

# My Number Card Guidance

Provisional Translation

## To All My Number Card Holders



Citizen Services Division,  
Tsukuba City

The latest version of this guidance is  
available on the official website of  
Tsukuba City.



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# 1. Safe handling of your My Number Card

**(1) Keep your card away from high temperatures and avoid applying excessive pressure, as heat can warp the card and pressure can damage its electronic components. Please;**

- Do not store or leave your card in high temperatures, such as inside a car on a hot day or near a heater.
- Do not put your card in a washing machine or dryer, and do not iron clothes with the card inside.
- Do not drop your card, apply excessive pressure against a card reader and bend it, place heavy objects on it, or expose it to sharp or hard items like metal.
- Do not apply pressure to the area where the IC chip is embedded. Avoid touching the area directly, getting it dirty, pressing it, bending it, or placing the card in a bag with other items such as coins and pens.
- Avoid sitting down if your wallet containing your card is in your back pocket.

**(2) Keep your card away from chemicals and liquids, as they could damage the photo or other information on the card. Please;**

- Keep your card away from chemicals and liquids, including cosmetics like nail polish and hand cream, as well as flammable sprays, petrol, kerosene, lighter fluid, engine oil, disinfectant alcohol, and correction fluid.
- Do not use your card when it is wet.
- Do not place your card directly on the products made out of Polyvinyl Chloride (PVC) such as a badge holder.

**(3) Avoid storing your card near magnets or magnetic items, as they can erase the information on the card's magnetic stripe. Please:**

- Keep your card away from magnets and magnetic items, such as TVs, speakers, refrigerators, mobile phones, and handbags or wallets with magnets, as well as magnetic necklaces.

## 2. The Advantage of a My Number Card

### It can be used as an ID card.

When asked to show your ID, you can present your My Number Card instead of your driver's license or other forms of an identification.

### It can verify your My Number.

When asked to show your My Number, you can present your My Number Card. The Card can verify your identity and My Number at the same time.

### It can be used as a health insurance card.

When you change your insurance plans due to a new job or a change of address, you don't need to wait for a new health insurance card if you have your My Number Card. (However, you still need to complete the necessary procedures to change your health insurance.) Please note that the current health insurance card will no longer be issued or updated after December 2, 2024.

**Advance registration  
required.▷**  
(Myna Portal)



### You can print official certificates at convenience stores.

You can print official documents, such as a certificate of residence (*Juminhyo*), at convenience stores regardless of whether City Hall is open or closed.

▷ See page 7 for details

### You can request official certificates online.

You can request official documents such as a certificate of resident (*Juminhyo*) on your smartphone.

"Smart Application" ▷



### Myna Portal

Myna Portal is an online platform of government services. You may access various government services and complete procedures such as changing your addresses. Your income and municipal tax data, as well as information from the national and municipal governments are available on Myna Portal.

You may also file tax return by linking your data to the e-tax website and apply for *Furusato Nozei* (tax-deductible donation program) on this platform.



**Myna Portal▷**



### 3. My Number Card and My Number

#### (1) My Number Card (Individual Number Card)

A My Number Card can be used as an ID and My Number verification document. If your My Number Card has an embedded IC chip and electronic certificate, you can print official documents such as a certificate of residence (*Juminhyo*) at convenience stores. (See Page 6 for details.)

Front	Back
	
The front of a My Number Card can be used as an ID with photo. Anyone can take a photocopy of this side if the cardholder gives consent.	The back of a My Number Card can be used as a document to verify a My Number. It can be photocopied for official government use only (e.g. at a city hall and tax office).

#### My Number Card is safe.

Your My Number Card is specially designed and issued to prevent forgery. It is embedded with an IC chip that only carries information indicated on the card such as your name, and does not contain any confidential information such as your tax and pension data. The information stored in the IC chip is protected by your PIN. By entering a wrong PIN more than the certain number of times, your card will be locked. If an attempt is made to steal the information, the information will be automatically deleted.

#### (2) My Number (Individual Number)

A My Number is a 12-digit number assigned to all residents in Japan and is managed under specific legal rules related to social security, taxation and disaster response. It is used to verify whether personal information held by multiple institutions matches that of the same individual.

#### When do I use my My Number Card?

You may be asked to show your My Number Card at national or municipal government offices, workplaces, or financial institutions to complete various procedures, including those related to childcare, long-term care, welfare, and healthcare. Please remember to bring your My Number Card when visiting these locations.

#### If my My Number is leaked, will all my personal information be compromised?

My Number is not a centralized system for managing personal information, so even if your My Number is leaked, your other personal information will not be compromised. Information embedded in your My Number Card can only be accessed by national or municipal government officials to carry out necessary procedures. The usage, collection, and storage of a My Number is strictly restricted by the law. The trusted third-party organization, the Personal Information Protection Commission, monitors and supervises the system to prevent unauthorized accesses.

## 4. Personal Identification Number (PIN)

Do not share your PIN with others. Tsukuba City Hall does not store your PIN, so please keep a copy provided at the City Hall in a safe place.

① Electronic certificate for user identification	<b>4-digit number</b>  You can set the same 4-digit PIN for all three of them.
② Basic resident register (For My Number Card)	
③ Automatic data filling function	
④ Electronic certificate for the bearer's signature identification	<b>Combination of 6 to 16 alphanumeric characters (half-width uppercase letters)</b>

Note: My Number Cards that have a face recognition function do not come with a PIN.

### (1) If you remember your PIN and wish to change it

You can change your PIN by placing your My Number Card on an IC card reader/writer compatible with My Number Card or under your smartphone, and enter your old PIN. It is recommended that you change your PIN regularly by using a JPKI user's software.

For details about the user's software

▷ ▷ ▷

JPKI

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### (2) If you forget your PIN, or if your card is locked

You need to reset your PIN, if you forget your PIN or if your card is locked after entering incorrect PIN 3 times consecutively. Please bring your My Number Card and other form of ID such as a driver's license or health insurance card with you to the City Hall.

**Where to go:** •Tsukuba City Hall (Open weekdays and Saturdays)

**Opening hours:** 8:45 am – 4:30 pm (Closed on Sundays, national holidays and from December 29 to January 3)

★ You can reset your PIN for electronical certificate for the bearer's signature at a convenience store or through the app. ▷ ▷ ▷

Password reset at convenience stores

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## 5. Validity Period

You need to renew your My Number Card and electronic certificate embedded in the Card. You may apply for a renewal of your card and certificate three months prior to the expiration date. A letter to notify the expiration date will be sent a few months prior to the date. Please see the letter and apply for a renewal if you wish to extend your card and certificate.

### (1) The validity period of a My Number Card

You applied for your My Number Card <b>after April, 2022</b>	<b>18-year-olds and above</b>	The card will be valid for <b>10 years from the date of issuance, until your tenth birthday.</b>
	<b>17-year-olds and below</b>	The card will be valid for <b>5 years from the date of issuance, until your fifth birthday.</b>
You applied for your My Number Card <b>before April, 2022</b>	<b>20-year-olds and above</b>	The card will be valid for <b>10 years from the date of issuance, until your tenth birthday.</b>
	<b>19-year-olds and below</b>	The card will be valid for <b>5 years from the date of issuance, until your fifth birthday.</b>

Note: When you renew your card, you need to return your old card. If you cannot return it because you lost it, there will be an issuance fee of 800 yen for a card, and another 200 yen for an electronic certificate.

### (2) The validity period of an electronic certificate

**An electronic certificate will be valid for five years from the date of issuance, until the holder's fifth birthday.**

If your electronic certificate expires before your My Number Card, you need to renew your electronic certificate first. Please bring your Card and enter the PIN(s) to extend your electronic certificate at the Citizen Services Division in Tsukuba City Hall.

### (3) The validity period of a My Number Card for foreign nationals


If your status of residence is medium to long-term (except permanent and highly skilled professional ( ii ) statuses), your card will lose its validity on the expiration date of your residence card. Please bring your My Number Card before it expires, after you extended your residence card because your My Number Card will not be automatically extended. If you fail to extend your My Number Card, the Card will become invalid. In this case, to re-issue a new card, you will be charged a fee of 800 yen for the Card, and another 200 yen for an electronic certificate.

## 6. Electronic Certificate

### (1) What is an electronic certificate?

An electronic certificate is a secure digital document used to verify the identity of individuals in electronic transactions. It is designed to prevent unauthorized access, data theft and fraudulent entities. By storing the data of your electronic certificate on an IC chip that is not externally accessible, you can utilize Japanese Public Key Infrastructure (JPKI) services\*. There are two types of electronic certificate as detailed below.

\*JPKI services are online services that use electronic certificates to securely verify identities and facilitate transactions, such as filing taxes and accessing government services.

	Electronic certificate for user identification	Electronic certificate for the bearer's signature
Outline	It verifies the user's identity when accessing websites, such as the national and municipal government's official websites.	When you create and send an online document, it verifies your identity.
Example of available	You may print out various certificates at convenience stores, log in e-tax and Myna portal websites, and use it as a health insurance card.	You may file tax return through the online tax platform, e-Tax, and complete administrative procedures including moving-out procedures on Myna Portal website. Scan the two-dimensional code to see the details of "Smart Application" >>> Available in Japanese only 
Validity Period	Until the 5 <sup>th</sup> birthday from the issue date of an electronic certificate You will not lose the validity of the certificate by changing your name or address.	You will lose the validity of the certificate by changing your name or address regardless of its validity period.
PIN Password	A 4-digit number Your card will be locked if you enter incorrect PIN 3 times consecutively for an electronic certificate for user identification, 5 times for an electronic certificate for the bearer's signature. Please see Page 4 for how to unlock the card.	A combination of 6 to 16-digit alphanumeric (half-width capital letters)

#### Notes:

- If you would like to use online services such as e-Tax, you need a My Number Card with electronic certificates for both user identification and the bearer's signature.
- If your My Number card has a function of facial recognition, you will not be able to use some of the online services which require PIN such as issuing certificates at a convenience store, and using Myna Portal.

### (2) What to prepare before using an electronic certificate on your smartphone or computer?

Please have an IC card reader/writer compatible with a My Number Card or an NFC smartphone ready, and install a JPKI (Japanese Public Key Infrastructure) user's software on your personal computer or smartphone. If using your personal computer, please install an IC card reader/writer driver separately.

Scan the two-dimensional code or search for details: > > >

JPKI portal site



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### (3) Printing out certificates at convenience stores

Type of certificates	Requirements (See Page 8.)	Fee
Copy of resident certificate ( <i>Juminhyo</i> )	You are registered as a resident of Tsukuba City.	¥150
Certificate of resident's partial record ( <i>Juminhyo Kisaijiko Shomeisho</i> )	You are registered as a resident of Tsukuba City.	
Certificate of seal registration ( <i>Inkan Toroku Shomeisho</i> )	Your personal seal ( <i>Inkan</i> ) is registered at Tsukuba City Hall.	
Tax or Tax-exempted Certificate ( <i>Kazei or Hikazei Shomeisho</i> ) Income Certificate ( <i>Shotoku Shomeisho</i> )	Your taxation data of the current fiscal year is registered at Tsukuba City Hall.	
Appended Information to Family Register ( <i>Koseki no Fuhyo</i> ) *	Your family register is located at Tsukuba City Hall. *	
Copy of Family Register*	Your family register is located at Tsukuba City Hall. *	¥350

\* Family register is available to Japanese nationals only.

- **Available hours:** 6:30 a.m. - 11:00 p.m. (There may be cases where the services are not available between December 29 and January 3 due to system maintenance.)
- **Convenience stores which offer the services:** Seven-Eleven, Lawson (excluding Lawson Store 100), Family Mart, Seico Mart, Mini Stop, Kasumi, and any Aeon Shopping Centers which have a multi-function copier.
- **How to issue certificates**
  - ① Select "English" from the Language menu.
  - ② Select the button which says, "**Administrative services**" on the menu screen of a multi-function copier at a convenience store.
  - ③ In the next page, select the button which says, "**Certificate issue service (convenience store)**" and then place your My Number card on the card reader of the copier.
  - ④ Select the button which says "**Certificates issued at your municipality of residence**" and enter your PIN.
  - ⑤ Once authorized, remove your My Number card from the card reader.
  - ⑥ Select a certificate and enter the number of copies you need.
  - ⑦ Insert a fee to issue the certificate(s) you selected.



If you have your family register in Tsukuba City, but are not registered as a resident of Tsukuba City, you need to register as a user. Scan the two

dimensional code to see how to register as a user. ▷ ▷ ▷



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■ **Notes on printing out a certificate at a convenience store:**

- ① The type of paper used at convenience stores and the City Hall are different. However, both are designed to prevent forgery and falsification and can be used in the same way as those issued at the City Hall.
- ② Once a certificate is issued, it cannot be replaced with another certificate or refunded.
- ③ If you wish to print out a copy of resident certificate (*Juminhyo*) indicating extra information such as the record of your previous addresses and/or My Number, please come to the City Hall because these are not available at convenience stores.
- ④ Some certificates such as those required for pension and child rearing allowance are free of charge if you request them at the City Hall. However, you will be charged a fee if you issue them at a convenience store.
- ⑤ If a certificate issued at a convenience store has more than two pages, they will not be stapled. Please be careful not to leave any pages in the copier. Each page has its page number and item number respectively so that it can be treated as one set of documents.
- ⑥ There may be cases where tax related certificates such as a tax certificate, tax-exempted certificate, and income certificate are not issued at convenience stores. Please inquire at the Municipal Tax Division for details and conditions required.
- ⑦ It takes time to reflect changes on the certificates such as address change, changes to your family registry (e.g. marriage), and one of your family members moving out. You may not be able to print out certificates at all or certificates with the latest information for a while after making these changes.
- ⑧ The services may be suspended due to system maintenance. The date and time of such maintenance will be informed on the official newsletter and website of Tsukuba City.

## 7. When You Change Your Address and/or Name

### (1) When you move out of Tsukuba City

Your My Number Card will be valid in the municipality you move to as long as you complete the procedures for it. You need to complete move-out procedures from Tsukuba City, and procedures for move-in and My Number Card at the municipal office you are going to move to within the period shown in the table below.

<b>Move-in procedures</b>	Within <b>14 days</b> from the day you move in and within <b>30 days</b> from the day you report to your previous municipality that you would move out.
<b>Procedures to continue to use your My Number Card</b>	Within <b>90 days</b> from the day you complete move-in procedure

N.B. If you do not complete the procedures within the given period, your My Number Card will expire. Please give it back to the municipality you reside. In this case, you may be charged to issue a new My Number Card at the municipality.

★You may complete move-out procedures on your smartphone. ▷▷

(If you are leaving Japan, you cannot do the procedures on your smartphone.)



### (2) When you change your address within Tsukuba City, and/or change your name

You need to update your My Number Card. Please bring the card with you to the Citizen Services Division at the City Hall. Alternatively, someone in your household can do it for you. To update your My Number Card, you will need to enter your PIN.

<b>Procedures to continue to use the card</b>	Procedures available until one day before you plan to move out the city.
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### (4) Electronic certificate for the bearer's signature

If there are changes to the details of your electronic certificate for the bearer's signature such as a change in address and/or name due to marriage, the certificate will expire automatically.

If you wish to continue to use the certificate, you need to complete procedures to issue a new electronic certificate for the bearer's signature when you register these changes.

Your electronic certificate for user identification will not expire due to these changes because it does not contain information such as your name and address.

## 8. In case of Loss or Theft of Your My Number Card

### (1) You need to suspend your My Number Card functions.

You can suspend functions of your My Number Card by calling the toll-free number: 0120-95-0178 (available in Japanese) or 0120-0178-27 (available in English, Chinese, Korean, Spanish, Portuguese, Thai, Nepali, Indonesian, Vietnamese and Tagalog). The function of your electronic certificates will be ceased.

If you are outside Japan, please call +81-3-6734-0170.

### (2) If you lose or have your My Number Card stolen, please report it to the police.

### (3) Please complete the following procedures if required.

#### ■ If you wish to have your My Number Card re-issued

Please bring your ID such as your residence card, driver's license and medical card indicating your name and date of birth to the City Hall.

When a new card is ready, you will be charged a fee of 800 yen for a card and 200 yen for electronic certificates.

#### ■ If you find your My Number Card after suspending its function

You need to cancel the suspension and complete the procedure for electronic certificates. Please bring the card you found to the City Hall.

#### ■ If there is a risk that your My Number may be used illegally.

You can change your My Number. Please bring your ID such as your residence card, driver's license, or health insurance card to the City Hall.

**Above procedures available at:** Citizen Services Division, Tsukuba City Hall (available on Saturdays)

**Opening hours:** 8:45 am – 4:30 pm (closed on Sundays, national holidays and from December 29 to January 3)

## Contact information



### ◆ My Number Card Call Center

(Available languages: English, Chinese, Korean, Spanish, Portuguese, Thai, Nepali, Indonesian, Vietnamese and Tagalog)

**0120-0178-27 (toll-free) \*1**

English, Chinese, Korean, Spanish, Portuguese 8:30am-8:00pm

Thai, Nepali, Indonesian, Vietnamese, Tagalog 9:00am-6:00pm

\*1 If you cannot reach this number (0120-0178-27), please call **0570-064-738** (call charges apply).

\*2 Only calls regarding the temporary suspension of My Number Card are accepted 24 hours a day, 365 days a year.

### ◆ Fax number for people with hearing disability

**FAX : 0120 – 601 – 785**

\* Loss, theft, or suspension request of a My Number Card can be reported to this hotline available 24 hours a day, 365 days a year.

### ◆ e-Tax Help Desk

**0570 – 01 – 5901 (call charges apply)**

Available hours: 9 a.m. – 5 p.m. (Excluding weekends and days between December 29 and January 3.)

### ◆ For further questions regarding a My Number Card, please inquire at;

My Number Section of Citizen Services Division, Tsukuba City Hall: **029 – 883 – 1111**

Opening hours: 8:45 a.m. – 4 :30 p.m. (Excluding weekends and national holidays and days between December 29 and January 3)

Please also refer to the official website of Tsukuba City.



~ Memo ~

