Individual Number Card and Digital Certificate User Guide (For Foreign Residents)

1 What is an Individual Number Card?

An Individual Number Card is a form of photo identification, which contains the owners Individual Number. The Individual Number on the back of the card is important personal information and should only be presented when required for administrative procedures. You can use the Digital Certificates implanted into your card's IC chip when applying for administrative procedures online or obtaining a copy of your proof of residency or other official certificates at convenience stores.

2 How to Use Digital Certificates

① Digital Certificates (such as an electronic certificate of the bearer's signature and an electronic certificate of user proof) can be uploaded to the IC chip in your Individual Number Card. These certificates can then be read by IC card readers connected to mobile phones or computers.

- The electronic certificate of the bearer's signature is used when creating and sending electronic documents on the internet (e.g., online applications such as e-Tax). A 6-16 alphanumeric digit PIN is needed.
- The electronic certificate of user proof is used when visiting medical institutions, logging in to Mynaportal or when collecting certificates at convenience stores. A four-digit number PIN is needed.

For a list of smartphones the Individual Number Card is compatible with, visit https://www.jpki.go.jp/prepare/pdf/nfclist.pdf (Japanese)

※ When using the Individual Number Card on your home computer, both an IC card reader and the relevant user client software are needed. For more information, please visit the Public Certification Service for Individuals homepage (https://www.jpki.go.jp/ (Japanese).

② You can upload digital certificates onto your smartphone using the electronic signature on the IC chip in your Individual Number Card. Digital Certificates for smartphones can be issued via Mynaportal.(https://myna.go.jp/) (Japanese) *

* It is not possible to issue digital certificates for smartphones at government offices.

3 Regarding PINs

Be very careful to keep the PINs for your Individual Number Card private. If your PIN is entered incorrectly several times (five consecutive times for the electronic certificate of the bearer's signature, three for others), the card will be locked and cannot be used. To unlock your card or reset your PINs, please visit the Individual Number counter at your local

government office. The PIN for the electronic certificate of the bearer's signature can be initialised at a convenience store kiosk terminal, but the PIN for the electronic certificate of user proof is required. Your PINs can be changed on the Mynaportal. For more information, please visit the following:

(PC website, Japanese)https://img.myna.go.jp/manual/03-09/0145.html

(Mobile website, Japanese)https://img.myna.go.jp/manual/03-09/0146.html

★ Using Your PIN

① PIN for the electronic certificate of the bearer's signature: Used when creating and sending electronic documents online (e.g., electronic tax applications such as e-Tax). The PIN should be 6-16 digits and a mixture of numbers and letters (capitals).

② PIN for the electronic certificate of user proof: Used when logging into internet sites (such as Mynaportal), terminals at convenience stores (e.g., when issuing official certificates), etc. The PIN should be a four-digit number.

③ PIN for Basic Resident Registration: Used to display your resident registration code in text data. Useful when using your Individual Number Card to move house. The PIN is a four-digit number.

④ PIN for ticket item entry assistance: Used to confirm your Individual Number, name, and other personal information for use in text data, e.g., when registering an account to receive public funds. The PIN is a four-digit number.

(You can use the same PIN for ②③④)

4 Individual Number Card Expiration Date

For foreign residents, your Individual Number Card expiration date will be the same as your period of stay (the expiration date on your residence card). If you change your status of residence or renew your period of stay, you can update the expiry date on your Individual Number Card to the new expiry date. You must renew your Individual Number Card in person at your local Citizens' Section **before the expiration date on your Individual Number Card**. If the expiration date passes before you renew your card, you will no longer be able to use it. In this case, there will be a charge for reissuing your card.

【Items Needed When Renewing Your Individual Number Card】

1. Residence Card	You will need one of the following: ① Residence card stating that an 'application for extension of period of stay' has been filed. ② Residence card showing the new period of stay, with renewal of the period of stay granted.
2. Issued Individual Number Card	Working and in use.

5　Regarding Changes to Personal Information

① If your name, address or other information on your card changes due to moving house, marriage, etc. please bring your Individual Number Card to your local government office, alongside your notification of moving in/marriage. Your new information will be added to the additional information column on the card. The electronic certificate of the bearer's signature will automatically expire if any personal information is changed, so you will need to go through the issuance process again. However, the electronic certificate of user proof will not expire.

② If you do not change the information on your card within 90 days of submitting your notification of changing address, your card will automatically expire. The card will also expire if no changes are made by the time 30 days have elapsed from the expected move-out date or more than 14 days have elapsed from the move-in date.

6　Looking After Your Individual Number Card

If you lose your Individual Number Card, please call the number below as soon as possible to freeze your card (available 24 hours a day, 365 days a year). Please also notify your local police station (Koban) and your local government office. If you find your card while your card is frozen, the temporary suspension can be lifted at the government office where your resident certificate is held.

• Multilanguage Toll Free Number (Free) 0120—0178—27

• General Individual Number Toll Free Number (Japanese Only, Free)
0120-95-0178

If you lose or seriously damage your Individual Number Card and wish to have it reissued, you must apply at the government office at which your certificate of residence was issued. If your card is lost, please bring a report of loss issued by the police station (with the loss report receipt number). In the case of fire damage, please bring a report of fire damage issued by the fire station. Please bring severely damaged Individual Number Cards to the counter. A fee is usually charged to reissue your card.

7　Precautions to Take Regarding Your Individual Number Card

① Take care to avoid the situations described below, as they may deform the card and cause electronic components to malfunction.

- Do not store or leave your card in high temperatures, such as in a car or near a heater
- Do not put garments in the washing machine, dryer, or iron them while the card is still in the garment.
  - Avoid subjecting the card to impact such as by dropping it, bending it against the card reader, dropping objects onto it, or damaging it with a protruding, metal, or other hard object
- Do not touch, dirty, push or bend the IC chip on your card and avoid placing it loose in

a bag with coins, pens, etc.

- Do not sit if the wallet containing your card is in the back pocket of your trousers

② Be careful with chemicals and liquids as described below, as they may damage information printed on the face of the card (e.g., photo identification).

- Do not allow your Individual Number Card to come into direct contact with certain chemicals and liquids, such as makeup (nail polish and nail polish remover, hand cream, etc.), sprays labelled as flammable, gasoline, kerosene, lighter oil, engine oil, alcohol disinfectant and correction fluid
- Do not use the card when it is wet
- Do not allow direct contact with vinyl chloride products (e.g., pass cases)

③ Magnetic information stored on the magnetic stripe on the back of the card may be lost, so please avoid strong magnetism as described below.

- Keep away from TVs, speakers, refrigerators, mobile phones, as well as handbags and wallets and smartphone cases with magnets, magnetic necklaces and other objects that emit strong magnetism

If the IC chip or magnetic stripe ceases to work due to reasons ①-③, your card will need to be reissued, which will incur a fee.

8 Fees Related to Reissuing Cards

A fee is usually incurred when reissuing your Individual Number Card.

- Individual Number Card Only: 800 yen
- Individual Number Card and Digital Certificates: 1,000 yen

However, there is no charge for the reissue of an Individual Number Card, if the local government made an error when creating your card or if the reason for reissue is not the fault of the person concerned, such as due to a natural disaster.

9 Individual Number Cards With Photo Identification

There is also the option to request an Individual Number Card with photo identification, which does not require a PIN setting and limits identification methods when using Digital Certificates to facial recognition or visual inspection. Therefore, this card cannot be used for services that require a PIN, such as Mynaportal or collecting certificates from convenience stores. After confirmation of identity using the photograph on the card, you can check your eligibility for certain services online and visit medical institutions and pharmacies.

10 For More Information

For more information regarding Individual Number Cards and Digital Certificates, please refer to the following websites.

- Ministry of Internal Affairs and Communications - Individual Number System and Individual

Number Cards

https://www.soumu.go.jp/kojinbango_card/ (Japanese)

- The Japan Agency for Local Authority Information Systems – Individual Number Card Website

  https://www.kojinbango-card.go.jp/en/

- Public Certification Service for Individuals Homepage

  http://www.jpki.go.jp/ (Japanese)