

Certificate Issuance Service Operating Manual

Login Procedure for Graduates

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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	User	Chrome FireFox Safari Edge
Smartphone, etc.	User	iPhone: Safari Android: Chrome

*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

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



2 Log In to the Certificate Issuance Service

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

2.1 How to Apply to Use the Service (First Time Only)

Screen Images

Steps

How to Operate



1

Access the home page for the certificate issuance service found on the home page of the university and click "Go to Graduates' Login page."

2

When using this service for the first time, you need to apply to use it. Click "New registration procedure" from "New registration."

A screenshot of a login page titled 'The University Graduate login'. It features a light blue header with the university logo. Below the header are three input fields: 'Mail address', 'Password', and 'Second password', each with a lock icon. There is a link for 'If you have forgotten your password'. A yellow 'Note' box is present. At the bottom right is a blue 'Login' button. Below the login section is a 'New registration' section with a light blue background, containing the text 'Register yourself from here if you use this service for the first time.' and a prominent orange 'New registration procedure' button. A blue circle with the number '2' is overlaid on the bottom right corner of the form.

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

Screen Images

Steps

How to Operate

The University Mail address setting

Mail address

Mail address

Check

Mail address

Note

!Be sure to read the Notes.

- Press the "Confirm" button. A confirmation message will be sent to the designated email address.
- Access the URL described in the confirmation message and finish by setting your email address.
- It may take a while to send the confirmation message.
- You may not be able to receive the confirmation message addressed to a free email address.

*Check the following if you did not receive the confirmation message after 30 minutes:

1. Is the email address you entered correct?
2. Did you enter any unnecessary spaces, etc.?
3. Did you enter single-byte alpha-numerical characters?
4. Is the email address you added to the exception list for spam emails correct?

Back

Check

3

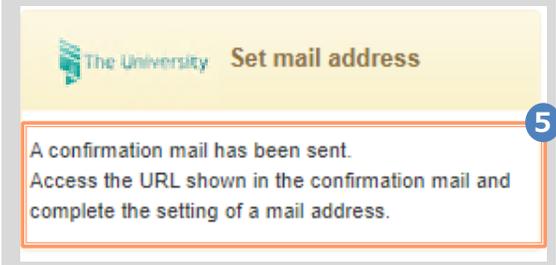
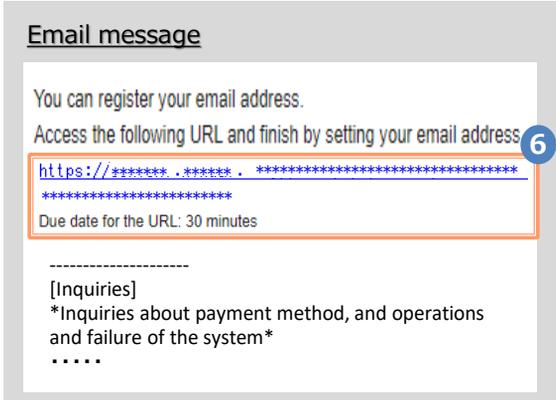
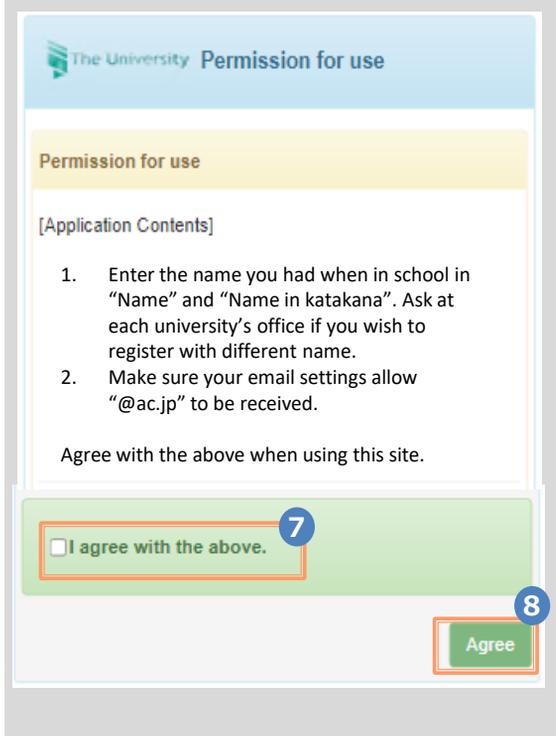
Enter an email address you wish to register into the "Mail address" and "Check" fields.

4

Read the "Note" and click the "Check" button.



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

Screen Images	Steps	How to Operate
	5	A message is displayed on the screen, and a confirmation notification is sent to the registered email address.
	6	Click the one-time URL in the email body text and register the applicant information. *The URL has an expiration time, so please complete the operation within the displayed time limit.
	7	Read the "Permission for use" displayed on the screen and select "I agree with the above"
	8	Click the "Agree" button.



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

Screen Images

Steps

How to Operate

9

Enter the information of the applicant.

*The input items vary depending on the operating environment.

*The items in red are required.

▶ Application type (Required)

Select "New" for new registration.

▶ Applicant's name (Required)

Enter the name of the applicant in kanji, katakana, and roman characters.

*Place a space between the family name and first name.

▶ Birth date (Required)

Enter the birth date of the applicant.

*In the western calendar year.

10

Enter the information of the applicant when in school.

*The input items vary depending on the operating environment.

*The items in red are required.

▶ Name when in school

Enter the name used when in school in kanji, katakana, and roman characters.

*Place a space between the family name and first name.

▶ University/Department/Subject (Required)

Select the university, department, and subject.

▶ Student ID number

Enter the student ID number.

▶ Graduation (completion) year and month

Enter the graduation (completion) year and month.

*In the Western calendar year.

▶ Graduate/Withdrawal/Expulsion (Required)

Select the applicable type.



Applicant's information 9

Application Type

New
 Reapplication (e.g., Email address used in the past is no longer available)

***Applicant's name**

Applicant's name in katakana

Applicant's name in roman characters

***Birth date**

University's information (When in school) 10

Name when in school

Name when in school in katakana

Name when in school in roman characters

University

Department

Subject

Student ID number

Graduation (completion) year and month

 Graduation Withdrawal Expulsion

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

Screen Images

Steps

How to Operate

11

Enter the current address and contact information.

*The input items vary depending on the operating environment.

▶ Postal code

Enter the postal code of the current address.

▶ Prefecture/City/Street and number/ Apartment name and room No.

Enter the current address.

▶ Phone number

Enter the home phone number.

▶ Mobile phone number

Enter the mobile phone number.

12

Enter work information.

*The input items vary depending on the operating environment.

▶ Workplace name

Enter your workplace name.

▶ Postal code

Enter the postal code of your workplace.

▶ Prefecture/city/street and number/ Apartment name and room No.

Enter the address of your workplace.

▶ Phone number

Enter the phone number of your workplace.



Current address

Postal code

Prefecture

City

Street and number

Apartment name and room No.

Phone number

Mobile phone number

Work information

Workplace name

Postal code

Prefecture

City

Street and number

Apartment name and room No.

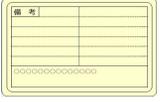
Phone number

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

Screen Images

Steps

How to Operate

Applicant's information	Current address
Application Type New	Postal code 100-0001
Applicant's name (Required) DENDEN TAROU	Prefecture Tokyo
Applicant's name in katakana デンデン タロウ	City Chiyoda-ku
Applicant's name in roman characters DENDEN TAROU	Street and number 1-1 Chiyoda
Birth date 1990/09/09	Apartment name and room No.
	Phone number 03-1111-2222
	Mobile phone number 090-1111-2222
University's information (When in school)	Work information
Name when in school DENDEN TAROU	Workplace name
Name when in school in katakana デンデン タロウ	Postal code
Name when in school in roman characters DENDEN TAROU	Prefecture
University University	City
Department Foreign Language	Street and number
Subject Division of Foreign Language	Apartment name and room No.
Student number *****	Phone number
Graduation year and month (Required) 2015/03	Copy of an identification document
Graduation, Withdrawal, Expulsion Graduation	Type of identification document Driving licence
	Image of an identification document 
	Image (back side) of an identification 
Back	Application

 The University Application reception

Your application will be checked.
The result will be sent to the registered mail address later.

15

Check the entered information for registration and click the "Application" button.

16

Check that the Application reception screen is displayed.



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

Screen Images

Steps

How to Operate

Email

Title: Result of the application for use

The application for use of the certificate issuance service has been accepted. Use the initial password below to log in.

*After you log in, change the password.

Initial password: *****¹⁷

Log in here

https://****.****.****.****.****.****.****.****¹⁸

© This email is for sending only.

For more information, contact the administrative representative.

17

After the university checks the application details, the result of the application for use is sent to the registered email address. Find the initial password in the email.

*For the checking period, see the home page of the university.

*The image on the left will be displayed when the application is approved. The application may be rejected or subject to resubmission.

18

Click the URL for "Log in here" in the email body text to access the login screen.

19

For the "Mail address" field, enter the registered email address, and for the "Password" field, enter the initial password shown in the email announcing the application result.

*Leave the "Second password" field empty.

Mail address

Password

Second password

[If you have forgotten your password](#)

Note

!Be sure to read the Notes.

- Be sure to log out and close your browser when you leave this site.
- You will log out automatically if you do not make any operation for a while after logging in.
- Change your passwords on a regular basis.
- Storing your passwords on the browser is not recommended for security reasons.

20

Read the "Note" and click the "Login" button.

Login



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

Screen Images

Steps

How to Operate

The screenshot shows the 'Set password' screen. It has a header 'The University Set password'. Below the header are four input fields: 'Password', 'Check', 'Second password', and 'Check'. A note box below the fields contains the text: '! Be sure to read the Note.', 'Set a password.', and 'You can change your password from a menu that is displayed after you log in.' Below the note, it says 'width alphanumeric characters must not be contained.' A green 'Set' button is at the bottom right.

21

The Password Setting screen opens, where you can change the initial password and set the second password. Fill in the "Password" and "Second password" fields and the confirmation field for each with a password and second password, respectively, (other than the initial password) of at least eight single-byte characters, including both upper- and lowercase characters.

*The password and the second password must be different.

22

Read the "Note" and click the "Set" button.

23

Click the "OK" button.

The Certificate Issuance Service has now become available.

*A graduate who has multiple student ID numbers of, for example, undergraduate and graduate, can add the student ID number by referring to the following:

► 2.3 "How to Add a Student ID number"



The screenshot shows the 'Setting the password has completed' screen. It has a header 'Setting the password has completed.' Below the header, it says 'The password or second password has been set.' An 'OK' button is at the bottom right.

2 Log In to the Certificate Issuance Service

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

2.2 How to Log In

Screen Images

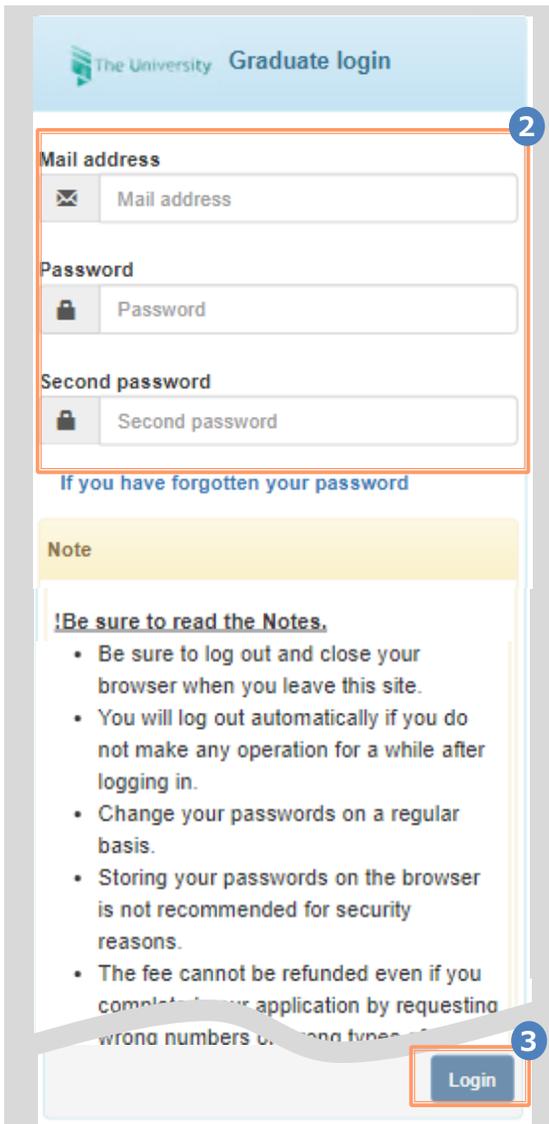
Steps

How to Operate



1

Access the home page for the certificate issuance service found in the home page of the university and click the Graduates' Login page.



2

Enter the registered email address, password, and second password.

*For login for the first time, you need to apply to use this service. For how to apply for it, see the following:

▶ 2.1 "How to Apply to Use the Service"

*A graduate who has multiple student ID numbers of, for example, undergraduate and graduate, should see the following:

▶ 2.3 "How to Add a Student ID number"

3

Read the "Note" and click the "Login button."

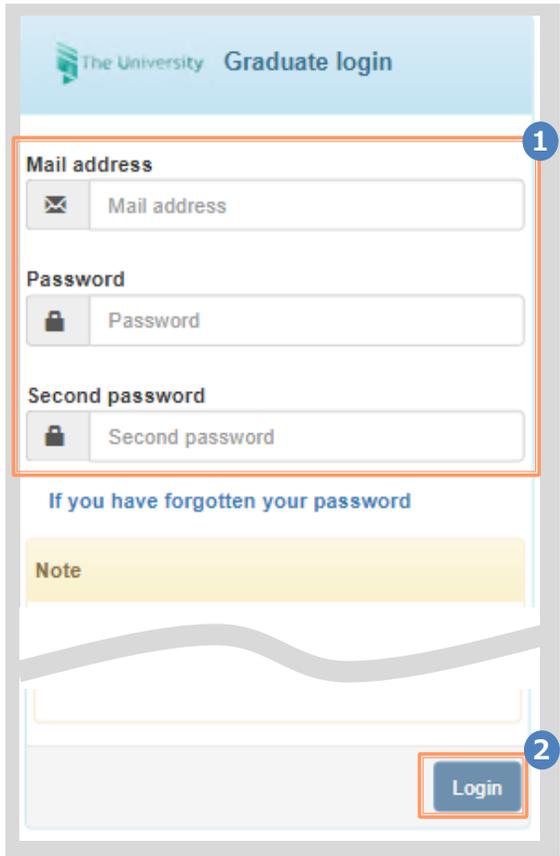
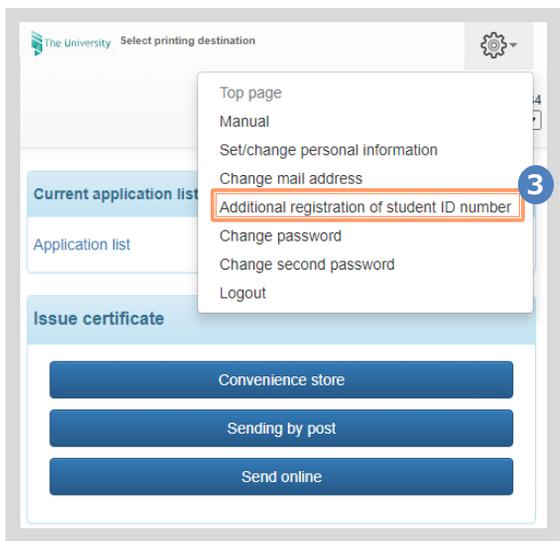


2 Log In to the Certificate Issuance Service

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

2.3 How to Add a Student ID Number

*Applicable for those who have multiple student ID numbers of, for example, undergraduate and graduate

Screen Images	Steps	How to Operate
	<p>1</p>	<p>Perform registration for either undergraduate or graduate by following the instruction in 2.1 “How to Apply to Use the Service” in this manual. Enter the registered email address and password.</p>
	<p>2</p> <p>3</p>	<p>Read the “Note” and click the “Login” button.</p> <p>Click the menu button “⚙️” in the upper right of the screen, and then click “Additional registration of student ID number”</p>

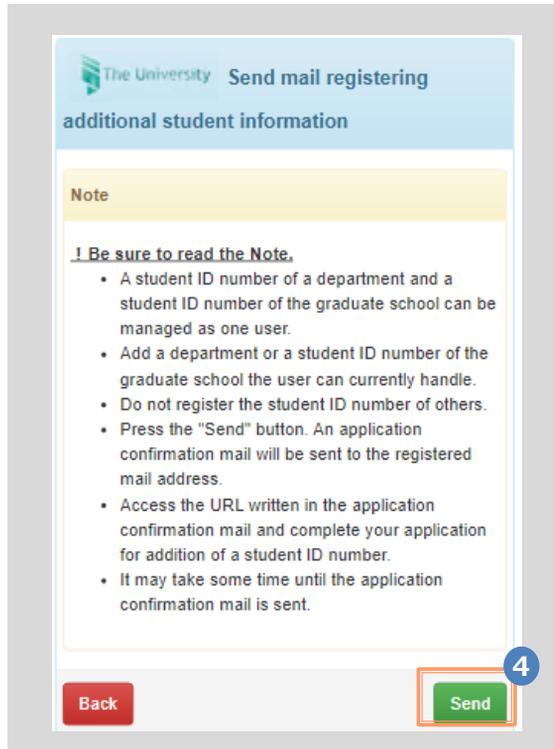


*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

Screen Images

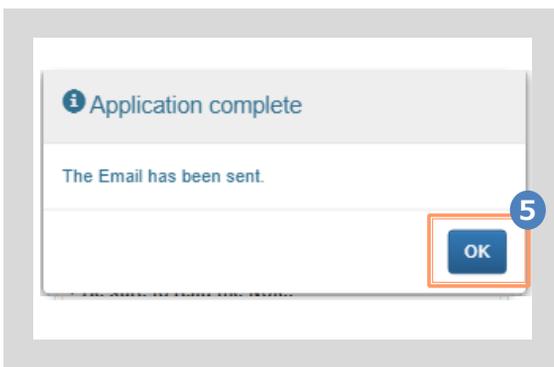
Steps

How to Operate



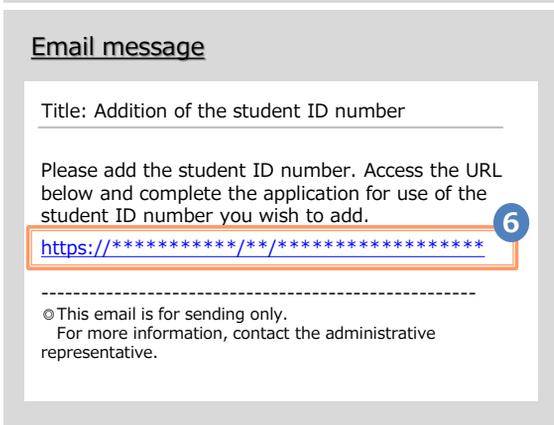
4

Read the "Note" and click the "Send" button.



5

When the Application Completed screen is displayed, click the "OK" button.



6

An email, including a one-time URL, is sent to the registered email address. When you receive the email, click the one-time URL.

*The URL has an expiration time, so please complete the operation within the displayed time limit.



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

Screen Images

Steps

How to Operate

University's information (When in school)

Name when in school
YAMADA TAROU

Name when in school in katakana
ヤマダ タロウ

Name when in school in roman characters
YAMADA TAROU

University
[Dropdown menu]

Department
[Dropdown menu]

Subject
[Dropdown menu]

Student ID number
A12345678

Graduation (completion) year and month

Graduation Withdrawal Expulsion

Check

University's information (When in school)

Name when in school

Name when in school in katakana

Name when in school in roman characters

University

Graduation

Back **Application**

7

Enter the department or information on the applicant when in school.

*The input items vary depending on the operating environment.

*The input items in red are required.

► **Name when in school**

Enter the name used when in school in kanji, katakana, and roman characters.

*Place a space between the family name and first name.

► **University/Department/Subject(Required)**

Select the university, department, and subject.

► **Student ID number**

Enter the student ID number.

► **Graduation (completion) year and month**

Enter the graduation (completion) year and month.

*In the Western calendar year.

► **Graduate/Withdrawal/Removal(Required)**

Select the applicable type.

8

Click the "Check" button.

9

Check the inputs and click the "Application" button.



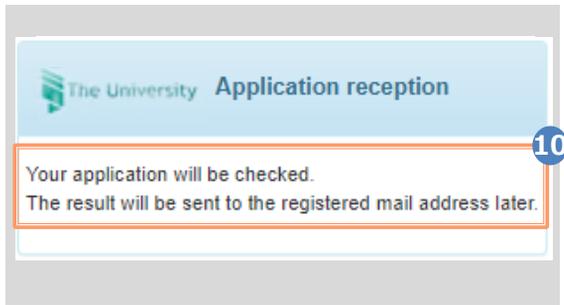
2 Log In to the Certificate Issuance Service

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

Screen Images

Steps

How to Operate



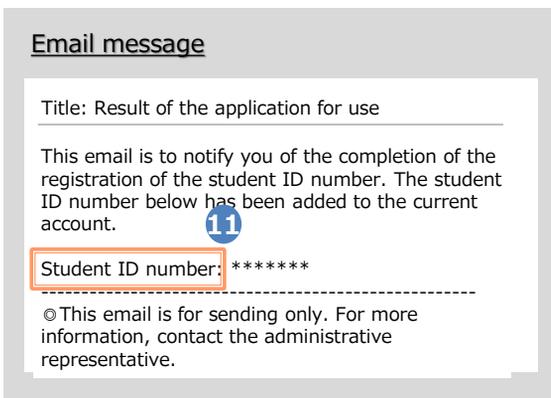
The University Application reception

10

Your application will be checked.
The result will be sent to the registered mail address later.

10

A message is displayed stating that the application has been accepted.



Email message

Title: Result of the application for use

This email is to notify you of the completion of the registration of the student ID number. The student ID number below has been added to the current account.

11

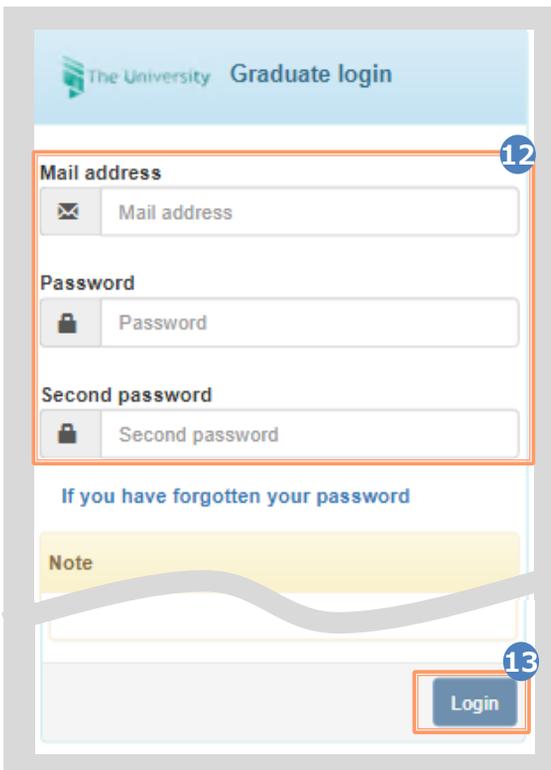
Student ID number: *****

© This email is for sending only. For more information, contact the administrative representative.

11

After the application is approved, an email is sent to the registered email address. Check to see if the service has become available.

*The image on the left will be displayed when the application is approved. The application may be rejected or subject to resubmission.



The University Graduate login

12

Mail address

Mail address

Password

Password

Second password

Second password

If you have forgotten your password

Note

13

Login

12

Access the home page for the certificate issuance service and enter again the email address, password, and second password.

*For how to log in, see the following:
▶ 2.2 "How to Log In"

13

Read the "Note" and click the "Login" button.



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

Screen Images

Steps

How to Operate

The University Select printing destination

Date and time of previous login 2024/02/08 21:34 LANG:English

Current application list

Application list

Issue certificate

Convenience store

Sending by post

Send online

14

Select one of the printing methods from the "Issue Certificates".

*The screen image on the left will be displayed when selecting "CVS" for printing. To access the service only for checking whether the student ID number is registered, you can select any option.

The University Select certificate (printing at a convenience store)

Date and time of previous login 2022/11/29 14:52

Select application certificate

Student ID number: ***** Student ID number: *****

Faculty of Literature Department of Literature

Certificates

Type of certificate	Commission	Number of copies
Certificate of Completion (Japanese)	800 yen	0
Certificate of Completion (English)	800 yen	0

Others

Type of certificate	Commission	Number of copies
Medical Examination Certificate	200 yen	0
Certificate of Academic Record	200 yen	0
Certificate of Graduation	200 yen	0

Back Proceed

15

Check that two student ID numbers are selectable.

Select the student ID number you want to use for printing a certificate before applying for the certificate.

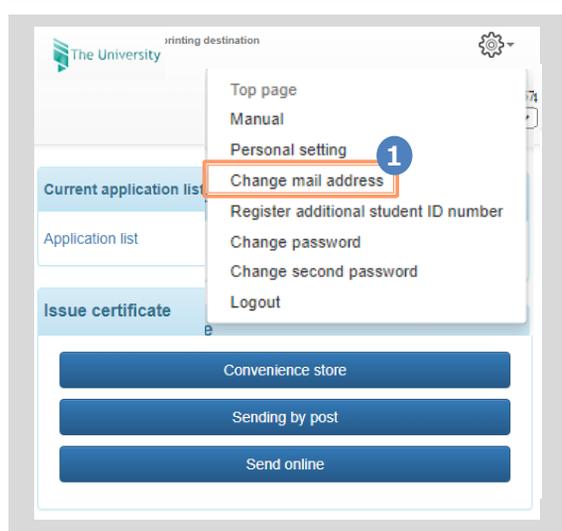
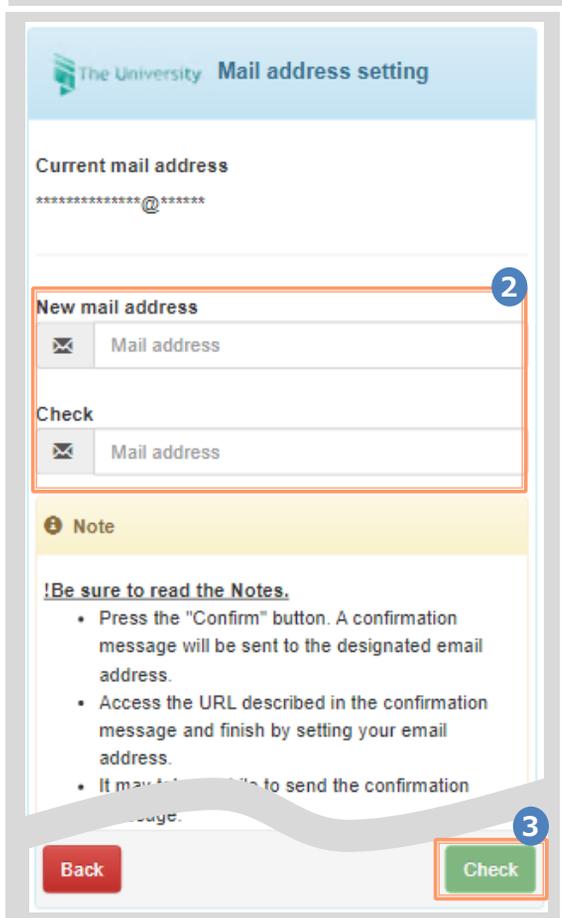


2 Log In to the Certificate Issuance Service

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

2.4 How to Change the Login Information

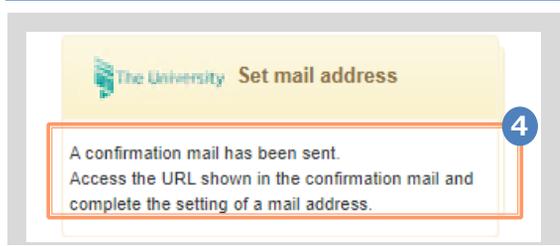
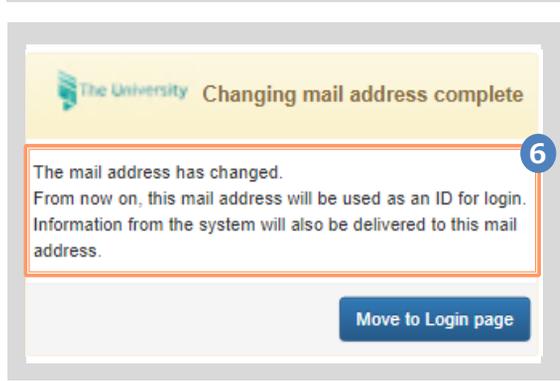
(a) Chang of the email address (If you can log in)

Screen Images	Steps	How to Operate
	<p>1</p>	<p>Log in to the certificate issuance service and select the menu button “” in the upper right of the screen, and then click “Change email address.”</p> <p>*For how to log in to the Certificate Issuance Service, see the following: ▶ 2.2 “How to Log In”</p>
	<p>2</p> <p>3</p>	<p>Enter a new email address into the “New mail address” and “Check” fields.</p> <p>Read the “Note” and click the “Check” button.</p>



2 Log In to the Certificate Issuance Service

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

Screen Images	Steps	How to Operate
	4	A message is displayed on the screen and a confirmation notification is sent to the registered email address.
<p>Email message</p> <p>You can change your email address. Access the following URL and change your email address: https://*****.*****.***** *****</p> <p>Due date for the URL: 30 minutes</p> <p>*Please delete this message if you don't recognize *This email address is used only for sending purposes.</p> <p>A blue circle with the number 5 is in the top right corner.</p>	5	Click the one-time URL in the email body text to complete the changing of the email address. *The URL has an expiration time, so please complete the operation within the displayed time limit.
	6	A message is displayed on the screen stating that the email address has been changed.

(b) Chang of the email address (If the email address you used in the past can no longer be used,etc)

Screen Images	Step	How to Operate
	1	Access the home page for the certificate issuance service found on the home page of the university and click "Go to Graduates' Login page."



2 Log In to the Certificate Issuance Service

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

Screen Images

The University Graduate login

Mail address

Password

Second password

If you have forgotten your password

Note

Login

New registration

Register yourself from here if you use this service for the first time.

New registration procedure

Steps

How to Operate

2

Click "New registration procedure" from "New registration".

3

Enter an email address you wish to change into the "Mail address" and "Check" fields.

The University Mail address setting

Mail address

Check

Note

!Be sure to read the Notes.

- Press the [button] button. A confirmation message will be sent to the designated email address.

Back

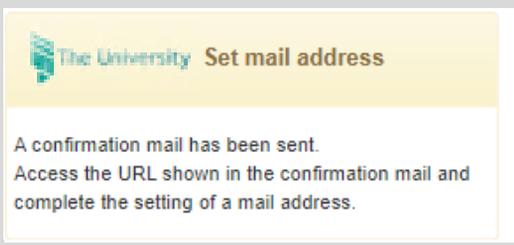
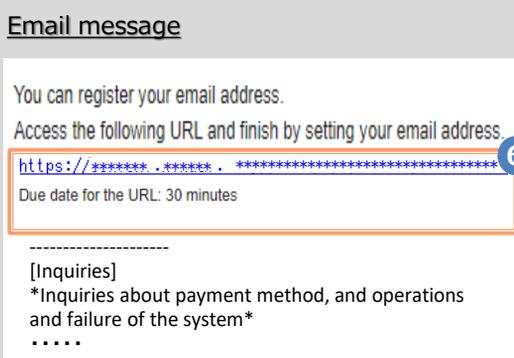
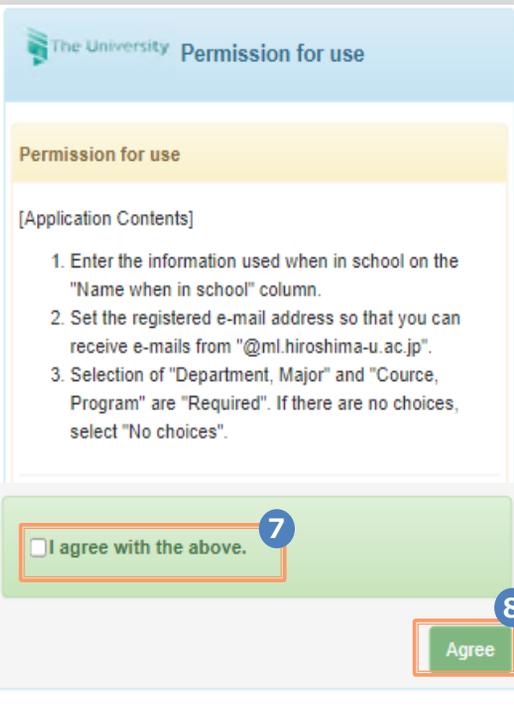
Check

4

Read the "Note" and click the "Check" button.



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

Screen Images	Steps	How to Operate
	5	A message is displayed on the screen, and a confirmation notification is sent to the registered email address.
	6	Click the one-time URL in the email body text and register the applicant information. *The URL has an expiration time, so please complete the operation within the displayed time limit.
	7	Read the "Permission for use" displayed on the screen and select "I agree with the above".
	8	Click the "Agree" button.



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

Screen Images

Steps

How to Operate

The screenshot shows a web form with two main sections. The first section, 'Applicant's information', is highlighted with a blue circle containing the number 9. It includes fields for 'Application Type' (with 'New' selected), '*Applicant's name' (DENDEN TAROU), 'Applicant's name in katakana' (デンデン タロウ), 'Applicant's name in roman characters' (DENDEN TAROU), and '*Birth date' (1990/09/09). The second section, 'University's information (When in school)', is highlighted with a blue circle containing the number 10. It includes fields for 'Name when in school' (DENDEN TAROU), 'Name when in school in katakana' (デンデン タロウ), 'Name when in school in roman characters' (DENDEN TAROU), 'University' (University), 'Department' (Foreign Language), 'Subject' (Division of Foreign Language), 'Student ID number' (*****), 'Graduation (completion) year and month' (2015/03), and radio buttons for 'Graduation', 'Withdrawal', and 'Expulsion'.

9

Enter the information of the applicant.

*The input items vary depending on the operating environment.

*The items in red are required.

▶ Application type (Required)

Select "New" for new registration.

▶ Applicant's name (Required)

Enter the name of the applicant in kanji, katakana, and roman characters.

*Place a space between the family name and first name.

▶ Birth date (Required)

Enter the birth date of the applicant.

*In the western calendar year.

10

Enter the information of the applicant when in school.

*The input items vary depending on the operating environment.

*The items in red are required.

▶ Name when in school

Enter the name used when in school in kanji, katakana, and roman characters.

*Place a space between the family name and first name.

▶ University/Department/Subject (Required)

Select the university, department, and subject.

▶ Student ID number

Enter the student ID number.

▶ Graduation (completion) year and month

Enter the graduation (completion) year and month.

*In the Western calendar year.

▶ Graduate/Withdrawal/Expulsion (Required)

Select the applicable type.



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

Screen Images

Steps

How to Operate

11

Enter the current address and contact information.

*The input items vary depending on the operating environment.

▶ Postal code

Enter the postal code of the current address.

▶ Prefecture/City/Street and number/ Apartment name and room No.

Enter the current address.

▶ Phone number

Enter the home phone number.

▶ Mobile phone number

Enter the mobile phone number.

12

Enter work information.

*The input items vary depending on the operating environment.

▶ Workplace name

Enter your workplace name.

▶ Postal code

Enter the postal code of your workplace.

▶ Prefecture/city/street and number/ Apartment name and room No.

Enter the address of your workplace.

▶ Phone number

Enter the phone number of your workplace.



Current address

Postal code

Prefecture

City

Street and number

Apartment name and room No.

Phone number

Mobile phone number

Work information

Workplace name

Postal code

Prefecture

City

Street and number

Apartment name and room No.

Phone number

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

Screen Images

Steps

How to Operate

Before attaching the image

Copy of an identification document

Type of identification document

Driving licence Passport Insurance card
 Photo ID

Image of an identification document

Choose File No file chosen

Image (back side) of an identification document

Choose File No file chosen

Back

The image file is displayed after being attached.

After attaching the image

Copy of an identification document

Type of identification document

Driving licence Passport Insurance card
 Photo ID

Image of an identification document

Choose File Photo.png

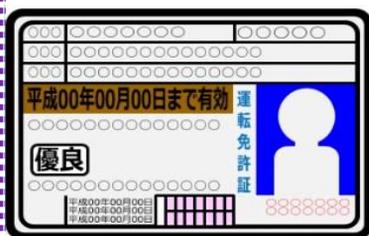


Image (back side) of an identification document

Choose File Photo_back.png

備考	

Back

Check

13

The copy of an identification document is required. Attach the file for identifying the applicant.

▶ Type of identification document (本人確認用書類の種類)
(Required)

Select the type of an attached document for identifying the applicant.

▶ Image of an identification document (本人確認用書類の画像)
(Required)

Click the "Select File (ファイルを選択)" button and then shoot the document with a camera or select an existing image. If the information is also on the back side of the document, such as changed address put on the driver's license, add the image of the back side.

Note that the operating method differs depending on the terminal to use. Follow the on-screen instructions.

Note that an image file having the ".jpg," ".gif," or ".png" extension can be registered.

13-*

When a file is selected, the image of the document is displayed for the "Image of the identification document."

Check if the name, address, and birth date are readable.

When attaching your health insurance card as an identity verification document, please apply for the "insurer number and insured person symbol / number" after masking (blackened, etc.).

14

If your name has changed from when you were in school, you will need Family register extract / transcript issued within 6 months, or an ID card with both your old and new names, so please attach the file.

The certificate will be issued with the name you had when you were in school. (after changing the family name, it cannot be issued with the changed family name.)

Image of document for confirmation of change of family name

"Select file" button ~ (omission)

The extensions of images that can be registered are ".jpg", ".gif", and ".png". For a copy of the Family register extract / transcript, please check if the issue date can be read.



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

Screen Images

Steps

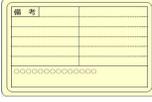
How to Operate

15

Check the entered information for registration and click the "Application" button.

16

Check that the Application Accepted screen is displayed.

Applicant's information		Current address	
Application Type New		Postal code 100-0001	
Applicant's name (Required) DENDEN TAROU		Prefecture Tokyo	
Applicant's name in katakana デンデン タロウ		City Chiyoda-ku	
Applicant's name in roman characters DENDEN TAROU		Street and number 1-1 Chiyoda	
Birth date 1990/09/09		Apartment name and room No.	
		Phone number 03-1111-2222	
		Mobile phone number 090-1111-2222	
University's information (When in school)		Work information	
Name when in school DENDEN TAROU		Workplace name	
Name when in school in katakana デンデン タロウ		Postal code	
Name when in school in roman characters DENDEN TAROU		Prefecture	
University University		City	
Department Foreign Language		Street and number	
Subject Division of Foreign Language		Apartment name and room No.	
Student number *****		Phone number	
Graduation year and month (Required) 2015/03		Copy of an identification document	
Graduation, Withdrawal, Expulsion Graduation		Type of identification document Driving licence	
		Image of an identification document	
			
		Image (back side) of an identification	
			
Back		Application	

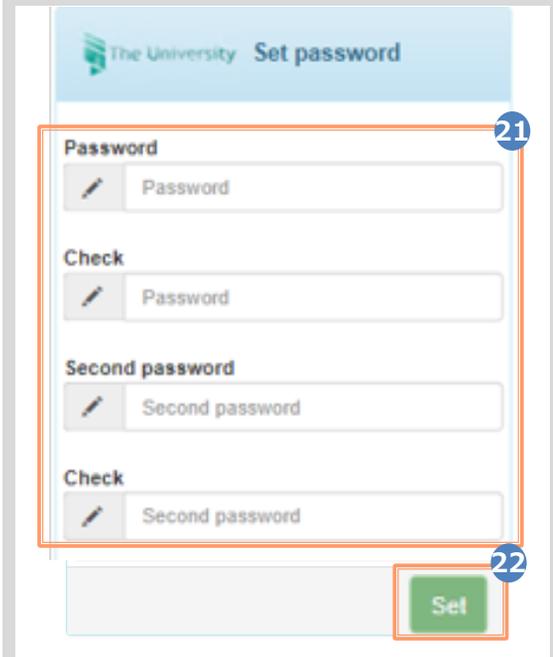
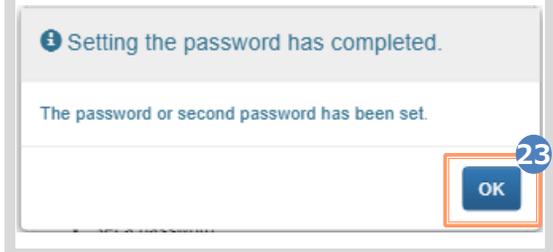
The University Application reception

Your application will be checked.
The result will be sent to the registered mail address later.



2 Log In to the Certificate Issuance Service

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

Screen Images	Steps	How to Operate
	21	The Password Setting screen opens, where you can change the initial password and set the second password. Fill in the "Password" and "Second password" fields and the confirmation field for each with a password and second password, respectively, (other than the initial password) of at least eight single-byte characters, including both upper- and lowercase characters.
	23	Click the "OK" button. The Certificate Issuance Service has now become available.

21

How to Operate

The Password Setting screen opens, where you can change the initial password and set the second password. Fill in the "Password" and "Second password" fields and the confirmation field for each with a password and second password, respectively, (other than the initial password) of at least eight single-byte characters, including both upper- and lowercase characters.

*The password and the second password must be different.

22

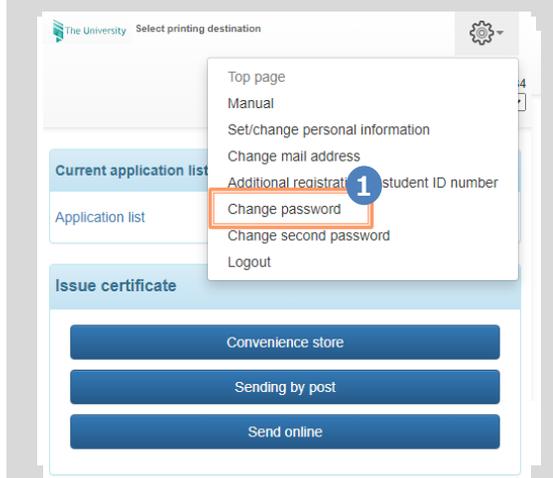
Read the "Note" and click the "Set" button.

23

Click the "OK" button.

The Certificate Issuance Service has now become available.

(c) Change the password

Screen Images	Steps	How to Operate
	1	Log in to the certificate issuance service and select the menu button "⚙️" in the upper right of the screen, and then click "Change password."

1

How to Operate

Log in to the certificate issuance service and select the menu button "⚙️" in the upper right of the screen, and then click "Change password."

*For how to log in to the Certificate Issuance Service, see the following:

▶ 2.2 "How to Log In"



2

Log In to the Certificate Issuance Service

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

Screen Images

Steps

How to Operate

The University Change password

Current password

Current password

New password

New password

Check

New password

Note

! Be sure to read the Note.

Set a password according to these rules:

- It must be made up of eight or more characters.
- One or more half-width, uppercase alphabetic characters (A to Z) must be contained.
- One or more half-width, lowercase alphabetic characters (a to z) must be contained.
- One or more half-width numerals (0 to 9) must be contained.
- Characters and numerals other than half-width alphanumeric characters must not be contained.

Back Change

2

Enter the currently used password into the “Current password” field and a new password into the “New password” and “Change” fields.

3

Read the “Notes” and click the “Change” button.

4

Change complete

The password has been changed.

OK

A message is displayed on the screen stating that the password has been changed. Click the “OK” button.



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

(d) Change the second password

Screen Images

Steps

How to Operate

1

Log in to the certificate issuance service and select the menu button “” in the upper right of the screen, and then click “Change second password (第2パスワード変更).”

*For how to log in to the certificate issuance service, see the following:

▶ 2.2 “How to Log In”

2

Enter the currently used second password into the “Old second Password” field. Then enter a new second password into the “New second password” and “Check” fields.

3

Read the “Note” and click the “Change” button.



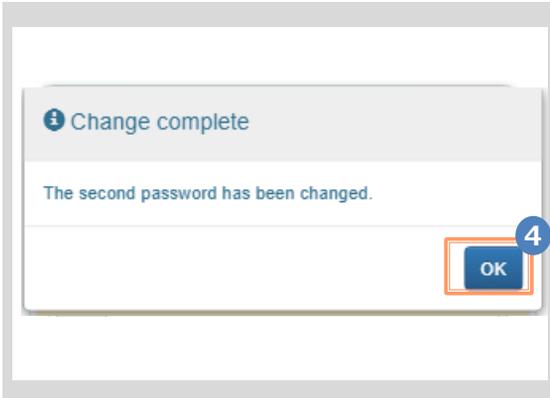
2 Log In to the Certificate Issuance Service

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

Screen Images

Steps

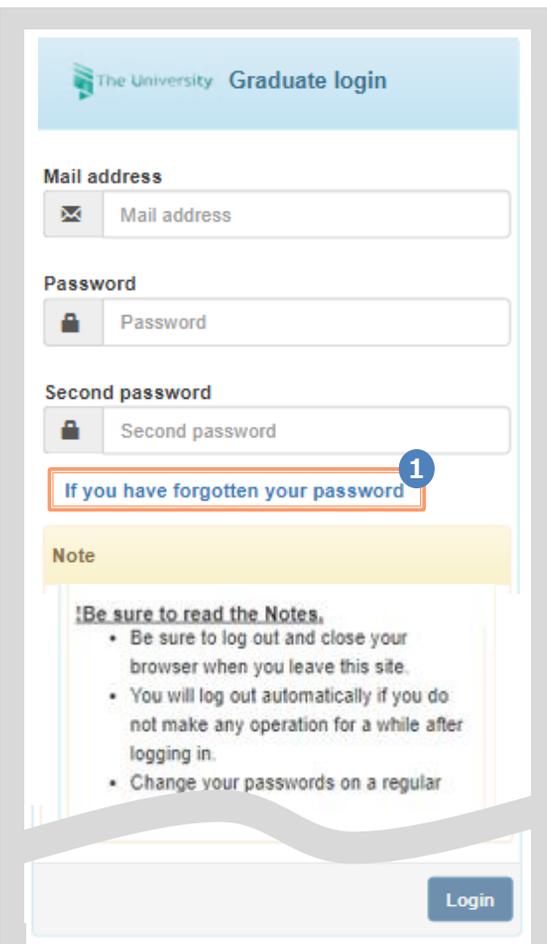
How to Operate



4

A message is displayed on the screen stating that the second password has been changed. Click the "OK" button.

(e) If you forget the password



1

On the Graduates' Login screen of the certificate issuance service, click "If you have forgotten your password".

*For how to log in to the certificate issuance service, see the following:

- ▶ 2.2 "How to Log In"



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

Screen Images

Steps

How to Operate

The University Reset password

Mail address

Note

! Be sure to read the Note.

- Input a registered mail address and press the "Send" button.
- Pressing the "Send" button sends a reset mail to the registered mail address.
- Access the URL shown in the reset mail and complete re-setting.
- It may take some time until the reset mail is sent.

Ⓢ If 30 minutes or longer has passed and the reset mail still does not come, check the following:

1. Is the input mail address correct?
2. Were extra spaces or other entries input by mistake?
3. Was the information input in half-width alphanumeric characters?

Send

2

For resetting the password, enter the registered email address into the "Mail address" field.

3

Read the "Note" and click the "Send" button.

The University Password reset mail sent

A password reset mail has been sent.

1. The password reset mail will be sent to the registered mail address.
2. Open the URL shown in the password reset mail and complete resetting of your password.

4

A message is displayed on the screen stating that a notification has been sent to the registered email address.

5

Click the one-time URL in the email body text to open the screen for re-setting the password.

*The URL has an expiration time, so please complete the operation within the displayed time limit.

Email message

Your password has been reset.
Access the following URL to set the password again.

https://*****.*****

Due date for the URL: 30 minutes

[Inquiries]
Inquiries about payment method, and operations and failure of the system

.....



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

Screen Images

Steps

How to Operate

The University Set password

6

Password

Check

Second password

Check

Note

! Be sure to read the Note.

- Set a password.
- You can change your password from a menu that is displayed after you log in.
- Characters and numbers that contain narrow width alphanumeric characters must not be contained.

7

Set

6

Fill the “Password” and “Second password” fields and the confirmation field for each with a password and second password, respectively, (other than the old password) of at least eight single-byte characters including both upper- and lowercase characters.

7

Read the “Note” and click the “Set” button.

8

A message is displayed on the screen stating that the password and second password setting has been completed. Click the “OK” button.

Setting the password has completed.

The password or second password has been set.

8

OK



3

How to Access the Operating Manual (After the First Registration)

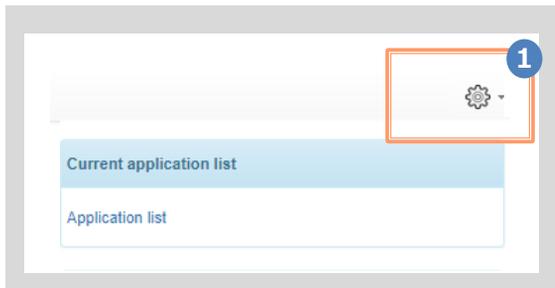
*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

3.1 How to Access the Operating Manual

Screen Images

Steps

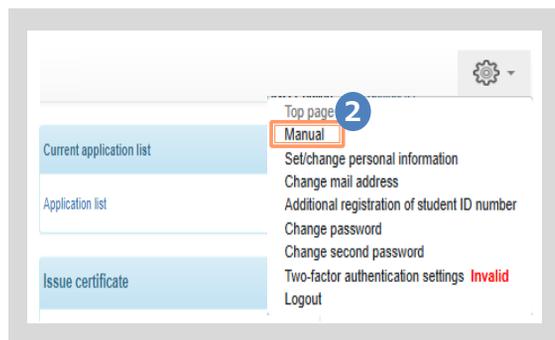
How to Operate



1

Log in to the certificate issuance service and select the menu button " ⚙️ " in the upper right of the screen.

*For how to log in to the certificate issuance service, see the following:
2.2 "How to Log In"



2

Click "Manual" to display the Operating Manual. Read the description and issue certificate(s) at a CVS.



改版履歴

版数	年月日	変更箇所	内容
6.5.1版	2023.8.1	P2	電話番号変更のため修正
6.5.1版	2024.4.10	P7~P8, P24~P25	画面イメージおよび文章の変更
11.1.0版	2024.7.17	P2	動作条件及び対応端末にEdgeを追加
11.5.0版	2025.3.3	-	バージョンのみ変更
11.5.0版	2025.5.1	P15,19,20,31,33	オンライン送付機能追加
12.5.0版	2026.2.25	全般	STEP12版に更新