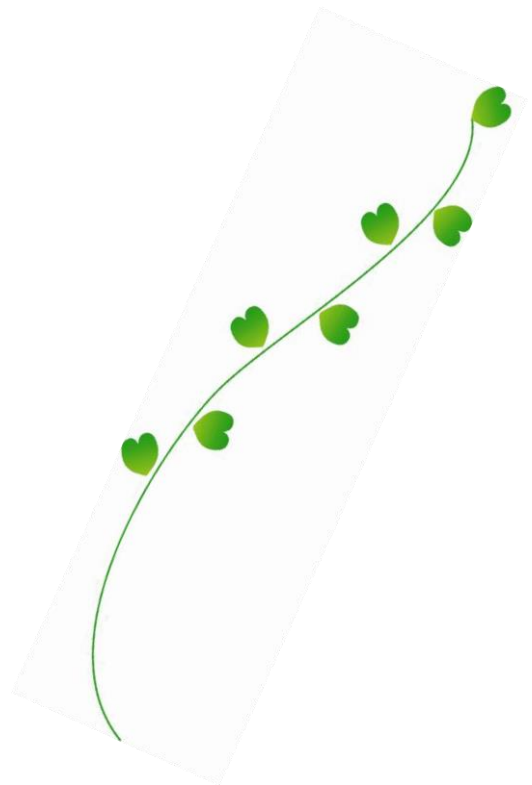




**APU Students**  
**Health Management**  
**Operation Manual**  
***Ver. 2.11.1***



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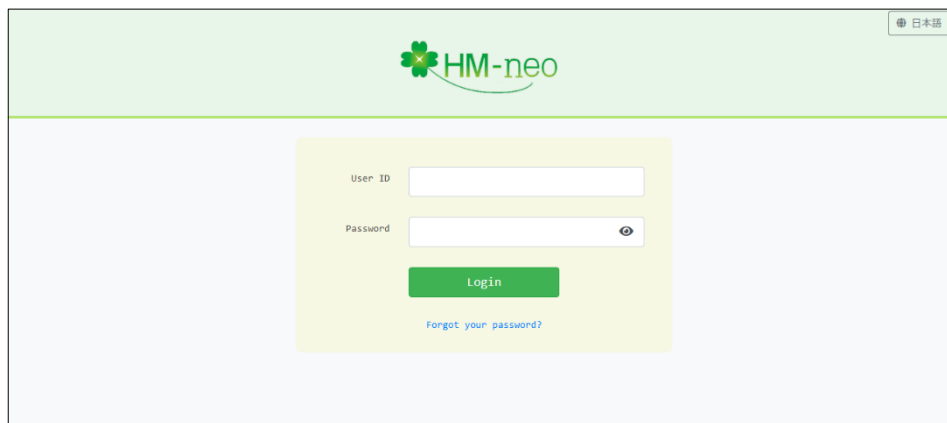
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## Chapter 1: Logging in and Changing your Password

This chapter explains how to log in, log out, and change your password.

### 1.1 Register as a New User

- ① First-time users are required to complete the user registration process.  
 Access the login page <https://apu.ics.hmneo.jp/>  
 Enter your **User ID** (your 8-digit student ID number) and  
**First-time Password** (your 8-digit date of birth followed by "apu"(lower case)), then click Login



- ② New Users will be redirected to the User Registration page

Enter your nickname and APU email address.

- Nickname: Please set a name that does not reveal your identity
- Email address: A one-time password (OTP) will be sent to your APU email address.

Review the email to proceed with user registration.

Please review the privacy policy detailed below and check: "I agree to the privacy policy"





### Note: Setting a Nickname and Email Address

- Nickname: Do not use any personally identifiable information (e.g., your real name).  
\*The system does not store personal data, so avoid entering anything that could identify you.
- Email Address: Since a one-time password will be sent by email, please access your APU email promptly to proceed with registration procedures.

### ③ Select “Next”



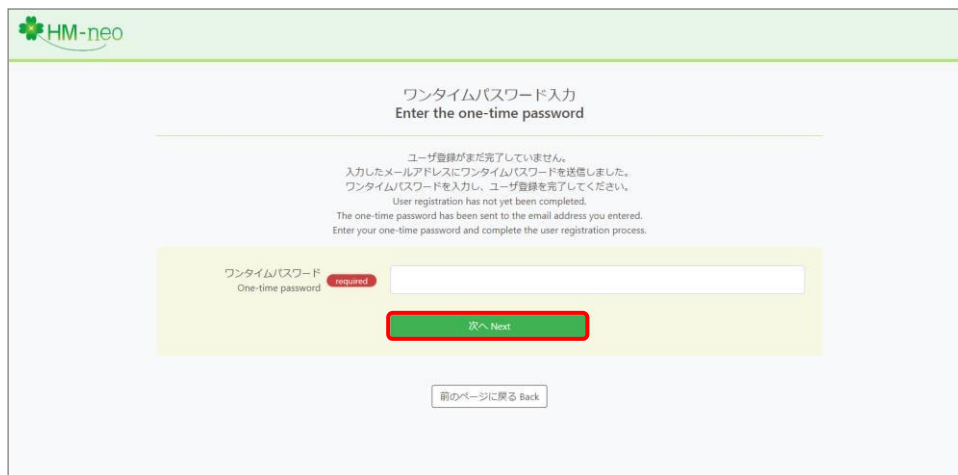
The screenshot shows the HM-neo registration page with the following fields and content:

- Header: HM-neo logo and title "ユーザ情報を入力してください。 Please enter your user details."
- User ID: TX1000
- Nickname: 健康 太郎 (required)
- E-mail address: HM-neo\_kenshin@ntt-tc.co.jp (required)
- Privacy Policy section with a checkbox for "I agree to the privacy policy" (checked).
- Bottom button: 次へ Next (highlighted in red)

An email containing a one-time password will be sent from the system to your APU email address.

### ④ One-Time Password Entry

Enter the one-time password you received, then select Next to continue.



The screenshot shows the HM-neo registration page for one-time password entry with the following content:


- Header: HM-neo logo and title "ワンタイムパスワード入力 Enter the one-time password"
- Message: "ユーザ登録がまだ完了していません。入力したメールアドレスにワンタイムパスワードを送信しました。ワンタイムパスワードを入力し、ユーザ登録を完了してください。 User registration has not yet been completed. The one-time password has been sent to the email address you entered. Enter your one-time password and complete the user registration process."
- One-time password field: (required)
- Bottom button: 次へ Next (highlighted in red)
- Bottom button: 前のページに戻る Back

⑤ Change your Password

Enter your new password and select “Change”.




### Password Requirements

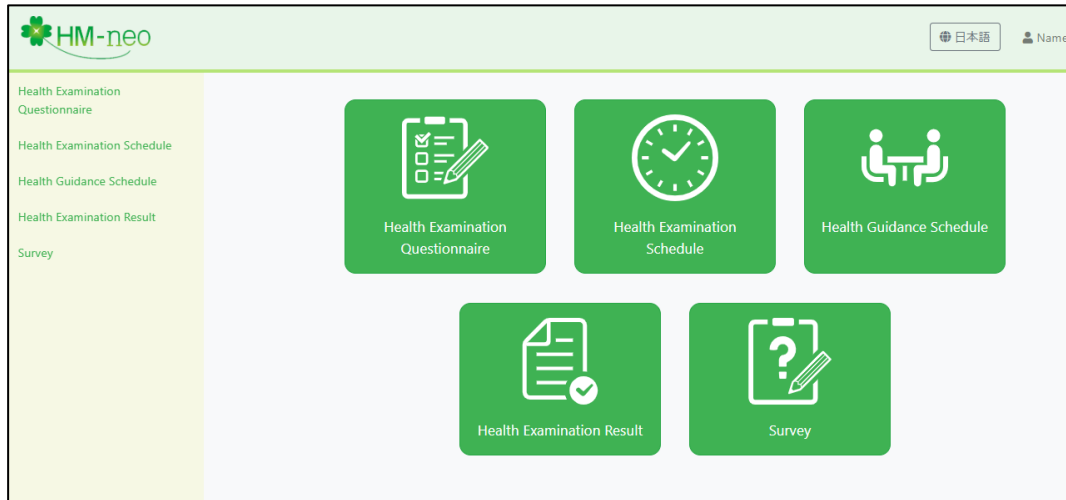
- Passwords must be 8 to 64 characters in length and include at least one uppercase letter, one lowercase letter, one number, and one symbol (e.g., ~ ! @ # \$ % ^ & \* ( )).
- \*Requirements may vary depending on your system.
- The “Change” button will remain disabled if the password does not meet the required length or if the “New Password” and “Confirm Password” fields do not match.
-  Click to view your password

⑥ Password Change Complete

Select Login to continue

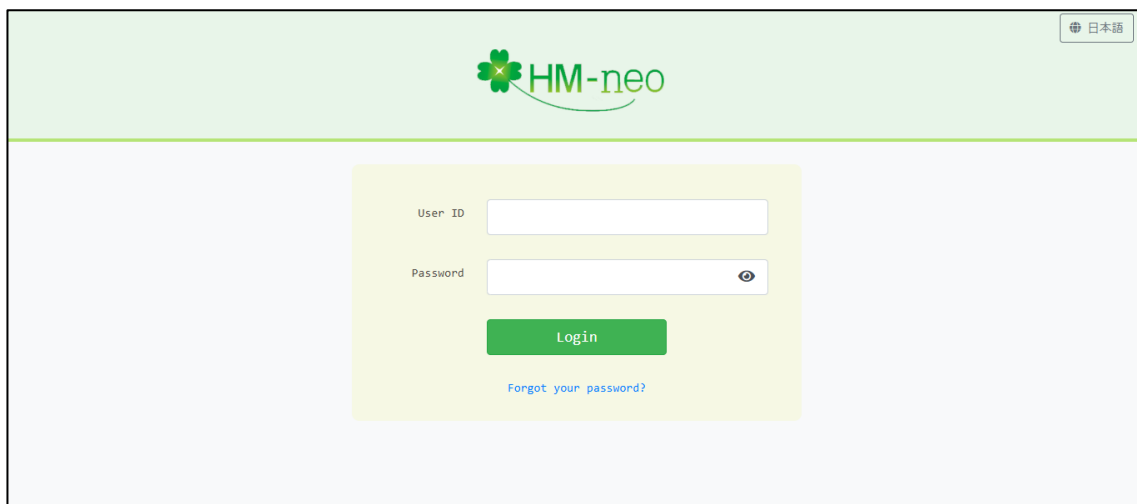


⑦ Main Menu



## 2.2 Logging in

① Access the login page



Multi-factor Authentication: An email containing a one-time password will be sent from the system to your APU email address.




**Tip**

When logging in for the first time, a Cookie Consent screen will appear.  
Select Accept to proceed.

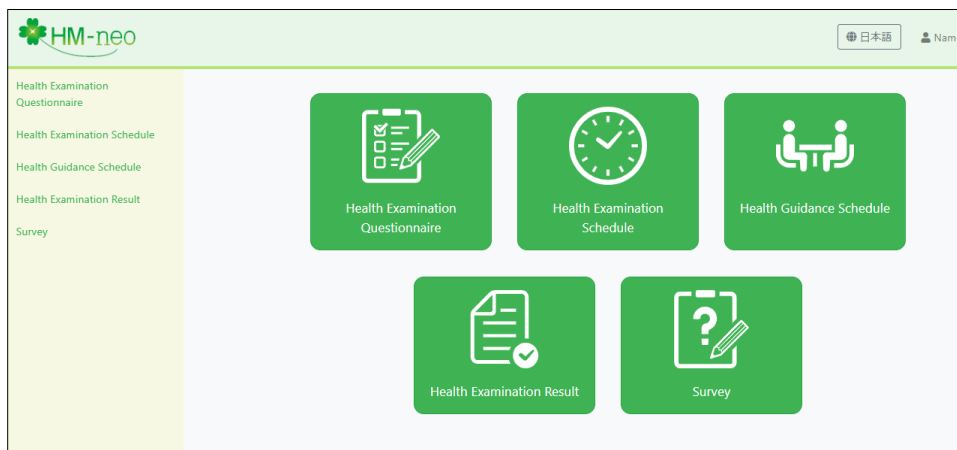


## ② One-Time Password Entry

Enter the one-time password you received, then select “Next” to continue.



## ③ Main Menu



### Error Message: “Your User ID or Password is incorrect”

Verify that both your User ID and Password are entered correctly, then try again.  
If you have forgotten your password, refer to Chapter 1.4: Forgot Password



### Error Message: “Your account has been locked”

If an incorrect password is entered repeatedly, your account will be temporarily locked for security reasons.  
Please wait until the lock is automatically lifted, then attempt to log in again.

## 2.3 Change your Password

To ensure account security, we recommend changing your password regularly.

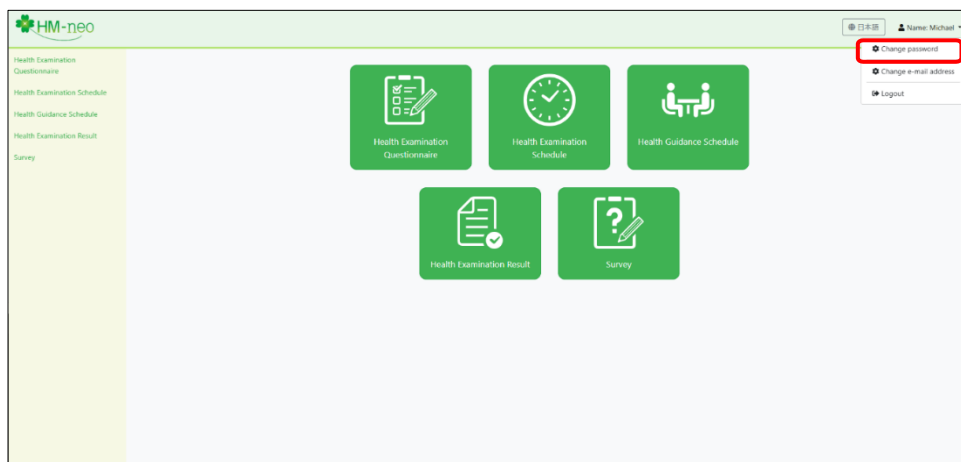
Additionally, all users must change their password after their first login.



### Note

Users who log in using SAML authentication cannot change their password from within HM-neo.

- ① Click the ▼ icon next to your login details and select Change Password from the menu



- ② Change your Password  
Enter your new password and select “Change”.




The screenshot shows the 'Change password' form. The page title is 'パスワード変更' (Change password). Below the title, there is a message: 'パスワードを変更してください。' (Your password needs to be changed.) and 'Your password needs to be changed.' The form contains the following fields:

- ユーザID (User ID): TX1001
- 新しいパスワード (New Password): A text input field with a red 'required' label and a toggle icon.
- パスワードの確認 (Confirm Password): A text input field with a red 'required' label and a toggle icon.

At the bottom of the form, there is a green '変更 Change' button highlighted with a red box. Below the form, there is a 'トップに戻る Top' button.




## Password Requirements


- Passwords must be 8 to 64 characters in length and include at least one uppercase letter, one lowercase letter, one number, and one symbol (e.g., ~ ! @ # \$ % ^ & \* ( )).
- \*Requirements may vary depending on your system.
- The “Change” button will remain disabled if the password does not meet the required length or if the “New Password” and “Confirm Password” fields do not match.
-  Click to view your password

**Error Message: “You cannot use the same password that you have used up to three times in the past”**

過去3回までに利用したパスワードと同じパスワードは利用できません。  
You cannot use the same password that you have used up to three times in the past.

ユーザID TX1001  
User ID

新しいパスワード required  

パスワードの確認 required  

変更 Change

Passwords that you have used within the last several password changes cannot be reused. Please enter a new password that does not overlap with any previously registered passwords. After you successfully update your password, you will be redirected to a page indicating that the password change is complete.

③ Password Change is Complete page will be displayed, as seen below.



English
👤 氏名: test-nick2 ▾

[問診回答](#)  
[健診予約](#)  
[面談予約](#)  
[健診結果照会](#)  
[ストレスチェック](#)  
[アンケート](#)

トップ > パスワード変更

### パスワード変更完了

Completed

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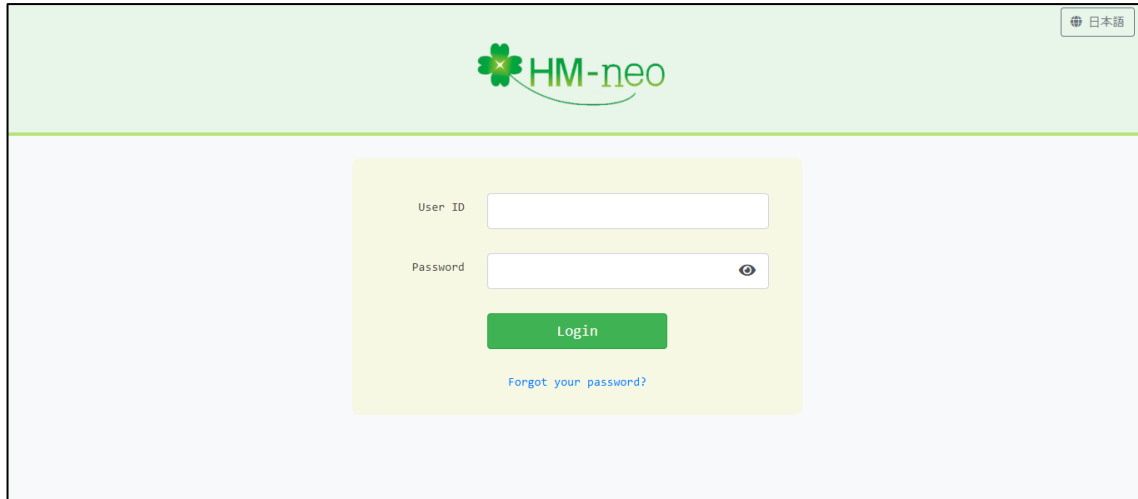
パスワードの変更が完了しました。  
 Your password has been changed.

トップに戻る Top

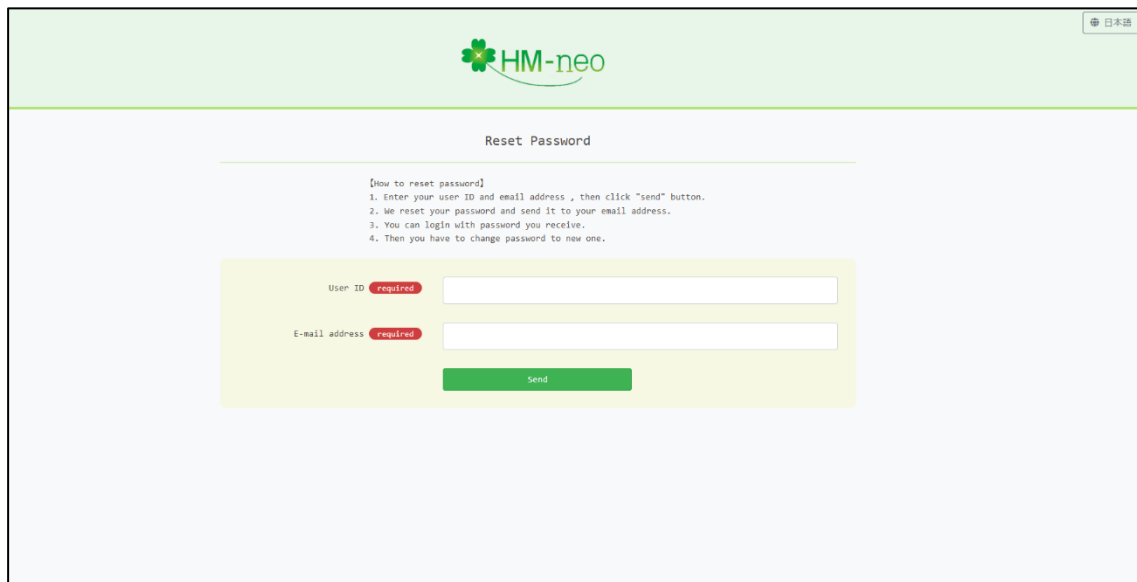
## 1.4 Forgot your Password

If you forget your password, you will need to request a temporary password.

- ① Access the Login page  
Click Forgot your password?

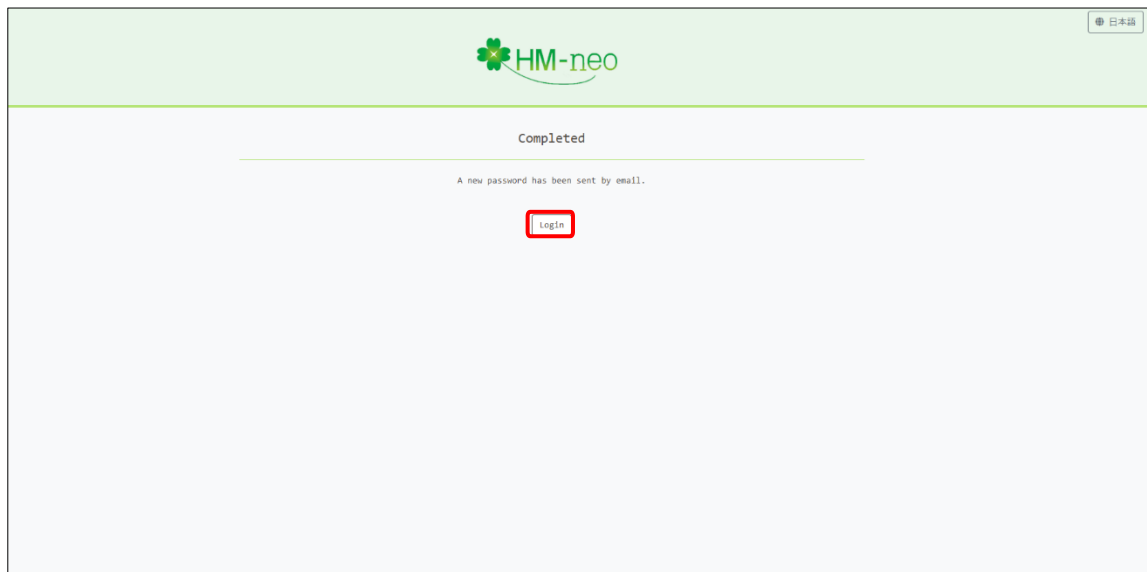


- ② A Temporary Password will be issued.  
Enter your User ID and APU email address, then click Send.

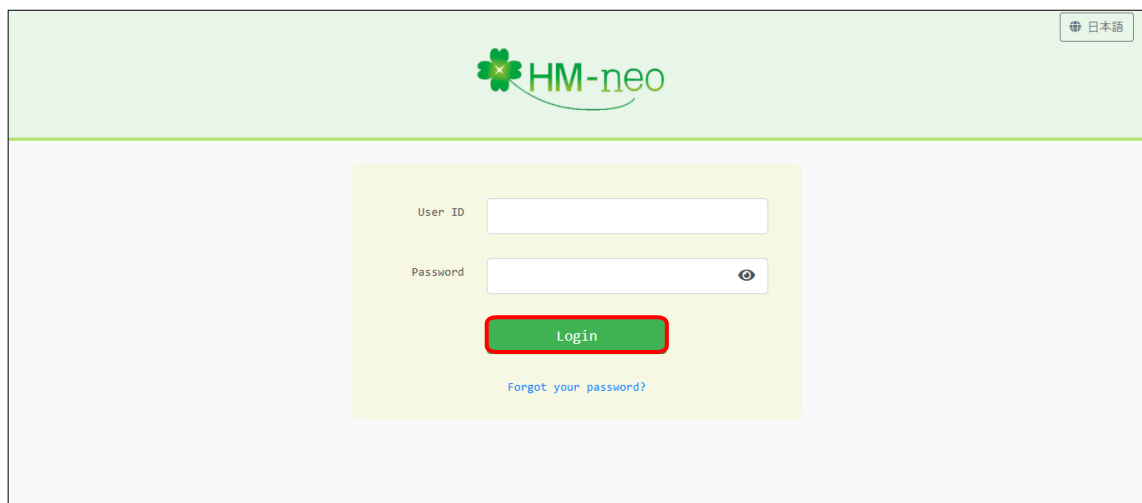


A temporary password will be sent to your APU email address.

- ③ The “Completed” page will be displayed, as seen below  
Click Login.



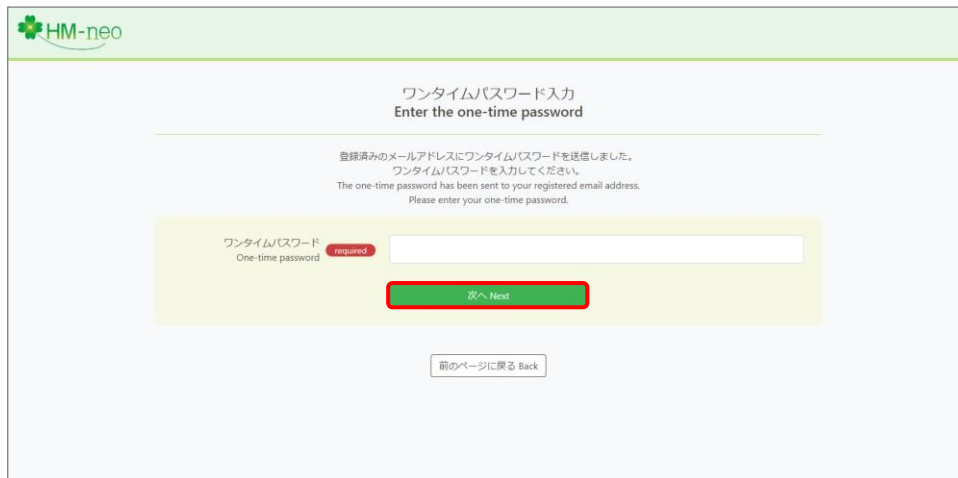
- ④ Access the Login page  
Enter your User ID and the temporary Password, then click Login.



A one-time password will be sent to your APU email address.

⑤ One-Time Password Entry

Enter the one-time password you received, then select “Next” to continue.




⑥ Change your Password

Enter a new password and click “Change.”

For details, refer to 1.3 Change Your Password.



⑦ Password Change is Complete page will be displayed, as seen below



## Chapter 2: Completing the Health Examination Questionnaire

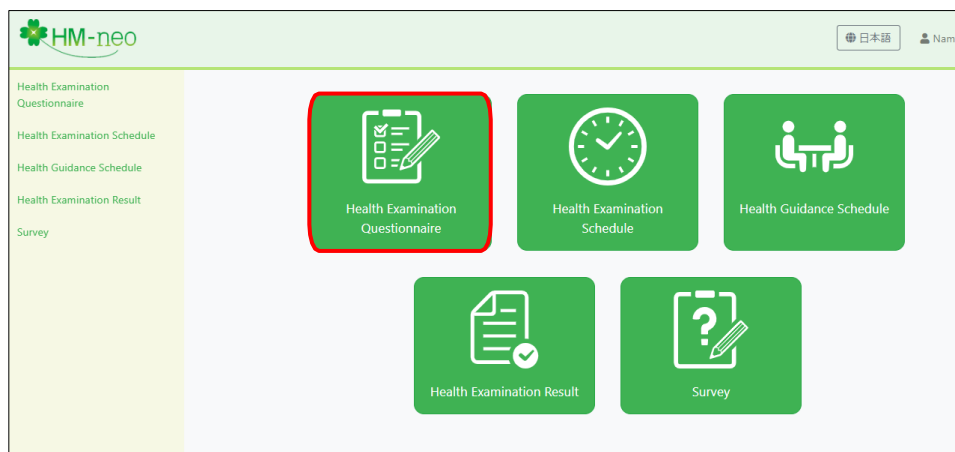
This chapter explains how to use the Health Examination Questionnaire feature.

You can enter or update your responses to questions about medication, lifestyle habits, and other health related information.

### 2.1 Health Examination Questionnaire

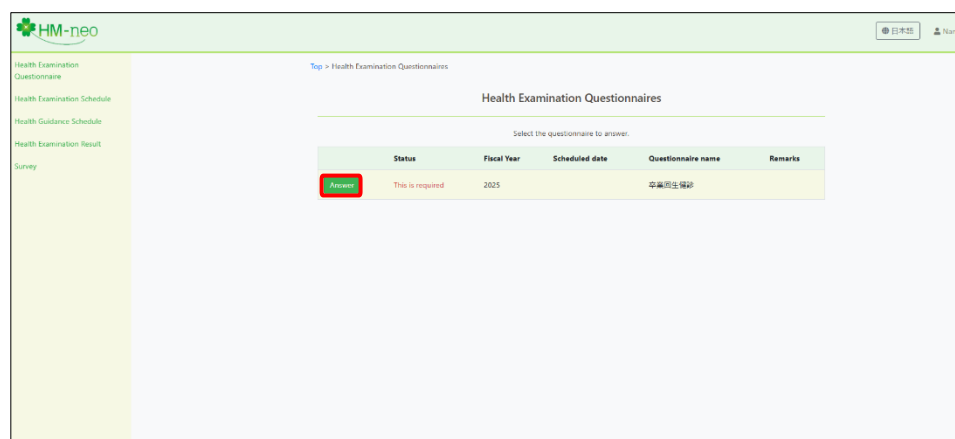
#### 1. Main Menu

From the menu, select “Health Examination Questionnaire.”



#### 2. List of Health Examination Questionnaires

To submit a new response, click “Answer.” To update an existing response, click “Change.”



#### List of Health Examination Questionnaires

If there are no medical questionnaires available for registration or modification, a message will be displayed saying "No medical questionnaires require registration."

### ③ Health Examination Questionnaire Registration

Enter your responses and click “Health Examination Questionnaire.”



#### Required Questions

Required questions will be marked with: **Required**

\*If any required items remain unanswered, the header will be marked with:

Once all required items are completed, the header will be marked with:

### ④ Health Examination Questionnaire Complete

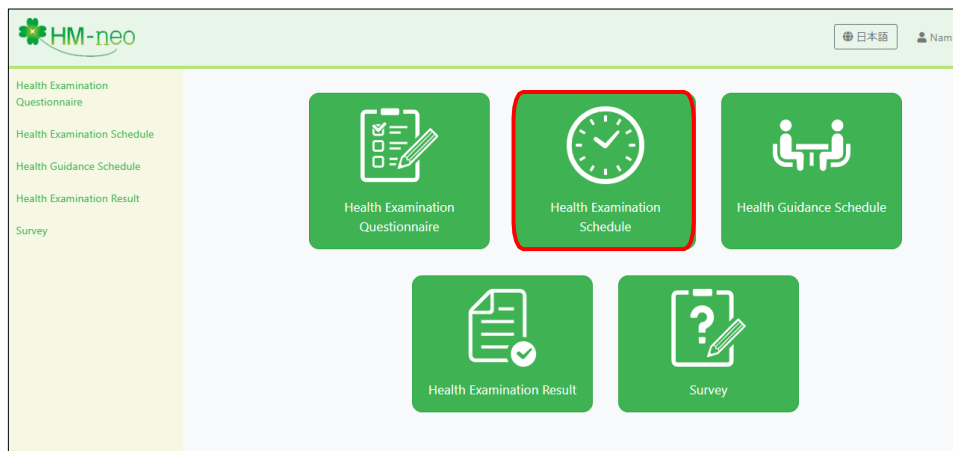
## Chapter 3: Scheduling a Health Examination

The “Health Examination Schedule” allows users to register or change their health checkup appointment date and time.

### 3.1 Changing the Date and Time

#### ① Main Menu

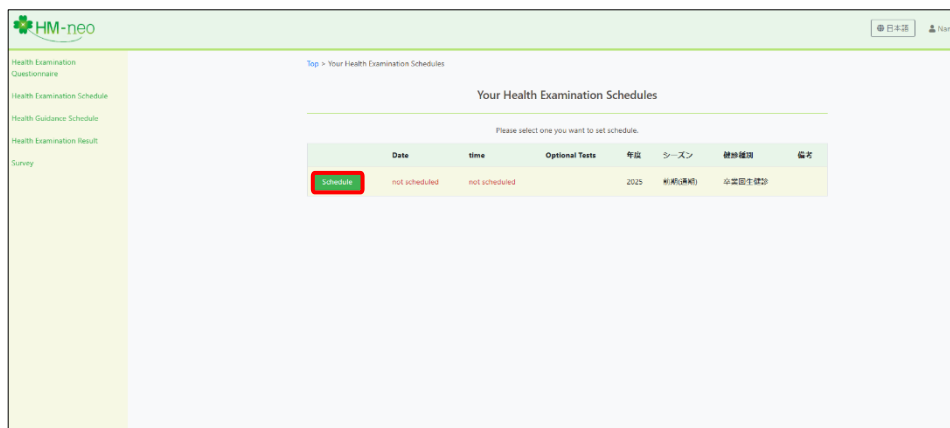
Select “Health Examination Schedule”



#### ② Your Health Examination Schedules (shown below)

To create a new appointment, click the “Schedule” button.

To change an existing appointment, click the “Change” button.



#### Health Examination Appointment Table

If there are no health examination applicable for the current or next academic year, the following message will be displayed: “No scheduled health examination”.

③ A calendar for selecting your appointment date will appear.

Click the on the date you want to reserve.



### Tips

- You can change the displayed month using the “Last month”, “Next month” buttons, or the dropdown list under “Reservation Year/Month”.
- Dates marked with × cannot be selected.

④ Available Appointment Times

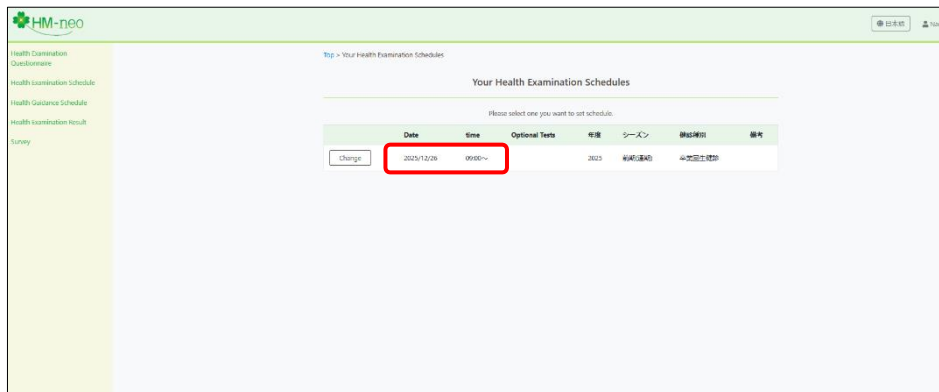
Click “Choice” for your preferred time.

	Time	Vacancy
Choice	08:30	50
Choice	09:00	50
Choice	09:30	50

⑤ Registration Confirmation page

Click the “Confirm” button.

- ⑥ You will be redirected back to Your Health Examination Schedules.  
The updated appointment details will be displayed, as seen below.



HM-neo

日本語

Top > Your Health Examination Schedules

Your Health Examination Schedules

Please select one you want to set schedule.

Date	Time	Optional Tests	年度	シーズン	検査項目	番号
2025-12-28	09:00-		2023	検査項目	検査項目	

Change

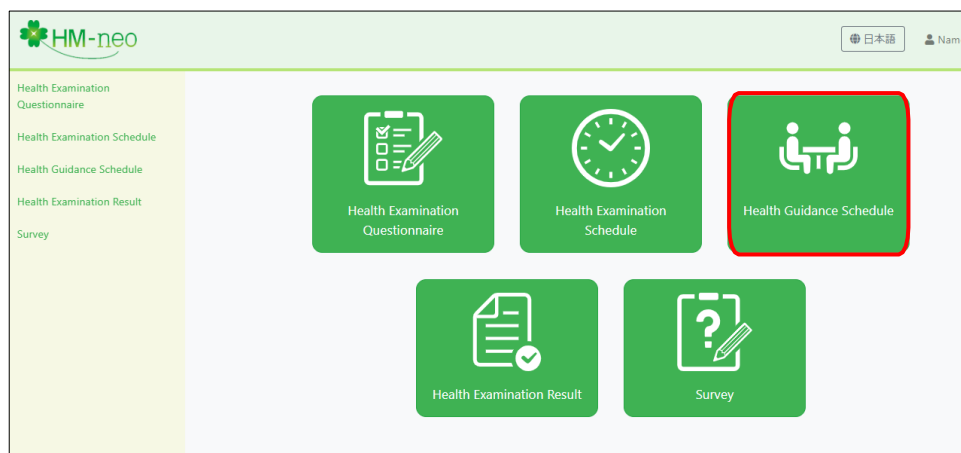
## Chapter 4: Scheduling a Medical Consultation

"Health Guidance Schedule" allows users to register or change the date and time of their Medical Consultation.

### 4.1 Scheduling the Date and Time

#### ① Main Menu

Select "Health Guidance Schedule"



#### ② Your Health Guidance Schedules (shown below)

To create a new consultation, click the "Schedule" button.

To change an existing consultation, click the "Change" button.



#### Medical Consultation Table

If there are no Medical Consultation applicable for the current or next academic year, the following message will be displayed: "no schedule available".

③ A calendar for setting the appointment date will be displayed.

Click the "O" on the day you wish to make an appointment.



### Tips

- You can change the displayed month using the “Last month”, “Next month” buttons, or the dropdown list under “Reservation Year/Month”.
- Dates marked with × cannot be selected.

④ Available Consultation Times

⑤ Registration Confirmation page

Click the “Confirm” button.

- ⑥ You will be redirected back to Your Health Guidance Schedules.  
The updated consultation details will be displayed, as seen below.



The screenshot shows the HM-neo web application interface. The main content area displays a table titled "面談予約一覧" (Consultation Schedule List). The table has four columns: "予約日" (Reservation Date), "予約時間" (Reservation Time), "指導コース" (Guidance Course), and "備考" (Remarks). A search button labeled "検索" is located to the left of the table. The first row of the table shows a reservation for "2022年09月01日" (September 1, 2022) at "07:00~", with the course "高ストレス者面接" (High Stress Interview). The reservation date and time cells are highlighted with a red border.

予約日	予約時間	指導コース	備考
2022年09月01日	07:00~	高ストレス者面接	

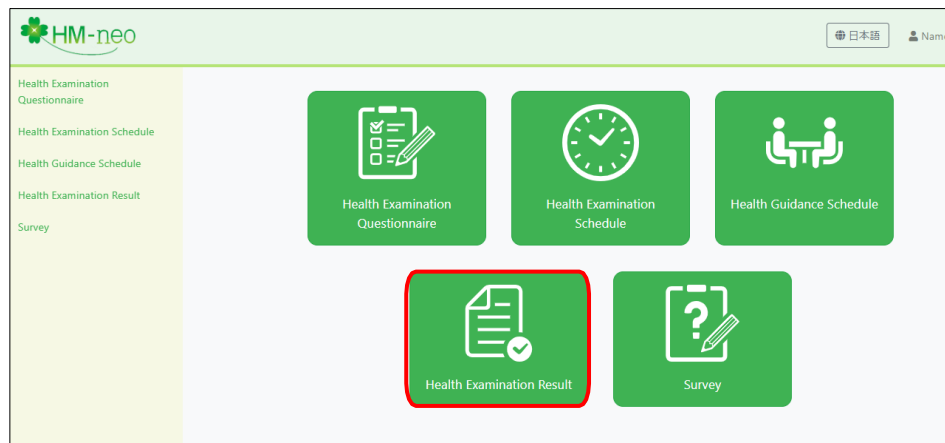
## Chapter 5: Checking Your Health Examination Results

### 5.1 Checking Health Examination Results

Users may review health checkup results for each visit, including test values, evaluation results, and advice.

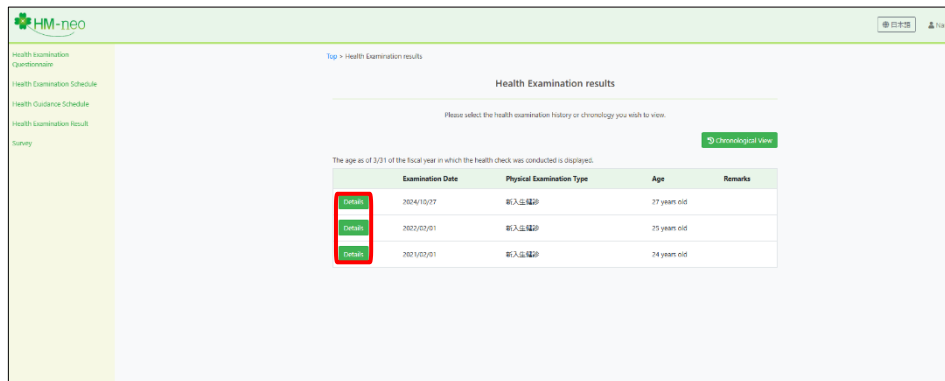
#### ① Main Menu

Select "Health Examination Result"



#### ② Health Examination Results Table

Click the "Details" button for the result you want to view.




#### Health Examination Results Table

If there are no available (completed) checkup records, the message "No health checkup results available." will be displayed.

③ The Health Examination Results page will be displayed, as seen below.



### Tips

- Click the date button at the top left to switch to the results screen for another examination result.
- Click “Chronological View” to open your health examination timeline.
- → For details, see “5.2 Viewing Changes in Your Health Examination Results Over Time.”
- Click “Judgement”, “Examination Results”, “Questionnaire Responses”, etc., to move between different sections of the screen.
- Click “↑ Back to Top” at the bottom right of each section to return to the top of the page.
- Click the icon  in the test items column to display a Chronological Chart.

### Chart



### Tips

- If reference ranges are set, H (high) values are shown in red and L (low) values in blue.

## 5.2 Viewing Changes in Your Health Examination Results Over Time

Users may view past test values arranged by examination date to check how your results have changed over the years.

- ① Open the Health Examination Results List and click “Chronological View”.

Examination Date	Physical Examination Type	Age	Remarks
2024/10/27	新入社員検診	27 years old	
2022/03/01	新入社員検診	25 years old	
2021/02/01	新入社員検診	24 years old	



### Health Examination Results Table

If you only have one examination record, the “Chronological View” button will not appear. If you have no examination results, the message “No health examination results available.” will be displayed.

- ② The Chronological View page will be displayed, as seen below.

Age	2024/10/27 (27 years old)	2022/02/01 (25 years old)	2021/02/01 (24 years old)
Comprehensive judgment	0 : 要注意	0 : 要注意	0 : 要注意


  

Reference Value	2024/10/27 (27 years old)	2022/02/01 (25 years old)	2021/02/01 (24 years old)
基本情報	59617	59617	59617
Body measurements	165.8 cm	161.7 cm	161.7 cm



## Tips

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- Click “Judgment”, “Examination Results”, “Questionnaire Responses”, etc., to move between different sections of the screen.
- Click a blue examination date to open the detailed results screen for that specific examination.
- → For details, see “5.1 Checking Health Examination Results.”
- Click [↑ Back to Top] at the bottom right of each section to return to the top of the page.
- Click the icon  in the test items column to display a Chronological Chart.
- → For details, see “5.1 Checking Health Examination Results: Chronological Chart.”

■ Refer to " Chronological Chart "