

Certificate Issuance Service Login Manual

Application Procedure for Students in School

**June 17, 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



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

2.1 Registration of New Email Address *for first login

Screen Images

Steps

How to Operate

1

Access the link to certificate issuance service found on the website of the university and access the Student Login page.

2

Enter the "User ID" and "Password" you use at university.

*Proceed with the "Second password" field empty.

3

Read the "Notes" and then click the "Login" button.

大学ホームページ サンプル

サービスを利用する方は、各ページから登録・ログインしてください

在学生の方

◆下記に記載の証明書・申込書の対応発行先

1. 学内に設置されている学内印刷機での発行
2. 全国のコンビニエンスストアのマルチコピー機での発行
3. 郵送での受け取り

※下記以外の証明書・申込書・学割証明書に関しては、各学部窓口にて申請を行ってください

■対象証明書

- ・在学証明書
- ・成績証明書
- ・卒業見込み証明書
- ・受講申込書

>> [在学生の方の初回登録・ログインはこちらから](#)

The University Student login

User ID

Password

Second password

[If you have forgotten your second password.](#)

Notes

!PLEASE READ

- When you log in for the first time, please log in with your university ID/university password. For the first time, second password is not

If you do not receive an e-mail within 10 minutes after completing the procedure, check your spam folder.

Login



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

Screen Images

Steps

How to Operate

4

For the first login, the screen is displayed for registering an email address. Enter the email address you wish to register in the "Mail address" and "Check" fields.

*Although it depends on the usage environment, if you have a different user ID in the past, the system may automatically link you to another user ID. (This image shows "2.7 How to register additional student ID numbers" automatically.). In that case, this screen will be skipped and you will go to "2.2 How to set the second password."

5

Read the "Note" and then click the "Check" button.

6

A message is displayed on the screen, and a confirmation notification is sent to the registered email address.

The University Mail address setting

Mail address

Check

Note

!Be sure to read the Notes.

- Press the "Confirm" button. A confirmation message will be sent to the designated email address.
- Access the URL described in the confirmation message and finish by setting your email address.
- It may take a while to send the confirmation message.
- You may not be able to receive the confirmation message addressed to a free email address.

*Check the following if you did not receive the confirmation message after 30 minutes:

1. Is the email address you entered correct?
2. Did you enter any unnecessary spaces, etc.?
3. Did you enter single-byte alpha-numerical characters?
4. Is the email address you added to the exception list for spam emails correct?

Back Check

The University Set mail address

A confirmation mail has been sent.
Access the URL shown in the confirmation mail and complete the setting of a mail address.



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

Screen Images

Steps

How to Operate

Email Message

You can register your email address.

Access the following URL and finish by setting your email address.

[https:// *****](https://*****)

Due date for the URL: 30 minutes

[Inquiries]

Inquiries about payment method, and operations and failure of the system

.....

7

Click the one-time URL in the email body text to complete the registration of the email address.

*The URL has an expiration time, so please complete the operation within the displayed time limit.

8

When the "Mail address setting complete" screen is displayed, click the "Move to Login Page" button to perform login.

► Go to 2.2 "How to Set the Second Password."

 The University Mail address setting complete

The mail address has been set.

From now on, information from the system will be delivered to this mail address.

You can change the mail address in the menu after login.

Move to Login page

8



2.2 How to Set the Second Password *for first login

*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 Student Login page.

2

Enter the "User ID" and "Password" you use at university.

*Proceed with the operation with the "Second password" field empty.

*For the first login, an email address needs to be registered. For how to register it, see the following:
▶2.1 "Registration of New Email Address"

3

3

Read the "Notes" and then click the "Login" button.

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・在学証明書
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The University Student login

User ID

User ID

Password

Password

Second password

Second password

[If you have forgotten your second password.](#)

Notes

!PLEASE READ

- When you log in for the first time, please log in with your university ID/university password. For the first time, second password is not required.

If you do not receive an e-mail within 10 minutes after completing the procedure, check your spam

Login



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

Screen Images

Steps

How to Operate

Set second password

Second password

Old second password

Check

New second password

Note

! Be sure to read the Note.

Set the second password according to these rules:

- It must be made up of eight or more characters.
- One or more half-width, uppercase alphabetic characters (A to Z) must be contained.
- One or more half-width, lowercase alphabetic characters (a to z) must be contained.
- One or more half-width numerals (0 to 9) must be contained.
- Characters and numerals other than half-width alphanumeric characters must not be contained.

Set

4

Set the password dedicated for certificate issuance service. Fill the "Second password" and "Check" fields with a password of at least eight single-byte characters, including both upper and lowercase characters.

*Do NOT set the password you use at the university.

5

Read the "Notes" and click the "Set" button.

6

A message is displayed showing that the second password has been set.

Setting the second password complete

The second password has been set.

OK

► Go to 2.3 "How to Log in."



2.3 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 Student Login page.

2

Enter the "User ID", "Password" and "Second password" you use at university.

*For the first login, you need to register an email address and set second password.
For how to register it, see the following:

- ▶ How to register an email address:
2.1 "Registration of New Email Address"
- ▶ How to set the second password:
2.2 "How to Set the Second Password"

3

Read the "Notes" and then click the "Login" button.

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The University Student login

User ID

Password

Second password

[If you have forgotten your second password.](#)

Notes

!PLEASE READ

- When you log in for the first time, please log in with your university ID/university password. For the first time, second password is not required.

If you do not receive an e-mail within 10 minutes after completing the procedure, check your spam

Login



*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 Email Address

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”.

*See below for information on how to log in to the Certificate Issuance Service:

► 2.2 “How to Log In”

2

Enter a new email address you wish to register into the “New mail address” and “Check” fields.

3

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

The University Select printing destination

Date and time

Top page

Manual

Change mail address

Logout

Current application list

Application list

Issue certificate

Convenience store

Sending by post

Send online

The University Mail address setting

Current mail address

*****@*****

New mail address

✉ Mail address

Check

✉ Mail address

Note

!Be sure to read the Notes.

- Press the “Confirm” button. A confirmation message will be sent to the designated email address.
- Access the URL described in the confirmation message and finish by setting your email address.
- It may take some time to send the confirmation message.

Back

Check



*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.

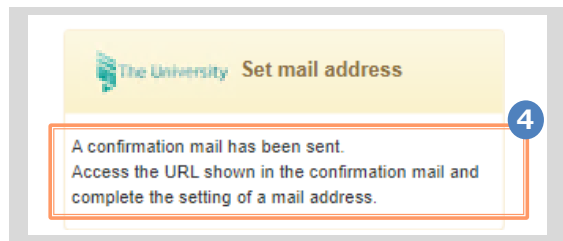
5

Click the one-time URL in the email body text to complete the changing of the email address.

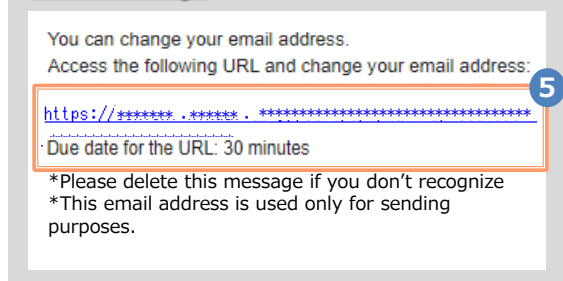
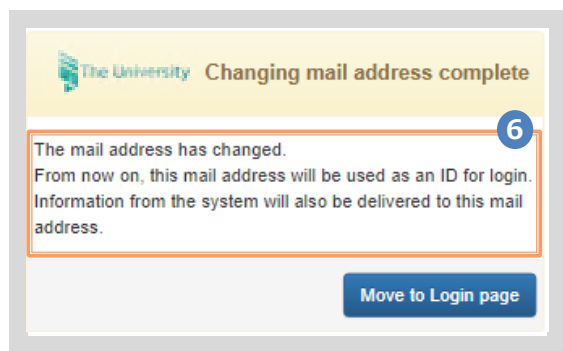
*The URL has an expiration time, so please complete the operation within the displayed time limit.

6

A message is displayed on the screen showing that the email address has been changed.



Email message



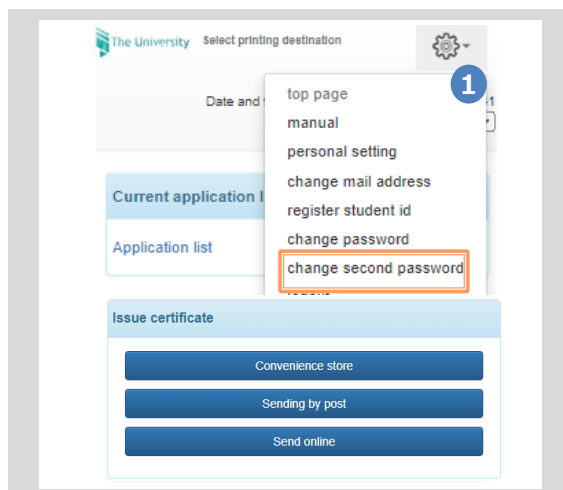
*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

(b) Change the Second Password

Screen Images

Steps

How to Operate

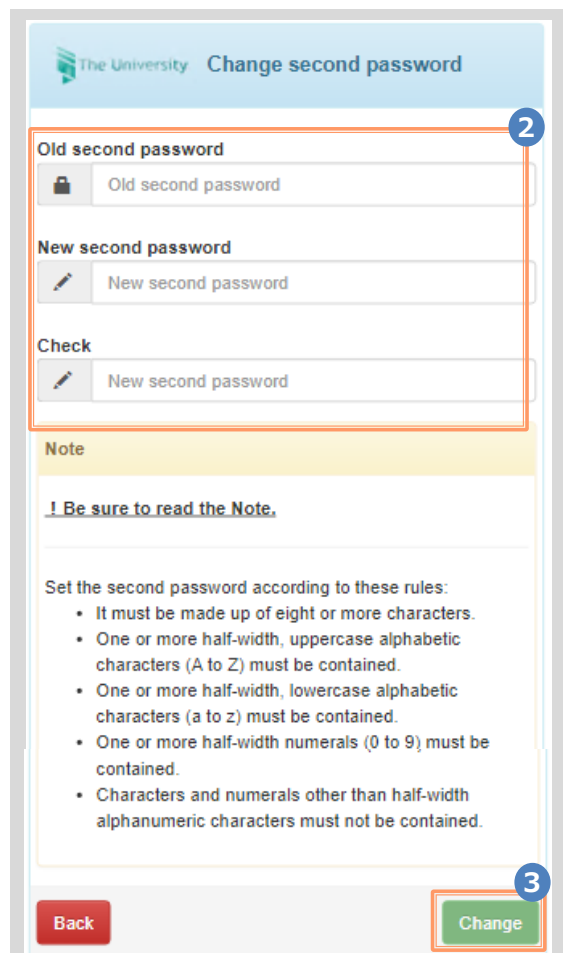


1

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.”

*See below for information on how to log in to the Certificate Issuance Service:

► 2.2 “How to Log In”



2

Enter your current 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.



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

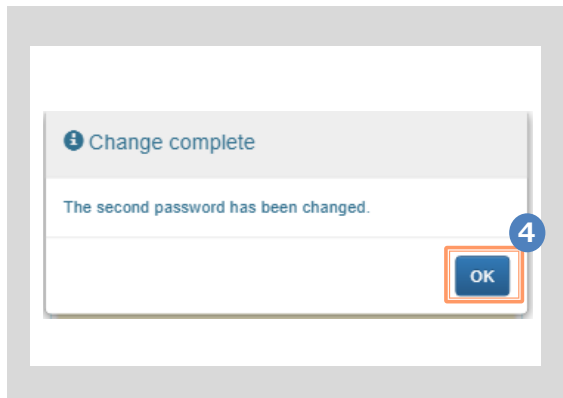
Screen Images

Steps

How to Operate

4

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



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

(c) If You Forgot the Second Password

Screen Images

Steps

How to Operate

1

On the Students' Login screen of the certificate issuance service, click "If you have forgotten your second password."

*For how to access the login page of Certificate Issuance Service, see the following:

► 2.3 How to Log In

2

To reset the second password, enter the registered email address into the "Mail address" field.

3

Read the "Notes" and click the "Send" button.



2 Log In to the Certificate Issuance Service

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

2.5 How to register a graduate student registration number

(a) Change the email address

Screen Images

Steps

How to Operate

1

Log in to the Certificate Issuance Service from the current student login page, select the menu button  in the upper right corner of the screen, and click "Apply for additional graduate account".

*For details on how to log in:
▶ 2.3 How to log in

2

Enter the e-mail address to be registered in the "New e-mail address" and "Confirmation" fields.

3

After confirming the notes, click the "Check" button.



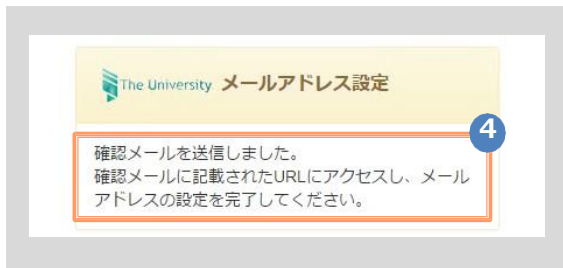
2

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

Screen Images

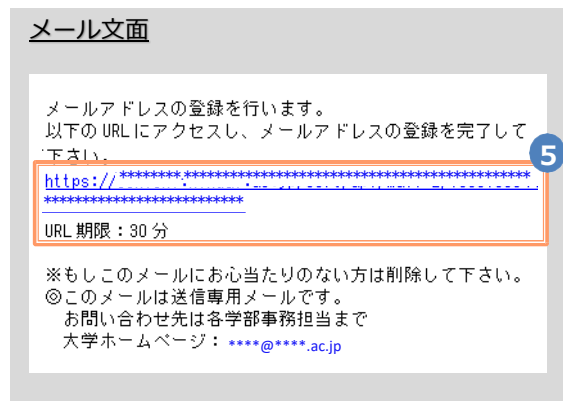
Steps

How to Operate



4

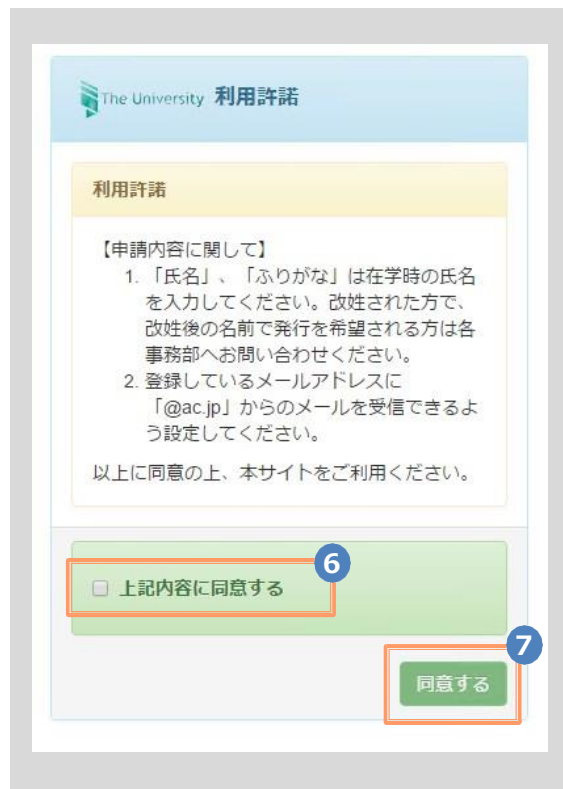
A message will appear on the screen and a confirmation notice will be sent to your registered e-mail address.



5

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

*The URL has a time limit. Please complete the operation within the indicated time limit.



6

Confirm the “License Agreement” displayed on the screen and check the “I agree to the above terms (上記内容に同意する)” checkbox.

Click the “Agree (同意する)” button.



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

8

Enter information about the applicant.

*The entry items vary depending on the usage environment.

*Entries in red are required.

▶ Application Type (required)

Select "New" for new registration.

▶ Applicant Name (required)

Enter the name of the person applying in kanji, katakana, and romaji, respectively.

*Please put a space between the last name and the first name.

▶ Gender

Select the gender of the person applying.

▶ Date of Birth (required)

Enter the date of birth of the person applying.

*Enter in the Western calendar.

▶ Year and month of graduation (required)

Enter the month and year of graduation.

*Enter in the Western calendar.

9

Enter your current address and contact information.

*The entry items vary depending on the usage environment.

▶ Postal code

Enter the postal code of the current address.

*After clicking the "Search" button, the address corresponding to the zip code will be displayed in the "Address" field.

▶ Prefecture/City/Street and number/ Apartment name and room No.

Enter the current address.

The screenshot shows a web form for certificate issuance. It is divided into two main sections: 'Applicant Information' (labeled with a blue circle 8) and 'Residence' (labeled with a blue circle 9). The 'Applicant Information' section contains fields for 'Application Type' (radio buttons for 'New' and 'Re-application'), 'Applicant Name' (kanji, katakana, and romaji), 'Gender' (radio buttons for 'Male' and 'Female'), 'Date of Birth' (calendar), and 'Year and month of graduation' (calendar). The 'Residence' section contains fields for 'Postal Code' (with a 'Search' button), 'Prefecture/City/Street and number/Apartment name and room No.' (with a '9-※' label), and 'Apartment name and room No.'. The form is styled with a light blue header and a white body. The 'Applicant Information' section is highlighted with a blue border and a blue circle 8. The 'Residence' section is highlighted with a blue border and a blue circle 9. The 'Search' button is highlighted with a green border and a green circle 9-※.



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

Screen Images

Steps

How to Operate

The screenshots show a multi-step login process. The first screenshot shows the '住所' (Address) section with fields for '郵便番号' (Zip code), '都道府県' (Prefecture), '市区町村' (City/Town/Village), '町名番地' (Town/Village/Block/Number), and 'アパート・マンション号室' (Apartment/Condo Number/Room). The second screenshot shows the same fields with example data: '100-0001', '東京都', '千代田区', '千代田 1丁目1番地', and 'アパート・マンション号室'. The third screenshot shows the '電話番号' (Phone number) and '携帯電話番号' (Mobile phone number) fields.

9-※

Example of address search by zip code

9-1

Enter your zip code in the format "XXX-XXXX" in the zip code field.

9-2

Click the Search button.

*Please note that the zip code and address in the screen image are examples, so please check the actual screen.

9-3

Check the displayed address and add the name of the apartment building, etc.

*Please note that the zip code and address in the screen image are examples, so please check the actual screen.

9

► Phone number

Enter the home phone number.

► Mobile phone number

Enter the mobile phone number.



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

Screen Images

Steps

How to Operate

The screenshot shows a 'Work information' form with the following fields and buttons:

- Workplace name:** Input field containing 'ABC Corp.' (Callout 10 points to this field).
- Postal code:** Input field with a green 'search' button next to it.
- Prefecture:** Input field containing 'Tokyo'.
- City:** Input field containing 'Chiyoda-ku'.
- Street and number:** Input field containing '1-1 Chiyoda'.
- Apartment name and room No.:** Input field containing 'Apartment name and room No.'.
- Phone number:** Input field.
- Buttons:** A red 'Back' button at the bottom left and a green 'Check' button at the bottom right (Callout 11 points to this button).

10

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.

11

Click the "Check" button.

*Be sure to fill in the required items.



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

12

Confirm the information registration details you entered and click the “Apply (申請)” button.

12

13

Confirm that the “Application Complete” screen appears.

The University 申請者情報登録確認

申請者情報

申請種別
新規

申請者氏名
電電 太郎

カタカナ
デンデン タロウ

ローマ字
DENDEN TAROU

性別
男

生年月日
1999/09/09

最終在籍年月
2022/10

住所

郵便番号
100-0001

都道府県
都道府県

市区町村
千代田区

町名番地
千代田

アパート・マンション号室
アパート・マンション号室

勤務先情報

勤務先名

郵便番号

都道府県

市区町村

町名番地

アパート・マンション号室

電話番号

戻る 申請

13

The University 申請完了

卒業生用パスワードを設定頂いたメールアドレス宛てに送信しました。
メールを確認してください。



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

Screen Images

Email message

Title: Result of the application for use

The application for use of the certificate issuance service has been accepted. Use the initial password below to log in.

*After you log in, change the password.

Initial password: *****¹⁴

Log in here

https://****.****.****.****/****/****.****¹⁵

© This email is for sending only.

For more information, contact the administrative representative.

Steps

How to Operate

14

The result of the application for use is sent to the registered email address. Find the initial password in the email.

*Please check the university website for the confirmation period.

15

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

16

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.

17

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



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

18

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.

19

Read the "Note" and click the "Set" button.

20

Click the "OK" button.

Now you can use the "Certificate Issuance Service" from the students of a graduate page.



2.6 Switch Languages

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

(a) Mail Address Setting Screen

Screen Images

Steps

How to Operate

LANG:日本語

The University メールアドレス設定

メールアドレス

メールアドレス

確認

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

- 「確認」ボタンを押すと、指定のメールアドレス

1

Click the language selection pull-down to switch languages.

LANG:日本語

The University メールアドレス設定

メールアドレス

メールアドレス

確認

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

- 「確認」ボタンを押すと、指定のメールアドレス

2

Click the language you want to display in the pull-down.

LANG:English

The University Mail address setting

Mail address

Mail address

Check

Mail address

Note

！Be sure to read the Notes.

3

The screen switches in the language you selected. Subsequent screens will be displayed in the selected language.



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

(b) Log In Screen

Screen Images

Steps

How to Operate

LANG:日本語

The University 卒業生ログイン

メールアドレス
✉ メールアドレス

パスワード
🔒 パスワード

ログイン

1

Click the language selection pull-down to switch languages.

LANG:日本語

The University 卒業生ログイン

メールアドレス
✉ メールアドレス

パスワード
🔒 パスワード

ログイン

2

Click the language you want to display in the pull-down.

LANG:English

The University Graduate login

Mail address
✉ Mail address

Password
🔒 Password

Login

3

The screen switches in the language you selected. Subsequent screens will be displayed in the selected language.



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

(c) Select Printing Destination Screen

Screen Images

Steps

How to Operate

現在申請一覧

申請一覧

証明書を発行

コンビニ

郵送

オンライン送付

現在申請一覧

申請一覧

証明書を発行

コンビニ

郵送

オンライン送付

Select printing destination

Date and time of previous login: 2024/02/06 21:34

Current application list

Application list

Issue certificate

Convenience store

Sending by post

Send online

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, so you need to log out or come back to Select Printing Destination screen in order to switch languages.





改版履歴

版数	年月日	変更箇所	内容
10.0.1版	-	-	-
12.0.2版	2025.6.17	-	各画面のメールアドレス表示追加
		P15～P22	卒業生アカウント追加申請を追記