

My Number Card Guidebook



What can it be used for?
Let's try it!!



Nakashibetsu

What you can do with My Number Card

やってみよう!

- You can quickly verify your identity
 - You can get copies of certificate of residence and seal in convenience store ※3※4
 - You can use it as a health insurance card ※2
 - Online tax declaration is possible ※1
 - Child-raising and caregiving procedures can be done with smartphone ※1※3
 - It can be used for private online services, such as opening a securities account. ※1
- ※ 1 A smartphone or IC card reader and computer that can read My Number Cards are required.
※ 2 The number of medical institutions and pharmacies that support the service will be gradually expanded.
※ 3 Services vary depending on the municipality
※ 4 Available daily from 6:30 to 23:00



My Number Cards are also secure!

It doesn't contain any highly private personal information!

Even if your My Number is seen, it can't be abuse!

If you try to read information illegally,

the data inside the IC chip will be destroyed!

※ Suspension of use due to loss, etc. is accepted 24/7.

Tel: 0120-95-0178



About using of My Number Card as a Health Insurance Card

Using My Number Card as a Health Insurance Card will be convenient for both medical visits and other situations.

《Your Regular Hospital Visits Made Easier!》

《This is easy and convenient!》

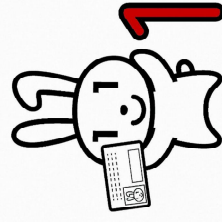
Reception

Automated reception
with face recognition

PIN is acceptable!

Payment

No need to make one-
time payment of
medical expenses that
exceed the limit at the



Medical Services and Pharmacy

You can receive medical
treatment and
medication prescriptions
based on accurate data



Specific health check-ups
and medication information
can be viewed on
Mynaportal!



Connect with e-Tax
from Mynaportal makes
filling of Your tax
declaration easier!

Always Usable as Your
Health Insurance Card

You need to apply to use it

[●Apply from your smartphone on the Mynaportal]

★ What you need to prepare

- ① My Number Card of applicant
+PIN set at the counter at the time of issuance
- ② My Number Card reading compatible smartphone
(Or PC + IC card reader)
- ③ Instalation of the app "Mynaportal"



iOS version



Android
version



STEP 1 ○ Start Mynaportal

STEP 2 ○ Tap(press)"Apply for the Health Insurance Card".

STEP 3 ○ Please, check and agree to the terms of use.

※ At the same time, you can register as a user of Mynaportal

STEP 4 ○ Read My Number Card

Enter your 4-digit PIN and enter your My Number Card

Place it against your phone and press the start reading button.



Registration Completed!!

☆ You can also apply with a card reader with face recognition at a medical institution or pharmacy.

"Card expiration date!"

Expiration date of the My Number Card and digital certificates

Both the My Number Card and the digital certificate have an expiration date. When the expiration date approaches, you will receive a notification from the Local Government Information System Organization. Please proceed with the renewal process. The renewal fee is currently free of charge.

- Japan nationals and foreign nationals or who are permanent residents or special permanent residents

	Adults (18 years of age or elder)	Minors (under 18 years old)
My Number Card	10th Birthday	5th Birthday
Digital certificates	5th Birthday	5th Birthday

※ The expiration date is based on the number of periods from the date the card was issued.

※ You can proceed with the renewal process 3 months before the expiration date.

- Foreign nationals (apart from permanent residents of special permanent residents)

My Number Card	The expiration date is the date when the day of stay expires
Digital certificates	

※ **Note: If you extend your period of stay, you must complete the necessary procedures at the municipal office before the date of your My Number Card expires.**

- Required documents for renewal procedures

※1 "My Number Card" and "New Residence Card" ※1

In case of absence of a new residence card?

Please bring your residence card with the 'In Renewal Process' stamp.

The expiration date of your My Number Card will be extended by two months.

- If you don't complete the procedure ...

- Your My Number Card will become invalid
- There is fee for reissuing

『 My Number Card is a nickname for the Individual Number Card 』



Expiration date of My Number Card

Expiration date of digital certificate

In case if your name, address, etc. have changed,
it will be written



My number (personal number)

Q

What should be done in case of changes to the information on My number card?

A

If the information designated on the face of your My Number Card changes due to moving or marriage, etc., please bring your My Number Card to the counter. Enter your new name, address, etc. in the additional fields.

☆For procedures, PIN is required that you have set at the time of issuance

※Note

If you change your address due to moving from another city or town, your My Number Card will become invalid if 90 days have passed since the date of moving.

Convenience store delivery, very convenient!

Even holidays
you can get certificates 🎵



- **Available days and hours:**
Every day from 6:30 AM to 11:00 PM

※ It may not be available due to system maintenance etc.
In that case, we will notify you on Mynportal, etc.

- **Available locations:** Stores with multi-function copy machines installed,
such as convenience stores nationwide.



- **Certificates available for issuance:**

☆ Copy of the resident registration.

※ Note: You can also obtain copies for members of the same household.

☆ Seal/stamp registration certificate (for registered individuals only)



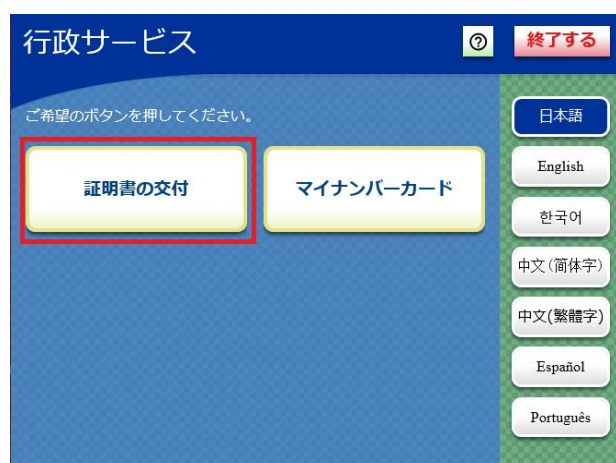
About convenience store delivery

Screen display on kiosk terminal



It is displayed on the screen of the kiosk terminal (multi-copy machine) installed in the store. Once you press the "administrative service" button, you will begin using the service.

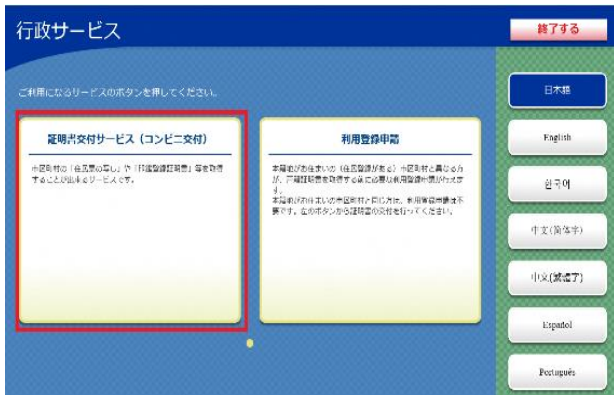
How to operate the terminal



① Administrative menu

Select to issue a certificate

※ Stores that do not provide services other than certificate issuance will not display this screen.



② Menu selection

Select the certificate issuance service

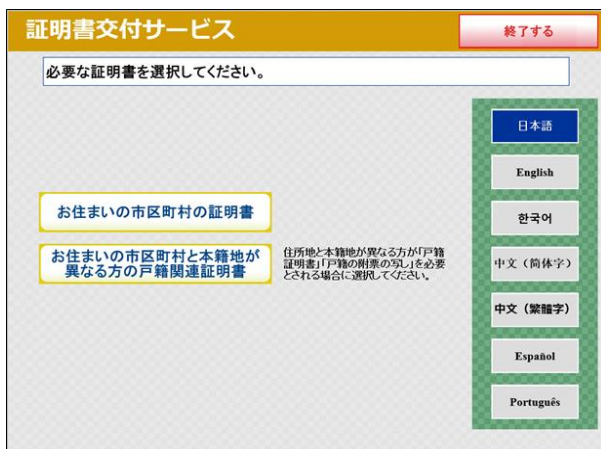
※The screen display may differ depending on the kiosk terminal



③ My Number Card reading

Place your My Number Card in the designated card reader on the kiosk terminal.

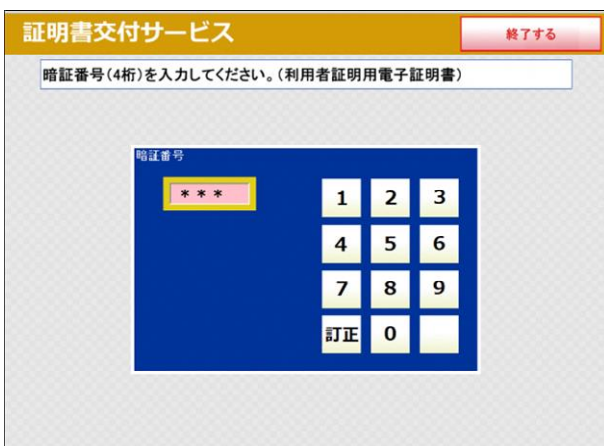
Check whether My Number Card can be issued at convenience store.



④ Select the municipality for Certificate

Select the municipality that issues certificate

In this example, select 'Certificate from your municipality of residence.'



⑤ Enter the PIN

To verify your identity enter the PIN set when the My Number Card was issued.

※Note: If using card app authentication, ⑦ this will be done after the certificate type selection screen.

証明書交付サービス 中止する

カードを取り外すと、次の画面に進みます。



⑥ Card removal

Remove My Number Card

(After this operation, you will not need to use My Number Card, so please make sure to keep it safe and don't forget it).

証明書交付サービス 終了する

必要な証明書を選択してください。

- 住民票の写し
- 住民票記載事項証明書
- 印鑑登録証明書
- 各種税証明書
- 戸籍証明書
- 戸籍の附票の写し

⑦ Certificate type

A list of certificates available from your municipality will be displayed. Please select the certificate you wish to obtain.

In this example, select the "copy of resident registration".

証明書交付サービス 終了する

交付種別を選択してください。

- 本人のみ
- 世帯全員
- 世帯の一部

⑧ Issuance type input

Select the certificate type issuance

証明書交付サービス 終了する

証明書の記載項目を選択して「確定する」ボタンを押してください。

世帯主・続柄の記載	<input type="button" value="有"/>	<input type="button" value="無"/>
本籍地・筆頭者の記載	<input type="button" value="有"/>	<input type="button" value="無"/>
マイナンバーの記載	<input type="button" value="有"/>	<input type="button" value="無"/>

前画面へ 確定する

⑨ Select the items

Select whether or not to include specific items on the certificate

証明書交付サービス 終了する

必要な部数を入力し、「確定する」ボタンを押してください。

部数

1

(最大 10 部)

1	2	3
4	5	6
7	8	9
訂正	0	

前面へ
確定する

⑩ Select number of copies

Select the number of copies that you need

証明書交付サービス 終了する

発行内容を確認して「確定する」ボタンを押してください。訂正を行う場合は「前面へ」ボタンを押してください。

発行先(印刷の宛先)	発行先(受領者の住所)	発行先(サービス名)
発行枚数	発行枚の単位	発行枚の合計
10部	1部	10部
発行枚の合計		

前面へ
確定する

⑪ Confirm issue details

Review the information entered so far for final confirmation.

If any corrections are needed, you can go back to the relevant input or selection screen to make the necessary changes.



⑫ Payment

Insert the fee for the required number of certificates into the coin slot (money insertion slot).

※The screen display may differ depending on the kiosk terminal



⑬ Certificate printer

The required number of copies of the certificate will be printed.

※ The screen display may differ depending on the kiosk terminal



お取り忘れにご注意ください。

⑭ Make sure you haven't left



Please take your certificate

Once the certificate printing is complete, a reminder announcement will continue to play to prevent you from forgetting your document. After retrieving your certificate, please press the stop button to turn off the announcement

※ The screen display may differ depending on the kiosk terminal



領収書をお取りください。

⑮ Issuance of receipt



A receipt will be printed; please take it.

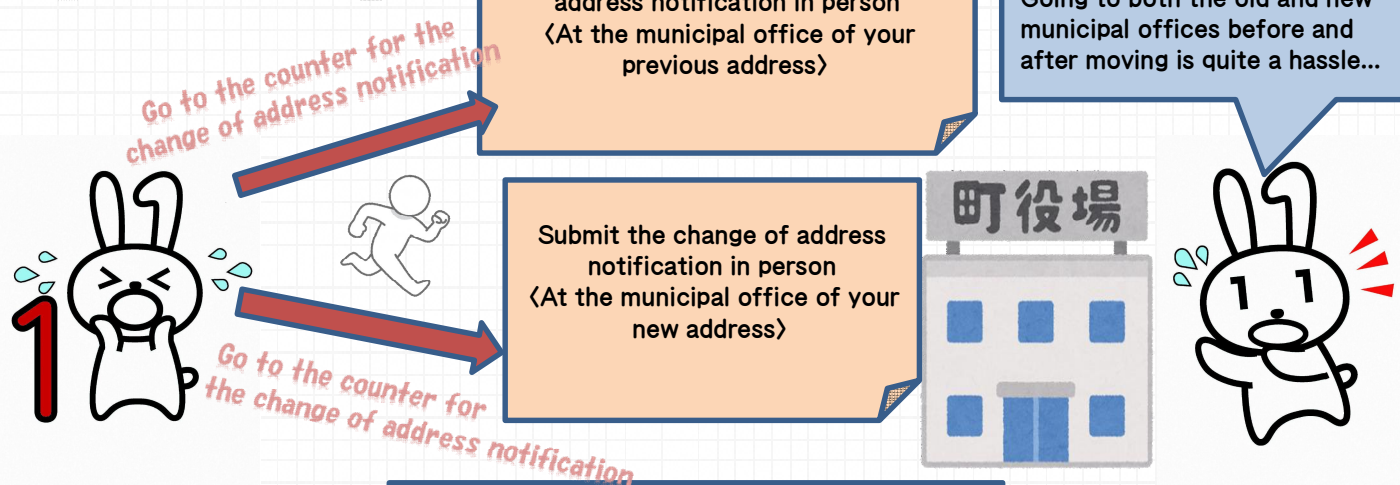
※ The screen display may differ depending on the kiosk terminal

※ You can obtain other certificates using the same procedure.

**If you have a My Number Card,
you can submit your change of address
notification online through the My Number Portal!**

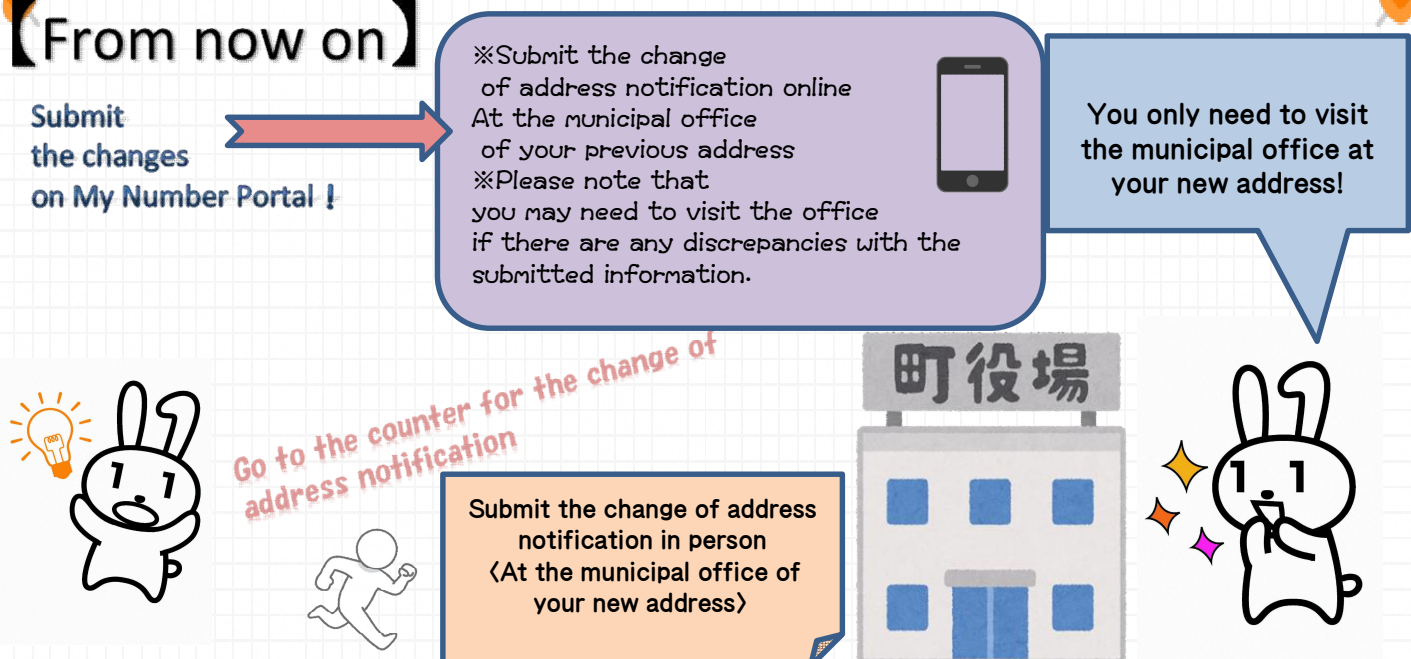
引越し
しました!

【Until now】



By using the
My Number Portal

【From now on】



Submit your change of address notification
through the My Number Portal:

Three Benefits

Can be applied
online

(In principle, no need to go
to the counter
of previous municipality)

Can be done
every time!

(Procedures are available
regardless of
office opening hours)

Prevents
missing procedures
and required items!

(At the municipal office
where you are moving
you can see necessary procedures
and what to bring)

You can use it when moving anywhere in Japan!
It can also be used for household moves ♪.



Easy online!
Procedural flow

Online procedures
are here



STEP1 Access to My Number Portal



STEP2 Input of notification
information, etc



STEP E-Signature and Send



Procedure
Complete

What you need to prepare

- My Number Card with valid digital certificate (PIN is required)
- Devices that access the Mynaportal (Smartphones and PCs)
- Contact phone number
- New address

• If you are contacted by the municipal office due to incomplete input information, please respond according to the contents.
• After submitting your moving-out notification via My Number Portal, please follow the provided instructions and complete the necessary procedures at the municipal office of your new address.

Convenient in such a case! ~Sudden Moving

- "I suddenly got transferred, but with handovers to do, I don't have any weekdays off."
- "I don't have much time until the move, so I want to spend my weekends house hunting and packing."



Available 24/7, so you can complete the procedures without worrying about the time.

You can complete the moving-out notification during your free

※ There may be times when the system is unavailable due to maintenance or other issues. In such cases, we will notify you via My Number Portal or other means.

Convenient in such cases! ~for those with young children

- It's challenging to go to a distant office with young children in tow
- At this time of year, the office counters are crowded, so I wonder if the children will be able to wait patiently.



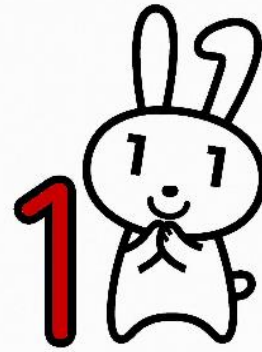
If you complete the procedures on My Number Portal

※1 No need to go to the municipality office for moving-out notification!

※1 If there are any discrepancies in the submitted information, you may be required to visit the office in person!

Registering a public funds receiving account makes this convenient!

Fewer required documents mean quicker applications and benefits ♪



The account information you register will be used for receiving a wide range of benefits and subsidies!

POINT!

Emergency allowance

Pension

Child allowance

Income tax refund



Important Points for Handling My Number Card

注意

The My Number Card is a precision device that contains electronic components such as an IC chip and antenna. So, improper handling may cause it to malfunction. Please pay careful attention to the following points when storing and using it.

1. Be careful of high temperatures and physical force!

The card may become deformed due to heat, or the electronic components embedded within it may malfunction. Please be mindful of high temperatures and physical force as outlined below.

- Do not store or leave the card in places with high temperatures, such as inside a car or near heating appliances
- Do not put the card in a washing machine or dryer, and do not iron it while it's inside clothing
- Do not drop the card, press it against a reader with force causing it to bend, or drop objects onto the card. Do not apply impact by scratching the card with sharp objects, metal, or other hard items
- Do not touch, dirty, or bend the IC chip part of the card, and avoid placing it with hard objects like coins or pens in a bag or purse, which could cause impact.
- Do not sit with the wallet containing the card in your back pocket, and avoid applying localized pressure to the IC chip part of the card

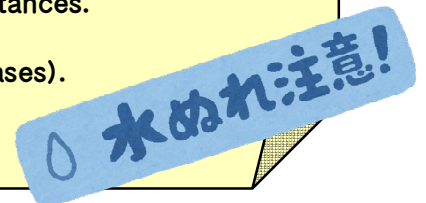


高温注意!

2. Be cautious of chemicals and liquids!

Since the card's face photo or other information may be damaged, please be cautious of chemicals and liquids as outlined below.

- Do not get the card wet with chemicals or liquids such as some cosmetics (nail polish remover, nail polish, hand cream), certain sprays (those with flammable labels), gasoline, kerosene, lighter fluid, engine oil, disinfectant alcohol, correction fluid, and other similar substances.
- Do not use the card when it is wet.
- Do not allow direct contact with products made of PVC (such as pass cases).



3. Be cautious of strong magnets!

Strong magnetic fields may erase the magnetic information on the magnetic stripe on the back of the card. Please be cautious of strong magnets as outlined below.

- Keep the card away from devices that emit strong magnetic fields, such as televisions, speakers, refrigerators, mobile phones, handbags or wallets with magnets, smartphones, and

