
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.

IMAS member registration and application procedure

Download NEXUS

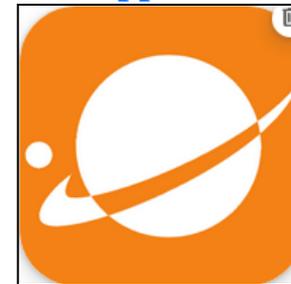
Download NEXUS from the App Store or Google Play

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**

New app icon



This one

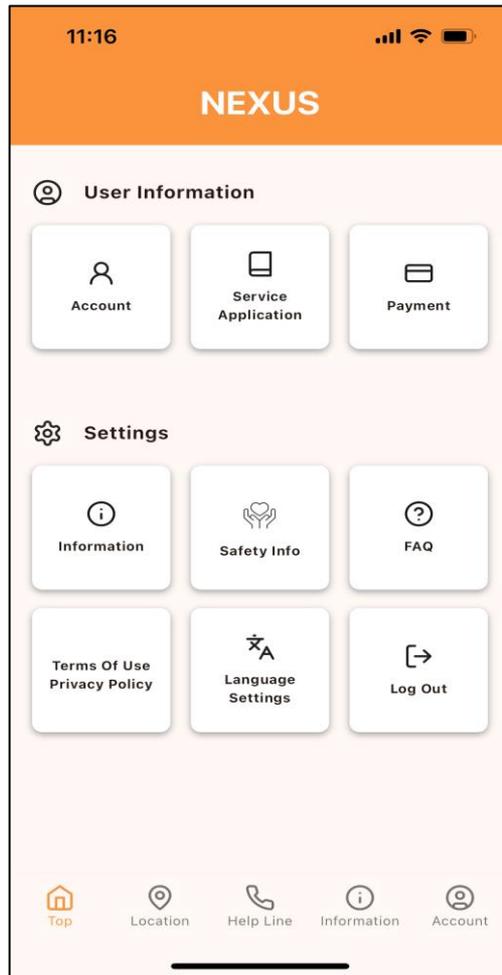


Old app icon



Don't download this one

About NEXUS app: Top page



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



Top

- • • This screen is always displayed when app starts



Location

- • • Not used



Help Line

- • • Search/call helpline numbers



Information

- • • Notifications from EAJ or your school



Account

- • • Display user information

Member registration and application procedure

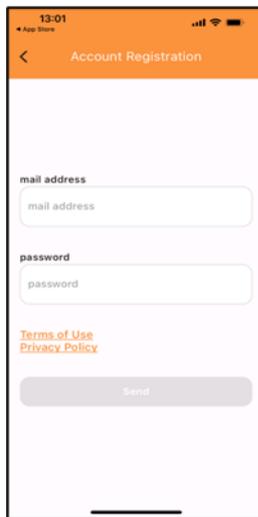
① New member registration

How to register a new member via the app



1. New member registration

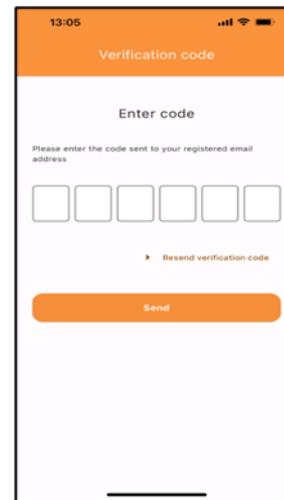
Download app, click "Create an account" then proceed to register.



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."



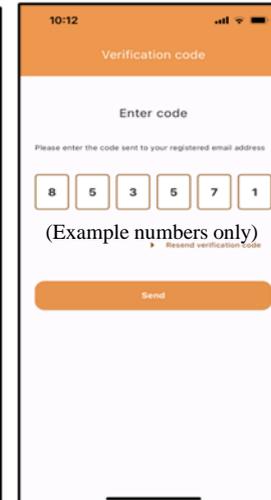
3. Enter the verification code

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.

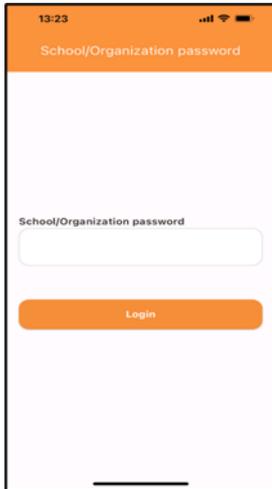
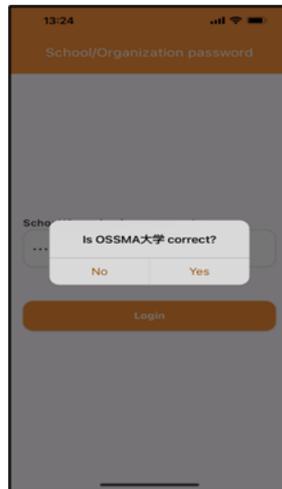
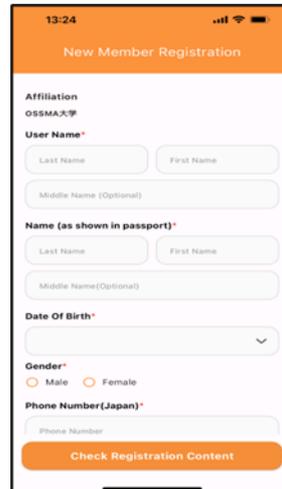
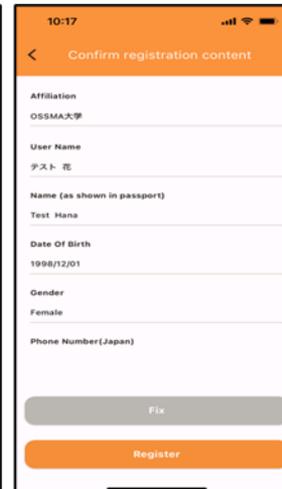
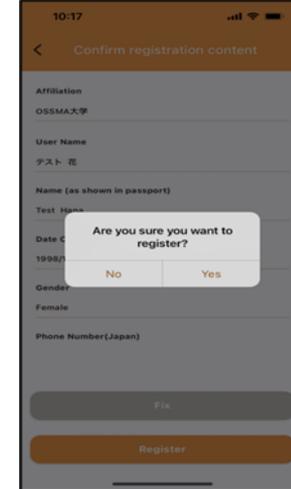
Note: The code does not fill automatically, so please be sure to check you e-mail then enter the code.



Member registration and application procedure

① New member registration

How to register a new member via the app


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 "○○ (university or school name)" "Is this correct?" If correct, tap "Yes."

ID:175

Password : 0010

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.

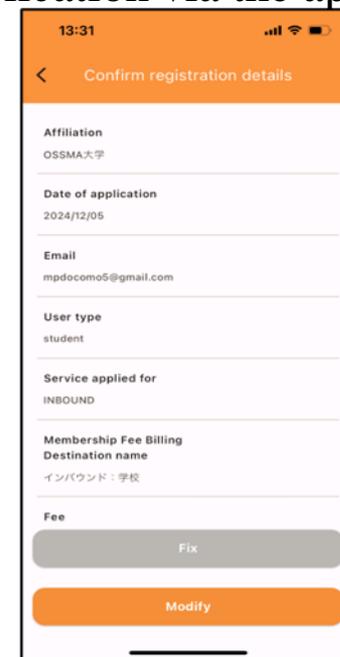
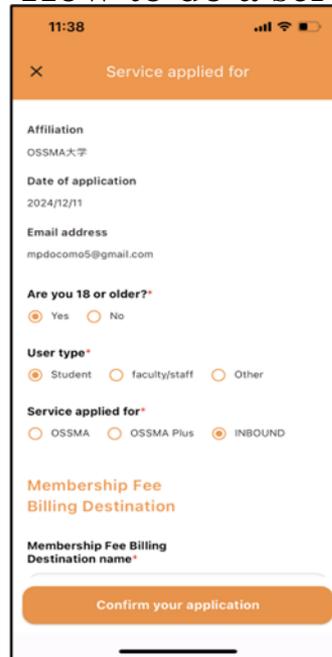
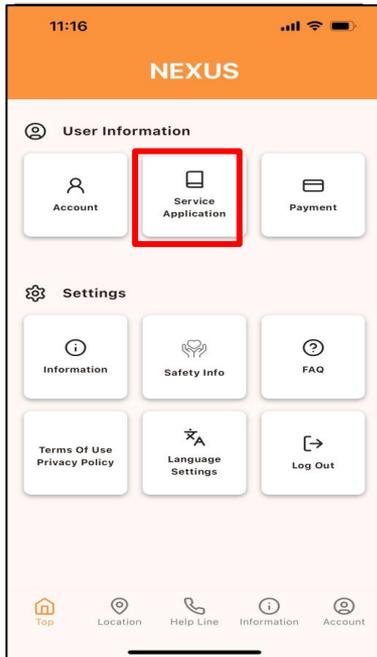
6. Registration completion

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

Member registration and application procedure

② Service application

How to do a service application via the app



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.

3. Confirm registration details

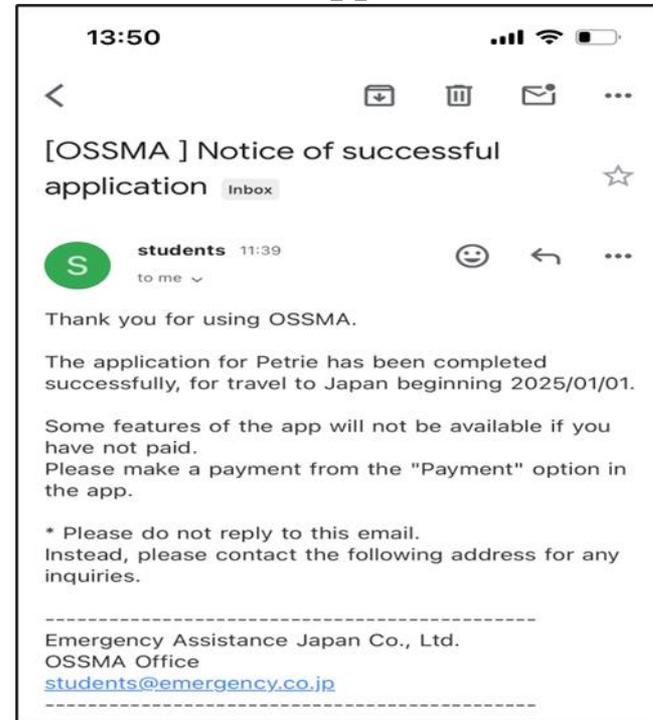
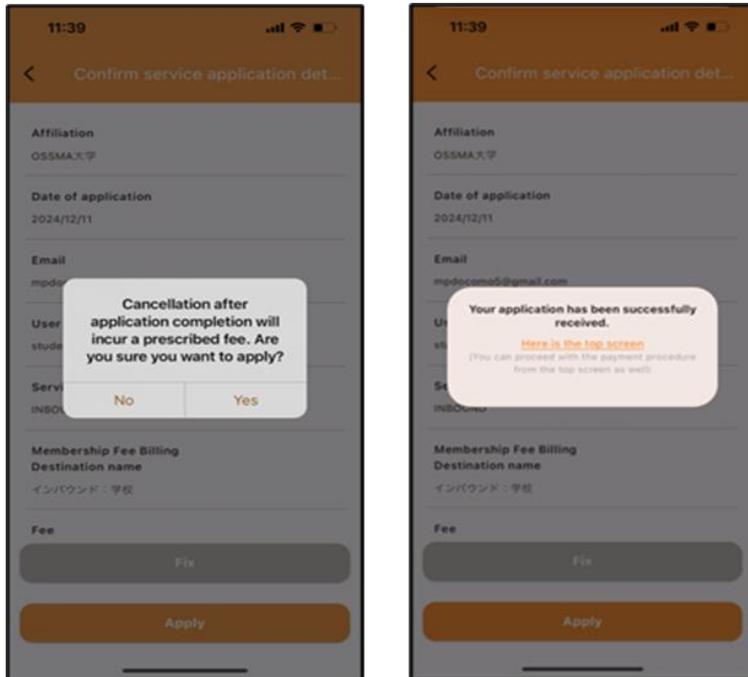
Confirmation screen for details entered in **Step 2** will display. Check to ensure details are correct. Fees will be calculated automatically based on duration of travel.

Note: Amount will include a processing fee.

Member registration and application procedure

② Service application

How to do a service application via the app



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.

Registration completion e-mail

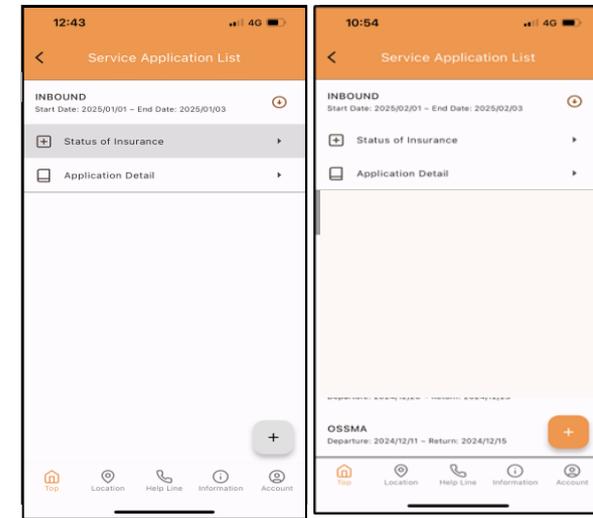
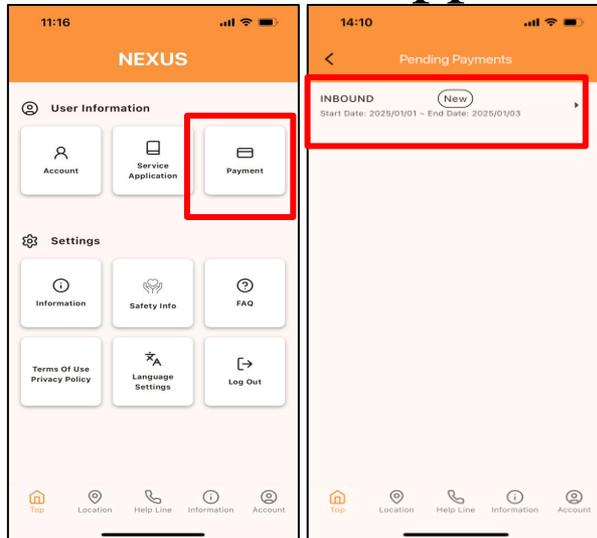
When your registration is complete, you will receive an e-mail like the one above.

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

Member registration and application procedure

② Service application

How to make a member payment via the app



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.

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.

After payment is completed

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

Member registration and application procedure

② Service application

How to make a member payment via e-mail

姓名様

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。
下記お申し込みを受け付けましたので確認の上、お支払い手続きをお願い致します。

■お申込内容

店舗名 : OSSMA-TEST
金額 : 3,630
税送料 : 182
決済総額 : 3,812
オーダーID : bd1c4426a1d781dfc393330bad
メールアドレス : dummy@emergency.co.jp

お支払い手続きの手順について

下記リンク先にアクセスして、ご注文内容・お支払い金額等をご確認ください。
確認後、ご利用される決済手段を選択し、必要事項のご入力をお願いします。

<https://stg.link.mul-pay.jp/v2/plus/tshop00065745/checkout/1fc8af66b2e9fe89e8efd0609090eabc94723bf7e29d7f024744957c9fd0c786>
(上記URLの有効期限 : XXXXXX)

※本メールは送信専用アドレスより送信しております。
本メールへ返信頂いても回答致しかねますのでご了承下さい。
※商品に対するお問合せは恐れ入りますがご購入された店舗までご連絡ください。
※本メールにお心当たりがない場合、破棄願います。

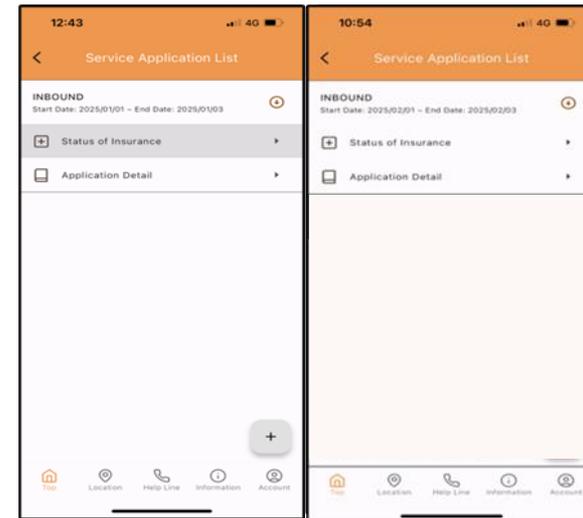
//////////
お問合せ先 : OSSMA事務局カスタマーサービス
メールアドレス : eaj
電話番号 : 09000000000
受付時間 : 10:00-17:00
//////////



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 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.



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

Member registration and application procedure

③ Paying the membership fee: Credit card payment



お支払い手続き

クレジットカード

クレジットカード番号
半角数字、ハイフン(-)不要

有効期限 (月)
月

有効期限 (年)
年

名義人
名義人を入力 (半角英字)

セキュリティコード
カード裏面の数字下3桁 (AMEXは表面4桁)

支払方法
選択してください



合計
¥2,012

お支払い手続き

お支払い手続きが完了しました。

決済手段	クレジットカード決済
支払方法	一括払
クレジットカード番号	311111*****1111

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.

Member registration and application procedure

③ Paying the membership fee: Convenience store payment






① Select "Convenience store" payment and choose the convenience store where you will pay (options include Lawson, Family Mart, Ministop, Seicomart).

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.

Member registration and application procedure

③ Paying the membership fee: Convenience store payment

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

コンビニ決済お支払番号のお知らせ 受信トレイ x

決済サービス送信専用アドレス <system@p01.mul-pay.com>
To

オスマ 様

この度はご注文ありがとうございます。
下記の内容にてお申し込みを受け付けましたのでご確認のうえ、お支払期限までにお近くのコンビニにてお支払いください。

■ご指定のコンビニ
ローソン

■ご注文内容

店舗（サイト）名：OSSMA EAJ
受付日時：
価格：3,812円
お支払期限：2024/10/22 23:59

※お支払いには「お客様番号」と「確認番号」が必要です。
メモを取るか、このメールを印刷して、コンビニまでお持ちください。
※お支払いは現金のみとなります。

■Loppiでのお支払い方法

お客様番号：92429152482638
確認番号：8839

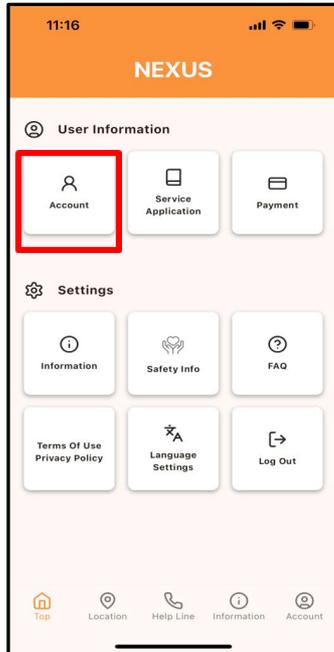
1. Loppi端末のトップ画面にて「各種番号をお持ちの方」を選択してください。
2. 「お客様番号」を入力し、「次へ」を選択してください。
3. 「確認番号」を入力し、「次へ」を選択してください。
4. 表示された内容を確認後、よろしければ「はい」を選択してください。
5. 印刷された申込券をレジにて提示し、30分以内に現金でお支払いください。
6. 代金と引き換えに「払込受領証」を必ずお受け取りください。

※本メールは送信専用アドレスより送信しております。
本メールへ返信頂いても回答致しかねますのでご了承ください。

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.

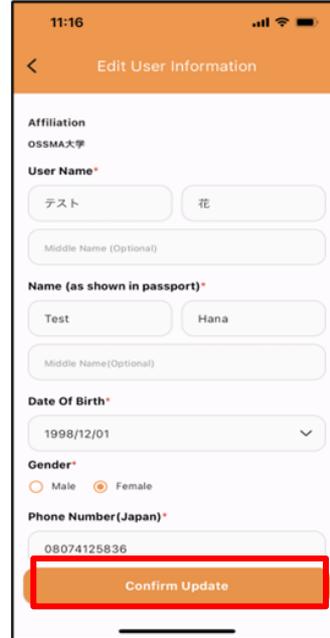
How to change your user information



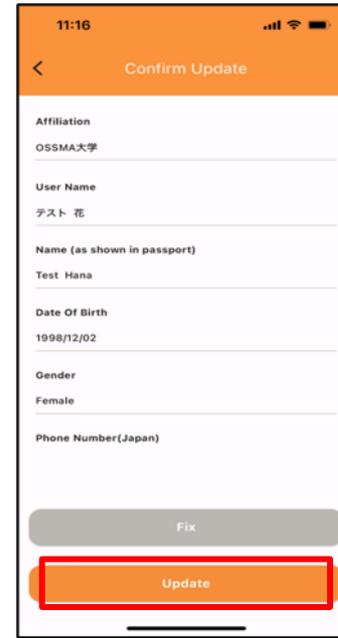
① Tap "Account."



② Tap "Edit" in the upper right corner.



③ Enter the items you want to change, then tap "Confirm Update."

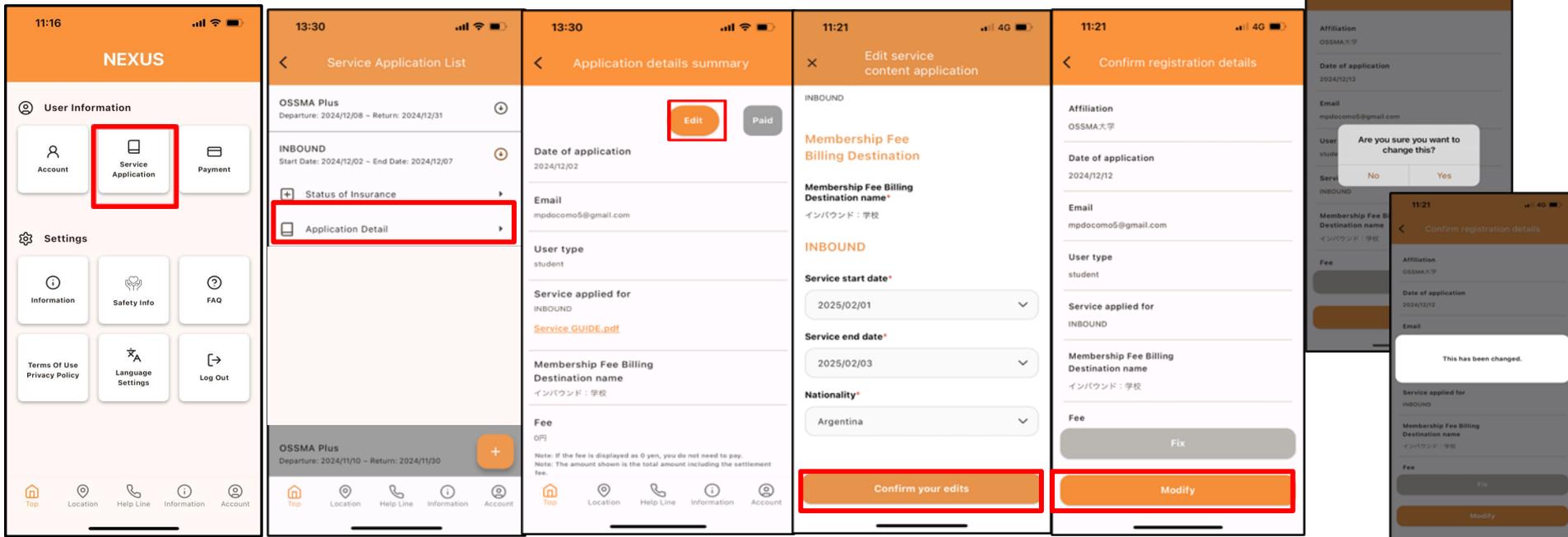


④ Confirm the changes and if all is correct, tap "Update." To make another change, tap "Fix" to return to the input screen.



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

If you want to change your service period



① Tap "Service Application."

② Select the application you want to change and tap "Application Detail."

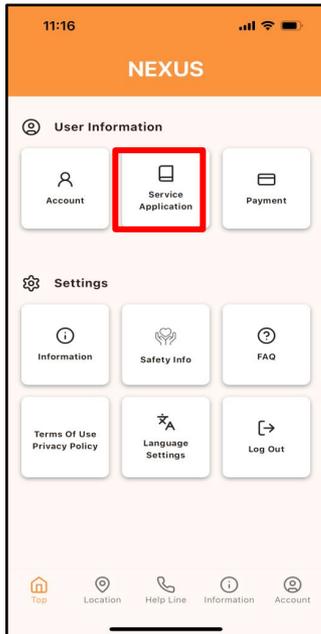
③ Tap "Edit" in the upper right corner.

④ Enter the period you want to change, then tap "Confirm your edits"

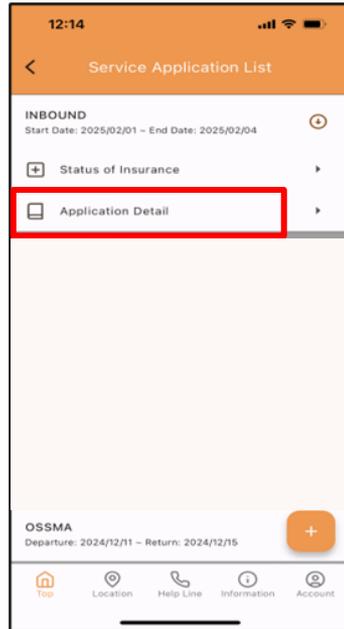
⑤ Tap Change To make another change, tap "Modify" to return to the input screen.

⑥ If you want to make the change, tap "Yes." If you want to reconfirm the details, tap "No."

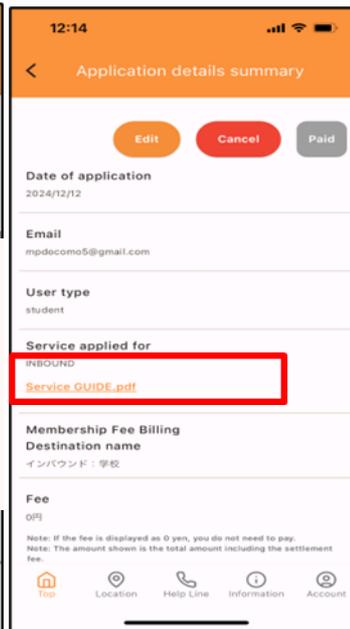
Service details



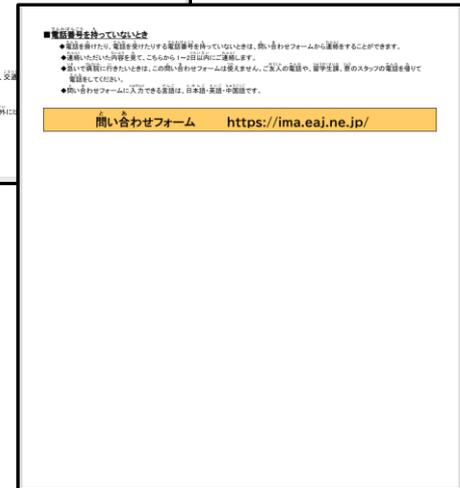
① Tap "Service Application."



② Click "Application Detail."

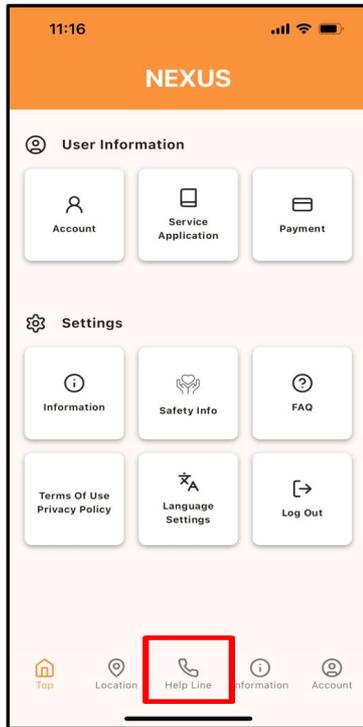


③ Tap "Service Guide" for the service you have applied for, to display a PDF of the service details.

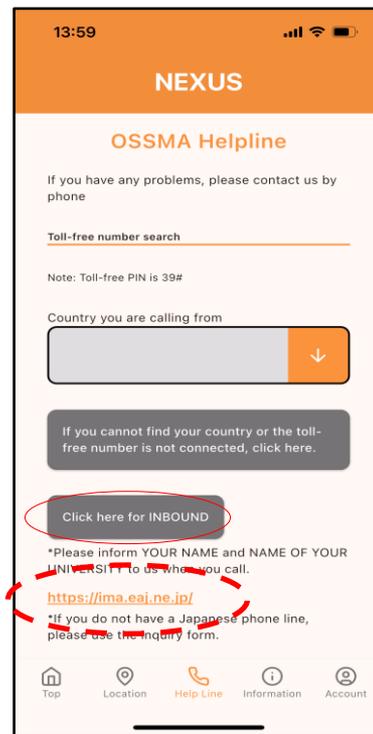


Contacting the INBOUND Helpline (24/365)

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

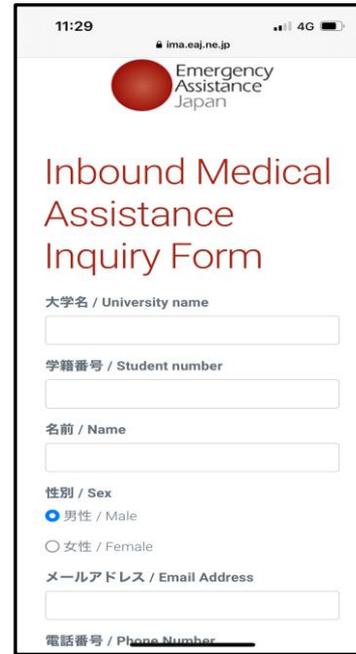


① Tap the "Helpline" phone icon.



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.

