

# **Certificate Issuance Service Operating Manual**

For Companies

**STEP12.0.0 edition 1<sup>th</sup> Jul. 2025  
NTT-W**



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# 1 Introduction

## 1.1 Notes on Operation

### System Requirements and Operation Confirmation Terminals

Classification	System requirements and supported terminals
PC	Chrome Edge

- \*The operation confirmation terminals have been determined as a result of checking and do not guarantee proper operation.
- \*The images may not be properly displayed depending on the model or browser.
- \*The operation was confirmed with the latest version as of the date when it was performed.
- \*The service may be available from a terminal that does not meet the system requirements described in the terms of use or other than the operation confirmation terminals, but NTT West does not guarantee proper operation with such a terminal. Some of the screens may not be displayed or work correctly.

### Inquiry about the System

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

Phone	06-6809-4327
Reception hours	24 hours



# 2 Receiving Certificates Sent Online

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

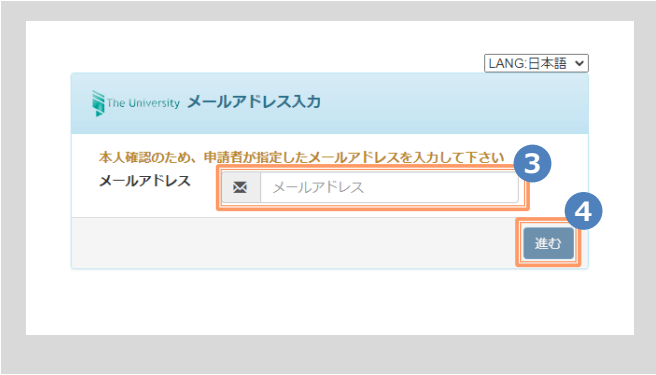


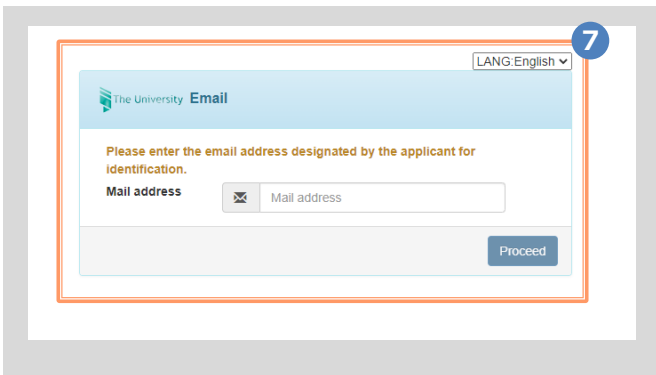
## 2.1 How to Receive Certificates Sent Online

Screen Images	Steps	How to Operate
<div>Email Message</div> <div><div>1</div><div>Information from Certificate Issuance Service To whom it may concern, We have received a request from ○○… Following electronic certificate(s): Certificate of Graduation Please access the link below to check the certificate. <div>2</div><div>https://*****/**/***** *****</div> Please contact the applicant as necessary. △△ △△ email@*****</div></div>	<div>1</div> <div>When a user of Certificate Issuance Service issues a certificate for submitting to a company, the company will be notified by email as shown on the left.</div> <div>2</div> <div>Read the content of the email and access the URL.</div>	



# 2 Receiving Certificates Sent Online

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

Screen Images	Steps	How to Operate
	3	Enter the email address of the recipient.  [Notes] Enter <b>the email address of the recipient</b> . An error will occur and the next screen will not be displayed if the entered email address is incorrect.
	4	Click "Proceed (進む)".  Please follow the steps below if you want to switch the displayed language. This is not necessary if you want to keep the displayed language as it is.
	5	Click the language selection pull-down to switch languages.
	6	Click the language you want to display in the pull-down.
	7	The screen switches in the language you selected. Subsequent screens will be displayed in the selected language.



# 2

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

## Screen Images

## Steps

## How to Operate

**Certificate Information**

Check code XXXXX-XXXX-XXXX

Type Certificate A

Submission destination name Company A

Department to Submit Department A

Person in charge Person A

Email address to submit to companyA@example.com

**Student information**

Name of University	University A
Name of Submitter	Submitter A
Submitter email address	submitterA@example.com

Certificate information	
Check code	XXXX-XXXX-XXXX
Type	Certificate A
Submission destination name	Company A
Department to Submit	Department A
Person in charge	Person A
Email address to submit to	companyA@example.com

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

See below for details of the items on the screen.

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

## ▶ Check code

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

[Notes]

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

► Type

The type of the certificate is displayed.

- ▶ Submission destination name

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

► Department to submit

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

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

- ▶ Person in charge

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

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

► Email address to submit to

The destination email address entered by the submitter is displayed.



# 2

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

## Screen Images

Department to Submit	Department A
Person in charge	Person A
Email addres to submit to	companyA@example.com

### Student information

Name of University	University A
Name of Submitter	Submitter A
Submitter email address	submitterA@example.com

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

► Name of University

The university name where the submitter belongs to is displayed.

► Name of Submitter

The submitter's name is displayed.

► Submitter email address

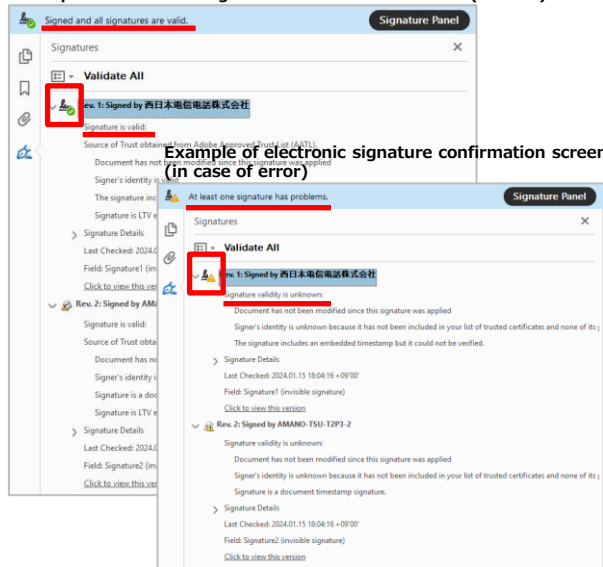
The submitter's email address is displayed.

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

[Notes]

- Access the URL in the email of 1 again if you wish to download the file after closing the screen.
  - This page is valid only for 3 months. It's not possible to access this page afterwards.
  - The electronic signature of the certificate isn't displayed on the screen. Please use the tool to show PDF files such as Acrobat Reader and etc. Normal (e.g.) - Signed and all signatures are valid. Signature is valid.
- In case of error (e.g.): At least one signature has problems. Signature validity is unknown.

### Example of Electronic Signature Confirmation Screen (Normal)



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Page numbers are shown on the bottom of the screen if there are multiple submitted certificates.

Click the page number to switch a page if you wish to preview a different certificate.



# 2 Receiving Certificates Sent Online

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

## Screen Images

## Steps

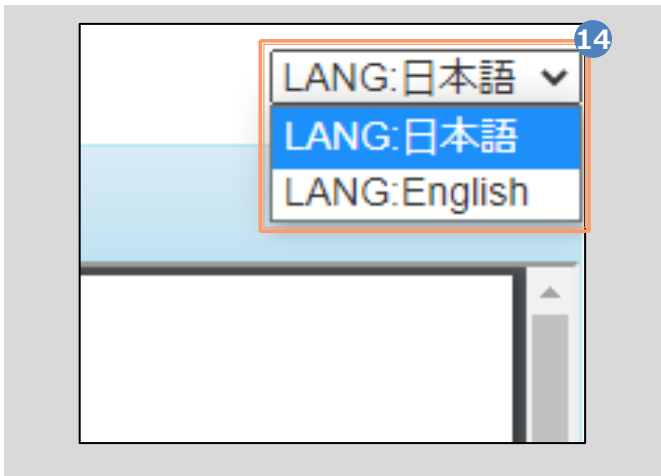
## How to Operate



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Please follow the steps below if you want to switch the displayed language. (This is not necessary if you want to keep the displayed language as it is)

Click the language selection pull-down to switch languages.



14

Click the language you want to display in the pull-down.



15

The screen switches in the language you selected.





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

## 3.1 What is digital watermark ?

### Screen Images

### Steps

### How to Operate



Digital watermarks are embedded in certificates issued at convenience stores. The person who receives the certificate (such as a company) can check the authenticity of the certificate.

As an authenticity confirmation procedure, access the POPITA web application (see note), hold it over the received certificate, and the screen will automatically access the confirmation site. You can confirm the authenticity of the certificate by entering the necessary information on the confirmation site that has transitioned.

**Authenticity:** The ability to verify that the university has issued a certificate to the individual.

(Note) To use "POPITA" from a smartphone, please follow the steps below.

Access the following URL from your browser. <https://popita.certcvs.ntt-west.co.jp>

Please Allow the camera settings on your smartphone's browser.



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

## 3.2 How to Use POPITA

### Screen Images

### Steps

### How to Operate

【Screen】



1

Please access "POPITA" from your browser.  
<https://popita.certcvs.ntt-west.co.jp>

2

POPITA launches the external camera.

3

Hover your camera on the certificate, making sure that the frame of the certificate fits within the frame of screen ②.  
\*No button operation is required.

4

The screen transitions to the page for authenticity check if reading is succeeded. Enter the required items.

5

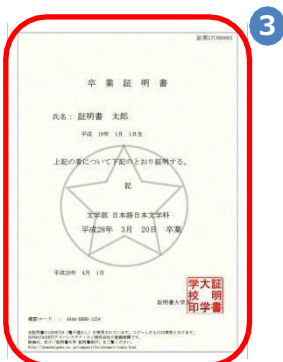
Enter "Confirmation code (確認コード)" written in the certificate you received.  
※The confirmation code is written on the bottom left of the certificate.

6

6

Click "Check (確認)" after entering the required items.

【Certificate】



5




# 3 Procedure for verifying a digital watermark

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

The University 確認結果

7

証明書情報

確認コード

XXXX-XXXX-XXXX

証明書発行番号

証第C XXXXXX 号

種別

在学証明書

学生情報

学籍番号

XXXXXXXXXX

卒業区分

在学生

学生氏名

XXXXXXXXXX

学生氏名(カタカナ)

XXXXXXXXXX

学部学科

XXXXXXXXXX

入学年

XXXX年XX月XX日

卒業年

生年月日

XXXX年XX月XX日

7 The information of the certificate is displayed when the confirmation code properly matches.

The result message shown below will be displayed if the confirmation code is incorrect. Contact the university for the originality of the certificate if 7 “Certificate information (証明書情報)” and “Student information (学生情報)” are not displayed.

The University 確認結果

入力した情報は既に利用されており、該当の証明書がコピー、改竄等の不正がある可能性があります。該当の大学に確認し、証明書の原本性を確認してください。



# 改版履歴

版数	年月日	変更箇所	内容
9.4.1版	2024.1.16	全般	初版
11.3.0版	2024.10.30	P2	Edgeを追加
12.0.0版	2025.7.1	P8,P9	WEB版に更新