

Certificate Issuance Service Operating Manual

Application Procedure for General Users

**Oct. 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 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

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

2.1 How to Use the Service

Screen Images

Steps

How to Operate

1

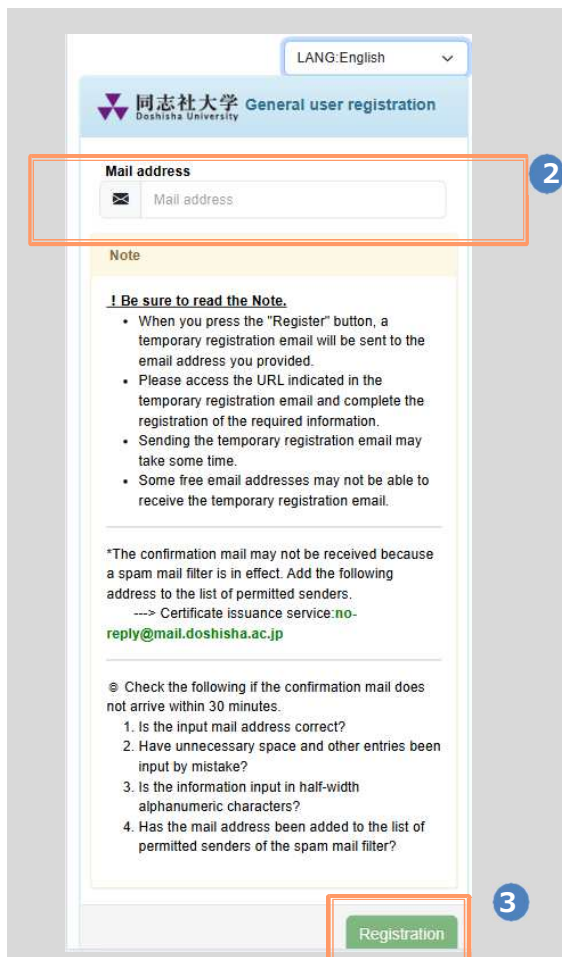
Access the general user registration screen from the university's homepage.

2

Enter the email address you wish to register in the "Email Address" field.

3

Review the contents of the "Important Notes" and click the "Registration" button.



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

Screen Images

Steps

How to Operate

4

A message will appear on the screen, and a confirmation notification will be sent to the registered email address.

5

Click the one-time URL in the email body to proceed to user information registration.

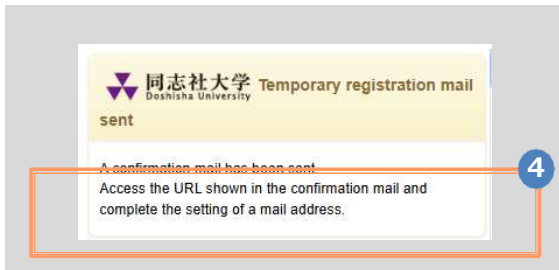
※URLs have an expiration date. Please complete the required actions within the displayed timeframe.
 ※If you are a current student, graduate, or have a registered email address as a lifetime ID, you will be directed to the respective login screen.
 (General users cannot use this service)

6

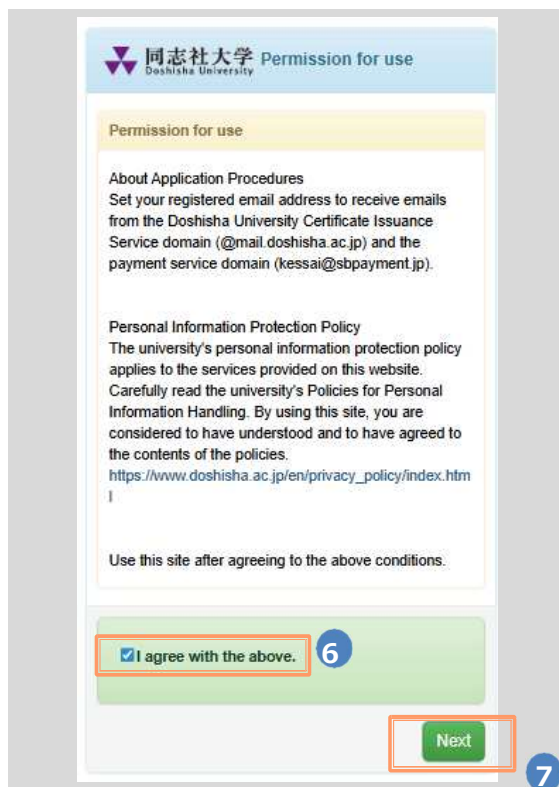
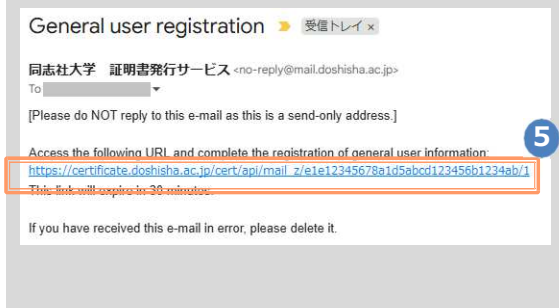
Review the “License Agreement” displayed on the screen and check the box next to “I agree to the above terms.”

7

Click the “Next” button.



Email Text



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

Screen Images

Steps

How to Operate

8

Enter the user's information.

※All fields are required.

※ For subsequent visits, previously entered information will be displayed. If the application window differs from your previous visit, please reselect the responsible department.

▶ Name (必須)

Enter the name of the person using the service.

※Please insert a space between the last name and first name.

▶ Affiliated (必須)

Enter the applicable "Affiliation" and "Company Name, etc." for the user.

▶ Phone number (必須)

Enter your contact phone number.

▶ Managed deployment (必須)

Select the department for the application window.

Click the "Use" button.

「 Proceed to "3. Application for Various Certificates".

9

同志社大学 Doshisha University User information registration

Name
Taro Yamada

Department
▼

Company name, etc.
Company name, etc.

Telephone number
Telephone number

Mail address
[Redacted]

administration department
▼

*Please choose the department in charge of the upcoming payment in the "Administration Department" field. [Not Selectable] Billing System for Printing Service" is not available for selection. To pay the "Printing Fee," please choose the "Department of ICT Infrastructure."

Please check the information and click the "Use" button.

Back Use

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

2.2 Switch Languages

(a) General User Registration Screen

Screen Images

Steps

How to Operate



LANG:日本語

同志社大学 一般ユーザ登録
Doshisha University

メールアドレス
✉ メールアドレス

注意事項

！注意事項は必ずお読みください

- 「登録」ボタンを押すと、入力したメールアドレスに仮登録メールが届きます。
- 仮登録メールに記載されたURLにアクセスし、必要情報の登録を完了してください。

1

1

Click the language selection dropdown.



LANG:日本語

同志社大学 一般ユーザ登録
Doshisha University

メールアドレス
✉ メールアドレス

注意事項

！注意事項は必ずお読みください

- 「登録」ボタンを押すと、入力したメールアドレスに仮登録メールが届きます。
- 仮登録メールに記載されたURLにアクセスし、必要情報の登録を完了してください。

2

2

Click the language you want to display from the dropdown menu.



LANG:English

同志社大学 General user registration
Doshisha University

Mail address
✉ Mail address

Note

！ Be sure to read the Note.

- When you press the "Register" button, a temporary registration email will be sent to the email address you provided.
- Please access the URL indicated in the temporary registration email and complete the

3

3

The screen display will switch to the selected language. Subsequent screens will continue to display in the selected language.

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

(b) 印刷先選択画面

Screen Images

Steps

How to Operate



1

Click the language selection dropdown.

2

Click the language you want to display from the dropdown menu.

3

The screen display will switch to the selected language. Subsequent screens will continue to display in the selected language.

The language selection dropdown appears only on the general user screen and the print destination selection screen. To change the display language, you must either log out or navigate to the print destination selection screen.

2 Log In to the Certificate Issuance Service

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

2.3 How to Verify the Email Address of a Logged-in User

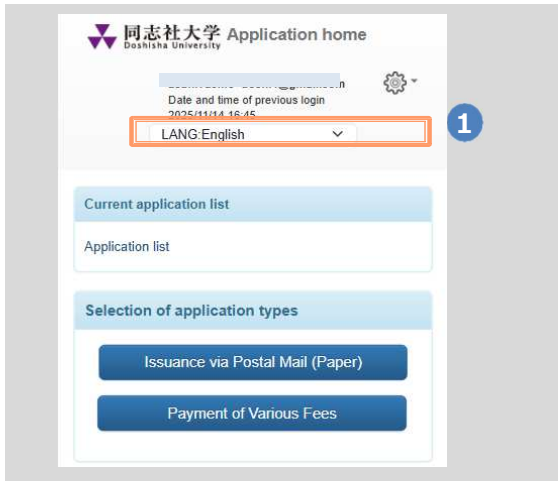
Screen Images

Steps

How to Operate

1

After logging in, the email address of the currently logged-in user will be displayed. Please verify that the information is correct.



3 Application for Certificates

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

3.1 New Application Method

(a) In the case of an application form

Screen Images

Steps

How to Operate

Select application form

Select application form

Application form

Type of certificate	Commission	Number of copies
Parking fee	300 yen	1

Back Proceed

1

From the “Application Form Selection” menu, select the number of copies of the application form you wish to submit using the dropdown menu.

※A separate system usage fee may apply per application. Please consult the university's website for details.

※The amounts shown in the screen image are examples only; please refer to the actual screen.

If the “Certificate Type” you wish to apply for is not displayed, please click the “>” on the far right.

2

Click the “Proceed” button.

3

The University Application form options

*****@example.com

Application form options

Attached file (gif,png,jpeg,pdf,xlsx)

※Multiple files can be attached

File Selection Not selected

Back Proceed

4

To attach a file, please select the file you wish to attach.

Multiple files can be attached.

If you have no files to attach, please proceed as is.

Click the “Proceed” button.

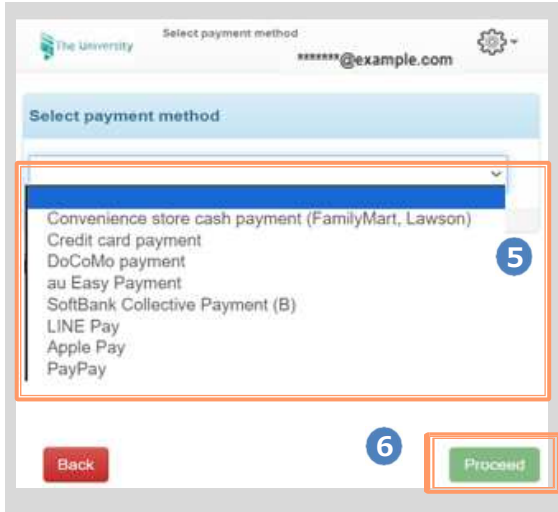
3 Application for Certificates

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

Screen Images

Steps

How to Operate



5

Select your preferred payment method.

▼ We support the following payment methods:

- Convenience store cash payment
- Credit card payment
- d-Barai
- au PAY(au Easy Payment)
- Softbank payment (B)
- Apple Pay
- PayPay
- MerPay

※ Depending on the fee, the above payment methods may not be available.

6

Click the "Proceed" button.

7

The "Confirm Application Details" screen will appear. Review the details and click the "Apply" button.

※ A separate system usage fee may apply per application. Please check the university website for details.

※ The amounts shown in the screen image are examples only; please refer to the actual screen.

7-※

You can download and check the file attached in step 3 by clicking the "Download" button in the 'Attachments' section.

※ When downloaded, the file name may differ from the one used during upload.

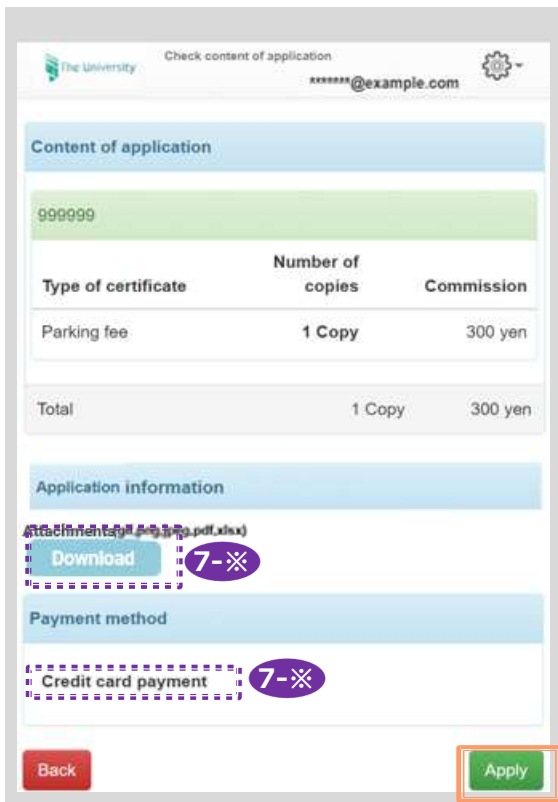
※ If multiple files are attached, pressing the download button will download files for each attached file.

7-※

7

The screen image shows the payment method when "Convenience Store Cash Payment" is selected.

If you select another payment method, each payment method will be displayed under "Payment Method".



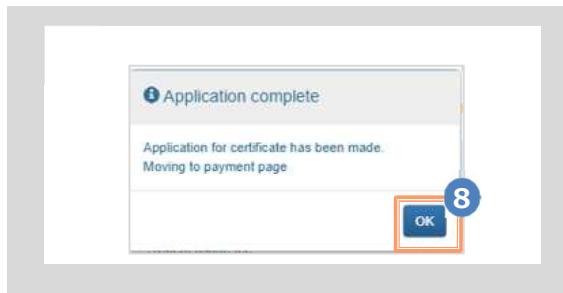
3 Application for Certificates

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

Screen Images

Steps

How to Operate



8

The "Application Complete" screen will appear; click the "OK" button.

※The displayed screen may vary depending on the payment method.

3 Application for Certificates

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

(b) Important Notes When Selecting the Number of Copies for Certificates/Application Forms (Applies to All Certificates and Application Forms)

Screen Images

Steps

How to Operate

1-※

When selecting a certificate, a note may appear at the bottom of the certificate.

If displayed, please review the precautions before proceeding with issuance.

2-※

There may be a limit on the number of certificates that can be issued.
If the “Available for Issuance” count is displayed, you can only issue the number shown. Please issue only the amount you need.

The University Select certificate (sending by post) ⚙️

*****@example.com

Select application certificate

Certificate2 ▾

Type of certificate	Available copies	Commission	Number of copies
Letter of recommendation		300 yen	0 ▾
For mail only			0 ▾

* Up to 3 copies can be issued per day

The University Select certificate (sending by post) ⚙️

*****@example.com

Select application certificate

Certificate2 ▾

Type of certificate	Available copies	Commission	Number of copies
Letter of recommendation		300 yen	0 ▾
For mail only	3	300 yen	0 ▾

* Up to 3 copies can be issued per day

3 Application for Certificates

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

(c) Confirming the Name to be Printed on the Certificate and the Name for English Certificates (Applies to All Certificates and Application Forms)

Screen Images

Steps

How to Operate

The University Application Confirmation *****@example.com

1-※ Name(Japanese) ※ Please make sure your name is correct
在学 太郎

2-※ Name ※ When applying for an English certificate, please make sure the spelling is correct.
Not Registered

Application details

1-※

On the Application Details Confirmation screen and the Application Information Details screen, the name that will actually appear on the issued standard certificate and application form (the “Name (Japanese)” field) is displayed. Please verify that there are no errors.

2-※

※If you find any errors, please request corrections from the administrator. Note that if a name is not registered, “Not Registered” will be displayed.

On the Application Details Confirmation screen and the Application Information Details screen, the name that will actually appear on the issued English certificate (in the “Name” field) is displayed. Please verify that it is correct.

※If any errors are found, please request corrections from the administrator. Note that if a name is not registered, “Not Registered” will be displayed. However, if the certificate being issued is not in English, it is acceptable even if the name is not registered.

3 Application for Certificates

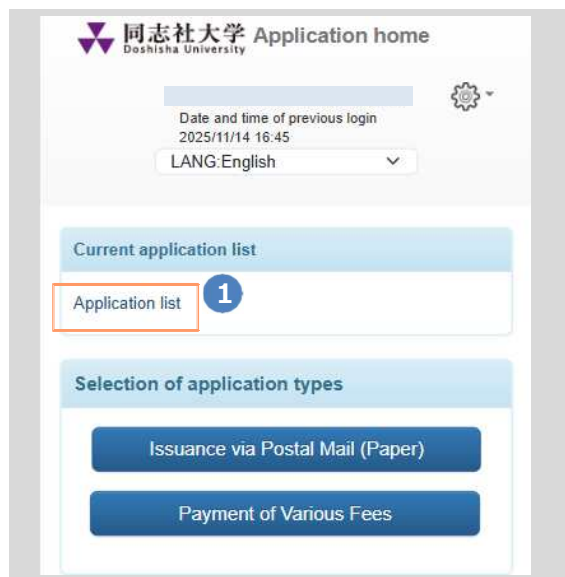
*The screen images shown below are samples. For actual operation, follow the on-screen instructions.

3.2 How to Check Application Status

Screen Images

Steps

How to Operate



1 To check the status of submitted certificates, click “Application List” from “Application List”.

2 Click the issuance number of the certificate you wish to view from the “Application List” to check its status.

■ Verifiable Information

- Date of Issue
- Printing Destination
- Payment Method
- Payment Status
- Number Required for Printing
- Files Attached with Mail-in Application...etc.

※The “Total Amount” displayed includes the certificate issuance fee and system usage fee combined. For mailed certificates, postage is added to this total.

※The amounts shown in the screen image are examples only; please refer to the actual screen.

4 Payment of Fees

4.1 Payment Method

List of payment methods

▼ Convenience store cash payment

Available print destinations : convenience store, printing in school, mail, send online, application form
Maximum payment amount : 300,000 yen

▼ Credit card payment

Available print destinations : convenience store, printing in school, mail, send online, application form
Maximum payment amount : The maximum payment amount depends on the conditions. Please contact each payment institution for details.

▼ d-Barai

Available print destinations : convenience store, printing in school, mail, send online, application form
Maximum payment amount : The maximum payment amount depends on the conditions. Please contact each payment institution for details.

▼ au PAY(au Easy Payment)

Available print destinations : convenience store, printing in school, mail, send online, application form
Maximum payment amount : The maximum payment amount depends on the conditions. Please contact each payment institution for details.

▼ Softbank payment (B)

Available print destinations : convenience store, printing in school, mail, send online, application form
Maximum payment amount : The maximum payment amount depends on the conditions. Please contact each payment institution for details.

▼ Apple Pay

Available print destinations : convenience store, printing in school, mail, send online, application form
Maximum payment amount : The maximum payment amount depends on the conditions. Please contact each payment institution for details.

▼ PayPay

Available print destinations : convenience store, printing in school, mail, send online, application form
Maximum payment amount : The maximum payment amount depends on the conditions. Please contact each payment institution for details.

▼ MerPay

Available print destinations : convenience store, printing in school, mail, send online, application form
Maximum payment amount : The maximum payment amount depends on the conditions. Please contact each payment institution for details.

5 Printing of Certificates

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

5.1 How to Confirm the Print Destination

(a) Confirmation from the website

Screen Images

Steps

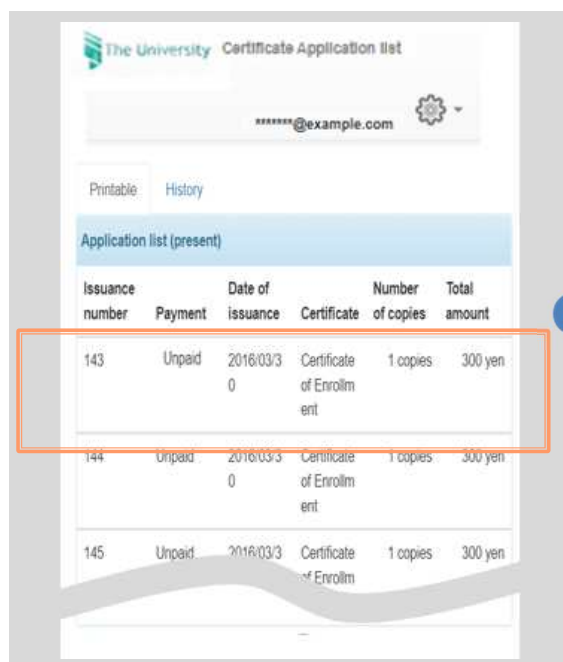
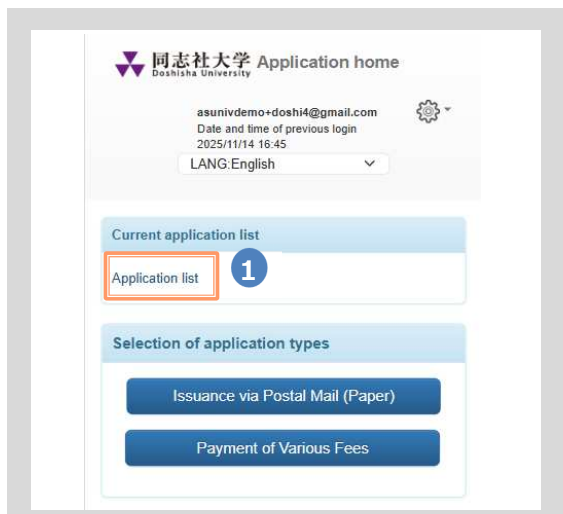
How to Operate

1

Log in to the Certificate Issuance Service and click "Application List" from the "Application List".

2

Click the issuance number of the certificate you wish to view from the "Application List".



5 Printing of Certificates

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

Screen Images

Steps

How to Operate

3

The “Application Information Details” screen will be displayed.

For application forms:

For application forms, there is no designated printing location. Please present your “Issuance Application Number” and “personal identification documents” at the respective application form counter for verification.

In the case of an application form

Issued information	
Issued application number	5695 5555
Date of issuance	2025/12/01

Payment information	
Payment method	paypay
Payment status	Paid

Detailed information			
student ID number	Application form	Payment date	Commission
*****	Parking fee	2021/11/11	300 yen
	System usage fee		300 yen
Total	1 copy		600 yen

(b) Confirmation via email

Screen Images

Steps

How to Operate

1

You can also confirm this in the email you receive after completing your certificate application or after payment processing is complete.

Please note that the timing of email notifications varies depending on the selected payment method.

For application forms:

For application forms, there is no designated printing location. Please present your “Issuance Application Number” and “personal identification” at the respective application counter for verification.

Email Text
<Application Form>

Dear *****

Payment has been completed.
Your issuance number is 5695.
Total payment amount: (JPY) 460
Payment method: credit card payment
Payment date: 2021-11-11 19:30:05:383

(Issuer) University A
(Breakdown)
Type
Quantity
Unit price
Price

Parking fee
1
(JPY) 300
(JPY) 300

Please keep this email in a safe place until the procedure is completed.

5 Printing of Certificates

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

5.2 Application Method

Screen Images

Steps

How to Operate

Email Text

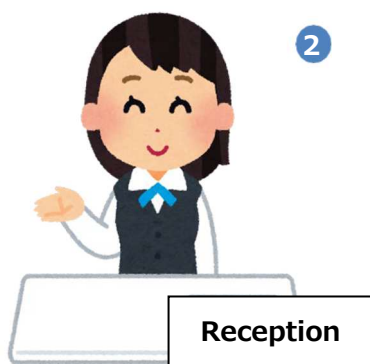
Dear *****

Payment has been completed. ①
Your issuance number is 5695
Total payment amount: (JPY) 480
Payment method: credit card payment
Payment date: 2021-11-11 19:30:05:383

(Issuer) University A
(Breakdown)
Type
Quantity
Unit price
Price

Parking fee
1
(JPY) 300
(JPY) 300

Please keep this email in a safe place until the procedure is completed.



1

Select “Application Form” as the print destination. Once payment processing is complete, the “Issuance Request Number” will be notified via email.

※Please keep this information safe as it is required for your application.

2

Please present your “Application Number” and “identifiable personal information” at the respective application counters for verification.