Operation Manual for the Certificate Issuance Service

For Businesses

STEP Edition 10.0.0   February 28, 2024

NTT West

Table of Contents

1 Introduction

1.1   Points to note before operation

System Requirements and Operation Confirmed Devices

Classification	System Requirements and Supported Devices	
PC	Administrator	Chrome
		Edge

* Although we have tested the operation confirmed devices, we do not guarantee operation on them.

* Depending on the model or browser, pages may not be displayed properly.

* Operation was tested using the latest version at the time of testing.

* The services may be available on a device that does not meet the system requirements described in the terms of use or on devices other than the operation confirmed devices, but NTT West does not guarantee proper operation with such devices. In such cases, some of the screens may not be displayed or work correctly.
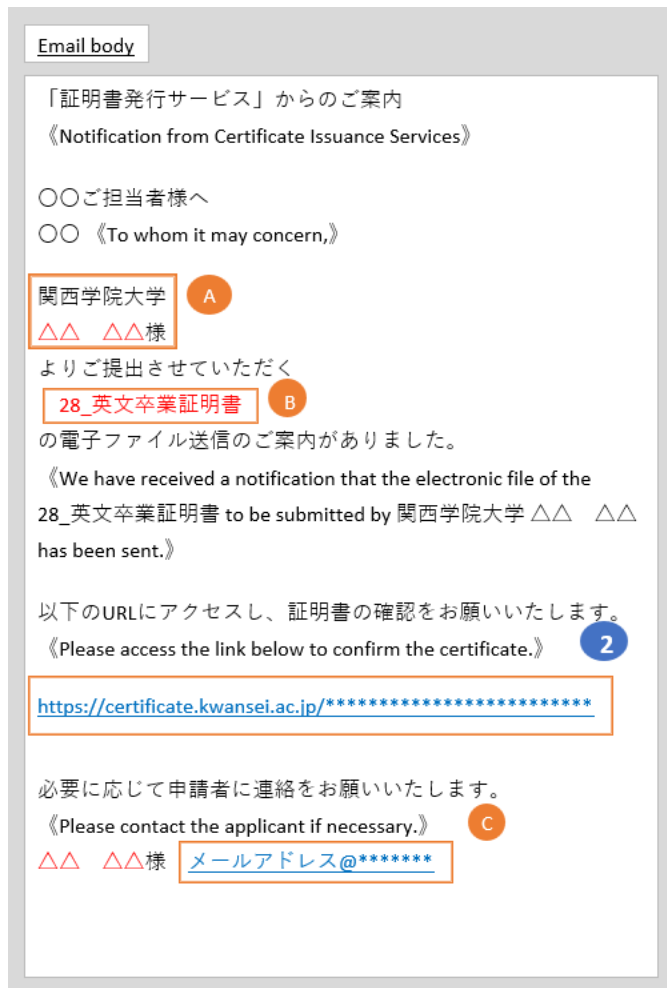
Inquiries about this system

◆ Certificate Issuance Service Call Center, NTT West

Phone	06-6809-4327
Business hours	24 hours

* Screen images are for illustrative purposes only. Please follow the instructions on your screen for operation.

2.1 How to receive certificates sent online

Screen image	Sequence	Operation

1 When a user of the certificate issuance service issues a certificate for submitting to a company, the company will be notified by email as shown on the left.

A Applicant

B Certificate
21_英文成績証明書
⇒OFFICIAL TRANSCRIPT
22_英文卒業見込・成績証明書
⇒EXPECTED GRADUATION CERTIFICATE AND TRANSCRIPT（BA）
22_英文修了見込・成績証明書
⇒EXPECTED GRADUATION CERTIFICATE AND TRANSCRIPT（MA）
28_英文卒業証明書
⇒CERTIFICATE OF GRADUATION AND DEGREE AWARDE（BA）
30_英文修了証明書
⇒CERTIFICATE OF GRADUATION AND DEGREE AWARDED(MA)

C Applicant's email address

2 Please read the content of the email and access the indicated URL.

3 Enter your email address.

[Notes]
Enter **the email address of the recipient** of this email.
If the entered email address is incorrect, an error will occur and the next screen will not be displayed.

4 Click "Proceed (進む)."

* Screen images are for illustrative purposes only. Please follow the instructions on your screen for operation.

Screen Image	Sequence	Operation

5 **Continued** **5**

Check the content of the submitted certificate displayed on the screen.
The submitter of the certificate will receive an email, which notifies that you have read the content, when you open this screen for the first time.

See below for details of the items on the screen.

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Check the information concerning the certificate and designated recipient displayed on the upper left of the screen.

► Confirmation code (確認コード)

A confirmation code is a code used to identify a certificate.
The code is required when you contact us to inquire about the submitted certificate.

[Notes]
In the case of multiple certificates, the confirmation code will change depending on which certificate is previewed.

► Type (種別)

The type of the certificate is shown.

► Recipient name (提出先名称)

The name of the recipient company entered in this system by the submitter is shown.

► Recipient division name (提出先部署名)

The name of the recipient division entered in this system by the submitter is shown.

If the submitter has not entered any information, this field will be left blank.

► Name of the person in charge (提出先担当者名)

The name of the person in charge entered in this system by the submitter is shown.

If the submitter has not entered any information, this field will be left blank.

► Destination email address (送信先メールアドレス)

The destination email address entered by the submitter in this system is displayed.

Screen Image	Sequence	Operation

Continued

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Check the submitter's information displayed on the bottom left of the screen.

► University name (大学名)

The name of the university to which the submitter belongs is shown.

► Submitter's name (提出者名)

The submitter's name is shown.

► Submitter's email address (提出者メールアドレス)

The submitter's email address is shown.

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Click "Download (ダウンロード)."
The certificate will be downloaded in zip format, so please check the file.

[Notes]
・Access the URL in the email illustrated in step 1 again if you wish to download the file after closing the screen.

・This page is valid for three months. Afterwards, it will not be possible to access this page.

・The electronic signature of the certificate is not displayed on the screen. Please use a tool capable of viewing PDF files, such as Acrobat Reader.

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In the case of multiple certificates submitted, page numbers will be shown at the bottom.
To preview a different certificate, switch the screen by clicking the desired page number.

Revision History

Edition No.	Date	Page Revised	Description
8.6.0	August 1, 2023	Page 2	Corrected due to change of phone number
10.0.0	February 28, 2024	Page 2	Added Edge to the system requirements and supported devices