

Certificate Issuance Service Operating Manual

Login Procedure for Students in School

12.2.0th edition Nov. 18, 2025
NTT-W

Table of Contents

1 Introduction

1.1 Notes on Operation	2
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2 Log In to the Certificate Issuance Service

2.1 Registration of New Email Address (For First Login)	3
2.2 How to Log In	6
2.3 How to Change the Login Information	7
(a) Change the email address	7
2.4 Switch Languages	9
2.5 How to Add a Student ID number (Only for those who have multiple student ID numbers)	10

3 How to Access the Operating Manual (After First Registration)

3.1 How to See the Operating Manual	15
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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 (Only available in Japanese)

Phone	06-6809-4327
Reception hours	24 hours



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

2.1 Registration of New Email Address (For First Login)

Screen Images

Steps

How to Operate

1

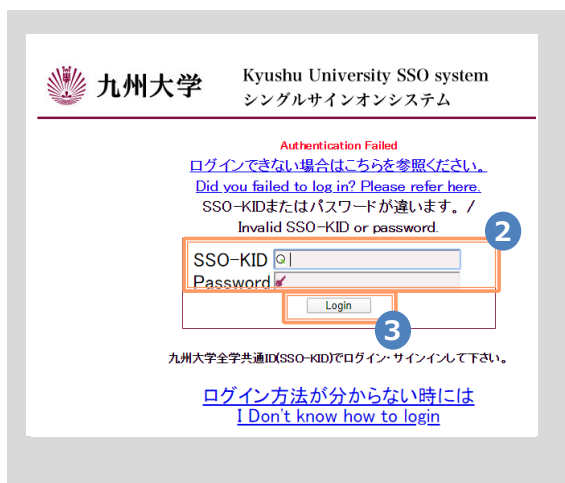
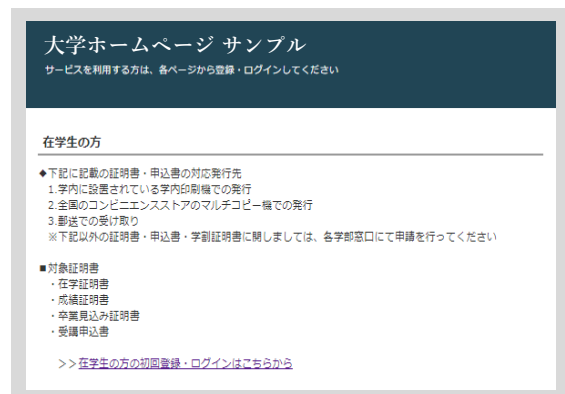
Access the home page for certificate issuance service found on the home page of the university and click the Students' Login page.

2

Enter the user ID and password used at the university.

3

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

4

For the first login, the screen is displayed for registering an email address. Enter the email address you wish to register in the "Mail address" and "Check" fields.

5

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

6

A message is displayed on the screen, and a confirmation notification is sent to the registered email address.

The University : Mail address setting

Mail address

Check

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

The University Set mail address

A confirmation mail has been sent.
Access the URL shown in the confirmation mail and complete the setting of a mail address.



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

Screen Images

Steps

How to Operate

Email Message

You can register your email address.

Access the following URL and finish by setting your email address

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

Due date for the URL: 30 minutes

[Inquiries]

Inquiries about payment method, and operations and failure of the system

.....

7

Click the one-time URL in the email body text to complete the registration of the email address.

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

8

When the "Mail address setting completed" screen is displayed, click the "Move to Login Page" button to perform login.

The University Mail address setting complete

The mail address has been set.

From now on, information from the system will be delivered to this mail address.

You can change the mail address in the menu after login.

Move to Login page

8



*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

1

Access the home page for certificate issuance service found on the home page of the university and click the Students' Login page.

2


Enter the user ID and password used at the university.

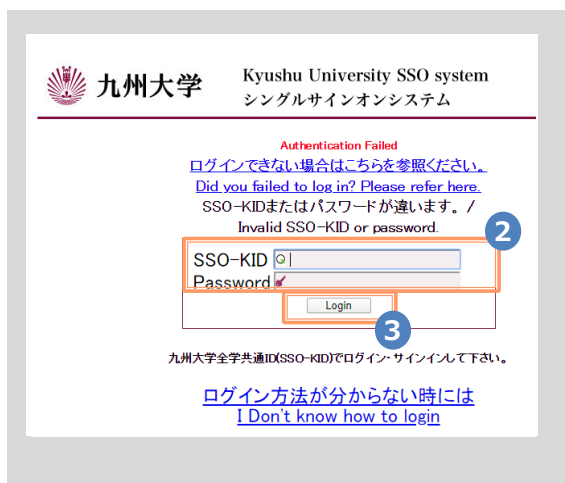
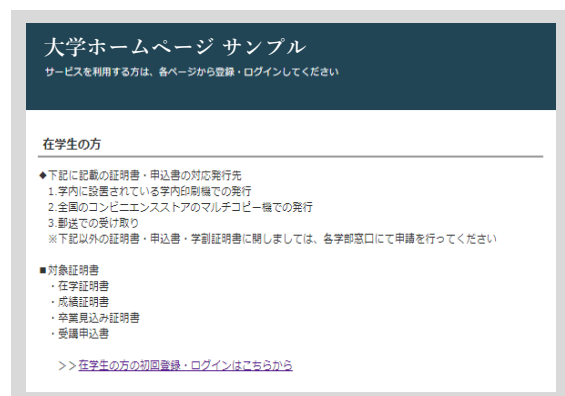
*For the first login, an email address needs to be registered. For how to register them, see the following:

- ▶ Registration of an email address:
2.1 "Registration of New Email Address"

3

Click the "Login" button.

After logging in, follow the detailed procedure for issuing a certificate. Click the menu button '' at the top right of the screen to check.



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

2.3 How to Change the Login Information


(a) 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”.

*For how to log in to the certificate issuance service, see the following:

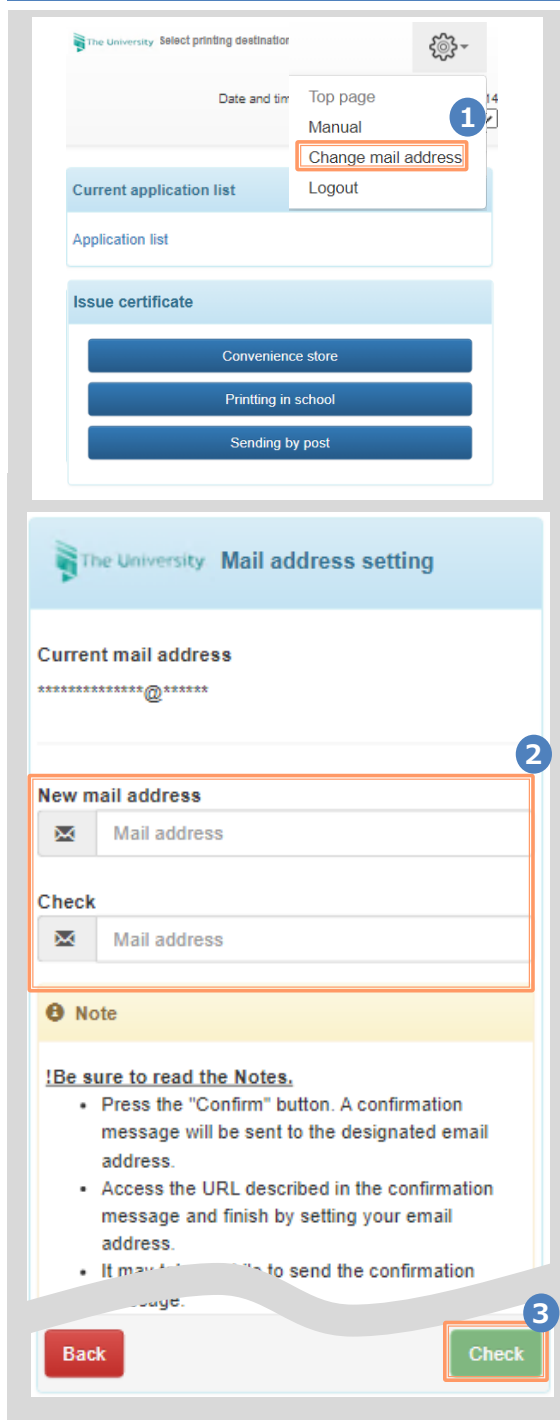
► 2.2 “How to Log In”

2

Enter a new email address you wish to register into the “New mail address” and “Check” fields.

3

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



The first screenshot shows the 'Select printing destination' menu with the following options: Top page, Manual, Change mail address (highlighted), and Logout. Below the menu is the 'Current application list' and 'Application list' section. The second screenshot shows the 'Mail address setting' page with the following fields: Current mail address, New mail address (highlighted), and Check (highlighted). Below the fields is a 'Note' section with the following text: 'Be sure to read the Notes.' and a list of instructions: '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.', and 'It may take some time to send the confirmation message.'



*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.

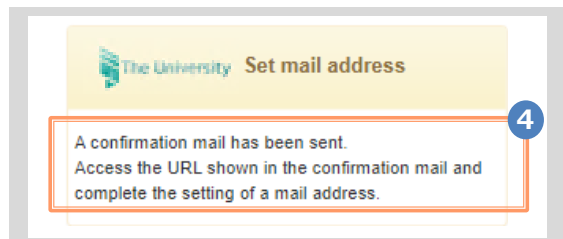
5

Click the one-time URL(*) in the email body text to complete the changing of the email address.

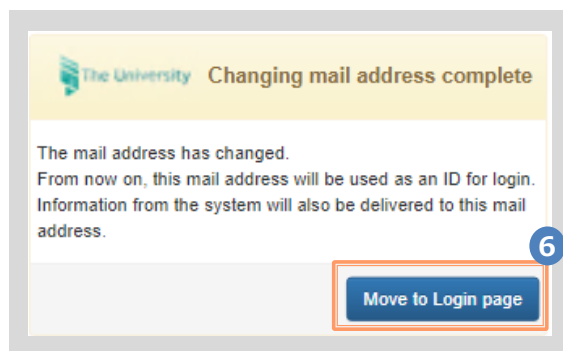
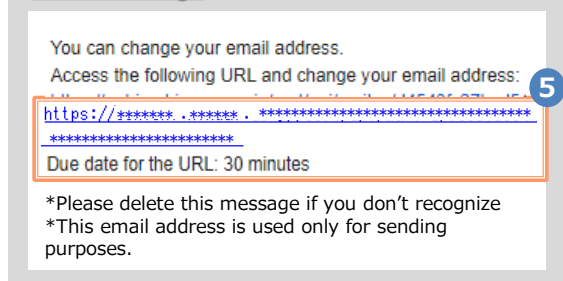
*The URL has an expiration time, so please complete the operation within the displayed time limit.

6

A message is displayed on the screen showing that the email address has been changed.



Email Message



2.4 Switch Languages

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

Screen Images

Steps

How to Operate

The first screenshot shows the '印刷先選択' (Select printing destination) screen in Japanese. A red box highlights the 'LANG:日本語' dropdown menu, with a blue circle containing the number '1' next to it.

The second screenshot shows the same screen with the dropdown menu open, displaying 'LANG:日本語', 'LANG:日本語', and 'LANG:English'. A red box highlights the 'LANG:English' option, with a blue circle containing the number '2' next to it.

The third screenshot shows the 'Select printing destination' screen in English. The text 'Date and time of previous login 2022/12/02 15:14' and 'LANG:English' are visible. A blue circle containing the number '3' is next to the screen.

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. Since the language selection pull-down is displayed only on Select Printing Destination screen, you need to come back to this screen in order to switch languages.



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

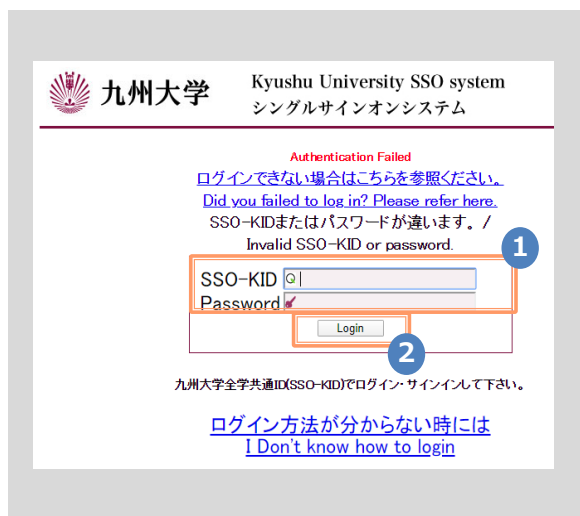
2.5 How to Add a Student ID Number

*applicable for those who have multiple student ID numbers

Screen Images

Steps

How to Operate

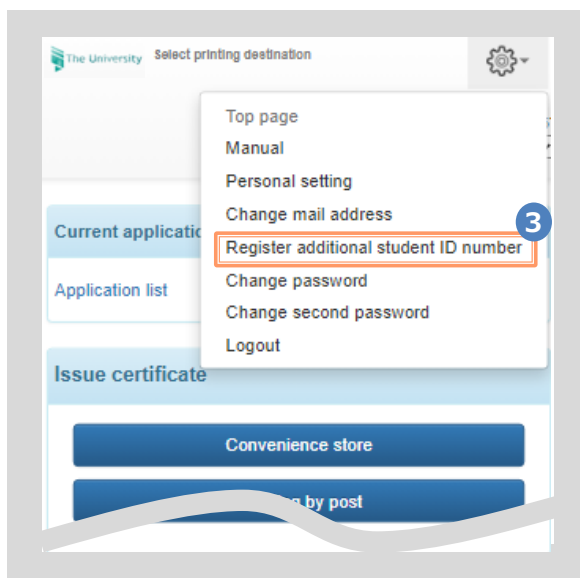


1

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

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.

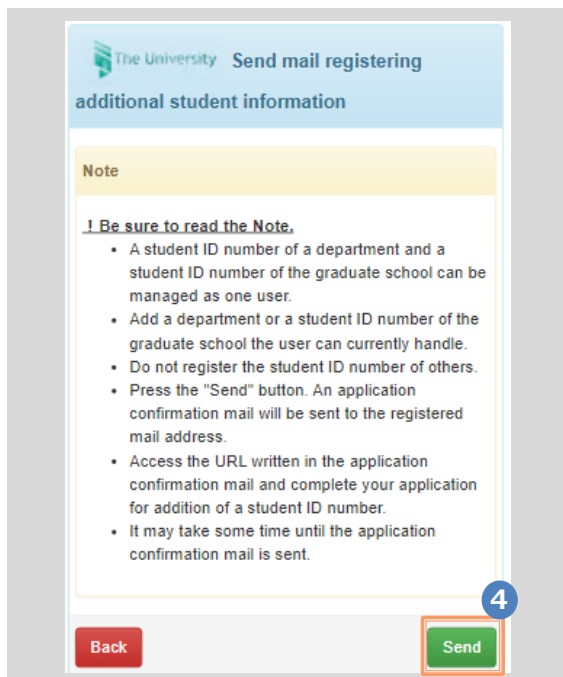
Screen Images

Steps

How to Operate

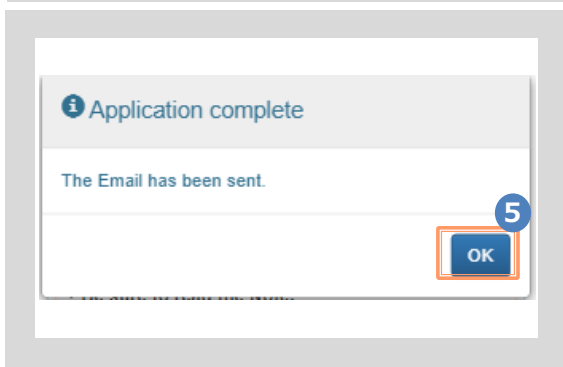
4

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



5

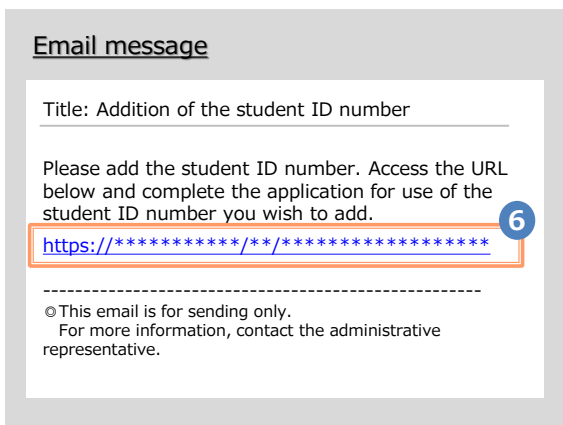
When the Application Completed screen is displayed, click the "OK" button.



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 your information as of the time you were enrolled at undergraduate or graduate you want to add.

*The input items vary depending on the operating environment.

*The input items in red are required.

▶ Name when in school (Required)

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.

▶ Degree Program (Required)

Select the applicable type.

▶ Student ID number

Enter the student ID number.

▶ Matriculation year and month

Enter the matriculation year and month.

*In the Western calendar year.

▶ Graduation (completion) year and month (Required)

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.

University information (information when enrolled) [Note] Please select the school/graduate school affiliation according to the certificate required. (e.g. If you need a certificate of graduation, select "Kyushu University (undergraduate)")

*Name when in school (Required)
YAMADA TAROU

*Name in Katakana when in school (Required)
ヤマダ タロウ

*Alphabetical Name when in school (Required)
YAMADA TAROU

Affiliation (First Selection) (Required)
▼

Affiliation (Second Selection) (Required)
▼

Affiliation (Third Selection) (Required)
▼

Degree Program (Required)
☐ Undergraduate Program ☐ Master's Program ☐ Doctoral Program
☐ Professional Degree Program
☐ Non-Degree seeking students (research students, etc.)
☐ Doctor by dissertation

Student ID number

Matriculation year and month
----年--月

*Graduation (Completion) year and month (Required)
----年--月

Graduate/Withdrawal/Removal (Required)
☐ Graduate ☐ Withdrawal/Removal

Check

University's information (When in school)

Name when in school

Name when in school in katakana

Graduation

Back Application



*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.

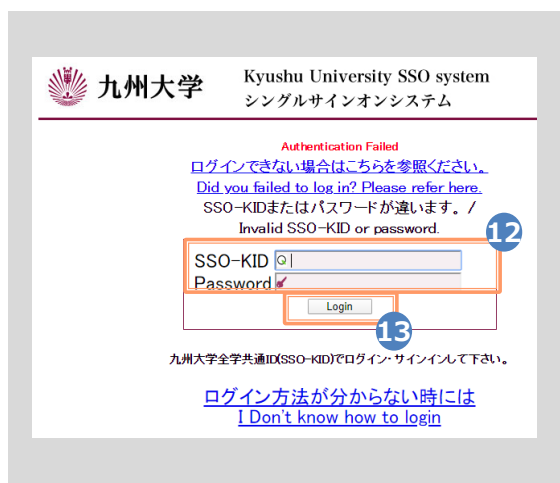
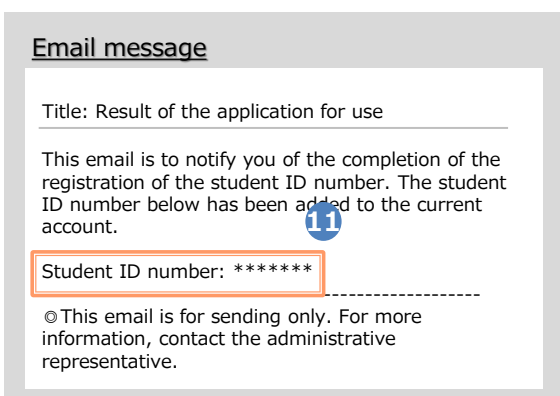
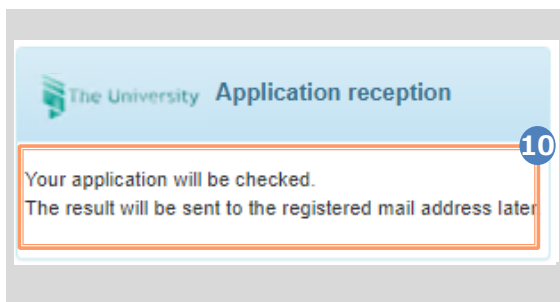
12

Access the website of the certificate issuance service and enter the email address, password, and second password again.

*For how to log in, see the following:
► 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.



How to See the Operating Manual (After the First Registration)

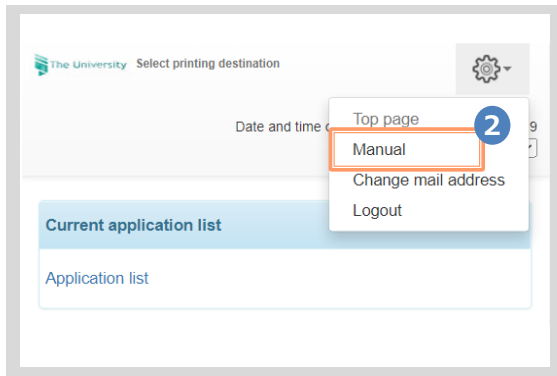
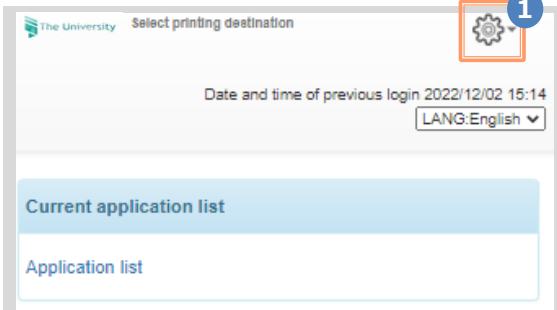
*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

3.1 How to See the Operating Manual

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.

*For how to log in to the certificate issuance service, see the following:

▶ 2.2 "How to Log In"

2

Click "Manual" to display the Operating Manual. Read the description and issue certificate(s) at a CVS.





Revision History

Edition	Date	Changes	Details
8.6.0	2023.8.1	P2	Corrected due to a change in phone number.
11.4.0	2024.11.26	-	Corrected due to version upgrade.
12.2.0	2025.11.18	P14	Display email address