Certificate Issuance Service Operating Manual

Login Procedure for Graduates

12.4.0th edition Dec. 23, 2025

NTT-W

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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

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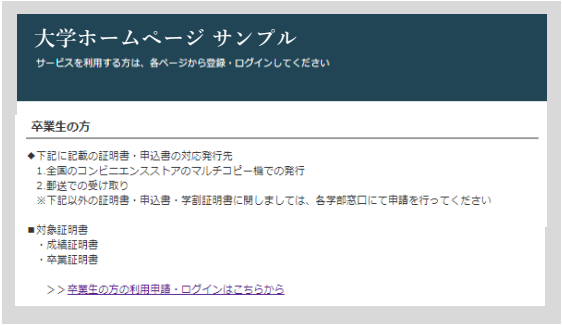
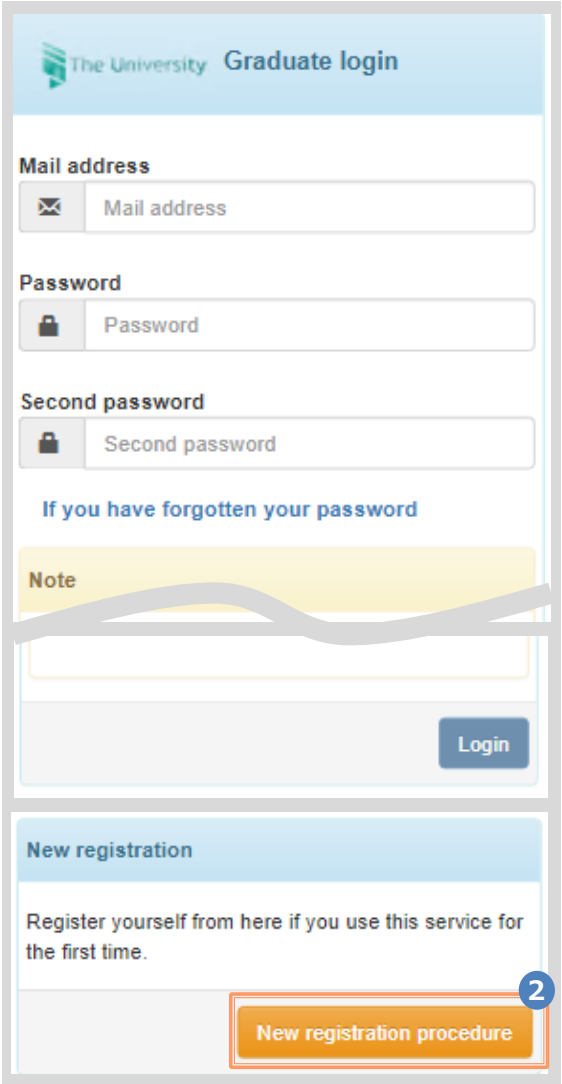
2 Log In to the Certificate Issuance Service

*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 to certificate issuance service found on the website of the university and access the Graduates Login page.
	2	When using this service for the first time, you need to apply to use it. Click “New registration procedure” from “New registration.”

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2 Log In to the Certificate Issuance Service

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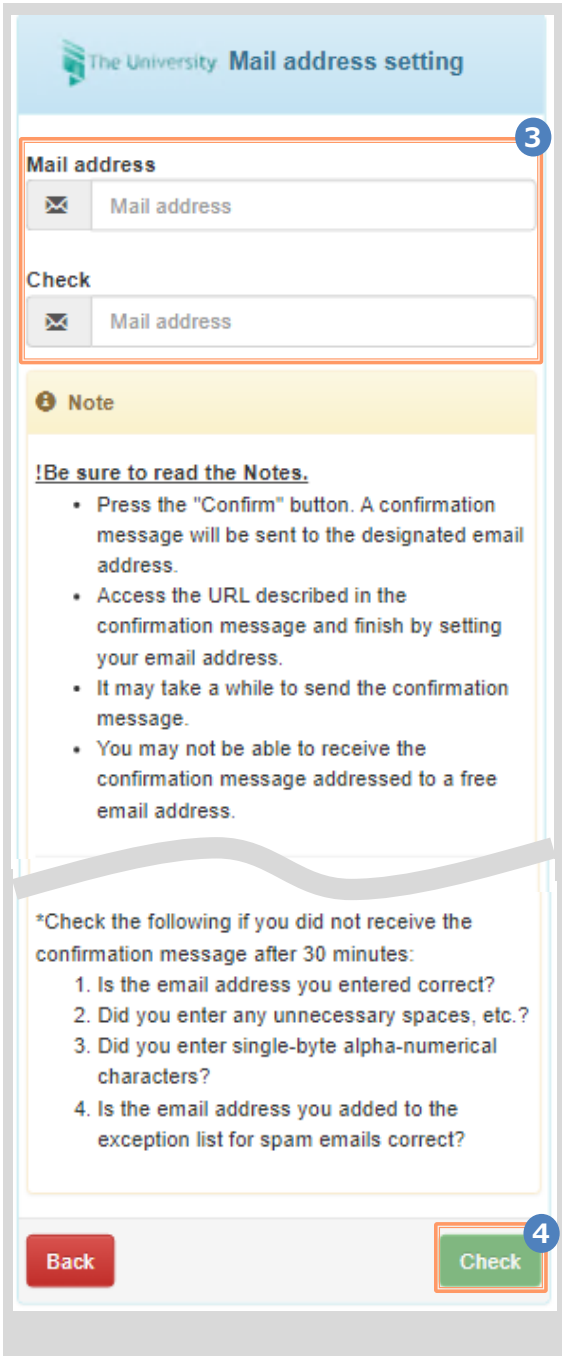
Screen Images	Steps	How to Operate



3 Enter an email address you wish to register into the “Mail address” and “Check” fields.

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

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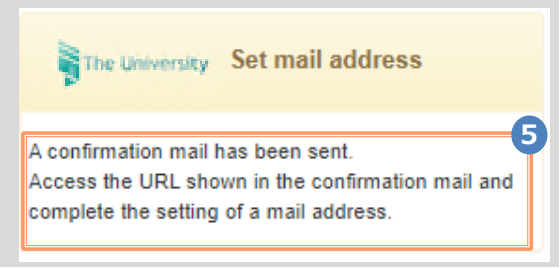
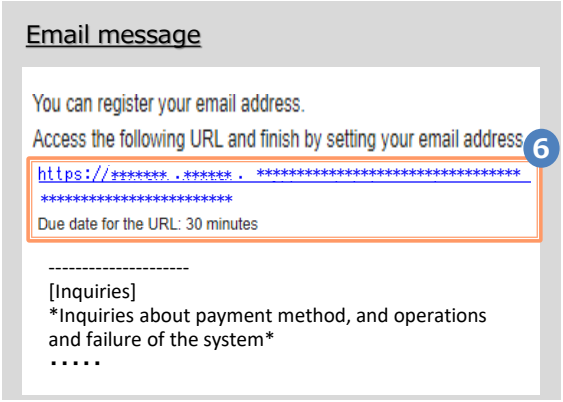
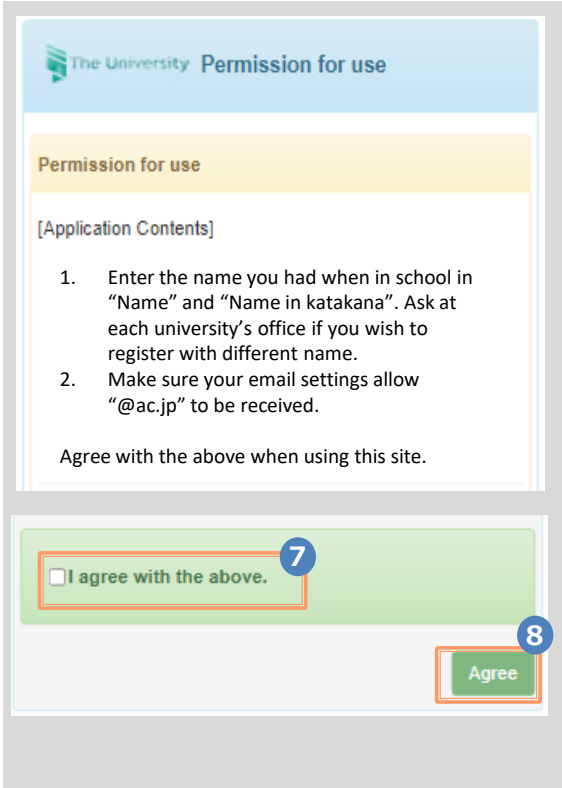
Screen Images	Steps	How to Operate
	5	A message is displayed on the screen, and a confirmation notification is sent to the registered email address.
	6	Click the one-time URL in the email body text and register the applicant information. *The URL has an expiration time, so please complete the operation within the displayed time limit.
	7	Read the “Permission for use” displayed on the screen and select “I agree with the above”
	8	Click the “Agree” button.

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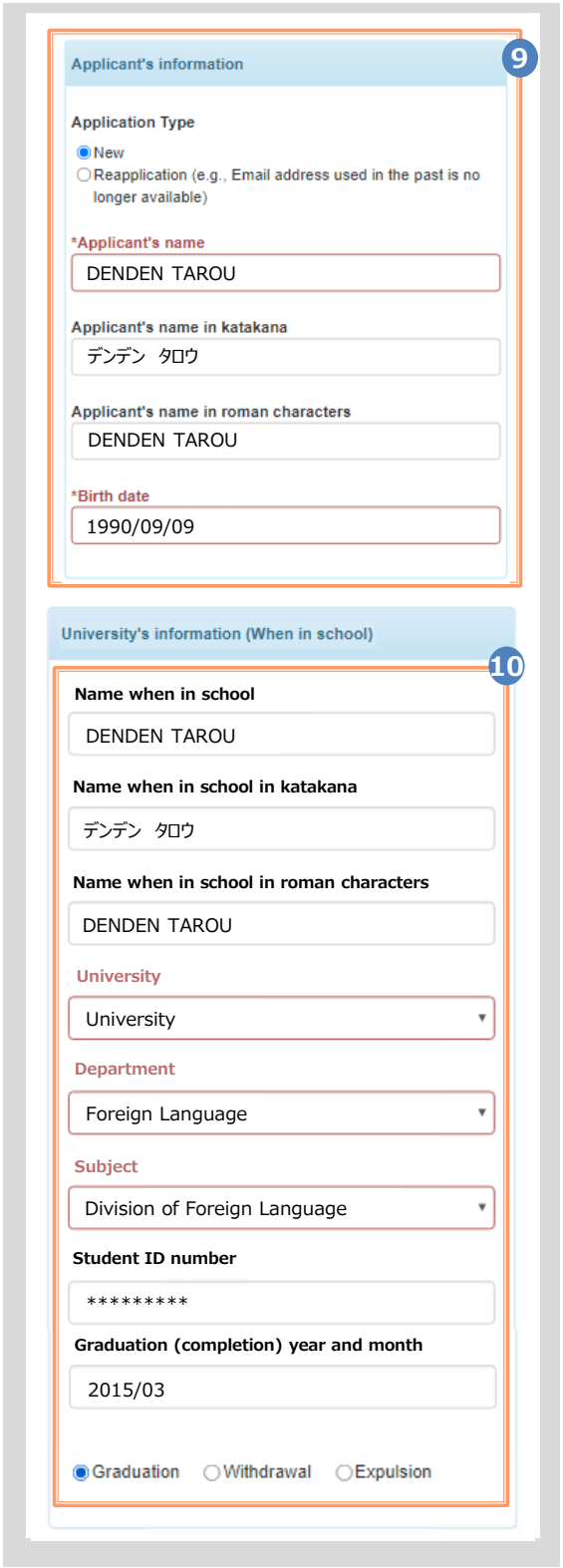
Screen Images	Steps	How to Operate



9 Enter the information of 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.

10 Enter the information of 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.

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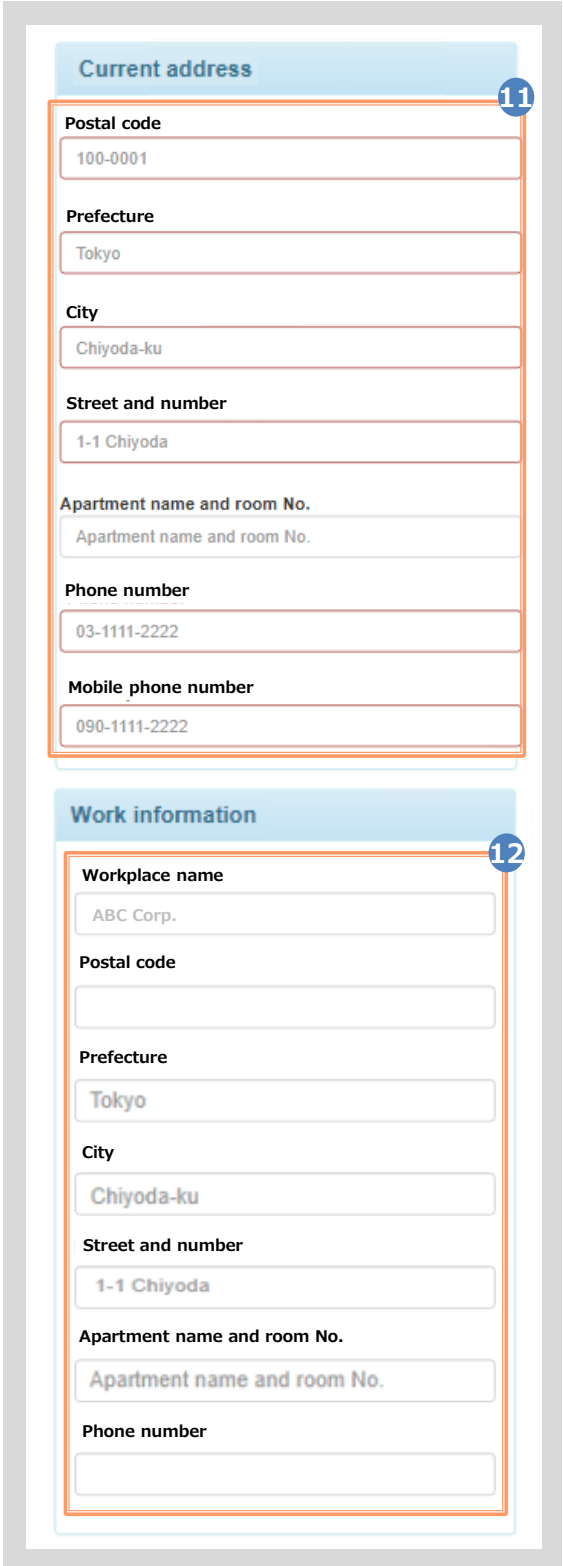
Screen Images	Steps	How to Operate



11 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.

12 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.

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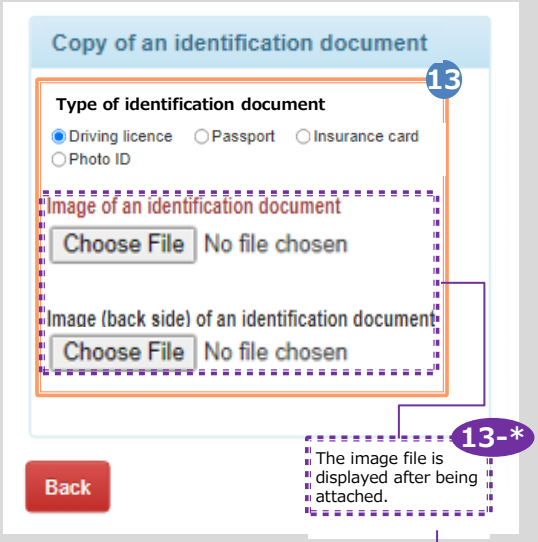
2 Log In to the Certificate Issuance Service

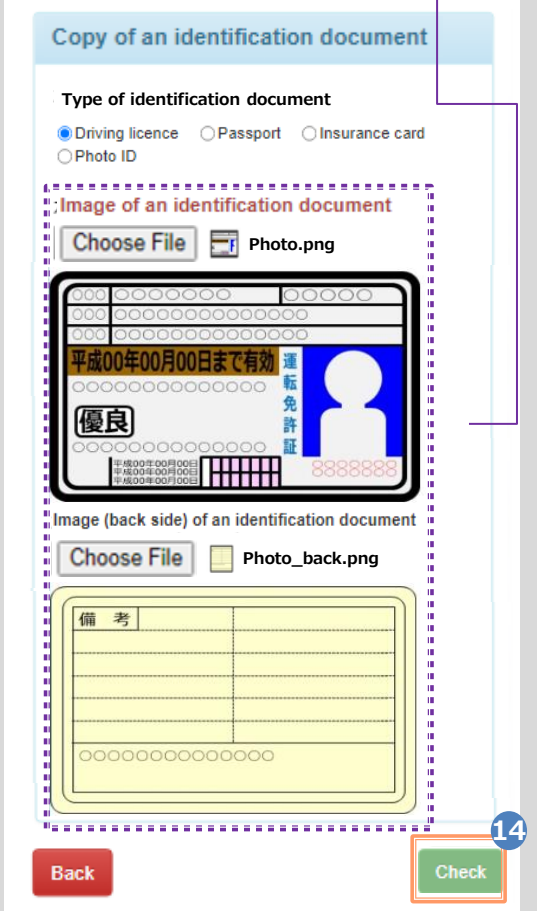
*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

Screen Images	Steps	How to Operate

Before attaching the image



After attaching the image



13 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.

13-* 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.

14 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.

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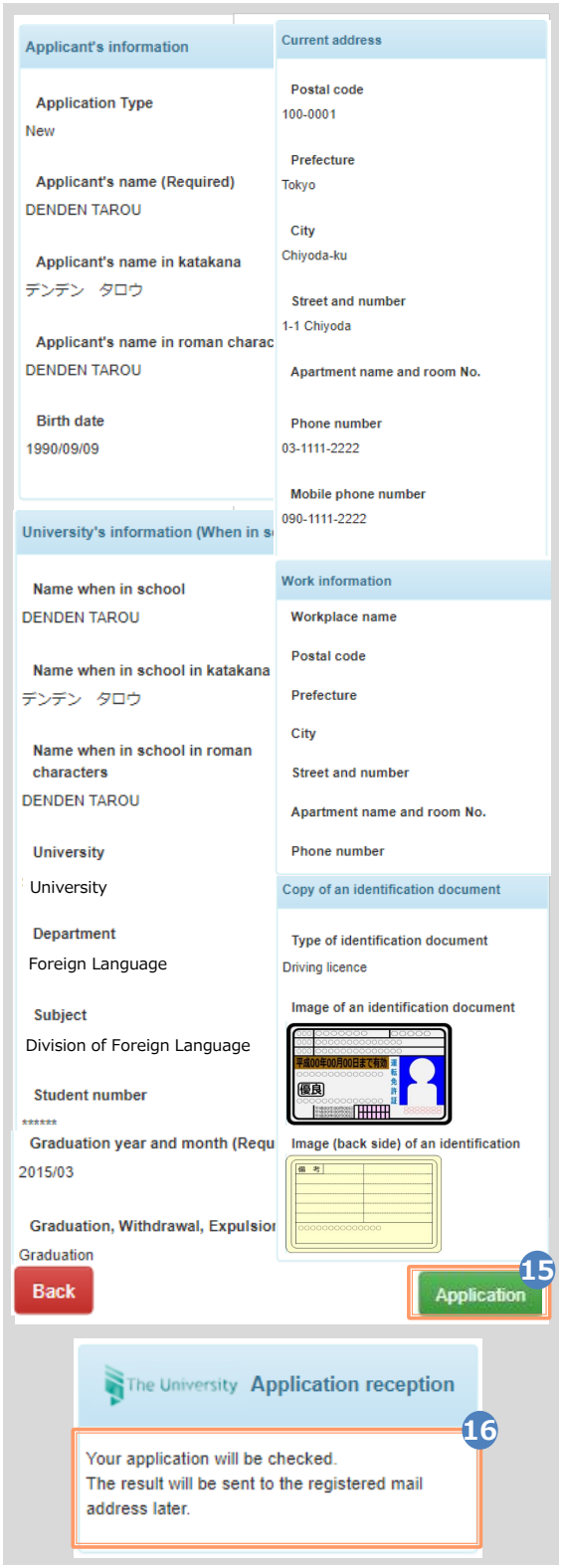
Screen Images	Steps	How to Operate



15 Check the entered information for registration and click the “Application” button.

16 Check that the Application reception screen is displayed.

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2 Log In to the Certificate Issuance Service

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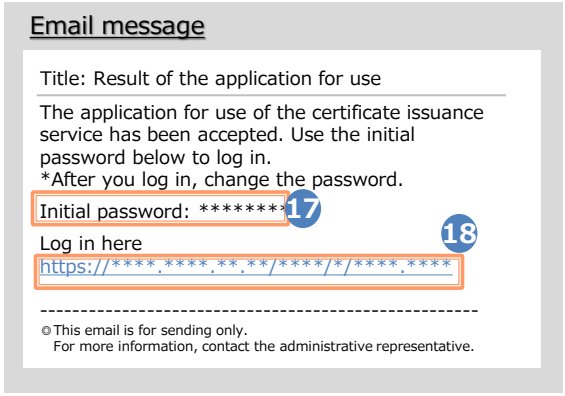
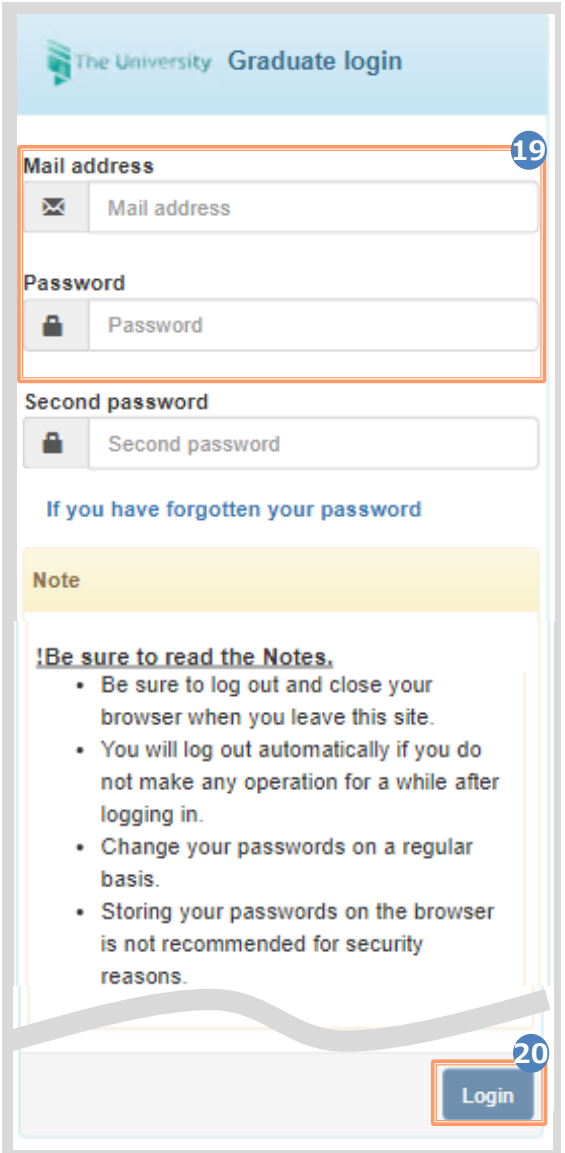
Screen Images	Steps	How to Operate



17 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.

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

18 Click the URL for “Log in here” in the email body text to access the login screen.



19 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.

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

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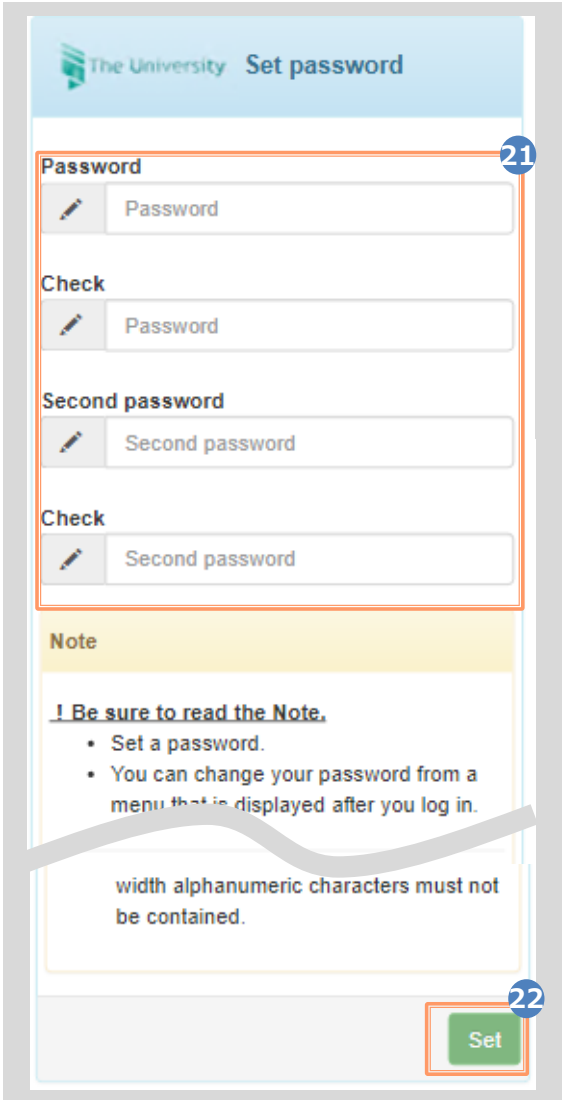
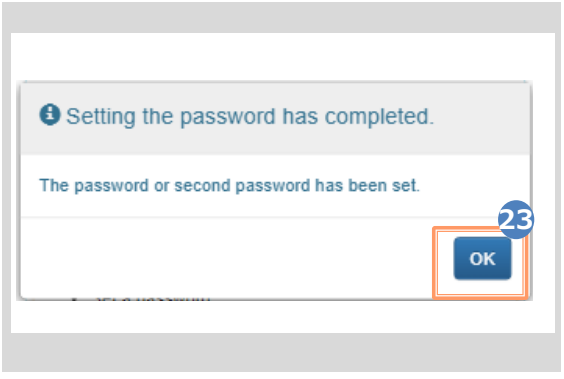
Screen Images	Steps	How to Operate



21 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.

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



23 Click the “OK” button.

The Certificate Issuance Service has now become available.

*A graduate who has multiple student ID numbers of, for example, undergraduate and graduate, can add the student ID number by referring to the following:

► 2.3 “How to Add a Student ID number”

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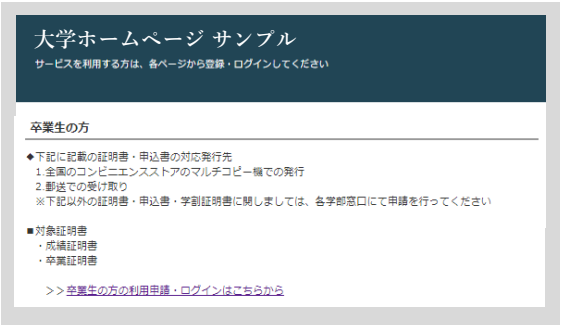
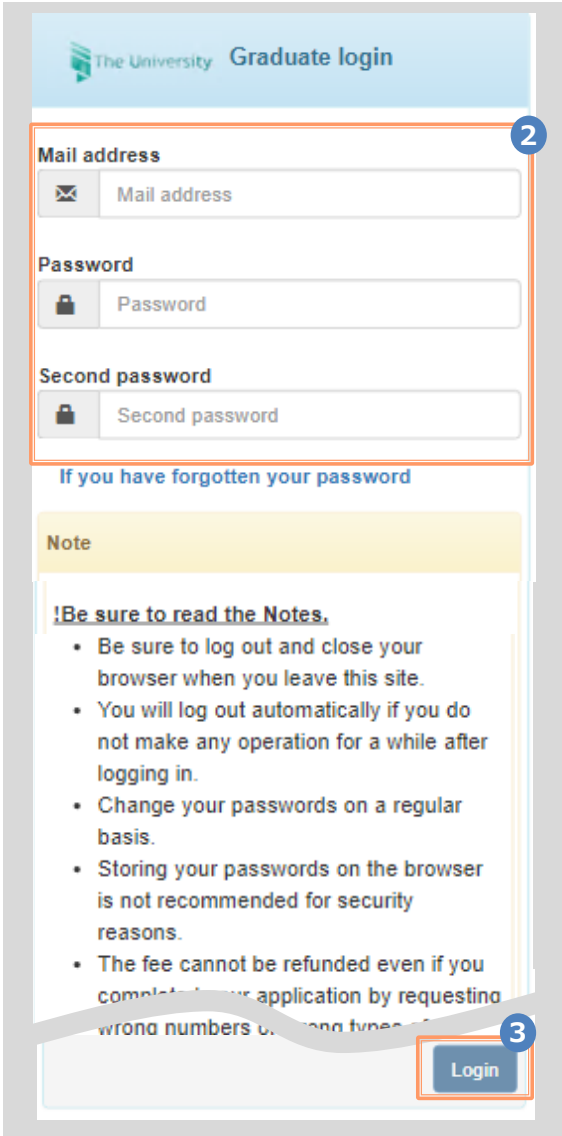
2 Log In to the Certificate Issuance Service

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
	1	Access the link to certificate issuance service found on the website of the university and access the Graduates Login page.
	2	Enter the registered email address, password, and second password. *For login for the first time, you need to apply to use this service. For how to apply for it, see the following: ► 2.1 “How to Apply to Use the Service” *A graduate who has multiple student ID numbers of, for example, undergraduate and graduate, should see the following: ► 2.3 “How to Add a Student ID number”
	3	Read the “Note” and click the “Login button. ► Go to 3 “Application for Certificates.”

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2 Log In to the Certificate Issuance Service

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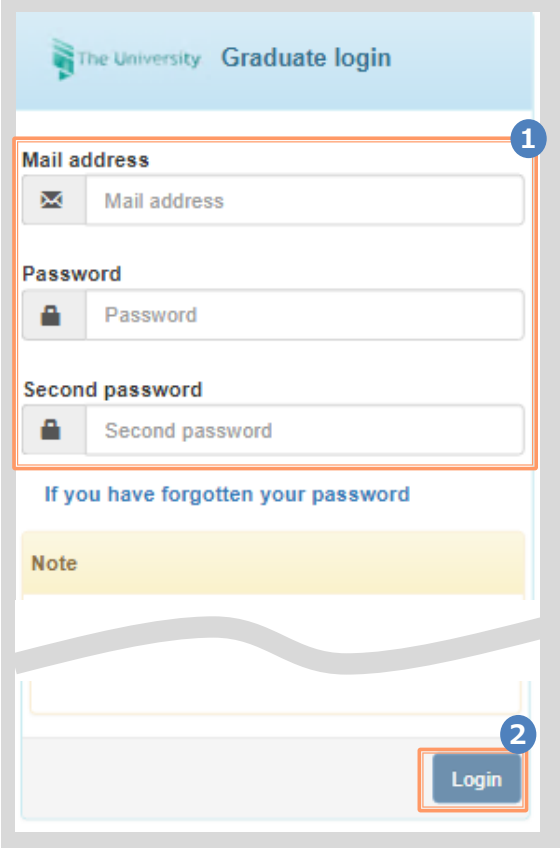
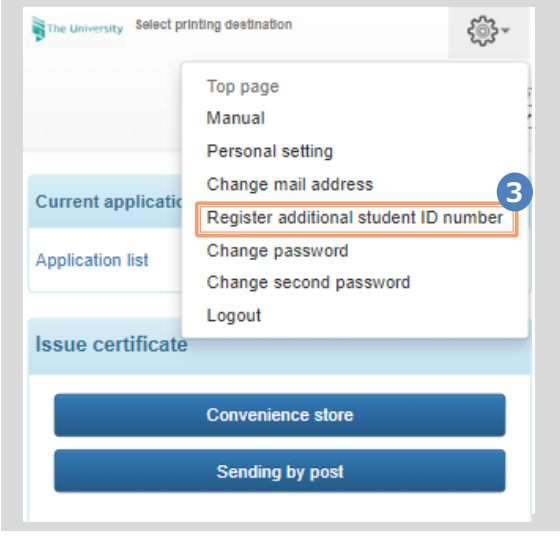
2.3 How to Add a Student ID Number

***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. *If you log in with GoogleID, you cannot register additionally.
	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”

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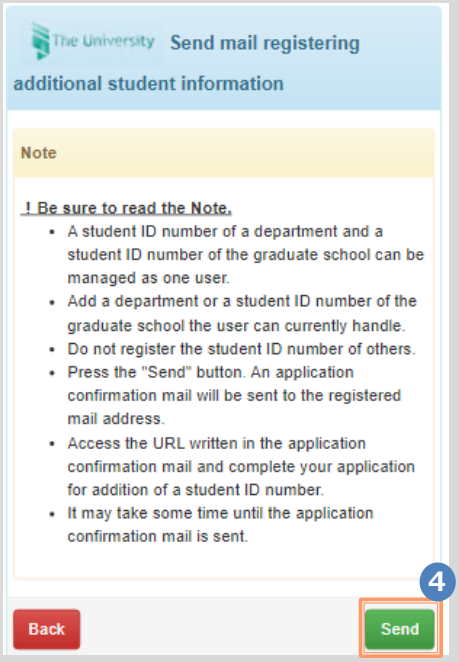
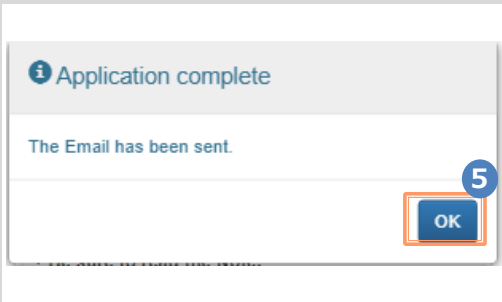
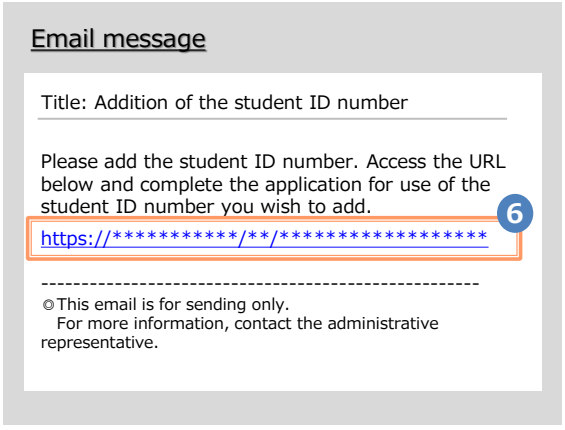
Screen Images	Steps	How to Operate



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.

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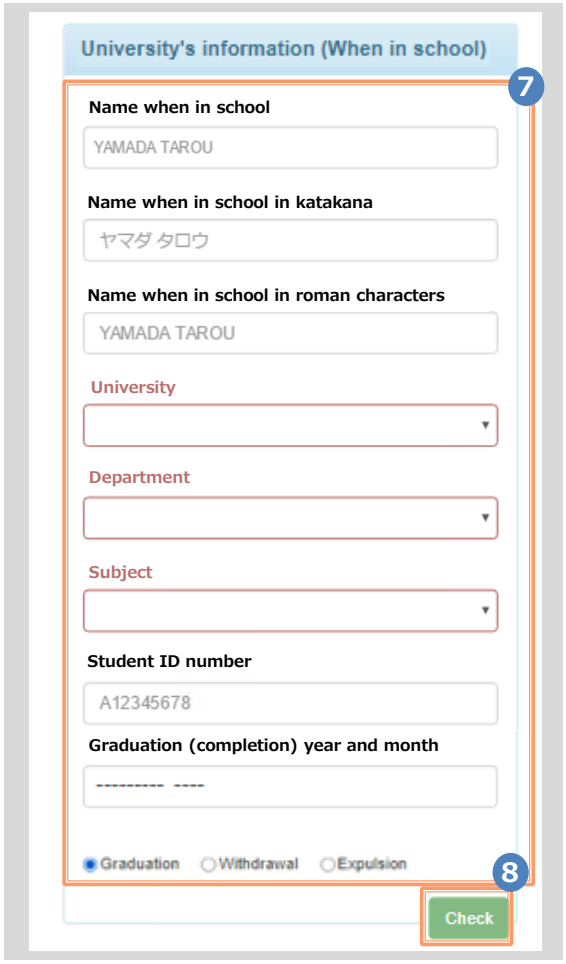
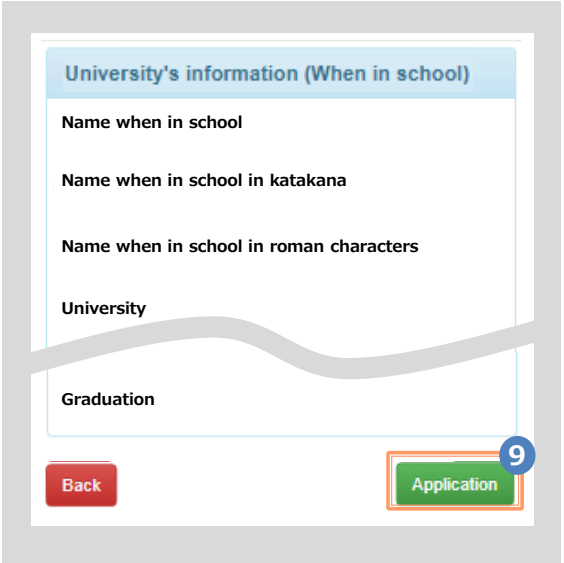
Screen Images	Steps	How to Operate





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

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.

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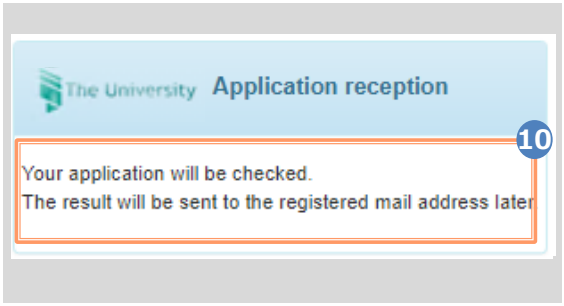
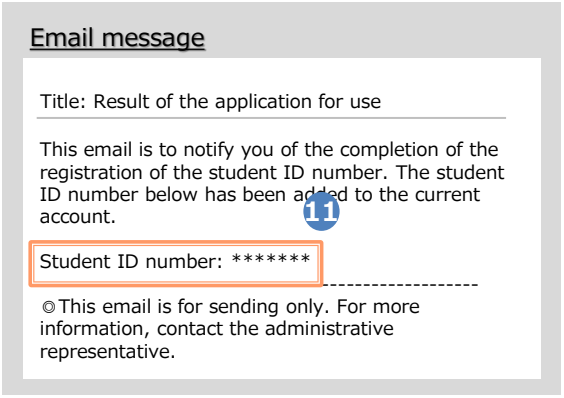
Screen Images	Steps	How to Operate

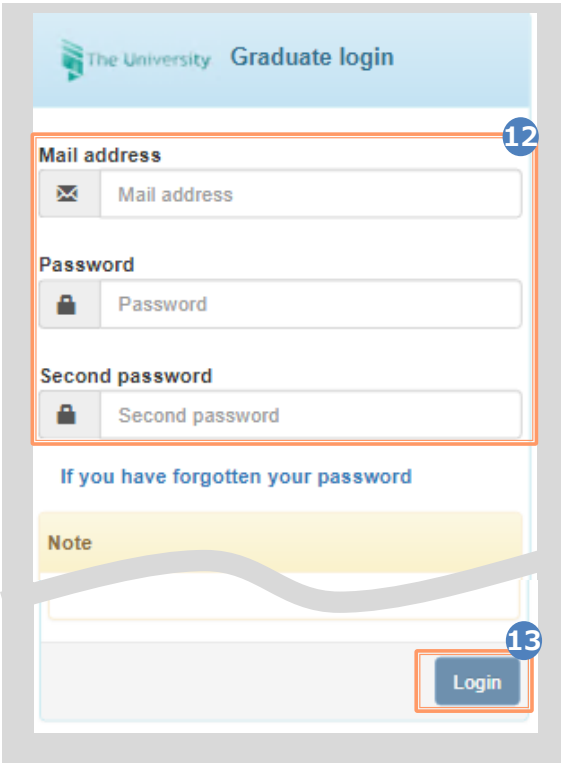


10 A message is displayed stating that the application has been accepted.



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.

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2 Log In to the Certificate Issuance Service

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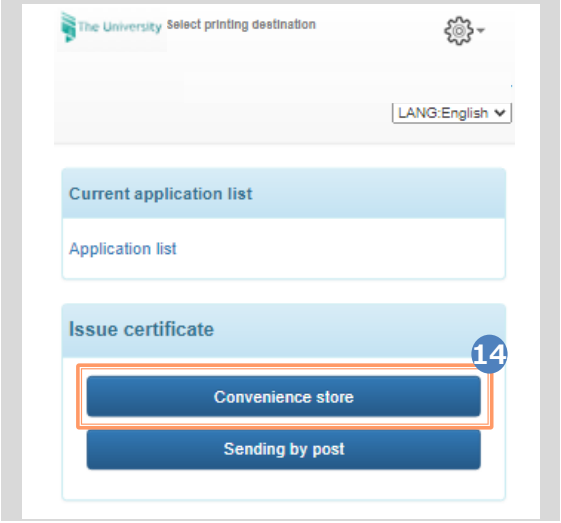
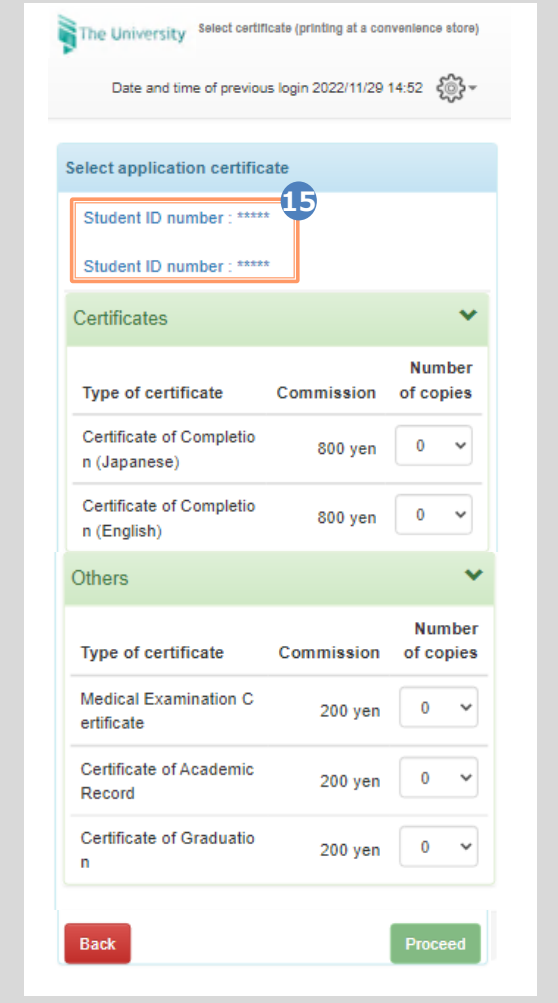
Screen Images	Steps	How to Operate



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.

► Go to 3 “Application for Certificates.”

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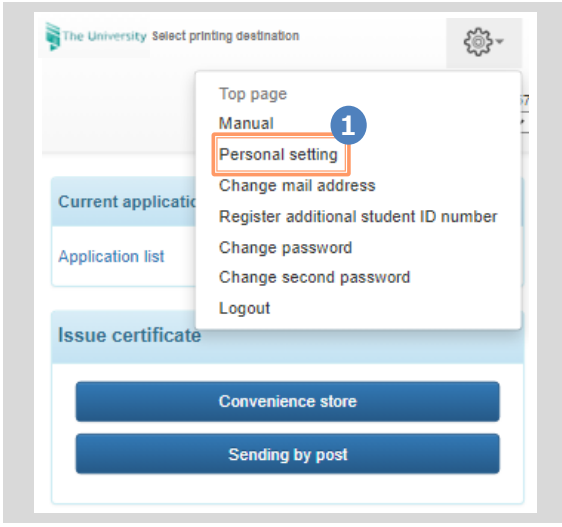
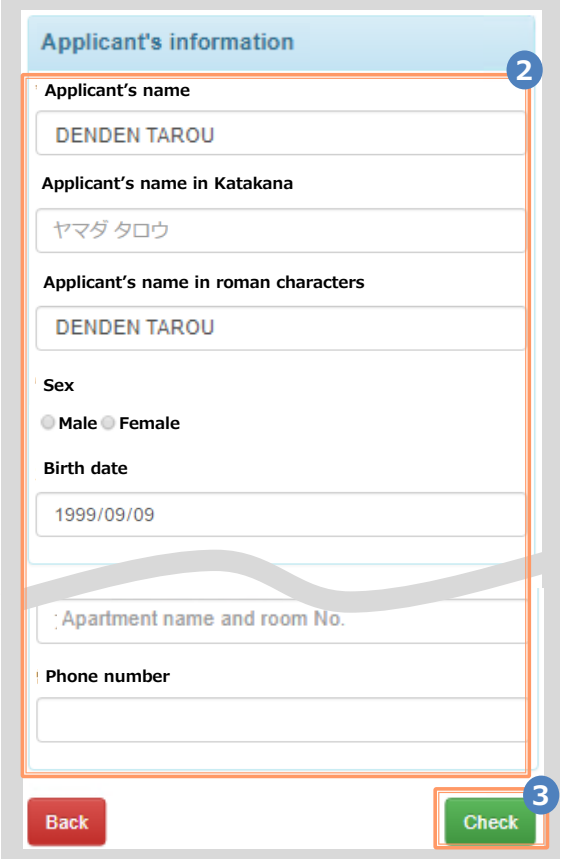
*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

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". *For how to log in, see the following: ► 2.2 "How to Log In"
	2	Fill the personal information items you want to change.
	3	Click the "Check" button.

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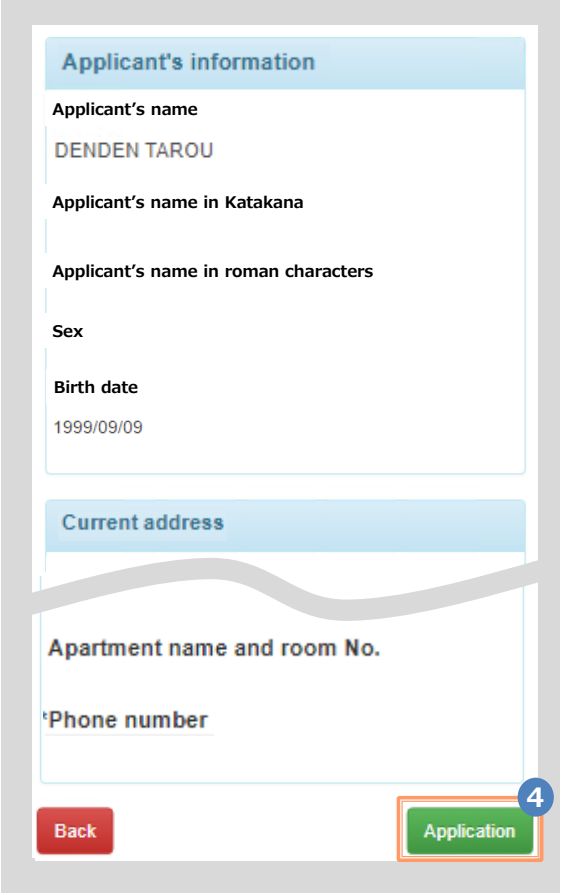
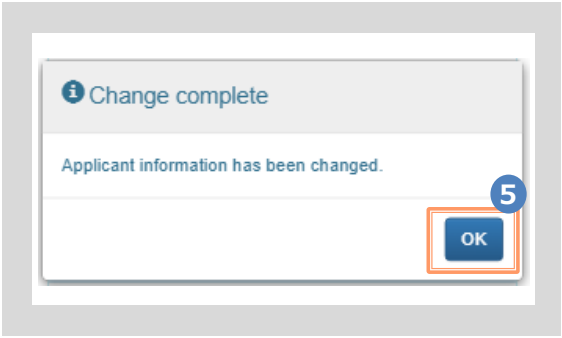
2 Log In to the Certificate Issuance Service

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

Screen Images	Steps	How to Operate
	4	Check the inputs and click the “Application” button.
	5	The Change Completed screen is displayed stating that the information has been changed. Click the “OK” button.

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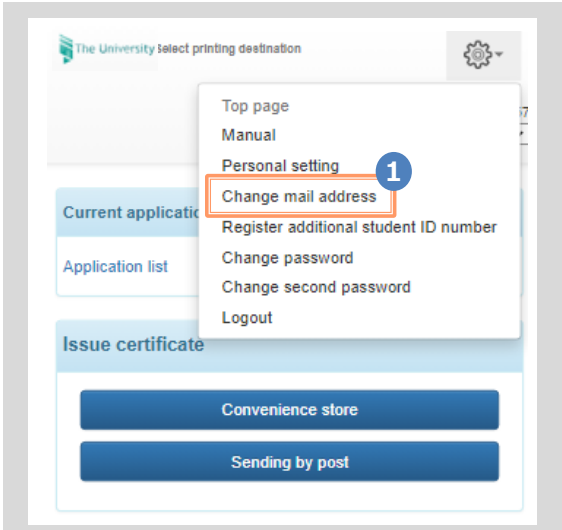
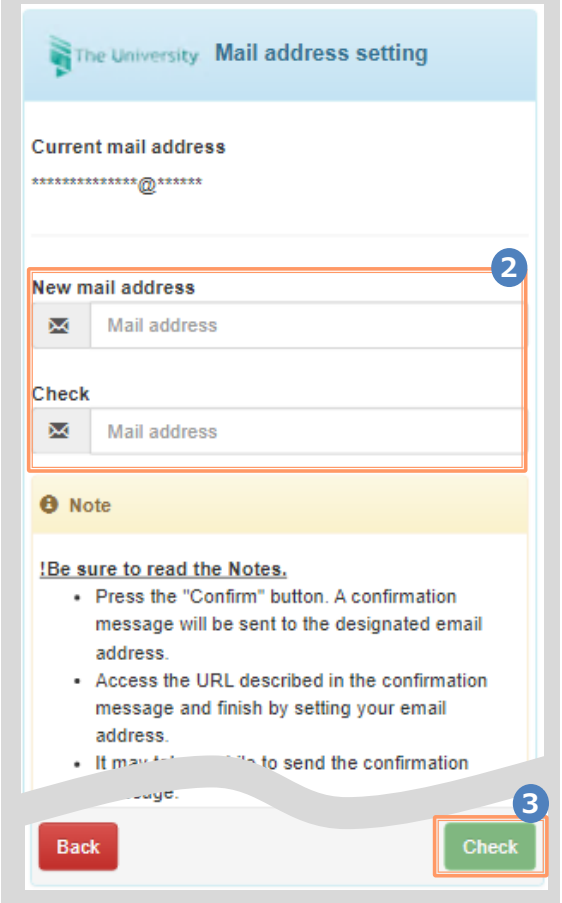
2 Log In to the Certificate Issuance Service

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

(b) Change the Email Address *if you can log in

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, see the following: ► 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.

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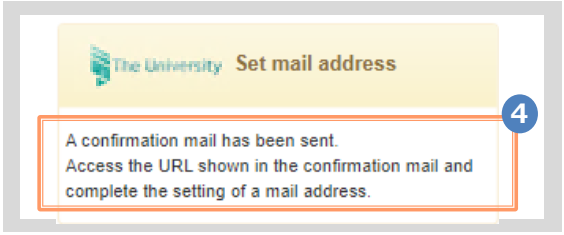
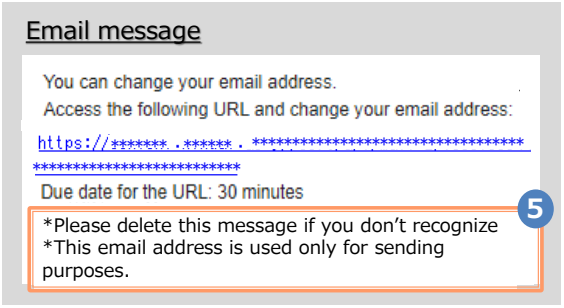
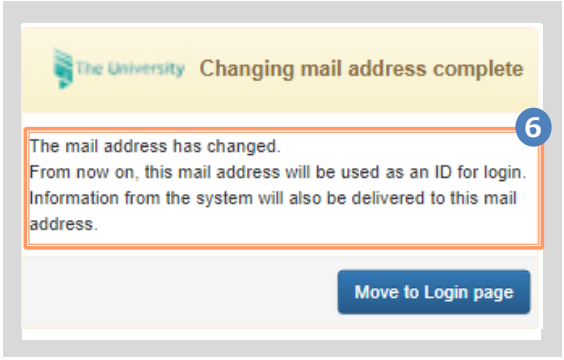
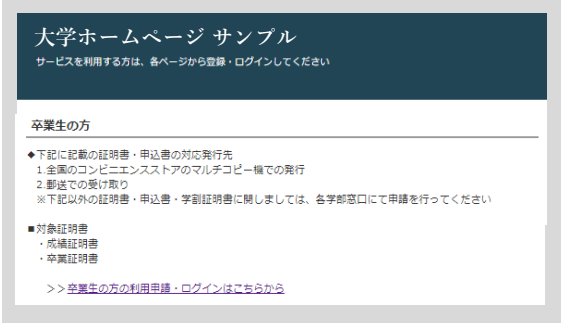
2 Log In to the Certificate Issuance Service

*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.
	5	Click the one-time URL in the email body text to complete changing 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 Email Address *If the email address you used in the past can no longer be used, etc.

Screen Images	Step	How to Operate
	1	Access the link to certificate issuance service found on the website of the university and access the Graduates Login page.

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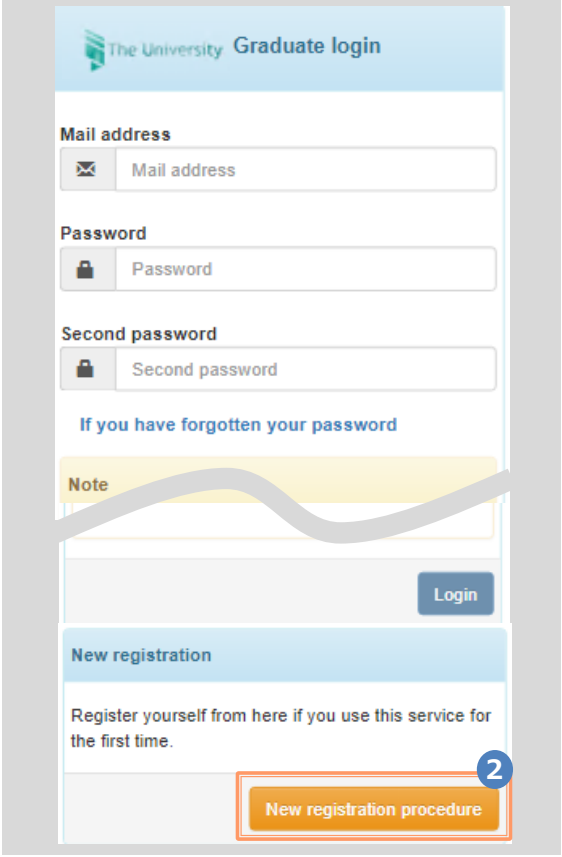
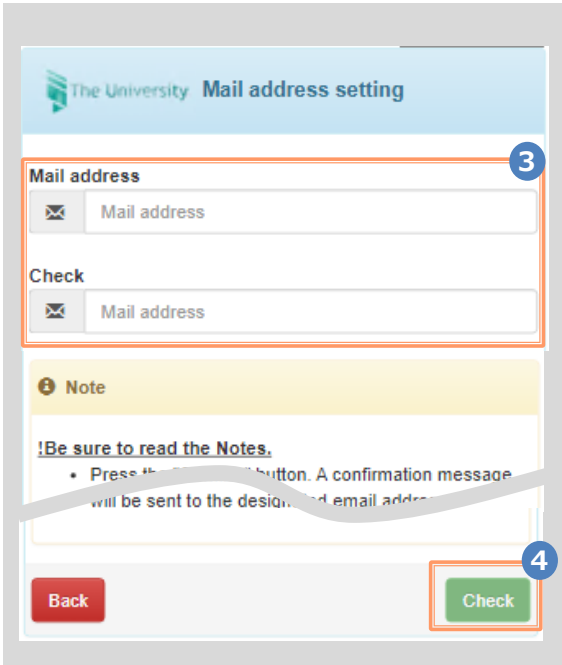
2 Log In to the Certificate Issuance Service

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

Screen Images	Steps	How to Operate
	2	Click “New registration procedure” from “New registration”.
	3	Enter an email address you wish to change into the “Mail address” and “Check” fields.
	4	Read the "Note" and click the “Check” button.

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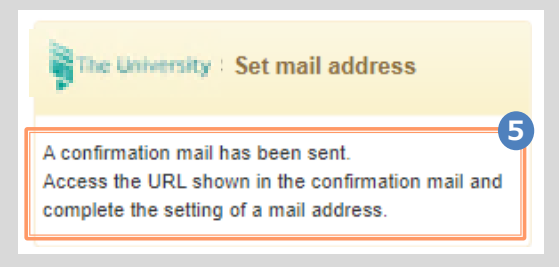
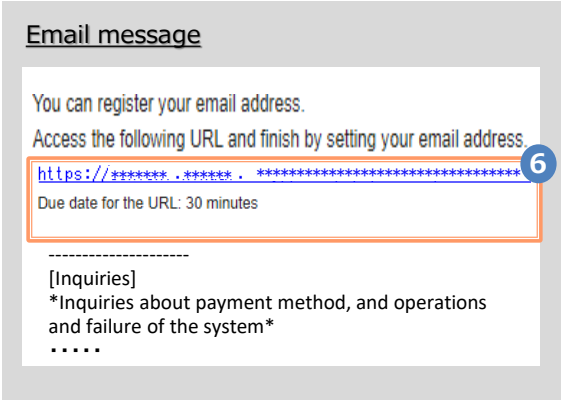
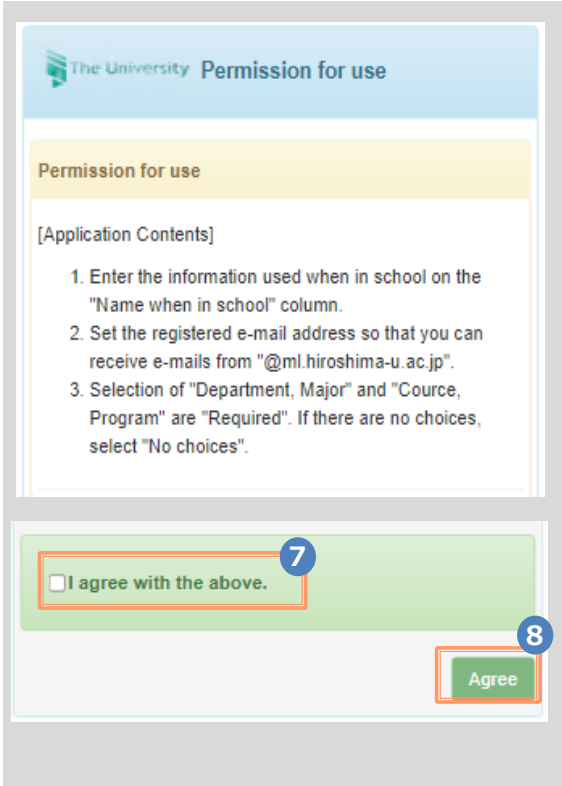
2 Log In to the Certificate Issuance Service

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

Screen Images	Steps	How to Operate
	5	A message is displayed on the screen, and a confirmation notification is sent to the email address you entered.
	6	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.
	7	Read the "Permission for use" displayed on the screen and select “I agree with the above”.
	8	Click the “Agree” button.

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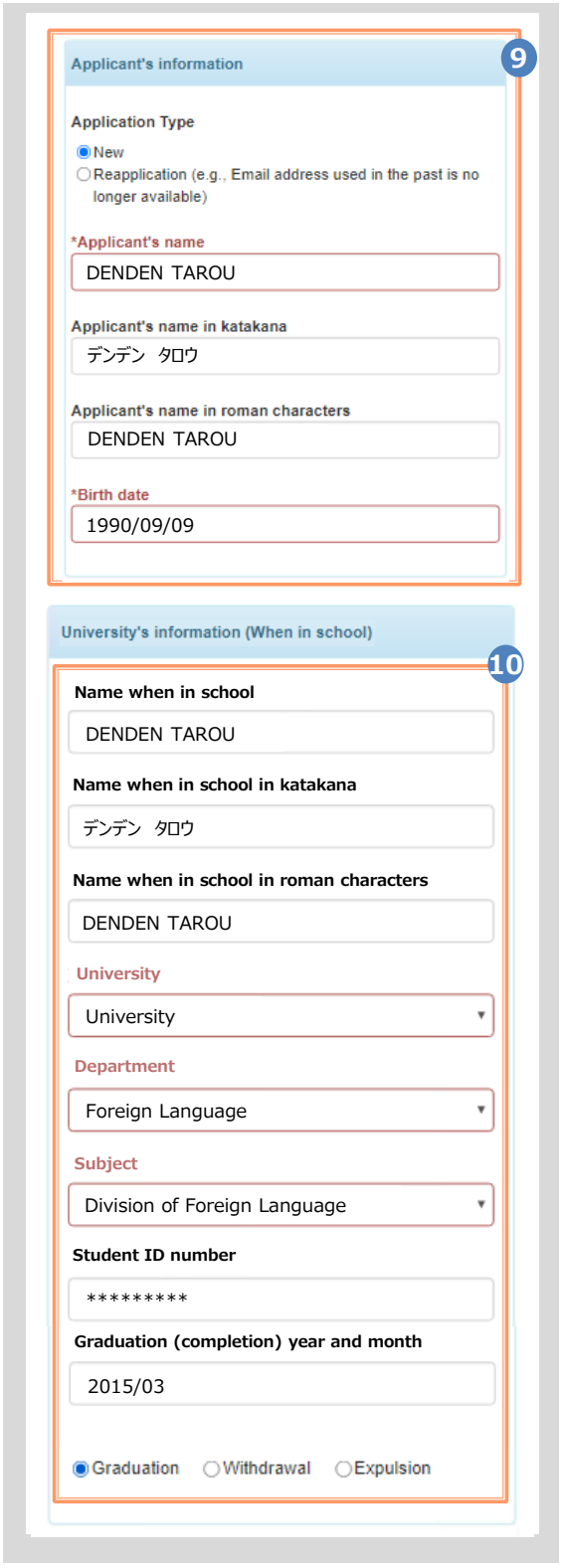
2 Log In to the Certificate Issuance Service

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

Screen Images	Steps	How to Operate



9 Enter the information of 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.

10 Enter the information of 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.

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2 Log In to the Certificate Issuance Service

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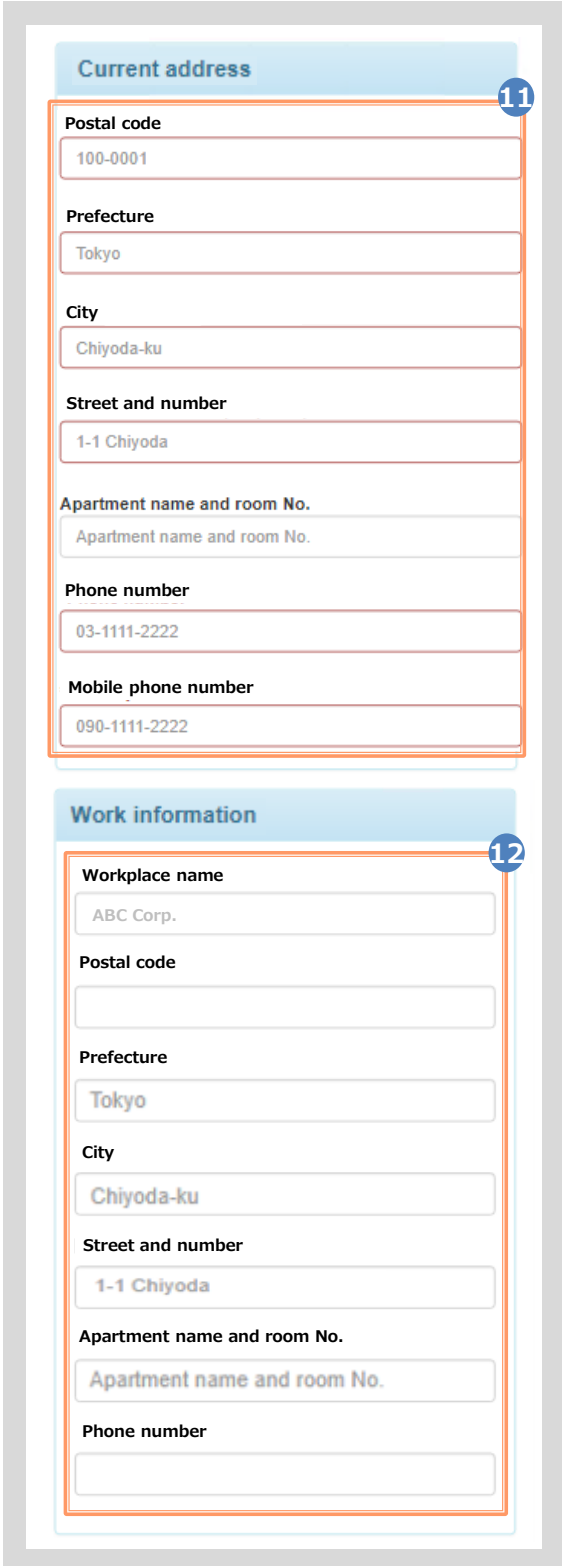
Screen Images	Steps	How to Operate



11 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.

12 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.

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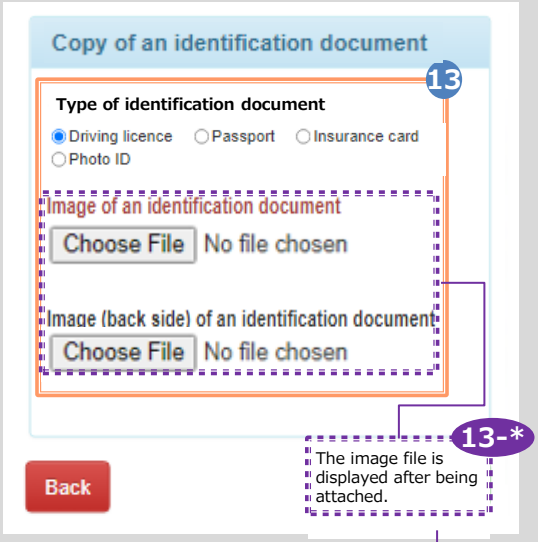
2 Log In to the Certificate Issuance Service

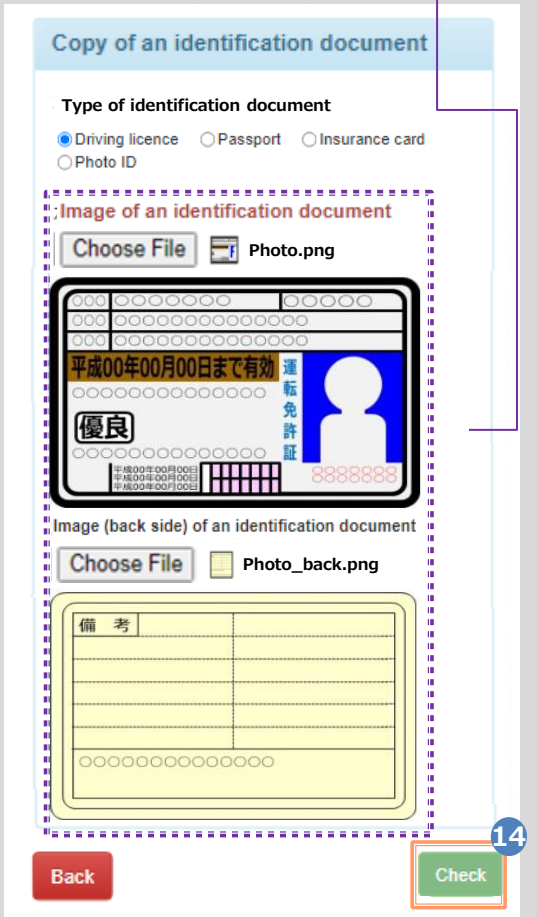
*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

Screen Images	Steps	How to Operate

Before attaching the image



After attaching the image



13 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.

13-* 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.

14 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.

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2 Log In to the Certificate Issuance Service

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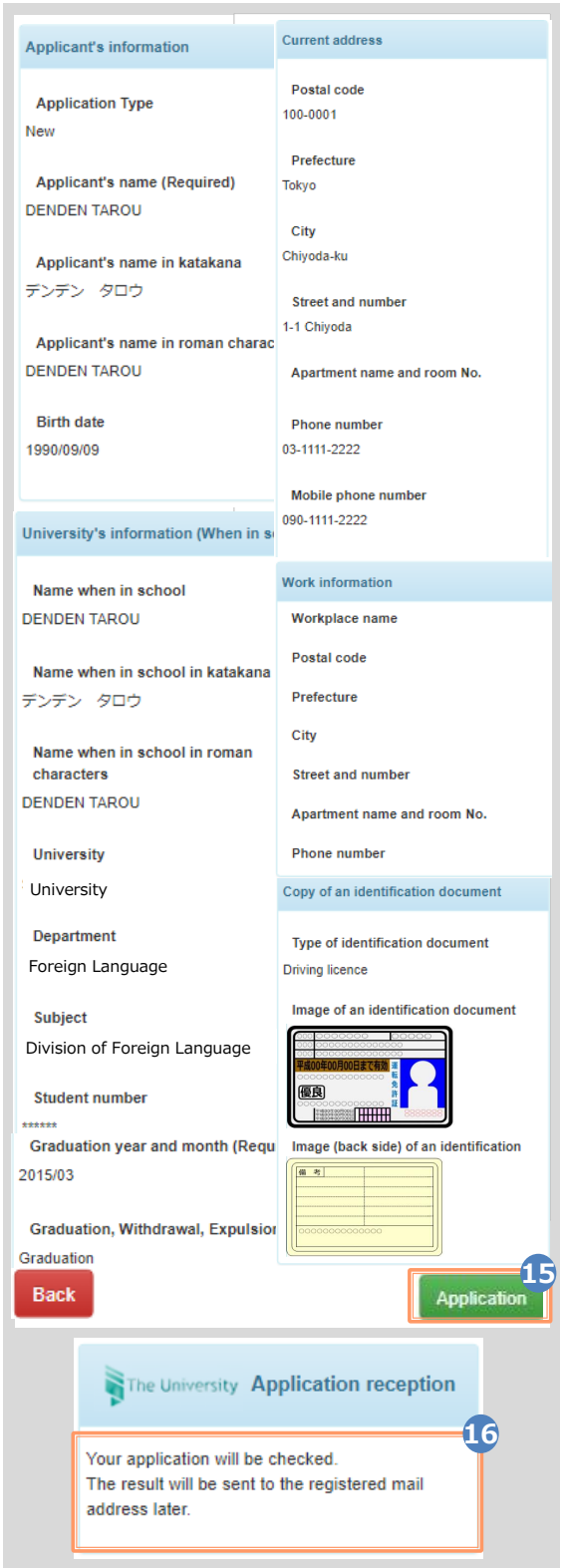
Screen Images	Steps	How to Operate



15 Check the entered information for registration and click the “Application” button.

16 Check that the Application reception screen is displayed.

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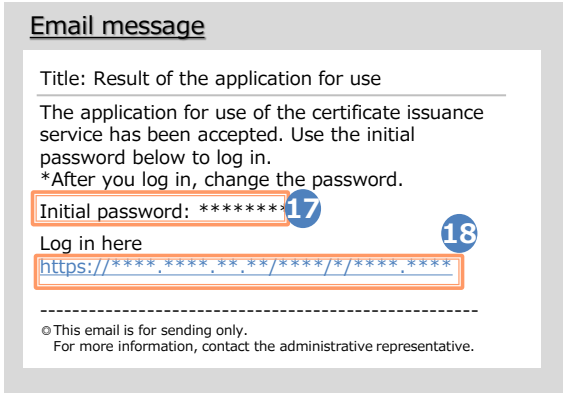
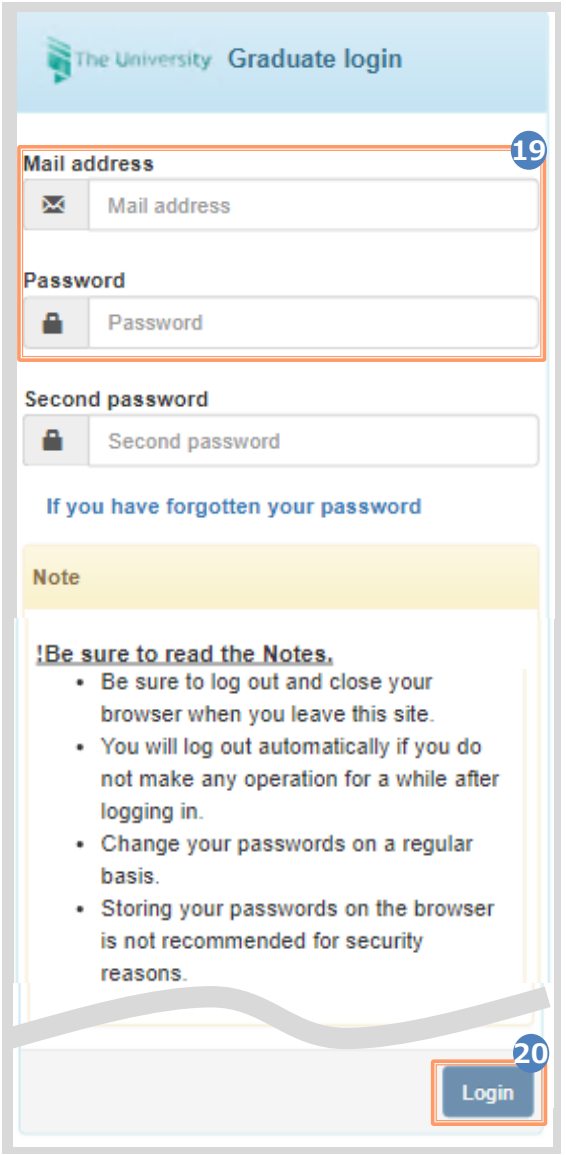
2 Log In to the Certificate Issuance Service

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

Screen Images	Steps	How to Operate





17 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.

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

18 Click the URL for “Log in here” in the email body text to access the login screen.

19 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.

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

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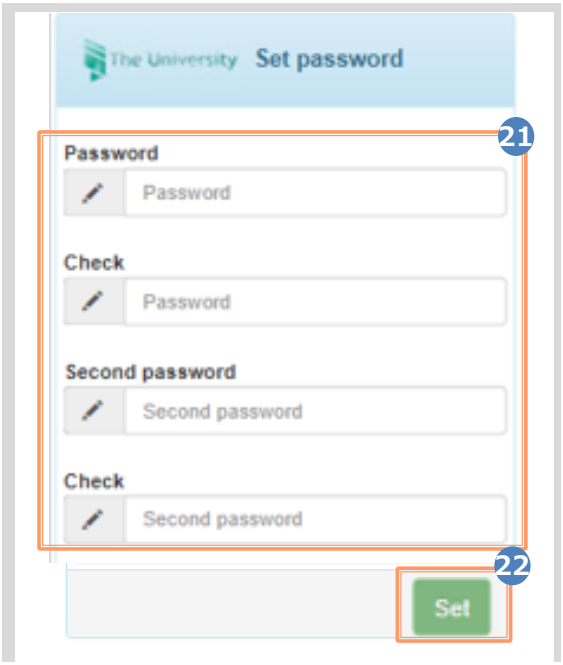
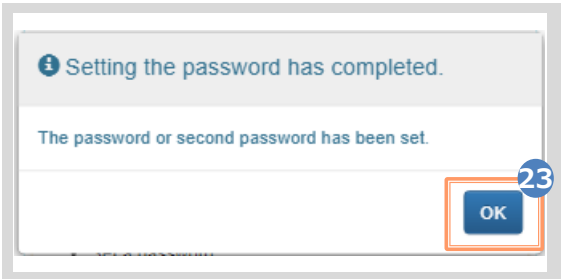
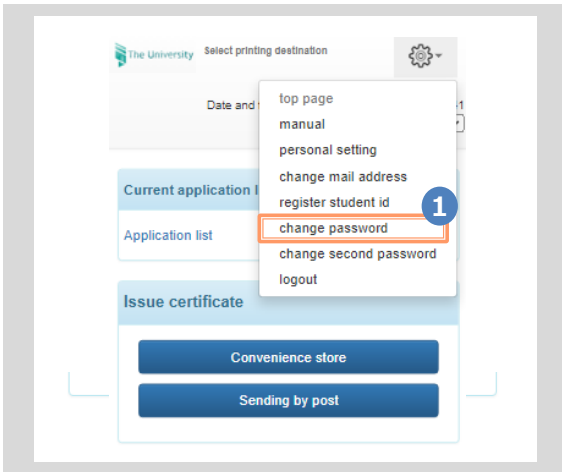
2 Log In to the Certificate Issuance Service

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

Screen Images	Steps	How to Operate
	21	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.
	22	Read the “Note” and click the “Set” button.
	23	Click the “OK” button. The Certificate Issuance Service has now become available.

(d) 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.” *For how to log in, see the following: ► 2.2 “How to Log In” *If you log in with GoogleID, you can change your password I can't.

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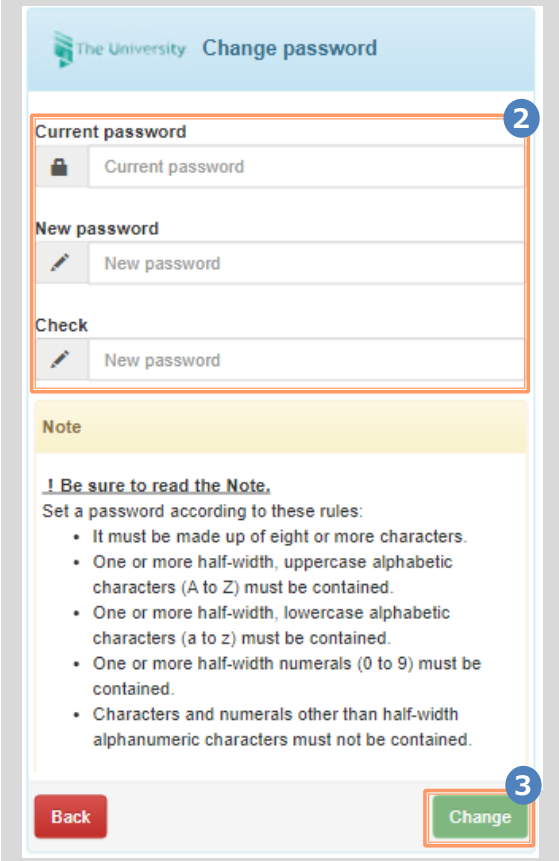
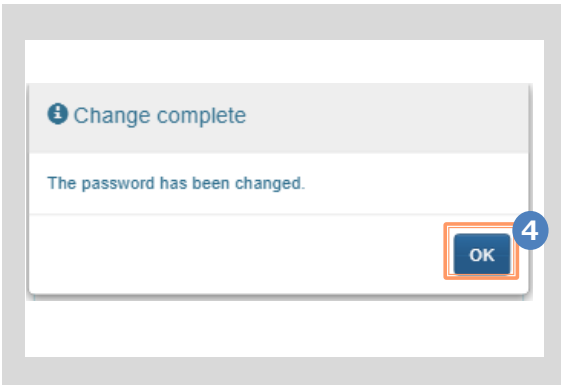
2 Log In to the Certificate Issuance Service

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

Screen Images	Steps	How to Operate





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.

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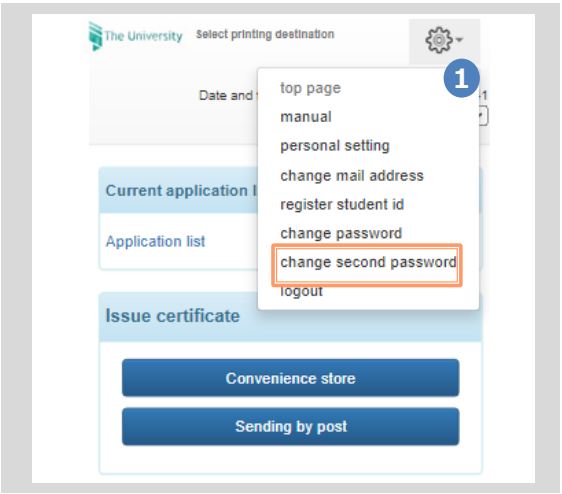
2 Log In to the Certificate Issuance Service

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

(e) Change the Second Password

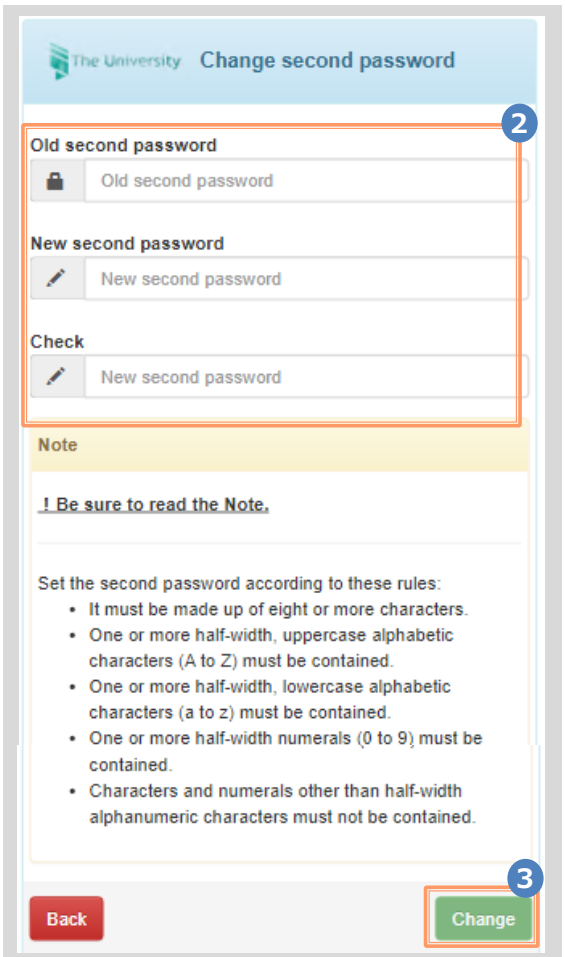
Screen Images	Steps	How to Operate



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."

*For how to log in, see the following:
► 2.2 "How to Log In"

*If you log in with GoogleID, change the second password is not possible.



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.

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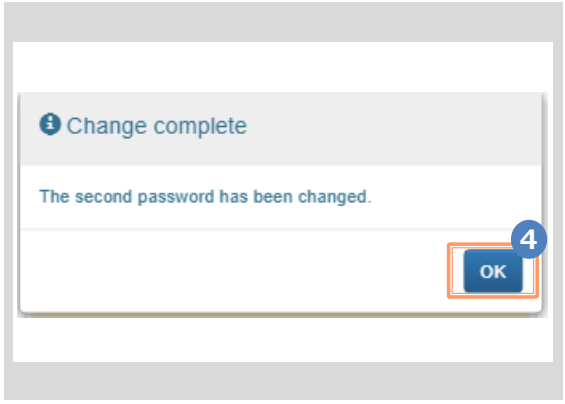
2 Log In to the Certificate Issuance Service

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

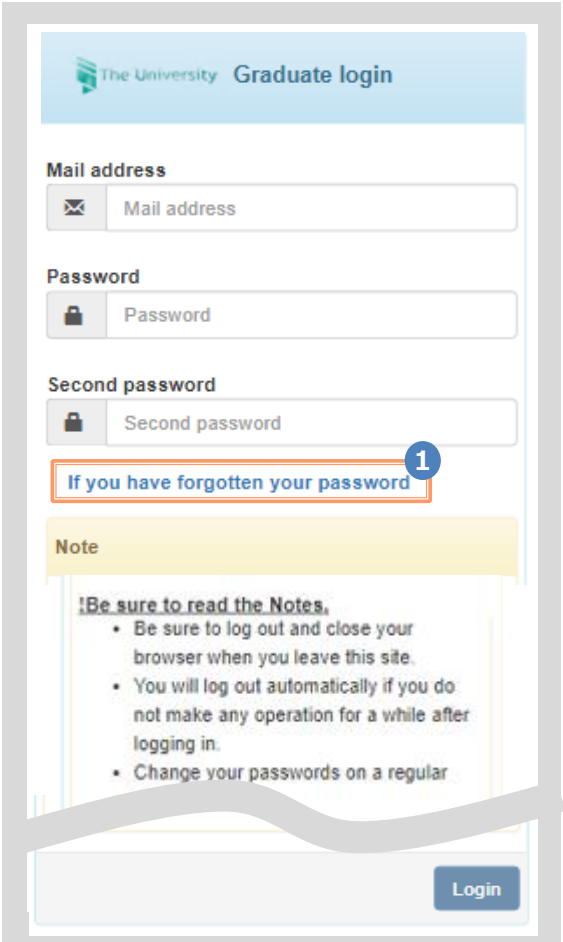
Screen Images	Steps	How to Operate



4

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

(f) If You Forgot the Password



1

On the Graduates’ Login screen of the certificate issuance service, click “If you have forgotten your password”.

*For how to log in, see the following:
► 2.2 “How to Log In”

*If you log in with GoogleID, you can change your password I can't.

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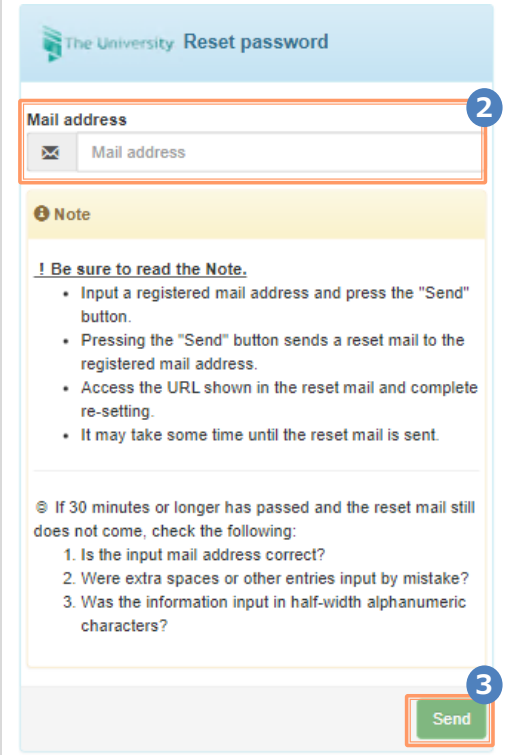
2 Log In to the Certificate Issuance Service

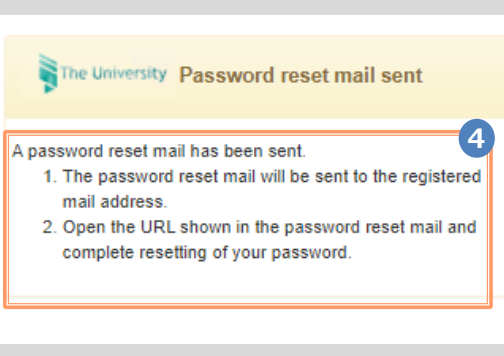
*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

Screen Images	Steps	How to Operate

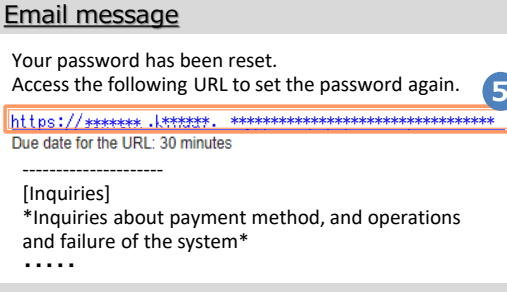


2 For resetting the password, enter the registered email address into the “Mail address” field.

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



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



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.

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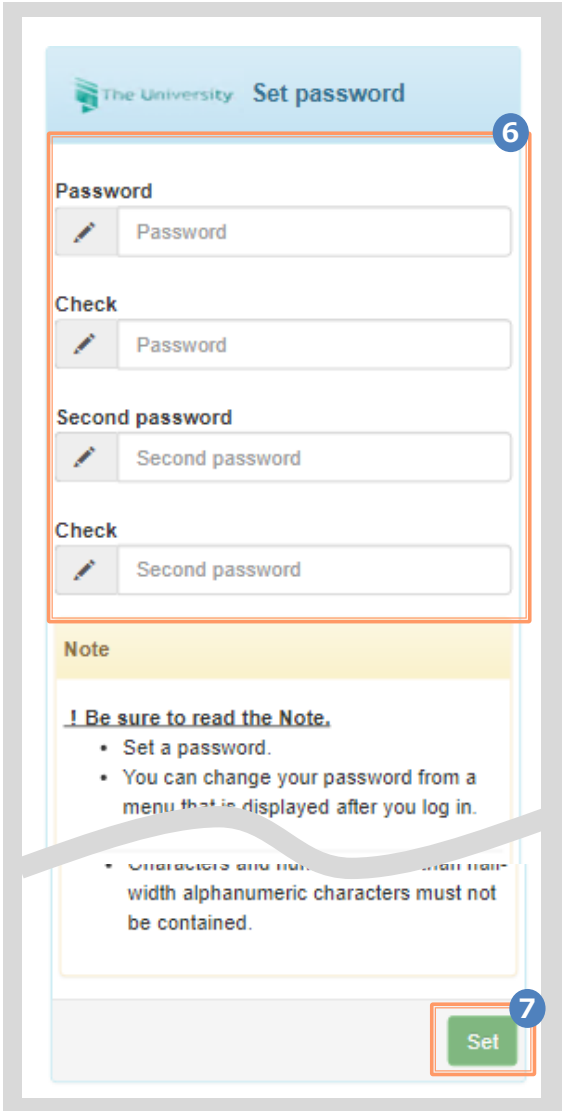
2 Log In to the Certificate Issuance Service

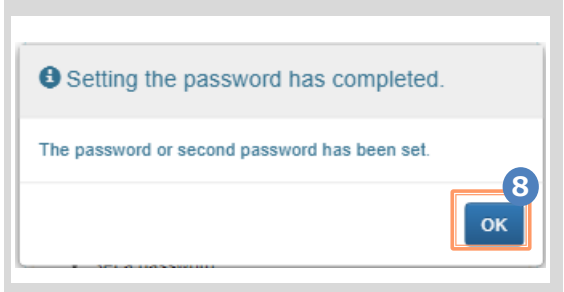
*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

Screen Images	Steps	How to Operate



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.

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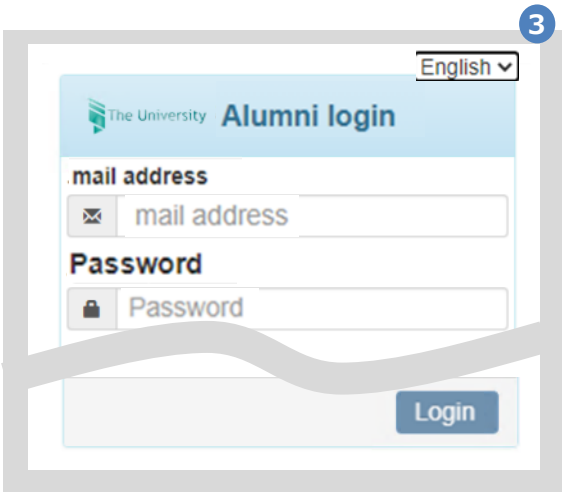
2 Log In to the Certificate Issuance Service

2.5 Switch Languages

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

(a) Log In 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.

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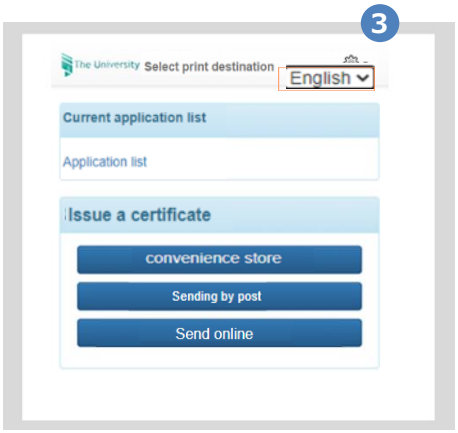
2 Log In to the Certificate Issuance Service

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

(b) Select Printing Destination 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. Since the language selection pull-down is displayed only on Log In and Select Printing Destination screens, you need to log out or come back to Select Printing Destination screen in order to switch languages.

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3 How to Access 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 Access 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（マニュアル）” to show the Operating Manual. Read the description and issue certificate(s) at a CVS.

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改版履歴

版数	年月日	変更箇所	内容
8.6.0版	2023.8.1	P2	電話番号変更のため修正
11.4.0版	2024.11.12	P2	Edgeを追加
12.4.0版	2025.12.23	表紙	版番の更新

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