福 ふくおかサポート
FUKUOKA CiTY PORTAL SITE

Fukuoka Support is the official Fukuoka City portal site. The site provides a variety of services, including push notifications of information tailored to the attributes and needs of each city resident.

Service 01 — <u>Push notifications</u> of information tailored to your needs

You will receive personalized push notifications about administrative services that are available to you.

Service 02 — <u>Digitization</u> of library cards

You can get a digital library card issued without going to the library, and use library services in the same way as a regular plastic library card.

Service 03 — <u>Digital ID</u> for age discounts at city facilities

You can present a digital ID instead of conventional documents to verify your age to receive aged-related discounts at Fukuoka City facilities such as the Fukuoka Zoological and Botanical Gardens.

Service 04 — <u>Receive the latest information</u> from the city website

You can automatically receive recommended information published on the Fukuoka City website based on the genres you register in advance.

Service 05 — <u>Check congestion</u> at your local ward office in real-time

You can view real-time anonymized images of your local ward office to check congestion levels at the counters and avoid coming to the office when it is crowded.

Service 06 — <u>Receive updates</u> on subway service through Line and e-mail

You can access the latest Fukuoka City Subway service information and receive updates on schedule disruptions and suspended operations via Line or e-mail.

Scan the QR code to <u>register</u> and <u>start the service.</u>

福岡市
FUKUOKA CITY

Inquiries: Fukuoka Support Inquiries
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Data Utilization Section, DX Strategy Department, Fukuoka City General Affairs & Planning Bureau
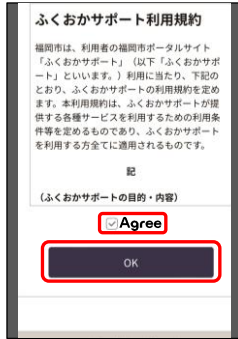
Registering to Fukuoka Support

You'll need the following: ☐ My Number Card ☐ Myna Portal application ☐ E-mail address

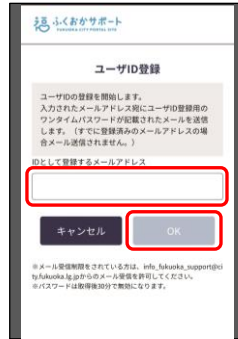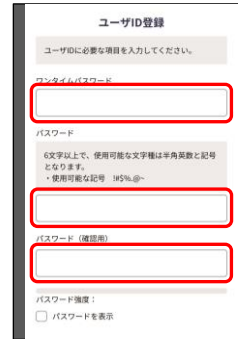## Step 01 | Registering your user ID

① Tap the register new user button
新規ユーザ登録

② Read the terms and conditions, check the 同意 box to agree, and click the OK button.

③ Enter your e-mail address and tap the OK button.

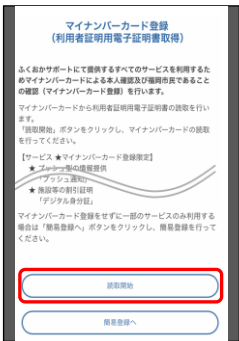④ You will receive a one-time-password to your email. Fill in the password, then create your own password. Tap the OK button.
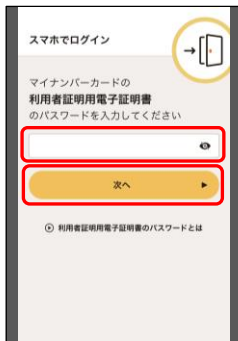
⑤ Tap the 次へ（詳細情報登録）button to complete registering your user ID.

Step 02 | Confirming your identity with your My Number card and basic settings

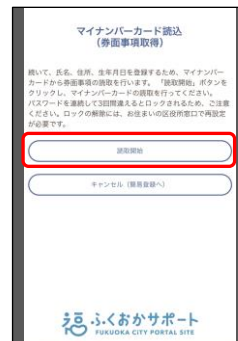① Tap the 読取開始 button to use all services.

② Enter your 4-digit electronic certificate password for user identification, then tap the 次へ button.

③ Place your my number card as instructed, then tap the 読み取り開始 button to scan your card.
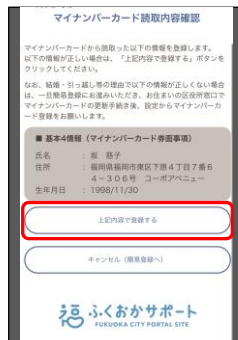
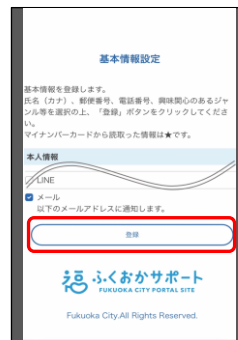④ Tap the 読取開始 button and scan the information on your my Number card.

⑤ Enter your 4-digit password for My Number information sharing, then tap the 次へ button.

⑥ Place your My Number card as instructed, then tap the 読み取り開始 button to scan your card.

⑦ Check the details scanned from your My Number Card, and tap the 上記内容で登録する button to register.

⑧ Select your details, genre of interest, and notification destination, and tap the 登録 button to complete registration.

⑨ You have completed your registration. Tap the TOPへすすむ button to return to the top page.

⑩ Start using the Fukuoka Support service.