

Certificate Issuance Service Log In Manual

Log In Procedure for Current Students

**Jan. 2026
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	+81-(0)82-207-4262 Reception Hours: Weekdays 9:00 AM to 5:00 PM
Chat Support	Please click this link. Reception Hours: 24 hours

Chat Support Screen Image



Steps

How to Operate

1

After connecting to chat support, click "Start Chat."

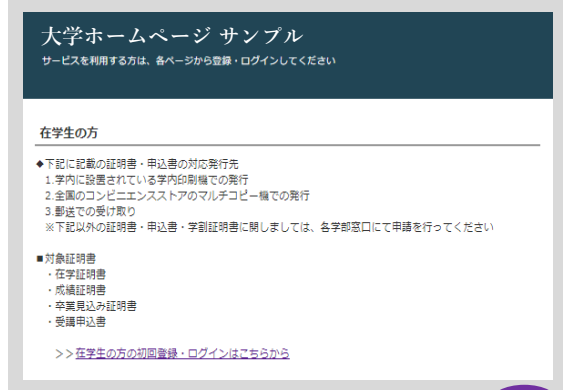
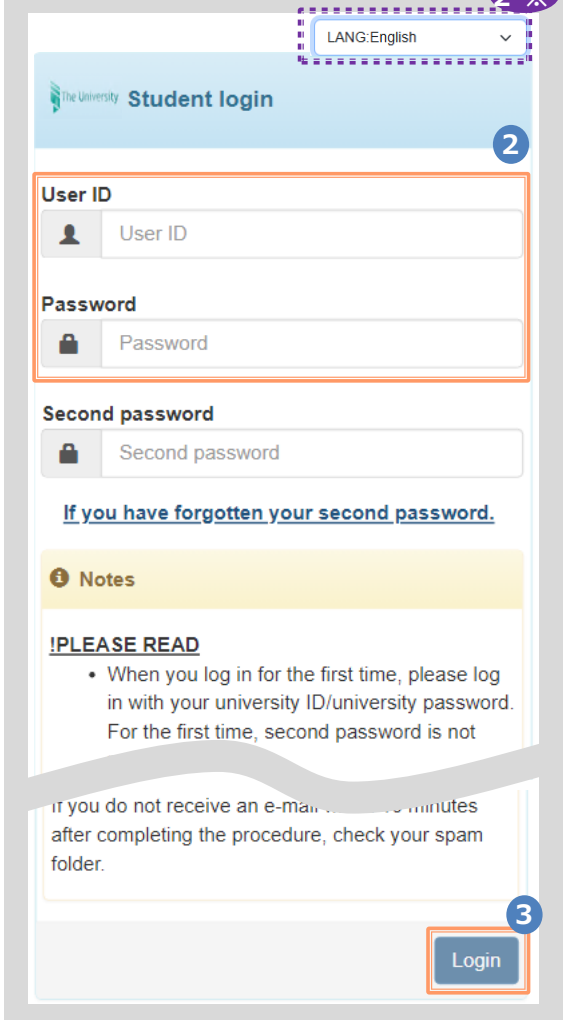
2

Please select the nature of your inquiry by following the on-screen instructions.



*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
 <p>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</p> <p>在学生の方</p> <p>◆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・学割証明書にしましては、各学部窓口にて申請を行ってください</p> <p>■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</p> <p>>> 在学生の方の初回登録・ログインはこちらから</p>	<p>1</p>	<p>Access the link to the certificate issuance service on the university's website and go to the Student Login page.</p>
 <p>LANG: English</p> <p>The University Student login</p> <p>User ID</p> <p>Password</p> <p>Second password</p> <p>If you have forgotten your second password.</p> <p>Notes</p> <p>!PLEASE READ</p> <ul style="list-style-type: none"> 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 <p>If you do not receive an e-mail within 10 minutes after completing the procedure, check your spam folder.</p> <p>Login</p>	<p>2</p> <p>2-※</p> <p>3</p>	<p>Enter the "User ID" and "Password" you use at university.</p> <p>※Login IDs vary by university/school , so please check the website or official announcements.</p> <p>The screen switches in the language you selected. Subsequent screens will be displayed in the selected language. For details, please see the information below</p> <ul style="list-style-type: none"> ▶ 「2.5 Switch Languages」 <p>Read the "Notes" and then click the "Login" button.</p>



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

Screen Images

Steps

How to Operate

The University Mail address setting

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 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**

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.

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 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.



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

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 body of the email 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 log in.

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

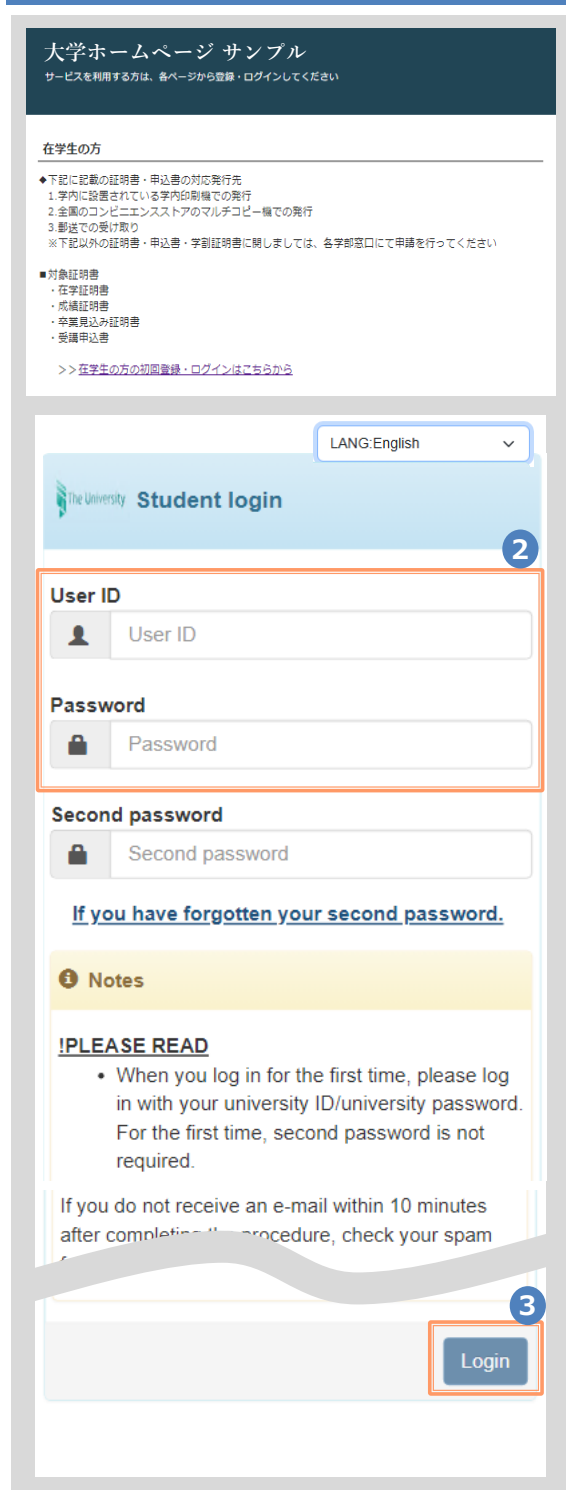
8



2 Log In to the Certificate Issuance Service

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

2.2 How to Set the Second Password *for first login

Screen Images	Steps	How to Operate
	<p>1</p> <p>2</p> <p>3</p>	<p>Access the link to the certificate issuance service on the university's website and go to the Student Login page.</p> <p>Enter the "User ID" and "Password" you use at university.</p> <p>※Login IDs vary by university/school, so please check the website or official announcements.</p> <p>*For the first login, registration of new email address is required. For how to register it, see the following:</p> <ul style="list-style-type: none">▶ 2.1 "Registration of New Email Address *for first login" <p>Read the "Notes" and then click the "Login" button.</p>



*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 a dedicated password for certificate issuance service. Fill the “Second password” and “Check” fields with a password of at least eight half-width characters, including a mix of uppercase letters, lowercase letters, and numbers.

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.”



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

2.3 How to Log In

Screen Images

Steps

How to Operate

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
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

1

Access the link to the certificate issuance service on the university's website and go to the Student Login page.

2

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

※Login IDs vary by university/school, so please check the website or official announcements.

*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 *for first login"
- ▶ How to set the second password:
2.2 "How to Set the Second Password *for first login"

3

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



2 Log In to the Certificate Issuance Service

※「画面イメージ」はサンプル画像です。操作は実際の画面に従ってください。

Screen Images

Steps

How to Operate

Two-factor authentication is performed via email at login.
An authentication key will be sent to your email. Enter the authentication key on the authentication key input screen.
Once authenticated, authentication will not be required for a certain period of time.
After a certain period of time, authentication will be required again.
The operation procedure is as follows.

Email Message

We have issued the following authentication key.
Authentication key : *****
Date of Expiry : ****/**/****.***

Please enter the authentication key with the expiration date on the authentication input screen.
If you close the screen, please log in again and enter your information.

4

If you have not entered the authentication key at login, or if you have requested a reissue of the authentication key, the authentication key will be sent to your email. Enter the authentication key on the authentication input screen within the expiration date stated in the email.

5

Enter the authentication key stated in the email.

5-1※

If you lose the email containing your authentication key, click “Reissue” button to receive a new email with the authentication key.

6

After reviewing the “Notes,” click the “Authenticate” button.

5-1※

6

Reissue

Authenticate

7

When a dialog appears on the screen, the authentication is complete. Click the “OK” button.

Authentication completed

Authenticated

OK

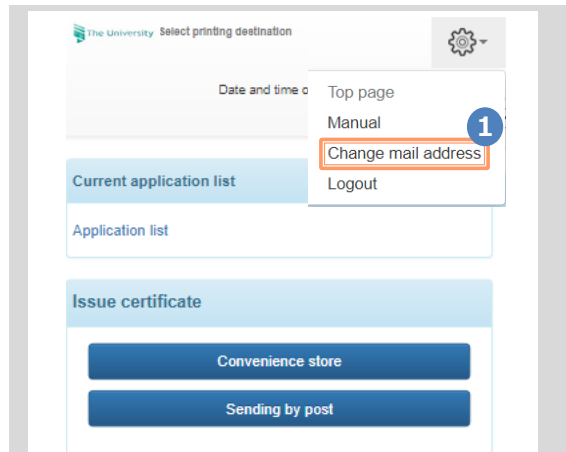

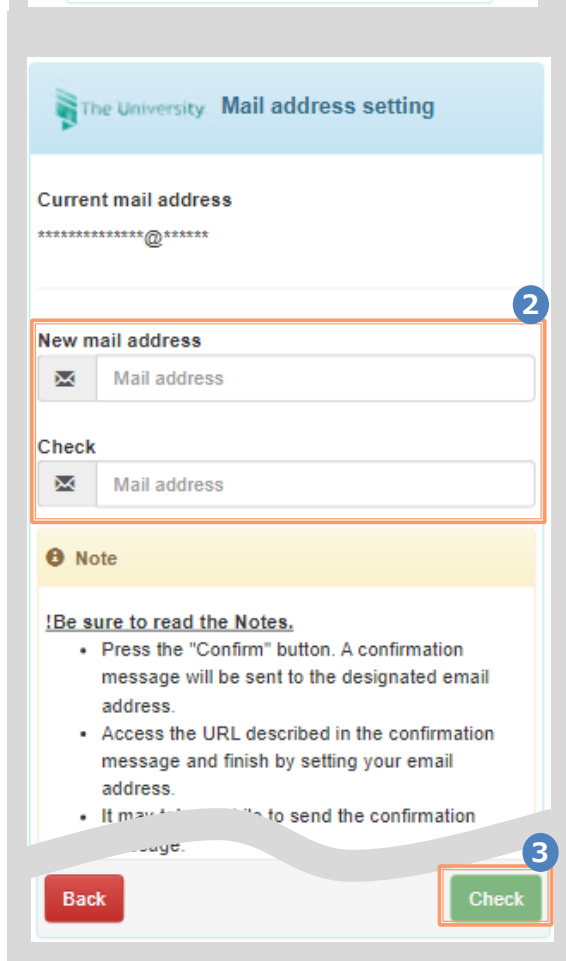


2 Log In to the Certificate Issuance Service

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

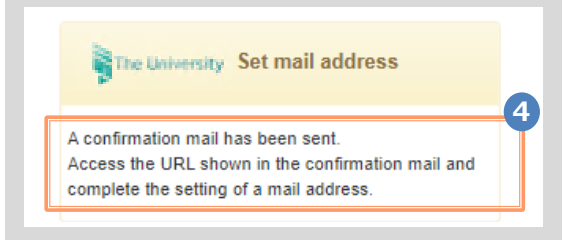
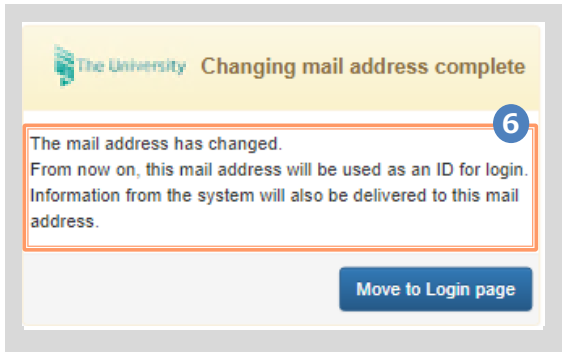
2.4 How to Change the Login Information

(a) Change the Email Address

Screen Images	Steps	How to Operate
 <p>The screenshot shows the main service menu. A gear icon in the top right corner is circled with a '1'. A dropdown menu is open, and the 'Change mail address' option is highlighted with an orange box and a '1'.</p>	<p>1</p>	<p>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”.</p> <p>*See below for information on how to log in to the Certificate Issuance Service: ▶ 2.3 “How to Log In”</p>
 <p>The screenshot shows the 'Mail address setting' page. The 'New mail address' field is circled with a '2'. The 'Check' button at the bottom right is circled with a '3'.</p>	<p>2</p> <p>3</p>	<p>Enter a new email address you wish to register in the “New mail address” and “Check” fields.</p> <p>Read the “Note” and click the “Check” button.</p>



*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.
<p>Email message</p> <p>You can change your email address. Access the following URL and change your email address:</p> <p>https://*****.*****.*****</p> <p>Due date for the URL: 30 minutes</p> <p>*Please delete this message if you don't recognize *This email address is used only for sending purposes.</p>	5	Click the one-time URL in the body of the email 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.



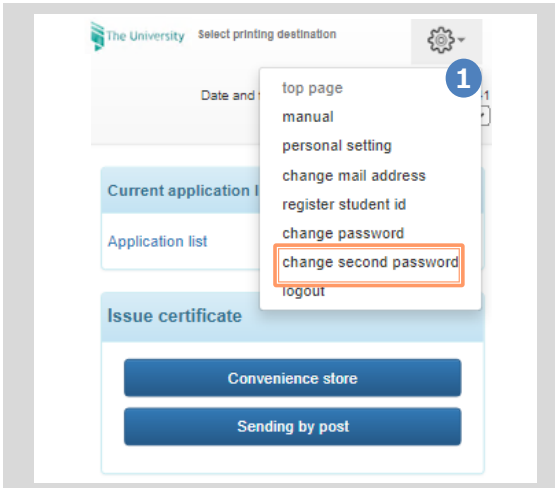
*The screen images shown below are samples only. For actual operation, follow the on-screen instructions.

(b) Change the Second Password

Screen Images

Steps

How to Operate



Old second password

Old second password

New second password

New 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.

Back Change

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:

► 2.3 “How to Log In”

2

Enter your current second password in the “Old second Password” field. Then enter a new second password in the “New second password” and “Check” fields.

3

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



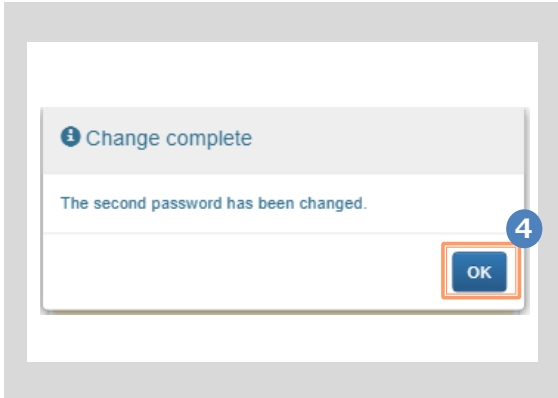
2 Log In to the Certificate Issuance Service

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

Screen Images

Steps

How to Operate



4

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

(c) If You Forgot the Second Password

Screen Images

Steps

How to Operate

The University Student login

User ID
User ID

Password
Password

Second password
Second password

[If you have forgotten your second password.](#) 1

Notes

Login

1

Access the Students Login page and 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"

The University Reset second password 2

Mail address
Mail address

Note 3

! Be sure to read the Note.

- Input a registered mail address and press the "Send" button.
- Pressing the "Send" button sends a reset mail to the registered mail address.
- Access the URL shown in the reset mail and complete re-setting.
- It may take some time until the reset mail is sent.

Send

2

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

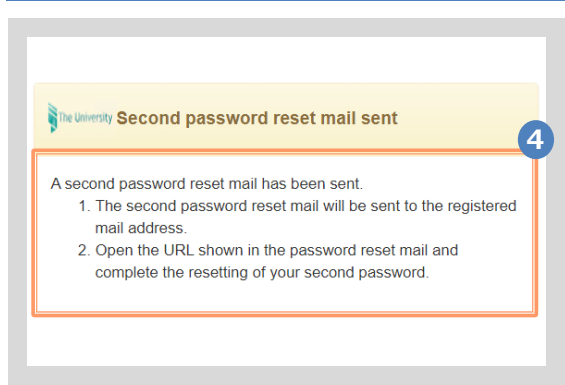
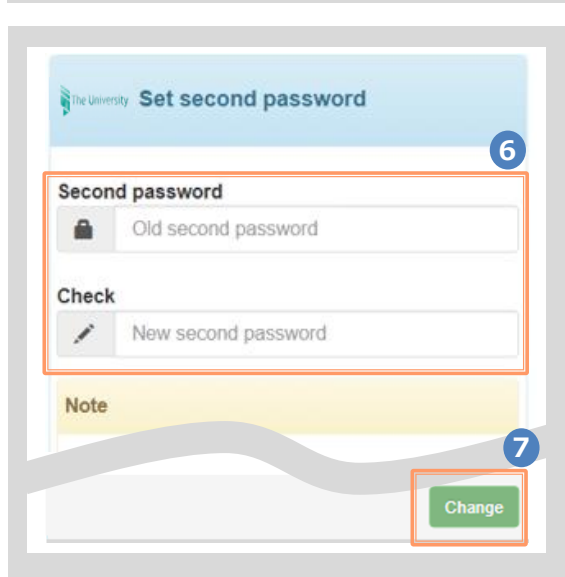
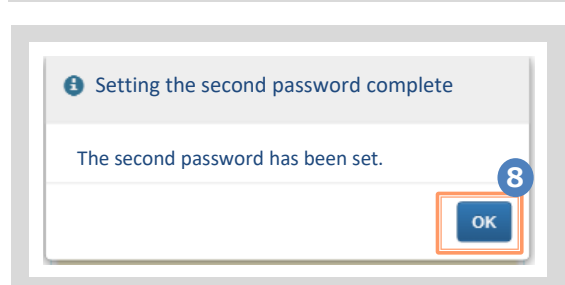
3

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.

Screen Images	Steps	How to Operate
 <p>The University Second password reset mail sent</p> <p>A second password reset mail has been sent.</p> <ol style="list-style-type: none">1. The second password reset mail will be sent to the registered mail address.2. Open the URL shown in the password reset mail and complete the resetting of your second password.	4	A message is displayed on the screen, and a confirmation notification has been sent to the registered email address.
<p>Email message</p> <p>Your second password has been reset. Access the following URL to set the second password again.</p> <p>https://*****.*****.*****</p> <p>Due date for the URL: 30 minutes [Inquiries] *Inquiries about payment method, and operations and failure of the system*</p>	5	Click the one-time URL in the body of the email to open the screen for re-setting the second password. *The URL has an expiration time, so please complete the operation within the displayed time limit.
 <p>The University Set second password</p> <p>Second password</p> <p>Old second password</p> <p>Check</p> <p>New second password</p> <p>Note</p> <p>Change</p>	6	Set a dedicated password for the certificate issuance service. Fill the "Second password" and "Check" fields with a password of at least eight half-width characters, including a mix of uppercase letters, lowercase letters, and numbers.
 <p>Setting the second password complete</p> <p>The second password has been set.</p> <p>OK</p>	7	Read the "Notes" and click the "Change" button.
	8	A message is displayed on the screen showing that the second password has been changed. Click the "OK" button.



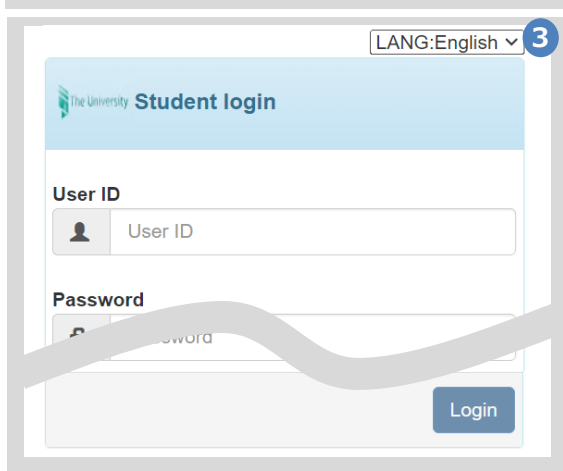


2 Log In to the Certificate Issuance Service

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

2.5 Switch Languages



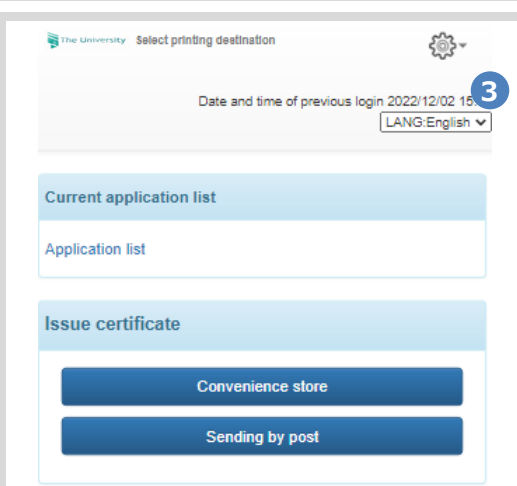
(a) Log In Screen

Screen Images	Steps	How to Operate
 <p>The screenshot shows the Japanese login page. At the top right, there is a dropdown menu labeled 'LANG:日本語'. A red box highlights this dropdown, and a circled '1' is next to it. Below the dropdown are fields for 'ユーザID' (User ID) and 'パスワード' (Password), and a 'ログイン' (Login) button.</p>	<p>1</p>	<p>Click the language selection pull-down to switch languages.</p>
 <p>The screenshot shows the dropdown menu open, displaying three options: 'LANG:日本語', 'LANG:日本語', and 'LANG:English'. A red box highlights the dropdown, and a circled '2' is next to it.</p>	<p>2</p>	<p>Click the language you wish to display in the pull-down.</p>
 <p>The screenshot shows the login page in English. The dropdown menu is now labeled 'LANG:English'. The page title is 'Student login', and the fields are labeled 'User ID' and 'Password'. The 'Login' button is also present.</p>	<p>3</p>	<p>The screen switches in the language you selected. Subsequent screens will be displayed in the selected language.</p>



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

(b) Select Printing Destination Screen

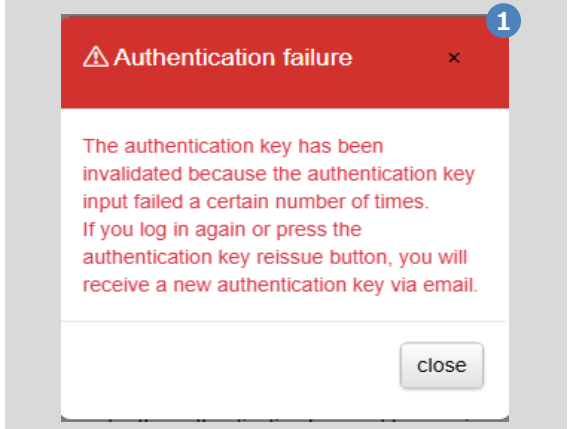
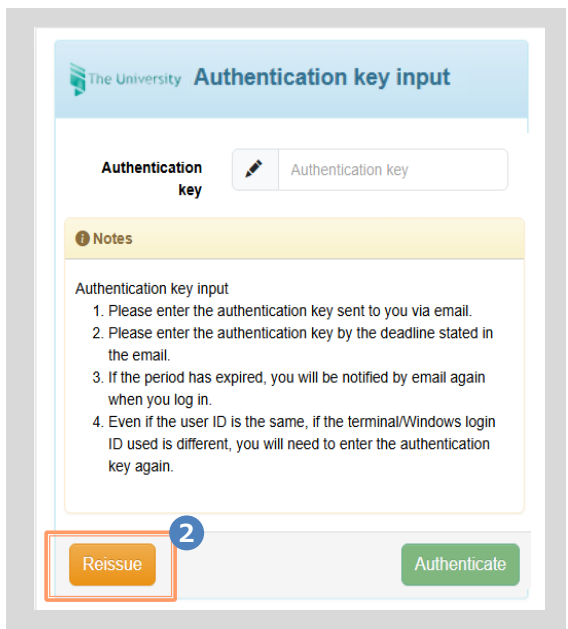
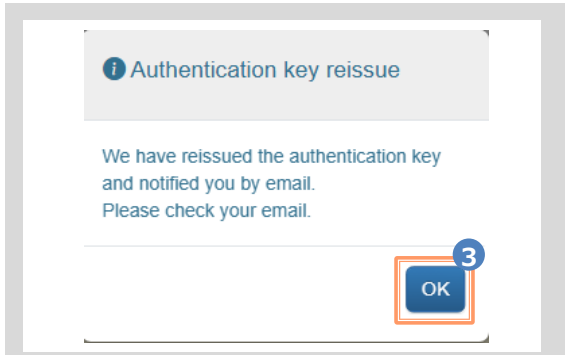
Screen Images	Steps	How to Operate
	<p>1</p>	<p>Click the language selection pull-down to switch languages.</p>
	<p>2</p>	<p>Click the language you wish to display in the pull-down.</p>
	<p>3</p>	<p>The screen switches in the language you selected. Subsequent screens will be displayed in the selected 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 to switch languages.</p>



2 Log In to the Certificate Issuance Service

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

2.6 Regarding a certain number of failed authentication key entries

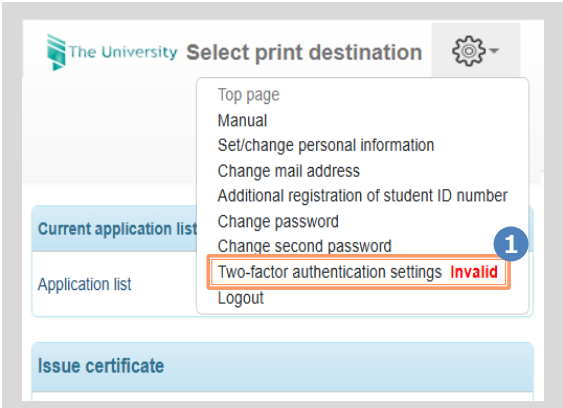

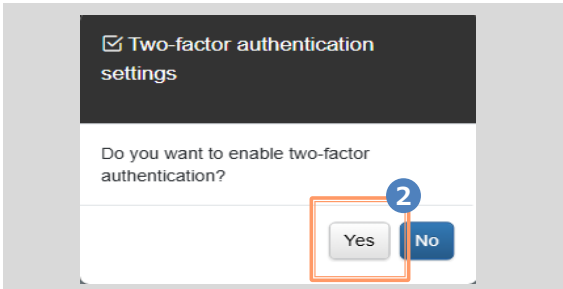
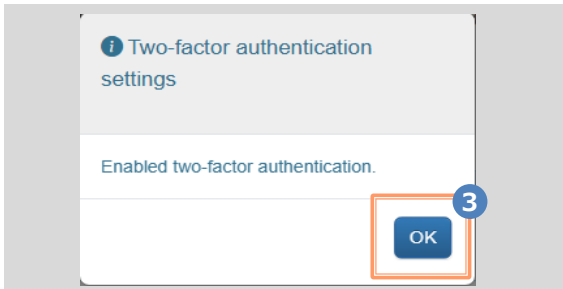
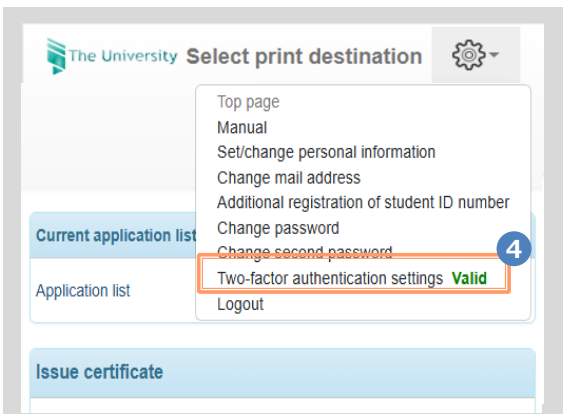

Screen Images	Steps	How to Operate
	1	The authentication key will be invalidated after a certain number of failed attempts on the authentication key input screen. If the authentication key is invalidated, a dialog indicating this will be displayed when the authenticate button is clicked.
	2	Click the "Reissue" button.
	3	When a dialog appears, the authentication key is resent to you via email. Please see the following step 4-7 after the authentication key is reissued. ▶ 2.3 How to Log In



2 Log In to the Certificate Issuance Service

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

2.7 Two-Factor Authentication Settings

Screen Images	Steps	How to Operate
	1	<p>After logging in to the certificate issuance service, click the menu button 「」 on the upper-right corner of the screen. You can check the current Two-factor authentication settings.</p> <p>If you wish to change the Two-factor authentication settings, click the “Two-factor authentication settings”.</p> <p>See the following instructions on how to log in to the certificate issuance service [2.3 How to Log In]</p>
	2	<p>A confirmation dialog appears. Click “Yes” button.</p>
	3	<p>When a dialog is displayed, Two-factor authentication settings have been changed. Click “OK” button.</p>
	4	<p>Open the menu by clicking the menu button 「」 on the upper-right corner of the screen and confirm that the change has been applied.</p>

