

Certificate Issuance Service Login Manual

Login Procedure for Graduates

STEP11.3.0 edition 30th Oct. 2024
NTT-W

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*This manual is a guide for logging in to Certificate Issuance Service. Click “” button at top right corner of the screen after logging in to access the detailed instructions on issuing certificates in our operating manual.

1 Introduction

1.1 Notes on Operation

System Requirements and Operation Confirmation Terminals

Classification	System requirements and supported terminals	
PC	User	Chrome Firefox Safari Edge
Smartphone, etc.	User	iPhone: Safari Android: Chrome

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

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

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

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

Inquiry about the System

◆NTT West Call Center for Certificate Issuance Service

Phone	06-6809-4327
Reception hours	24 hours



2 Log In to the Certificate Issuance Service

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

2.1 How to Apply to Use the Service *first time only

Screen Images

Steps

How to Operate

1

Access the link in the official website of the university to go to the page to register for Certificate Issuance Service.

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

The University Graduate login

Mail address

Mail address

Password

Password

Second password

Second password

If you have forgotten your password

Note

Login

New registration

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

New registration procedure



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

Screen Images

Steps

How to Operate

The University Mail address setting

Mail address

Mail address

Check

Mail address

Note

!Be sure to read the Notes.

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

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

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

Back Check

2

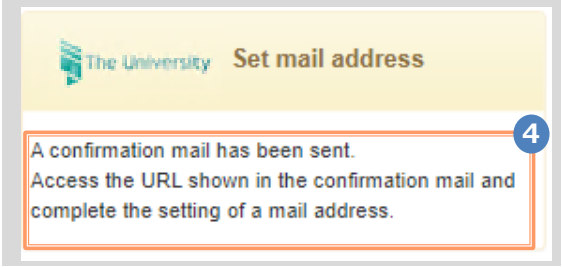
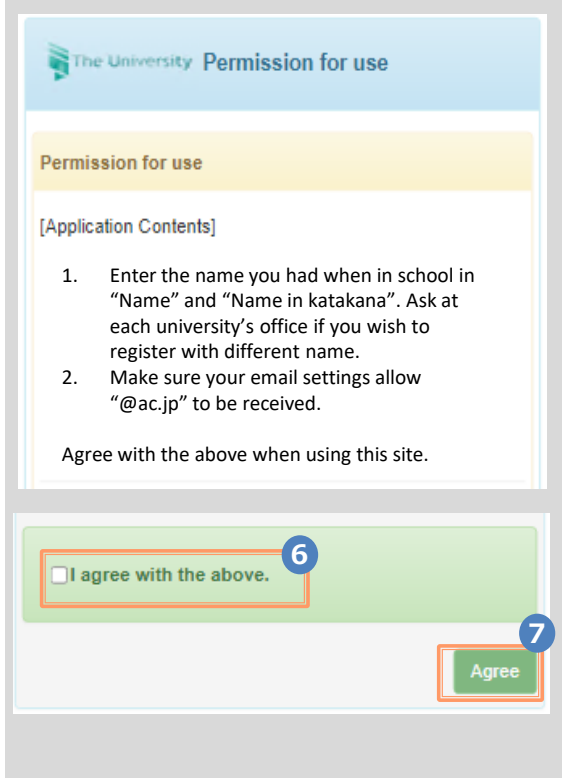
Enter an email address you wish to register into the "Mail address" and "Check" fields.

3

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



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

Screen Images	Steps	How to Operate
	4	A message is displayed on the screen, and a confirmation notification is sent to the registered email address.
<p>Email message</p> <p>You can register your email address. Access the following URL and finish by setting your email address</p> <p>https://*****.*****.***** *****</p> <p>Due date for the URL: 30 minutes</p> <p>----- [Inquiries] *Inquiries about payment method, and operations and failure of the system* *****</p>	5	Click the one-time URL in the email body text and register the applicant information. *The URL has an expiration time, so please complete the operation within the displayed time limit.
	6	Read the "Permission for use" displayed on the screen and select "I agree with the above".
<p><input type="checkbox"/> I agree with the above.</p> <p>Agree</p>	7	Click the "Agree" button.



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

Screen Images

Steps

How to Operate

8

Enter the information on the applicant.

*The input items vary depending on the operating environment.

*The items in red are required.

▶ Application type (Required)

Select "New" for new registration.

▶ Applicant's name (Required)

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

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

▶ Birth date (Required)

Enter the birth date of the applicant.

*In the western calendar year.

9

Enter the information on the applicant when in school.

*The input items vary depending on the operating environment.

*The items in red are required.

▶ Name when in school

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

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

▶ University/Department/Subject (Required)

Select the university, department, and subject.

▶ Student ID number

Enter the student ID number.

▶ Graduation (completion) year and month

Enter the graduation (completion) year and month.

*In the Western calendar year.

▶ Graduate/Withdrawal/Expulsion (Required)

Select the applicable type.



Applicant's information 8

Application Type

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

***Applicant's name**

Applicant's name in katakana

Applicant's name in roman characters

***Birth date**

University's information (When in school) 9

Name when in school

Name when in school in katakana

Name when in school in roman characters

University

Department

Subject

Student ID number

Graduation (completion) year and month

 Graduation Withdrawal Expulsion

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

Screen Images

Steps

How to Operate

10

Enter the current address and contact information.

*The input items vary depending on the operating environment.

▶ Postal code

Enter the postal code of the current address.

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

Enter the current address.

▶ Phone number

Enter the home phone number.

▶ Mobile phone number

Enter the mobile phone number.

11

Enter work information.

*The input items vary depending on the operating environment.

▶ Workplace name

Enter your workplace name.

▶ Postal code

Enter the postal code of your workplace.

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

Enter the address of your workplace.

▶ Phone number

Enter the phone number of your workplace.



Current address

Postal code

Prefecture

City

Street and number

Apartment name and room No.

Phone number

Mobile phone number

Work information

Workplace name

Postal code

Prefecture

City

Street and number

Apartment name and room No.

Phone number

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

Screen Images

Steps

How to Operate

Before attaching the image

Copy of an identification document

Type of identification document

Driving licence Passport Insurance card
 Photo ID

Image of an identification document

Choose File No file chosen

Image (back side) of an identification document

Choose File No file chosen

Back

The image file is displayed after being attached.

After attaching the image

Copy of an identification document

Type of identification document

Driving licence Passport Insurance card
 Photo ID

Image of an identification document

Choose File  Photo.png

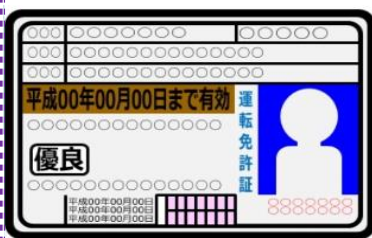


Image (back side) of an identification document

Choose File  Photo_back.png

備考

○○○○○○○○○○○○○○○○○○○○

Back

Check

12

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

▶ Type of identification document

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

▶ Image of an identification document

Click the “Choose File” button and then shoot the document with a camera or select an existing image. If the information is also on the back side of the document, such as changed address put on the driver’s license, add the image of the back side.

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

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

12-*

When a file is selected, the image of the document is displayed for the “Image of the identification document.”
Check if the name, address, and birth date are readable.

13

Click the “Check” button.

*Be sure to fill in the required items. If any of these items are left unfilled, it may take time for approval.


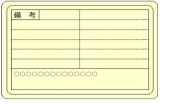


*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

Screen Images

Steps

How to Operate

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

The University Application reception

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

14

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

15

Check that the Application reception screen is displayed.



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

Screen Images

Steps

How to Operate

Email message

Title: Result of the application for use

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

*After you log in, change the password.

Initial password: *****¹⁶

Log in here

https://****.****.****.****.****.****.****.****¹⁷

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

16

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

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

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

17

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

18

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

*Leave the "Second password" field empty.

19

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



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

Screen Images

Steps

How to Operate

20

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

*The password and the second password must be different.

21

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

22

Click the “OK” button.

The Certificate Issuance Service has now become available.

*Graduates who have multiple student ID numbers in case you graduated from both undergraduate and graduate school can add additional student ID number. Check the following:

▶ 2.3 “How to Add a Student ID number”



2 Log In to the Certificate Issuance Service

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

2.2 How to Log In

Screen Images

Steps

How to Operate

The University Graduate login

Mail address

Mail address

Password

Password

Second password

Second password

If you have forgotten your password

Note

!Be sure to read the Notes.

- Be sure to log out and close your browser when you leave this site.
- You will log out automatically if you do not make any operation for a while after logging in.
- Change your passwords on a regular basis.
- Storing your passwords on the browser is not recommended for security reasons.
- The fee cannot be refunded even if you complete your application by requesting wrong numbers or wrong types of

Login

1

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

*You need to apply to use this service before logging in for the first time. Check the following for instructions of how to log to Certificate Issuance Service:

- ▶ 2.1 How to Apply to Use the Service

*Graduates who have multiple student ID numbers in case you graduated from both undergraduate and graduate school can add additional student ID number. Check the following:

- ▶ 2.3 How to Add a Student ID number

2

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



2 Log In to the Certificate Issuance Service

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

2.3 How to Add a Student ID Number

*Applicable for those who have multiple student ID numbers

Screen Images

Steps

How to Operate

The University Graduate login

Mail address

Mail address

Password

Password

Second password

Second password

If you have forgotten your password

Note

Login

1

Perform registration for either undergraduate or graduate by following the instruction in 2.1 “How to Apply to Use the Service” in this manual. Enter the registered email address and password.

2

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

3

The University Select printing destination

Top page

Manual

Personal setting

Change mail address

Register additional student ID number


Change password

Change second password

Logout

Convenience store

Send online

Click the menu button “” in the upper right of the screen, and then click “Register additional student ID number”

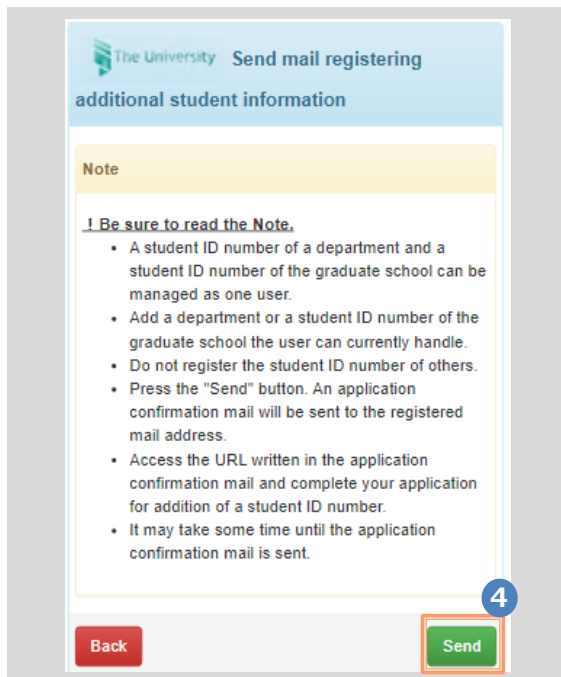


*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

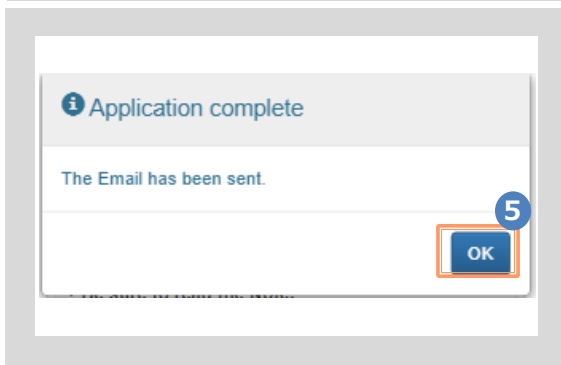
Screen Images

Steps

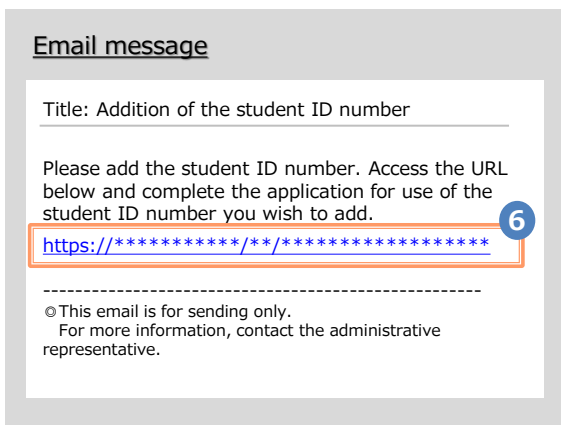
How to Operate



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



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



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

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



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

Screen Images

Steps

How to Operate

7

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

*The input items vary depending on the operating environment.

*The input items in red are required.

▶ Name when in school

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

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

▶ University/Department/Subject (Required)

Select the university, department, and subject.

▶ Student ID number

Enter the student ID number.

▶ Graduation (completion) year and month

Enter the graduation (completion) year and month.

*In the Western calendar year.

▶ Graduate/Withdrawal/Removal (Required)

Select the applicable type.

8

Click the "Check" button.

9

Check the inputs and click the "Application" button.



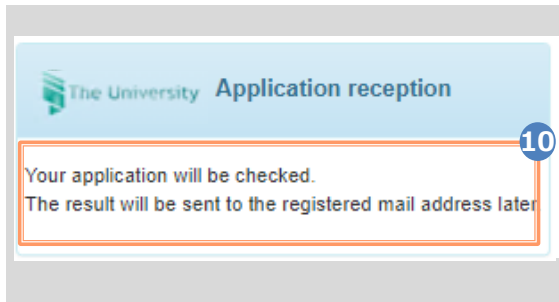
2 Log In to the Certificate Issuance Service

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

Screen Images

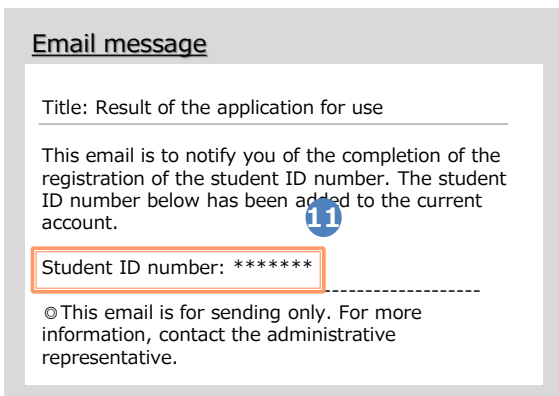
Steps

How to Operate



10

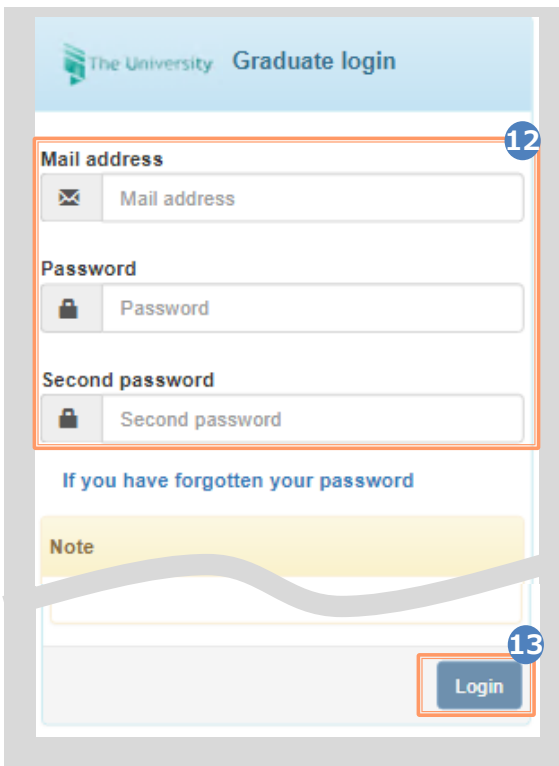
A message is displayed stating that the application has been accepted.



11

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

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



12

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

*Check the following for instructions of how to log in to Certificate Issuance Service:

▶ 2.2 How to Log In

13

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



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

Screen Images

Steps

How to Operate

14

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

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

15

Check that two student ID numbers are selectable.

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



2 Log In to the Certificate Issuance Service

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

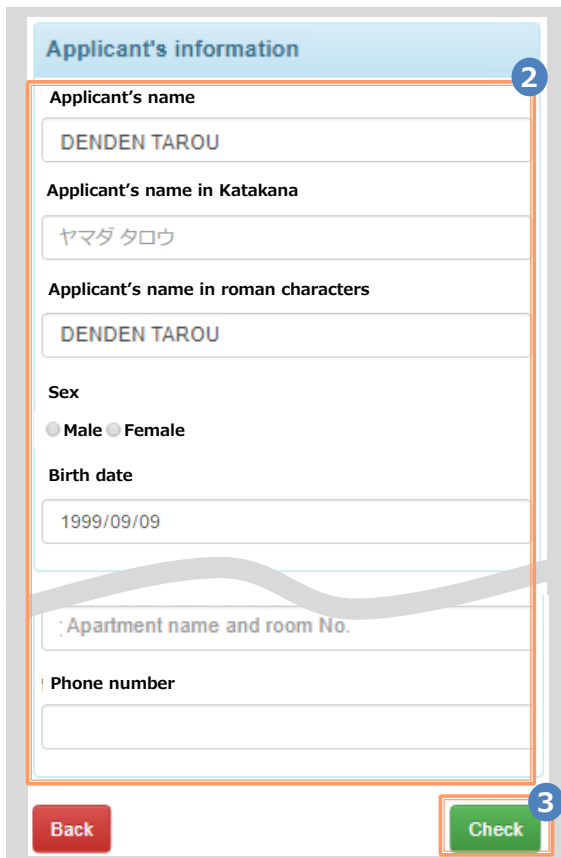
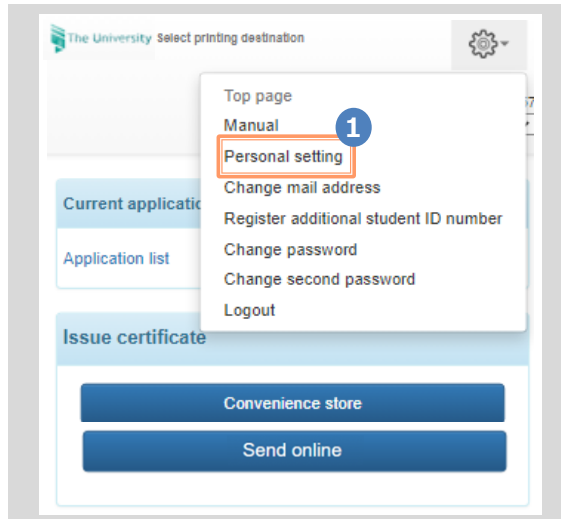
2.4 How to Change the Login Information

(a) Change the personal information


Screen Images

Steps

How to Operate



1

Log in to the certificate issuance service and select the menu button “” in the upper right of the screen, and then click “Personal setting”.

*Check the following for instructions of how to log in to Certificate Issuance Service:

▶ 2.2 How to Log In

2

Fill the personal information items you want to change.

3

Click the “Check” button.



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

Screen Images

Steps

How to Operate

4

Check the inputs and click the "Application" button.

Applicant's information

Applicant's name
DENDEN TAROU

Applicant's name in Katakana

Applicant's name in roman characters

Sex

Birth date
1999/09/09

Current address

Apartment name and room No.

Phone number

Back Application

5

The "Change Completed screen" is displayed stating that the information has been changed. Click the "OK" button.

Change complete

Applicant information has been changed.

OK



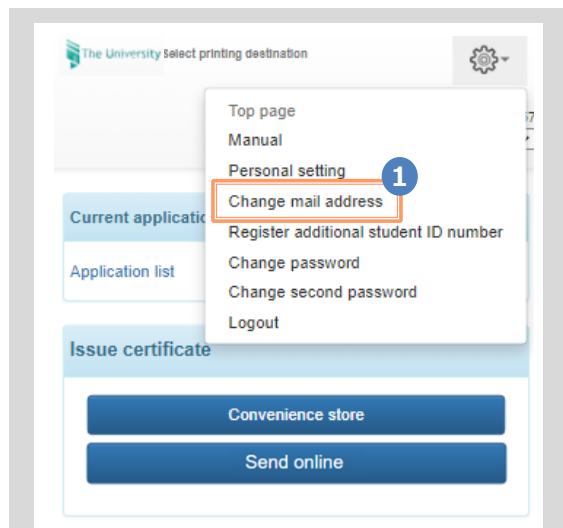
*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

(b) Change the email address


Screen Images

Steps

How to Operate

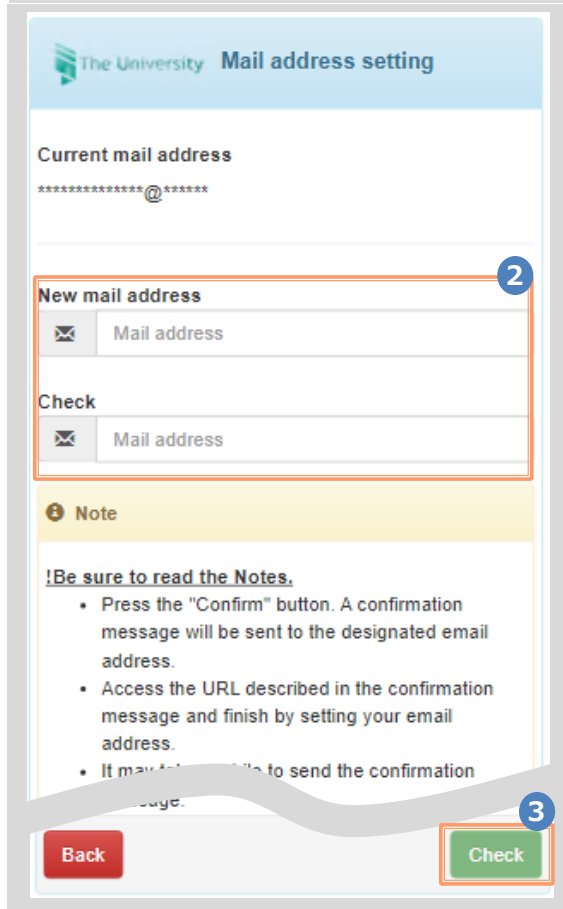


1

Log in to the certificate issuance service and select the menu button “” in the upper right of the screen, and then click “Change mail address.”

*Check the following for instructions of how to log in to Certificate Issuance Service:

▶ 2.2 How to Log In



2

Enter a new email address into the “New mail address” and “Check” fields.

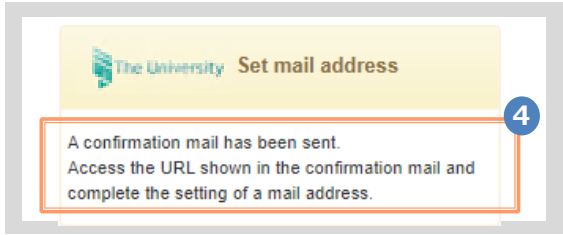
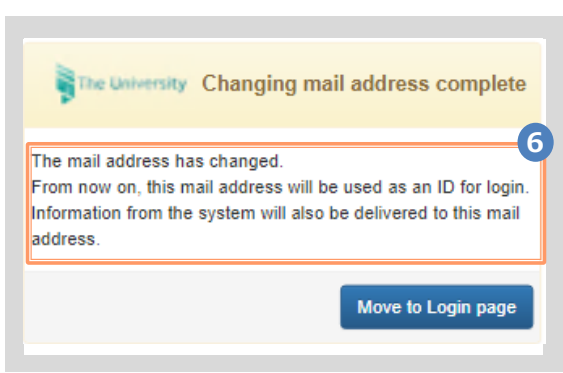
3

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

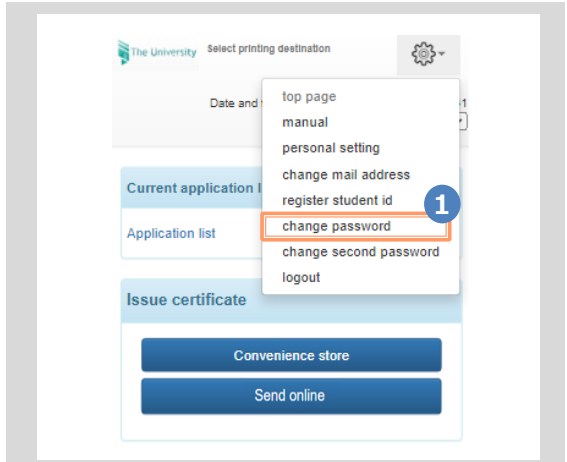


2 Log In to the Certificate Issuance Service

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

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

(c) Change the password

Screen Images	Steps	How to Operate
	1	Log in to the certificate issuance service and select the menu button "⚙️" in the upper right of the screen, and then click "Change password." *Check the following for instructions of how to log in to Certificate Issuance Service: ▶ 2.2 How to Log In



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

Screen Images

Steps

How to Operate

The University Change password

Current password

Current password

New password

New password

Check

New password

Note

! Be sure to read the Note.

Set a password according to these rules:

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

Back Change

Change complete

The password has been changed.

OK

2

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

3

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

4

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



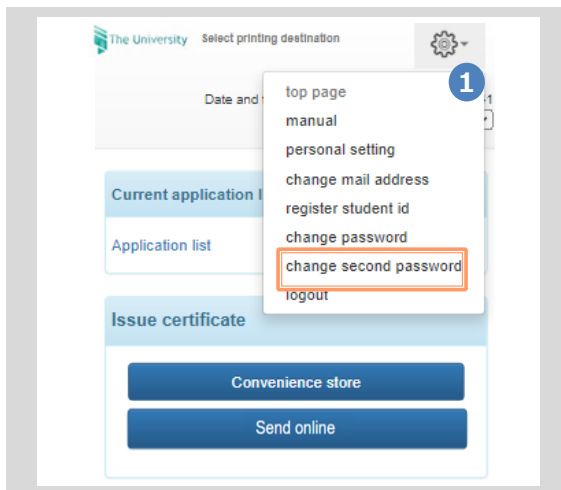
*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

(d) Change the second password


Screen Images

Steps

How to Operate

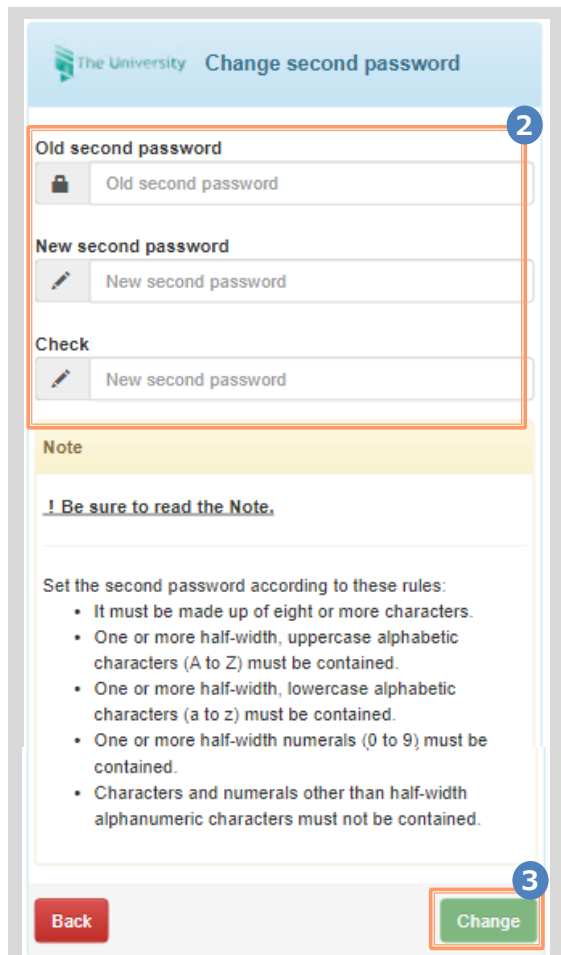


1

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

*Check the following for instructions of how to log in to Certificate Issuance Service:

▶ 2.2 How to Log In



2

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

3

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



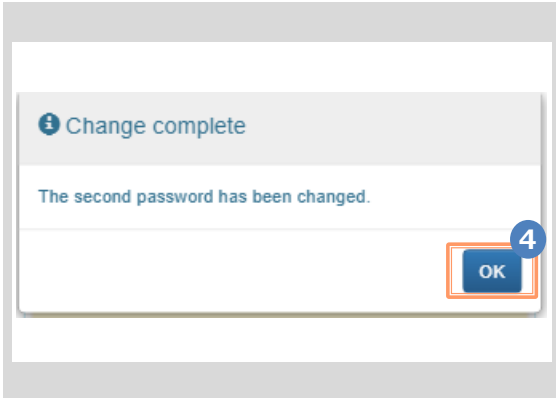
2 Log In to the Certificate Issuance Service

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

Screen Images

Steps

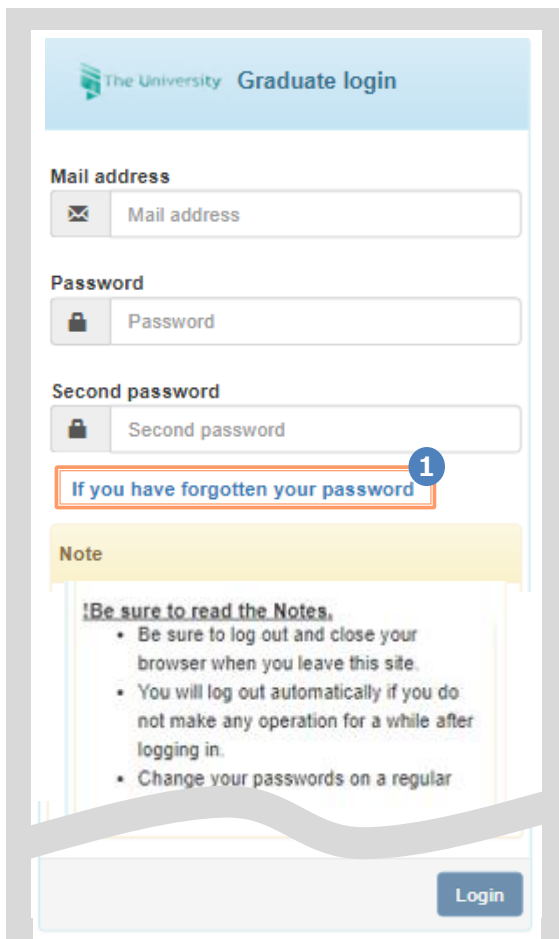
How to Operate



4

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

(e) If you forgot the password



1

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

*Check the following for instructions of how to log in to Certificate Issuance Service:

- ▶ 2.2 How to Log In



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

Screen Images

Steps

How to Operate

The University Reset password

Mail address

Note

! Be sure to read the Note.

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

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

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

Send

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

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

The University Password reset mail sent

A password reset mail has been sent.

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

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

Email message

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

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

Due date for the URL: 30 minutes

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

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

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



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

Screen Images

Steps

How to Operate

6

The University Set password

Password

Password

Check

Password

Second password

Second password

Check

Second password

Note

! Be sure to read the Note.

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

7

Set

6

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

7

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

8

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

8

Setting the password has completed.

The password or second password has been set.

OK



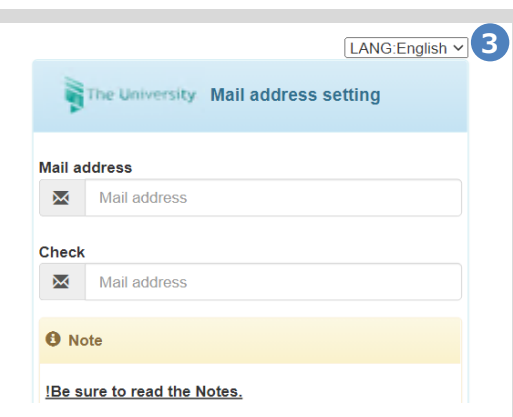


2 Log In to the Certificate Issuance Service

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

2.5 Switch Languages

(a) Mail Address Setting Screen

Screen Images	Steps	How to Operate
	1	Click the language selection pull-down to switch languages.
	2	Click the language you want to display in the pull-down.
	3	The screen switches in the language you selected. Subsequent screens will be displayed in the selected language.



2 Log In to the Certificate Issuance Service

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

(b) Log In Screen

Screen Images

Steps

How to Operate

1

The screenshot shows the login page in Japanese. At the top right, there is a language selection pull-down menu with 'LANG:日本語' selected. Below it are two input fields: 'メールアドレス' (Email address) and 'パスワード' (Password). A 'ログイン' (Login) button is at the bottom right.

2

The screenshot shows the same login page, but the language selection pull-down menu is open, displaying three options: 'LANG:日本語', 'LANG:日本語', and 'LANG:English'. The 'LANG:日本語' option is highlighted.

3

The screenshot shows the login page in English. The language selection pull-down menu is now set to 'LANG:English'. The text on the page has changed to 'The University Graduate login', 'Mail address', and 'Password'. The 'Login' button is still present.

1 Click the language selection pull-down to switch languages.



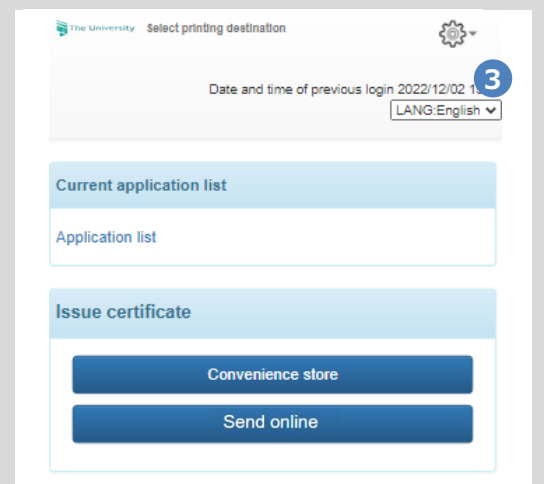
2 Click the language you want to display in the pull-down.

3 The screen switches in the language you selected. Subsequent screens will be displayed in the selected language.



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

(c) Select Printing Destination Screen

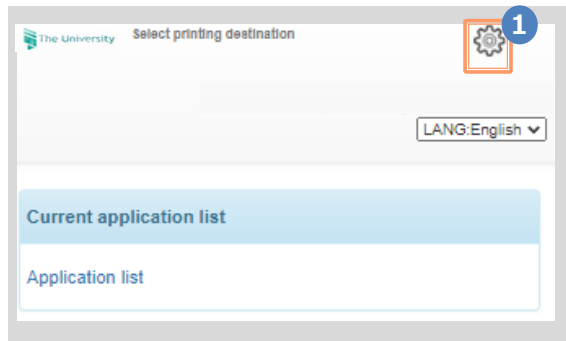

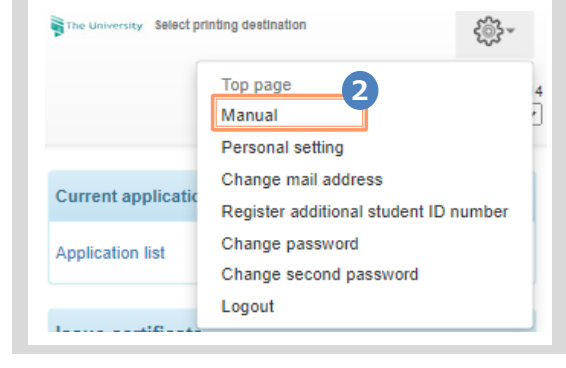
Screen Images	Steps	How to Operate
	<p>1</p>	<p>Click the language selection pull-down to switch languages.</p>
	<p>2</p>	<p>Click the language you want to display in the pull-down.</p>
	<p>3</p>	<p>The screen switches in the language you selected. Subsequent screens will be displayed in the selected language. Since the language selection pull-down is displayed only on Log In and Select Printing Destination screens, so you need to log out or come back to Select Printing Destination screen to switch languages.</p>



3 How to Access the Operating Manual

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

3.1 How to Access the Operating Manual *after first registration

Screen Images	Steps	How to Operate
	1	Log in to the certificate issuance service and select the menu button “  ” in the upper right of the screen. *Check the following for instructions of how to log in to Certificate Issuance Service: ▶ 2.2 How to Log In
	2	Click “Manual” to show the Operating Manual. Read the description and issue certificate(s) at a convenience store.



改版履歴

版数	年月日	変更箇所	内容
8.0版	2023.8.1	P4	電話番号変更のため修正
9.4.1版	2024.1.16	P30~P32	言語切り替え機能について記載
11.3.0版	2024.10.30	P2	Edgeを追加