April 2025

About NEXUS App ~ Inbound Medical Assistance Service ~



How to use NEXUS App

1. Downloading the application "NEXUS"

Use the QR code to download the app from the App Store or Google Play

2. Log into the app and register the required information

After downloading the app (**Step 1**), edit and register personal information and other items required for the service application and information related to your travel to Japan.

* If the person paying is a member, you will not be able to use some app functions until the payment in **Step 4** is completed.

3. Application completion e-mail

You will receive an e-mail confirming that your application has been completed.

4. Payment notification e-mail (if the person paying is a member)

Members make payments via e-mail or the "Pay" button in the app.

5. Payment confirmation e-mail (if the person paying is a member)

At this point, the member will be able to use all the features of the app.



Download NEXUS Download NEXUS from the App Store or Google Play

QR codes for app download









Note: If you search and download from the apps list, please do not download an older version of the app







About NEXUS app: Top page



Tap the icons at bottom of screen depending on what you need

- • This screen is always displayed when app starts
- • Not used
- • Search/call helpline numbers
- • Notifications from EAJ or your school
- • Display user information



act the OSSMA office

OSSMA Office

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Please do not reply to this email.
Instead, please contact the following in
quiries.

Forergency Assistance Japan Co... Ltd

Member registration and application procedure

① New member registration

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Login		password				
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Forgot passv	vord?					Send

1. New member registration

Download app, click "Create an account" then proceed to register.

2. Enter e-mail address and

password

You will be redirected to the e-mail address and password input screen. Type a password (at least 8 characters including upper- and lower-case letters and numbers), open and confirm "Terms of Use" and "Privacy Policy" links, then tap the send button.

Note: You can only proceed after confirming the "Terms of use" and "Privacy Policy."

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	(Example nu	umbers only)	OSSMA app.

How to register a new member via the app

3. Enter the verification code

After tapping "Send" you will be redirected to the code input screen.

The e-mail address will receive a message with the details shown above right.

Copy and enter the verification code.

Note: The code does not fill automatically, so please be sure to check you e-mail then enter the code.



1) New member registration



4. Enter school/organization password

You will be redirected to the school/organization password input screen. After you enter your school/organization password, the screen will indicate "0 0 (university or school name)" "Is this correct?" If correct, tap "Yes."

ID:175 Password : 0010

13:24l 🗢 🗖	• 10:17I 🗢 🖿
New Member Registration	Confirm registration content
Affiliation	Affiliation
OSSMA大学	OSSMA大学
User Name*	
Last Name First Name	User Name
	201 16
Middle Name (Optional)	Name (as shown in passport)
Name (as shown in passport)*	Test Hana
	Date Of Birth
Last Name	1998/12/01
Middle Name(Optional)	Gender
Date Of Birth	Female
· · · · · · · · · · · · · · · · · · ·	Phone Number(Japan)
Gender*	
O Male O Female	
Phone Number(Japan)*	Fix
Phone Number	
Check Registration Content	Register

5. Enter user information

You will be redirected to the user information input screen. E-mail address cannot be changed. If you want to use a different address, please restart registration.

After you enter details, a confirmation screen will be displayed. When you see "Are you sure you want to register?" tap "Yes" to complete registration. If you close the app during registration, you will need to start again by entering your school/organization password.

How to register a new member via the app

< Confirm registrat	ion content	< co	
Affiliation		Affiliation	
OSSMA大學		OSSMA大学	
User Name		User Name	
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Name (as shown in passport)		Name (as s	hown in passport)
Test Hans Are you sure you register	u want to ?	Test H Date	Registration completed Please proceed to the application registration
No	Yes	Gende	My Page is here
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Fix			

6. Registration completion

After registration is complete, you will be prompted to proceed to the application or return to the top screen.



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						Membershi Destination	p Fee Billing name*	
<u> </u>	S	(j (2)		6 0	0		Confirm your applic	ation

1. Application registration

Tap "Service application" on top screen of the app. When redirected Tap "+" at the bottom right of the service application list.

Note: If the "+" button is gray, you cannot make an application because payment has not been completed for another application, etc.

2. Enter application details Select the service you are applying

for and who is paying the membership fee, etc.

to do a service application via the app al 🕆 🗉



3. Confirm registration details

Confirmation screen for details entered in Step 2 will display. Check to ensure details are correct. Fees will be calculated automatically based on duration of travel. Note: Amount will include a processing fee.



2 Service application



4. Registration completion

After confirming the details in Step 3, tap "Apply." The details will be displayed. Tap "Yes."

After the application is completed, you can either return to the top screen or proceed to pay.

How to do a service application via the app



Registration completion e-mail

When your registration is complete, you will receive an e-mail like the one above.

Note: When your registration is complete, a notification like the above email will also be sent to the account of your school/organization.





Make a payment from the app

Tap "Payment" to display the payment list screen.

If more than one option is shown, tap your selection from the list.

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お支払い方法を	∈選択してください ▼			

Payment by credit card is recommended.

If payment is done via a convenience store there could be delays in completing payment. This could occur for example if the payment deadline has passed or if the required customer number is not known at the time of payment.

Pay from Payment screen

After selecting the appropriate payment option, you will be redirected to the Payment screen. Select credit card or convenience store to complete the payment.

How to make a member payment via the app

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After payment is completed

After payment is completed, items that had been deactivated will be available for use.





姓名様

受付時間

メールアドレス : eaj 電話番号

: 09000000000

: 10:00-17:00

How to make a member payment via e-mail

このたびは弊社サービスにお申込みいただきまして、ありがとうございます。	17:30 副世间指出74% ●	.m. SIM なし や 15:28 94% ■	12:43 ••II 40 📼	10:54
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メールアドレス : eaj			•	
電話番号 : 0900000000	Day via a mail			

Pay via e-mail

After completing the application, you will receive an e-mail like the one on the left. Please click on the link to be redirected to the Payment screen. Select credit card or convenience store to complete the payment.

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③ Paying the membership fee: Credit card payment



The Helpline is grayed out until the system recognizes that the payment has been completed.

However, if those items are still grayed out after a few hours, please contact the OSSMA service desk.

Enter your credit card information on the same screen and complete the payment.



③ Paying the membership fee: <u>Convenience store payment</u>

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お支払い手続き				
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ご利用するコンビニ 💩	1			
ローソン	•			
氏名 必須				
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08012345678				
メールアドレス 111				
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① Select "Convenience store" payment and choose the convenience store where you will pay (options include Lawson, Family Mart, Ministop, Seicomart).

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② Check the details and if everything is correct, tap "Confirm."



③ Follow the on-screen instructions to pay at the convenience store.

If the payment deadline has already passed, please contact the OSSMA service desk.



3 Paying the membership fee: <u>Convenience store payment</u>

For a convenience store payment, details of the payment method will also be sent to the e-mail you have registered with the app.



The Helpline is grayed out until the system recognizes that the payment has been completed.

However, if those items are still grayed out after a few hours, please contact the OSSMA service desk.



How to change your user information

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	NEXUS	
O User Infor	mation	
Account	Service Application	Payment
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	Account	
Affiliation OSSMA大学		Edit
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Name (as shown in Test Hana	passport)	
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Phone Number(Jap 08074125836	oan)	

① Tap "Account."

② Tap "Edit" in the upper right corner.

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Middle Name (Optional)	
Name (as shown in passport)*	
Test	ana
Middle Name(Optional)	
Date Of Birth*	
1998/12/01	~
Gender* Male Female Phone Number (Japan)*	
08074125836	
Confirm Update	

③ Enter the items you want to change, then tap "Confirm Update." ① Confirm the changes and if all is correct, tap "Update." To make another change, tap "Fix" to return to the input screen.

11:16

Affiliation

OSSMA大学 User Name

テスト 花

Test Hana

Female

Phone Number(Japan)

Date Of Birth

Name (as shown in passport)

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⑤ You are done when the screen displays"Successfully Update."



If you want to change your service period





Service details





Contacting the INBOUND Helpline (24/365)

If you have a telephone line in Japan, please contact us by phone.



1 Tap the "Helpline" phone icon.

② Tap here for INBOUND users. Note: If you do not have a telephone line, please tap the form

and use it.

③ Enter the information and tap "Submit." We will contact you via our helpline.