



User Operation Manual

Ver. 1.0



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0 Introduction

Purpose of this manual

This manual explains how to use KOSMO Web and configure the multi-factor authentication (MFA).

Target

This manual is intended to be read by insured persons and dependents using KOSMO Web.

1 Important Notes for Use

This section describes the precautions for using this manual and KOSMO Web. Note that some screen images shown in this manual may differ from the actual screens.

1. Recommended devices and browsers

You can use KOSMO Web on the following devices and browsers:

(1) Recommended devices

- PC
- Smartphone (iPhone and Android)
- Tablet device

(2) Recommended browsers

- Google Chrome (The latest version is recommended.)
- Safari (The latest version is recommended.)
- Microsoft Edge (The latest version is recommended.)

2. Notes on operating environment

Multi-factor authentication (MFA) is a method of verifying your identity using two or more factors when logging into KOSMO Web.

In addition to the traditional authentication method using your ID and password, authentication security is enhanced through different methods, such as biometric authentication using devices (smartphones, tablets, etc.) held by insured persons and dependents, and authentication using a one-time password.

Before using KOSMO Web, you need to select and configure your authentication method based on the instructions provided by your health insurance association.

(1) Biometric authentication

Your authentication uses the biometric authentication features (e.g., facial or fingerprint recognition) available on your smart device.

(2) Authentication using a one-time password

Your authentication uses a one-time password displayed on your smart device.

To utilize multi-factor authentication (MFA), you must install an authentication app on the smart device you have prepared.

Install one of the following applications from the appropriate store for your device:

- Google Authenticator [App Store](#) | [Google Play](#)
- [Microsoft Authenticator](#)

If you have already installed Google Authenticator or Microsoft Authenticator on your smart device, you may use it without any issues.

2 Setup Procedure

This section outlines the process flow to use the KOSMO Web services for insured persons and dependents. After selecting your authentication method, configure the authentication function on your smart device and install the authentication app.

1. Login (Task for all users)

- Logging in to KOSMO Web
- Changing password
- Changing user ID
- Selecting authentication method (following the instructions provided by your health insurance association)
- Verifying and changing email address

2. Logout (Task for all users)

- Logging out

3. Tasks for biometric authentication

- Configuring the biometric authentication feature available on your smart device
- Setting up a biometric security key
- Checking the operation of biometric authentication

4. Tasks for one-time password authentication

- Installing an authentication app on your smart device
- Setting up one-time password authentication
- Checking the operation of one-time password authentication

1. Login (Task for all users)

1. Access to the login page

Open KOSMO Web with the following URL.

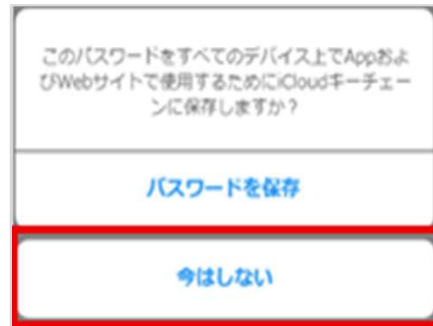
<https://www.pwckenpo.portal.kosmo-web.jp/>



2. Enter your user ID and password to log in.

3. Selecting the option to save passwords

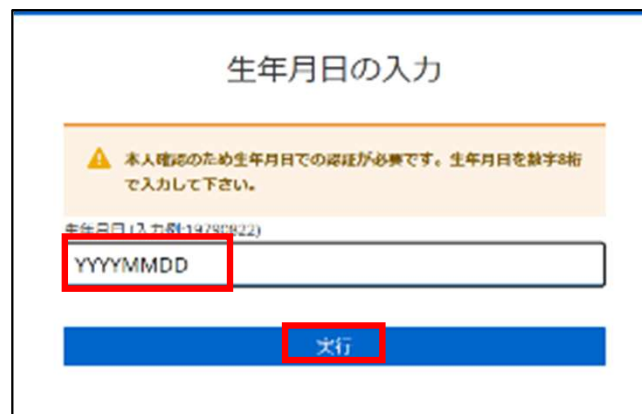
If the pop-up window appears asking whether you want to save password, select [Not now].



* This step may be skipped.

4. Entering your date of birth

Upon your first-time login, your identification is verified using your date of birth.



* If this screen does not appear, you have already completed your first-time login.

5. Agreement on the Terms of Use

Read the displayed contents of the Terms of Use and then click [Agree].



6. Confirming your email address
Verify your email address and click [Execute].

※ Changing email address is not mandatory.

* The following cases are errors. Ensure that the email address you entered is correct.

No.	Error message	Reason for error
1	Enter your email address.	No email address is entered.
2	This email address is used by another account. Enter a different email address.	The email address is already in use with another account.
3	This email address is invalid. Ensure that the email address you entered is correct.	For example, you may use invalid symbols (such as ?) or enter a dot (.) immediately before @ symbol.
4	The maximum number of characters you can enter for email address is 255.	Your entered email address exceeds 256 characters. * No. 3 error message above is also displayed simultaneously.

7. Verifying your email address
Open your received email and click [Verify the email address].



* If you receive the email in TEXT format as below, click the URL to confirm.



8. Returning to the browser

Go back to the original screen and click [Refresh].



10. Selecting the user ID configuration and authentication methods

(1) User ID setup

Enter any user ID, select authentication method, and tap [Execute].

- User ID must be a combination of numbers and English alphabet letters between 8 and 13 characters.

Note that all characters in user IDs are treated as lowercase.

(You can type in uppercase letters, but they are converted to lowercase letters.)

Minimum number of characters	8
Maximum number of characters	13
Available characters	Half-width alphanumeric characters: You can type in uppercase letters, but they are converted to lowercase. Symbols: - (hyphen), _ (underscore), . (dot), @ (at sign)

* You can check which characters are not allowed in your user ID by clicking [List of unavailable characters].

The left screenshot shows the 'ユーザーIDの変更・認証方法の設定' (User ID Change/Authentication Method Setting) screen. It includes a warning message, a 'ユーザーID' (User ID) field containing 'dir_testuser10', a link to '利用不可文字一覧を見る' (View list of unavailable characters), and an '認証方法' (Authentication Method) dropdown menu. The right screenshot shows the '利用不可文字一覧' (List of unavailable characters) dialog box, which lists various characters and symbols that are not allowed in the user ID. A red arrow points from the '利用不可文字一覧を見る' link in the left screenshot to this dialog box. Another red arrow points from the '認証方法' dropdown menu in the left screenshot to the list of authentication methods in the right screenshot.

(2) Authentication method setup

Select one of the following authentication methods:

- Biometric authentication
- One-time password (OTP) authentication using an app
- One-time password (OTP) authentication using an email

* Biometric authentication is only available to users whose smart device has the biometric authentication features (e.g., facial or fingerprint recognition).

11. Changing password

The password update screen appears. Enter any password and tap [Submit].
Enter a password of eight characters or more.



* Register your password in accordance with the instructions provided by your health insurance association regarding the maximum number of characters and available characters.

Minimum number of characters	8
Maximum number of characters	64
Available characters	Half-width alphanumeric characters !"#\$%&'()*=~/\`{ }~<>?_~^¥@[:;],./

12. Login complete

The top page of KOSMO Web appears.



2. Logout (Task for all users)

For insured persons and dependents to log out the services on KOSMO Web for them, follow the instructions below.

1. On the logged-in top screen
Tap the user name displayed in the top-right corner.
* The user name shows your own name.



2. On the logout confirmation window
You are asked whether you are sure you want to log out.
Tap [Log out].



3. On the top screen after logging out
Verify that "Login" is displayed in the upper-right corner and close the screen.



3. Tasks for biometric authentication

When insured persons and dependents use the KOSMO Web services for them, they log in with the authentication method selected at their first-time login.

This section explains the procedure for users who have selected biometric authentication.

* Authentication methods can also be added later
(See 3-6 “Registering an additional multi-factor authentication”).

(1) Configuration of the biometric authentication features available on your smart device

1. Configuration of biometric authentication
Set up the biometric authentication features (e.g., facial or fingerprint recognition) available on your smart device.
Refer to your device’s manuals for how to configure the biometric authentication features on your smart device.
2. Biometric authentication registration on KOSMO Web.
You must register your multi-factor authentication on KOSMO Web. Check how to configure it on your device and proceed with the setup.

Login from your smart device	-> Page 13
Login from your PC using a smart device	-> Page 17
Login from your PC	-> Page 19

(2) Biometric authentication setup (Login from your smart device)

1. Access to KOSMO Web
Enter “https://www.****.portal.kosmo-web.jp/” into the address bar of the browser on your prepared smart device.
2. On the KOSMO Web top screen
Tap [Login] in the top-right corner to display the login screen.



3. On the login screen
Enter your user ID and password and tap [Login].



The login screen displays the title "ログイン" (Login) at the top. Below it are two input fields: "ユーザID" (User ID) and "パスワード" (Password). The "パスワード" field includes a toggle icon for visibility. Below the password field, there is a checkbox labeled "ログイン状態の保存" (Save login status) and a link "パスワードを忘れた方はこちら" (Click here if you forgot your password). A large blue button labeled "ログイン" (Login) is prominently displayed and highlighted with a red border. At the bottom, there is a link "ポータルに戻る" (Return to portal).

4. Security key registration
The security key registration screen appears. Tap [Register].



The security key registration screen displays the title "🔑 セキュリティの設定" (Security Settings). Below the title, there is a checkbox labeled "全てのデバイスからサインアウトする" (Sign out from all devices), which is currently checked. A large blue button labeled "次へ" (Next) is prominently displayed and highlighted with a red border.

5. Sign-in with biometric authentication

The registration screen for biometric authentication appears. Tap [Continue].

* The images in this manual illustrate screens using Face ID on iPhone.

You need to follow the biometric authentication screen shown on your device.



6. Certification label registration

The security key registration screen appears. Enter any name in the Passkey field and tap [OK].

* After deleting letters of “Passkey,” enter a name that can identify the smart device you are registering, using letters, numbers, or kana.



7. The KOSMO Web's logged-in top screen appears.



* The service icons shown on the screen vary by health insurance association.

To set up biometric authentication on your smartphone and log in on your PC, follow these steps:

1. Access to KOSMO Web
Enter "https://www.****.portal.kosmo-web.jp/" into the address bar of the browser on your prepared smart device.
2. On the KOSMO Web top screen
Tap [Login] in the top-right corner to display the login screen.



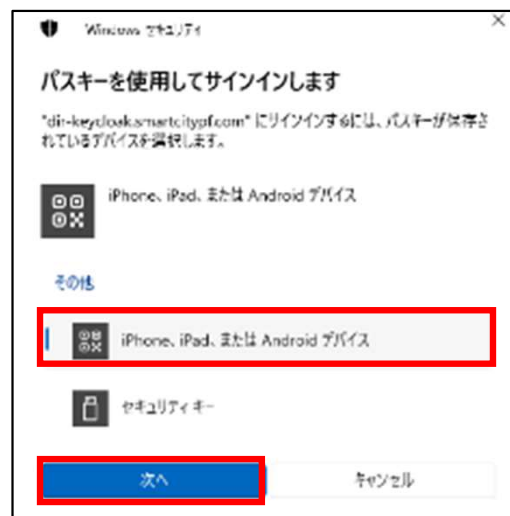
3. On the login screen
Enter the user ID and password you just set and tap [Login].



3. Biometric authentication selection
Tap [Next].



4. Device selection for biometric authentication
Select [iPhone, iPad, or Android device] and tap [Next].



5. Biometric authentication
Scan the QR code displayed on your PC using your smart device to sign in.



* Turn on the Bluetooth function on your device.

(3) Biometric authentication setup (Login from your PC)

1. Access to KOSMO Web
Enter “https://www.****.portal.kosmo-web.jp/” into the address bar of the browser on your prepared smart device.
2. On the KOSMO Web top screen
Tap [Login] in the top-right corner to display the login screen.



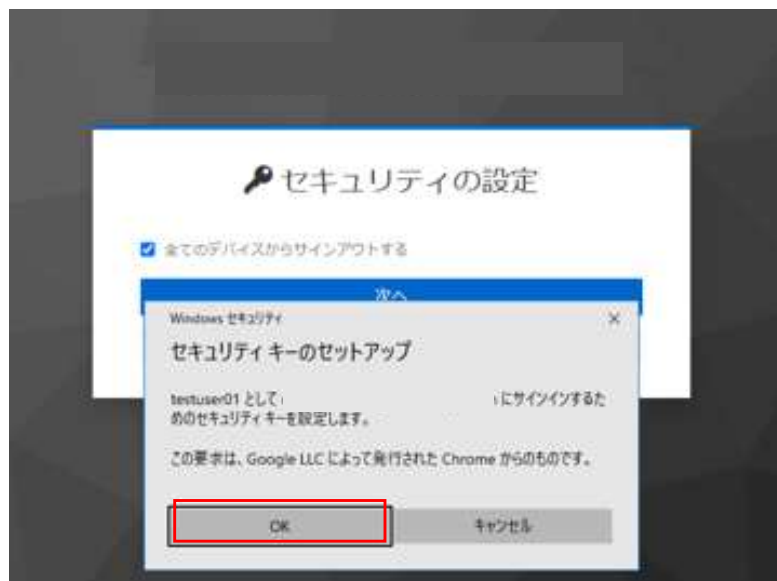
3. On the login screen
Enter the user ID and password you just set and tap [Login].



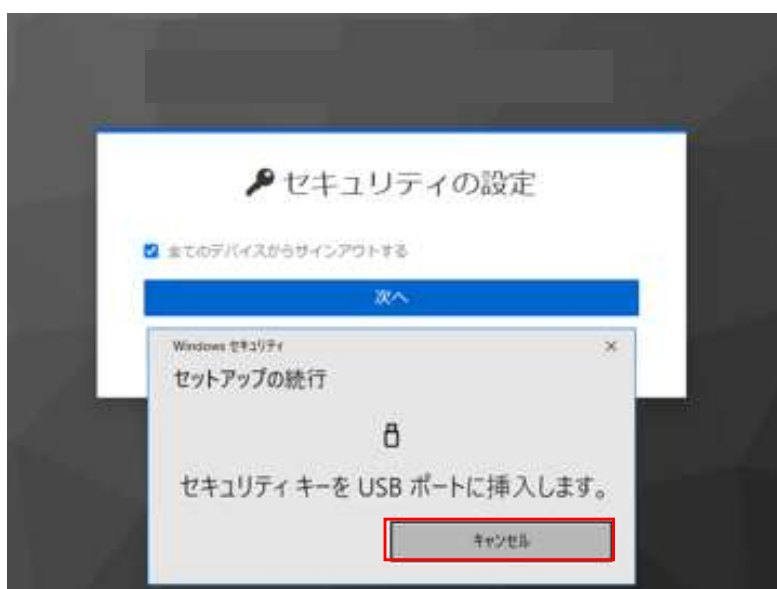
4. On the biometric authentication window
The biometric authentication setup window appears. Tap [Next].



5. Click [OK].



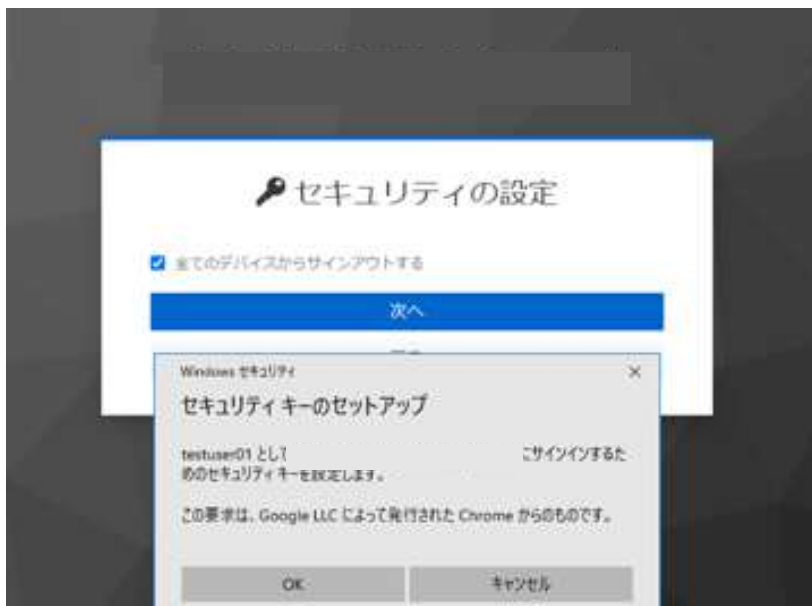
6. Click [Cancel].



7. Select where to save the passkey.



- Click [Windows Hello or external security key].
The same pop-up window as in step 6 appears. (Selecting [Cancel] returns you to the screen in step 7.)



- When you press [Cancel], the following screen appears.
Press [Try again] to return to the screen in step 7.



- Click [Use smartphone or tablet].
You can configure biometric authentication using a device.
Scan the displayed QR code with a biometric authentication-capable smart device to set up biometric authentication.



4. Tasks for one-time password authentication

When insured persons and dependents use the KOSMO Web services for them, they log in with the authentication method selected at their first-time login.

- * Authentication methods can also be added later
(See 3-6 “Registering an additional multi-factor authentication”).

This section explains the procedure for users who have selected one-time password authentication.

1. One-time password authentication (Google Authenticator)
2. One-time password authentication (Microsoft Authenticator)
3. One-time password authentication (Chrome plugin)
4. One-time password authentication (Edge plugin)
5. One-time password authentication (Email)

One-time password authentication using a PC browser is also available. Check the login procedures using the Chrome plugin and the Edge plugin.

- * This manual is based on the installation from App Store. Screen transitions and operations may vary depending on your device model and OS version.
- * Multiple one-time password plugins are available for Chrome and Edge.

This manual describes the procedures using the recommended plugins that have been confirmed to function properly at Daiwa Institute of Research.

(1) Google Authenticator setup

1. Google Authenticator installation

Search for Google Authenticator in the appropriate app store for your device.

[App Store](#) | [Google Play](#)



2. Getting Google Authenticator

Tap [GET] to start the installation.



3. Configuring Google Authenticator

Tap [OPEN], review the contents, and tap [Get started].



4. Setup to use Google Authenticator

If you have a Gmail account, your email address is shown. If you want to back up your code to your Google account, tap [Continue].

If you do not need to back it up, tap [Use Authenticator without an account] to complete the installation.



5. Access to KOSMO Web

Enter “https://www.****.portal.kosmo-web.jp/” into the address bar of the browser on your prepared smart device.

6. On the KOSMO Web top screen
Tap [Login] in the top-right corner to display the login screen.



7. On the KOSMO Web login screen
Enter the user ID and password you just set and tap [Login].

A screenshot of the KOSMO Web login screen. The background is white. At the top center, the text 'ログイン' (Login) is displayed. Below it, there are two input fields: 'ユーザID' (User ID) and 'パスワード' (Password). The 'パスワード' field has a small eye icon to its right. Below the input fields, there is a checkbox labeled 'ログイン状態の保存' (Save login status) and a link labeled 'パスワードを忘れた方はこちら' (Click here if you forgot your password). At the bottom, there is a large blue button with the text 'ログイン' (Login) inside, which is highlighted with a red rectangular box. Below this button, there is a link labeled 'ポータルに戻る' (Return to portal).

8. On the one-time password setup screen on KOSMO Web
Tap [Can't scan image?] under the displayed QR code.

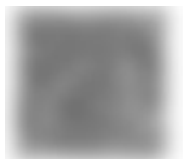
ワンタイムパスワードの設定

⚠ アカウントを有効にするにはワンタイムパスワードのセットアップが必要です。

1. 次のいずれかのアプリケーションをモバイルにインストールします。

Google Authenticator
Microsoft Authenticator
FreeOTP

2. アプリケーションを開き、バーコードをスキャンします。



スキャンできませんか？

3. アプリケーションから提供されたワンタイムパスワードを入力し、送信をクリックしてセットアップを終了します。

OTPデバイスの管理に役立つデバイス名を指定します。

9. On the one-time password setup screen on KOSMO Web
Select all the keys displayed in the section “2. Open the application and enter the key” and copy it.

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モバイル・オーセンティケーターの設定アップ

1. 次のいずれかのアプリケーションをモバイルにインストールします。

FreeOTP
Microsoft Authenticator
Google Authenticator

2. アプリケーションを開き、キーを入力します：

バーコードをスキャンしますか？

3. アプリケーションで設定できる場合は、次の設定値を使用します。

タイプ: 時間ベース
アルゴリズム: SHA1
桁: 6
間隔: 30

4. アプリケーションから提供されたワンタイムコードを入力し、送信をクリックしてセットアップを終了します。

OTPデバイスの管理に役立つデバイス名を指定します。

10. Operation on Google Authenticator app

Launch the Google Authenticator app. Tap the plus (+) sign in the lower-right corner of the screen and tap [Enter a setup key].



11. Operation on Google Authenticator app

Enter your account name in the Account name field and paste the key you copied earlier into the Key field.

After verifying that the type of key is set to [Time based], tap [Add].

* If you cannot paste, enter the key in the Key field. Note that lowercase letters can also be registered.



12. Operation on Google Authenticator app

Tap to copy the generated six-digit one-time password.

* Note that a new one-time password is generated every 30 seconds.

* The code on this screen is an example. Use the one-time password generated by your Google Authenticator app.



13. On the one-time password setup screen on KOSMO Web

Return to KOSMO Web. In the Device name field, enter a name that identifies the smart device you are using.

Paste the six-digit one-time password generated on your Google Authenticator app and tap [Execute].

* If you see a message stating that the authentication code is wrong when sending it, a new password may have been generated as you could not enter it in time. In this case, try the operation again by copying and pasting the password immediately after it switches. Note that a new one-time password is generated every 30 seconds.

4. アプリケーションから提供されたワンタイムパスワードを入力し、送信をクリックしてセットアップを完了します。

OTPデバイスの管理に役立つデバイス名を指定します。

ワンタイムパスワード *

デバイス名 *

☒ 全てのデバイスからサインアウトする

実行

14. The KOSMO Web's logged-in top screen appears.

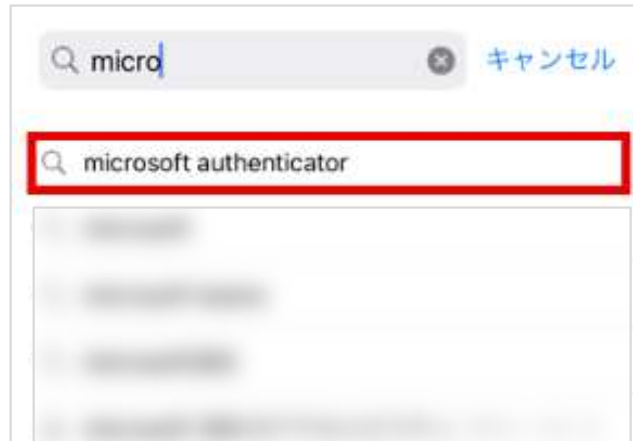


(2) Microsoft Authenticator setup

1. Microsoft Authenticator installation

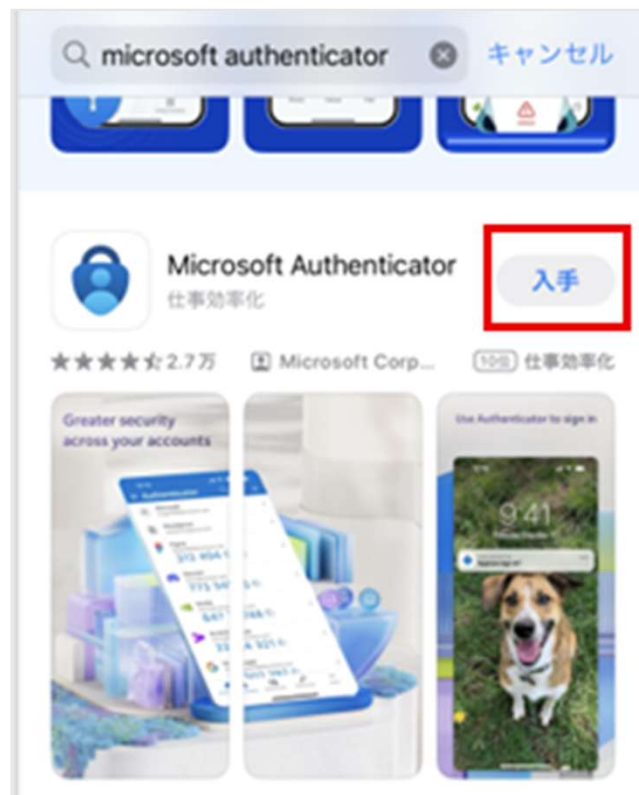
Search for Microsoft Authenticator in the appropriate app store for your device.

[Microsoft Authenticator](#)



2. Getting Microsoft Authenticator

Tap [GET] to start the installation.



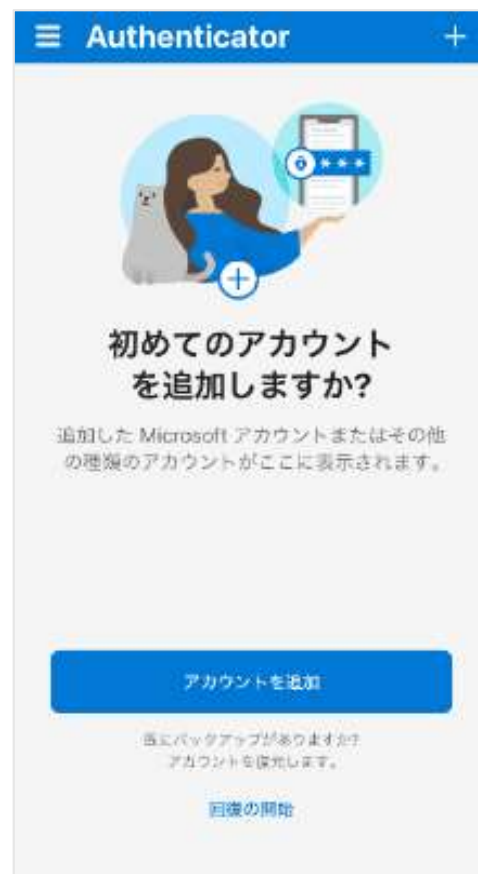
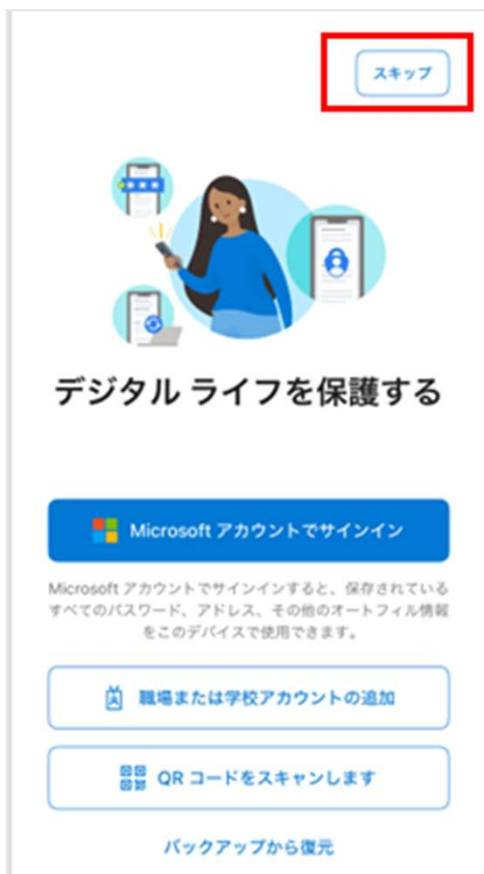
3. Configuring Microsoft Authenticator

Tap [Accept]. Select [Help improve the app by sharing your app usage data] optionally and tap [Continue].



4. Configuring Microsoft Authenticator

Tap [Skip] to complete the installation.



5. Access to KOSMO Web

Enter "https://www.****.portal.kosmo-web.jp/" into the address bar of the browser on your prepared smart device.

6. On the KOSMO Web top screen
Tap [Login] in the top-right corner to display the login screen.



7. On the KOSMO Web login screen
Enter the user ID and password you just set and tap [Login].



8. On the one-time password setup screen on KOSMO Web
Tap [Can't scan image?] under the displayed QR code.

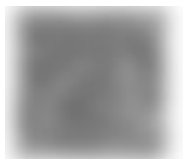
ワンタイムパスワードの設定

⚠️ アカウントを有効にするにはワンタイムパスワードのセットアップが必要です。

1. 次のいずれかのアプリケーションをモバイルにインストールします。

Google Authenticator
Microsoft Authenticator
FreeOTP

2. アプリケーションを開き、バーコードをスキャンします。



スキャンできませんか？

3. アプリケーションから提供されたワンタイムパスワードを入力し、送信をクリックしてセットアップを終了します。

OTPデバイスの管理に役立つデバイス名を指定します。

9. On the one-time password setup screen on KOSMO Web
Select all the keys displayed in the section “2. Open the application and enter the key”
and copy it.

ワンタイムパスワードの設定

⚠️ アカウントを有効にするにはワンタイムパスワードのセットアップが必要です。

1. 次のいずれかのアプリケーションをモバイルにインストールします。

FreeOTP
Microsoft Authenticator
Google Authenticator

2. アプリケーションを開き、キーを入力します。

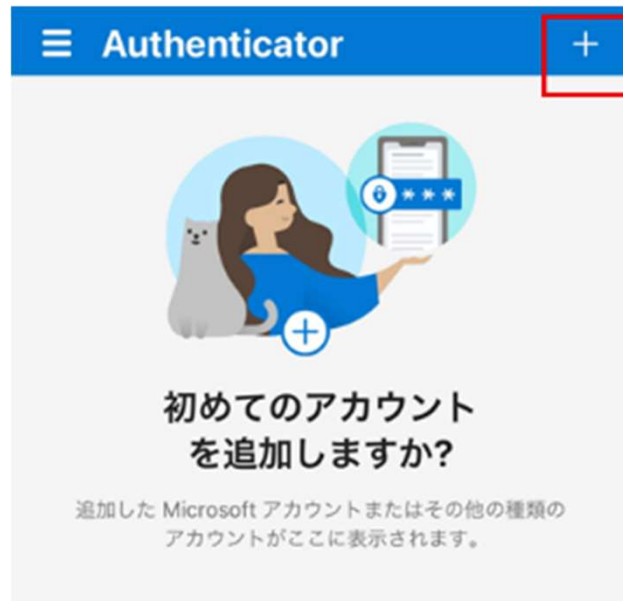
バーコードをスキャンしますか？

3. アプリケーションで設定できる場合は、次の設定値を使用します。

タイプ: 時間ベース
アルゴリズム: SHA1
ビット: 8
期間: 30

10. Operation on the Microsoft Authenticator app

Launch the Microsoft Authenticator app. Tap the plus (+) sign in the upper-right corner of the screen.



11. Operation on the Microsoft Authenticator app

On the Add Account screen, tap [Other (Google, Facebook, etc.)].



12. Operation on the Microsoft Authenticator app

The QR code scanner launches. Tap [Or enter code manually].



13. Operation on the Microsoft Authenticator app

Enter any name in the account name field. Paste the key you copied earlier into the secret key field and tap [FINISH].

* If you cannot paste the key, enter it manually in the Secret key field. Note that lowercase letters can also be registered.



14. Operation on the Microsoft Authenticator app

Tap to copy the generated six-digit one-time password.

* Note that a new one-time password is generated every 30 seconds.

* The code on this screen is an example. Use the one-time password generated by your Microsoft Authenticator app.



15. On the one-time password setup screen on KOSMO Web

Return to KOSMO Web. In the Device name field, enter a name that identifies the smart device you are using. Then paste the six-digit one-time password generated by the Microsoft Authenticator app and tap [Execute].

* If you see a message stating that the authentication code is wrong when sending it, a new password may have been generated as you could not enter it in time.

In this case, try the operation again by copying and pasting the password immediately after it switches. Note that a new one-time password is generated every 30 seconds.

4. アプリケーションから提供されたワンタイムパスワードを入力し、送信をクリックしてセットアップを完了します。

OTPデバイスの管理に役立つデバイス名を指定します。

ワンタイムパスワード *

デバイス名 *

☒ 全てのデバイスからサインアウトする

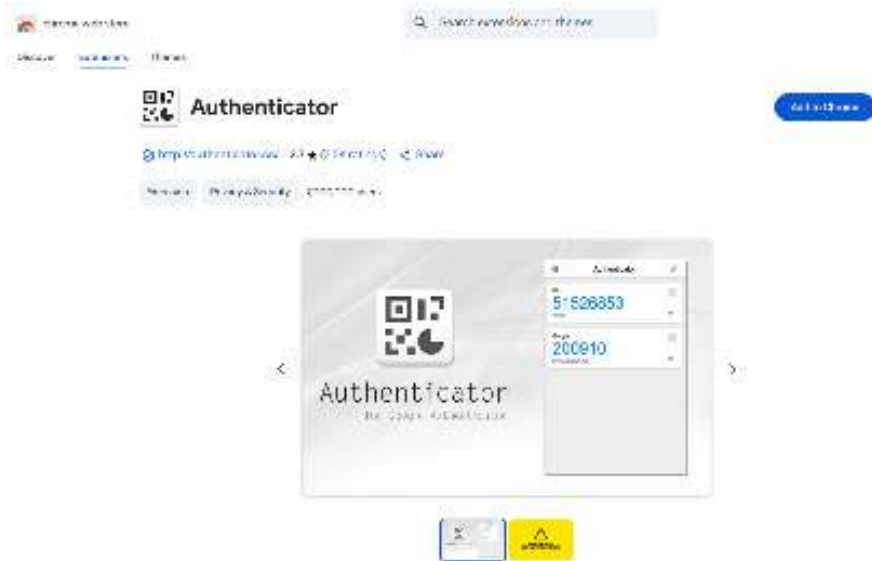
実行

16. The KOSMO Web's logged-in top screen appears.

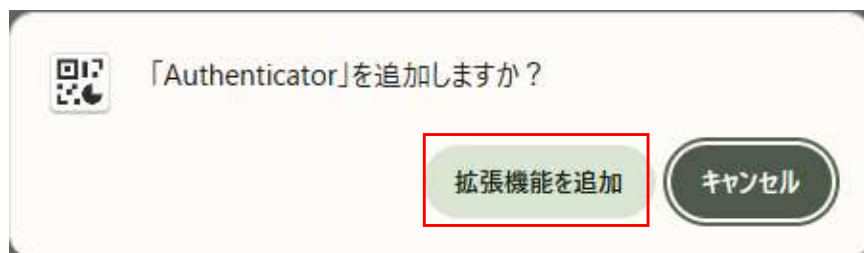


(3) Chrome plugin setup

1. Installing Authenticator (a Chrome plugin).
Search for Authenticator in the [Chrome Web Store](#).



2. Getting Authenticator
Click the [Add to Chrome] button. Click the [Add extension] button in the displayed pop-up window.



3. Permitting extension access
Click the extension icon on Chrome. The installed extensions are listed. Click [Authenticator].



The Authenticator screen appears.



4. Registering OTP

Set up to use one-time password authentication for login.

Click the [Scan a QR Code] icon on Authenticator when the QR code screen appears.



Click and drag to draw a square that covers the QR code.



When the popup window with the message stating that the user account is successfully added appears, registration is complete.



5. Log in using the generated one-time password.



6. The KOSMO Web's logged-in top screen appears.

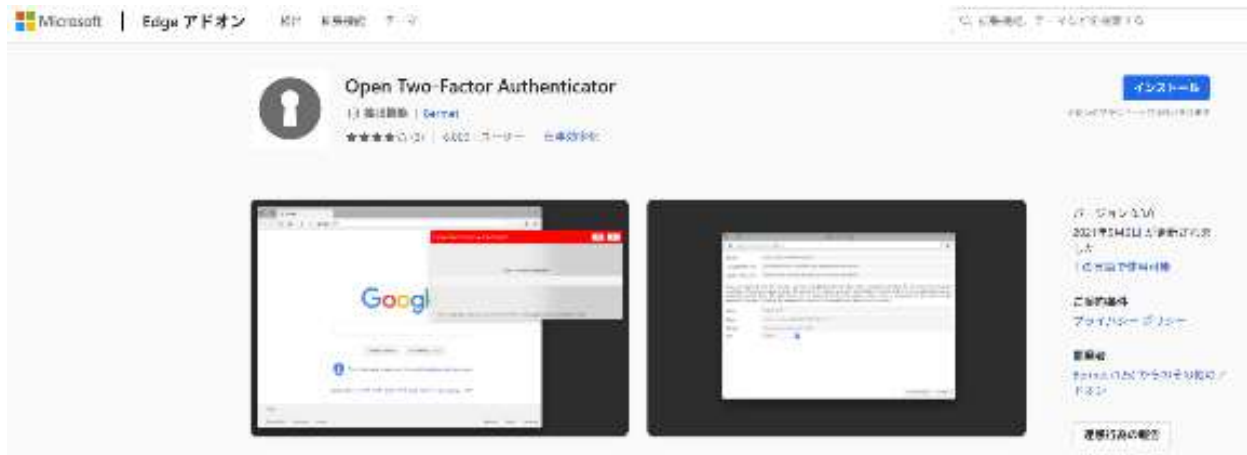


* The service icons shown on the screen vary by health insurance association.

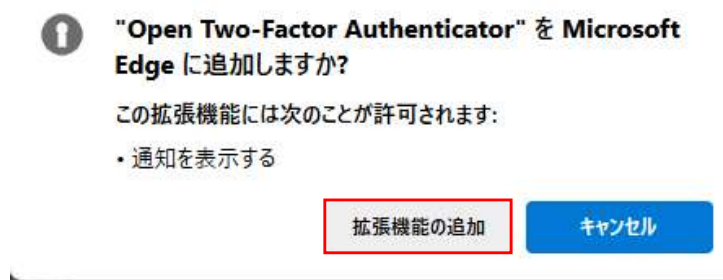
The first-time login using Chrome plugin is now complete.

(4) Edge plugin setup

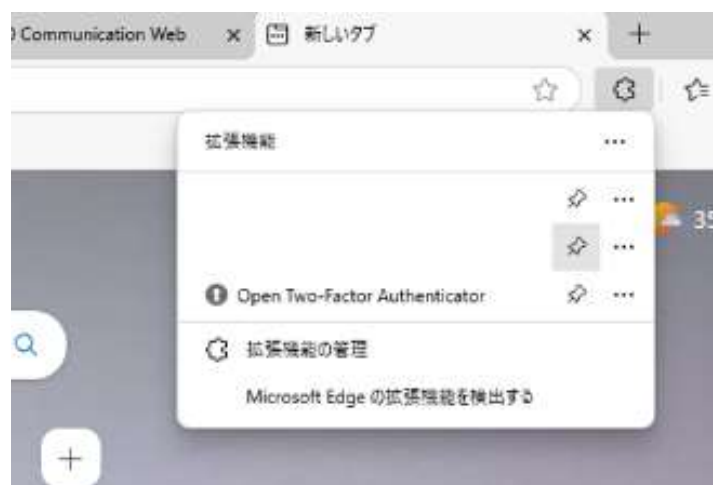
1. Open Two-Factor Authenticator plugin installation on your Edge browser
Search for Open Two-Factor Authenticator in the Edge Addons.
[Open Two-Factor Authenticator - Microsoft Edge Addons](#)



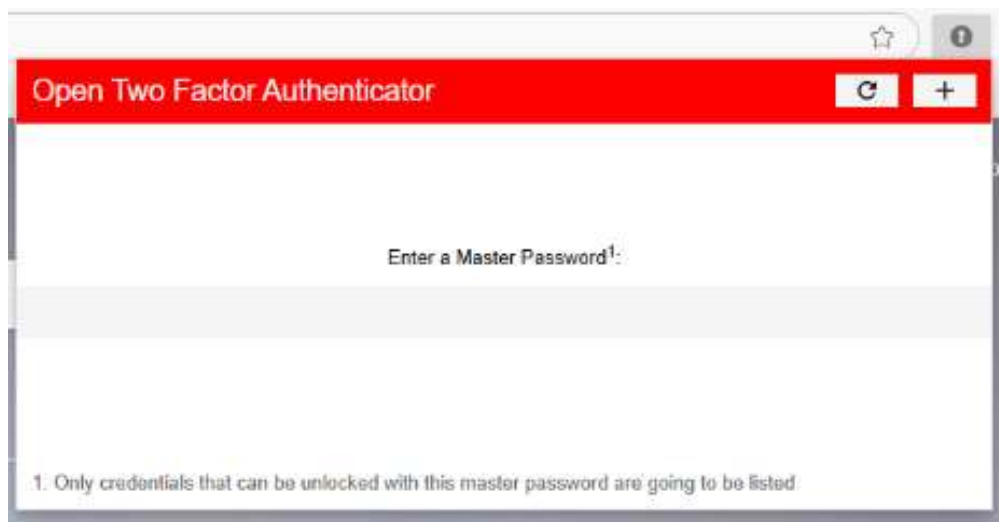
2. Getting the Open Two-Factor Authenticator plugin for Edge plugin
Click the [Get] button. Click the [Add extension] button in the displayed pop-up window.



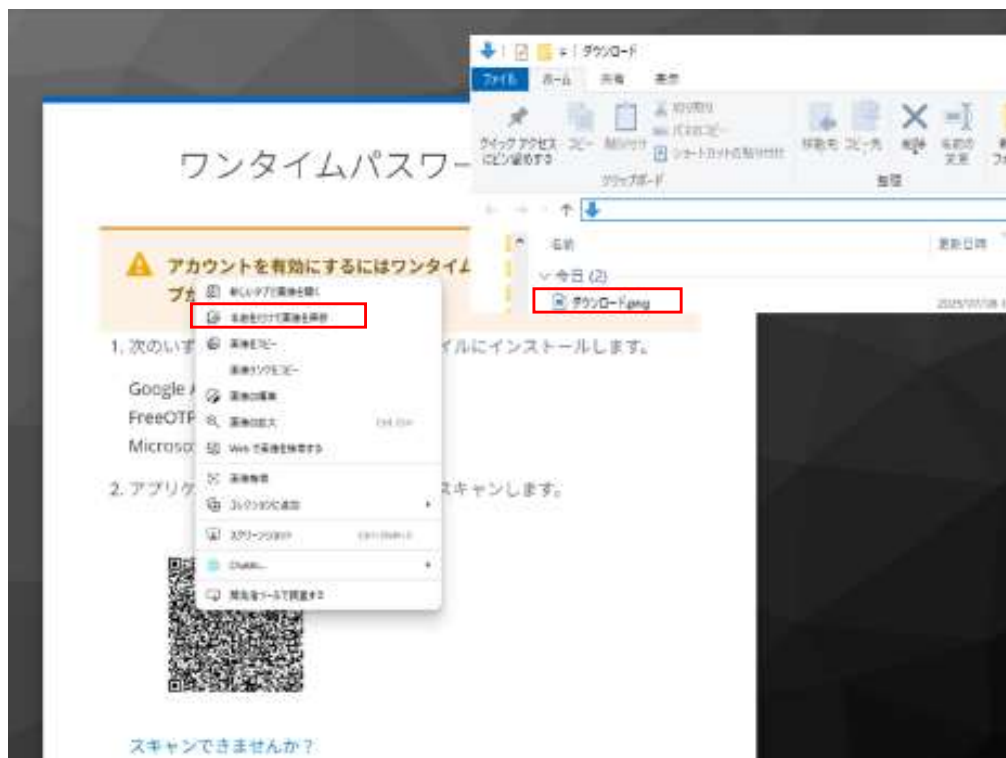
3. Permitting extension access
Click the extension icon on Edge. The installed extensions are listed. Click [Open Two-Factor Authenticator].



The Open Two-Factor Authenticator screen appears.



4. Saving QR code
Save it in .png format.



5. Registering OTP

Set up to use one-time password authentication for login.

Click the plus (+) sign on Open Two-Factor Authenticator to display a pop-up window.

Click the [Scan QR Code] button.

新しいエントリーを追加

秘密: Actual シークレット (暗号化されます)

暗号化されたシークレット: 古いバージョンのデータがある場合は、代わりにこのボックスを使用してください

マスターパスワード: このパスワードは、シークレットを暗号化するために使用されます(最小4文字)

0.1xバージョンから移行する場合は、テキストエディターで暗号化された資格情報 ("bin") を開き、暗号化されたシークレットボックスにコンテンツを貼り付けます。シークレットはすでに暗号化されているため、シークレットを入力する必要はありません。新しい資格情報を追加する場合は、オプションで拡張機能の[QRコードをスキャン]ボタンを使用してすべての必須フィールドに入力するか、シークレットとパスワードを手動で入力できます。パスワードは、シークレットの暗号化と復号化に必要であることに注意してください。

名前: 表示名

桁: 出力桁数 (6 または 8) デフォルトは 6 です

時代: 検証期間 (デフォルトは 30 秒)

アイコン: 全図

QRコードをスキャン 送信

Select the saved QR code image. Then set the master password.

* You can set any value consisting four or more characters.

新しいエントリーを追加

秘密: 0A2G278RCF2F632HPF7XMT1W67FCGRX

暗号化されたシークレット: 古いバージョンのデータがある場合は、代わりにこのボックスを使用してください

マスターパスワード: ****

0.1xバージョンから移行する場合は、テキストエディターで暗号化された資格情報 ("bin") を開き、暗号化されたシークレットボックスにコンテンツを貼り付けます。シークレットはすでに暗号化されているため、シークレットを入力する必要はありません。新しい資格情報を追加する場合は、オプションで拡張機能の[QRコードをスキャン]ボタンを使用してすべての必須フィールドに入力するか、シークレットとパスワードを手動で入力できます。パスワードは、シークレットの暗号化と復号化に必要であることに注意してください。

名前: 大和証券グループ健康保険組合加入者ページ:daiwasekrgp_hjuser10

桁: 6

時代: 30

アイコン: 全図

QRコードをスキャン 送信

Click the [OK] button in the pop-up window.

新しいエントリーを追加

拡張機能 Open Two-Factor Authenticator の内容

A new secured credential is added to the database.

OK

秘密: 0A2G278RCF2F632HPF7XMT1W67FCGRX

暗号化されたシークレット: 古いバージョンのデータがある場合は、代わりにこのボックスを使用してください

マスターパスワード: ****

0.1xバージョンから移行する場合は、テキストエディターで暗号化された資格情報 ("bin") を開き、暗号化されたシークレットボックスにコンテンツを貼り付けます。シークレットはすでに暗号化されているため、シークレットを入力する必要はありません。新しい資格情報を追加する場合は、オプションで拡張機能の[QRコードをスキャン]ボタンを使用してすべての必須フィールドに入力するか、シークレットとパスワードを手動で入力できます。パスワードは、シークレットの暗号化と復号化に必要であることに注意してください。

名前: 大和証券グループ健康保険組合加入者ページ:daiwasekrgp_hjuser10

桁: 6

時代: 30

アイコン: 全図

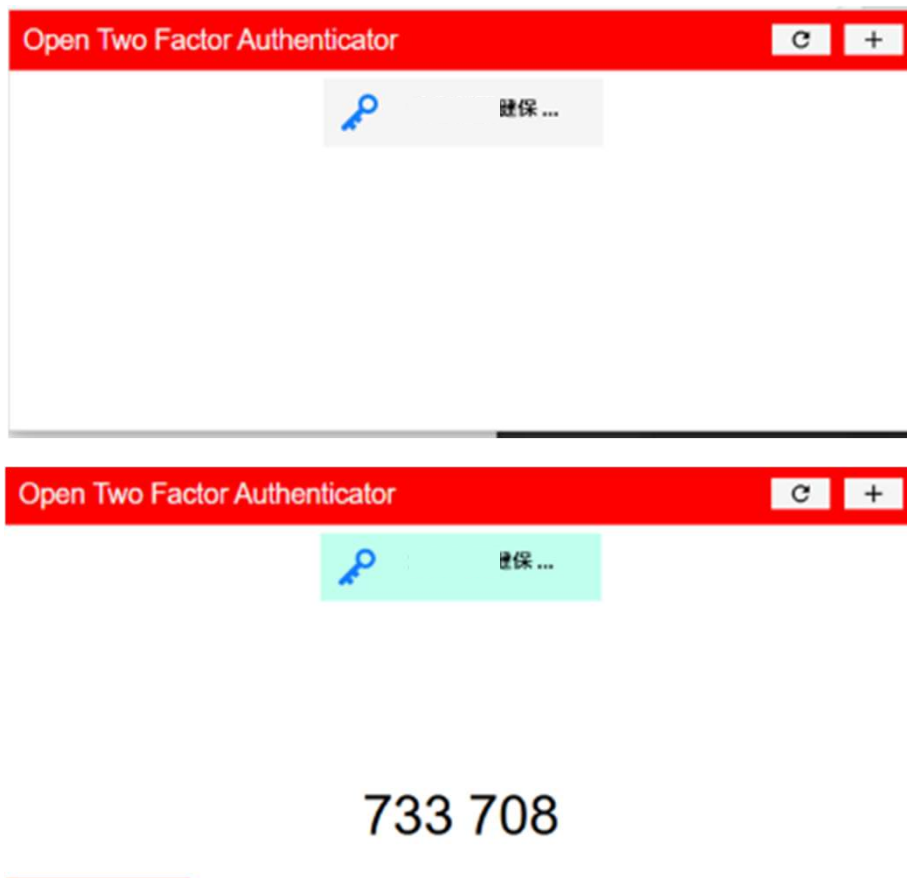
QRコードをスキャン 送信

6. Generating a one-time password
Enter the master password you set at the registration.



The screenshot shows the 'Open Two Factor Authenticator' app interface. At the top is a red header bar with the text 'Open Two Factor Authenticator' and two icons: a refresh icon and a plus icon. Below the header, the text 'Enter a Master Password¹:' is displayed. Underneath is a grey rectangular input field containing five dots. At the bottom of the screen, a small footnote reads: '1. Only credentials that can be unlocked with this master password are going to be listed'.

Click the key icon.



The first screenshot shows the app interface after clicking the key icon. A blue key icon is now visible on the left, and a grey button labeled '鍵保...' (Key Protection) is on the right. Below this is a horizontal progress bar that is partially filled. The second screenshot shows the app interface with the key icon and '鍵保...' button highlighted with a light green background. Below this, the one-time password '733 708' is displayed in a large font. A red horizontal line is visible at the bottom left of the screen.

7. Log in using the generated one-time password.



8. The KOSMO Web's logged-in top screen appears.

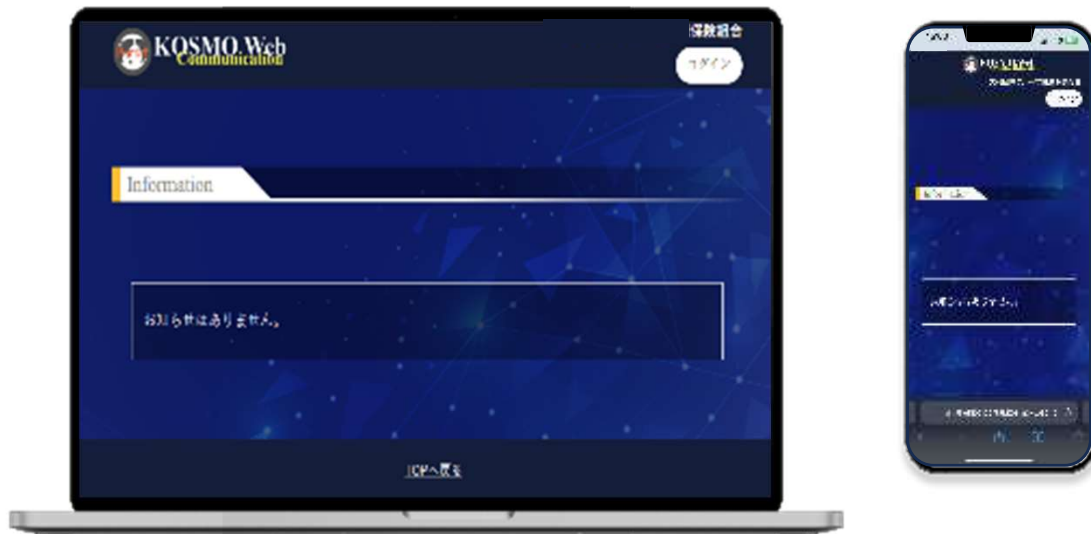


* The service icons shown on the screen vary by health insurance association.

The first-time login using Edge plugin is now complete.

(5) Setup of one-time password authentication using email

1. Access to KOSMO Web again.
<https://www.XXXXXX.portal.kosmo-web.jp/>



2. Log in.

3. Enter the one-time password sent to your registered email address to complete your authentication.

* If you do not receive an email, select [Resend].

8. The KOSMO Web's logged-in top screen appears.



* The service icons shown on the screen vary by health insurance association.

The first-time login using one-time password sent via email is now complete.

3 Changing Settings

To change your initial settings, including user ID, password, email address, and multi-factor authentication, on the KOSMO Web services for insured persons and dependents, follow the instructions below.

1. Changing your KOSMO Web user ID
2. Changing your password
3. When you forget your password
4. Changing your email address
5. Registering an additional multi-factor authentication
6. Removing multi-factor authentication
7. When the Terms of Use are updated

1. Changing your KOSMO Web user ID

(1) Changing your user ID

1. On the top page
After opening the top page, tap the menu icon (three horizontal lines) in the upper-left corner.

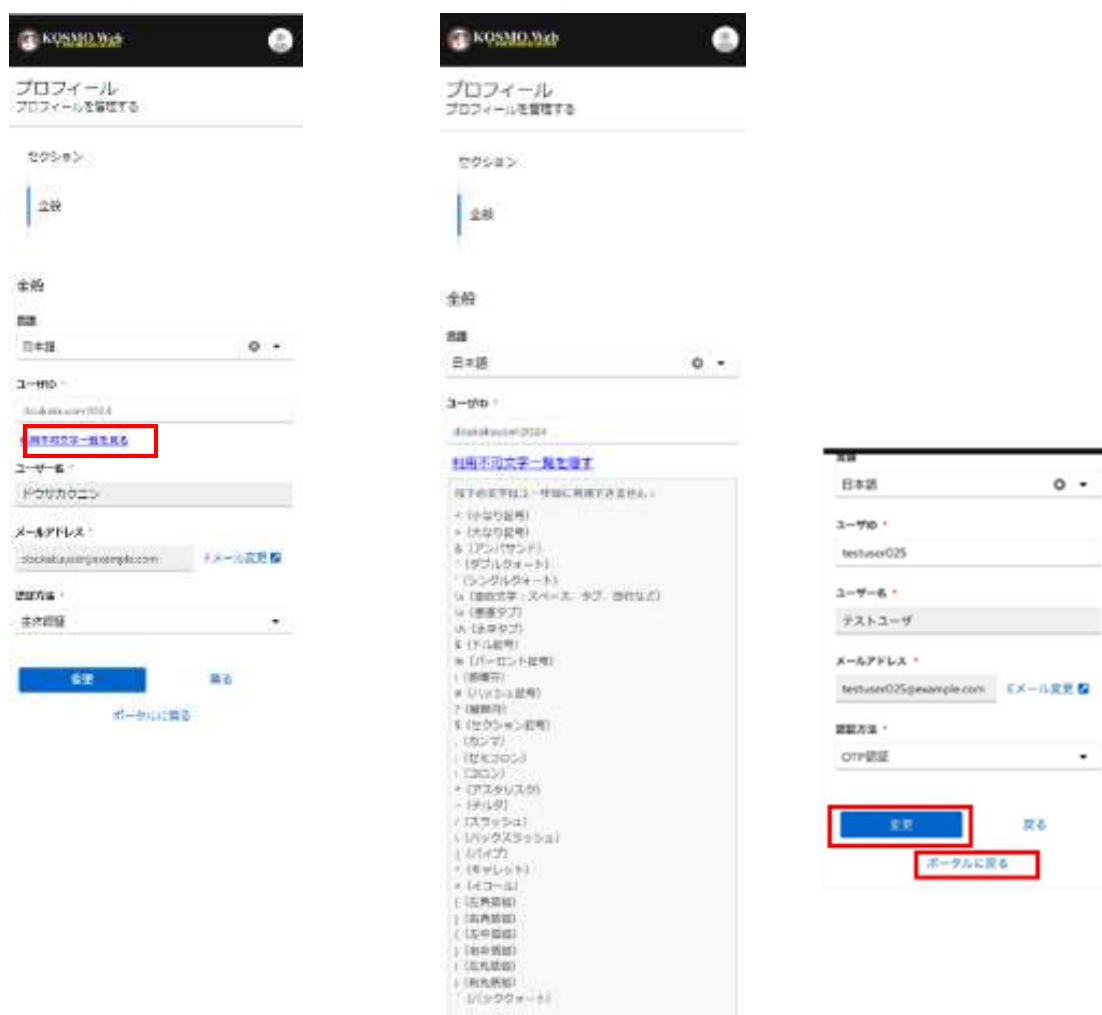


2. Displaying the profile change screen
Select and tap [Change profile] on the menu.



3. Changing your user ID

Modify your ID in the User ID field. Then scroll down on the screen, tap [Change], and tap [Return to portal].



4. On the top page

The KOSMO Web's logged-in top screen appears.



(2) Changing your user ID (on a PC)

1. On the top page

After opening the top page, click [Change profile] in the top center.



2. Changing your user ID

Modify your ID in the User ID field.

Then click [Change] and [Return to portal] at the bottom.

3. On the top page
The KOSMO Web's logged-in top screen appears.



2. Changing your password

To change the password you registered on KOSMO Web, follow the instructions below. Note that this procedure assumes users who update their password can log in to KOSMO Web. This explains an example using the one-time password authentication method.

(1) Updating password

1. On the top page
After opening the top page, tap the menu icon (three horizontal lines) in the upper-left corner.



2. Displaying the login method change screen
Tap [Change login method] on the menu.



3. On the login method change screen
Tap [Update] for your password.



4. On the password screen

If the message “Authentication is required again to continue” appears, enter the password you use to log in to KOSMO Web and then tap [Login].



5. On the one-time password screen

Enter the six-digit one-time password generated by the authentication app and tap [Go to top page].



* This screen does not appear for biometric authentication.

6. On the password update screen
Enter your new password in both the Password and Confirm Password fields. Then tap [Execute].
* You cannot use your current password again as your new password. Enter another password.

The screenshot shows a web form titled "パスワードの更新" (Update Password). It contains two input fields: "パスワード" (Password) and "パスワード確認用" (Confirm Password). Both fields have a red rectangle around them. Below the fields is a checkbox labeled "全てのデバイスからサインアウトする" (Sign out from all devices), which is checked. At the bottom, there are two buttons: "実行" (Execute) and "戻る" (Back). The "実行" button is highlighted with a red rectangle.

7. On the login method change screen
The login method change screen appears again. Verify that the password creation date is changed.

The screenshot shows a web form titled "ログイン方法変更" (Change Login Method). It has a link "ポータルに戻る" (Return to Portal) in the top right. The form is divided into sections: "基本認証" (Basic Authentication) and "パスワード" (Password). Under "パスワード", there is a sub-section "パスワードを使用したログイン" (Login using password) with a "パスワード" input field and a "更新" (Update) button. At the bottom, there is a red rectangle around the text "作成日 2024年10月24日 15:59." (Created on 2024/10/24 15:59).

(2) Updating your password (on a PC)

1. On the top page

After opening the top page, click [Change login method] in the top center.



2. On the login method change screen

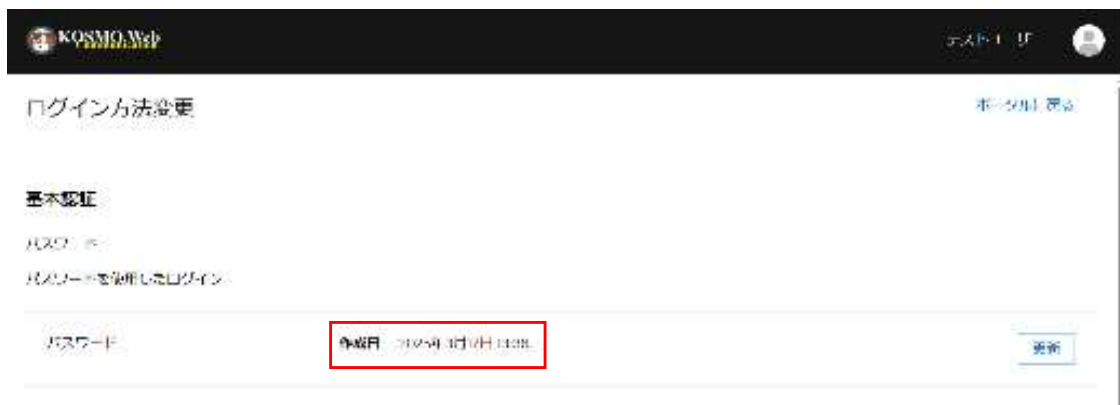
Tap [Update] for your password.



3. Changing password
Enter your new password and click [Execute].



4. On the login method change screen
The login method change screen appears again. Verify that the password creation date is changed.



3. When you forget your password

If you forget your KOSMO Web password, follow the steps below to request a new one. Note that this procedure starts from the screen before login.

(1) Reissuing password

1. On the top page
Tap [Login] in the top-right corner to display the login screen.



2. On the login screen
Tap the [Forgot your password?] link.

A screenshot of the KOSMO Web login screen. The page is white with a light gray border. At the top center is the text 'ログイン' (Login). Below it are two input fields: 'ユーザID' (User ID) and 'パスワード' (Password). The 'パスワード' field has a toggle icon on the right. Below the input fields is a checkbox labeled 'ログイン状態の保存' (Save login status). To the right of the checkbox is a link labeled 'パスワードを忘れた方はこちら' (Forgot your password? Click here), which is highlighted with a red rectangular border. Below the checkbox and link is a large blue button labeled 'ログイン' (Login). At the bottom center is a link labeled 'ポータルに戻る' (Return to portal).

3. On the password update email send screen
Enter your user ID and tap [Execute].

The screenshot shows a web form titled "パスワードを忘れた方はこちら" (Click here if you forgot your password). It has a label "ユーザID" (User ID) above a text input field containing "testuser001". Below the input field is a blue link "戻る" (Back). At the bottom is a large blue button labeled "実行" (Execute), which is highlighted with a red rectangle. Below the button is a message: "ユーザIDを入力してください。新しいパスワードの設定方法をご案内いたします。" (Please enter your user ID. We will guide you on how to set a new password.)

4. On the password update notification screen
The KOSMO Web's logged-in top screen appears.
A message appears prompting you to check your received mail. Check the inbox of your specified email address.

The screenshot shows a web form titled "ログイン" (Login). At the top, there is a green message box with a checkmark icon and the text: "詳細な手順を記載したメールをすぐに受信してください。" (Please receive the detailed procedure email immediately). Below this is a label "ユーザID" (User ID) above a text input field containing "testuser001". Below that is a label "パスワード" (Password) above a password input field with a toggle icon. At the bottom left is a checkbox labeled "ログイン情報の保存" (Save login information). At the bottom right is a blue link "パスワードを忘れた方はこちら" (Click here if you forgot your password). A large blue button labeled "ログイン" (Login) is highlighted with a red rectangle. At the very bottom is a link "ポータルに戻る" (Return to portal).

5. Password reset mail

Tap the [Reset password] link in the mail you received.

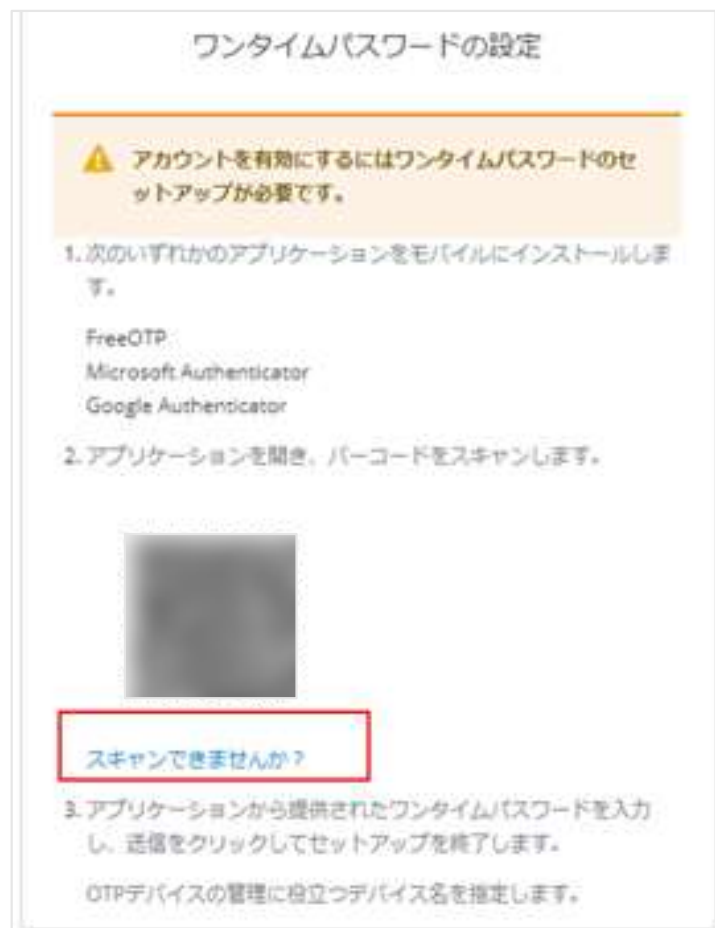
* The [Reset password] link in the mail is valid for five minutes. If it becomes invalid, repeat from the step 1 of “3. When you forget your password.”

* If you do not receive the email, check your spam folder, or verify your setup for domain reception.



6. On the one-time password setup screen on KOSMO Web

Tap [Can't scan image?] under the displayed QR code.



7. On the one-time password setup screen on KOSMO Web
Select all the keys displayed in the section “2. Open the application and enter the key” and copy it.



ワンタイムパスワードの設定

⚠️ アカウントを有効にするにはワンタイムパスワードのセットアップが必要です。

1. 次はいずれかのアプリケーションをモバイルにインストールします。

- FreeOTP
- Microsoft Authenticator
- Google Authenticator

2. アプリケーションを開き、キーを入力します。

バーコードをスキャンします。

3. アプリケーションで設定できる場合は、次の設定値を使用します。

8. Operating on the Google Authenticator app or the Microsoft Authenticator app
Launch Google Authenticator or Microsoft Authenticator, register your account name, and then paste the key you copied earlier to generate a one-time password.
* Refer to the step “2-4. Tasks for one-time password authentication” and configure the Google Authenticator app or the Microsoft Authenticator app.
9. On the one-time password setup screen on KOSMO Web
Return to KOSMO Web. In the Device name field, enter a name that identifies the smart device you are using. Then paste the six-digit one-time password generated by the Google Authenticator app or the Microsoft Authenticator app and tap [Execute].



4. アプリケーションから提供されたワンタイムパスワードを入力し、送信をクリックしてセットアップを終了します。

OTPデバイスの管理に役立つデバイス名を指定します。

ワンタイムパスワード *

デバイス名 *

☒ 全てのデバイスからサインアウトする

実行

10. On the password update screen

The password update screen appears. Enter your new password and tap [Execute].



The screenshot shows a web form titled "パスワードの更新" (Update Password). At the top, there is a yellow warning box with a triangle icon and the text "パスワードを変更する必要があります。" (You need to change your password). Below this, there are two input fields: "パスワード" (Password) and "パスワード確認用" (Password Confirmation). Both fields have a small eye icon to the right, likely for toggling visibility. Below the input fields, there is a checkbox labeled "全てのデバイスからサインアウトする" (Sign out from all devices), which is currently checked. At the bottom of the form, there is a large blue button with the text "実行" (Execute), which is highlighted with a red rectangular border.

10. On the top page

The KOSMO Web's logged-in top screen appears.



4. When you forget your user ID

If you forget your KOSMO Web user ID, follow the steps below to request a new one. Note that this procedure starts from the screen before login.

(1) Reissuing your user ID

1. On the top page
Tap [Login] in the top-right corner to display the login screen.



2. On the login screen
Tap the [Forgot your user ID?] link.

A screenshot of the login screen. The title 'ログイン' (Login) is at the top center. Below it are two input fields: 'ユーザID' (User ID) and 'パスワード' (Password). To the right of the password field is an eye icon. Below the input fields is a checkbox labeled 'ログイン状態の保存' (Save login status). To the right of the checkbox are two links: 'パスワードを忘れた方はこちら' (Click here if you forgot your password) and 'ユーザIDを忘れた方はこちら' (Click here if you forgot your user ID). The second link is highlighted with a red rectangular border. At the bottom is a large blue button with the text 'ログイン' (Login).

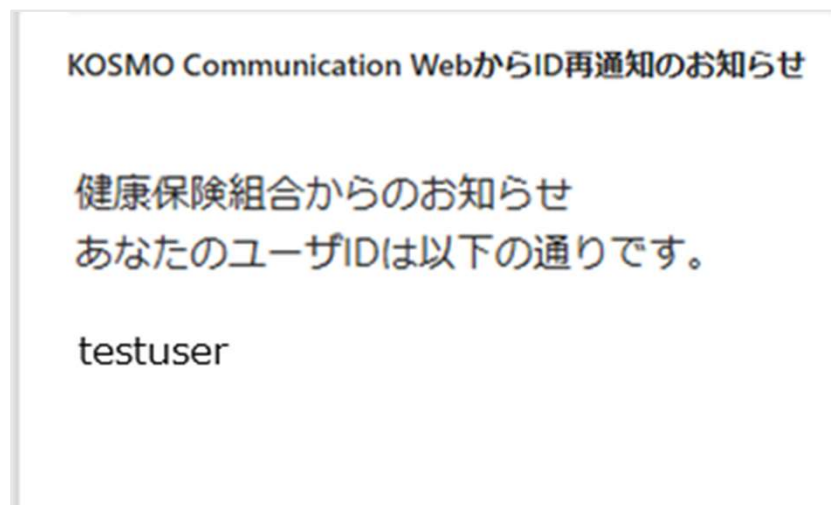
3. On the user ID notification email send screen
Enter your date of birth and email address, and tap [Execute].

The screenshot shows a web form titled 'ユーザIDを忘れた方はこちら' (For those who forgot their user ID). It contains two input fields: '生年月日 (入力例: 19710101)' (Date of birth) and 'ご登録いただいたメールアドレス' (Registered email address). Below these fields is a link '※ログインに戻る' (Return to login). A large blue button labeled '実行' (Execute) is highlighted with a red border. At the bottom, a grey box contains the instruction: '生年月日、メールアドレスを入力してください。ユーザIDをご案内いたします。' (Please enter your date of birth and email address. We will guide you to your user ID).

4. On the user ID notification screen
The KOSMO Web's logged-in top screen appears.
A message appears prompting you to check your received mail. Check the inbox of your specified email address.

The screenshot shows the KOSMO Web login interface. At the top, a green notification box states: '以下のメールアドレスにメールを送信しました。あなたのメールアドレス: kosmos@kosmos.com メールに記載されているユーザIDでログインしてください' (We have sent an email to the following email address. Your email address: kosmos@kosmos.com. Please log in with the user ID listed in the email). Below this are input fields for 'ユーザID' (User ID) and 'パスワード' (Password), with a toggle for password visibility. There is a checkbox for 'ログイン状態の保存' (Save login status) and links for 'パスワードを忘れた方はこちら' (Forgot password) and 'ユーザIDを忘れた方はこちら' (Forgot user ID). A large blue 'ログイン' (Login) button is at the bottom.

5. On the user ID notification email
Check the contents of user ID notification email you received.
* Allow to receive emails from the domain designated by your health insurance association.



5. Changing your email address

To change the email address you registered on KOSMO Web, follow the instructions below.
Note that this procedure starts from the screen after login.

(1) Changing email address

1. On the top page
After opening the top page, tap the menu icon (three horizontal lines) in the upper-left corner.



2. Displaying the profile change screen
Select and tap [Change profile] on the menu.



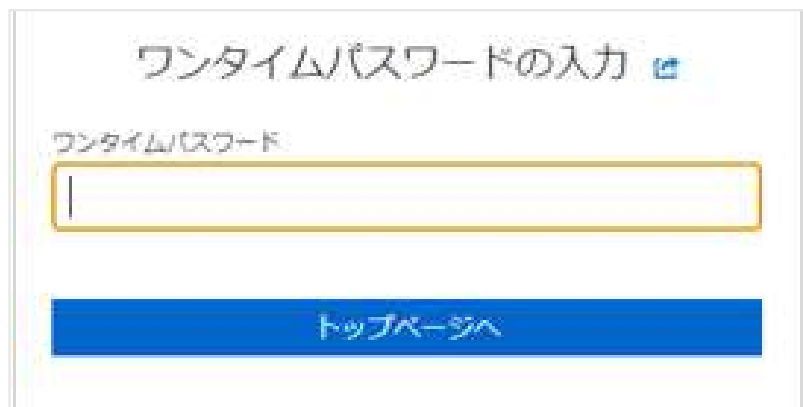
3. Changing email address
Tap [Change email].



4. On the password screen
If the message "Authentication is required again to continue" appears, enter the password you use to log into KOSMO Web.



5. On the one-time password screen
The one-time password screen appears. Enter the six-digit one-time password generated by the authentication app.



The screenshot shows a screen titled "ワンタイムパスワードの入力" (One-time Password Input). Below the title is a label "ワンタイムパスワード" and a text input field with a yellow border. At the bottom is a blue button labeled "トップページへ" (To Top Page).

6. On the email address update screen
As the previous email address is entered, delete it. Then enter new email address you want to use and tap [Execute].



The screenshot shows a screen titled "メールアドレスの更新" (Update Email Address). Above the title is a red asterisk and the text "必須フィールド" (Required Field). Below the title is a label "メールアドレス" and a text input field containing "testuser1192@example.com". Below the input field is a checkbox labeled "全てのデバイスからサインアウトする" (Sign out from all devices). At the bottom are two buttons: "実行" (Execute) and "戻る" (Back). The "実行" button is highlighted with a red box.

7. On the profile screen
Verify that the email address displayed on the profile screen is changed.



The screenshot shows a screen titled "プロフィール" (Profile) with the subtitle "プロフィールを管理する" (Manage Profile). Below the subtitle is a section header "セクション" and a list of sections: "全般" (General) and "パスワード" (Password). The "全般" section is selected. Below the section header is a label "全般" and a list of fields: "言語" (Language) with a dropdown menu showing "日本語", "ユーザID" (User ID) with a text input field containing "testuser001", "ユーザー名" (Username) with a text input field containing "テストユーザー", and "メールアドレス" (Email Address) with a text input field containing "testuser1192@example.com". The "メールアドレス" field is highlighted with a red box. To the right of the email address field is a link "Eメール変更" (Change Email) with a blue icon.

(1) Changing email address (on a PC)

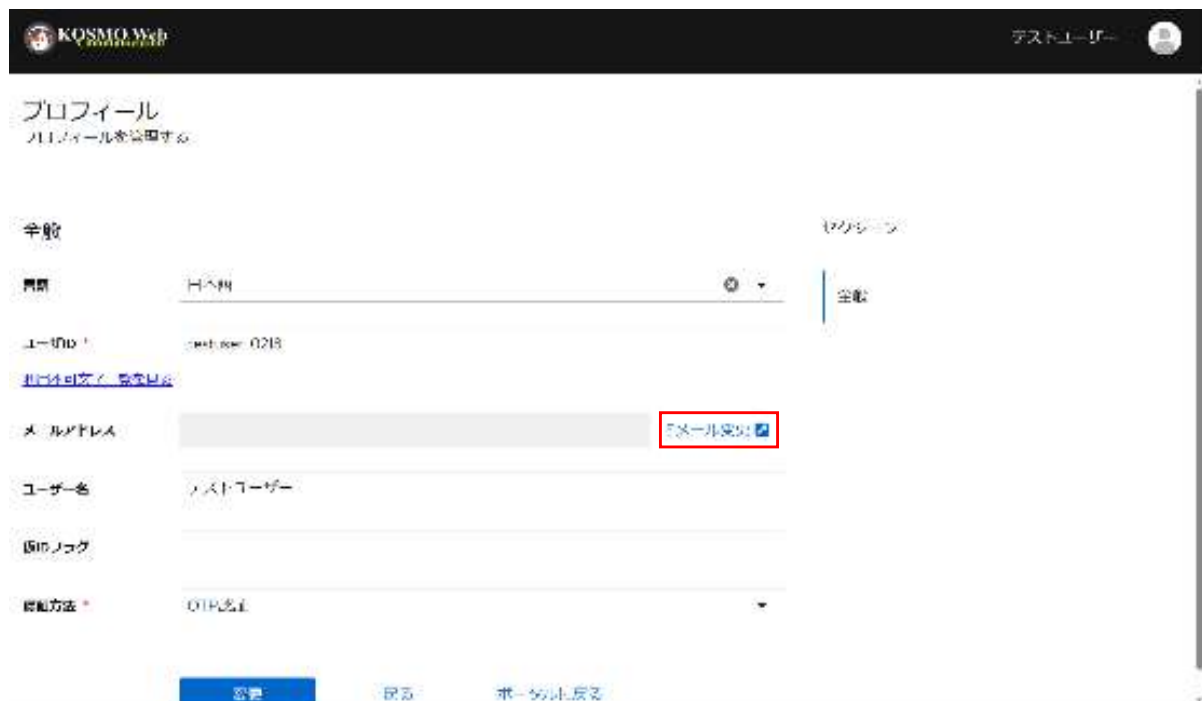
1. On the top page

After opening the top page, click [Change profile] in the top center.



2. Displaying the profile change screen

Select and click [Change email] on the menu.



3. On the password screen

If the message “Authentication is required again to continue” appears, enter the password you use to log into KOSMO Web.

A screenshot of a web application interface. At the top, the text "testuser_0218" is displayed next to a small icon. Below this, a grey box contains a blue information icon and the text "続行するには再度認証してください". Underneath, there is a label "パスワード" followed by a password input field with masked characters "*****" and a toggle icon. To the right of the input field are two links: "パスワードを忘れた方はこちら" and "ユーザIDを忘れた方はこちら". At the bottom, there is a large blue button with the text "ログイン" outlined in red.

4. On the one-time password screen

The one-time password screen appears. Enter the six-digit one-time password generated by the authentication app.

A screenshot of a web application interface. At the top, the text "ワンタイムパスワードの入力" is displayed next to a small icon. Below this, there is a label "ワンタイムパスワード" followed by a text input field. At the bottom, there is a large blue button with the text "トップページへ" outlined in red.

5. On the email address update screen
As the previous email address is entered, delete it.
Then enter new email address you want to use and click [Execute].



メールアドレスの更新

* 必須フィールド

メールアドレス

testuser_0218@example.com

☒ 全てのデバイスからサインアウトする

実行 戻る

5. On the profile screen
Verify that the email address displayed on the profile screen is changed.



プロフィール

プロフィールを編集する

全表示

名前

日本国

ユーザ名

testuser_0218

パスワード

パスワードを再入力してください

メールアドレス

testuser_0218@example.com

メールアドレスを変更

ユーザ名

testuser_0218

パスワード

パスワードを再入力してください

設定方法

OTPAuth

ログアウト

6. Registering an additional multi-factor authentication

To register another authenticator app (Google Authenticator or Microsoft Authenticator), biometric authentication, or email-based one-time password delivery in addition to settings at your first-time login to KOSMO Web, follow the instructions below.

(1) Registering an additional authenticator app

1. On the top page

After opening the top page, tap the menu icon (three horizontal lines) in the upper-left corner.



2. On the login method change screen

Tap [Change login method] on the menu.



3. On the login method change screen
Tap the dot (:) sign to the right of the authentication app under Two-Factor Authentication to display Settings. Then tap [Settings].

ログイン [ポータルに戻る](#)
ログイン方法を設定する

基本認証
パスワード
パスワードを使用したログイン

パスワード

[更新](#)

作成日 2024年10月18日 22:23

二要素認証

認証アプリ
Authenticatorを設定

[設定](#)

4. On the password screen
If the message “Authentication is required again to continue” appears, enter the password you use to log into KOSMO Web and a one-time password.

testuser001 [🔗](#)

[📘](#) 続行するには再度認証してください

パスワード [👁](#)

[パスワードを忘れた方はこちら](#)

[ログイン](#)

ワンタイムパスワードの入力 [🔗](#)

ワンタイムパスワード

[トップページへ](#)

5. On the one-time password setup screen on KOSMO Web
Tap [Can't scan image?] under the displayed QR code.

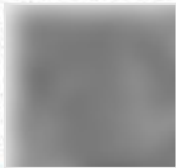
ワンタイムパスワードの設定

⚠ アカウントを有効にするにはワンタイムパスワードのセットアップが必要です。

1. 次のいずれかのアプリケーションをモバイルにインストールします。

FreeOTP
Microsoft Authenticator
Google Authenticator

2. アプリケーションを開き、バーコードをスキャンします。



スキャンできませんか？

3. アプリケーションから提供されたワンタイムパスワードを入力し、送信をクリックしてセットアップを終了します。

OTPデバイスの管理に役立つデバイス名を指定します。

6. On the one-time password setup screen on KOSMO Web
Select all the keys displayed in the section “2. Open the application and enter the key” and copy it.

ワンタイムパスワードの設定

⚠ アカウントを有効にするにはワンタイムパスワードのセットアップが必要です。

1. 次のいずれかのアプリケーションをモバイルにインストールします。

FreeOTP
Microsoft Authenticator
Google Authenticator

2. アプリケーションを開き、キーを入力します。

バーコードをスキャンしますか？

3. アプリケーションで設定できる場合は、次の設定値を使用します。

タイプ: 時間ベース
アルゴリズム: SHA1
桁数: 6
間隔: 30

7. Configure either the Google Authenticator app or the Microsoft Authenticator app on the other smart device you prepared.
- * Refer to the step “2-4. Tasks for one-time password authentication” and configure the Google Authenticator app or the Microsoft Authenticator app.
 - * If you register multiple devices, the option to select device appears upon login. To help identify your devices, register their names when setting up the one-time password.

ワンタイムパスワードの入力

ワンタイムパスワード

トップページへ

4. アプリケーションから提供されたワンタイムパスワードを入力し、送信をクリックしてセットアップを完了します。
OTPデバイスの管理に役立つデバイス名を指定します。

ワンタイムパスワード *

デバイス名 *

☒ 全てのデバイスからサインアウトする

実行

8. On the security settings screen
When you return to the security settings screen, verify that the added device name is registered.

二要素認証

認証アプリ

Authenticatorを設定

otp

削除

作成日 2024年10月18日 13:37.

f41

削除

作成日 2024年10月18日 22:31.

9. On the profile screen
Scroll down on the profile screen and tap [Return to portal] to go back to the top screen.

The screenshot shows a profile editing screen. It has three main sections: 'ユーザー名' (User Name) with a text field containing 'テストユーザー'; 'メールアドレス' (Email Address) with a text field containing 'testuser1192@example.com' and a link 'Eメール変更'; and '認証方法' (Authentication Method) with a dropdown menu showing 'OTP認証'. At the bottom, there are three buttons: '変更' (Change), '戻る' (Return), and 'ポータルに戻る' (Return to Portal), which is highlighted with a red rectangle.

10. On the one-time password input screen when logging in next time
When you log in next time, after entering your user ID and password on the login screen, the device names you registered on the one-time password screen appear. Select either smart device for your authentication. Then enter the six-digit one-time password generated by the authentication app and tap [Go to top page].

The screenshot shows a screen titled 'ワンタイムパスワードの入力'. It features a selection area with two options: 'unnamed' (selected with a blue dot) and '141' (unselected with a grey dot). Below this is a text field for the 'ワンタイムパスワード' (One-time password). At the bottom is a blue button labeled 'トップページへ' (Go to top page).

* The device name you registered in step “2-4. Tasks for one-time password authentication” appears.

4. アプリケーションから提供されたワンタイムパスワードを入力し、送信をクリックしてセットアップを終了します。

OTPデバイスの管理に役立つデバイス名を指定します。

ワンタイムパスワード *

デバイス名 *

☒ 全てのデバイスからサインアウトする

実行

(2) Adding a biometric authentication method

1. On the top page

After opening the top page, tap the menu icon (three horizontal lines) in the upper-left corner.



2. On the login method change screen
Tap [Change login method] on the menu.



3. On the login method change screen
Tap the dot (:) sign to the right of the authentication app under Two-Factor Authentication to display Settings. Then tap [Settings].



4. On the password screen

If the message “Authentication is required again to continue” appears, enter the password you use to log into KOSMO Web and a one-time password.



The left screenshot shows a login screen for 'testuser001'. It includes a message '続行するには再度認証してください' (Please re-authenticate to continue), a password field, and a 'ログイン' (Login) button highlighted with a red box. The right screenshot shows a screen for entering a one-time password, titled 'ワンタイムパスワードの入力'. It has a text field for the password and a 'トップページへ' (To top page) button.

5. Security key registration

The security key registration screen appears. Tap [Register].



The screenshot shows the '利用者認証' (User Authentication) screen. It features a key icon and the title 'セキュリティの設定' (Security Settings). A checkbox labeled '全てのデバイスからサインアウトする' (Sign out from all devices) is checked. At the bottom, there are two buttons: '次へ' (Next) and '戻る' (Back).

6. Sign-in with biometric authentication

The registration screen for biometric authentication appears. Tap [Continue].

* The images in this manual illustrate screens using Face ID on iPhone. You need to follow the biometric authentication screen shown on your device.



The screenshot shows a biometric authentication screen titled 'サインイン' (Sign In). It features a Face ID icon and the text 'Face IDを使用してサインインしますか?' (Would you like to sign in using Face ID?). Below this, it says '*testuser002' のパスワードを使用してサインインします。' (Sign in using the password for *testuser002). A '続ける' (Continue) button is highlighted with a red box.

7. Certification label registration

The security key registration screen appears. Enter a name other than those already registered in the Passkey field and tap [OK].

* After deleting letters of “Passkey,” enter a name that can identify the smart device you are registering, using letters, numbers, or kana.



8. On the security settings screen

When you return to the security settings screen, verify that the added device name is registered.



(3) Adding one-time password authentication (via an email)

1. On the top page

After opening the top page, tap the menu icon (three horizontal lines) in the upper-left corner.



2. On the login method change screen

Tap [Change profile] on the menu.



3. Changing your login method

Select [One-time password (OTP) email authentication] on your profile and click [Change].



(4) Registering an additional authenticator (on a PC)

1. On the top page

After opening the top page, click [Change login method] in the top center.



2. On the login method change screen

Click [Settings] to the right of the authentication app under Two-Factor Authentication.



3. On the password screen

If the message “Authentication is required again to continue” appears, enter the password you use to log into KOSMO Web.



The screenshot shows a web interface for a user named 'testuser_0218'. At the top, there is a message in a light blue box: '続行するには再度認証してください' (Please re-authenticate to continue). Below this is a password field labeled 'パスワード' with a masked password '*****' and an eye icon to toggle visibility. To the right of the password field are two links: 'パスワードを忘れた方はこちら' (Click here if you forgot your password) and 'ユーザーを忘れた方はこちら' (Click here if you forgot your user). At the bottom is a large blue button labeled 'ログイン' (Login).

4. On the one-time password screen

The one-time password screen appears. Enter the six-digit one-time password generated by the authentication app and click [Go to top page].



The screenshot shows a web interface titled 'ワンタイムパスワードの入力' (One-time password input). It features a single text input field labeled 'ワンタイムパスワード' for entering the six-digit code. Below the input field is a large blue button labeled 'トップページへ' (Go to top page).

5. On the one-time password setup screen on KOSMO Web
Scan the displayed QR code with your device. Then enter the displayed one-time password and device name.

* The device name you entered here is used during your authentication.

6. On the security settings screen

When you return to the security settings screen, verify that the added device name is registered.

7. On the profile screen

Scroll up on the profile screen and click [Return to portal] to go back to the top screen.

KOSMO Web

ユーザー

ログイン方法変更

ホームに戻る

基本認証

パスワード

パスワードを使用したログイン

パスワード

作成日 2025年3月17日 13:25

削除

8. On the one-time password input screen when logging in next time

When you log in next time, after entering your user ID and password on the login screen, the device names you registered on the one-time password screen appear.

Select either smart device for your authentication. Then enter the six-digit one-time password generated by the authentication app and click [Go to top page].

ワンタイムパスワードの入力

☒ iOS ☐ iOS2

ワンタイムパスワード

トップページへ

* The device name you registered in step “2-4. Tasks for one-time password authentication” appears.

二要素認証

認証アプリ

Authenticatorを認証

作成日 2025年3月17日 10:57

削除

作成日 2025年3月17日 14:11

削除

(5) Adding a biometric authentication method (on a PC)

1. On the top page

After opening the top page, click [Change login method] in the top center.



2. On the login method change screen

Click [Settings] to the right of biometric authentication under Two-Factor Authentication.



3. On the password screen

If the message “Authentication is required again to continue” appears, enter the password you use to log into KOSMO Web.



The screenshot shows a login interface for a user named 'testuser_0218'. At the top, there is a message in Japanese: '続行するには再度認証してください' (Please re-authenticate to continue). Below this is a password field labeled 'パスワード' (Password) with a masked input (dots) and an eye icon to toggle visibility. To the right of the password field, there are two links: 'パスワードを忘れた方はこちら' (Click here if you forgot your password) and 'ユーザIDを忘れた方はこちら' (Click here if you forgot your user ID). At the bottom, there is a large blue button labeled 'ログイン' (Login).

4. On the one-time password screen

The one-time password screen appears. Enter the six-digit one-time password generated by the authentication app and click [Go to top page].

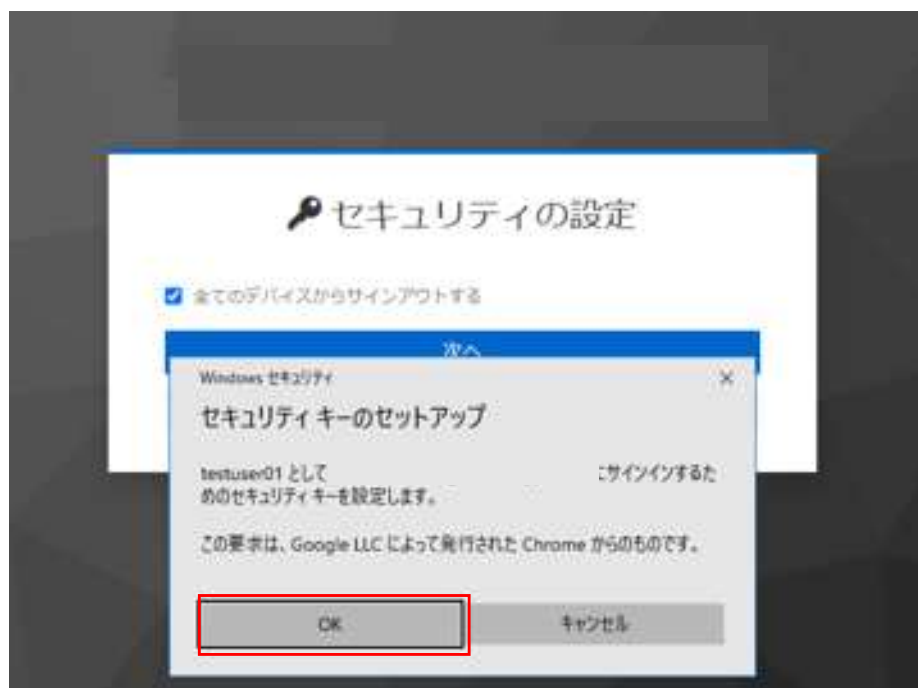


The screenshot shows a screen for entering a one-time password. The title is 'ワンタイムパスワードの入力' (One-time password input). Below the title is a text input field labeled 'ワンタイムパスワード' (One-time password). At the bottom, there is a large blue button labeled 'トップページへ' (Go to top page).

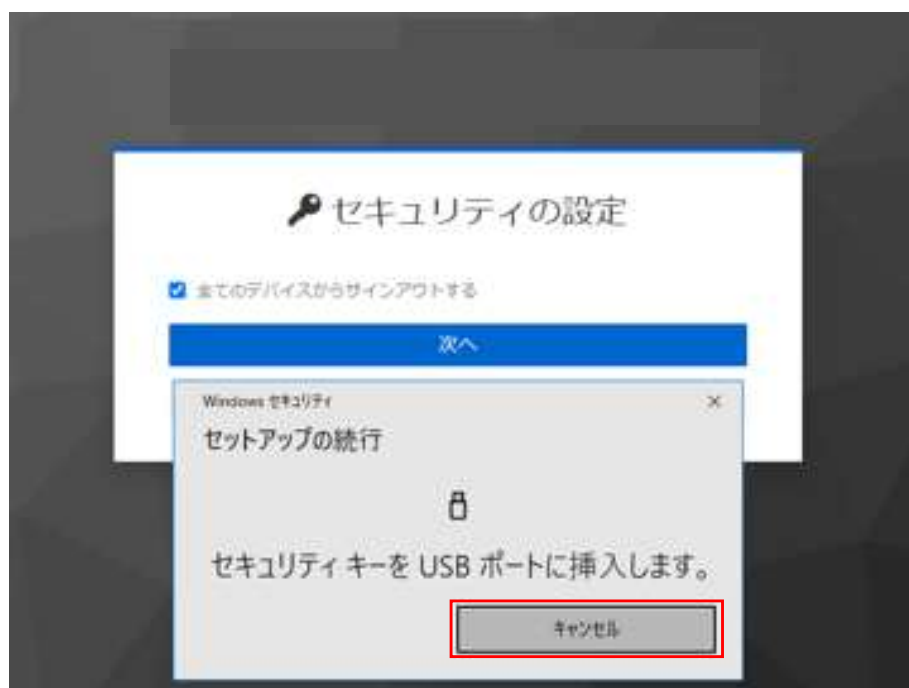
5. On the biometric authentication window
The biometric authentication setup window appears. Tap [Next].



6. Click [OK].



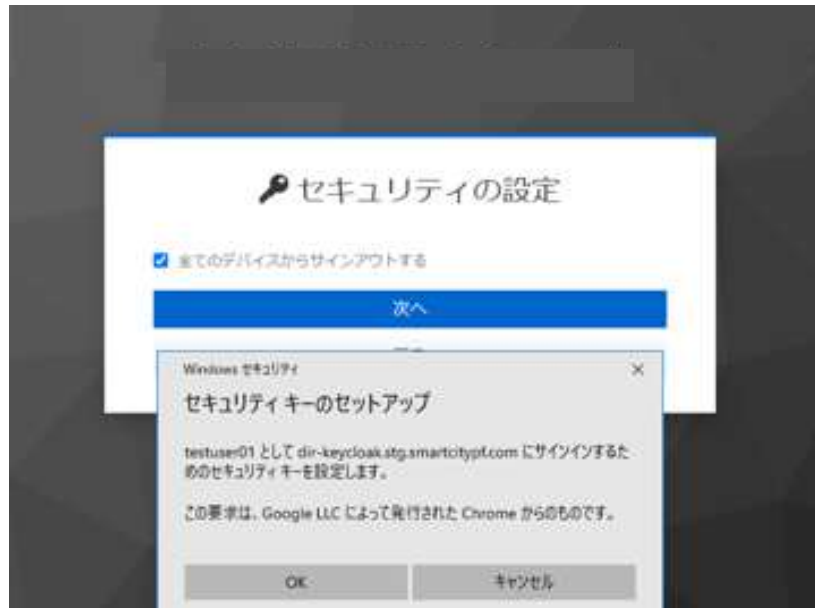
7. Click [Cancel].



8. Select where to save the passkey.



- Click [Windows Hello or external security key].
The same pop-up window as in step 6 appears. (Selecting [Cancel] returns you to the screen in step 7.)



When you press [Cancel], the following screen appears.
Press [Try again] to return to the screen in step 8.



- Click [Use smartphone or tablet].
You can configure biometric authentication using a device.
Scan the displayed QR code with a biometric authentication-capable smart device to set up biometric authentication.



(6) Adding one-time password authentication (via an email) (on a PC)

1. On the top page

After opening the top page, click [Change profile] in the top center.



2. Changing your login method

Select [One-time password (OTP) email authentication] on your profile and click [Change].

The screenshot shows the 'プロフィール' (Profile) page. The page title is 'プロフィール' with a subtitle 'プロフィールを管理する'. There are two tabs: '全般' (General) and 'セキュリティ' (Security). The '全般' tab is active. The form contains the following fields: 性別 (Gender) with a dropdown menu, ユーザーID (User ID) with the value 'testuser_0218', a link 'パスワードを忘れたら? 変更する', メールアドレス (Email address) with a text input field and a checkbox for 'Eメール受信' (Receive email), ユーザー名 (Username) with the value 'testユーザー', and 仮のパスワード (Temporary password) with a text input field. Under the '認証方法' (Authentication method) section, there is a dropdown menu with the following options: 生体認証 (Biometric authentication), ワンタイムパスワード (OTP) アプリ認証 (One-time password (OTP) app authentication), and ワンタイムパスワード (OTP) メール認証 (One-time password (OTP) email authentication - highlighted with a red box). At the bottom, there are buttons for '変更' (Change), '戻る' (Back), and 'パスワードを忘れたら? 変更する' (Forgot password? Change).

7. Removing multi-factor authentication

When you no longer use the smart device with the authenticator app (Google Authenticator or Microsoft Authenticator) installed for KOSMO Web, follow the instructions below.

Be careful not to accidentally delete the device you are currently using when making changes.

* You cannot delete one-time password authentication (email).

(1) Deleting the authenticator app or biometric authentication

1. On the top page

After opening the top page, tap the menu icon (three horizontal lines) in the upper-left corner.

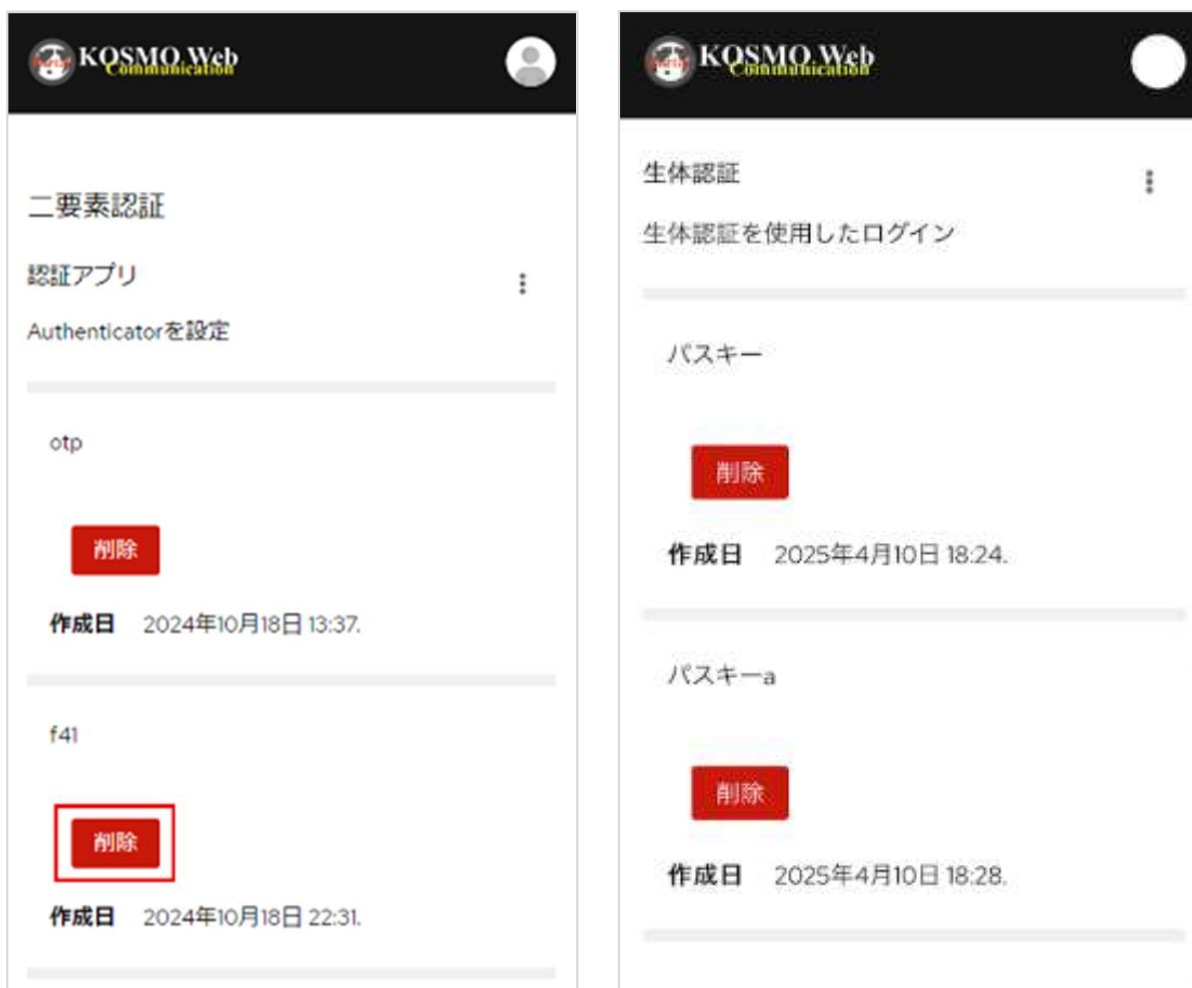


2. On the login method change screen

Tap [Change login method] on the menu.



3. On the login method change screen
Go to the authentication app or biometric authentication on the menu, tap the [Delete] button displayed under the device name you want to remove.



4. On the password screen
If the message “Authentication is required again to continue” appears, enter the password you use to log in to KOSMO Web and then tap [Login].



5. On the one-time password screen
The one-time password screen appears. Select either app for smart device authentication, enter the six-digit one-time password generated by the authentication app, and tap [Go to top page].



6. On the smart device removal confirmation screen
Verify the name of smart device to delete and tap [Delete].
* If you do not delete it, tap [Back].



7. On the login method change screen
Verify that your selected device name is not shown under Two-Factor Authentication.



8. On the login method change screen
Tap [Return to portal] in the upper-right corner to go back to the top screen.



(2) Deleting the authenticator app or biometric authentication (on a PC)

1. On the top page
After opening the top page, click [Change login method] in the top center.



2. Removal of two-factor authentication

Go to the authentication app or biometric authentication on the menu, click the [Delete] button to the right of device name you want to remove.



3. On the password screen

If the message “Authentication is required again to continue” appears, enter the password you use to log in to KOSMO Web and then click [Login].



5. On the one-time password screen
The one-time password screen appears. Select either app for smart device authentication, enter the six-digit one-time password generated by the authentication app, and click [Go to top page].



6. On the smart device removal confirmation screen
Verify the name of smart device to delete and click [Delete].
* If you do not delete it, click [Back].



7. On the login method change screen
Verify that your selected device name is not shown under Two-Factor Authentication.



8. On the login method change screen
Click [Return to portal] in the upper-right corner to go back to the top screen.



8. When the Terms of Use are updated

If the Terms of Use on the KOSMO Web are updated, the updated ones are displayed after the authentication.

The following procedure uses biometric authentication as an example, but the same applies to authentication using one-time passwords as the Terms of Use appear before logging into the portal.

(1) Terms of Use update

1. On the top page

Tap [Login] in the top-right corner to display the login screen.



2. On the login screen

Enter your user ID and password and tap [Login].

A screenshot of the login screen. The screen is white with a light gray border. At the top center, there is a title 'ログイン' (Login). Below the title, there are two input fields: 'ユーザID' (User ID) and 'パスワード' (Password). The 'ユーザID' field has a yellow border and contains a single vertical line. The 'パスワード' field has a white border and a small eye icon to its right. Below the password field, there is a checkbox labeled 'ログイン状態の保存' (Save login status) and a link 'パスワードを忘れた方はこちら' (Click here if you forgot your password). At the bottom, there is a large blue button with the text 'ログイン' (Login) in white, which is highlighted with a red rectangular border. Below this button, there is a link 'ポータルに戻る' (Return to portal).

3. On the biometric authentication screen
The biometric authentication setup window appears. Tap [Next].



4. Sign-in with biometric authentication
The registration screen for biometric authentication appears. Tap [Continue].



5. Confirmation of the Terms of Use
After reviewing the Terms of Use, tap [Agree].



6. On the logged-in top screen
Verify that the service menu is displayed after logging in.



1. Notice of Eligibility Information

* If your health insurance association does not make a contract, this feature is not available.

(?) What is the Notice of Eligibility Information?

You can output the Notice of Eligibility Information containing your health insurance eligibility details as a PDF.

* This feature is available only to insured persons. If the Notice of Eligibility Information for dependents is necessary, the insured person can output it.

対象者	生年月日選択	PDF出力
テスト クロウ	年/月/日 日 月 年 出力	資格情報のお知らせ(PDF)のダウンロードには、生年月日を入力し選択していただく必要があります。
テスト ハナコ	年/月/日 日 月 年 出力	資格情報のお知らせ(PDF)のダウンロードには、生年月日を入力し選択していただく必要があります。
テスト シロウ	年/月/日 日 月 年 出力	資格情報のお知らせ(PDF)のダウンロードには、生年月日を入力し選択していただく必要があります。
テスト ハナエ	年/月/日 日 月 年 出力	資格情報のお知らせ(PDF)のダウンロードには、生年月日を入力し選択していただく必要があります。

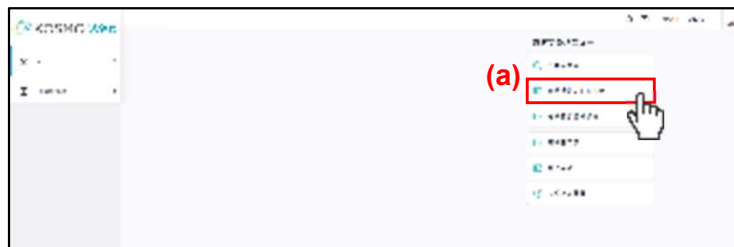
※リーパー登録時、資格情報のお知らせ(PDF)の作成に成功メッセージが表示されます。
 以降でPDFダウンロードボタンをクリックしないため、メッセージが表示されず、メッセージの表示(リロード)をお願いします。
 画面の「資格情報のお知らせ」ダウンロードの準備が完了した」というメッセージが表示され、ボタンをクリックすると「資格情報のお知らせ(PDF)」のダウンロードが完了します。

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(1) Downloading the Notice of Eligibility Information in PDF

(1)-1 Going to the Notice of Eligibility Information screen from the TOP screen

1. Click [Notice of Eligibility Information] (a) on the right menu.



2. The Notice of Eligibility Information screen appears.



(1)-2 Downloading the Notice of Eligibility Information for a subject person

1. In the birth date verification field, enter the birth date of the person for which you want to download information and click [Submit] (b).

資格情報のお知らせ

本画面は、資格情報の入力を行うための画面です。
 「出生日」を入力して検索すると、該当の出生日がある場合は「出生日確認」が表示されます。
 「出生日確認」をクリックすると、出生日確認の結果が表示されます。出生日確認の結果は、出生日確認の結果が表示されます。

項目名	入力項目	備考
出生日	出生日	出生日確認の結果は、出生日確認の結果が表示されます。
出生日	出生日	出生日確認の結果は、出生日確認の結果が表示されます。

2. Once the birth date is verified, PDF will be generated. The message “Verified” (c) appears on the screen.

* To reduce the server load, generating the PDF may take some time.

資格情報のお知らせ

本画面は、資格情報の入力を行うための画面です。
 「出生日」を入力して検索すると、該当の出生日がある場合は「出生日確認」が表示されます。
 「出生日確認」をクリックすると、出生日確認の結果が表示されます。出生日確認の結果は、出生日確認の結果が表示されます。

項目名	入力項目	備考
出生日	出生日	出生日確認の結果は、出生日確認の結果が表示されます。
出生日	出生日	出生日確認の結果は、出生日確認の結果が表示されます。

3. After about two minutes, refresh (reload) your browser.
4. Click [Notice of Eligibility Information is ready for download] (d) to download the Notice of Eligibility Information in PDF.

資格情報のお知らせ

本画面は、資格情報の入力を行うための画面です。
 「出生日」を入力して検索すると、該当の出生日がある場合は「出生日確認」が表示されます。
 「出生日確認」をクリックすると、出生日確認の結果が表示されます。出生日確認の結果は、出生日確認の結果が表示されます。

項目名	入力項目	備考
出生日	出生日	出生日確認の結果は、出生日確認の結果が表示されます。
出生日	出生日	出生日確認の結果は、出生日確認の結果が表示されます。

資格情報のお知らせ

本画面は、資格情報の入力を行うための画面です。
 「出生日」を入力して検索すると、該当の出生日がある場合は「出生日確認」が表示されます。
 「出生日確認」をクリックすると、出生日確認の結果が表示されます。出生日確認の結果は、出生日確認の結果が表示されます。

出生日確認の結果は、出生日確認の結果が表示されます。

出生日確認の結果は、出生日確認の結果が表示されます。

2. Certificate of Health Insurance Eligibility

* If your health insurance association does not make a contract, this feature is not available.

(?) What is an issuance function for the Certificate of Health Insurance Eligibility?

This feature can be used to issue the Certificate of Health Insurance Eligibility for those who cannot verify their qualification online using an Individual Number Card.

資格確認書交付

注意事項

資格確認書は、マイナンバーカードによりオンライン資格確認を受けることができない状況にある方に交付します。
交付対象者の方は、「資格確認書表示」ボタンからご確認ください。
※スクリーンショット等の静止画像での利用はできません。

以下の状況においては、資格確認書は表示されませんので、ご注意ください。

- ・交付日が到来していない場合
- ・有効期限が過ぎている場合
- ・その他（健康保険側で利用停止の手続きが行われた場合など）

対象者情報

対象者	健保 太郎
続柄	本人
生年月日	1980-01-08

資格確認書表示

令和7年7月4日 06時37分33秒
(表紙)

健康保険資格確認書

本人（被保険者） 令和7年7月4日 交付

記号	1234	番号	1234567 (検査)00
氏名	755 905 健保 太郎		
性別	男		
生年月日	令和55年1月8日		
資格取得年月日	平成30年1月5日		
有効期限	令和12年1月31日		
保険番号	9 9 9 9	9 9 9 9	
保険者名称			

裏面

* The Certificate of Health Insurance Eligibility is intended to be presented at medical institutions and similar facilities. Therefore, this manual uses smartphone screens assuming the use on smartphones (This function is also available on a PC).

(1) Displaying the Certificate of Health Insurance Eligibility

(1)-1 Going to the issuance screen for the Certificate of Health Insurance Eligibility from the TOP screen

1. Tap the menu icon [≡] (a) in the upper-left corner.



2. Tap [Issue my Certificate of Health Insurance Eligibility] (b) on the screen.



* Menus on the screen may differ depending on your association.

3. The issuance screen for the Certificate of Health Insurance Eligibility appears.

資格確認画面

※ 注意事項
資格確認画面は、マイナンバーカードによりオンライン資格確認を受けることができない状況にのみ対応いたします。
受付け無効の場合は、「資格確認無効表示」ボタンからご確認ください。
※スクリーンショット等の静止画での内容は表示できません。

以下の状況においては、資格確認は表示されませんので、ご注意ください。
・資料日が到来していない場合
・有効期限が満了している場合
・その他（資格確認が利用停止の申請がなされた場合など）

※ 対象者情報

所属先	健康 大田
所属	本人
生年月日	1983-01-08

[資格確認画面へ](#)

(1)-2 Displaying the Certificate of Health Insurance Eligibility

1. Tap the [Display the Certificate of Health Insurance Eligibility] (c) button in the section for a person whom you need to view the certificate.

資格確認書交付

注意事項
資格確認書は、マイナンバーカードによりオンライン資格確認を受けることができない状況にある方に交付します。
交付対象者の方は、「資格確認書表示」ボタンからご確認ください。
※スクリーンショット等の静止画像での利用はできません。

以下の状況においては、資格確認書は表示されませんので、ご注意ください。
・交付日が到来していない場合
・有効期限が満了している場合
・その他（健康保険制度で利用停止の手続きが行われた場合など）

対象者情報

対象者	健保 太郎
続柄	本人
生年月日	1980-01-08

(c) **資格確認書表示**

2. The Certificate of Health Insurance Eligibility is displayed. Use it when presenting at medical institutions or similar facilities.

* If the issuance date has not yet arrived, the validity period has expired, or other suspension procedures have been performed, you cannot display the Certificate of Health Insurance Eligibility.

令和7年7月4日 06時37分33秒

(表紙)

健康保険資格確認書

本人 (健康保険者)

令和7年7月4日 交付

記号	1234	番号	1234567 (標準) 00
氏名	太郎 太郎		
性別	男		
生年月日	昭和55年1月8日		
資格取得年月日	平成30年1月5日		
有効期限	令和12年1月31日		
保険者番号	9 9 9 9 9 9 9 9		
保険者名称	印		

裏面

(2) What you can do with the Certificate of Health Insurance Eligibility issuance function.

(2)-1 Changing your address

1. Display the Certificate of Health Insurance Eligibility for the person whose address needs to be revised and tap [Back side] (a) at the bottom.

The screenshot shows the back side of a Certificate of Health Insurance Eligibility. At the bottom, there is a red box labeled (a) containing the button "裏面" (Back side). A hand icon is shown tapping this button.

2. Tap [Change address] (b) at the bottom of the displayed back side.

The screenshot shows the back side of the Certificate of Health Insurance Eligibility. At the bottom, there is a red box labeled (b) containing the button "住所変更" (Change address). A hand icon is shown tapping this button.

3. The address input screen appears. Enter the new address and tap [Next] (c).

The screenshot shows the address input screen. At the bottom, there is a red box labeled (c) containing the button "次へ" (Next). A hand icon is shown tapping this button.

4. Review your input and tap [Confirm] (d).

資格確認書交付

Review your input

Eligible person	道保 太郎
住所	自署住所
臓器提供	2.私は、 <u>心臓が停止した死後</u> に限り、移植のために臓器を提供します。
提供したくない臓器	心臓・肝臓・脾臓・胆臓

(d) 確定

(2)-2 Changing the details of organ donation intentions

1. Display the Certificate of Health Insurance Eligibility for the person whose details of organ donation intentions need to be revised and tap [Back side] (e) at the bottom.

令和7年3月4日 C6627分2331

(表裏)

健康保険費納付書					
個人 (国民健康)					
令和7年度2月4日 提出					
記	号	324	番	号	* 72471 2月4日提出
氏 名		1997 02 健保 太郎			
性 別		男			
生 年 月 日		昭和26年1月8日			
貴 納 費 確 定 年 月 日		平成29年1月12日			
納 付 期 限		令和7年3月1日			
保 険 者 番 号		9	9	9	9
保 険 者 氏 名		印			

(e) 納付

2. Tap [Change details of organ donation intentions] (f) at the bottom of the displayed back side.

[illegible]

3. The selection screen for organ donation intentions appears. Change selections and tap [Next] (g).

資格確認書交付

Change the details of organ donation intentions

こちらに入力された内容は関係機関の審査に送られます。

※臓器提供の意思を撤回することや変更する場合は、通知をしてください。また、関係機関の意思を撤回する場合は、関係機関の審査に送られます。

☐ 私は、臓器提供の意思を撤回した状態にいます。
関係機関の審査に送られます。

☐ 私は、心臓を停止した状態にいます。心臓のため臓器を提供します。

☐ 私は、臓器を提供しません。

1又は2を複数の方で、選択したくない臓器があればチェックを付けてください。

☒ 心臓

☐ 肺

☒ 肝臓

☐ 腎臓

☒ 脾臓

☐ 小腸

☒ 膵臓

(g) **次へ**

4. Review your input and tap [Confirm] (h).

資格確認書交付

Review your input

Eligible person	健太 太郎
住所	東京都
臓器提供	2.私は、心臓を停止した状態にいます。心臓のため臓器を提供します。
提供したくない臓器	心臓・肝臓・脾臓・膵臓

(h) **確定**

3. Notifications and MY Mail

(?) What is Notifications and MY Mail?

Notifications:

You will receive various information including announcements and the latest news from your health insurance association as well as the service update and maintenance notice.

MY Mail:

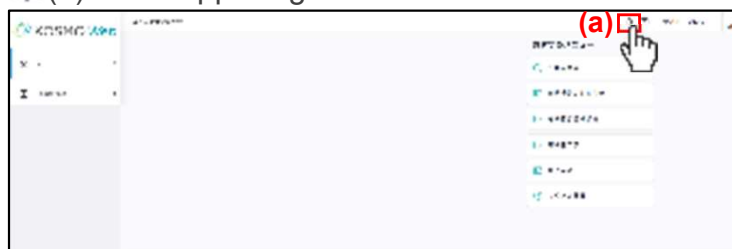
You will receive notifications and important announcements sent to you from your health insurance association. If you receive a mail with Reply required label, make sure to review the contents and reply to it.



(1) Checking items in Notifications

(1)-1 Going to the Notifications screen from the TOP screen

1. Click the bell icon (a) in the upper-right corner.

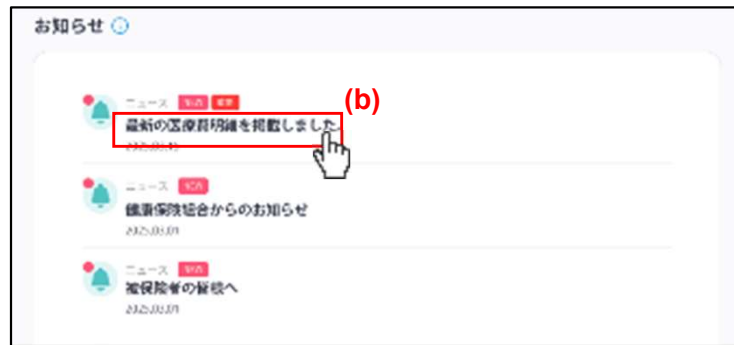


2. The list of Notifications appears.



(1)-2 Checking items in Notifications

1. Click the title of the notification (b) to review the content.



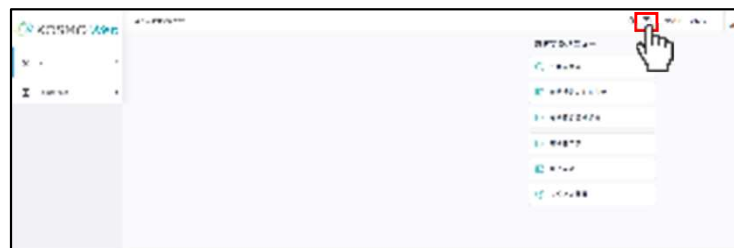
2. The details of the notification appears.



(2) Checking MY Mail

(2)-1 Going to the MY Mail screen from the TOP screen

1. Click the mail icon (a) in the upper-right corner.

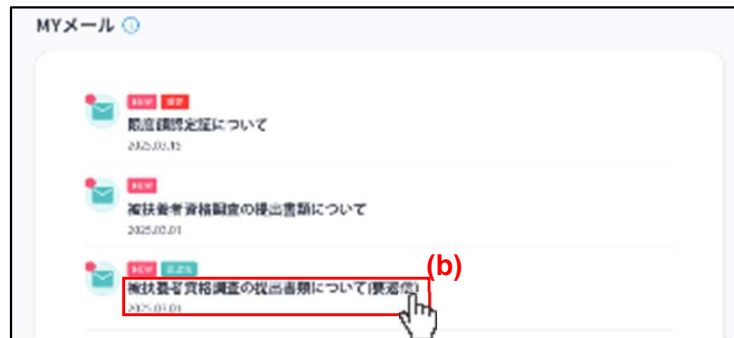


2. The list of MY Mail appears.



(2)-2 Checking MY Mail

1. Click the title of MY Mail (b) to review the content.



2. The details of MY Mail appears.
3. If you receive a mail with Reply required label, enter your reply and click [Send] (c).



4. Personal settings

(?) What is profile settings?

You can set up your profile to be displayed when attending walking events or posting health diaries.



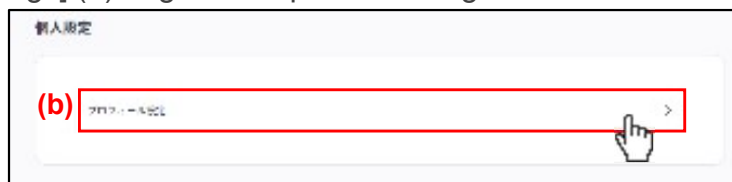
(1) Setting up your profile

(1)-1 Going to the profile settings screen

1. Click the menu icon  in the upper-right corner.
2. The menu appears.
3. Click [Personal settings] (a) to go to the personal settings screen.



4. Click [Profile settings] (b) to go to the profile settings screen.

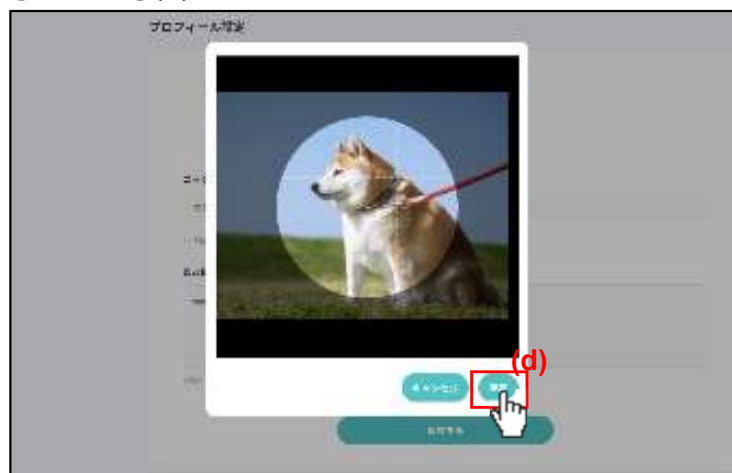


(1)-2 Setting up your profile

1. Click the camera icon (c).



2. Select an image to set as your profile picture from images stored on your device, adjust its position, and click [Confirm] (d).



3. Enter your nickname and self-introduction and click [Save] (e).

* Do not include any images and texts that could infringe third-party copyrights and other intellectual property rights, property, or privacy in your profile pictures, nicknames, or self-introductions.

Additionally, do not use any contents that may defame or slander third parties, violate laws, regulations, or rules, and is contrary to public order and morals.



5. Notification settings

(?) What are email notification settings?

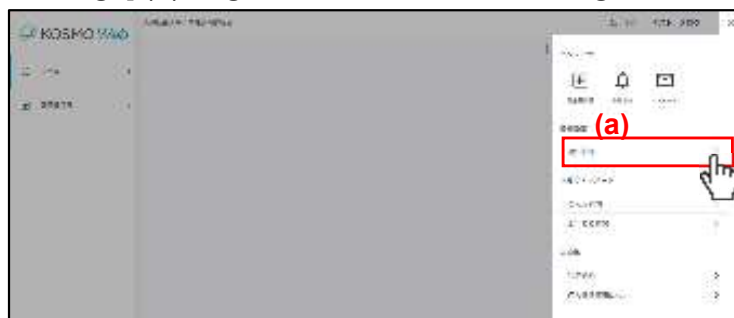
This feature allows you to configure settings for receiving or declining emails, such as announcements from your health insurance association and MY Mail delivery notice.



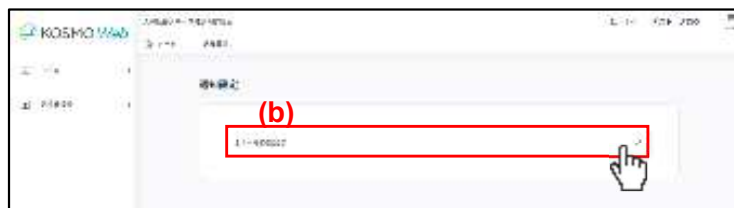
(1) Setting up email notifications

(1)-1 Going to the email notification settings screen

1. Click the menu icon  in the upper-right corner.
2. The menu appears.
3. Click [Notification settings] (a) to go to the notification settings screen.



4. Click [Email notification settings] (b) to go to the email notification settings screen.



5 Frequently Asked Questions (FAQ)

1. Login FAQ

This section provides frequently asked questions about using KOSMO Web.

Q1 I don't know my user ID.

A1 You need to contact your health insurance association.

Q2 I want to create a user ID.

A2 You need to contact your health insurance association.

Q3 I cannot receive emails.

A3 Check the followings:

- If emails were delivered to your spam folder
- Your domain whitelist
- Whether your email display format is set to a threaded view, grouping a series of related emails under the most recent message
- If your email address is correctly registered
- If you forget your KOSMO Web password and cannot log in, refer to step 3-3 "When you forget your password" and change it. If you do not know your user ID, contact your health insurance association.

Q4 I forgot my password.

A4 You need to refer to step 3-3 "When you forgot your password" and change it.

Q5 My password has been locked.

A5 You need to contact your health insurance association.

Q6 My account has been locked.

A6 You need to contact your health insurance association.

Q7 I need to know the KOSMO Web password policy.

A7 Refer to the description below for the configurable password policy on KOSMO Web. Note that your password is not allowed to use the strings same as your user ID.

* Register your password in accordance with the instructions provided by your health insurance association regarding the maximum number of characters and available characters.

Minimum number of characters	8
Maximum number of characters	64
Available characters	Half-width alphanumeric characters !"#\$%&'()*=~/`{+*}<>?_~^¥@[:;],./

Q8 I cannot log in with the message "Invalid user ID or password."

A8 The user ID or password you entered may be incorrect. Double-check your input.

Q9 I cannot log in even after entering the six-digit one-time password.

A9 Try the following actions:

- Re-enter the latest one-time password.
As a valid one-time password is constantly updated at regular intervals, you cannot use old one-time passwords. You also may be unable to complete your password input within the time limit, and a valid password could be switched. In this case, try copying and pasting the password immediately after it switches.
- Restart the authentication app.
Your installed Google Authenticator or Microsoft Authenticator may not operate correctly. Close the app and restart it.
- Enable the automatic time correction feature.
When using Google Authenticator or Microsoft Authenticator, the clock on your smart device must be set correctly.
Check whether the automatic time correction feature is enabled on your smart device.
- If you have set up one-time password authentication on multiple devices, verify which smart device you select during the authentication process.

Q10 I cannot log in with the message “One-time password is incorrect.”

A10 Check the followings:

- If the input is incorrect
The one-time password you entered may be incorrect.
Double-check a valid one-time password and re-enter the correct password.
- If the expiration date has passed
One-time passwords become invalid when 30 seconds or more have passed from their issuance. Try copying and pasting the password immediately after it switches.

Q11 Can I configure two smart devices for multi-factor authentication? One of them is a company-provided device and the other device is for personal use.

A11 You can configure authenticator apps on two smart devices for work and private respectively and use them for authentication. When registering the second smart device, refer to step 3-6 “Registering an additional authenticator app” for setup instructions.

Q12 Can I remove multi-factor authentication from a smart device no longer used?

A12 Refer to step 3-7 “Removing multi-factor authentication” and delete it. Be careful not to accidentally delete the smart device you are currently using.

Q13 The user name displayed on the profile change screen is different.

A13 To modify your user name, contact your health insurance association and complete the necessary procedures.

Q14 I switched to a new smart device or lost the smart device which had multi-factor authentication set up.

A14 If you know your user ID, refer to step 3-3 “When you forgot your password” and reset it.

Q15 Is KOSMO Web accessible on PCs as well as smart devices?

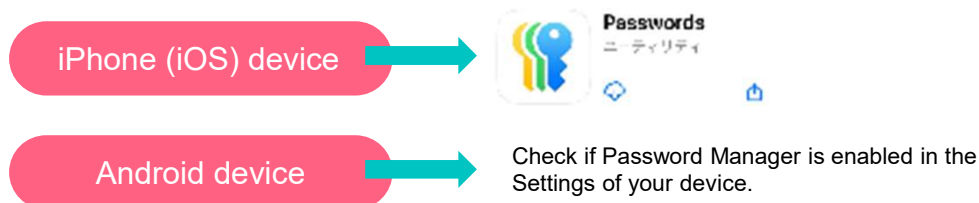
A15 Yes. You can use it on your PC. However, if you use multi-factor authentication, you must register the authentication app on your smart device.

Q16 What should I do if I cannot log in with the error message “Security key registration is invalid” when using biometric authentication?

A16 Your device may not have a password management app installed, may not be registered, or may be configured to be unable for use.

(1) If you are using a company-provided device, verify whether a password management app is available on that device.

(2) Check if your device has a password management app installed.



* If your device does not include Password Manager in Settings, contact your device manufacturer.

(3) Check if the password app is configured.

Q17 What can I do if my smartphone cannot scan a QR code?

A17 Scan it using the standard QR code reader on your device.
If the issue persists, your device may not fully support FIDO authentication.
Contact the device manufacturer.

* FIDO stands for Fast Identity Online and is an authentication technology that replaces traditional password-based method.

2. How to access the Usage Guide and the FAQ page for service functions

(?) What is the Usage Guide and FAQ?

Usage Guide:

You can find brief descriptions of key features and check the recommended OS and browser.

FAQ (Frequently Asked Questions):

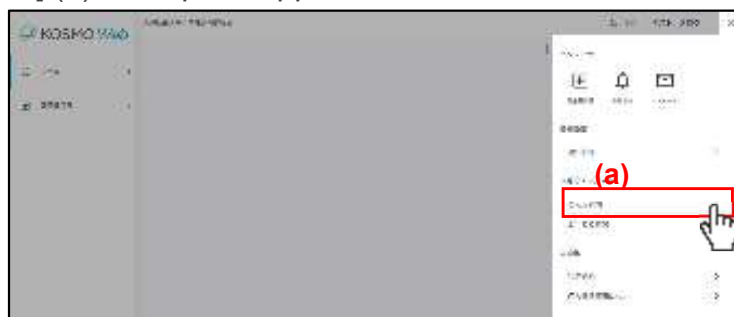
You can review questions and answers about features and settings.



(1) Accessing the Usage Guide

(1)-1 Going to the usage guide screen from the TOP screen

1. Click the menu icon  in the upper-right corner.
2. The menu appears.
3. Click [Usage Guide] (a) in Help & Support.



4. The Usage Guide screen appears. You can find the introduction to key features as well as the description on recommended OS and browser.



(2) Accessing the FAQ page

(2)-1 Going to the FAQ page from the TOP screen

1. Click the menu icon  in the upper-right corner.
2. The menu appears.
3. Click [FAQ] (a) in Help & Support.



4. The Usage Guide screen appears.



(2)-2 Checking the FAQs

1. Click the item to check (c).



2. Click the question to check (d).



3. The answer is displayed.





Revision History

Edition	Created on	Revision details
1.0	September 30, 2025	