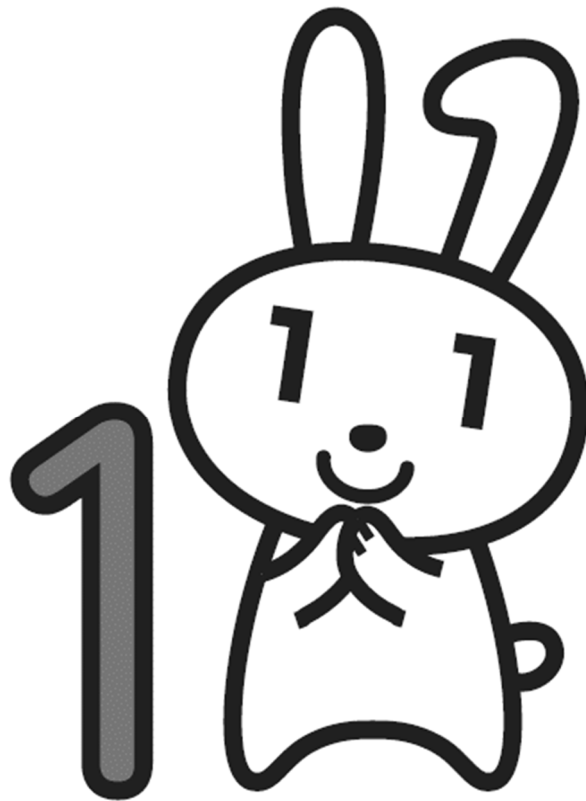


My Number Card Guidance

To Everyone Who Obtained a My Number Card



Citizen Services Division,
Tsukuba City

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



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1 The Advantage of a My Number Card

It can be used as an ID card.

When asked to show an ID, you can show your My Number Card, instead of your driver's license or other form of an identification card/document.

It can be used to certify your My Number.

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

You can print out various certificates at convenience stores.

You can print out your official certificates and documents such as a certificate of resident (*juminhyo*) at convenience stores in Japan. You can do this even when the City Hall is closed. ▶See

You can complete administrative procedures online.

You can complete some administrative procedures such as moving out procedure through your smartphone (called **Smart Application**) and submitting tax return through e-tax.

Scan the QR code to see the details of Smart Application. ▶



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It can be used as a health insurance card.

When you got a new job, changed jobs or addresses, you do not have to wait for a new health insurance card to arrive if you have a My Number Card. Also, healthcare facilities can see your health insurance plan so you will not have to take some documents such as *Gendogaku Tekiyo Ninteisho* (Certificate of Application of Maximum Copayment Amount). Please note that you will still have to go through procedures when changing health insurance schemes.

Advance registration required. ▶

◀ Please see the details including the list of hospitals that accept My Number Card.



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It can be used as a proof of COVID-19 vaccination.

You can issue a COVID-19 Vaccination Certificate (Vaccine Passport) on your smartphone using your My Number Card.





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2 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 IC chip embedded an electronic certificate, you can print out various administrative documents at convenience stores. (See Page 5 for details.)

Front	Back
	
<p>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 card holder gives an approval.</p>	<p>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).</p>

Your My Number Card is safe.

A My Number Card is specially treated and issued in a way so that it cannot be forged. The Card is embedded with an IC chip that carries information indicated on the Card only such as the holder's name, and does not contain any confidential information such as information regarding tax and pension. This kind of information is protected by the PIN set by the card holder. By entering a wrong PIN more than the certain number of times, the Card will be locked. If an attempt is made to steal the information, the information will be automatically deleted.

(2) My Number (Individual Number)

My Number is a 12-digit number designated and provided to all residents in Japan and is managed and kept under specific rules in the areas of social security, taxation and disaster response defined by the law: The My Number Act. My Number is used to confirm whether personal information held at multiple institutions is identical to the information of the same person.

When do I use my My Number Card?

You may be asked to show your My Number Card at a national and/or municipal government office, workplace or financial institution to complete various procedures such as procedures related to childcare, long-term care, welfare, and health care. So please bring your My Number Card for procedures at these places.

If my My Number is leaked, would all my personal information be leaked?

My Number is not a centralized system for managing personal information, so even if your My Number is leaked, other personal information will not be leaked. Information embedded in a My Number Card can be accessed by the national or municipal government officers only to handle required 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.

3 Personal Identification Number (PIN)

Do not let others know your PIN. Tsukuba City Hall does not save your PIN so please keep a copy of your PIN given at the City Hall in a safe place.

① Electronic certificate for user identification ② Basic Resident Register (For My Number Card) ③ To fill in information indicated on the front of a My Number Card such as the holder's name and address.	4-digit number You can set the same 4-digit PIN for all three of them.
④ Electronic certificate for the bearer's signature identification	Combination of 6 to 16-digit alphanumeric (half-width capital letters)

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

You can change your PIN by placing your My Number Card in 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 ▶▶▶

公的個人認証サービスポータルサイト JPKI portal site

Search



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

You need to reset your PIN at Tsukuba City Hall, if you forgot 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 driver's license or health insurance card with you to the City Hall.

Where to apply: Citizen Services Division, Tsukuba City Hall (open from Monday to Saturday) or its branch offices (open on weekdays only)

Opening hours: 8:45 a.m. – 4:30 p.m.

(Closed on Sundays, national holidays, and from December 29 to January 3.)

The City Hall is open until 7:30 p.m. on the second and fourth Thursdays.

★ You can reset your PIN for **electronical certificate for the bearer's signature at a convenience store using the app.** ▶▶▶

署名用パスワード初期化 コンビニ Reset PIN for signature, convenience store



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4 Validity Period

You need to renew your My Number Card and electronic certificate embedded in the Card. You can 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 after April, 2022	18-year-olds and above	The card will be valid for 10 years (until the 10th birthday) after it is issued.
	17-year-olds and below	The card will be valid for 5 years (until the 5th birthday) after it is issued.
You applied for your My Number Card before April, 2022	20-year-olds and above	The card will be valid for 10 years (until the 10th birthday) after it is issued.
	19-year-olds and below	The card will be valid for 5 years (until the 5th birthday) after it is issued.

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

(2) The validity period of an electronic certificate

An electronic certificate will be valid for 5 years (until the 5th birthday) after the issuance day.

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 or any branch offices.

(3) The validity period of a My Number Card for FOREIGN NATIONALS.

For those having a medium to long-term resident status (except permanent residents and highly skilled professional (ii)), the Card will become invalid on the expiry date of the period of stay. Please bring your My Number Card before it expires, after you extended your period of stay because your My Number Card will not be automatically extended.


If you failed 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.

5 Electronic Certificate

(1) What is an electronic certificate?

An electronic certificate is an online identify verification method to prevent others from spoofing your domain or falsifying your data when completing administrative procedures online or logging in a website. By recording the data of your electronic certificate in an IC chip which cannot be accessed externally, you will be able to use Japanese Public Key Infrastructure (JPKI) services*. There are two types of electronic certificate as detailed below.

* JPKI services are services that provide functions to prevent online identify spoofing and data falsification when completing online administrative procedures.

	Electronic certificate for user identification	Electronic certificate for the bearer's signature
Overview	It confirms the identification of the user when logging in to websites such as the official website of the national/municipal government and online banking.	It is used when creating and sending online documents. When you created and sent an online document, this confirms that the person who created and sent the document is you.
Available services	It can be used to print out various certificates at convenience stores, to log in to e-tax and "Mynaportal", and as a health insurance card.	It can be used to declare tax through online tax system, e-Tax, to complete some administrative procedures, and to notify changes to a municipal office such as a change of addresses. (This is called "Smart Application".) Scan the QR code to see the details of "Smart Application" >>>  Only available in Japanese
Validity period	Until the 5 th birthday from the issue date of an electronic certificate	
	It does not lose its validity by changing the name or address.	It loses its validity if the holder of the certificate changes his/her name or address regardless of its validity period.
PIN/Password	A 4-digit number	A combination of 6 to 16-digit alphanumeric (half-width capital letters)
	The card will be locked and cannot be used after entering incorrect PIN 3 times consecutively for an electronic certificate for use identification, 5 times for an electronic certificate for the bearer's signature. Please see Page 3 for how to unlock the card.	

If you intend 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.

(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 JPKE (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 QR code or search for details. ▷▷▷

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Search



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Better deal than
issuing a copy at the
City Hall!

(3) Printing out various certificates at convenience stores

Type of certificates	Requirements (See Page 7.)	Fee
Copy of resident certificate (<i>Jumin-hyo</i>)	Persons registered as residents of Tsukuba City.	¥150
Certificate of seal registration (<i>Inkan-toroku Shomei-sho</i>)	Persons registered their personal seal (<i>Inkan</i>) at Tsukuba City.	
Taxation or Non-taxation Certificate (<i>Kazei or Hikazei Shomei-sho</i>) Income Certificate (<i>Shotoku Shomei-sho</i>)	Persons who have their taxation data of the current year in Tsukuba City.	
Appended Information to Family Register (<i>Koseki no Fuhyo</i>) *	Persons who have their family register in Tsukuba City.	
Copy of Family Register*	Persons who have their family register in Tsukuba City.	¥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 offering 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, "**Cert. 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

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



■ **Precautions when printing out a certificate at a convenience store:**

- ① The type of paper used at convenience stores is different from the type of paper used at the City Hall. However, a certificate issued at a convenience store is processed to prevent forgery and falsification and can be used in the same way as a certificate 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 You will be charged a fee to issue specific certificates at a convenience store which are free at the City Hall including certificates used for procedures for public pension and child rearing allowance.
- 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 You may not be able to print out certificates with latest information at convenience stores soon after you changed your addresses, notified changes to family register (such as marriage), or member of your household moved out, because it takes time to reflect these changes in our system.
- ⑧ The services may be subject to suspend due to system maintenance. The date and time of such maintenance will be informed on the official newsletter and website of Tsukuba City.

6 When You Changed Your Address and/or Name

(1) When you moved out of Tsukuba City

You can use your My Number Card in the municipality you moved to. After completing the procedure to move out of Tsukuba City, please complete procedures to move-in and for My Number Card at the municipal office within the given period as in the table below.

Move-in procedure	Within 14 days from the date of move-in and within 30 days from the date of scheduled move-out from your previous municipality
Procedure to continue to use your My Number Card	Within 90 days from the date you completed move-in procedure

N.B. If you do not complete the procedure within the given period, your My Number Card will expire. Please give it back to the municipality you reside. Also, please note that you may be charged to issue a new My Number Card at the municipality which you moved to.

★ You can complete the move-out procedure on your smartphone. ▷▷▷



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(2) When you changed your addresses within Tsukuba City, and/or changed your name

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

(3) 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 change in name and/or address due to marriage or moving to a new place, the certificate will expire automatically.

If you wish to use the certificate after these changes, please complete the procedure to issue a new electronic certificate for the bearer's signature.

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.

7 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, English, Chinese, Korean, Spanish, Portuguese, Thai, Nepali, Indonesian, Vietnamese and Tagalog).

The function of your electronic certificates will be ceased.

(2) When your My Number Card is lost or 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 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 found your My Number Card after suspending its function

You need to cancel the suspension of the function 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 are available at: The Citizen Services Division, Tsukuba City Hall (available on Saturdays) and its branch offices (available on weekdays only)

Opening hours: 8:45 a.m. – 4:30 p.m.

(Closed on Sundays, national holidays, and from December 29 to January 3.)

The City Hall is open until 7:30 p.m. on the second and fourth Thursdays.

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	24hrs*2
Thai, Nepali, Indonesian	9:00am-6:00pm
Vietnamese, Tagalog	10:00am-7:00pm

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

*2 Between 8:00pm and 9:29am the following day, only calls regarding the temporary suspension of an Individual Number Card will be accepted.

◆ 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 (有料)

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

◆ 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)

