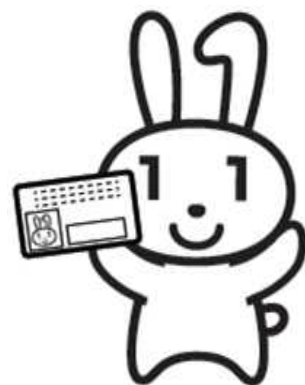


# My Number Card Guidebook

- How to use electronic certificates
- How to use certificate convenience  
store issuance
- How to proceed when lost



# About My Number Card

## What you can do with My Number Card

- The front side of the My Number Card can be used as an identity verification document with a face photo in the same way as a driver's license.
- My number (individual number) is written on the back of the My Number Card, and it can be used as a document to confirm your My Number when performing procedures in the fields of social security and tax.
- By using the electronic certificate installed in the IC chip of the My Number Card, you can apply for administrative procedures online and obtain various certificates at convenience stores.

## Expiration date of My Number Card



If you have a period of stay, the expiration date of your My Number Card will be the same. If you have extended your period of stay, you will need to apply to renew the expiration date of your My Number Card at the municipal office.

- If you do not have a period of stay, the validity period is the 10th birthday from the date of issue of the card for those aged 18 or over, and the 5th birthday from the date of issue for persons under 18 years of age.

## When there is a change in name, address, etc.

- If the information on your My Number Card changes due to moving, marriage, etc., please bring your My Number Card to the municipal office. Write your new address and name on the card.

## In case of loss of My Number Card



If you lose your My Number Card, immediately call the number below and suspend the My Number Card function.

### My Number Card call center

**☎0120-95-0178**

toll free number

**☎0570-783-578**

Nationwide Navi Dial(Paid)



- After that, please go through the procedures for loss at the municipal office.
- If the card is found after the My Number Card has been suspended, the suspension can be canceled at the municipal office.
- If you have lost or damaged your My Number Card and wish to have it reissued, you will need to apply for reissuance at the municipal office. In that case, a fee of 1,000 yen will be charged for reissuance.

## Related Links

- Ministry of Internal Affairs and Communications  
[https://www.soumu.go.jp/kojinbango\\_card/](https://www.soumu.go.jp/kojinbango_card/)
- My number card general site  
<https://www.kojinbango-card.go.jp/>



# About electronic certificates

## Electronic certificate and PIN

- The following PIN are set for My Number Cards.
- Be careful not to let others know your PIN.

PIN type		Usage
①署名用電子証明書 electronic certificate for signature	alphanumeric 6 to 16 digits	When filing electronically on the Internet
②利用者証明用電子証明書 Electronic certificate for user proof	4 digit number	When using online services such as issuing certificates at convenience stores or logging in to Mynaportal
③住民基本台帳用 for Basic Resident Register	4 digit number	When completing procedures using your My Number card at the municipal office
④券面事項入力補助用 For assisting card information entry	4 digit number	When using name, address, date of birth, and gender as text data

※The same number can be set for PIN ② to ④.

## Electronic certificate expiration date

- The expiration date of the electronic certificate is from **the card issue date to the 5th birthday or the expiration date of the My Number Card**, whichever is earlier.
- Electronic certificates can be renewed at the municipal office from **3 months before the expiration date**.

## PIN lock and reset

- Please note that if you enter the wrong PIN five times in a row for the electronic certificate for signature and three times for the electronic certificate for user proof, you will not be able to use the electronic certificate. **If you have locked it, you can reset your PIN at the municipal office.**

## When there is a change in name, address, etc.

- If there is a change in name, address, etc. due to moving, marriage, etc., **the electronic certificate for signature will be automatically invalidated.** In addition to each procedure, please follow the procedure for issuing an electronic certificate.

## How to use electronic certificates

- When performing procedures using electronic certificates such as e-tax and Mynportal at home, you will need a smartphone or computer and an IC card reader/writer.
  - In the case of smartphones, a model that supports the reading of My Number Cards (IC cards) is required.
  - In the case of a personal computer, installation of "利用者クライアントソフト(user client software)" and an IC card reader/writer compatible with the public personal authentication service are required.
- ※Please refer to the public personal authentication service portal site for details on advance preparation.

Public Personal Authentication Service Portal Site

<http://www.jpki.go.jp>



# Convenience store issuance of certificate



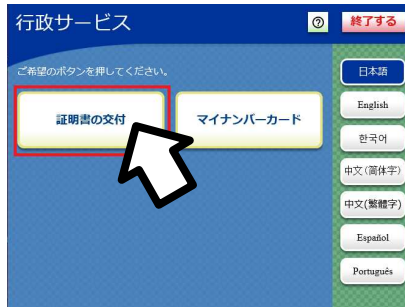
- Various certificates can be issued at convenience stores using your My Number Card.
- To use it, you need the electronic certificate for user proof.

## How to operate certificate convenience store issuance

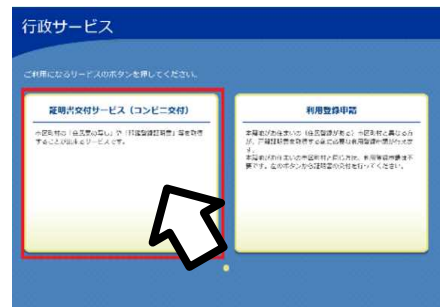
### 1 Select government service

Select "行政サービス" displayed on the screen of the kiosk terminal (multi-copier) installed in each store.

### 2 Government service menu



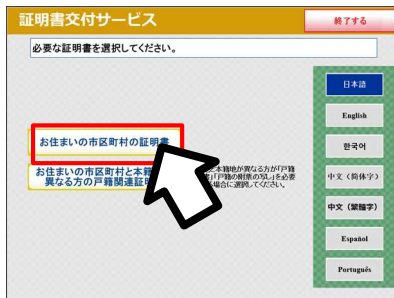
### 3 Advanced menu



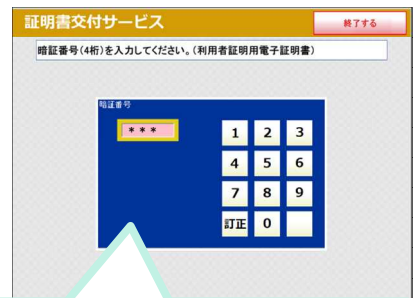
### 4 card reading



### 5 Select the city of the certificate



### 6 Enter PIN

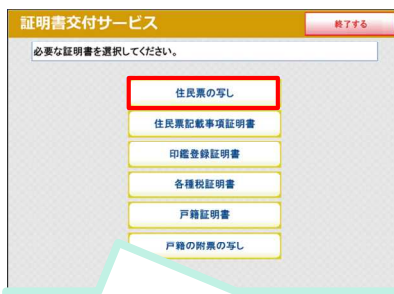


Please note that if the PIN is entered **incorrectly three times, it will be locked.**

### 7 Remove card

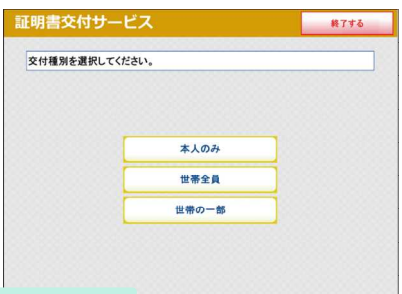


### 8 Certificate type selection



Select the certificate you want to obtain. (You can obtain a family register certificate from 8:00 to 17:00 on weekdays.)

### 9 Type selection



## 10 certificate information selection

証明書交付サービス

証明書の記載項目を選択して「確定する」ボタンを押してください。

世帯主・続柄の記載  有  無

本籍地・筆頭者の記載  有  無

マイナンバーの記載  有  無

前画面へ 確定する

## 11 decide the number of copies

証明書交付サービス

必要な部数を入力し、「確定する」ボタンを押してください。

部数

1 (最大 10 部)

1 2 3

4 5 6

7 8 9

訂正 0

前画面へ 確定する

## 12 Content confirmation

証明書交付サービス

発行内容を確認して「確定する」ボタンを押してください。訂正を行う場合は「前画面へ」ボタンを押してください。

発行内容	発行枚数	発行日	発行場所
住民票の写し	1	2024/12/29	市役所
印鑑登録証明書	1	2024/12/29	市役所
課税証明書	1	2024/12/29	市役所
非課税証明書	1	2024/12/29	市役所
戸籍全部	1	2024/12/29	市役所
個人事項証明書	1	2024/12/29	市役所
戸籍の附票	1	2024/12/29	市役所

前画面へ 確定する

If you need to make corrections, you can go back and make corrections.

## 13 payment



## 14 printing



100 yen discount if issued at a convenience store



## Obtainable Certificates and Fees

Certificate type	fee (convenience store)	fee (municipal office)	available time
住民票の写し Copy of resident register	200yen	300yen	6:30~23:00 (Except December 29th to January 3rd)
印鑑登録証明書 Seal registration certificate			
課税証明書・非課税証明書 tax certificate			
戸籍全部・個人事項証明書 Family register certificate	350yen	450yen	8:30~17:00 (Excluding Saturdays, Sundays, and holidays)
戸籍の附票の写し A copy of the family register appendix	200yen	300yen	



### Precautions for Family Register-Related Certificates

If your resident registration and permanent domicile are different, please contact the municipal office.

「seal registration card」・「Ome citizen card」  
Please keep it in a safe place

- To obtain a seal registration certificate at a municipal office, you will need a seal registration card or an Ome citizen card.
- **You cannot obtain a seal registration certificate at the municipal office with your My Number Card.**

When obtaining the certificate  
at the municipal office



seal registration card



Ome citizen card

When obtaining a certificate  
at a convenience store



My Number Card