Kyushu University
Safety Confirmation System

Q&A
(For students and faculty/staff members)

Contents

1. Logging in

Q. How many unsuccessful login attempts am I allowed?

A. There is no limit on the number of unsuccessful login attempts.

Q. How many unsuccessful login attempts am I allowed?

A. After three unsuccessful login attempts, an email asking you to complete the setup process again will be sent to the address with which you registered.
Please carry out the subsequent process in accordance with the instructions in the email.

Q. What should I do if I've forgotten my password?

A. On the login screen, if you click [Reset Password] and enter your login ID, a password reset email will be sent to your registered email address.
Please access the URL provided in this email to reset your password.
* If you have forgotten your password but have not yet registered your email address or do not know which email address is registered, please ask the administrator to reset your password.

Q. What should I do if I've forgotten my ID?

A. Please contact the administrator.

Q. I've entered my ID and password, but I can't log in.

A. Please check again to ensure that you have not entered them incorrectly.
· The fields are case-sensitive.
· If you have copied the details and pasted them into the fields, there might be a space at the end of the text.
If none of these problems apply and your ID and password are correct, please check that the URL of the login screen is correct.

Q. Where is the QR code?

A. At the bottom of the login screen and at the bottom of the menu.

2. Safety reports

Q. Can I check that my safety report has gone through OK?

A. If the message "Your safety status has been reported" is displayed immediately after submitting the report, it has gone through OK. If you are worried about it, please return to the safety report screen and submit a report again.

Q. There was a change in my safety status after submitting my report. How can I update it?

A. Please use one of the following methods to report on your current status. This will overwrite your previous safety report.
- Click on the URL in the email and submit your report
- Log in to the ANPIC website and submit your report via the safety report screen
- Submit your report via the app
- Submit your report via LINE

Q. I've registered three email addresses. Do I need to reply via the emails sent to all three?

A. You only need to reply via one of them.

Q. Is the safety report screen available in languages other than Japanese and English?

A. The safety report screen is only available in Japanese and English.

Q. How do I submit a safety report from a mobile phone that doesn't support SSL?

A. At the bottom of the email, you will find the words "If you cannot access the site above, report your safety status here" and a URL. You can submit your report by clicking on that URL.

Q. How much does it cost to submit a safety report?

A. It depends on your contract with your mobile provider, including your mobile phone handset and plan, but it should generally be no more than a few dozen yen.

3. Checking people's safety

Q. I entered a name in the Safety Search field, but I didn't get any hits.

A. This is likely to be for one of the following reasons.
- Spelling mistake
- The person in question belongs to an organizational unit that cannot be searched using the safety search function
- Presence/absence of a space between family name and given name (depends on the details registered)
- The person in question has not yet submitted a safety report
- The person in question is not registered

> ○ The search function is not available under normal circumstances.
>
> ○ It can only be used when Kyushu University enables the search function, such as when a crisis arises.

4. Notifications from ANPIC

Q. I don't know how to set up the "Accept from specified senders" settings.

    A. Information specific to each carrier is available. Please contact the administrator for assistance.

Q. I don't know the password for my device to set up the "Accept from specified senders" settings.

    A. Please seek advice from the store where you purchased your device.

Q. I've received several safety confirmation emails with the same content.

    A. One email is sent to each registered email address. If you have registered three email addresses, you will receive three emails — one at each address. Please reply to one of these.
If you belong to more than one organizational unit, you will receive one email for each unit to which you belong. In this situation, too, please reply to one of these.

Q. I submitted my safety report an hour ago, but another safety confirmation email arrived.

    A. In the event of a major earthquake, further harm is expected if an aftershock above the set seismic intensity threshold occurs, so an additional email is sent in this situation. The administrator requires safety information, so please report your safety status.

Q. When I clicked on the URL in the safety confirmation email, the login screen was displayed instead of the safety report screen.

    A. If you have disabled cookies, please change your settings to enable them. This phenomenon also occurs if you have changed your password and then click on the URL in an email sent before the change. Please log in from the login screen to use the report screen.

Q. When I click on the URL, a warning appears and I can't access the report screen.

    A. Near the bottom of the email, you will find the words "If you cannot access the site above, report your safety status here" and a URL. You can access the screen by clicking on that URL.

Q. I've received multiple copies of the same safety confirmation email on my mobile phone.

    A. In the case of manual emails, only one email is sent per email address, but automatic emails are sent to each organizational unit to which you belong. If you belong to multiple organizational units, you will receive the same number of identical emails.

Q. Can I reply to emails from ANPIC?

    A. All emails from ANPIC are sent from a send-only address, so please do not reply to them.

Q. I'm not receiving any emails from ANPIC.

    A. Please check the emails field in the account settings screen (after the time of the next update at 0:00). A message will be displayed if an error in the transmission status has occurred. The main causes are as follows.
    · Error when registering your email address
    · Mailbox is full
In some cases, emails might have been delivered, but automatically sent to the Junk mail folder. Please check your Junk mail folder.

Q. I'm not receiving any notifications from ANPIC.

A. Please check the notifications field in the account settings screen.
If an error in the transmission status has occurred, this will be displayed in the notifications receipt status.
- · [Cannot receive (failed to retrieve device information)]
  →Restart the ANPIC app. Or switch notifications in the ANPIC app back to [No notifications] and then reset it to [App].
- · [Cannot receive (push notifications disabled)]
  →Enable notification settings in the ANPIC app.
- · [Cannot receive (Google Play Developer Services disabled)]
  →Enable Google Play Developer Services.
- · [Cannot receive (temporary error)]
  →Send email again.
- · [Cannot receive (not added as friend)]
  →Unblock in LINE.

Q. I'm not receiving emails, even though I haven't set up a spam filter.

A. Even if you haven't set up a spam filter, it might have been installed as a default at the time of purchase. If you set your device to accept emails from specified senders, you can grant explicit permission to receive emails from ANPIC.

Q. I've got a Raku-Raku Phone and I can't set it to accept from specified senders.

A. For Raku-Raku Phones, the iMenu™ site has a Raku-Raku iMenu specially designed for the Raku-Raku Phone series.
You can get to the normal iMenu from the Raku-Raku iMenu via the Menu List at the bottom of the screen.

Q. I clicked on the URL to submit a safety report from my feature phone, but it didn't take me to the ANPIC website.

A. Near the bottom of the email, you will find the words "If you cannot access the site above, report your safety status here" and a URL. Please click on that URL.

Q. I received an email about an earthquake, which stated "hypocenter unconfirmed," and then received an email with the same time stamp that gave the location of the hypocenter. Does that mean that two emails were transmitted for the same earthquake?

A. In this situation, two emails are transmitted.
The area in which an earthquake has occurred can be identified, even if the hypocenter has not been confirmed, so a safety confirmation email is sent out before the hypocenter has been confirmed, based on the region set by the administrator.
If the situation subsequently changes from "hypocenter unconfirmed" to an official announcement, another safety confirmation email with the correct information is sent out (because the seismic intensity may change between the unconfirmed situation and the official announcement).

5. Bulletin board

Q. Can ordinary users post on the bulletin board?

    A. Ordinary users cannot post on the bulletin board. If you need something posted, please ask the administrator.

Q. Are users notified if something is posted on the bulletin board?

    A. No. Please log in to the ANPIC website and check the bulletin board yourself.

6. Questionnaires

Q. Can I redo a questionnaire that I've already responded to once?

    A. Yes. Log in to the ANPIC website, click on [Respond to Questionnaire], then click on the name of the relevant questionnaire and redo the questionnaire. Or you can click on the URL in the email asking you to respond to the questionnaire and redo it. If you redo the questionnaire, your original answers will be overwritten.

Q. Can I view the results of questionnaires?

    A. Ordinary users cannot view the results. Please contact the administrator for assistance.

7. User information

Q. My name has changed. What should I do?

    A. Please ask the administrator to change your name.

Q. The information about my organizational affiliation is incorrect. What should I do?

    A. Please ask the administrator to change your affiliation.

Q. What should I do if I want to change (add/delete) my e-mail address?

    A. In the case of student email addresses, the system is linked not only to the Primary Mail Service for Students, but also to the email address registered on the student portal, so the registration email will be sent to those addresses. Students wishing to add or change their email address can do so by changing their email address on the student portal.
Faculty/staff members can add a new email addresses by logging in this system. Please refer to "How to add your e-mail address."

Q. I want to change my email address on the account settings screen, but I can't because it has a chain symbol.

    A. Items marked with a chain symbol cannot be changed via ANPIC. Please contact the administrator for assistance.

Q. Can I check whether I can receive emails at my registered email address?

    A. If you log in to the ANPIC website, you can send a test email from the account settings screen. If an error in the transmission status has occurred, a message will be displayed in red in the email address field in account settings. (However, please note that this is updated at 00:00 after the email is sent)

Q. Can I register my mobile phone's short mail (SMS) address?

    A. You cannot register a short mail address. Please register an email address.

Q. What should I do if I want to change my password?

    A. You can change it via one of the following methods.
- Change it via [Reset password] on the login screen.
- Log in to the ANPIC website and change it via account settings.
- Ask the administrator to reset it.

Q. What should I do if I want to change my notification settings?

    A. You can change them via the app.
- Access [Settings] in the menu, then tap [Notifications]. Please check the box beside the method to which you wish to change.

8. App

Q. Can I check whether I can receive push notifications?

A. If you log in to the ANPIC website, you can send a test push notification from the account settings screen.

Q. I want to change the device name shown on the account settings screen.

A. You cannot change the device name.

Q. What does the "Date updated" on the account settings screen indicate?

A. It is the date on which you downloaded the smartphone app and logged in to it. It is updated when you log in again.

Q. I've entered my ID and password, but I can't press the login button.

A. ・ Go to [Settings] > [Safari] and change the [Block Cookies] setting to [Accept from websites visited] or [Always accept], then access the website again from the ANPIC app.
   · Enable JavaScript.

Q. I can't log in.

A. Please check again that you have entered the URL and your ID and password correctly.
   In particular, if you have copied your ID and password and pasted them into the fields, you might also have copied a space at the end of the text.

Q. Doesn't it cost money if I stay logged in?

A. The app does not send or receive data when not in use, so you will not incur any charges.

Q. Will I be unable to receive push notifications if I log out?

A. Push notifications will not be sent when you are logged out.

Q. I'm not receiving any push notifications.

A. Please change your settings to receive push notifications. Please also check whether you are logged in.

Q. When I log in to the app and tap the Home icon, it goes back to the login screen.

A. If you are using an iPhone, your Safari cookie settings might be the cause.
   Tap the settings icon > [Safari] > Privacy and Security [Block Cookies] and you might find a check mark against [Block all cookies]. If so, select one of the options other than [Block all cookies].

Q. Do people who use the app need to register their email address?

A. If you are logged in to the app, you will receive notifications from ANPIC even if you have not registered your email address. However, it is safest to have multiple modes of communication for peace of mind in the event of a major disaster, and both email and the app have their own distinctive features from the perspective of communications. To ensure that you have a choice of diverse options, please register for both, if possible.

Q. I can't find ANPIC when I search for it in the iPad AppStore.

A. Tap on the words [iPad only] at the top of the iPad AppStore and switch the display to [iPhone only]. If you search again in this mode, the ANPIC app will be displayed.
   This does not mean that the ANPIC app only works on iPhone. You can also use it on the iPad without any problems.

9. LINE

Q. Will my LINE ID be made public?
   A. You do not need to register your LINE ID. Not even the administrator can find out the LINE IDs of ordinary users.

Q. Will ANPIC be registered as part of Kyushu University's LINE group?
   A. It is not registered as part of a LINE group.

Q. Are there any charges for using LINE?
   A. There is no separate charge for using LINE.

Q. Can I reply to LINE notifications?
   A. No.

Q. I've registered with LINE and my email address. Do I need to reply via both?
   A. You only need to reply via one; it is up to you whether you reply via LINE or email.

Q. I've registered to receive notifications via LINE, so can I delete the app?
   A. To receive notifications from ANPIC via LINE, you need to log in to the app. Do not delete the app. Please stay logged in to the app.

Q. Can I set it to receive notifications both via the app and via LINE?
   A. Notifications will be sent to either one or the other, depending on what you chose in the notification settings.

Q. I don't know whether it would be better to receive notifications via the app or via LINE.
   A. It does not matter which you choose, but if you use LINE frequently in daily life, please set it to receive notifications via LINE. If you do not have LINE installed, please set it to receive notifications via the app.

Q. The notification settings screen isn't displayed on the app.
   A. Please update the app. (Ver. 2.1.0 or higher)

10. Other

Q. I can't connect to the ANPIC site.

    A. Please set up your Javascript, cookies, and SSL settings as instructed in the manual.
    (→ Start-up Guide 1-3 Operating Environment)

Q. What should I do if I've changed to a different phone model?

    A. If your email address has changed, please change the address registered with ANPIC.
    Please log back in to the app.

Q. What should I do if an email isn't sent out immediately after a major disaster?

    A. If no email arrives, please log in to ANPIC and report your safety status via the safety report menu. Alternatively, please report your safety status via the app or LINE.

Q. I left my mobile phone behind when I evacuated. How should I report my safety status?

    A. Please log in to the site and report your status using a PC or internet-capable device at your evacuation shelter or nearest available location.
    You may also use alternative means to communicate your safety to the administrator and have them report on your behalf. You can also use the Disaster Emergency Message Dial (171) service in the event of disaster, so we recommend that you find out how to use it before disaster strikes.

Q. Is there any way for my family to check on my safety?

    A. They should click on the Safety Search tab on the login screen and enter your name. If they cannot enter your name, they should contact the administrator for assistance. (The search function is not available under normal circumstances. It can only be used when Kyushu University enables the search function, such as when a crisis arises.)

Q. Is "1 connected device per Wi-Fi access point" an absolute requirement for communications?

    A. It is not an absolute requirement, but connection by multiple devices has the potential to contribute to the failure of communications networks.

Q. Do I need to register both via email and via the app or LINE?

    A. If you do not have the necessary operating environment for the app, you may register via email only. Otherwise, we recommend that you register via both methods. The advantage of the app and LINE is that they use push notifications, so they do not go through a mail server and therefore are not subject to restrictions imposed by carriers. On the other hand, they do have disadvantages, in that they can be affected by the state of Wi-Fi communications and there is a possibility that a time lag could occur, because of the need to log back in if you change to a different phone model. It is very important to secure multiple means of communication in the event that a disaster is anticipated, so please register via both if you can.

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