Making Online Residency Applications

Basic Operation Manual

Introduction

Purpose of This Manual

This manual explains how to make residency applications using the Online Residence Application System.

Who is This Manual For?

- Foreign nationals making their own residency applications
- Legal representatives or family members making residency applications on behalf of foreign nationals

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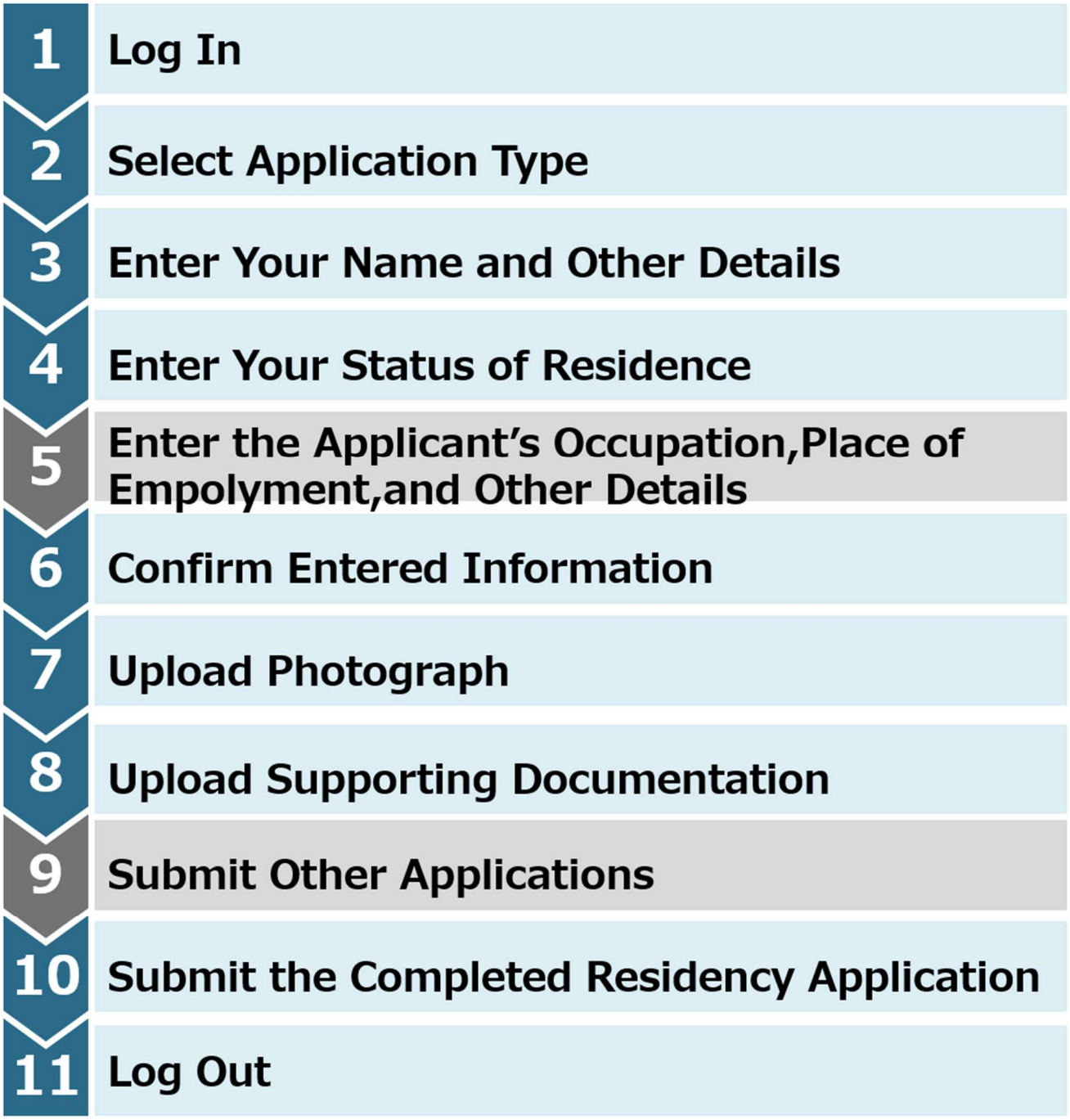
1. Residency Application Flow Chart

You must register as a user before you can use the Online Residence Application System. Please read the *User Registration for Residency Applications* manual and register as a user before reading this manual.

After completing the user registration, you can make residency applications on the Online Residence Application System. Below is the sequence in which this manual describes the information needed to make residency applications on the Online Residence Application System.



2. Applications That Can be Submitted Together with Residency Applications

The following applications can be submitted at the same time as a residency application on the Online Residence Application System.

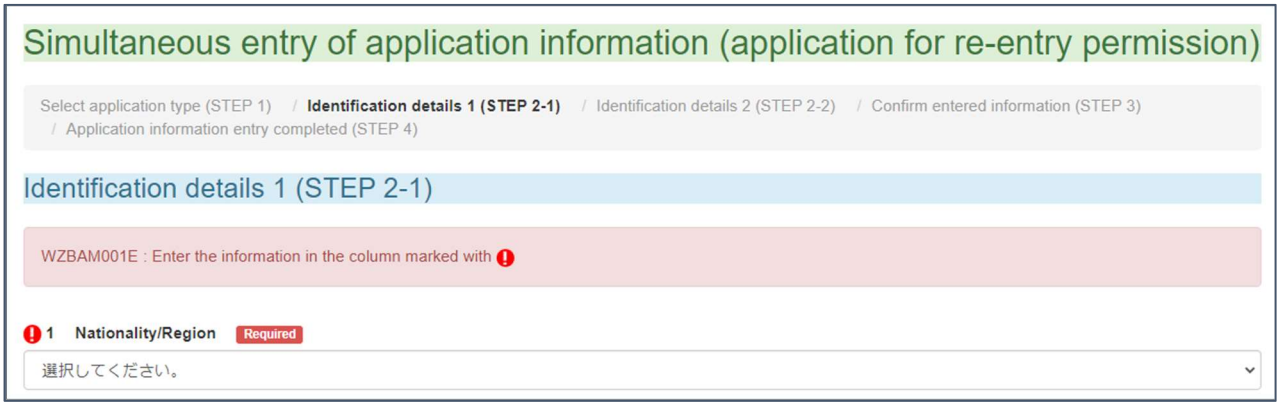
- Application for Re-Entry Permit
- Application for Permission to Engage in an Activity Other Than That Permitted under the Status of Residence Previously Granted

First, enter your name and other details for the residency application and upload your photograph and supporting documentation. Following this, you can make these two applications as necessary.

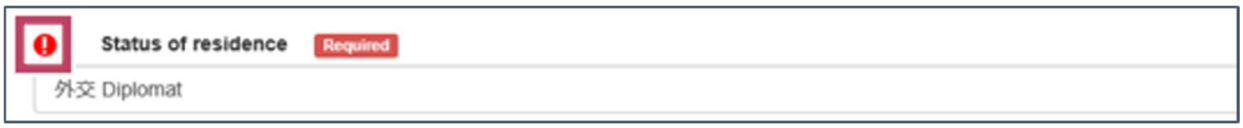
3. Residency Application Instructions

Important

If you attempt to proceed to the next step in the residency application procedure while the current page has incomplete or incorrect entries, errors will appear in red. You will not be able to proceed to the next step while the errors are present.



If an error appears during your application and you cannot proceed to the next step, find the field(s) indicated with a red exclamation mark and re-enter your information.



Once you have corrected your entry, proceed to the next step.

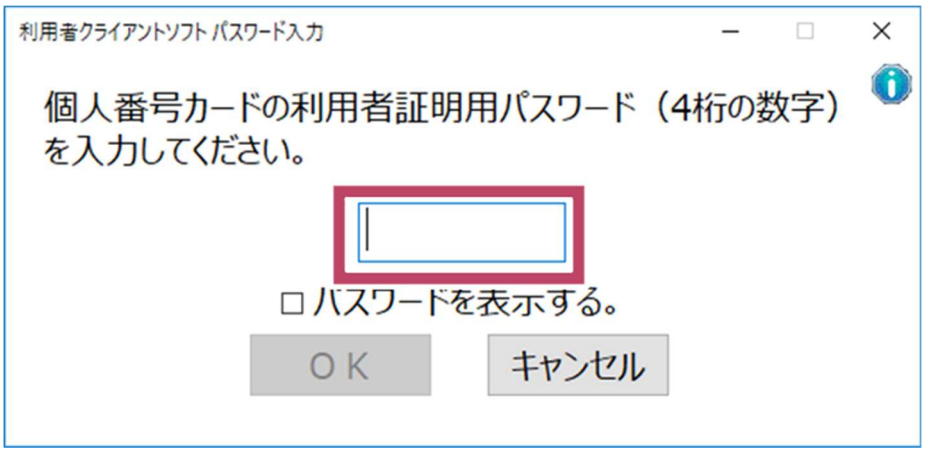
3.1 Log In

1 Scan your Individual Number card with an IC card reader.

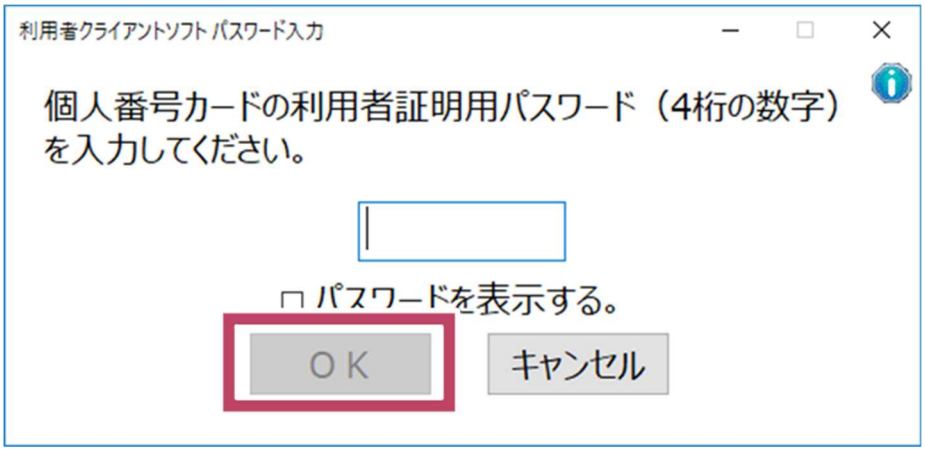
2 Click **Foreign national (applicant) / other** on the home page of the Online Residence Application System.

The *Enter Password* dialog will open on the user client software.

3 Enter your Individual Number card's Digital User ID PIN code. The Digital User ID PIN code consists of four digits.

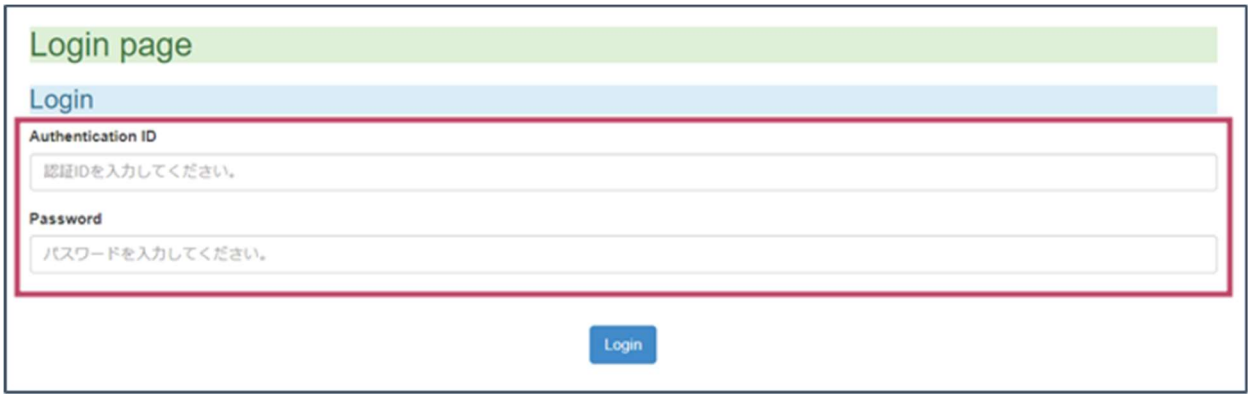


4 Click **OK**.

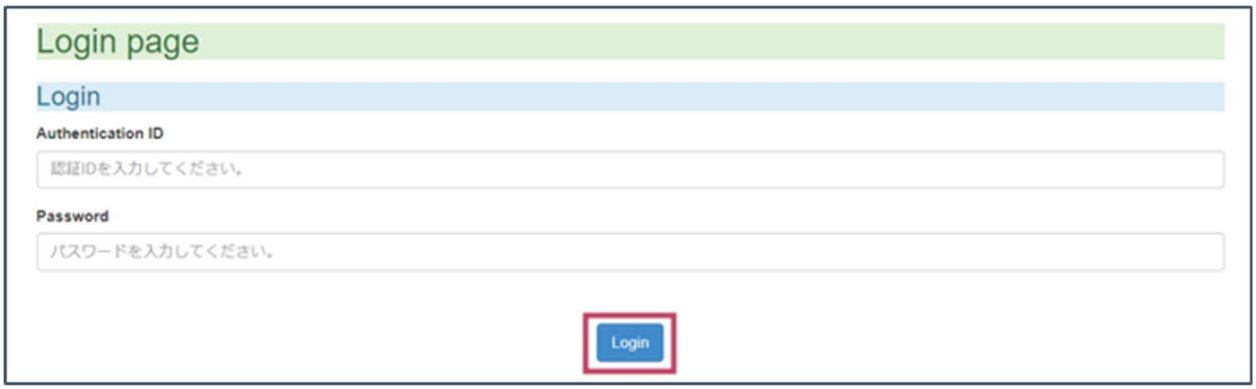


The *Login* dialog will open.

5 Enter your authentication ID and password.



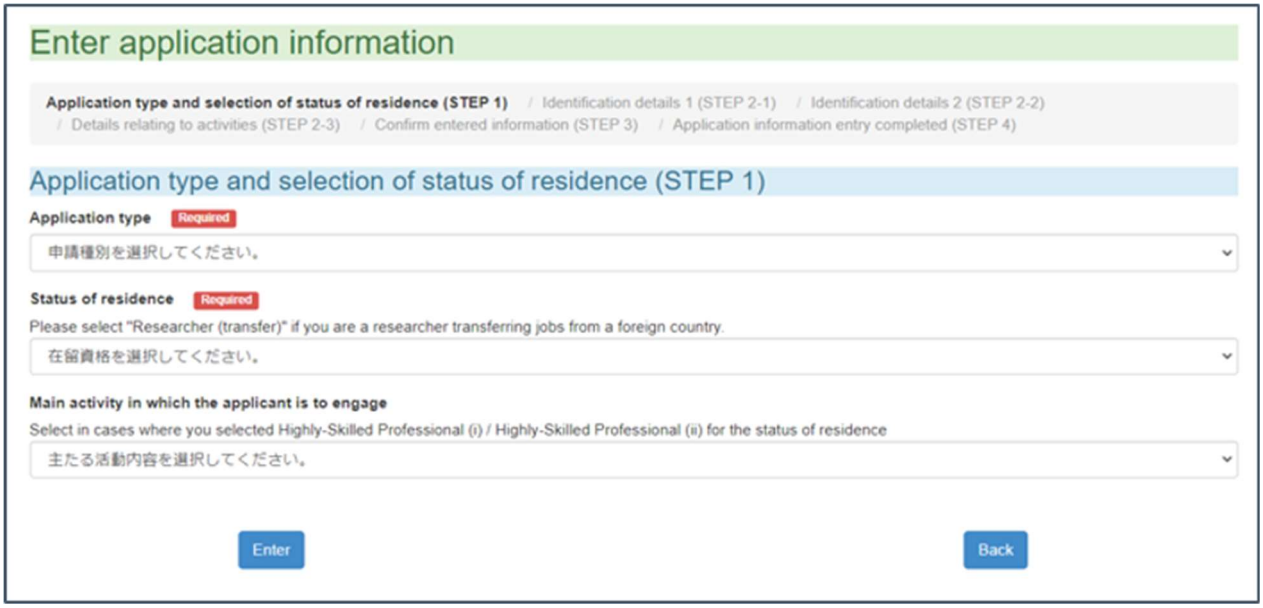
6 Click **Login**.



The *Main Menu* page will open.

7 Click **Enter application information (Fill out application individually)**.

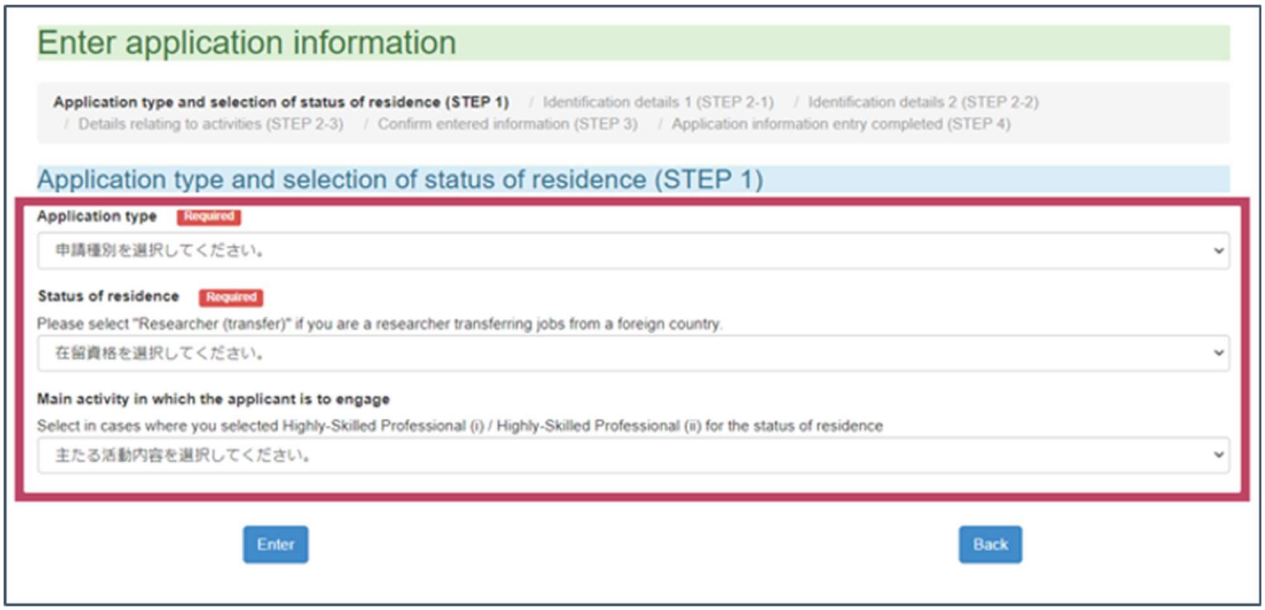
The page will open where you select the type of application and other details.



Please proceed to Section 3.2 — *Select Application Type*.

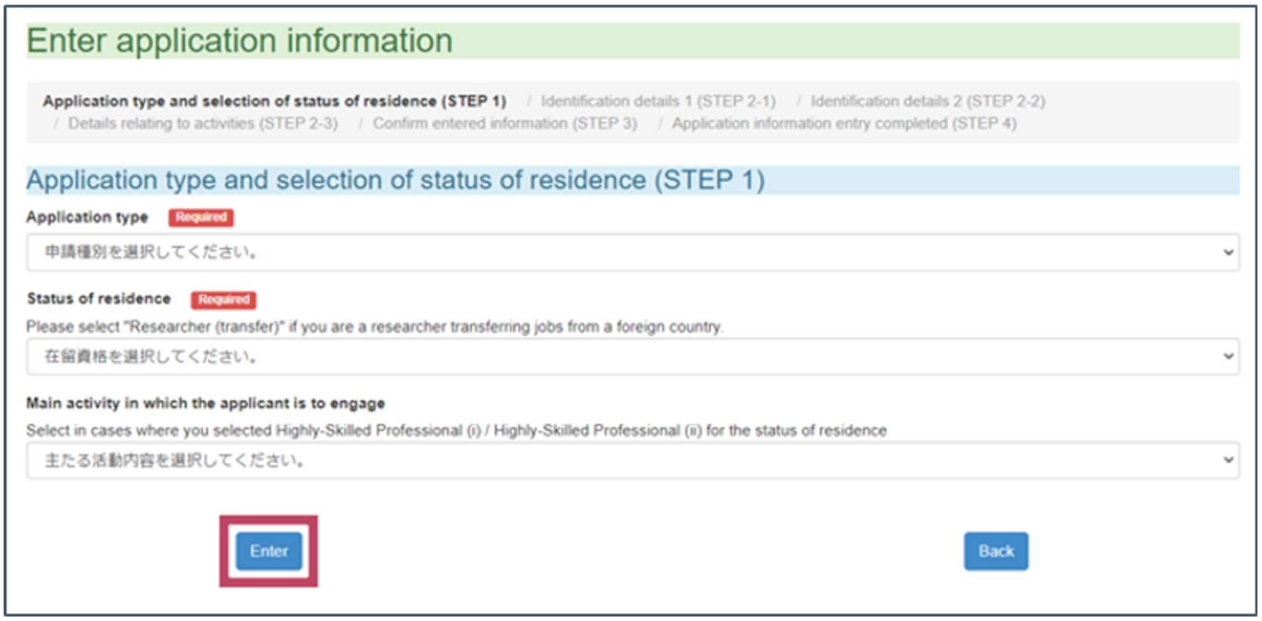
3.2 Select Application Type

1 Select the application type on the *Enter Application Information* page.

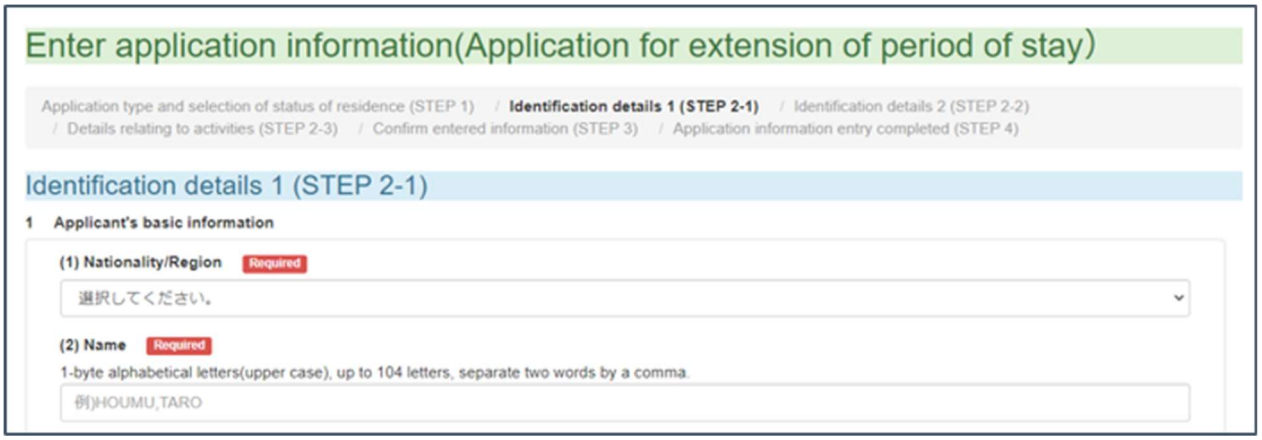


No.	Field	Description
1	Application type	Select the type of application you wish to make from the list of application types.
2	Status of residence	Select your status of residence.
3	Main activity	If you selected Highly Skilled Professional as your status of residence, please select your main work activity.

2 Click **Enter**.



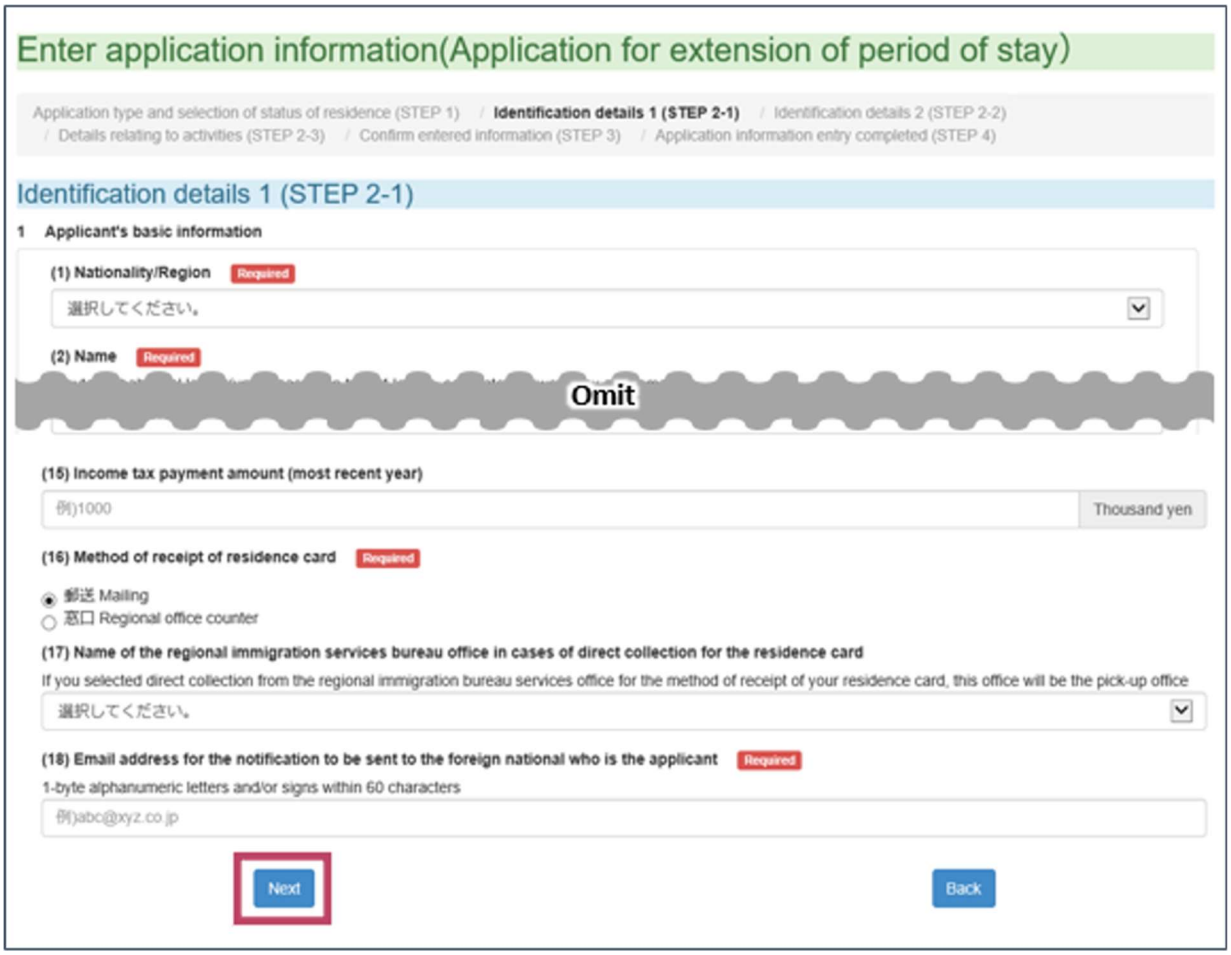
The page will open where you enter your name and other details.



Please proceed to Section 3.3 — *Enter Your Name and Other Details*.

3.3 Enter Your Name and Other Details

1 Enter your name and other details on the *Enter Application Information* page.



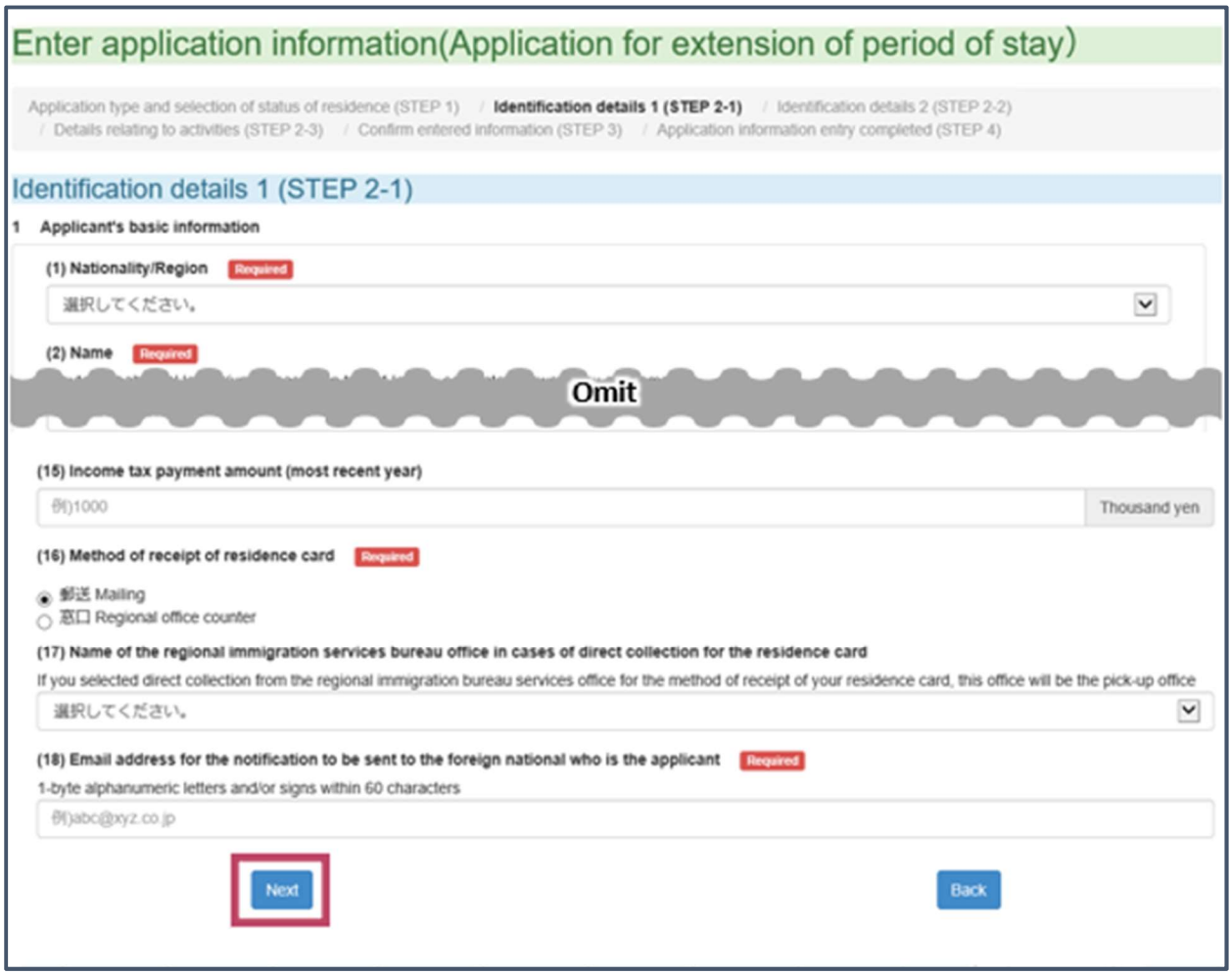
Information entered when you registered as a user will be pre-populated. Please fill in all other required fields.

No.	Field	Description
1	Nationality/Region	Enter your nationality.
2	Name	This field will be pre-populated with your name entered during user registration.
3	Sex	This field will be pre-selected with your sex entered during user registration.
4	Date of birth	The Year, Month, and Day fields will be pre-populated with your date of birth entered during user registration.

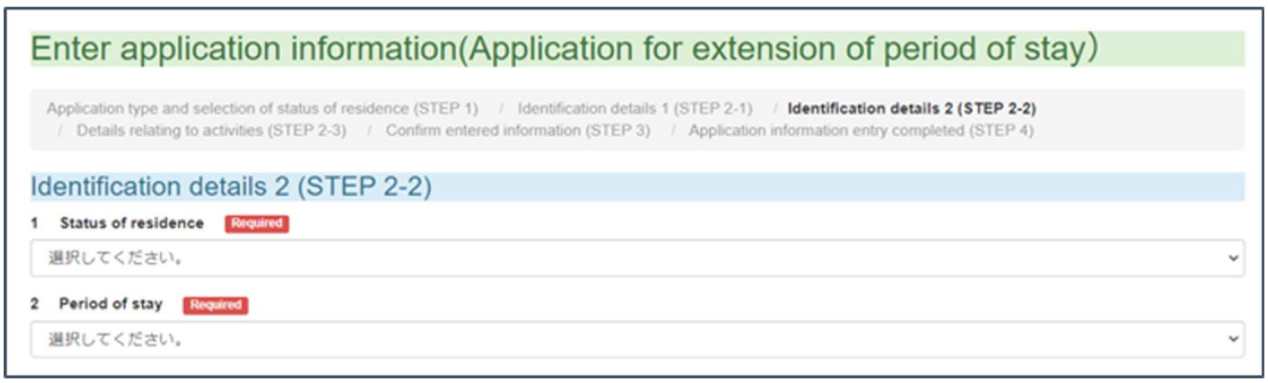
No.	Field	Description
5	Marital status	Select whether you are married or single.
6	Occupation	Enter your occupation.
7	Home town / city	Enter the town or city where you previously lived in your home country.
8	Address in Japan (prefecture and municipality)	These fields will be pre-populated with your address in Japan entered during user registration. Please confirm that the Address in Japan (prefecture and municipality) field matches the address on your Residence Card. If the addresses do not match, please correct the address to match that on your Residence Card.
	Address in Japan (street address)	
9	Telephone No. Cellular phone No.	Enter either your landline telephone number or your cellular phone or smartphone number.
10	Email address	Enter your email address.
11	Passport number	Enter your passport number.
12	Date of expiration	Enter the date of expiration written in your passport.
13	Criminal record (in Japan / overseas)	Indicate whether or not you have ever been arrested or punished for a criminal act. Indicate any criminal record in other countries.

No.	Field	Description
14	Family in Japan (father, mother, spouse, children, siblings, grandparents, uncle, aunt, or others) and cohabitants	Indicate whether you have any family members in Japan or whether you live with another person in Japan. Enter the name and nationality of family members who you live with in Japan. Click **Add** to add extra lines to enter the name and nationality of all family members who you live with.
15	Resident tax paid (in most recent year)	Enter the amount of annual resident tax you last paid in Japan. Enter the amount paid in thousands of yen. For example, enter “10” if you paid approximately 10,000 yen and enter “500” if you paid approximately 500,000 yen.
16	Method of receiving Residence Card	Select whether to have your Residence Card sent to you by postal mail or to pick it up at a regional immigration office counter.
17	Regional immigration office	If you wish to pick up your Residence Card at a regional immigration office counter, please select the regional immigration office.

2 Click **Next**.



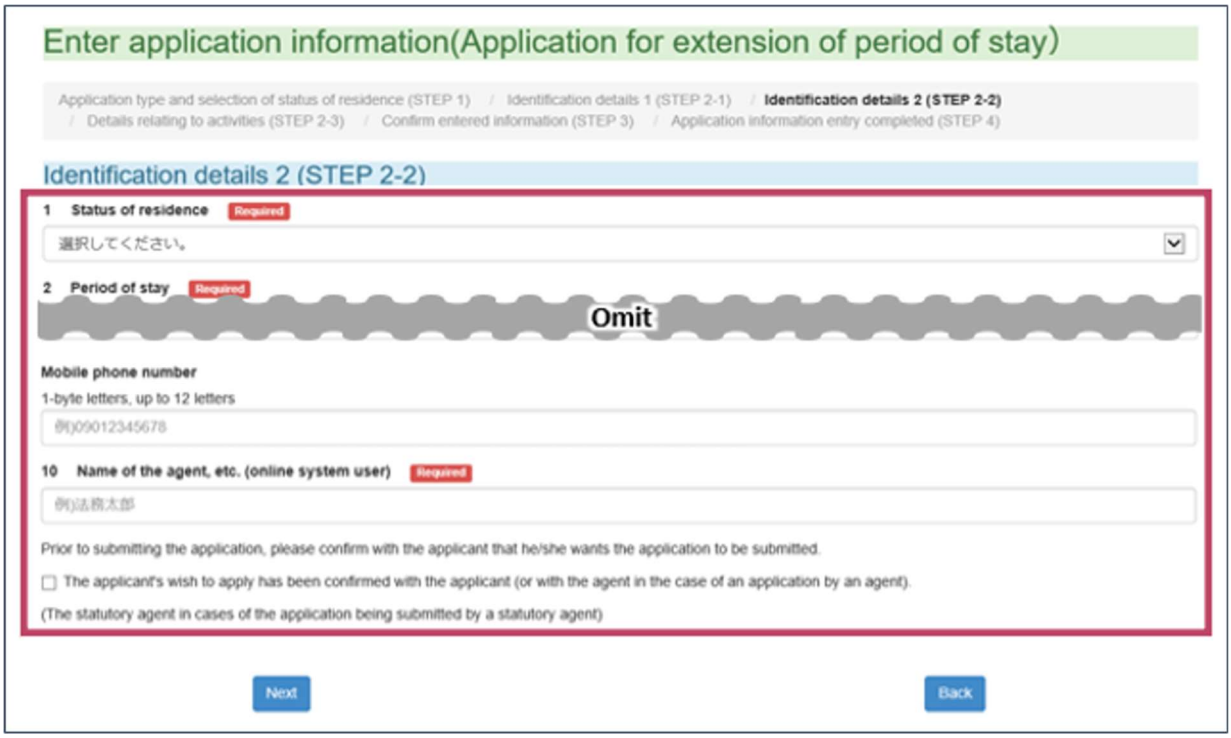
The page will open where you enter your current status of residence.



Please proceed to Section 3.4 — *Enter Your Current Status of Residence*.

3.4 Enter Your Current Status of Residence

1 Enter your current status of residence and other details on the *Enter Application Information* page.

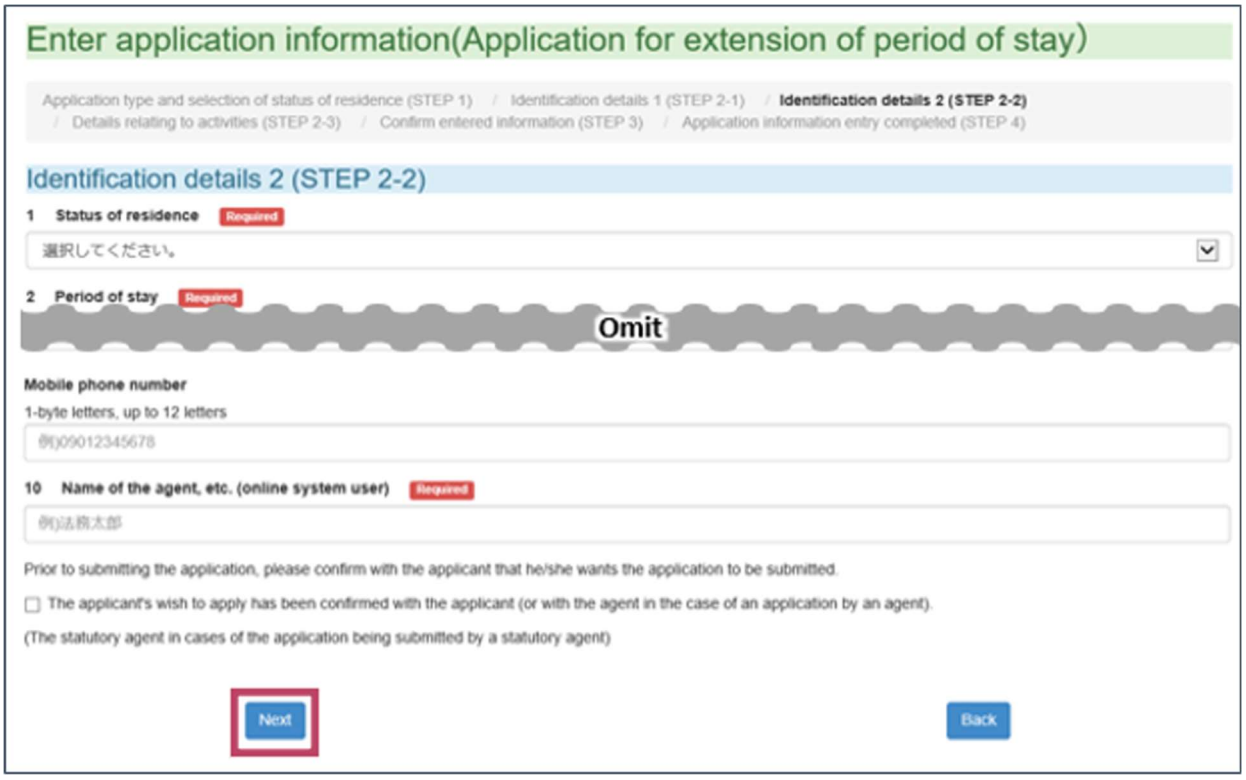


No.	Field	Description
1	Status of residence	Select your current status of residence.
2	Period of stay	Select the period of stay of your current status of residence.
3	Date of expiration	Enter the final date you are permitted to stay in Japan under your current status of residence.
4	Residence Card number	Enter your Residence Card number. If you do not have a Residence Card, enter your ED code in the next field.
5	ED Code (letters)	

No.	Field	Description
6	ED Code (numbers)	If you do not have a Residence Card, enter the code on the form (ED card) you filled out on arrival in Japan. Enter letters and numbers separately.
7	Desired period of stay	Select how long you wish to stay in Japan.
8	Reason for change of status of residence	Enter the reason for filing the residency application.

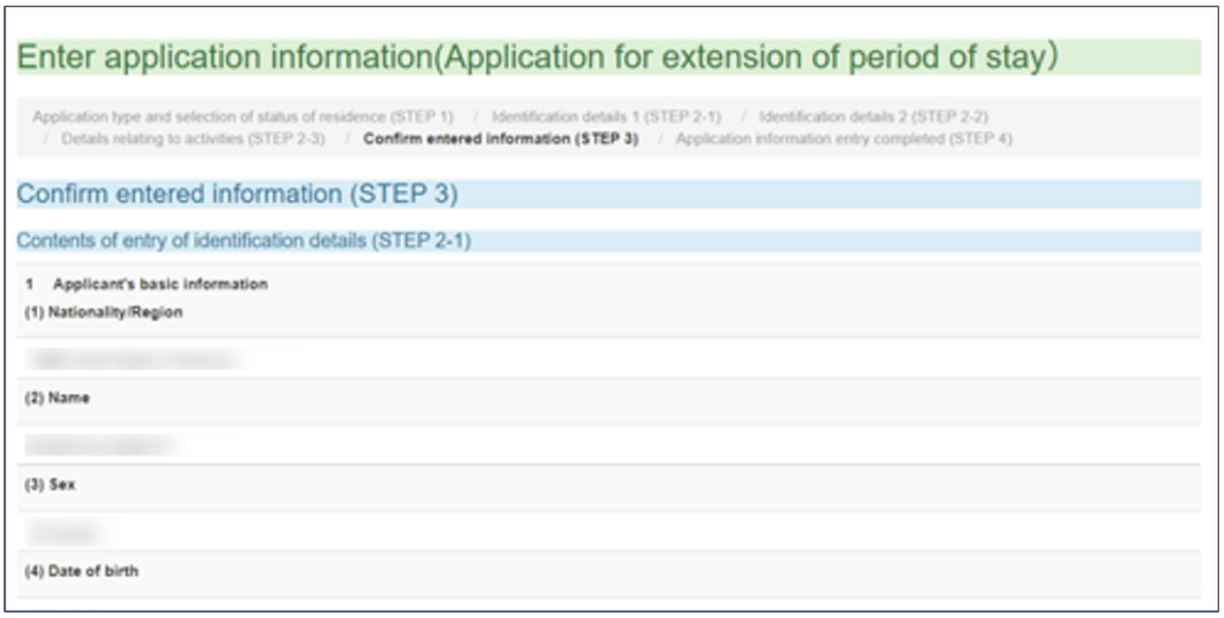
2 When a legal representative or family member is making a residency application on behalf of a foreign national, check the *I have confirmed the intention of the applicant (or his/her representative if applying by proxy) to make this application* check box.

3 When a legal representative or family member is making a residency application on behalf of a foreign national, click **Next**. When a foreign national is making his/her own application, click **Confirm**.



When a legal representative or family member is making a residency application on behalf of a foreign national, the page will open where you enter the occupation, place of employment, and other information about the foreign national. Please proceed to Section 3.5 — *Enter the Applicant's Occupation, Place of Employment, and Other Details*.

When a foreign national is making his/her own application, the page will open where you confirm the entered information. Please proceed to Section 3.6 — *Confirm Entered Information*.



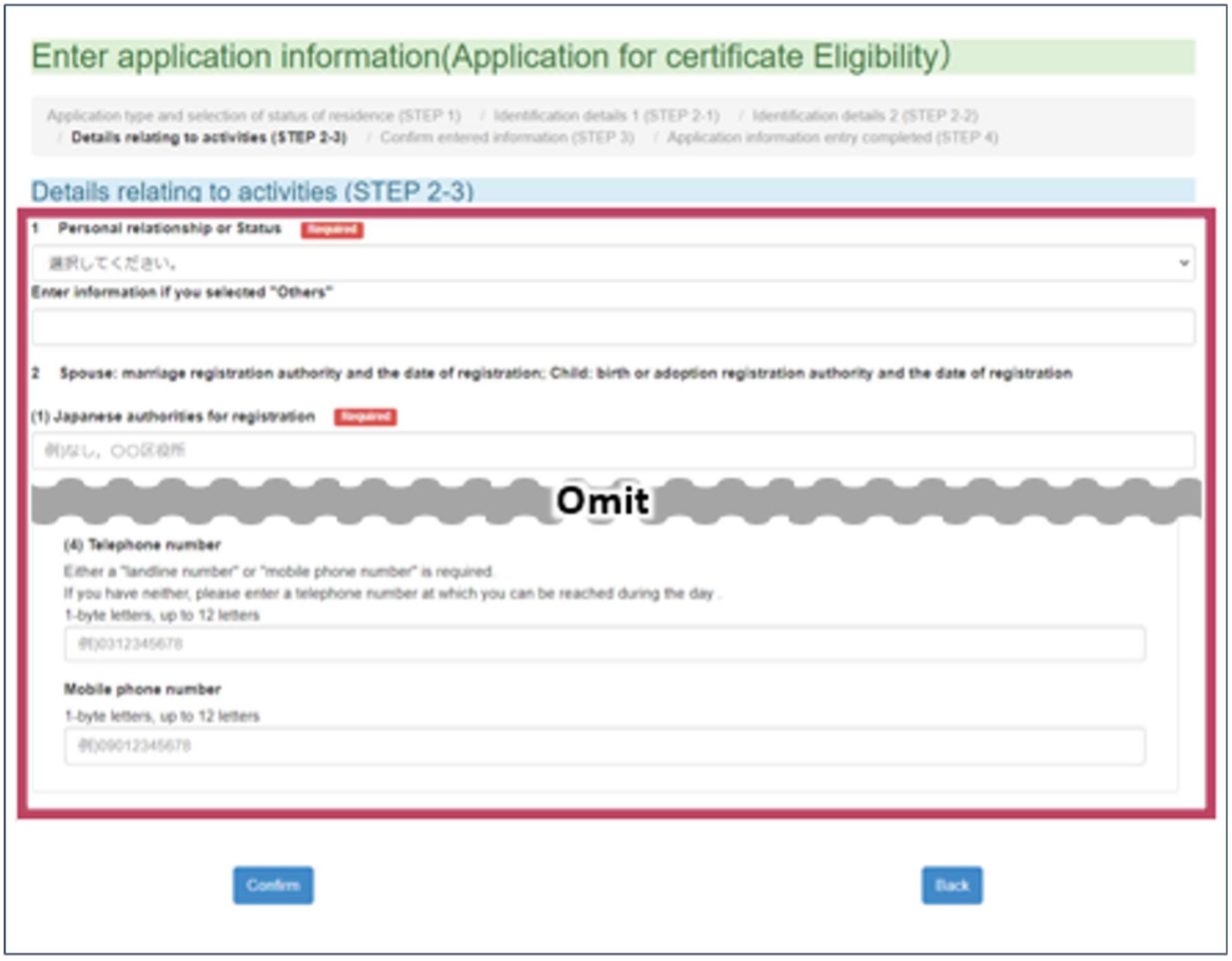
3.5 Enter the Applicant's Occupation, Place of Employment, and Other Details

When a legal representative or family member is making a residency application on behalf of a foreign national, the legal representative or family member must enter the occupation, place of employment, and other information about the foreign national. Enter the information required for the foreign national wishing to make a residency application.

When a foreign national is making his/her own residency application, the page to enter occupation, place of employment, and other information will not appear.

The required fields vary depending on the type of application. Follow the instructions on the screen and enter the status of residence and other required information.

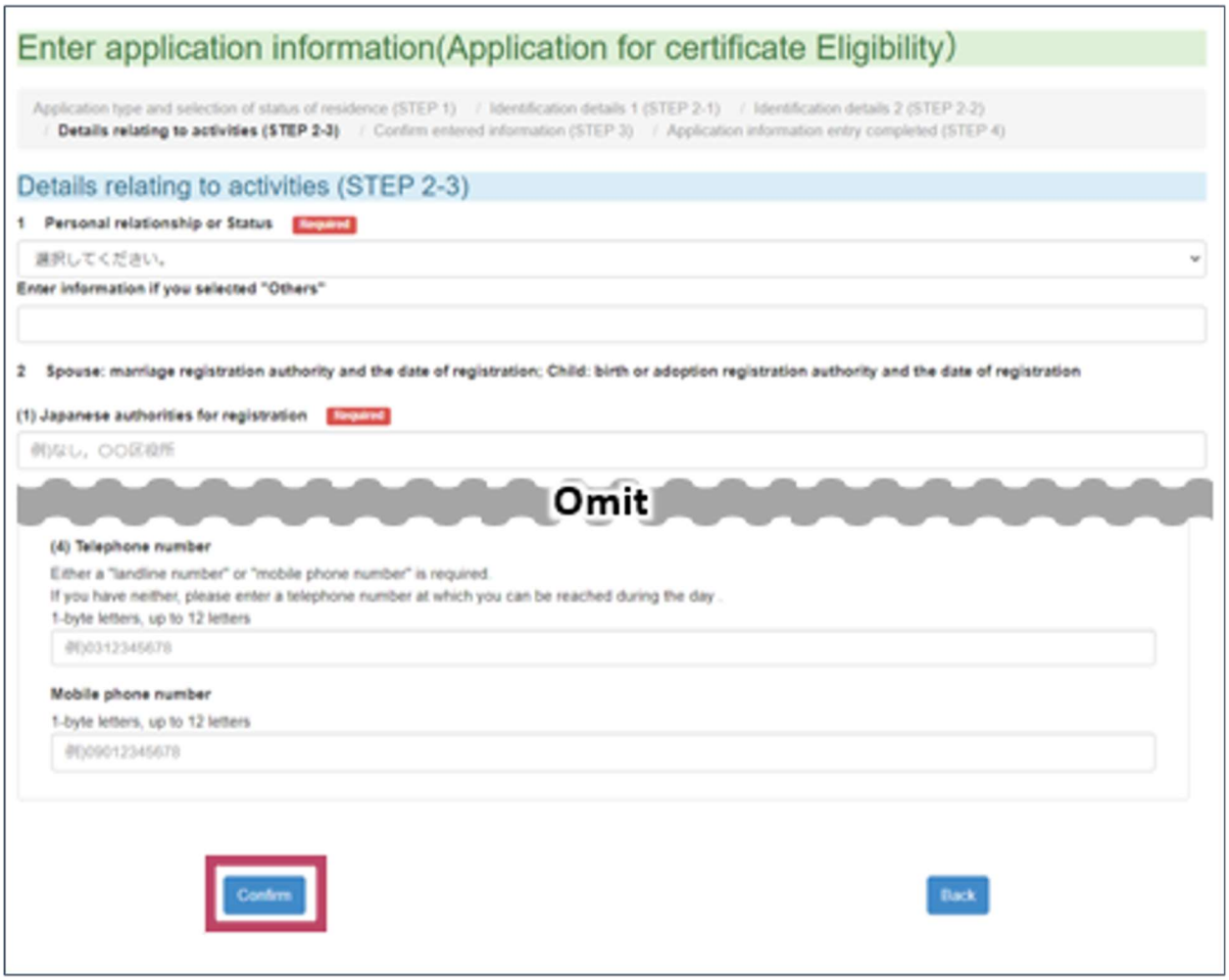
1 Enter the foreign national's occupation, place of employment, and other details on the *Enter Application Information* page.



No.	Field	Description
1	Personal information	Enter the foreign national's purpose for coming to Japan.
2	Notification location in Japan	Enter the location of the government office in Japan where forms were submitted pertaining to your marriage or child's birth.
3	Date of notification	Enter the Year, Month, and Day when the forms were submitted to the government office in Japan.
4	Notification location in home country	Enter the location of the government office in your home country where forms were submitted pertaining to your marriage or child's birth.
5	Date of notification	Enter the Year, Month, and Day when the forms were submitted to the government office in your home country.
6	Applicant's place of employment	If the foreign national works in Japan, enter the following information about the foreign national's place of employment. • Name of the company where the applicant works • Branch or office where the applicant works if the company has multiple branches or offices • Address of the company • Telephone number of the company • Annual salary the applicant receives from the company If the applicant works at more than one company, enter the information above for the company where the applicant works the most hours.

No.	Field	Description
7	Arrangements for covering expenses during stay	Fill out the following information to indicate how money will be arranged to cover the foreign national's living expenses in Japan. • How will money be arranged for living expenses in Japan? • How much money will be arranged per month? • Will money be sent or brought over from another country? If money will come from another country, how much in yen will be brought to Japan, who will bring money and how much will they bring? If money is arranged by more than one method, click **Add** to add extra lines and enter information on all methods.
8	Financial sponsor	If a non-family member is arranging money to cover the foreign national's living expenses in Japan, please enter details about the person. If there is more than one financial sponsor, click **Add** to add extra lines and enter details on all financial sponsors.
9	Family sponsor	If a family member is arranging money to cover the foreign national's living expenses in Japan, please enter details about the person.
10	Guarantor in Japan and contact information	Enter details about the foreign national's guarantor in Japan (an individual living in Japan who has completed a Letter of Guarantee concerning the foreign national).

2 Click **Confirm**.



Please proceed to Section 3.6 — *Confirm Entered Information*.

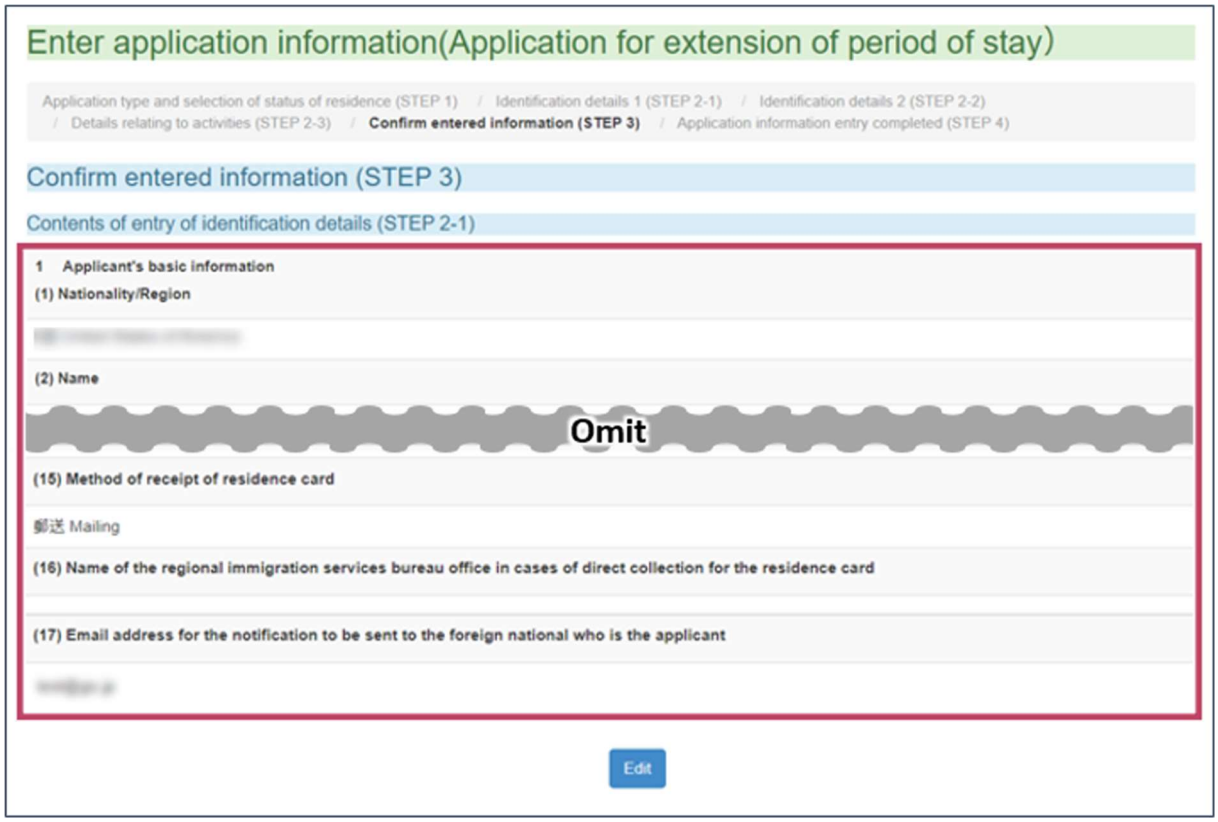
3.6 Confirm Entered Information

Important

Information entered on a residency application cannot be changed once the application is submitted.

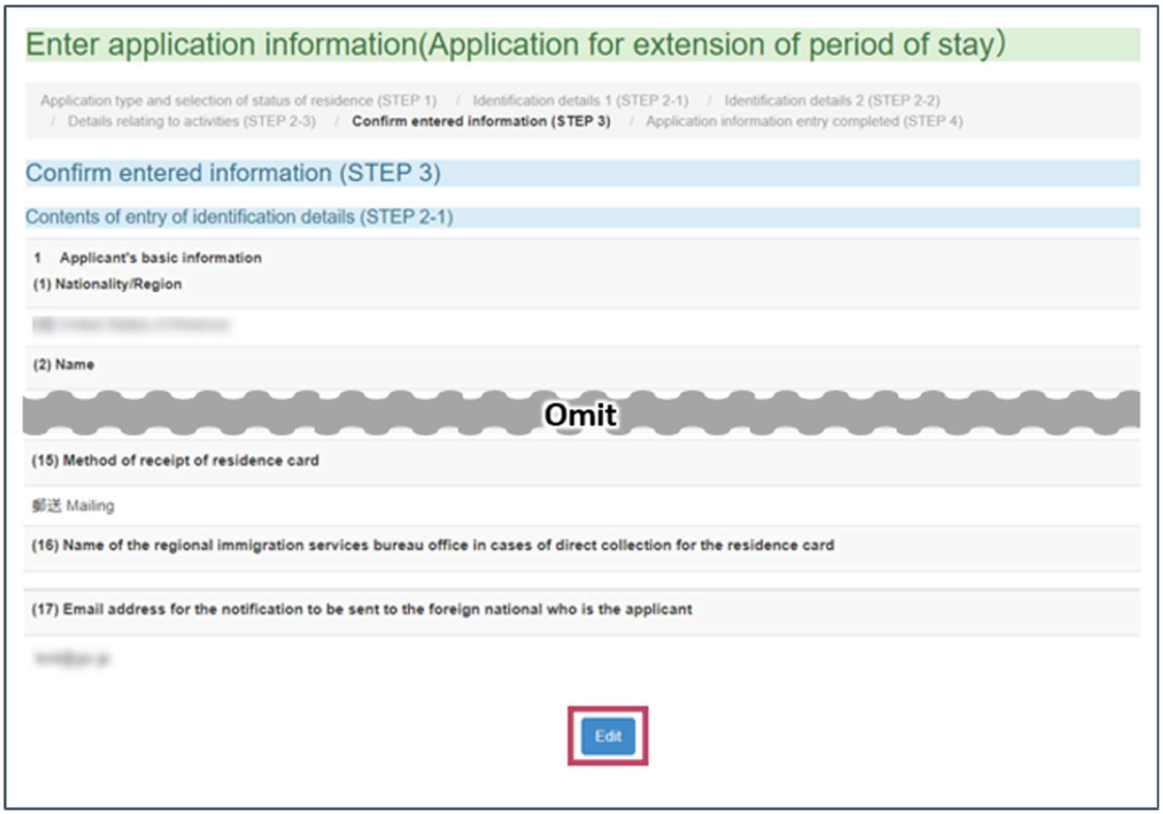
Therefore, please confirm thoroughly that all entered information is correct on this page.

1 Confirm that the information entered in *Personal Information 1 (Step 2-1)* is correct and complete.



If you find a mistake, click **Edit**. This will return you to the page where you enter your information.

2 Confirm that the information entered in *Personal Information 2 (Step 2-2)* is correct and complete.



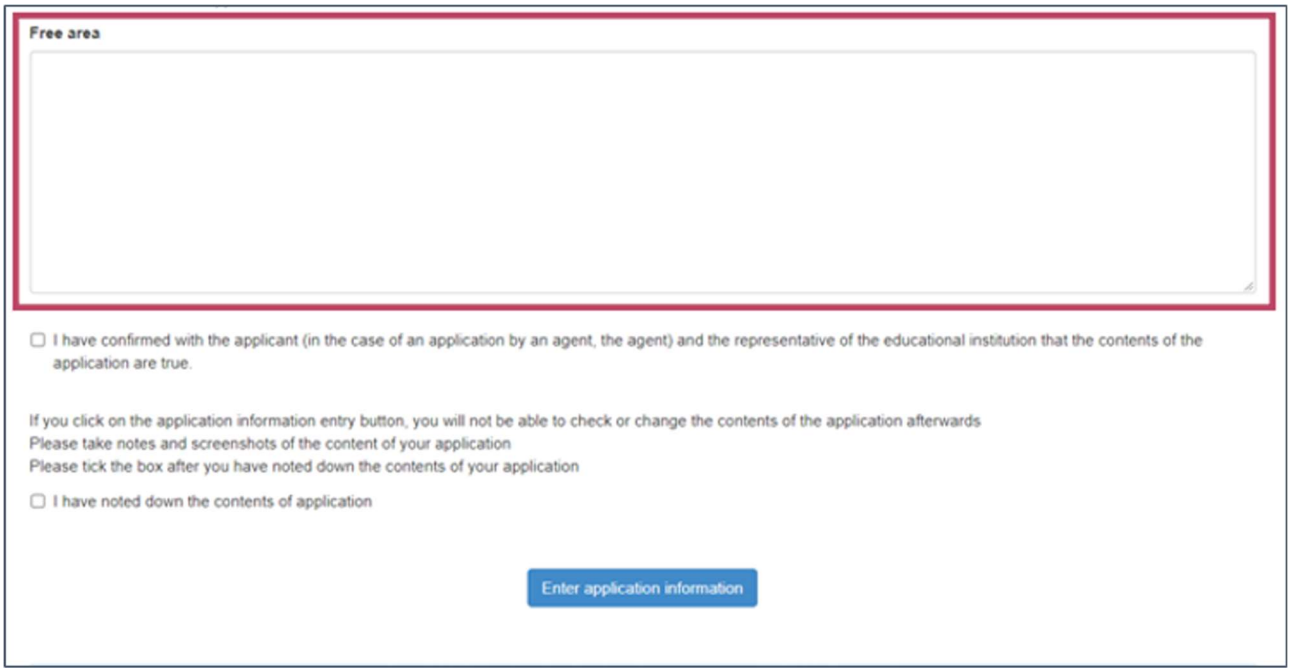
If you find a mistake, click **Edit**. This will return you to the page where you enter your current status of residence.

3 The page *Matters Pertaining to Activities (Step 2-3)* will open in the following cases.

- ✓ When a legal representative or family member is making a residency application on behalf of a foreign national.
- ✓ When a foreign national is applying for one of the following statuses of residence:
  - ・Spouse or Child of a Japanese National
  - ・Child of a Permanent Resident
  - ・Long-Term Resident

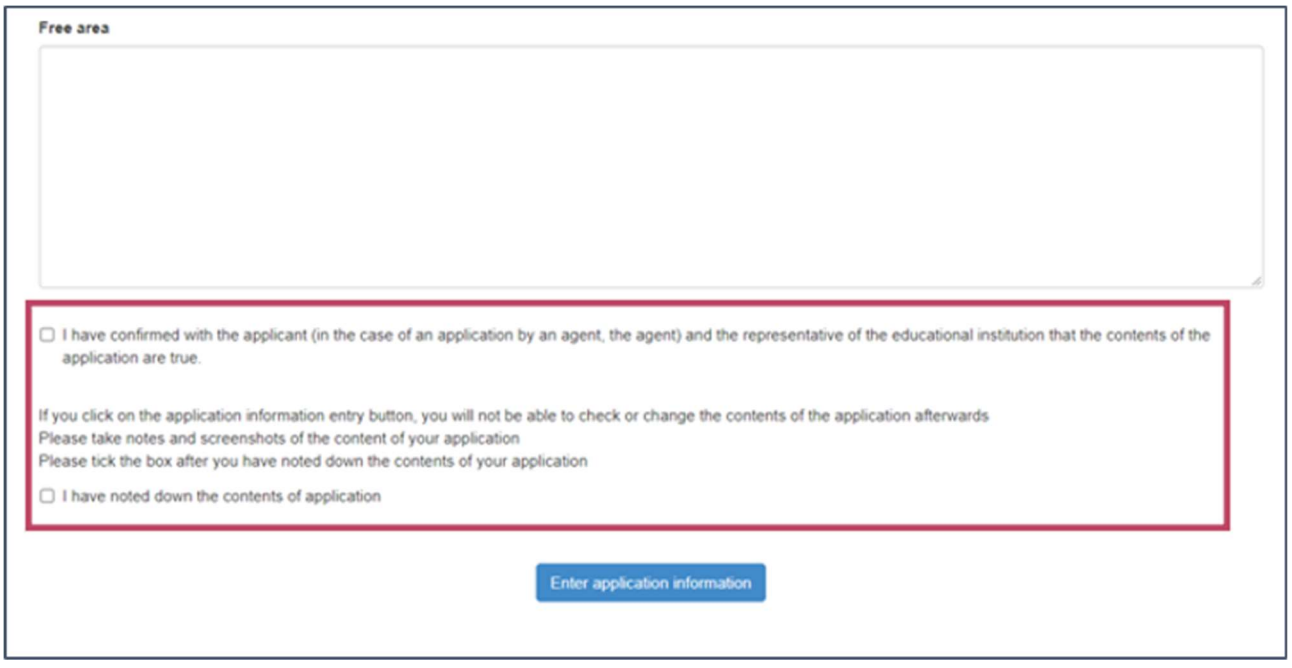
When a foreign national is making his/her own residency application, the *Matters Pertaining to Activities (Step 2-3)* page will not appear unless it is an application for a foreign national with a status of residence of Spouse or Child of a Japanese National, Spouse or Child of a Permanent Resident, or Long-Term Resident.

4 If you have any additional comments, please add them in the Free area.

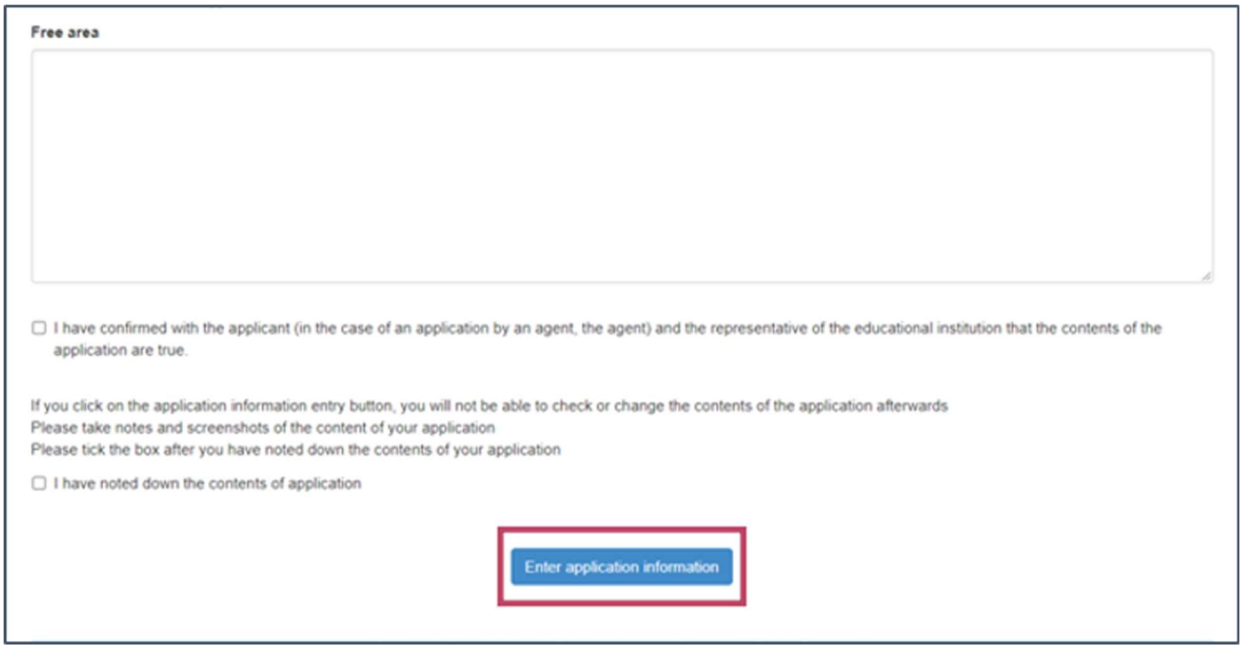


5 Once you have confirmed that all entered information is correct and complete, either take a memo of what you have written or print out the page.

6 Check the *I have recorded the details of my application separately* check box.

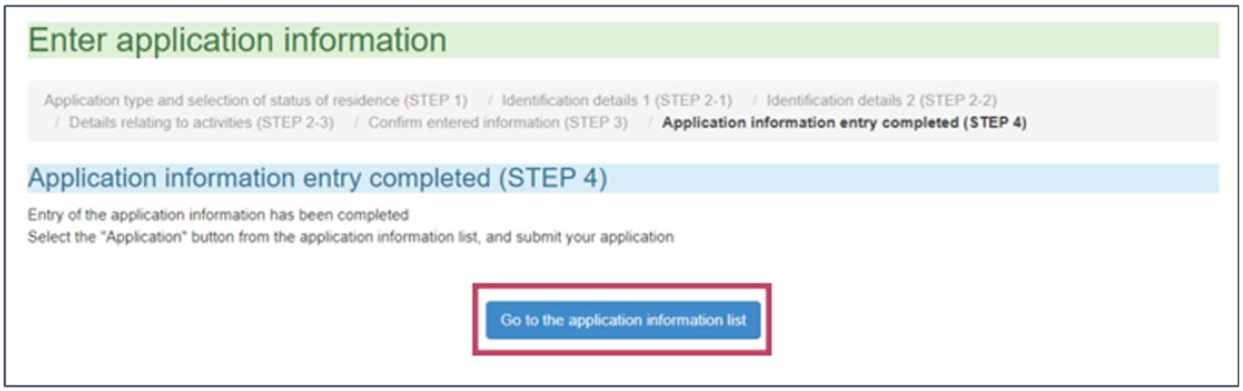


7 Click **Enter application information**.



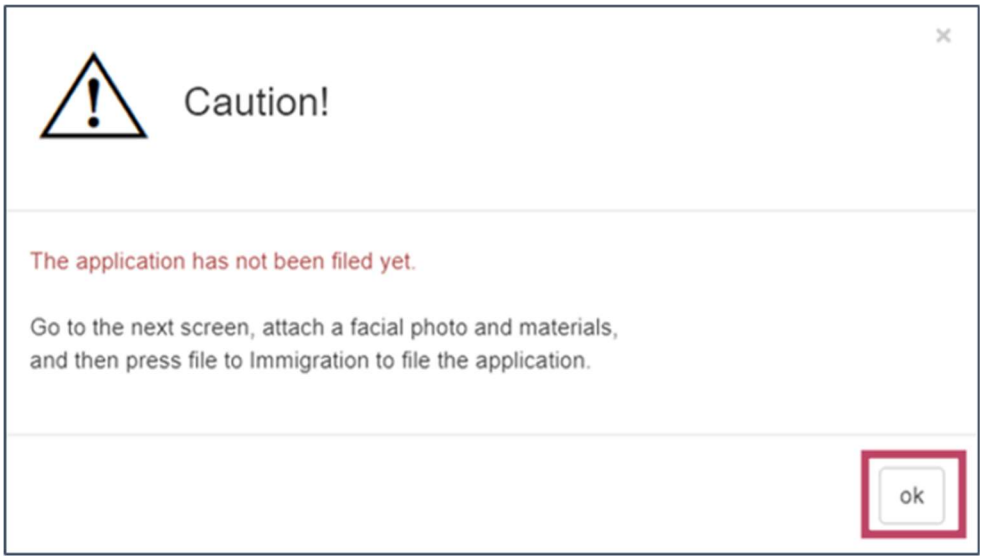
The *Application Entry Complete* page will open.

8 Click **Go to the application information list**.

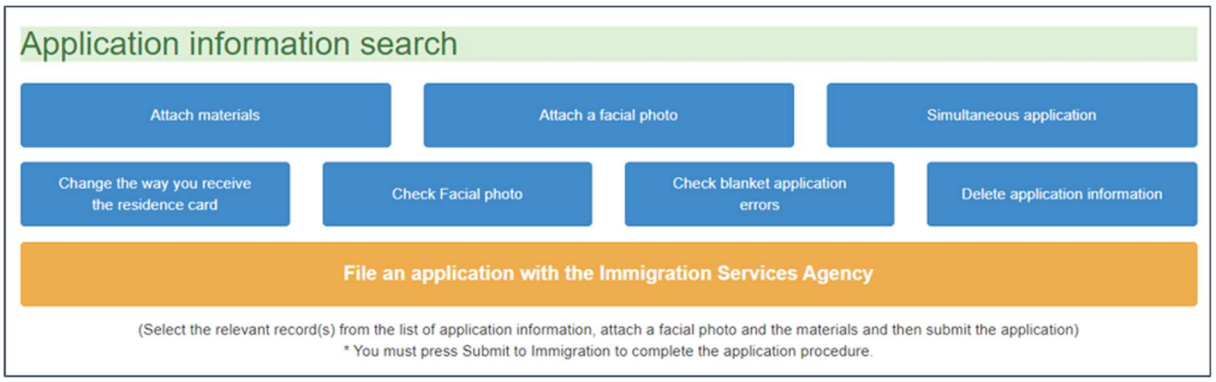


A *Caution* dialog will open. This is to warn you that your application is not yet complete. Be sure to proceed with the following steps.

9 Click **ok**.



The *Application Menu* page will open.

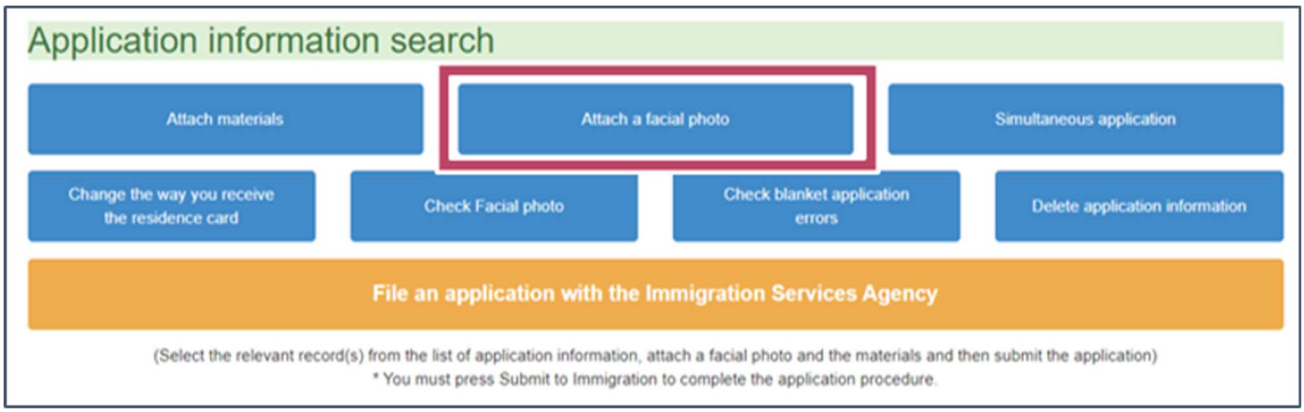


Please proceed to Section 3.7 — *Upload Photograph*.

3.7 Upload Photograph

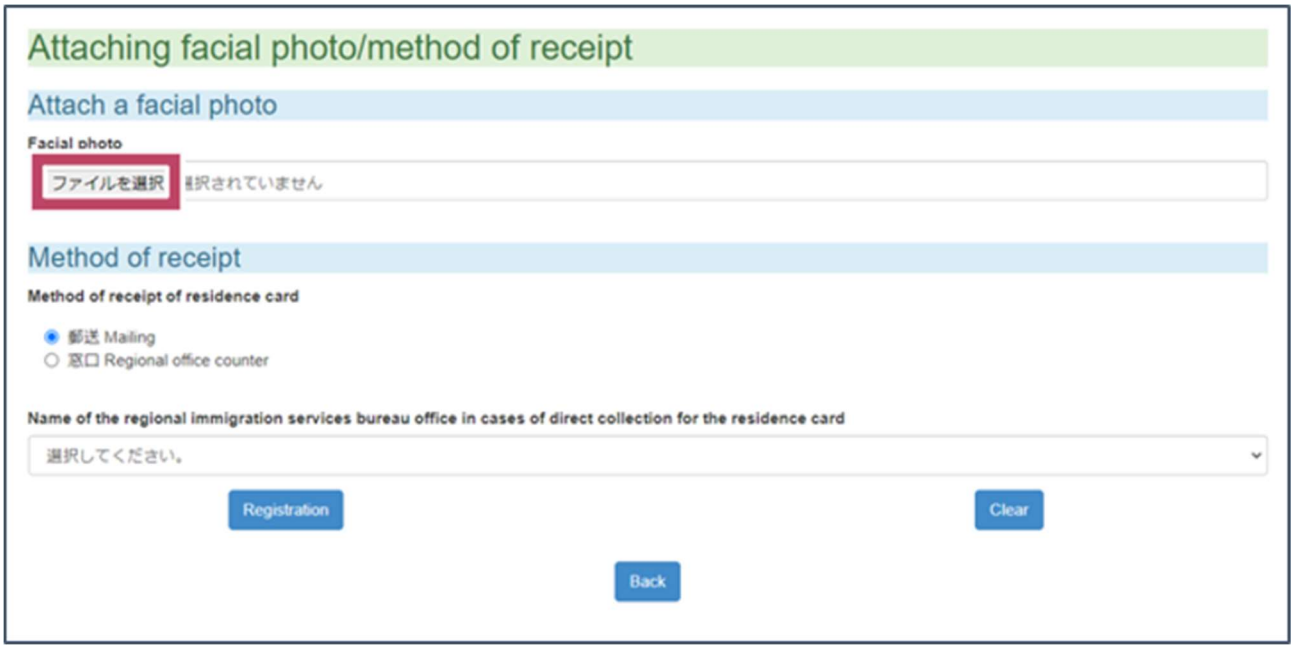
1 From the *Application Menu* page, select the application you wish to make.

2 Click **Attach a facial photo**



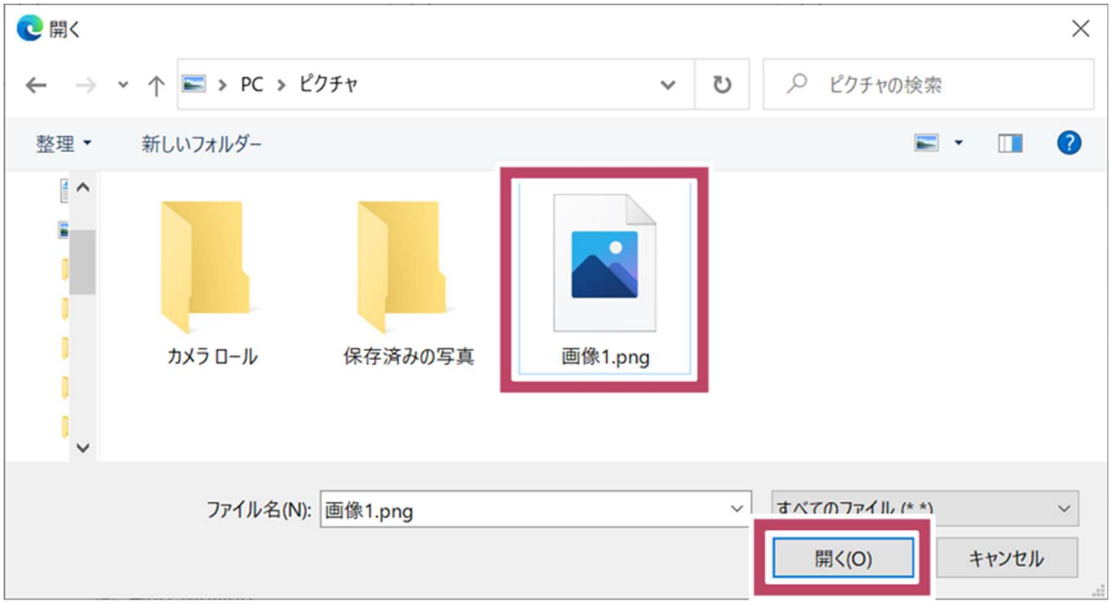
The page to upload your photograph will open.

3 Click **Select File**.

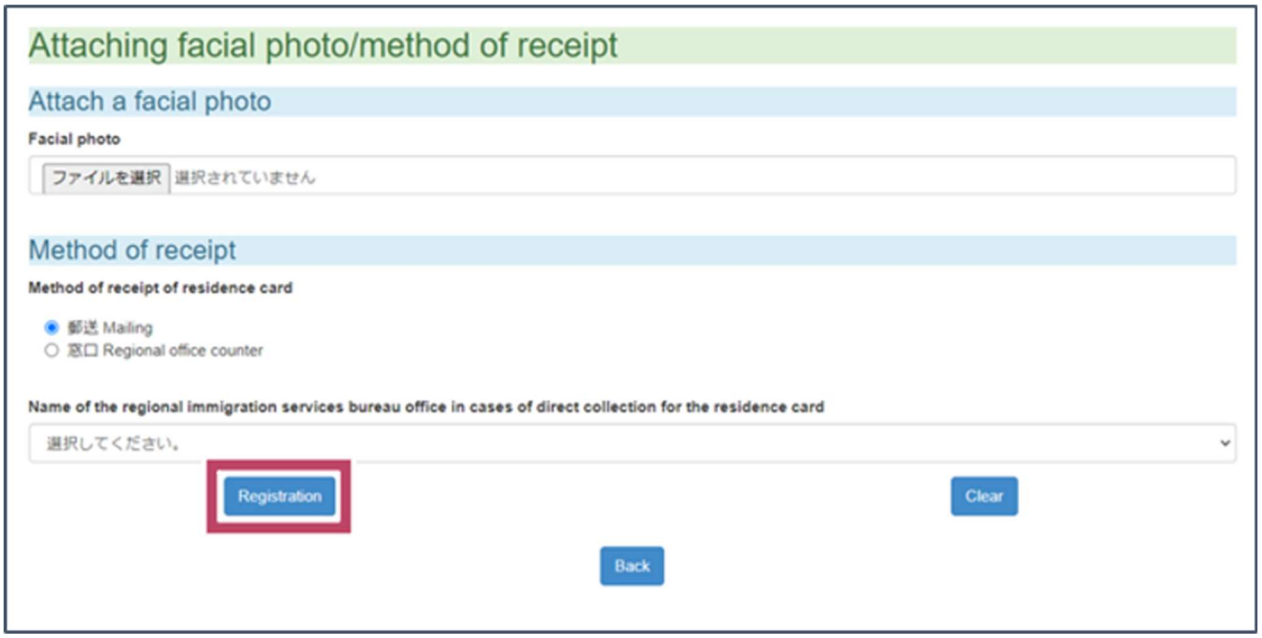


The dialog to select the photograph file to upload will open.

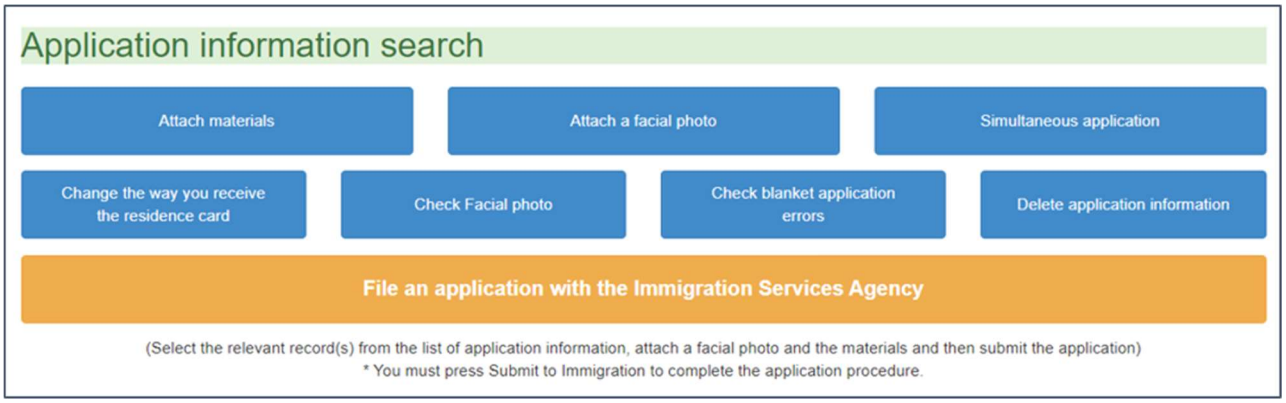
4 Select the photograph to be uploaded and click **Open**.



5 Click **Registration**.



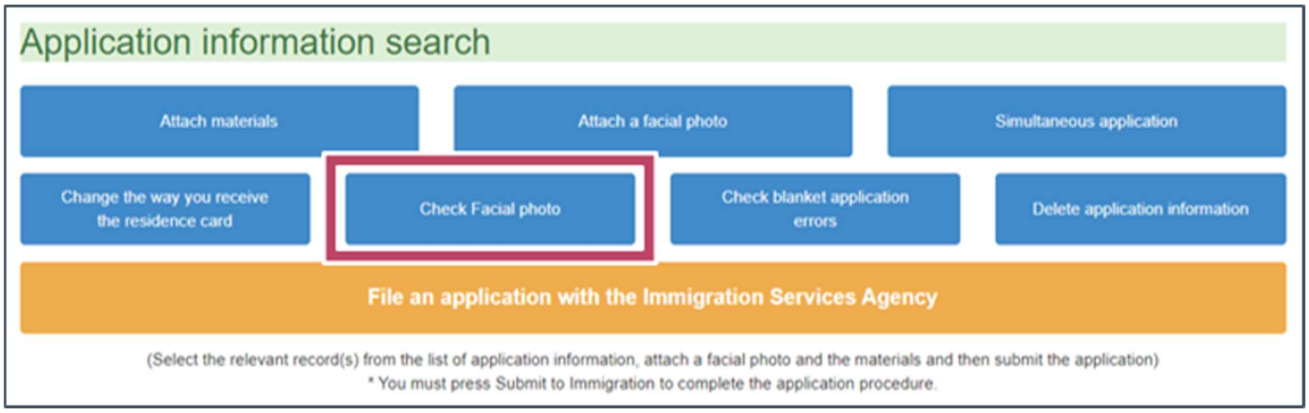
Your photograph will be uploaded and saved, and you will return to the *Application Menu* page.



Please proceed to Section 3.8 — *Upload Supporting Documentation.*

Tip

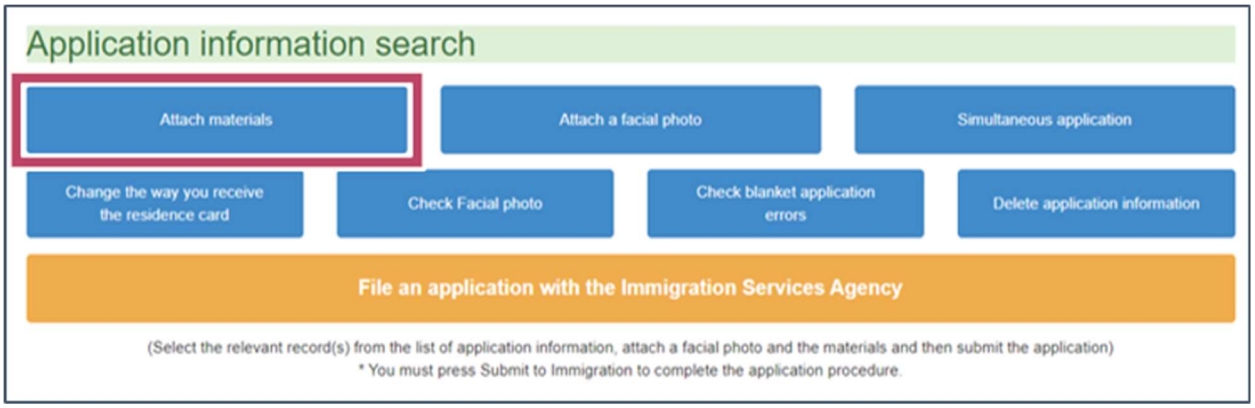
Click **Check Facial photo** if you wish to check your saved photograph.



3.8 Upload Supporting Documentation

1 From the *Application Menu* page, select the application you wish to make.

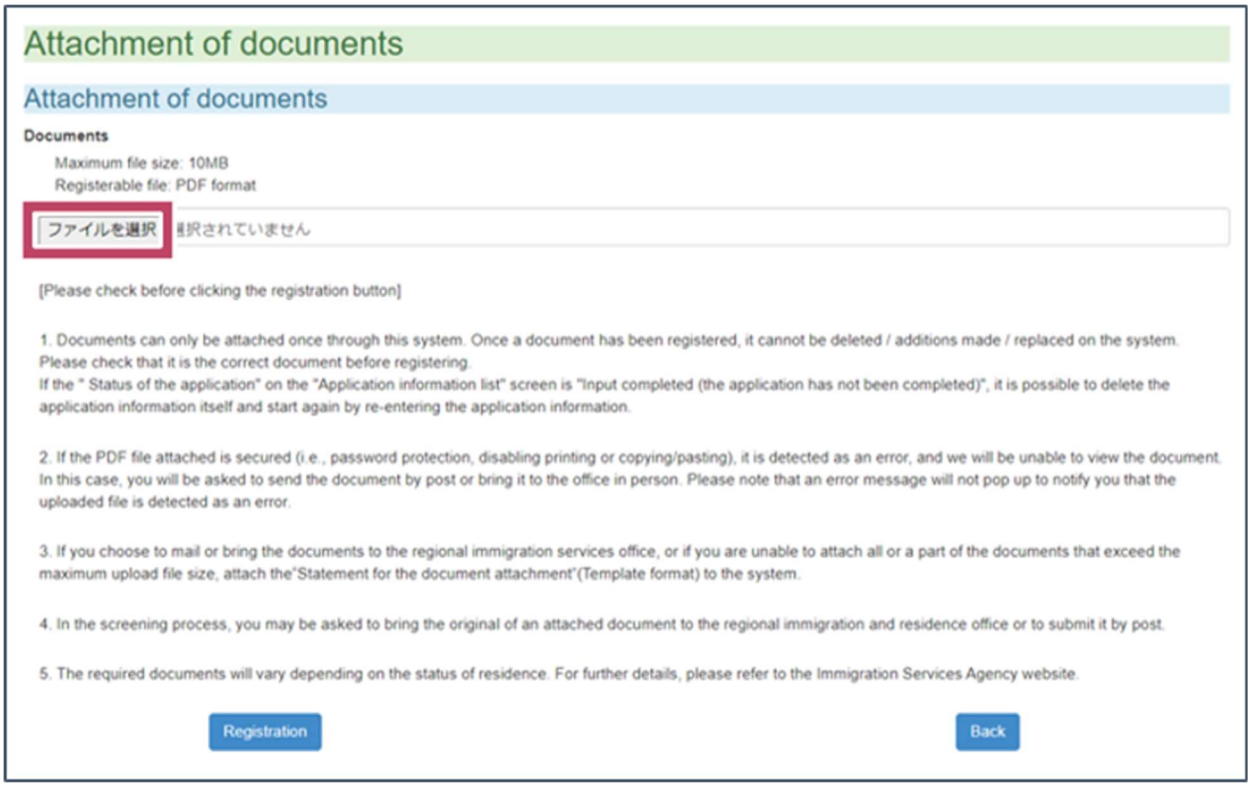
2 Click **Attach materials**



The page to upload supporting documentation will open

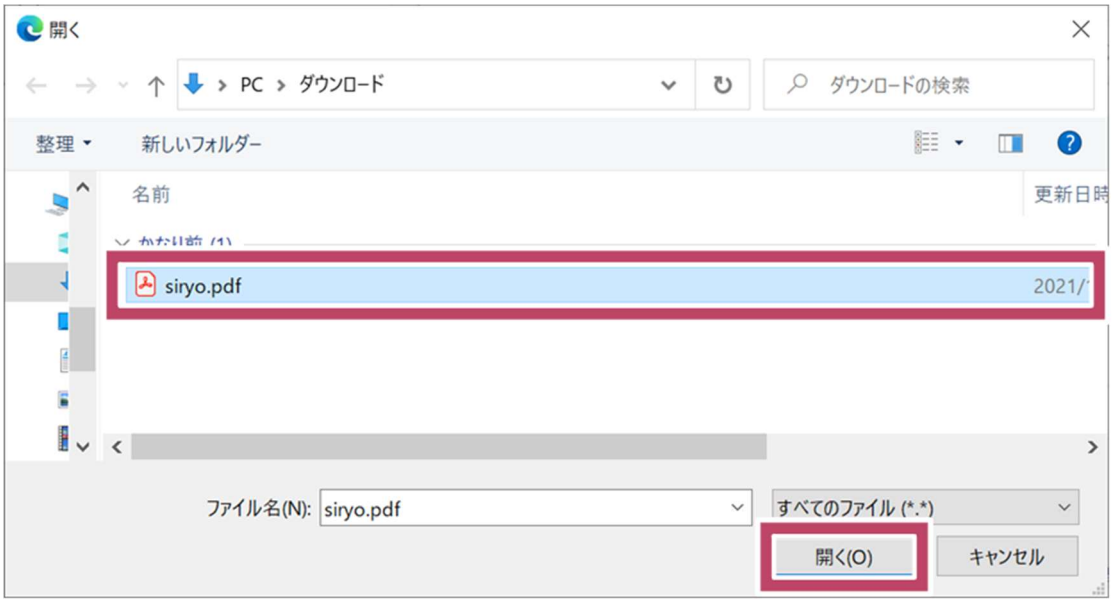
.

3 Click **Select File**.

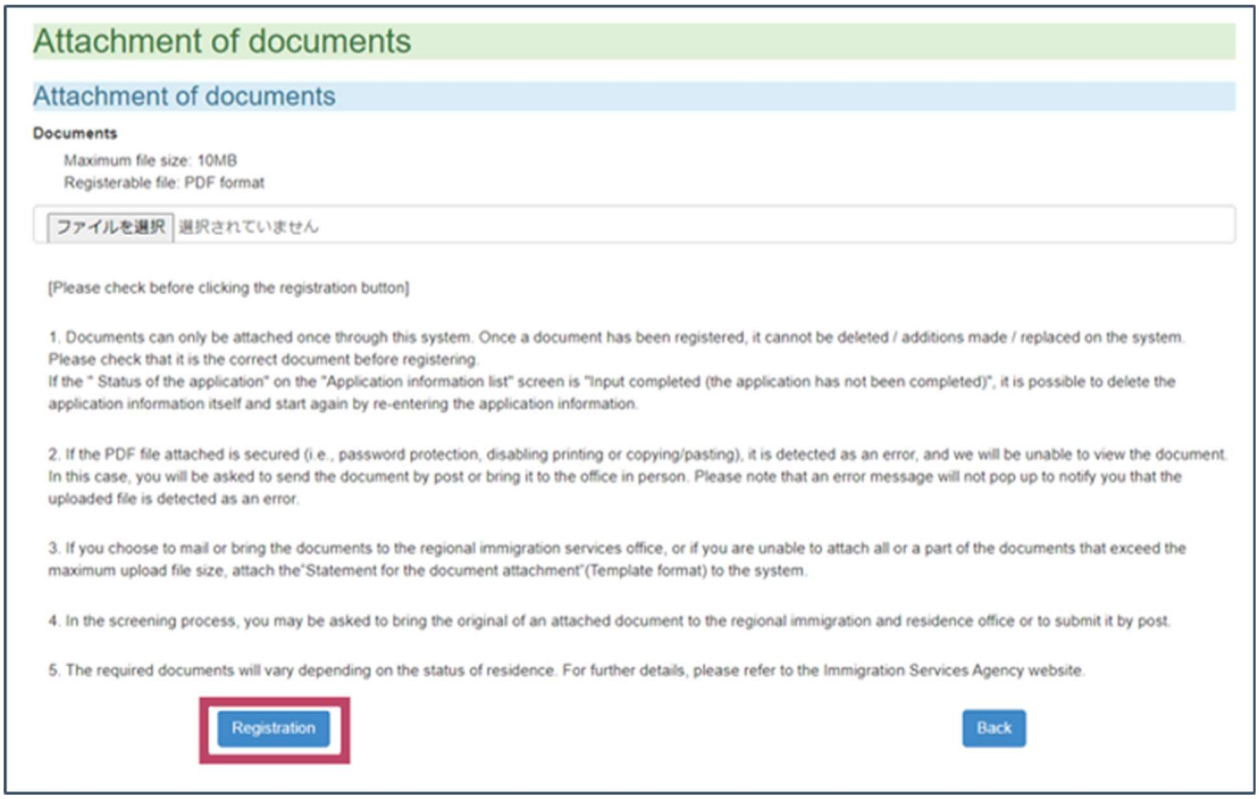


The dialog to select the document to upload will open.

4 Select the document to be uploaded and click **Open**.



5 Click **Registration**.



The *Save Confirmation* dialog will open.

Important

Be sure that you do <u>not</u> upload the following types of PDF files as supporting documents. Immigration officials cannot read or confirm these types of files.

- ✓ PDF files with security options enabled. (For example, password-protected files, files that prohibit printing, files that prohibit copying text and graphics, or files that require network authentication to be opened.)
- ✓ PDF files in formats that do not conform to ISO 32000-1 (the PDF standard).

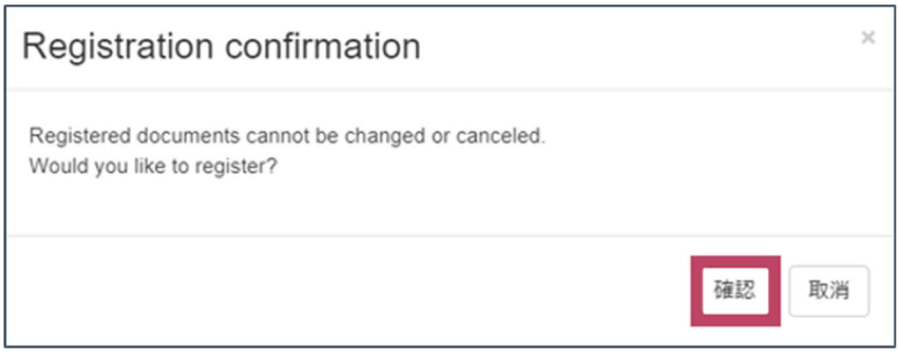
If you accidentally upload one of these invalid PDF files, you will need to re-submit the document to a regional immigration office by one of the following methods.

- ✓ Send the document by postal mail to a regional immigration office.
- ✓ Bring the document in person to a regional immigration office counter.

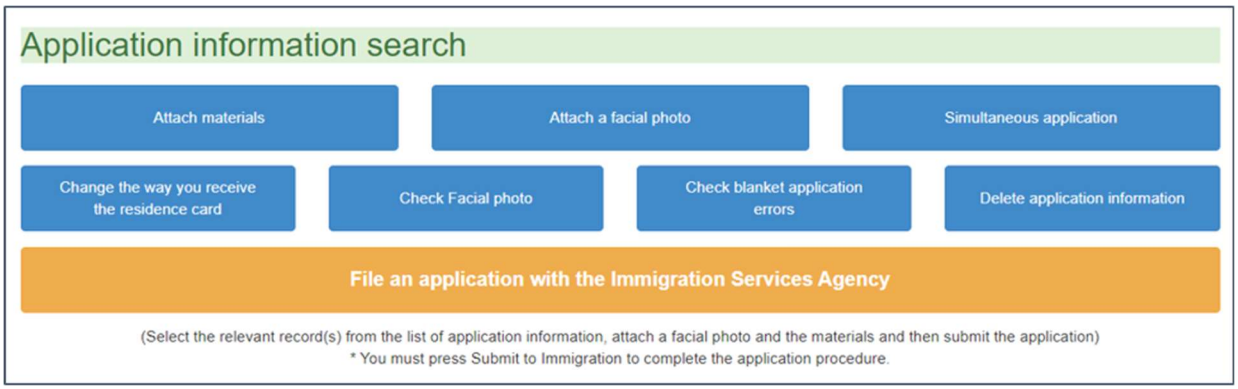
Note that no error message will appear if you upload an invalid file type.

Also note that you cannot change the document once it has been saved. Therefore, take extra care to ensure you upload and save the correct document.

6 Click **Confirm**.



The document will be uploaded and saved, and you will return to the *Application Menu* page.



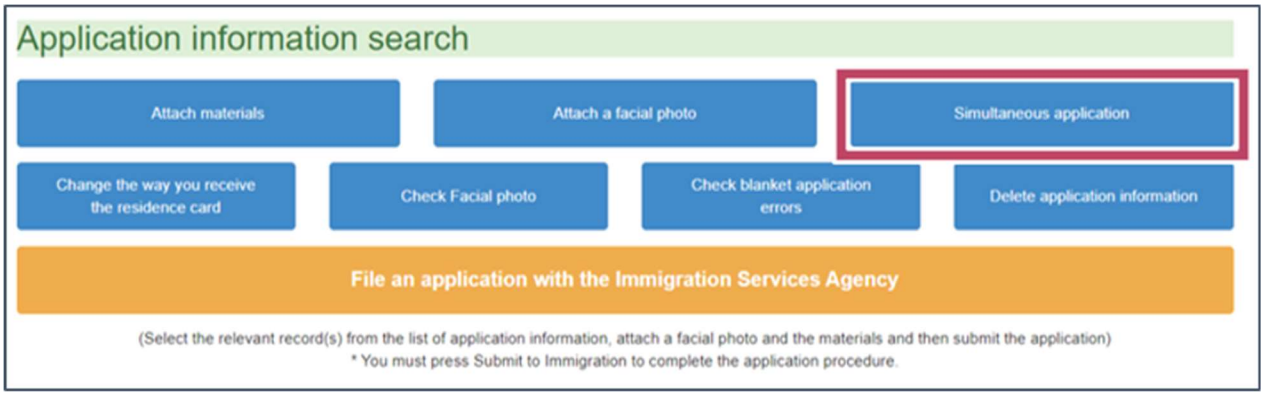
If you wish to submit other applications (Application for Re-Entry Permit or Application for Permission to Engage in an Activity Other Than That Permitted under the Status of Residence Previously Granted) together with the residency application, please proceed to Section 3.9 — *Submit Other Applications*.

If you wish to make only a residency application, please proceed to Section 3.10 — *Submit the Completed Residency Application*.

3.9 Submit Other Applications

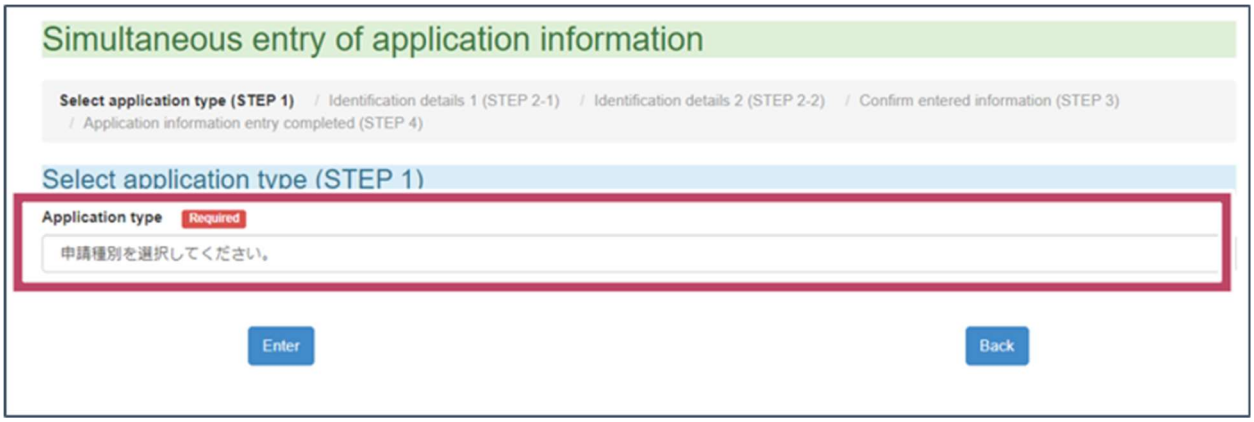
Please follow the steps below to make another application together with a residency application.

1 Click **Simultaneous application**.



The page will open where you select the application type.

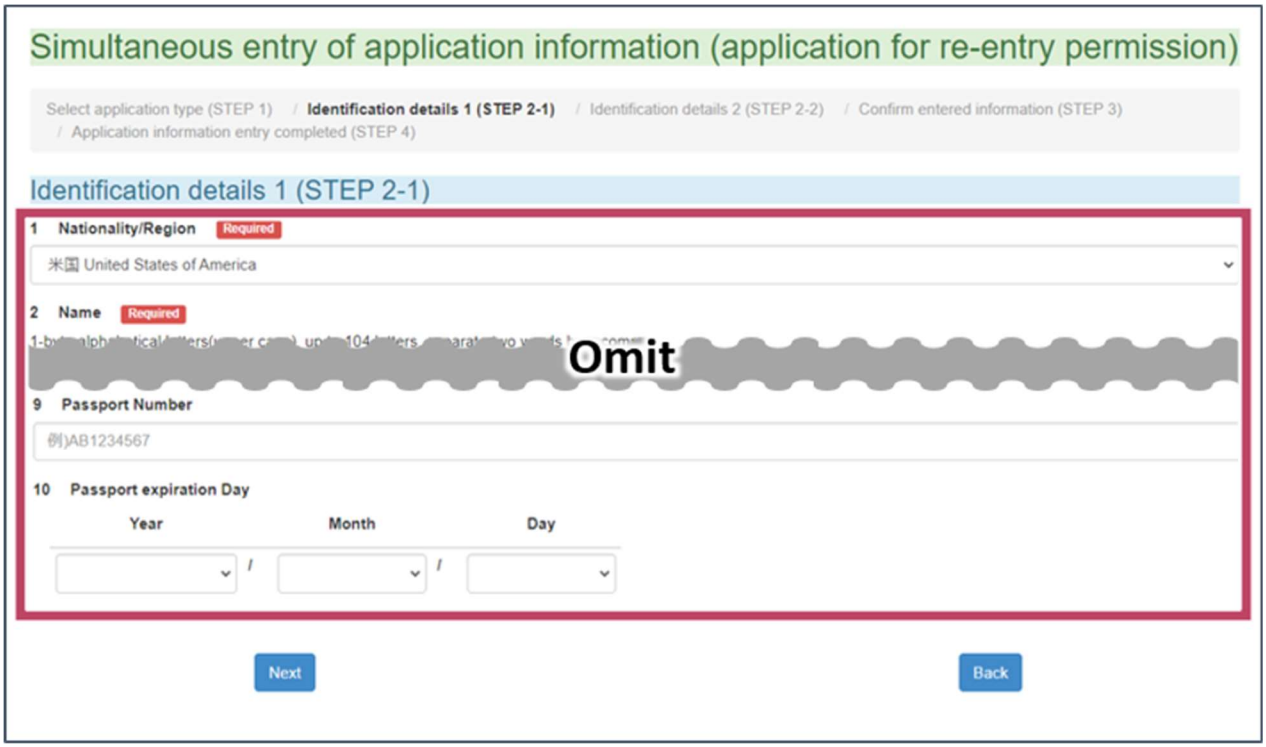
2 Select the application type you wish to make on the *Select Application Type* page.



3 Click **Enter**.

The page will open where you enter your name and other details.

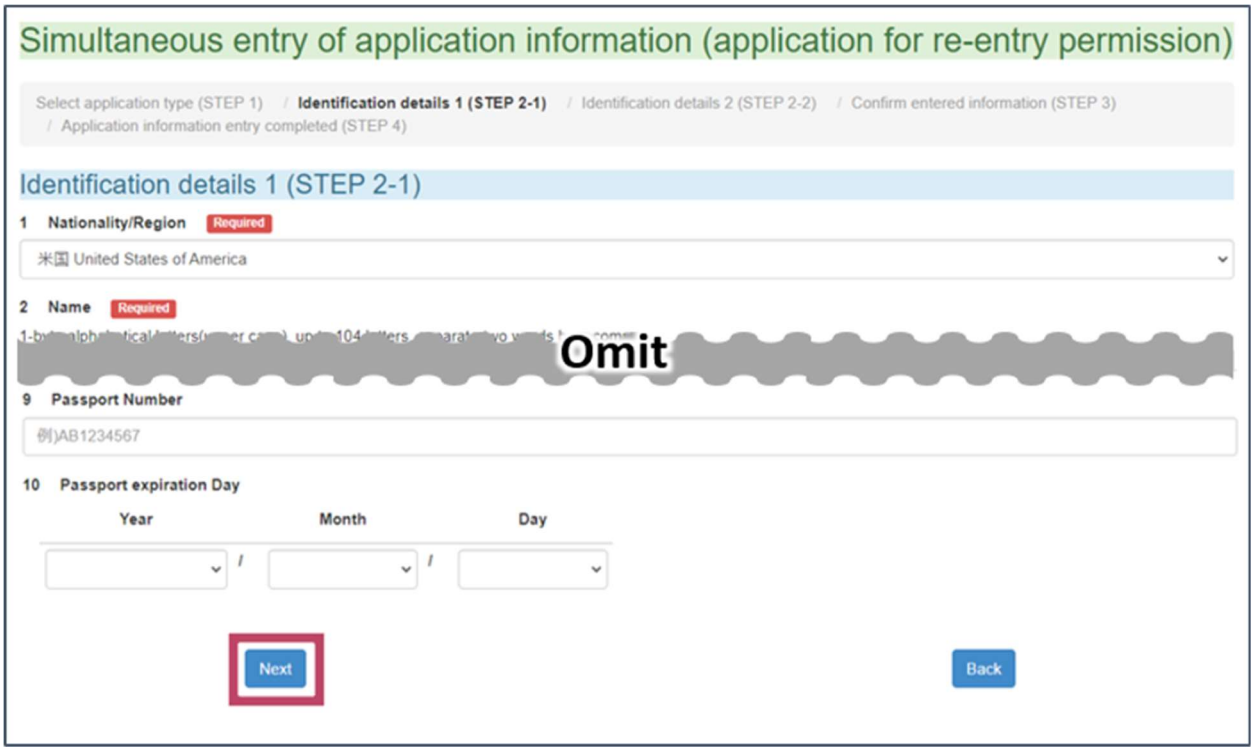
4 Enter your name and other details.



No.	Field	Description
1	Nationality / Region	Enter your nationality.
2	Name	Enter your name.
3	Sex	Enter your sex.

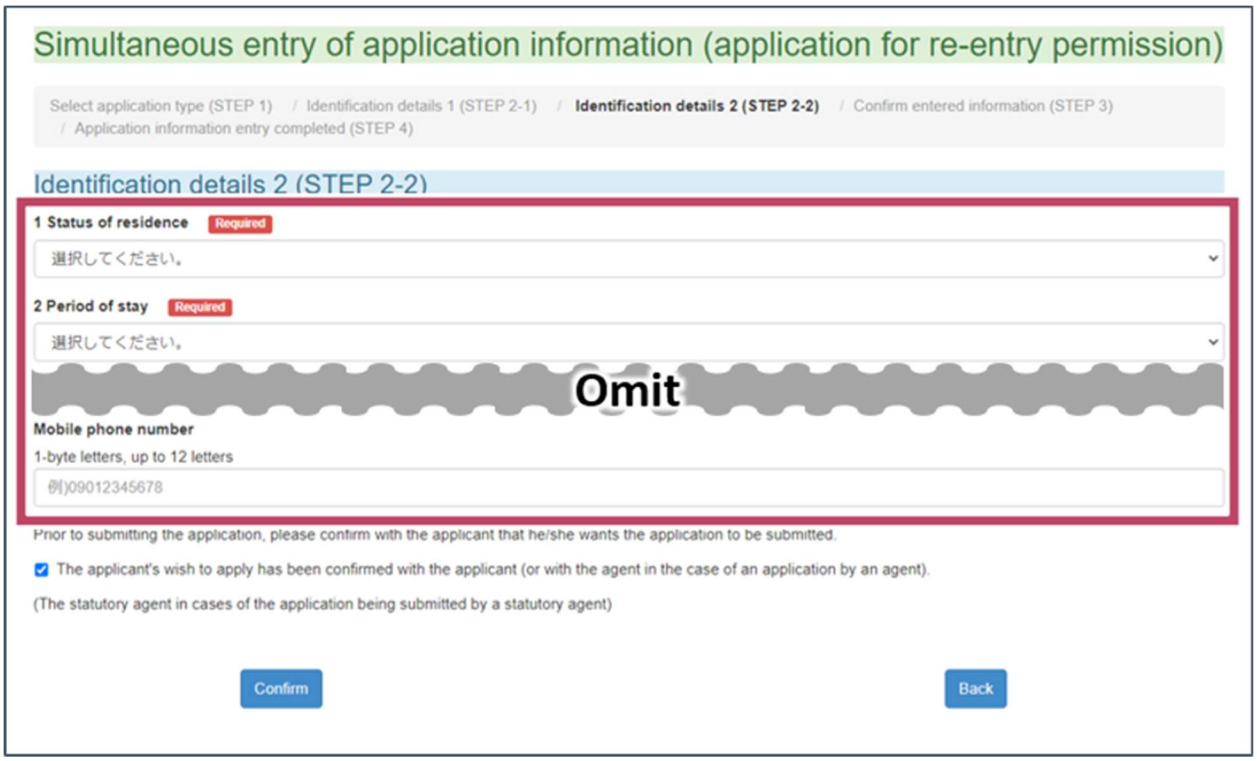
No.	Field	Description
4	Date of birth	Enter the Year, Month, and Day on which you were born.
5	Address in Japan (prefecture and municipality)	Enter your place of residence in Japan. Click **Search** to open the *Search* dialog. Select your prefecture in the Search Conditions field and click **Search**. From the Search Results, select the municipality where you live.
	Address in Japan (street address)	Enter the street address (including the name of your building and room number) of your place of residence in Japan.
6	Telephone No. Cellular phone No.	Enter either your landline telephone number or your cellular phone or smartphone number. If you do not have either of these numbers, please enter a telephone number where you can be reached during the day.
7	Passport number	Enter your passport number.
8	Date of expiration	Enter the date of expiration written in your passport.

5 Click **Next**.



The page will open where you enter your current status of residence.

6 Enter your current status of residence and other details.



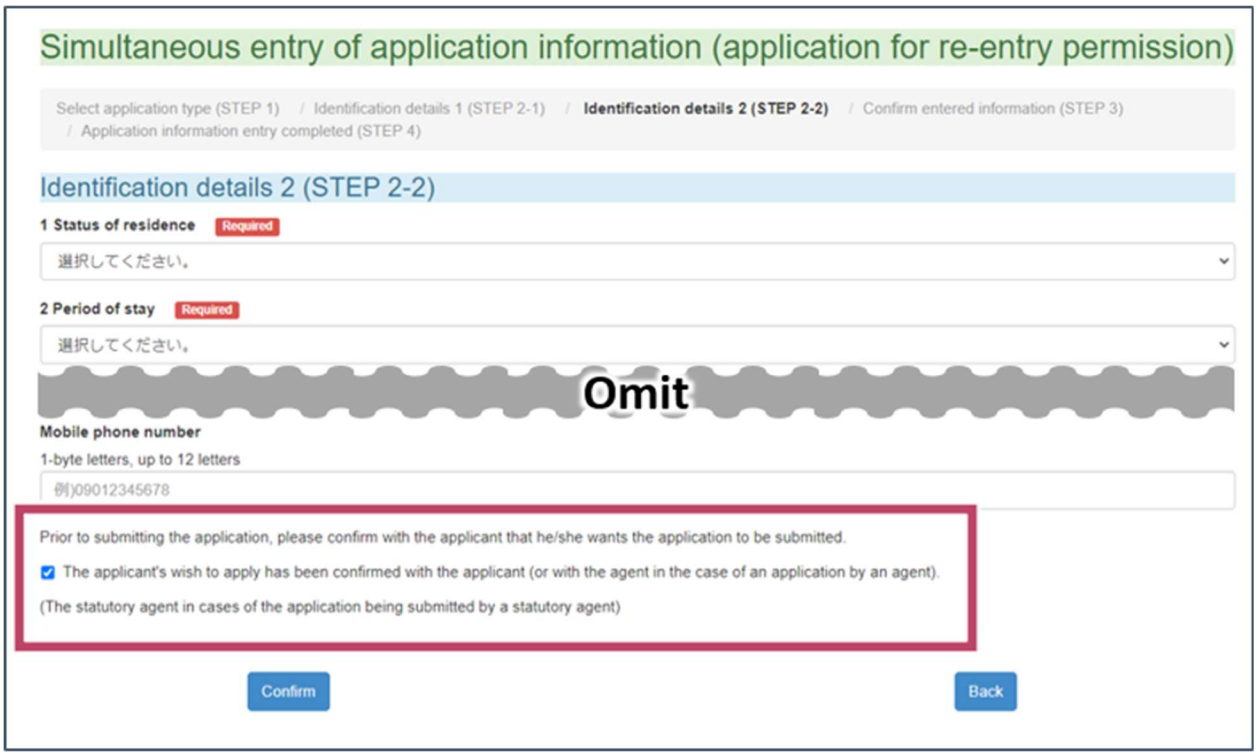
The required fields vary depending on the type of application. Follow the instructions on the screen and enter your status of residence and other information.

No.	Field	Description
1	Status of residence	Select your current status of residence
2	Period of stay	Select the period of stay of your current status of residence.
3	Date of expiration	Enter the final date you are permitted to stay in Japan under your current status of residence.
4	Residence Card number / Special Permanent Resident Certificate number	Enter your Residence Card number or Special Permanent Resident Certificate number.
5	ED Code (letters)	If you do not have a Residence Card, enter the code on the form (ED card) you filled out on arrival in Japan. Enter letters and numbers separately.
6	ED Code (numbers)	
7	Purpose of visit	Select your purpose for visiting another country. If you select **Others**, please provide a reason.
8	Expected destinations	Enter the names of the countries you expect to visit.
9	Expected date of departure	Enter the Year, Month, and Day on which you expect to depart from Japan.
10	Expected (air)port of departure	Enter which airport you expect to depart from when departing Japan.
11	Expected date of re-entry	Enter the Year, Month, and Day on which you expect to re-enter Japan.
12	Expected (air)port of re-entry	Enter which airport you expect to arrive at when re-entering Japan.

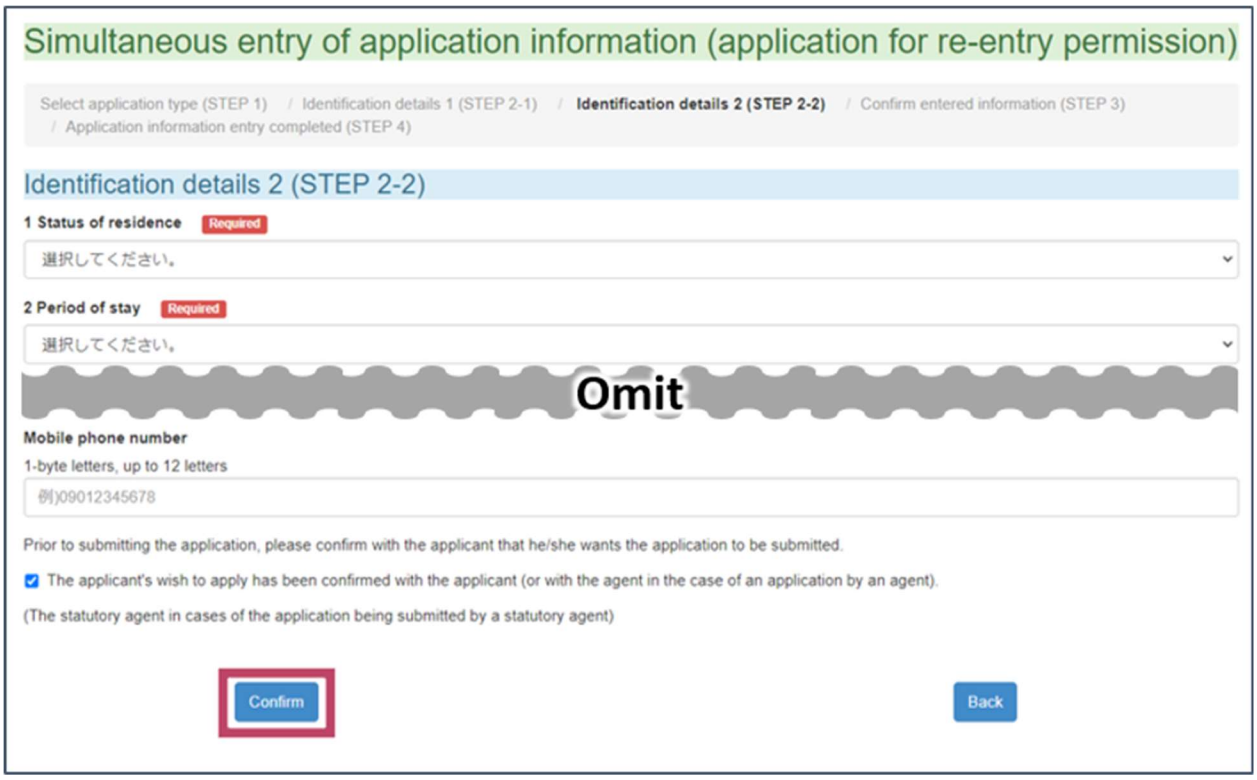
No.	Field	Description
13	Which type of re-entry permit are you applying for?	Select whether you want a permit for a single re-entry into Japan or a permit for multiple re-entries into Japan.
14	Criminal record (in Japan / overseas)	Indicate whether or not you have ever been arrested or punished for a criminal act. Indicate any criminal records in other countries.
15	Criminal action before confirming (in Japan / overseas)	Indicate whether you have committed a criminal act for which punishment is pending. Indicate any criminal acts for which punishment is pending in other countries.
16	In the case that you cannot obtain a passport, fill in the reason	If you do not have a passport, please indicate the reason why.
17	Marital status	Select whether you are married or single.
18	Occupation	Enter your occupation.
19	Present activity (for students: name of school, lesson hours per week)	Indicate your present activity in Japan. If you attend a school, enter the following information. • Name of the school you attend • Number of lesson hours you receive per week
20	Other activity to engage in	Select the activity you intend to engage in in Japan. If you select **Others**, state your intended activity.

No.	Field	Description
21	Term of employment contract	Enter the month and year when the employment you intend to engage in will end.
22	Working hours per week	Enter how many hours per week you intend to work.
23	Monthly salary	Enter the salary you will receive per month for the employment you intend to engage in.
24	Place of employment	Enter the name and address of the company where you intend to work.
29	Representative	When a foreign national is making his / her own application, these fields are not needed. When a legal representative is making the application, enter the name and address of the legal representative.
	Legal representative (in case of legal representative)	
30	Telephone No. Cellular phone No.	Enter either your landline telephone number or your cellular phone or smartphone number. If you do not have either of these numbers, please enter a telephone number where you can be reached during the day.

7 Check the *I have confirmed the intention of the applicant (or his/her representative if applying by proxy) to make this application* check box.

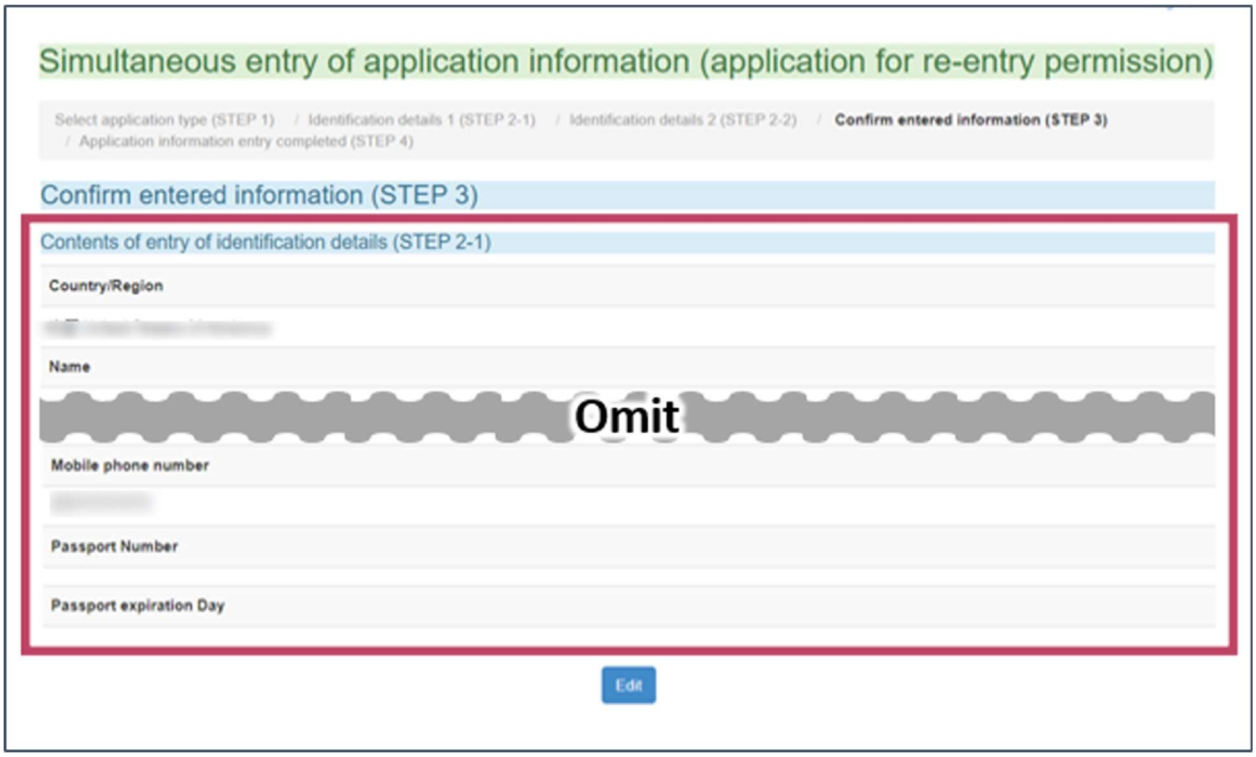


8 Click **Confirm**.



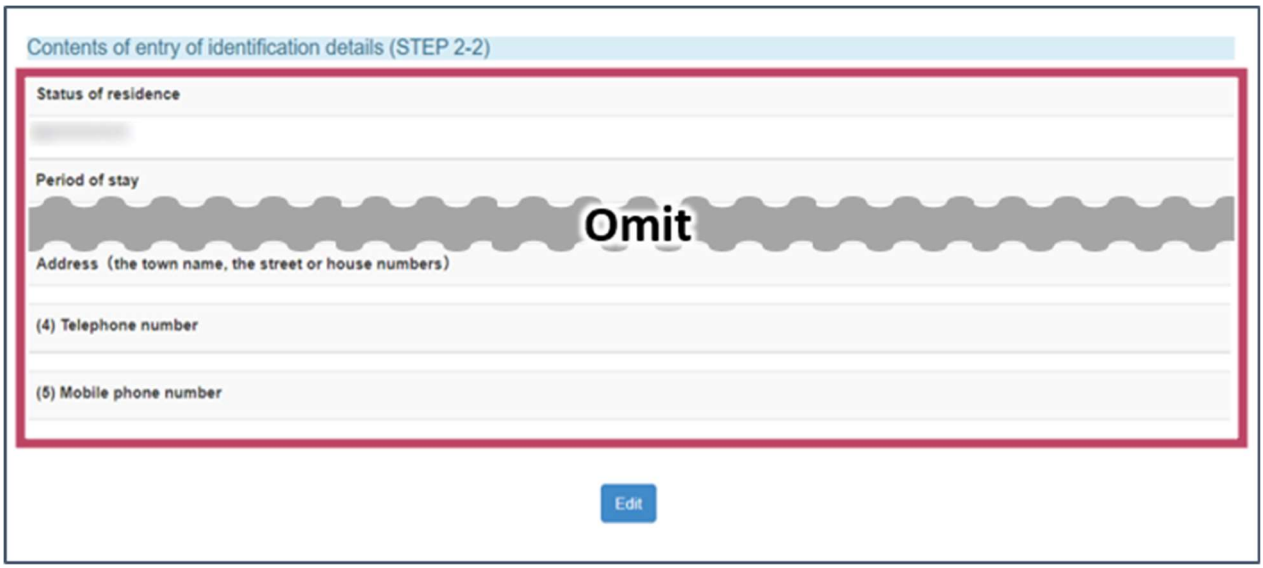
The page will open where you confirm the entered information.

9 Confirm that the information entered in *Personal Information 1 (Step 2-1)* is correct and complete.



If you find a mistake, click **Edit**. This will return you to the page to enter your information.

10 Confirm that the information entered in *Personal Information 2 (Step 2-2)* is correct and complete.

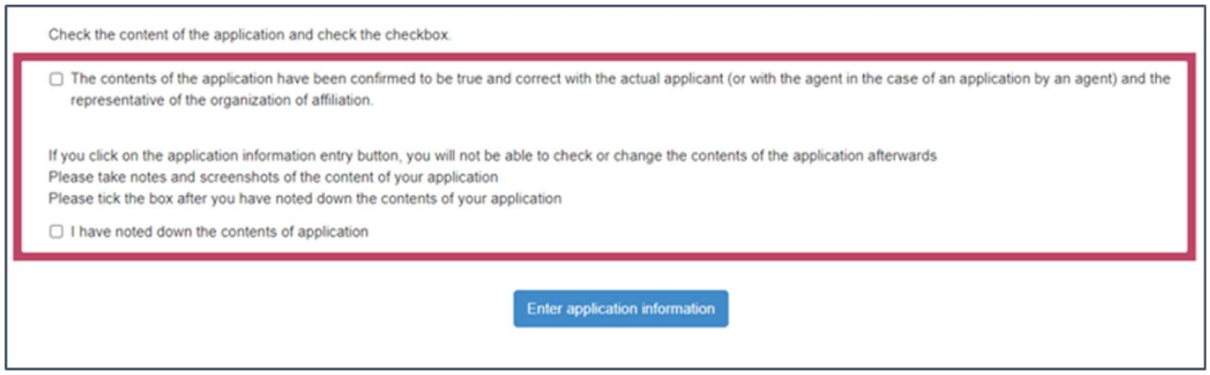


If you find a mistake, click **Edit**. This will return you to the page to enter your current status of residence.

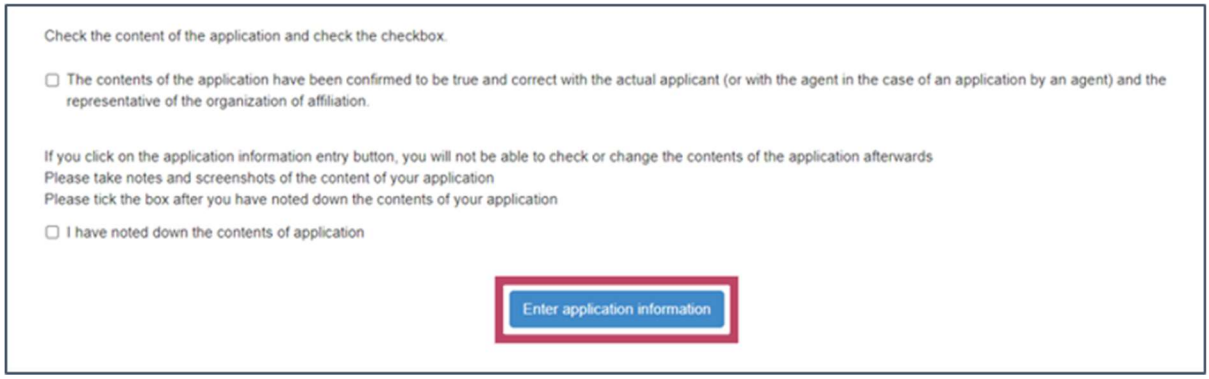
11 Once you have confirmed that all entered information is correct and complete, either take a memo of what you have written or print out the page.

12 When a legal representative or family member is making a residency application on behalf of a foreign national, check the *I have confirmed with the applicant (or his/her representative if applying by proxy) and the representative of the organization to which the applicant belongs that the statements in this application are true and correct* check box.

13 Check the *I have recorded the details of my application separately* check box.

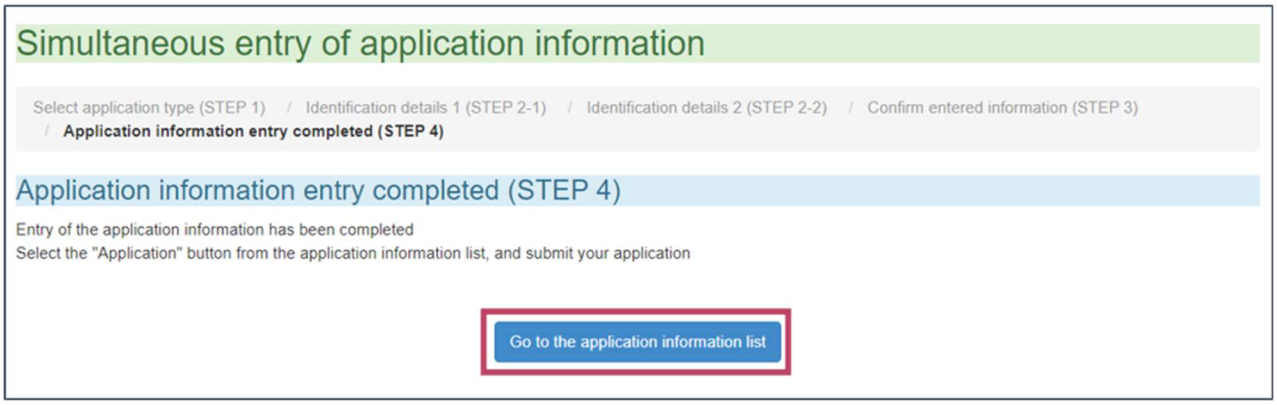


14 Click **Enter application information**.



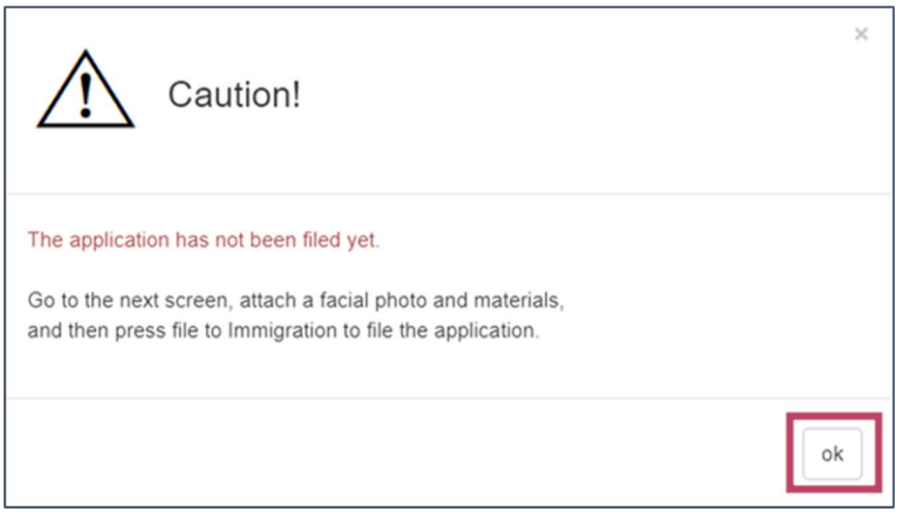
The *Application Entry Complete* page will open.

15 Click **Go to the application informatin list.**

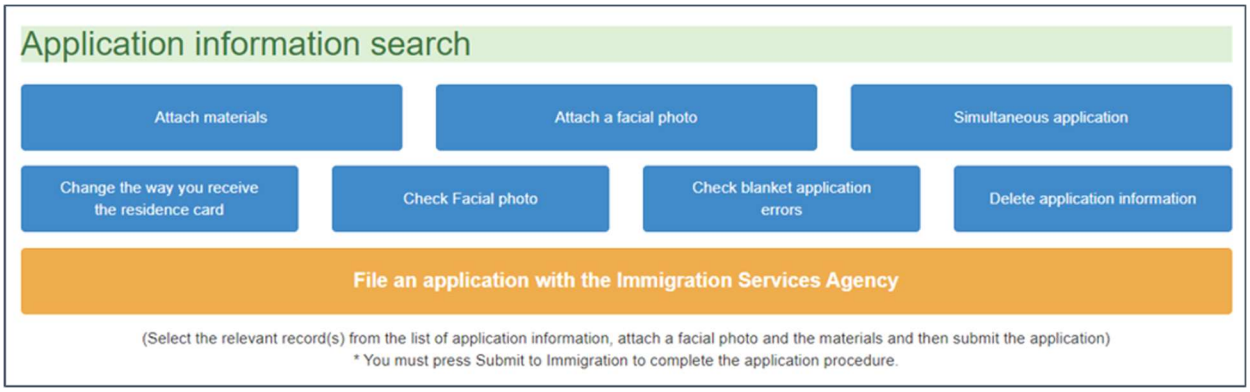


A *Caution* dialog will open. This is to warn you that your application is not yet complete. Be sure to proceed with the following steps.

16 Click **ok**.



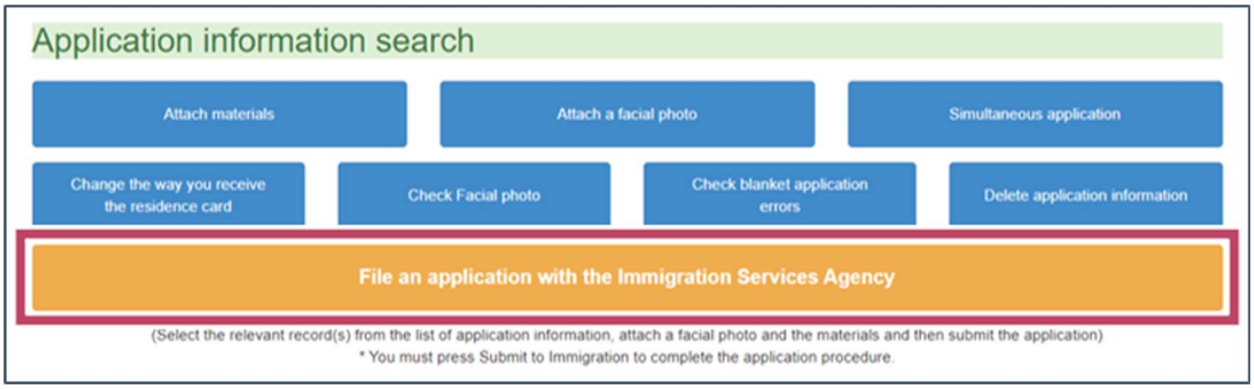
The *Application Entry Complete* page will open.



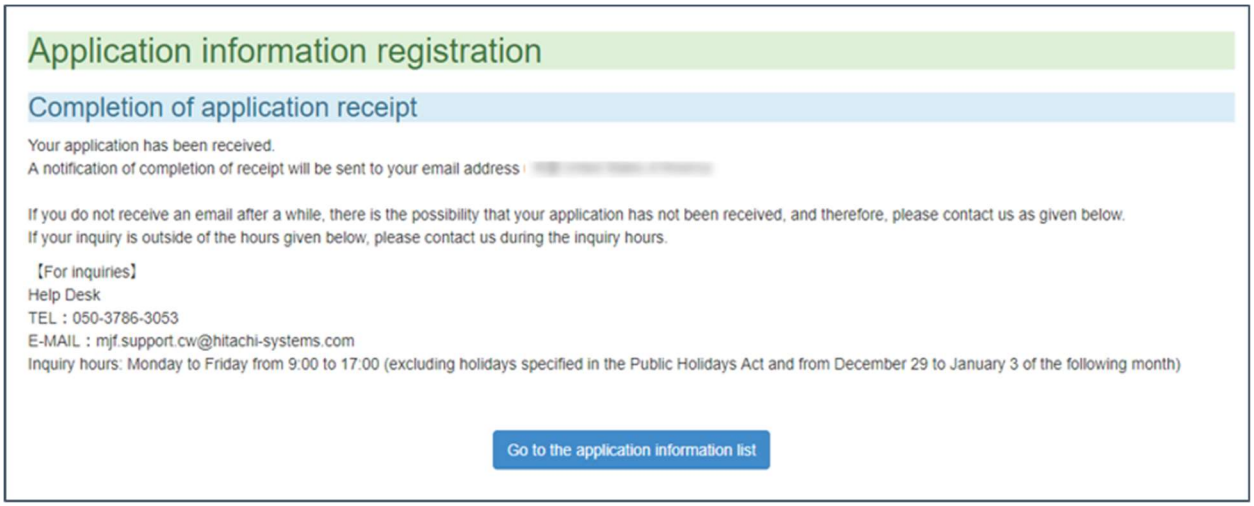
Please proceed to Section 3.10 — *Submit the Completed Residency Application*.

3.10 Submit the Completed Residency Application

1 Click **File an application with the Immigration Services Agency**.

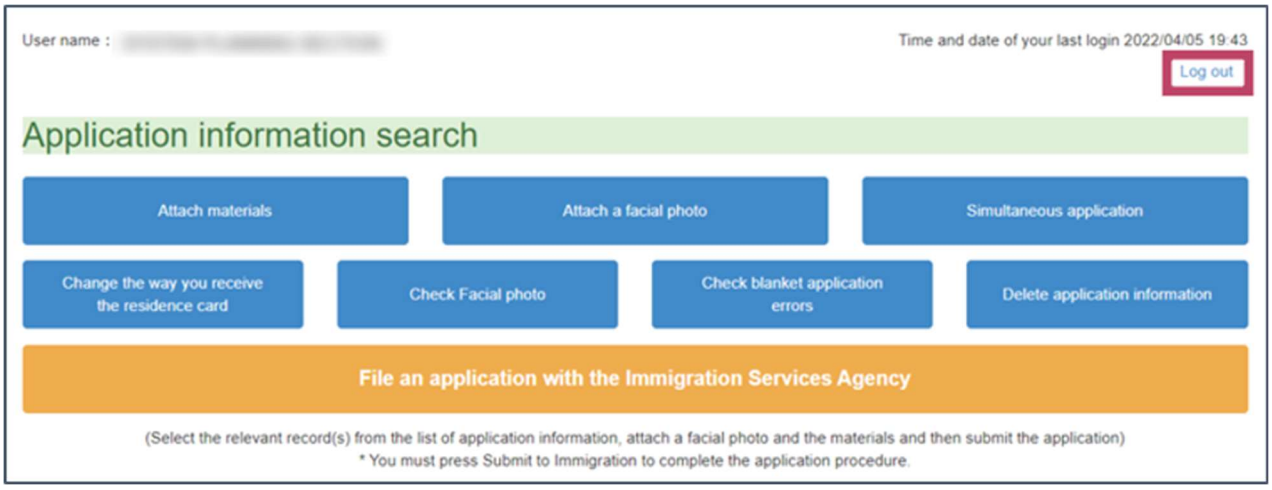


The *Application Submission Complete* page will open. An email will be sent to your registered email address that the application has been received.



3.11 Log Out

1 Click **Log out** in the top-right corner of the page.



A logout confirmation dialog will open.

2 Click **OK**.

You will now be logged out from the Online Residence Application System.

4. Procedures After Submitting a Residency Application

This chapter explains what happens after you submit a residency application.

Once the examination of your residency application is complete, you will receive the result of the examination by email.

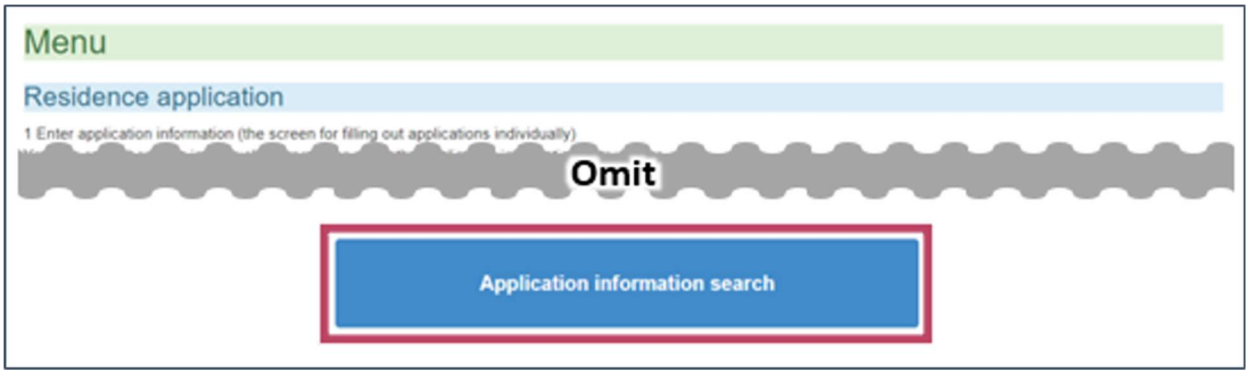
If you are granted permission to stay in Japan, please submit the necessary documents (such as your old Residence Card and fee payment form) to a regional immigration office.

If you selected to pick up your Residence Card at a regional immigration office counter on the residency application, please pick up your Residence Card at the regional immigration office you indicated on the application.

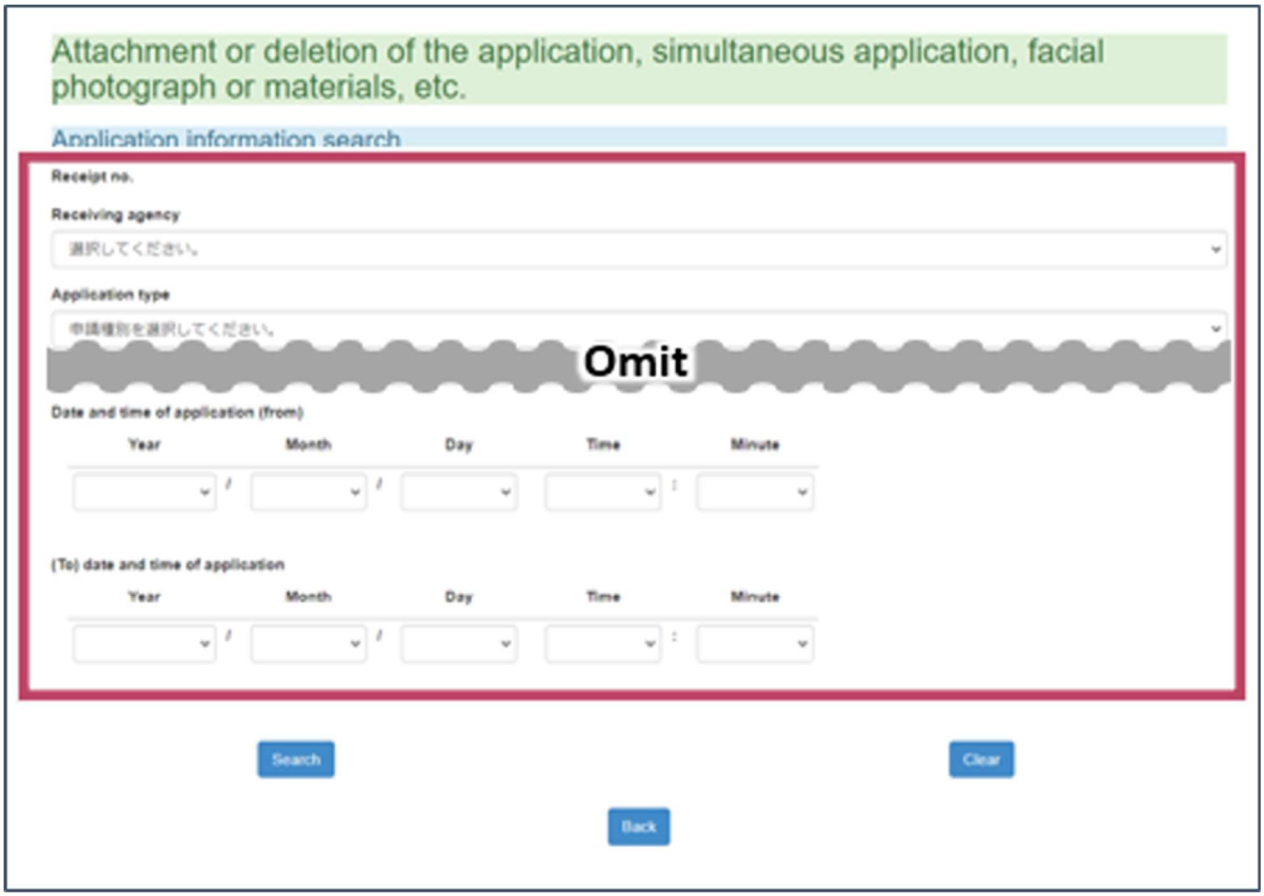
4.1 Confirming the Examination Status of a Residency Application

You can confirm the status of your residency application's examination by following the steps below. You can also look up past residency applications.

1 Click **Application information search** from the *Main Menu* page on the Online Residence Application System.



2 Enter details about the residency application you wish to find on the *Search Applications* page.

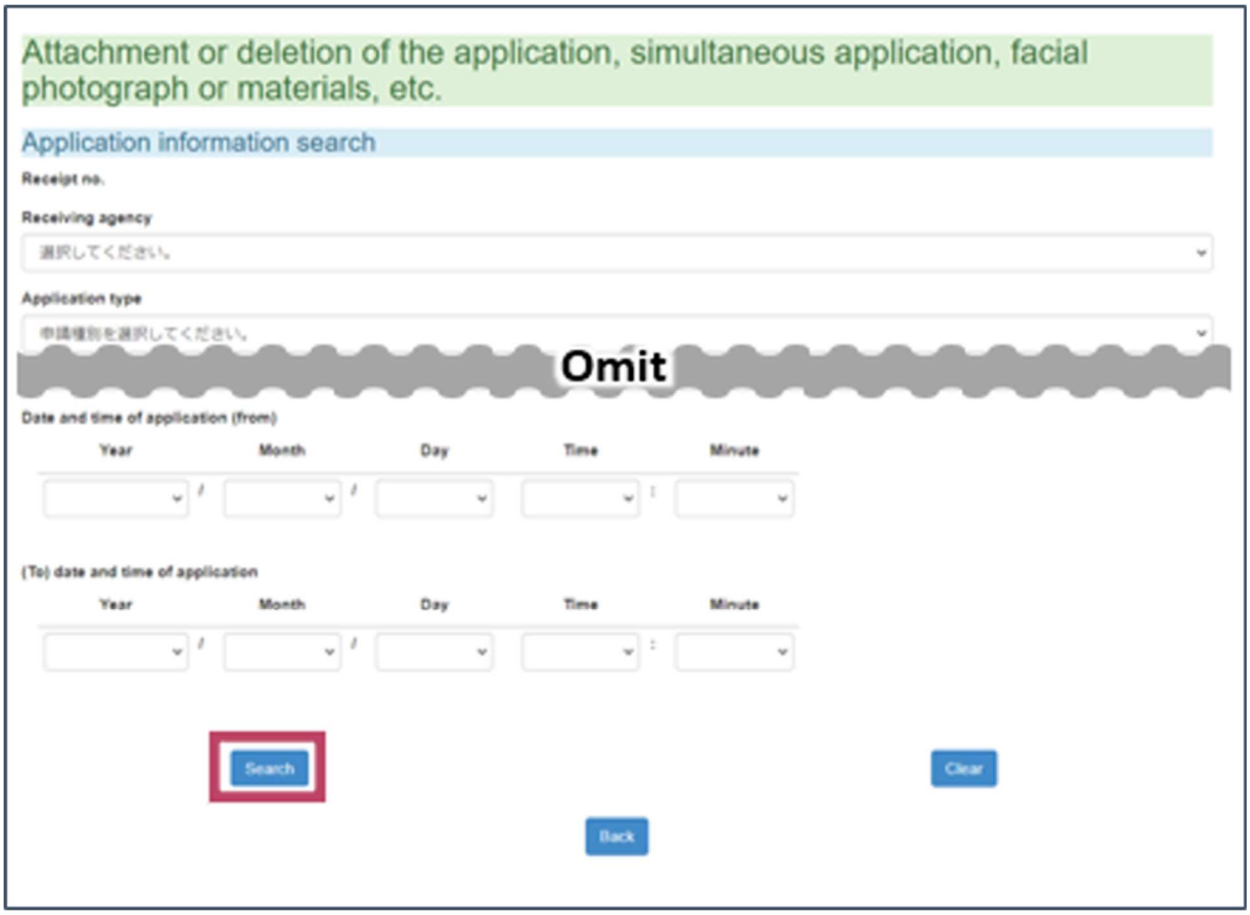


Enter the information necessary for the application you wish to find.

No.	Field	Description
1	Receiving regional immigration office	Select the regional immigration office where the residency application was submitted.
2	Application type	Select the type of residency application submitted.
3	Receipt No. (from)	Enter a range of numbers that include the receipt number of the residency application you wish to find. • If you wish to find a residency application with a receipt number larger than 10,000, enter 10,000 in the Receipt No. (from) field. • If you wish to find a residency application with a receipt number smaller than 50,000, enter 50,000 in the Receipt No. (to) field.
4	Receipt No. (to)	
5	Year of receipt	Enter the year in which the residency application you wish to find was received.
6	Residence Card number	Enter your Residence Card number.
7	ED Code (letters)	Enter the code on the form (ED card) you filled out on arrival in Japan. Enter letters and numbers separately.
8	ED Code (numbers)	
9	Temporary Receipt No.	Enter the temporary receipt no. of your residency application.

No.	Field	Description
10	Application status	If you know the application status, such as when you are looking up a past residency application, select the application status of the residency application you wish to find. • Select *Application Received* if you wish to find a residency application that has been received by the regional immigration office but not yet examined. • Select *Under Examination* if you wish to find a residency application that is currently being examined by the regional immigration office. • Select *Application Decision Complete* if you wish to find a residency application that the regional immigration office has finished examining.
11	Date and time of submission (from)	Enter a range of times that include the time when the residency application you wish to find was submitted. Select the Year, Month, and Day as well as the Hour and Minute. • If you wish to find a residency application submitted after 12:00 on January 1, 2022, enter 2022/1/1/12/0 in the Date and time of submission (from) field. • If you wish to find a residency application submitted before 23:00 on January 31, 2022, enter 2022/1/31/23/0 in the Date and time of submission (to) field.
12	Date and time of submission (to)	

3 Click **Search**.



A list of residency applications matching your search conditions will be displayed.

4 Look for your residency application on the *List of Applications* page and confirm its status in the Application Status column.

One of the following statuses will be displayed, depending on the status of the residency application.

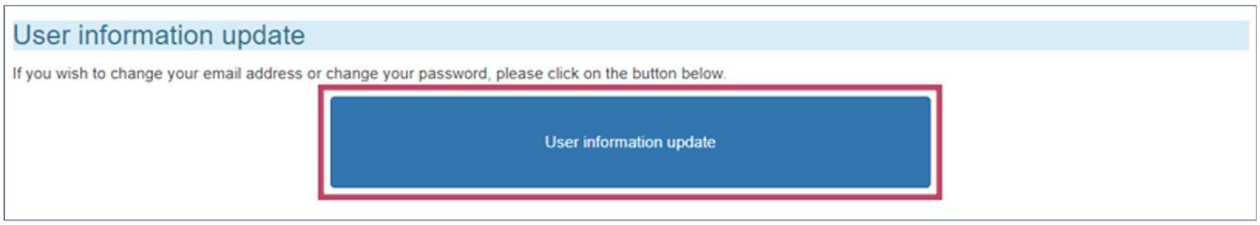
Application Status	Description
Submission complete	The residency application has been received. The residency application is pending examination by the regional immigration office.
Under examination	The regional immigration office is currently examining the residency application.
Card issuance pending	The regional immigration office has finished the examination and permission to stay has been granted. Either come to the regional immigration office to pick up your Residence Card or wait to receive your Residence Card by postal mail.
Complete	All procedures have been completed.
Entry complete (Submission incomplete)	The residency application could not be submitted. Please read Section 3.10 — *Submit the Completed Residency Application* and try submitting the residency application again.

5. Changing Your User Information or Password

You can change your place of residence, email address, and login password on the Online Residence Application System.

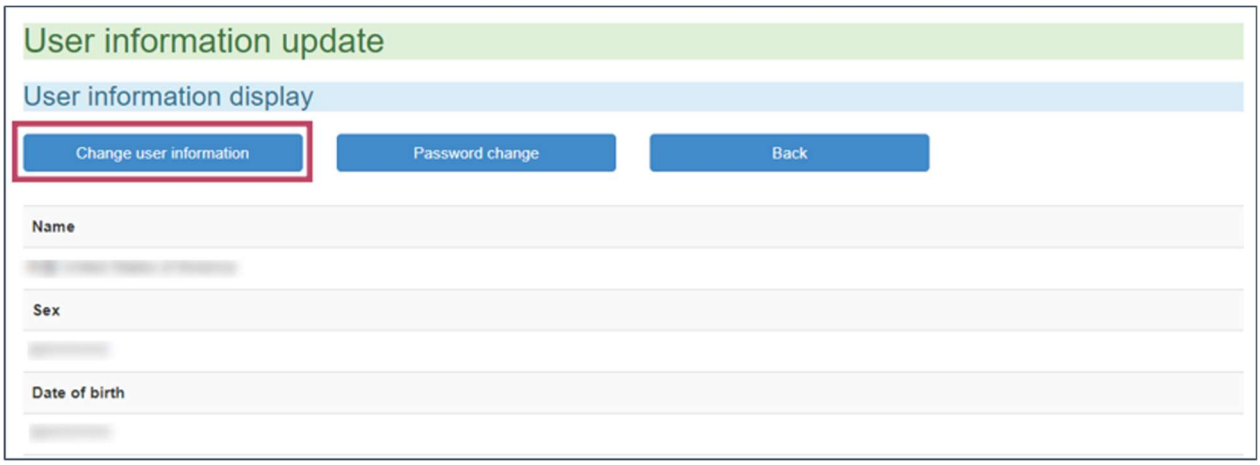
5.1 Changing Your Place of Residence or Email Address

1 Click **User information update** on the *Main Menu* page.



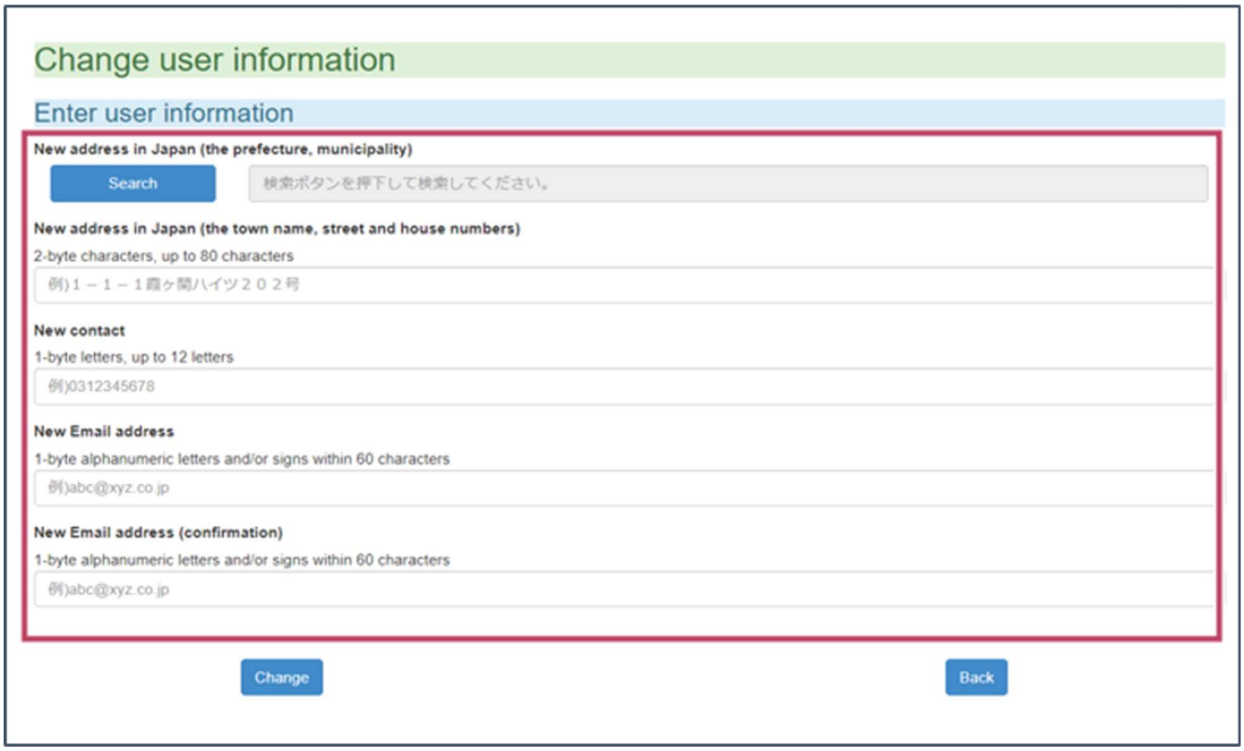
Your information saved on the system will be displayed.

2 Click **Change user information**.

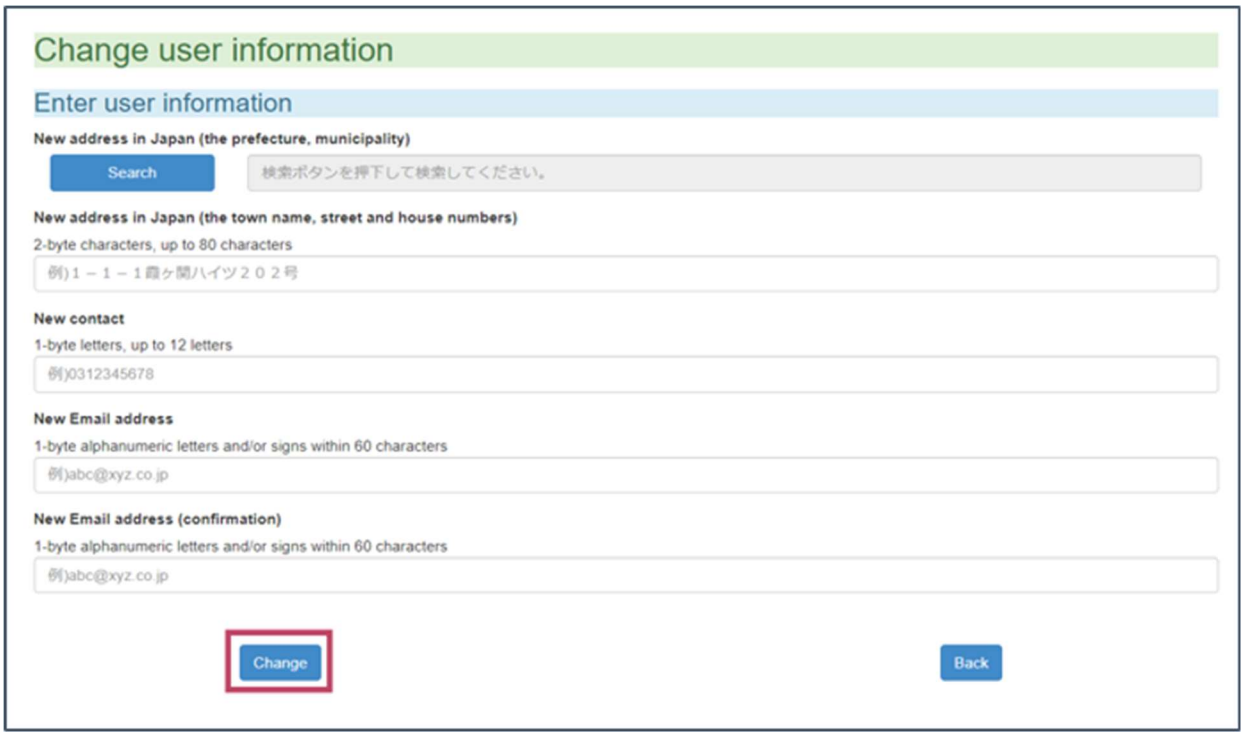


The page will open where you can update your information.

3 Enter the information you wish to update.

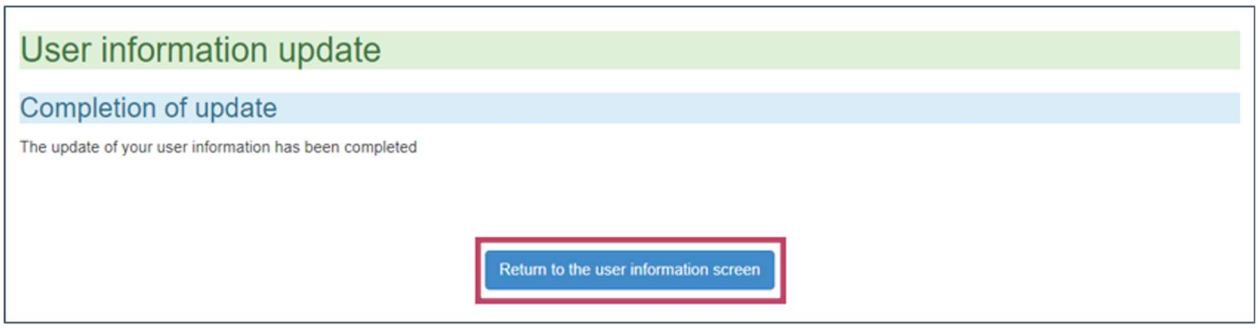


4 Click **Change**.



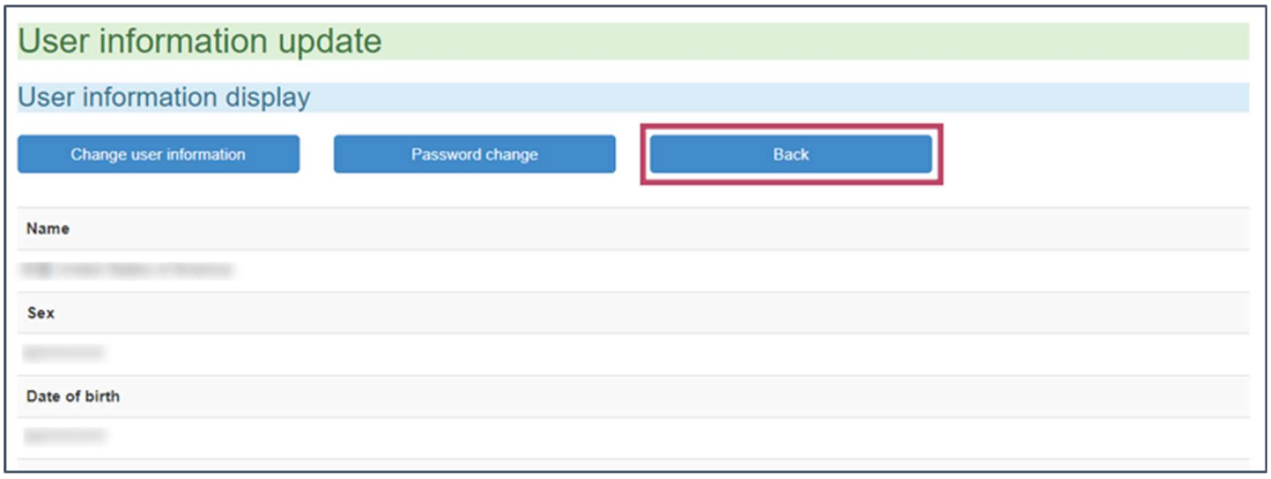
The updated information will now be saved on the system.

5 Click **Return to the user information screen.**



You will return to the *Update User Information* page.

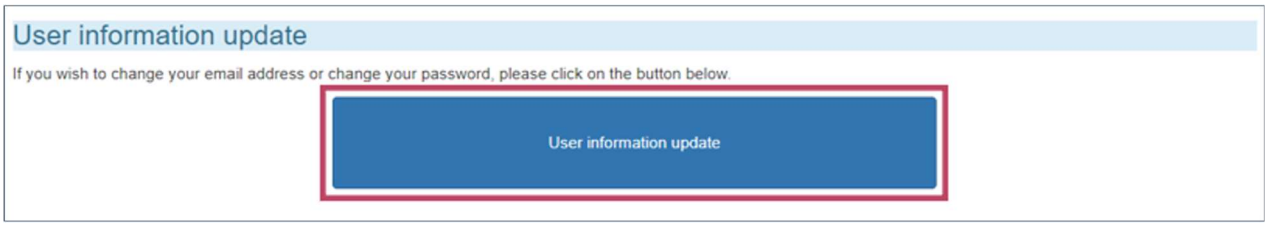
6 Click **Back**.



You will return to the *Main Menu* page.

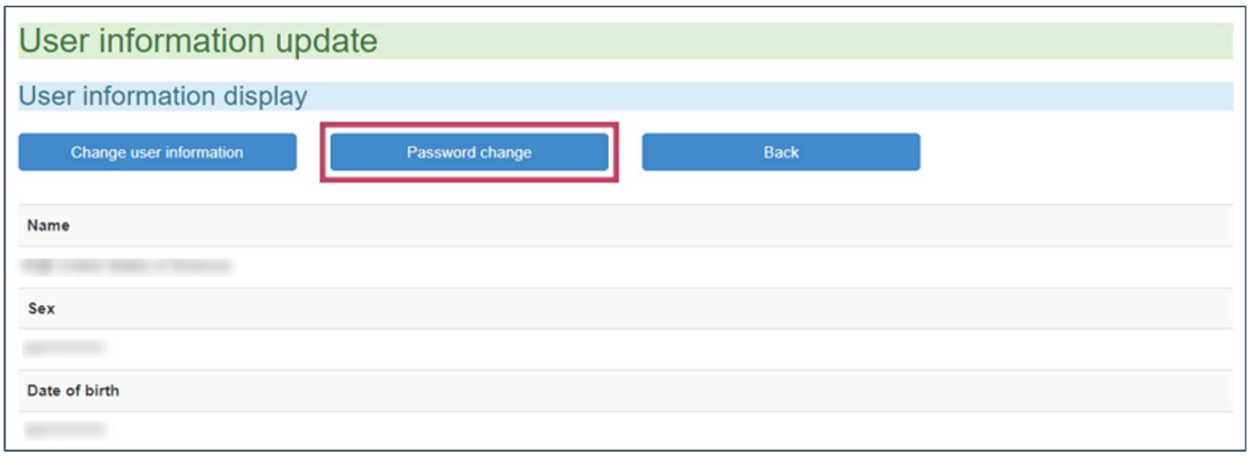
5.2 Changing Your Password

1 Click **User information update** on the *Main Menu* page.



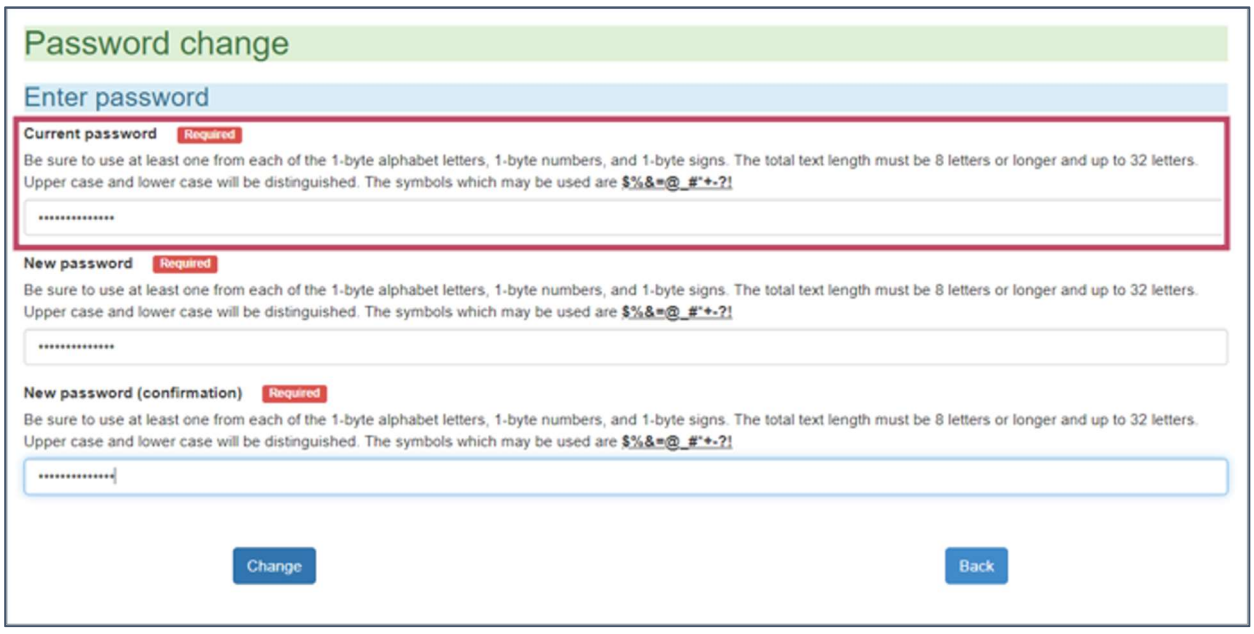
Your information saved on the system will be displayed.

2 Click **Password change**.

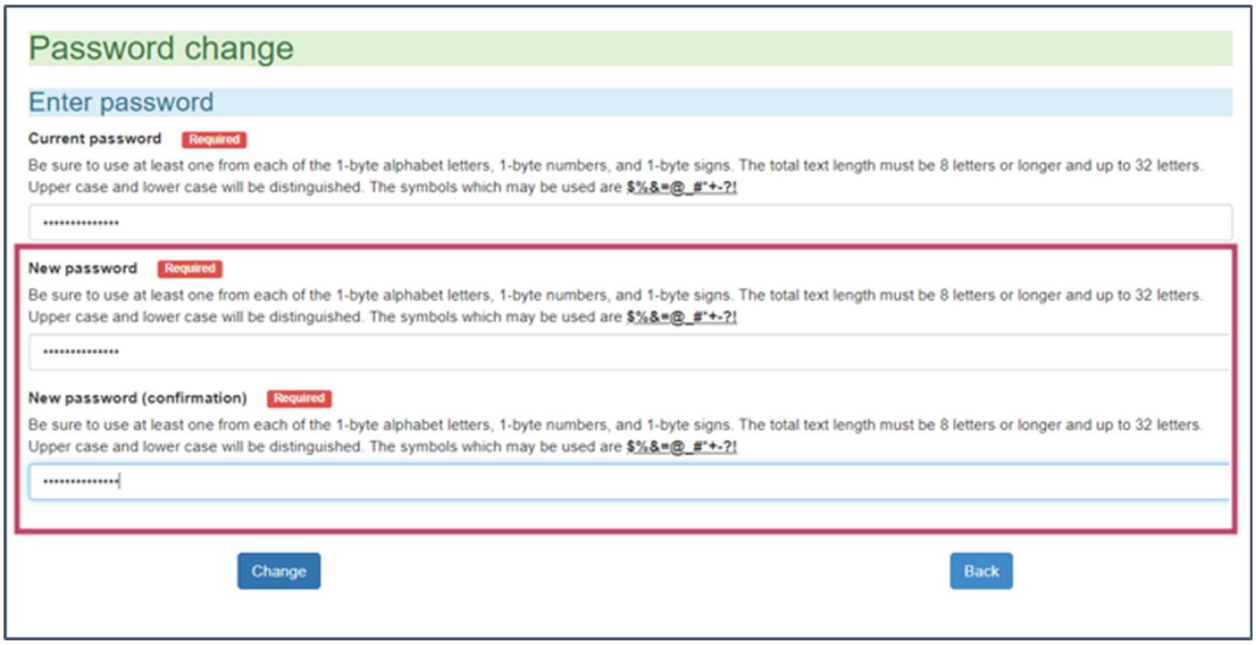


The page will open where you can update your password.

3 Enter your current password.



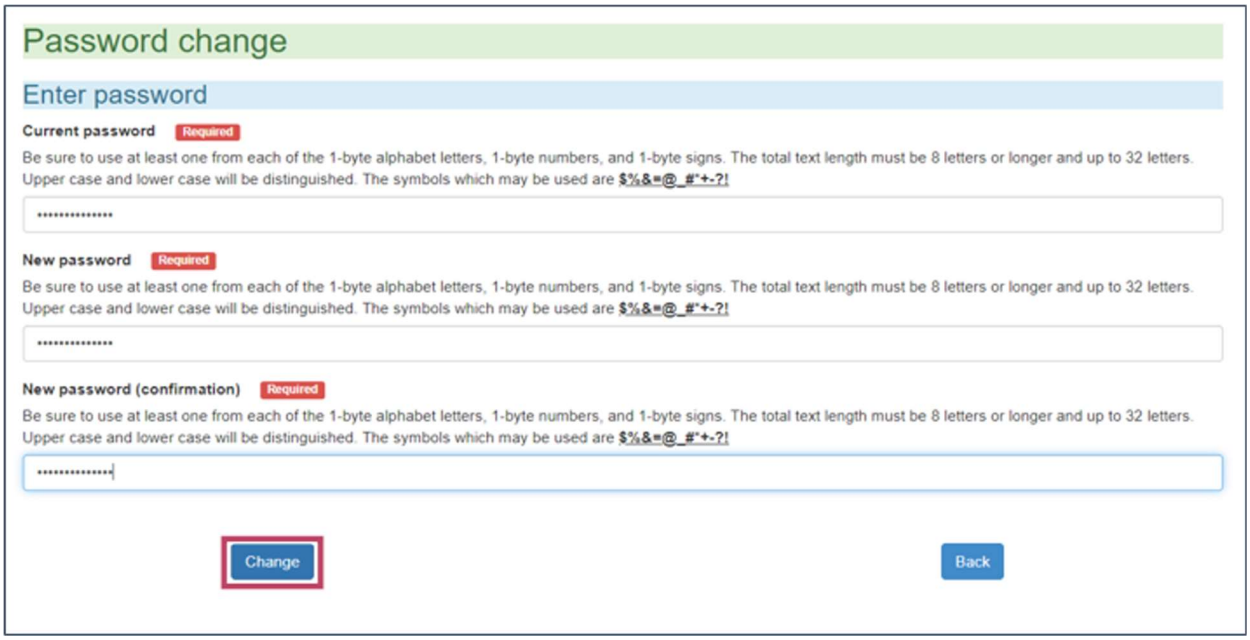
4 Enter your new password. Enter the same password in both fields.



Passwords must be between eight and 32 characters long. Passwords must include one character of each of the following three types of characters.

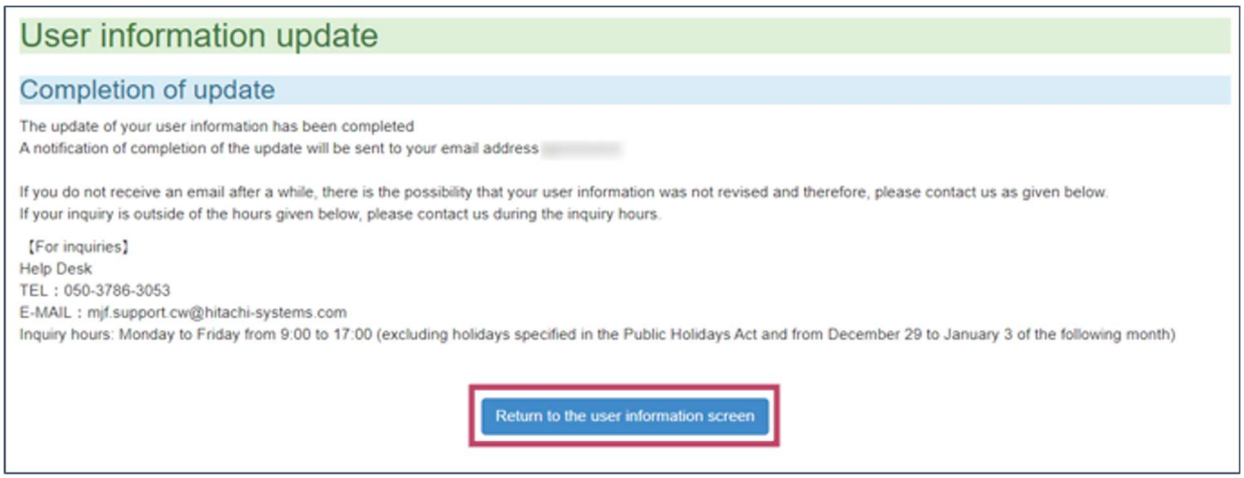
Character Type	Valid Characters
Letters (Letters are case sensitive)	abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ
Numbers	1234567890
Symbols	$%&=@_#*+-?!

5 Click **Change**.



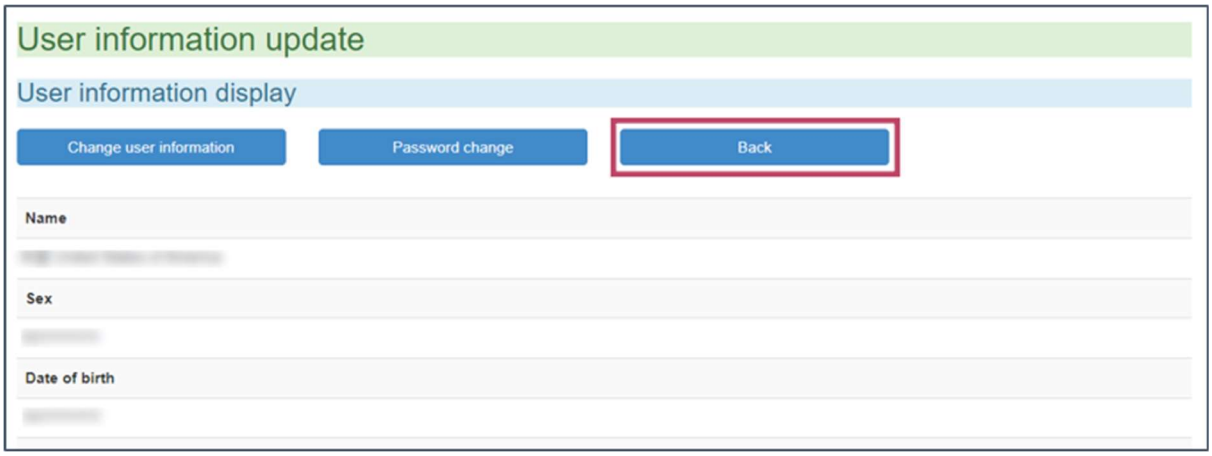
The updated password will now be saved on the system.

6 Click **Return to the user information screen**.



You will return to the *Update User Information* page.

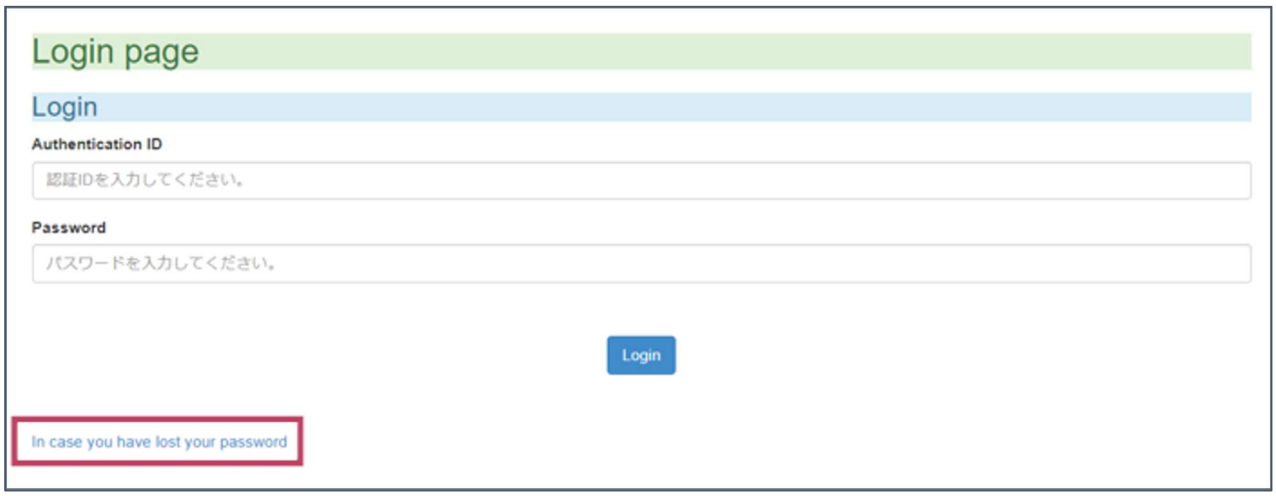
7 Click **Back**.



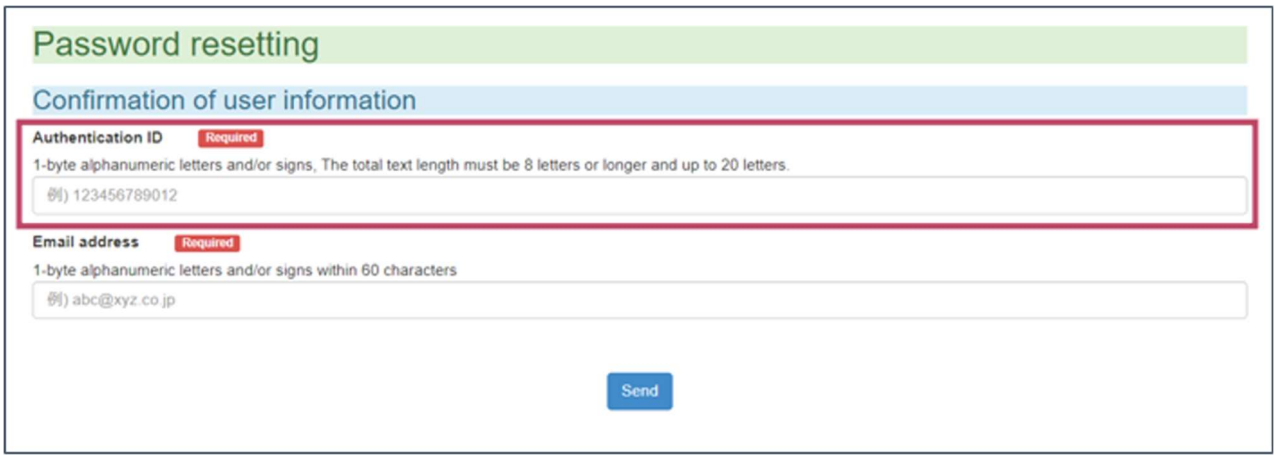
You will return to the *Main Menu* page.

5.3 If You Forget Your Password

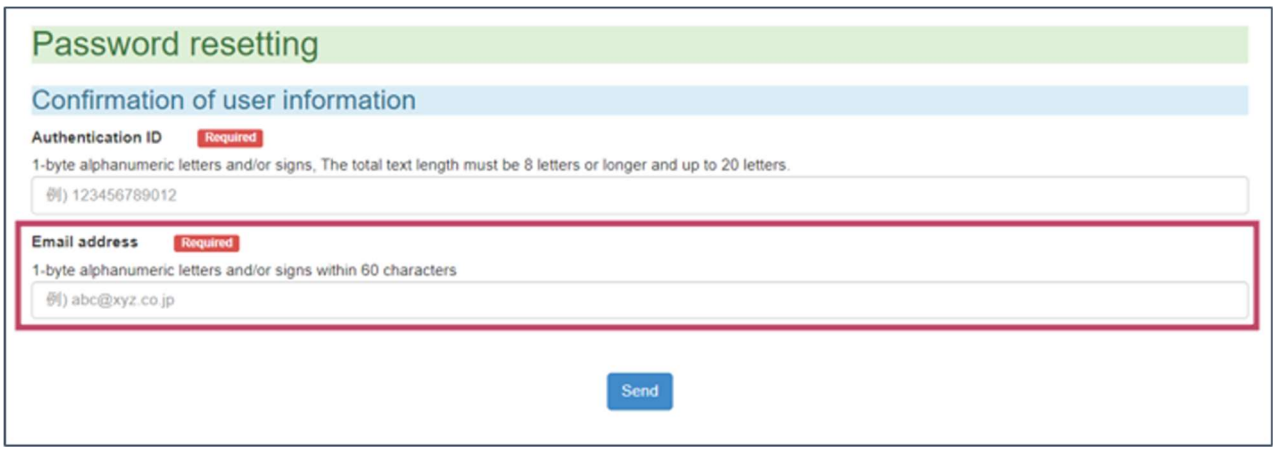
1 Click **In case you have lost your password** on the *Login* dialog.



2 Enter your Online Residence Application System authentication ID in the Authentication ID field.

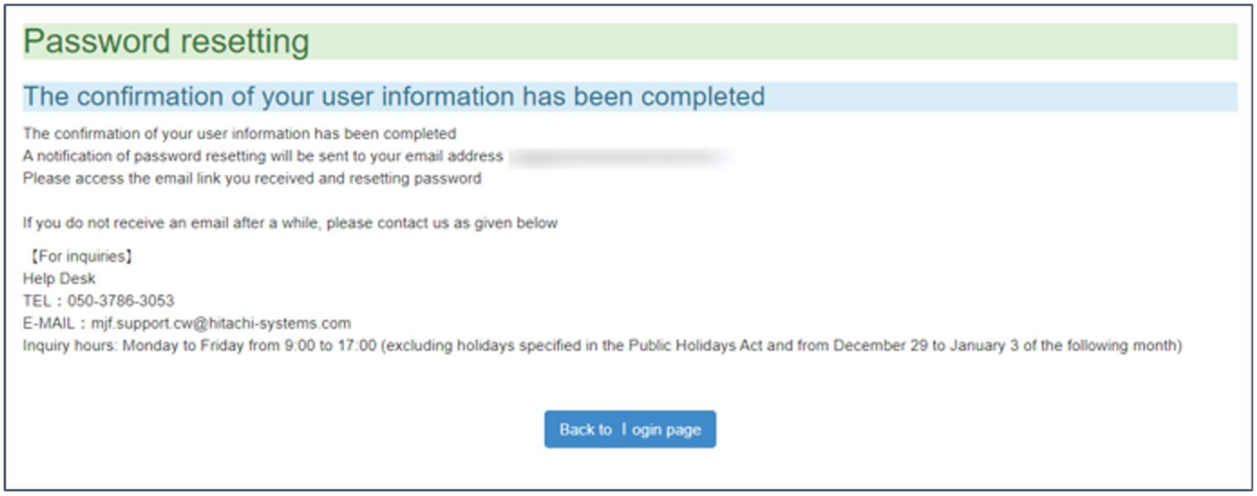


3 Enter your email address registered with the Online Residence Application System in the Email Address field.



4 Click **Send**.

The *Password Reset* page will open, and a password reset email will be sent to your email address.



Read the instructions in the password reset email to set a new password.