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Q&A for the Online Application Procedures

Basic Edition & Requests for Use

Q1 Can anyone use the “Online Residence Application System”?

A1 Those who are able to use the system are staff members of the foreign national’s organization of affiliation (referred to as “organization of affiliation” below) which has met certain requirements such as submitting the notifications on the foreign nationals’ status of employment, or an attorney or certified administrative procedures legal specialist who has received a request from the organization of affiliation via the bar association or the certified administrative procedures legal specialists’ association and has registered as an application agent with the regional immigration and residence office with jurisdiction over the office of affiliation (referred to below as “registered attorney or registered certified administrative procedures legal specialist”).

In addition, in cases of supervising-organization type technical intern training, the “organization of affiliation” becomes the supervising organization instead of the implementing organization.

In order to use the “Online Residence Application System”, it is necessary to make a request for use in advance and to receive approval.

Please refer to the Usage Guide for further information about the requests for use.

Q2 When will the “Online Residence Application System” be available for use?

A2 The “Online Residence Application System” will be available for use from July 25, 2019.

Moreover, requests for use of the “Online Residence Application System” will be accepted from March 29, 2019.

Q3 I would like to use the “Online Residence Application System”. What kind of procedures should I follow?

A3 In order to be able to use the “Online Residence Application System”, you will have to go to the regional immigration and residence office that has jurisdiction over the location of the organization of affiliation in advance to make a request for use and receive approval.

The request for use will be made per organization of affiliation (in the case of a corporation, the corporation), and the staff member of the organization who initially makes a request for use must submit a new request for use.

The “Online Residence Application System” can also be used for only some offices in the organization of affiliation (in the case of a corporation, the corporation) .

In addition, after the new request for use has been submitted, if another staff member from the same organization of affiliation, or a registered attorney or certified administrative procedures legal specialist who has been so requested by the organization of affiliation wish to use the system, please submit an additional request for use. New requests for use can only

be submitted by registered attorneys or certified administrative procedures legal specialists if they have received a request pertaining to the request for use from the organization of affiliation.

Please refer to the Usage Guide for information about the documents required for submission in new requests for use and additional requests for use.

Q4 What kind of applications can be submitted using the “Online Residence Application System”?

A4 The applications that can be accepted online are the application for permission for extension the period of stay, and the application for re-entry permission and application for permission to engage in an activity other than that permitted under the status of residence previously granted to be submitted at the same time as the application for permission for extension the period of stay.

With regard to applications for permission to engage in an activity other than that permitted under the status of residence previously granted, cases where the activities under Article 19, paragraph (5), item (i) of the Regulation for Enforcement of the Immigration Control Act are permitted will apply.

Please refer to Q21 for the statuses of residence for which the above application can be made online.

Q5 What kind of benefits are there with the “Online Residence Application System”?

A5 There is no need to come to the regional immigration and residence office, and applications can be made online 24 hours a day from a convenient location such as from one’s office.

In certain cases, the residence card can also be received by post. Please refer to Q53 for further information.

Q6 What are the requirements when using the “Online Residence Application System”?

A6 Please refer to the Usage Guide for the requirements for approval of requests for use.

Q7 Where should I go to submit a request for use of the “Online Residence Application System”?

A7 The requests for use may be submitted at the regional immigration and residence office that has jurisdiction over the location of the organization of affiliation of the foreign national.

However, it is not possible to submit a request at the four branch offices of Narita Airport, Haneda Airport, Chubu Airport and Kansai International Airport, or at branch offices that share airports and seaports.

Q8 What are the times for acceptance of requests of use at the regional immigration and residence offices?

A8 The times for acceptance of requests for use are from 9:00 am to 12:00 pm and from 1:00 pm to 4:00 pm on weekdays, as is the case with the acceptance of applications related to

residence. In addition, some regional immigration and residence offices, which are open for services between 12:00 pm and 1:00 pm will accept requests for use during this time.

Q9 Is there a manual for how to operate the “Online Residence Application System”?

A9 The operation manual for the “Online Residence Application System” will be posted on the website of the Immigration Services Agency website, so please check the website.

Q10 Can new requests for use or additional requests for use be submitted by post?

A10 Submission by post is not permitted for new requests for use or additional requests for use. Please refer to Q7.

Q11 Do you charge a fee for the new request for use or additional request for use? Also, do you charge a fee if the request for use is approved?

A11 There is no charge.

Q12 How long does it take to get the results of a request for use?

A12 It takes about one to two weeks.

Requests for use have been accepted since March 29, 2019, but since the online residence application system will commence operations on July 25 of the same year, the results will be announced from this day (the results of requests for use submitted on or after July 25 will be sent out successively in turn).

In addition, the results of the requests for use will be sent to the email address of the person requesting use listed in the request for use.

Q13 I haven't received a notification on the results of my request for use yet.

A13 The acceptance of requests for use commenced on March 29, 2019, but the results will be announced from July 25 of the same year.

If you have any questions, please direct your inquiries to the regional immigration and residence office to which your application was submitted.

Q14 Does the approval of the request for use have an expiration date? How do I renew it?

A14 The approval of the request for use is valid for one year from the date when the new request for use was first approved.

Example) Approval date: July 25, 2019

Expiration date: July 24, 2020

In addition, it will be possible to renew the approval for one year if the periodic report which is required once a year is submitted.

You will receive an email two months before the expiration date and if you wish to continue using the system, you must have submitted the periodic report at least one month before the expiration date. Please refer to Q72 to Q76 for the periodic reports.

Q15 Can an organization of affiliation, which is not a corporation, use the “Online Residence Application System”?

A15 Individual business owners, who are not corporations, are also able to use the system if they meet the requirements for approval of the request for use.

Q16 Is it possible for more than one person to share the use of a user ID within the same organization of affiliation without submitting an additional request for use?

A16 The user ID is issued to the person whose request for use was granted and therefore other people cannot use the user ID. If a person other than the person authorized in the same organization of affiliation wishes to use the “Online Residence Application System”, such person will need to submit an additional request for use.

Q17 What are the procedures when an attorney or certified administrative procedures legal specialist uses the “Online Residence Application System”?

A17 Registered attorneys or certified administrative procedures legal specialists must have received a request pertaining to the online procedures from the organization of affiliation, and if they have received a request, they must submit a request for use pertaining to the organization of affiliation in question. In addition, in cases of supervising-organization type technical intern training, the registered attorney or certified administrative procedures legal specialist must have received a request from the supervising organization not an implementing organization.

Q18 Why is the seal (stamp) of the representative of the foreign national’s organization of affiliation required in order for the attorney or certified administrative procedures legal specialist to be able to submit a request for use?

A18 Registered attorneys or certified administrative procedures legal specialists will be able to use the system if they have received a request from the organization of affiliation. Therefore, with the request for use, we ask for the submission of a “Written Request for Use of the Online Residence Application System”, which has been stamped with the seal of the representative of the organization of affiliation.

Q19 Is it necessary for the attorney or certified administrative procedures legal specialist’s request for use to be submitted per organization of affiliation of foreign nationals?

A19 The registered attorney or certified administrative procedures legal specialist is able to use the system based on a request from the organization of affiliation, and if the registered attorney or certified administrative procedures legal specialist intends to undertake the procedures for the foreign national of a different organization of affiliation, it is necessary to receive approval for this request for use based on a request from such other organization of affiliation.

Q20 If the attorney or certified administrative procedures legal specialist submits a request for use for each individual organization of affiliation, the attorney or certified administrative procedures legal specialist will end up with multiple user IDs, which is quite cumbersome, and therefore, is it possible to combine the user IDs?

A20 Since it is necessary to receive approval of the request for use of each individual organization of affiliation, it is not possible to combine the user IDs.

Online Procedures

Q21 What statuses of residence are able to use the online proceedings?

A21 For the statuses of residence and the scope of coverage for the online procedures, please refer to the eligible application types and statuses of residence (scope).

Q22 How do I submit materials according to the content of activities in Japan?

A22 When applying for permission for extension the period of stay using the “Online Residence Application System”, except for a photograph of the applicant, you do not need to submit documents of proof at the time of the application, but after the application has been received online, the applicant may be individually required to submit documents of proof. In such case, you will have to post or bring in the documents.

Q23 Are there any restrictions on the facial photo to be uploaded at the time of registering the application information?

A23 The restrictions are as follows:

- The size of the file of the facial photo must not be more than 50kbytes
- The extension of the facial photo file must be “Jpeg” or “jpg”
- The applicant alone must be in the photograph
- The applicant must be facing the front with no headgear
- There must be no background (including shadows)
- The photo must be clear
- The photo must have been taken within 3 months of the application

Q24 Is it possible to separately submit just the application for re-entry permission and application for permission to engage in an activity other than that permitted under the status of residence previously granted?

A24 The application for re-entry permission and application for permission to engage in an activity other than that permitted under the status of residence previously granted will only be accepted online if they are filed simultaneously with the application for permission for extension the period of stay. In other cases, please apply at the regional immigration and residence office

Q25 Are there any hours for acceptance of online applications?

A25 They are available 24/7. However, there may be times when the system is unavailable due to system maintenance. In such case, this will be posted in the “Information for Notification” on the top screen of the “Online Residence Application System”.

Q26 Is it possible to submit an application on the day of the expiration date of the period of stay?

A26 Applications will not be accepted on the day of the expiration date of the period of stay, and therefore if you wish to apply for permission for extension the period of stay on the expiration date, please apply at the nearest regional immigration and residence office.

Q27 How long before the expiration date of the period of stay can I apply?

A27 Applications will be accepted from 3 months before the expiration date of the period of stay to the day before. In addition, foreign nationals who have been granted a period of stay of 3 months or less will be able to apply approximately halfway through the period of stay.

Q28 I have just found out that my period of stay has expired. Is it possible to submit an online application in such cases?

A28 If the period of stay has expired, you will not be able to submit an online application. Please go promptly to your nearest regional and immigration office to discuss the necessary procedures.

Q29 Is the status of residence “Specified Skilled Worker eligible?

A29 It is not one of the statuses of residence for which the online procedures that started on July 25 this year can be used. In the future, consideration will be given to expanding the scope of the statuses of residence to include “Specified Skilled Worker”.

Q30 Do you have a model sample of the foreign national’s request to be submitted to the organization of affiliation, attorney or certified administrative procedures legal specialist?

A30 There are no model samples. Please prepare it accordingly.

Q31 How long should I keep the written request submitted by the foreign national to the organization of affiliation, attorney or certified administrative procedures legal specialist?

A31 Make sure to keep it properly until the results of the foreign national’s application have come in (in the case of permission, until the new residence card has been handed to the foreign national).

Q32 In the case of the online procedures, what will be the date of receipt of the application?

A32 It will be the date when the application was made.

Q33 If the application is made online, how will I receive a receipt number?

A33 After an application has been received, a temporary application receipt number will be sent by email to the user as well as the foreign national who is the applicant, and an official application receipt number will be sent by email on the following day.

It should be noted that the reason why a temporary application receipt number is sent is to give immediate notification of receipt of the application to the user and foreign national since it takes one day from the acceptance of the application to issue an official application receipt number.

Q34 In the case of an online application, how long does it take to get the results of the examination?

A34 It is the same standard processing time as when you submit an application for residence at the counter.

Moreover, it will take about 2 weeks to 1 month for an application for permission to renew the period of stay depending on the case.

Q35 Is it possible to apply online if the foreign national who is the applicant is currently outside of Japan with re-entry permission?

A35 An online application cannot be made for a foreign national who is currently outside of Japan with re-entry permission or special re-entry permission. Therefore, when you submit an application online, be sure to confirm that the applicant has not left the country.

Q36 An error message came up while I was entering the information. What should I do?

A36 Enter the information again after correcting the item that is in displaying the error.

Refer to the operation manual for further information.

Q37 I do not understand the meaning of the error message and how to handle it.

A37 A list of error messages is attached to the operation manual as a separate sheet so please check it to see how to handle the error.

Q38 The display says that the error is an incorrect screen move.

A38 If you click the “Back” button on the browser or the “Back Space” key on the keyboard while entering information, it will be recognized as an incorrect screen move and you will be logged out, so please do not click on them.

Q39 The error message, “Please enter the information as given in the residence card information” has come up on the screen, but I do not know which part is wrong.

A39 Please check the details of the entry again and enter the information as given in the residence card. In addition, please use half-width capital letters and use a half-width

comma in place of a half-width space.

If you receive an error message even though you have entered the information as given in the residence card, please contact the Online Residence Application System Help Desk. You will be able to check the help desk's contact address from the Immigration Services Agency website.

Q40 There are multiple foreign nationals who wish to use the online procedures. Is there a way to do this in one batch?

A40 A template file for blanket input can be found on the menu screen after you have logged onto the "Online Residence Application System". If you use this file, you will be able to submit a blanket application for multiple applicants. The template file for blanket input can be used and information entered only when the application procedure type is the same and the foreign nationals have a status of residence which uses the same input screen.

Q41 What is the maximum number of foreign nationals that can be entered at the same time in the blanket input template file?

A41 It is possible to enter up to 300 foreign nationals at the same time. If there are more than 300 foreign nationals, please divide the file into multiple files.

Q42 Do I have to redo the application since I got an error when I used the template file for blanket input?

A42 If there is an error in the content entered using the blanket input template file, you will receive an email several minutes after uploading the file. If you receive such an email, log in to the "Online Residence Application System", select the item for which the application status of the application information list says "Error (blanket registration)," click the Blanket Application Error button and check the contents of the error.

If the application status of the application information list is displayed as "Input completed", the input has been completed and there is no need to enter the information again, but if you enter information in the blanket input template again using a file, delete the application information for which input has been completed from the file and then upload the file again afterwards.

Q43 Is there a way to easily print out the error content screen for blanket application errors?

A43 If you right click on the screen you wish to print, select "Print" or press "P" while holding down the "Ctrl" key, the print screen will be displayed so you can print from that screen.

Q44 Can I temporarily save the data while entering the information?

A44 You cannot temporarily save the information in the application during the process of entering the information. If there is no operation for 30 minutes, the data you entered will automatically be deleted.

However, if you use a blanket input template, you will be able to save it on the terminal you are using even while you are entering the information.

Q45 How do I check the registered application information (contents of the application)?

A45 After the application has been submitted, you will not be able to check the contents of the information given in the application using the “Online Residence Application System”.

You will be able to print the confirmation screen displayed after entering the application information or save the template file for blanket input in which the application information has been entered and so please keep a personal copy so that you will be able to check the contents of the application yourself.

Q46 What should I do if I find that there was an error in the content I entered?

A46 As it is not possible to change the contents in the application using the “Online Residence Application System”, please contact the regional immigration and residence office that has jurisdiction over the applicant’s area of residence.

In addition, depending on the case, you may be asked to reapply after withdrawing your application, or to submit documents in order to continue with the application.

Q47 I accidentally filed an online application for a foreign national who is not eligible under this system. What should I do?

A47 First of all, please contact the regional immigration and residence office that has jurisdiction over the applicant’s area of residence.

After the application received online has been withdrawn, you will be able to submit another application at the regional immigration and residence office that has jurisdiction over the foreign national’s area of residence by the expiration date of the period of stay.

Q48 How do I withdraw my application after it has been accepted online?

A48 As you cannot withdraw your application using the “Online Residence Application System”, first contact the regional immigration and residence office that has jurisdiction over the applicant’s area of residence.

You will be required to follow the procedures for withdrawal of the application.

Q49 I have decided to withdraw my application for re-entry permission (or the application for permission to engage in an activity other than that permitted under the status of residence previously granted) that was submitted at the same time as the application to extend the period of stay. What should I do?

A49 Please contact the regional immigration and residence office that has jurisdiction over the applicant’s area of residence.

You are required to follow the procedures to withdraw the application for permission for reentry permission (or the application for permission to engage in an activity other than that

permitted under the status of residence previously granted) that you submitted at the same time as the application for extension of the period of stay.

Q50 Is it possible for me to check the progress of the application?

A50 You can check progress by checking the “Application Status” column in the “Application Information List” of the “Online Residence Application System”.

Q51 What does each state of the application status displayed in the application information list of the “Online Residence Application System” mean?

A51 The application status refers to the following statuses.

- Input completed: The entry of application information has been completed (the application has not been completed)
- Application completed: Receipt of the application has been completed
- Under examination: The application is currently being examined
- Waiting for issuance: In the case of receipt by post, the examination has been completed but the residence card has not yet been issued
- Completed: In the case of receipt by post, the issuance of the residence card has been completed
- In the case of receipt at the counter, the examination has been completed but the residence card has not yet been issued
- Error (blanket registration): The contents of the blanket registration file are incomplete
- Error (application receipt number acquisition error): An application receipt number could not be acquired

Q52 Is it possible to file an application from outside Japan?

A52 It is not possible to access the system from outside Japan. Also, please note that you will not be able to log in if a foreign IP address is set even if you try to log in from within Japan.

Receipt of the Residence Card

Q53 How do I receive my residence card?

A53 When you enter the information in your application, you will be able to choose to receive the residence card by post or at the counter of the regional immigration and residence office. Please note you will not be able to receive the residence card by post in cases where an application for re-entry permission or an application for permission to engage in an activity other than that permitted under the status of residence previously granted was submitted at the same time as the application to extend the period of stay where permission is given through a seal in the passport (because re-entry permission or permission to engage in an activity other than that permitted under the status of residence previously

granted requires a seal to be stamped in the passport) (for example: foreign nationals with the status of residence status of “Official” or those with a period of stay of three months or less), cases of making a petition for a kanji character name addition in the residence card (mid to long-term residents using kanji characters in their name (where only the name is written in Roman letters on the residence card possessed by a mid to long-term resident who uses kanji characters in their name. Please note that receipt by post is possible if the foreign national already possesses a residence card which also has the kanji character name on it) or cases accompanying an application for renewal of the residence card (for example, when there is less than six months until the foreign national’s 16th birthday at the time of issuance of a new residence card).

If you wish to change the method of receiving the residence card, you will be able to change it as long as the application status is displayed as “Application completed” or “Under examination” in the “Online Residence Application System”.

Q54 What are the procedures to follow if I wish to receive my residence card at the counter?

A54 If you wish to receive your residence card at the counter of the regional immigration and residence office, follow the instructions in the email and take the applicant’s passport, residence card, the fee payment notice with the appropriate revenue stamp attached according to the amount of the prescribed fee and a copy of the email entitled “Notification on Examination Completion” (or the relevant device if presenting the email by a device such as a smartphone) to the regional immigration and residence office, which is the site for receipt of the residence card. It is possible for the user not the applicant, who is the foreign national, to receive it. Please refer to Q61 for points to note in such case.

Q55 What are the procedures to follow if I wish to receive my residence card by post?

A55 If you wish to receive your residence card by post, follow the instructions in the email and send the residence card currently held by the applicant (if it has been issued), the fee payment notice with the appropriate revenue stamp attached according to the amount of the prescribed fee (4,000 yen for permission for extension of the period of stay) and an envelope for sending the residence card (which has the address of the organization of affiliation (the location of the office in the case of a registered attorney or certified administrative procedures legal specialist) described in the “Request for use of the online residence application system” clearly written on a standard-sized envelope), and affix a simplified registered mail payment stamp (404 yen if two residence cards are to be sent)) to the address described in the email by simplified registered mail. Please refer to Q61 for points requiring care when using post.

Q56 Is it possible to change the address of where I wish the residence card to be sent such as the applicant’s place of residence?

A56 If you wish to receive a residence card by post, the addresses used will be as follows, and so

you cannot change it to any other address.

<When the user is a staff member of the organization of affiliation>

The location of the organization of affiliation listed in the request for use

<When the user is a registered attorney or certified administrative procedures legal specialist>

The location of the office of affiliation of the registered attorney or certified administrative procedures legal specialist listed in the request for use

Q57 What should I do if I also wish to have my name in kanji characters on my residence card?

A57 Mid-to-long-term residents, who use kanji characters in their names and currently only have their name in Roman letters on the residence card they possess, will need to receive a re-issued residence card from the regional immigration and residence office if they wish to have kanji characters as well as Roman letters on the re-issued residence card. Therefore, please select “Counter of the regional immigration and residence office” as the method of receiving the residence card.

In this case, at the time of receipt of the residence card, you will be required to submit a petition for a kanji name description in the residence card. Please note that the petition may only be submitted by the applicant (including a legal representative) or a user who has a certificate of application agency or a notification certificate.

Q58 Who should sign the fee payment notice?

A58 It must be signed by the foreign national who is the applicant.

Q59 If I receive a new residence card issued through permission for extension of the period of residence, will the old residence card be returned?

A59 The old residence card previously held by the applicant will be returned after the IC has been invalidated through the card being punched with a hole.

Q60 If there is something I would like to inquire about after I have submitted my application, where should I direct my inquiries?

A60 If you have any questions regarding the input method system, please contact the Online Residence Application System Help Desk or contact the regional immigration and residence office that has jurisdiction over the applicant’s area of residence for inquiries regarding the application.

Q61 I do not have a residence card at hand because my application is currently going through the procedures for receipt through the post or procedures for receipt at the regional immigration and residence office. What should I do if a police officer or some other official asks to see it?

A61 Please prepare a color copy of the applicant's residence card before undertaking the procedures for receipt, and as well as writing the full name, occupation and phone number of the user of the online residence application system on the reverse side, write the application receipt date, application receipt number and a statement to the effect that the applicant is currently undergoing online application procedures, and make sure the applicant carries this copy of the residence card at all times up until a new residence card is received. If the applicant still has their passport in cases of sending the residence card by post, etc., have the applicant carry their passport on their person as well as the copy of the residence card.

Example of a copy of the reverse side of residence card-

The foreign national listed on the front is currently in the process of applying online for

Name of the online system user (agent): (Occupation:)

Contact details of the online system user (agent):

Application receipt date: year month day

Application receipt number: オン E

Q62 I do not have a residence card on hand because my residence card is currently being sent by post. Is it possible to leave the country with special re-entry permission?

A62 In terms of leaving the country with the special re-entry permission of a mid to long-term resident, it is a legal requirement to carry a valid residence card, and therefore, you cannot leave the country with special re-entry permission if you do not possess a residence card.

Q63 I accidentally attached the facial photo of another person. Is it possible to replace it?

A63 As the response differs depending on whether or not the facial photo is already in the system of the Immigration Services Agency, please contact the regional immigration and residence office that has jurisdiction over the applicant's area of residence.

Q64 Is it possible to make a revenue stamp payment electronically?

A64 Electronic payments cannot be made. Please refer to Q54 and Q55 for payment methods for the fee.

Q65 I sent the fee payment notice with my residence card and forgot to add my signature to the signature column. What should I do?

A65 You will have to sign it and send it again. Please contact the Residence Management Information Division of the Tokyo Regional Immigration Services Bureau immediately and they will give it back to you. (If you would like it to be returned by post, it is possible to use the enclosed "Residence Card Postage Envelope" and send it to us, and therefore, if that is what you wish to do, please indicate to such effect.)

Q66 I accidentally sent the fee payment notice or some other document to the nearest regional

immigration and residence office.

A66 You will have to resend it to the Residence Information Management Division of the Tokyo Regional Immigration and Residence Bureau. If you sent it by mistake, please promptly contact the regional immigration and residence office and get it back. (If you would like to return it post, it is possible to use the enclosed “Residence Card Postage Envelope” and send it to us, and therefore, if that is what you wish to do, please indicate to such effect.)

Q67 When receiving a residence card at the nearest regional immigration and residence office, is it possible for a third party other than the user or applicant (including their legal representative) to receive it?

A67 The applicant (including a legal representative) or user can receive it.

Q68 There was an error in the information on the front of the residence card which was sent to me. What should I do?

A68 Please direct your inquiry to the Residence Information Management Division of the Tokyo Regional Immigration and Residence Bureau. (If you received it at the counter of a regional immigration and residence office, please direct your inquiries to the counter where you received it.)

Q69 I sent the fee payment notice, etc. with a revenue payment stamp attached and would like to know when I will receive my new residence card.

A69 The new residence cards are created one by one and sent out promptly so please wait. In addition, the user will be informed by email once the residence card has been created so please check the email.

Q70 Is it possible for foreign nationals with the status of residence of “Official” to select “By post” as the method of receiving the residence card?

A70 If you have the status of residence of “Official” you will not be able to select “By post” as the method of receipt since a seal of verification has to be affixed to the passport. Please select “Regional government office counter” for method of receipt.

Q71 In the case of post, when will the validity of the permission for extension of the period of stay take effect?

A71 In the case of post, it will take effect on receipt of delivery of the residence card.

Periodic Reports

Q72 What is a periodic report? Who writes it?

A72 If you wish to continue using the “Online Residence Application System” after the expiration date of the request for use, we will confirm whether it is appropriate to permit

continued use prior to extending the valid period. Please refer to the Usage Guide for the specific method.

Since checking of the periodic reports and extension of the valid periods will be performed per organization of affiliation (in the case of a corporation, the corporation), even when there are multiple users, one user will be asked to handle them collectively.

Q73 How do I send in the periodic report?

A73 Please submit the required documents by sending them using simplified registered mail or by submitting them to the counter of the regional immigration and residence office which handled the new request for use or additional request for use at least one month prior to the expiration of the valid period. Please refer to the Usage Guide for the required documents. In addition, all users will be notified two months before the expiration date by email.

Q74 How long does it take to receive approval for continued use after the submission of the periodic report?

A74 It will take about one month. Therefore, if the periodic report was submitted one month prior to the expiration date, you will probably be notified of the results by the expiration date, but if it was submitted less than one month to the expiration date, you might not be notified of the results before the expiration date, and therefore, please be sure to submit it within the time limit otherwise use of the “Online Residence Application System” may be suspended. In addition, all users will be notified of the results by email.

Q75 Is there a cost if continued use of the “Online Residence Application System” is permitted based on the periodic report? Also, when will the new valid period be until?

A75 There is no cost.

The valid period for is one year from the date of the existing expiration date.

Q76 I forgot to submit the periodic report by the expiration date of the approval of the request for use. What should I do if I wish to continue using it?

A76 Your use of the “Online Residence Application System” has been suspended, so if you wish to continue using it, please submit a periodic report by simplified registered mail or by going to the regional immigration and residence office that handled the new or additional request for use.

Change of User Information

Q77 How do I check my registered user information?

A77 It is possible to check the “Username”, “User ID” and “Email Address” registered on the “User Information Update Screen” of the “Online Residence Application System”.

Q78 What should I do if the name or location of the organization of affiliation has changed?

A78 Please submit the “Notification of a Change in the Online Residence Application System User Information” and explanatory proof by post or at the counter of the regional immigration and residence office that handled the new or additional request for use.

Q79 On behalf of the organization of affiliation, an attorney or certified administrative procedures legal specialist was asked to undertake the online procedures, but I have decided to stop using the attorney or certified administrative procedures legal specialist. What should I do in this situation?

A79 Please submit the “Request for Deletion of the Online Residence Application System User Information” by post or at the counter at the regional immigration and residence office that handled the new or additional request for use. However, please be aware that if the examination of the application is not yet complete, it cannot be deleted.

Q80 Can the online procedures be taken for foreign nationals who are not listed in the “List of Affiliated Foreign Nationals” submitted in the request for use or periodic report?

A80 The online procedures cannot be used for foreign nationals who are not listed in the “List of Affiliated Foreign Nationals” submitted in the request for use or periodic report etc. If you wish to add a person, please resubmit the “List of Affiliated Foreign Nationals” by simplified registered post or at the counter of the regional immigration and residence office that handled the new or additional request for use. Please enclose a document clearly stating to the effect that you would like to add a person eligible for the online procedures, the name of your organization of affiliation, the corporation number, and the contact information of the use in the submission.

Environment of Use

Q81 Are there any restrictions on the Internet browsers that are able to use the “Online Residence Application System”?

A81 Google Chrome version “72” is assumed, and operation in other environments is not guaranteed. Also, even if the operation of the browser has been confirmed, depending on the usage environment (OS, browser settings, etc.) it may not be displayed correctly.

Q82 Are there any restrictions on the Excel file version for blanket applications?

A82 Microsoft Excel 2013 is assumed, and operation with other versions is not guaranteed.

Q83 Can I file online procedures from a mobile phone or smartphone?

A83 Since there is the possibility that the screen may not be displayed correctly using the browser of a mobile phone or a smartphone, it is recommended that you use a computer.

Q84 Can I use languages other than Japanese when entering the contents of the application?

A84 English is available.

Password, User ID and Email Address

Q85 Do I have to register my email address?

A85 You will be notified by email about the results of the request for use, the temporary application receipt number, the official application receipt number and other information, and therefore, please be sure to register a valid email address.

Q86 When will emails be sent to the user's email address that was listed in the request for use?

A86 Emails will be sent to the indicated email address in the following cases.

- Notification of the results of the request for use (approval or denial)
- At the time of receipt of the application (receipt completion or error)
- Notice of the application receipt number
- At the time of completion of the examination
- At the time of issuance of the residence card
- At the time of a change in the method of receipt of the residence card
- Information about the periodic report (two months before the expiration date)
- Notice of confirmation results of the periodic report
- At the time of completion of an email address change (resetting)
- At the time of a password being newly registered, changed or reset
- At the time of the expiration date of the passport being imminent
- At the time of suspension, resumption or cancellation of use of the "Online Residence Application System"
- When otherwise a notice is to be sent regarding the "Online Residence Application System", etc.

Q87 I understand that an application completion email will arrive after the receipt of my application is complete, but I haven't received a receipt completion email. What should I do?

A87 If you do not receive an email after one day of the application status becoming "Application completed", please contact the online residence application help desk. You can check the help desk's contact information from the Immigration Services Agency website.

Q88 How do I set the password?

A88 You need to set your password by yourself. This is information which is necessary for you to be able to use the "Online Residence Application System", so please keep and manage it yourself.

Set a password of between 8 and 32 characters mixing the three types of half-width

letters, half-width numbers and half-width symbols. Uppercase and lowercase letters are distinguished as different characters so please be careful when entering the password.

Also, please note that you cannot set a password that contains the user ID.

Q89 Do I need to do anything since I have changed my registered email address?

A89 If you log in to the “Online Residence Application System” you will be able to register a new email address from the “User Information Update Screen”. Please register the new email address.

Q90 I would like to change my email address and password. What should I do?

A90 Log in to the “Online Residence Application System” and change them from the “User Information Update Screen”.

Q91 I would like to change the user ID. What should I do?

A91 The user ID cannot be changed once it has been acquired.

Q92 What should I do if I have forgotten my password?

A92 Please reset your password from “If you have forgotten your password” on the login screen of the “Online Residence Application System”. In addition, it is also possible to submit a “Request for Confirmation of the Online Residence Application System User ID and Password” at the counter of the nearest regional immigration and residence office and to check the password.

Q93 What should I do if I have forgotten my user ID?

A93 Please submit a “Request for Confirmation of the Online Residence Application System User ID and Password” at the counter of the nearest regional immigration and residence office and check the user ID.

Q94 What should I do if I have forgotten both my user ID and password?

A94 Please submit a “Request for Confirmation of the Online Residence Application System User ID and Password” at the counter of the nearest regional immigration and residence office and check the user ID and change the password.

Q95 What should I do if another person knows my user ID or password?

A95 The password can be changed from the “User Information Update” screen after logging in to the “Online Residence Application System” (but you cannot change the user ID).

If you wish to delete the user information, please complete the cancellation procedure at the counter of the nearest regional immigration and residence office.

Q96 Since I incorrectly entered my password several times, I got locked out. What should I do?

A96 You will be able to use it again after 24 hours.

If you are in a hurry, please submit a “Request for Confirmation of the Online Residence Application System User ID and Password” at the counter of the nearest regional immigration and residence office and reset the password.

Q97 Does the password have a period of validity?

A97 The password is valid for one year from the date when the password was registered or last changed, and after that you will not be able to log on. You will be notified by email 30 days and 7 days before the expiration date, so please change your password before the expiration date. In addition, it is also possible to submit a “Request for Confirmation of the Online Residence Application System User ID and Password” at the counter of the nearest regional immigration and residence office and reset it.

If the password has expired, please reset your password from “If you have forgotten your password” on the login screen of the “Online Residence Application System”. In addition, it is also possible to submit a petition for confirmation of the online residence application system user ID and password at the counter of the nearest regional immigration and residence office, and then reset it.

Q98 Are there any restrictions, such as free email addresses not being permitted as the email address to be given in the request for use of the “Online Residence Application System”?

A98 An email will be sent from the “Online Residence Application System” to the email address given at the time of the request for use, so be sure to register an email address that you will be to check.

We recommend that you register a computer email address since an email using a free email address or mobile phone email address might not be displayed correctly. In addition, please set the “ras-immi.moj.go.jp” domain to be able to receive emails when registering a free email address or mobile phone email address.

Q99 I received an email I do not recognize.

A99 If you receive an email you do not recognize, please contact the Online Residence Application System Help Desk. You can find the contact details of the help desk on the Immigration Services Agency website.

Q100 Can I reply to an email sent from the “Online Residence Application System”?

A100 It is not possible to reply to an email sent from the “Online Residence Application System” (even if you do reply, we will not be able to check it).

Please contact the Online Residence Application System Help Desk for any inquiries.

Management of Information

Q101 How is information managed?

A101 It is stored in an encrypted form on the Immigration Services Agency server.

Q102 What measures have you taken to protect the personal information of foreign residents, such as security measures?

A102 In order to protect personal information, the system has such functions as a user authentication function, access control function, user account authentication function, trail management function and a system monitoring function, and it also encrypts information when transmitting and receiving information. In addition, measures against unauthorized programs and external attacks are also being taken.

Q103 Do you take measures to prevent imposters?

A103 When you make a request for use at the regional immigration and residence office in advance, as well as your identity being checked face-to-face, you must agree to the terms of use. A user ID will be issued when use is approved, and the user will be identified using the user ID thereby preventing use by imposters.