Certificate Issuance Service Operating Manual

For Companies

9.4.1th edition Sep. 11, 2023

NTT-W

Table of Contents

1 Introduction

1.1 Notes on Operation

System Requirements and Operation Confirmation Terminals

Classification	System requirements and supported terminals
PC	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)

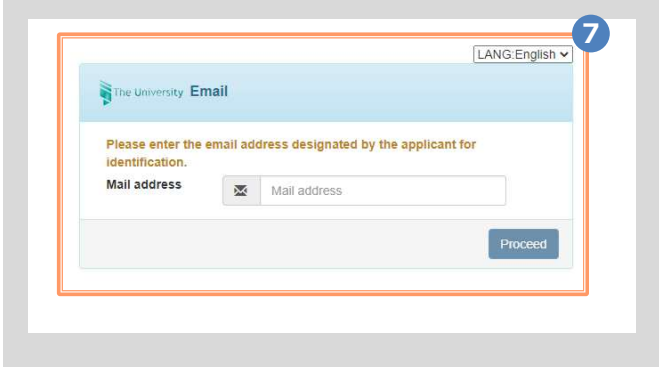| Phone	06-6809-4327 24/7
Reception hours	24 hours

2 Receiving Certificates Sent Online
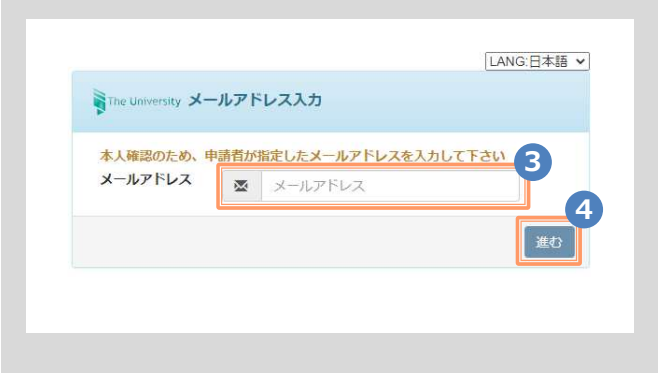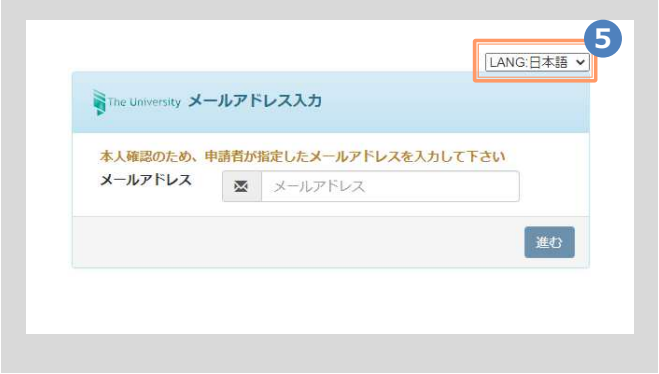
2.1 How to Receive Certificates Sent Online

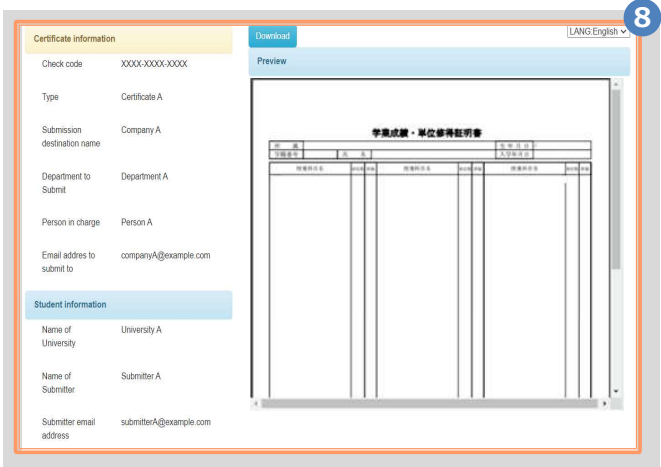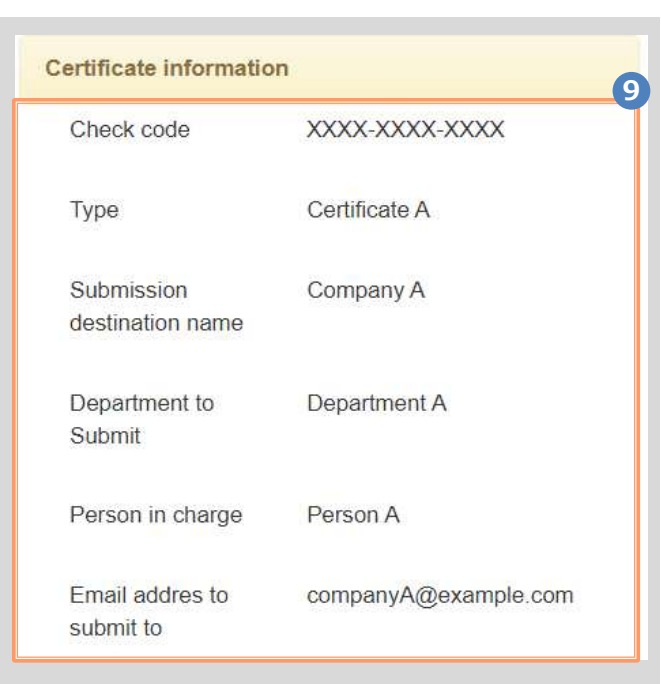| Screen Images	Steps	How to Operate
Email Message ① Information from Certificate Issuance Service To whom it may concern, We have received a request from ○○··· Following electronic certificate(s): Certificate of Graduation Please access the link below to check the certificate. ② https://****************/**/********************************** Please contact the applicant as necessary. △△　△△　email@********	**1**	When a user of Certificate Issuance Service issues a certificate for submitting to a company, the company will be notified by email as shown on the left.
	2	Read the content of the email and access the URL.

2 Receiving Certificates Sent Online

Screen Images	Steps	How to Operate
	3	Enter the email address of the recipient.
		【Notes】 Enter the email address **of the recipient**. An error will occur and the next screen will not be displayed if the entered email address is incorrect.
	4	Click "Proceed（進む）".
		Please follow the steps below if you want to switch the displayed language. (This is not necessary if you want to keep the displayed language as it is)
	5	Click the language selection pull-down to switch languages.
	6	Click the language you want to display in the pull-down.
	7	The screen switches in the language you selected. Subsequent screens will be displayed in the selected language.

2 Receiving Certificates Sent Online

Screen Images	Steps	How to Operate

8 Check the content of the submitted certificate displayed on the screen. The submitter of the certificate gets an email to notify that you have checked the content when this screen is opened for the first time.
See below for details of the items on the screen.

9 Check the information of the certificate and designated recipient displayed on the upper left of the screen.

► Check code

A code to identify the certificate. This is necessary when contacting us to inquire about the submitted certificate.

【Notes】
The check code switches depending on the previewed certificates if there are multiple of them.

► Type

A type of the certificate is displayed.

► Submission destination name

The company name of the designated recipient entered by the submitter is displayed.

► Department to submit

The department name in charge entered by the submitter is displayed.

Nothing is displayed if the submitter didn't enter this field.

► Person in charge

The name of the person in charge entered by the submitter is displayed.

Nothing is displayed if the submitter didn't enter this field.

► Email address to submit to

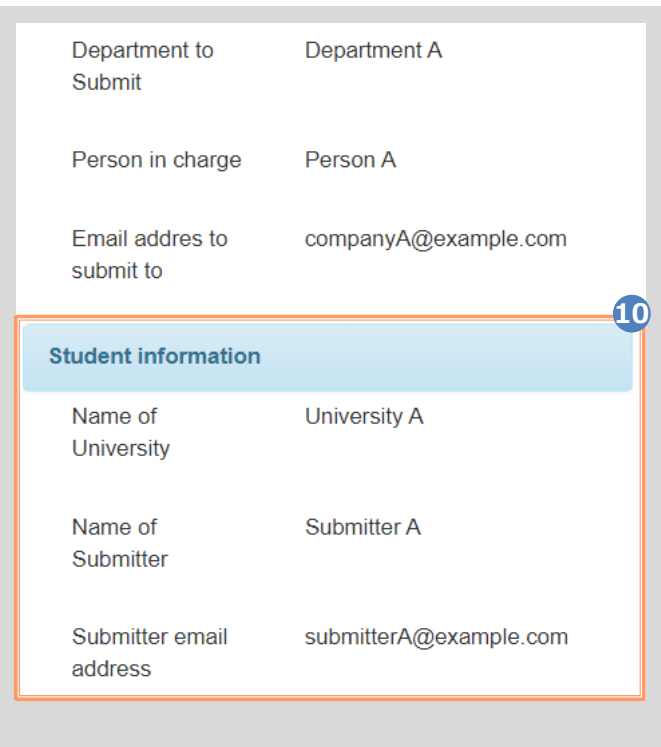The destination email address entered by the submitter is displayed.

2 Receiving Certificates Sent Online

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

Screen Images	Steps	How to Operate

Screen Images (top):

Department to Submit	Department A
Person in charge	Person A
Email addres to submit to	companyA@example.com

⑩ Student information

Name of University	University A
Name of Submitter	Submitter A
Submitter email address	submitterA@example.com

Screen Images (bottom):

Download ⑪   LANG:English ▼

Preview

学業成績・単位修得証明書

⑫ ◄ 1 2 3 ►

Steps ⑩ / How to Operate:

⑩ Check the information of the submitter displayed on the bottom left of the screen.

► Name of University
The university name where the submitter belongs to is displayed.

► Name of Submitter
The submitter's name is displayed.

► Submitter email address
The submitter's email address is displayed.

⑪ Click "Download". Check the file of the certificate downloaded in zip format.

【Notes】
・Access the URL in the email of ❶ again if you wish to download the file after closing the screen.

・This page is valid only for 3 months. It's not possible to access this page afterwards.

・The electronic signature of the certificate isn't displayed on the screen. Please use the tool to show PDF files such as Acrobat Reader and etc.

⑫ Page numbers are shown on the bottom of the screen if there are multiple submitted certificates.
Click the page number to switch a page if you wish to preview a different certificate.

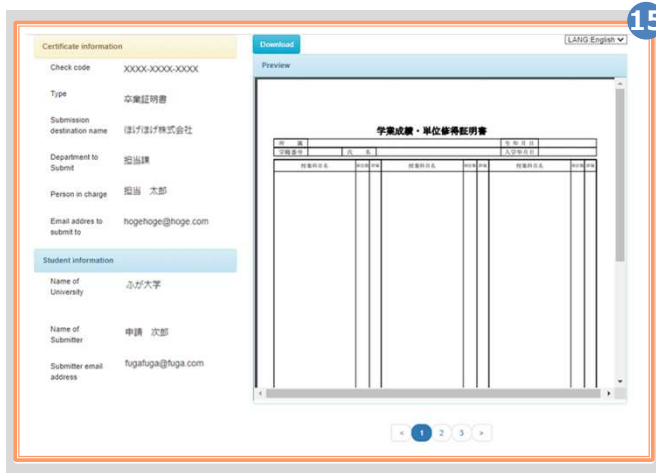| Screen Images	Steps	How to Operate

13

Please follow the steps below if you want to switch the displayed language. (This is not necessary if you want to keep the displayed language as it is)

13 Click the language selection pull-down to switch languages.
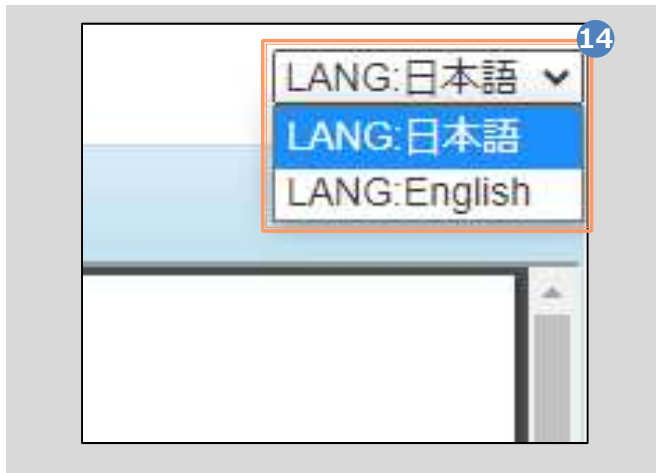
14 Click the language you want to display in the pull-down.

15 The screen switches in the language you selected.