ▶ Department to submit

The department name in charge entered by the submitter is displayed.

Nothing is displayed if the submitter didn't enter this field.

### ▶ Person in charge

The name of the person in charge entered by the submitter is displayed.

Nothing is displayed if the submitter didn't enter this field.

### ▶ Email address to submit to

The destination email address entered by the submitter is displayed.



# 2 Receiving Certificates Sent Online

\*The screen images shown below are samples. For actual operation, follow the on-screen instructions.

## Screen Images

## Steps

## How to Operate

送信先メールアドレス	soushinsaki@samplecompany.dummy
<b>学生情報</b>	
大学名	サンプル大学
提出者名	申請 太郎
提出者メールアドレス	shinseisya@example.dummy

7

Check the information of the submitter displayed on the bottom left of the screen.

### ▶ Name of University

The university name where the submitter belongs to is displayed.

### ▶ Name of Submitter

The submitter's name is displayed.  
\* The certificate will be issued with the name you had when you were in school.

### ▶ Submitter email address

The submitter's email address is displayed.

学号	氏名	入学年月日						
授業科目名	単位	取得	授業科目名	単位	取得	授業科目名	単位	取得

8

Click "Download". Check the file of the certificate downloaded in zip format.

### [Notes]

- Access the URL in the email of 1 again if you wish to download the file after closing the screen.
- This page is valid only for 3 months. It's not possible to access this page afterwards.
- The electronic signature of the certificate isn't displayed on the screen. Please use the tool to show PDF files such as Acrobat Reader and etc.

9

Page numbers are shown on the bottom of the screen if there are multiple submitted certificates.  
Click the page number to switch a page if you wish to preview a different certificate.



# 改版履歴

版数	年月日	変更箇所	内容
初版	2021.11.30	-	新規作成 (step8.0.0にて初版)
8.6.0版	2022.10.11	P0	版数を更新
9.0.0版	2022.10.27	P5,P6,P7	画像差し替え
		P5,P8	言語切り替えの手順を追加
10.0.0版	2023.11.20	P3	動作条件及び対応端末に「Edge」追加 コールセンターの記載を各メールVMに合わせて修正
11.0.0版	2024.03.21	-	バージョンのみ変更
11.2.0版	2024.05.17	-	バージョンのみ変更
11.4.0版	2024.09.11	-	バージョンのみ変更
11.5.0版	2025.5.1	-	バージョンのみ変更
12.5.0版	2026.2.25	-	バージョンのみ変更