About the OSSMA App
~ Inbound Medical Assistance Service ~

How to use the OSSMA app

1. Downloading the OSSMA app

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 the OSSMA app

Download the OSSMA app 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
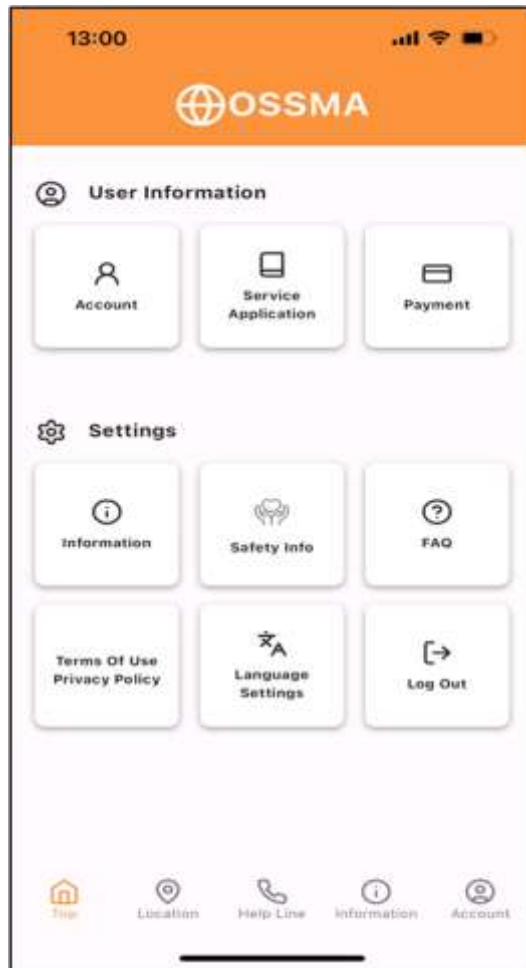
New app icon

This one

Old app icon

Don't download this one

About the OSSMA 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

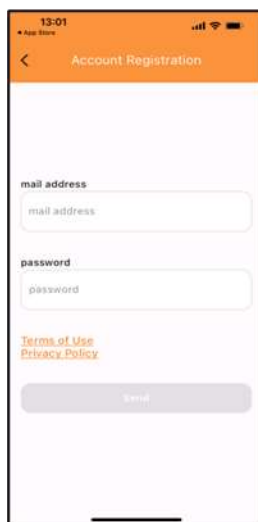· · · Notifications from EAJ or your school

· · · Display user information

Top

Location

Help Line

Information

Account

Member registration and application procedure

① New member registration

How to register a new member via the app

(Example numbers only)

(Example numbers only)

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."
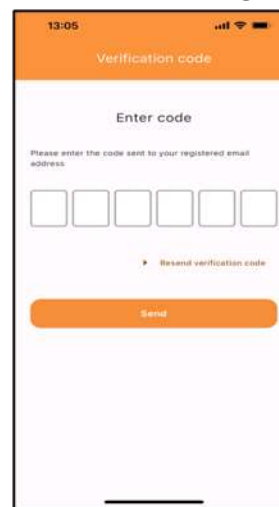
3. Enter the verification code
After tapping "Send" you will be redirected to the code input screen.
The e-mail address will receive a message with the details shown above right.
Copy and enter the verification code.

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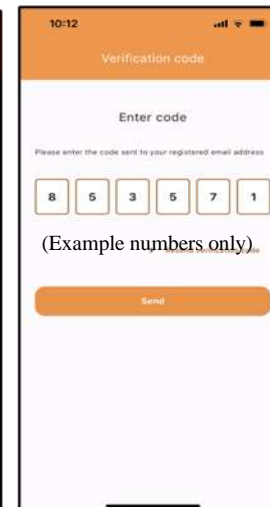
Member registration and application procedure

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. You can find the school/organization password through **Campus Terminal**. After you enter the screen will indicate "*Ritsumeikan Asia Pacific University*" "Is this correct?" If correct, tap "Yes."

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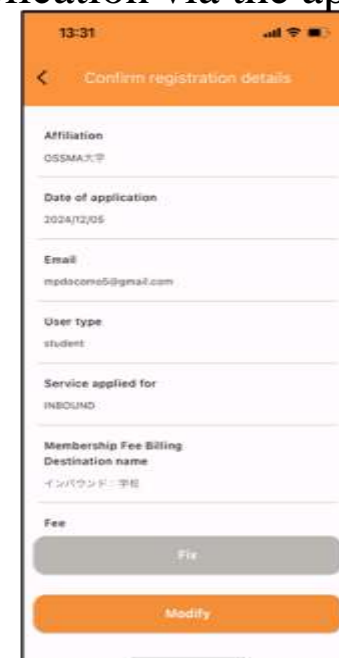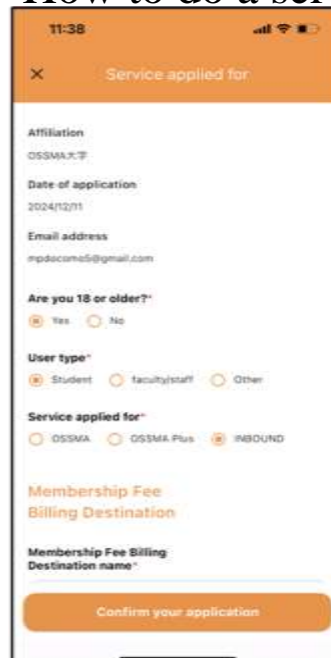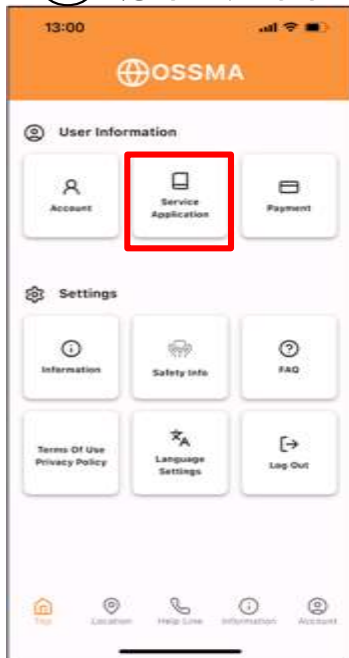
6. Registration completion
After registration is complete, you will be prompted to proceed to the application or return to the top screen.

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 **INBOUND** as the service applied for and who is paying the membership fee, etc.
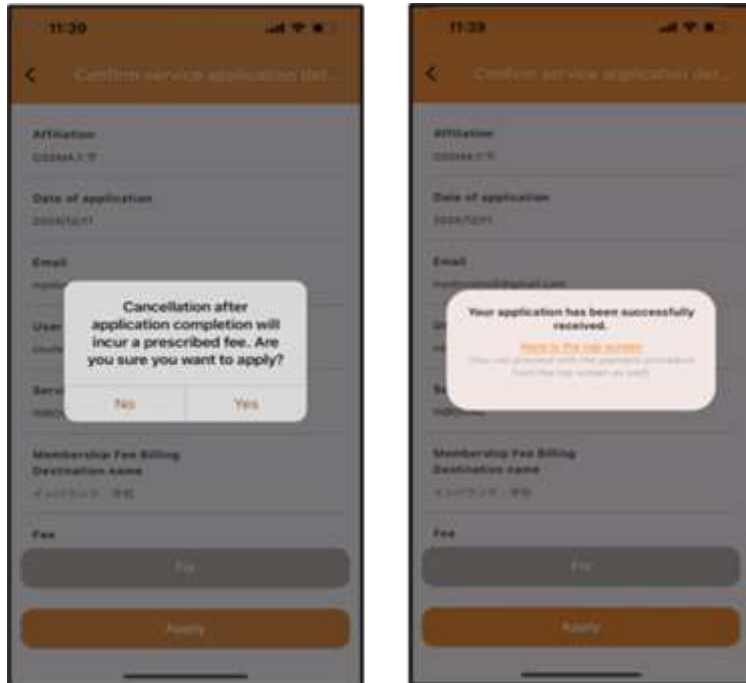
3. Confirm registration details
Confirmation screen for details entered in **Step 2** will display. Check to ensure details are correct. Fees will be calculated automatically based on duration of travel.
Note: Amount will include a processing fee.

Member registration and application procedure

② Service application

How to do a service application via the app
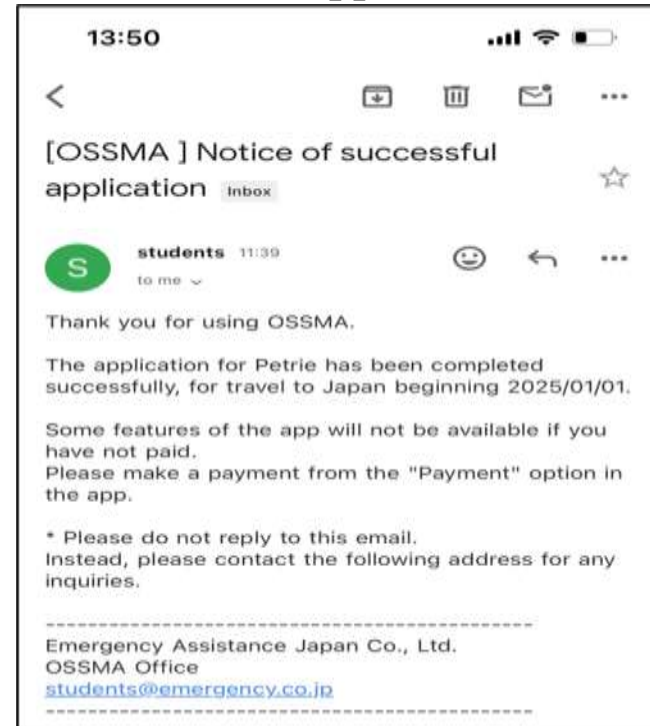
4. Registration completion
After confirming the details in Step 3, tap "Apply." The details will be displayed. Tap "Yes."
After the application is completed, you can either return to the top screen or proceed to pay.

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

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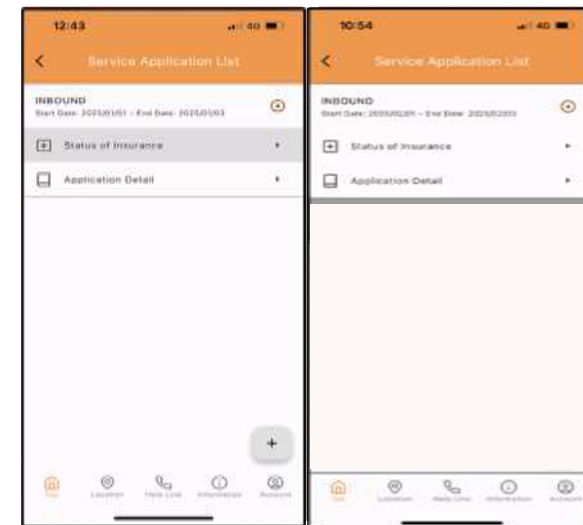
After payment is completed
After payment is completed,
items that had been deactivated
will be available for use.

Member registration and application procedure

## ③ Paying the membership fee: **Credit card payment**

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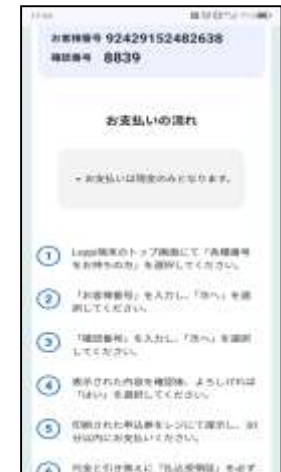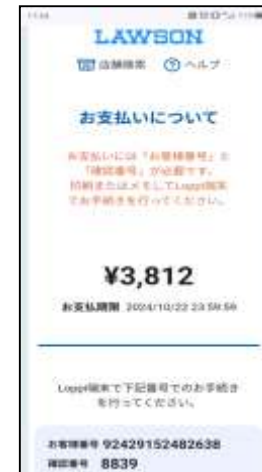
① Select "Convenience store" payment and choose the convenience store where you will pay (options include Lawson, Family Mart, Ministop, Seicomart).

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.

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
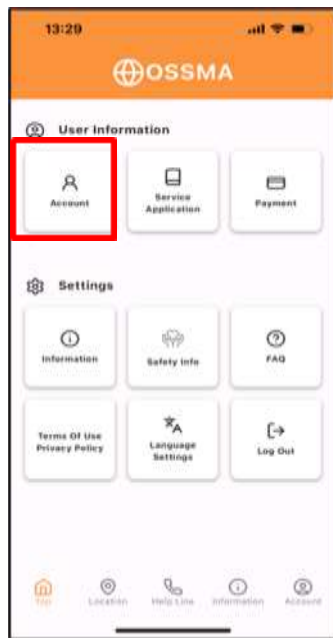
① Tap "Account."

② Tap "Edit" in the upper right corner.

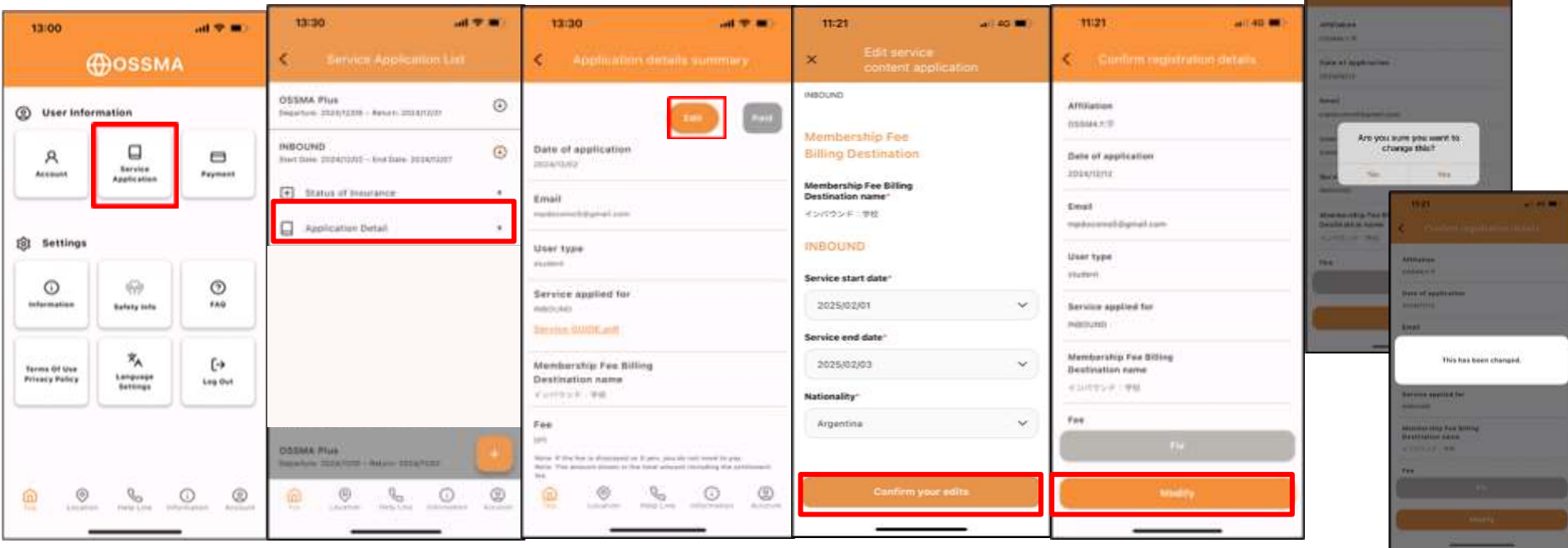③ Enter the items you want to change, then tap "Confirm Update."

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."

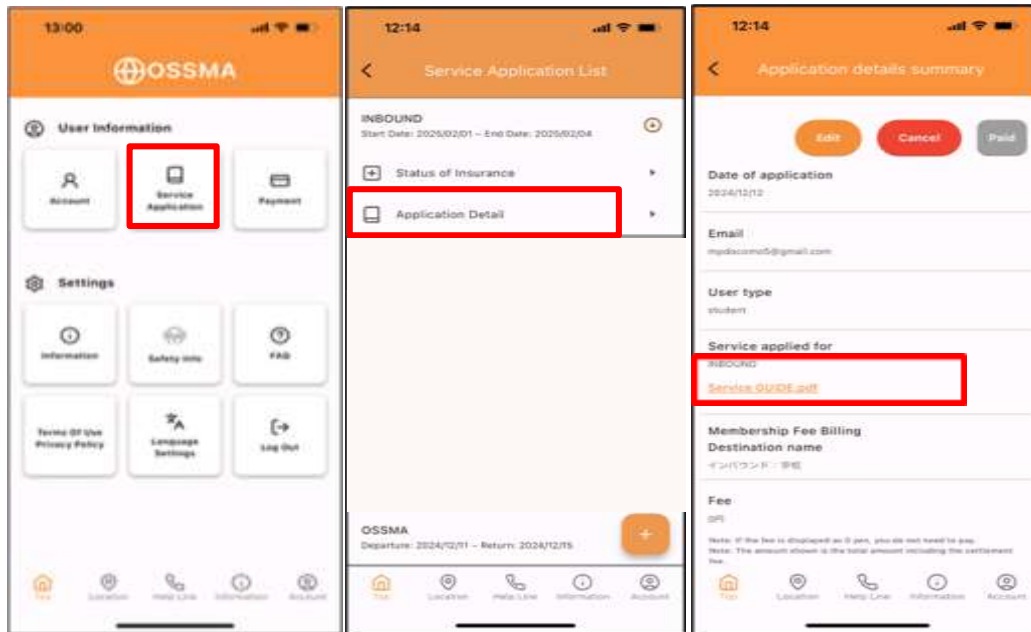② Select the application you want to change and tap "Application Detail."

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

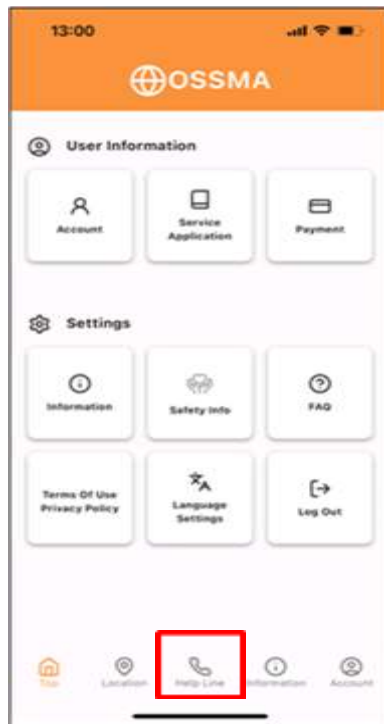① Tap "Service Application."

② Click "Application Detail."

③ Tap "Service Guide" for the service you have applied for, to display a PDF of the service details.
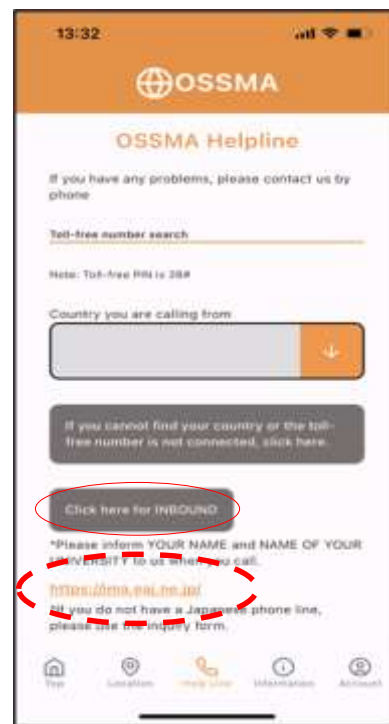
Contacting the INBOUND Helpline (24/365)

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.