November 2024

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.



Download the OSSMA app Download the OSSMA app from the App Store or Google Play

QR codes for app download





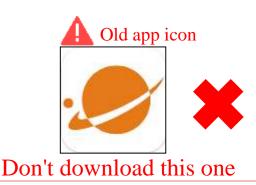




Note: If you search and download from the apps list, please do not download an older version of the app

New app icon







About the OSSMA app: Top page

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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



Member registration and application procedure

New member registration

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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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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.

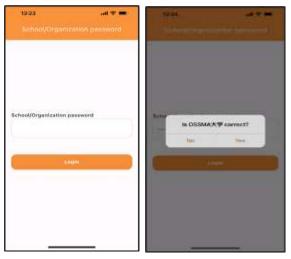
The e-mail address will receive a message with the details shown above right.

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. 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."

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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

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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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1. Application registration

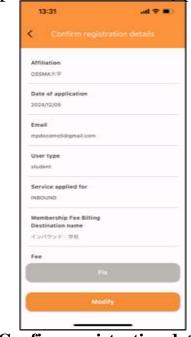
Tap "Service application" on top screen of the app. When redirected Tap "+" at the bottom right of the service application list.

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.

to do a service application via the app

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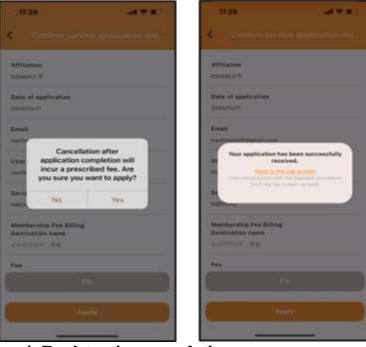


3. Confirm registration details

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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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.





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ご確認の上。 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1D bd1c4426a1d781dfc393330bad dummy@emergency.co.jp メールアドレス 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跳しします。 https://stg.link.mulpay.jp/v2/plus/tshop00065745/checkout/1fc8af66b2e9fe89e8efd0609 090eabc94723bf7e29d7f024744957c9fd0c786 (上記URLの有効期限:XXXXXXX) ※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、破棄闘います。 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 : eai 電話番号 : 09000000000 受付時間 : 10:00-17:00

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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.

How to make a member payment via e-mail

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After payment is completed

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

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.



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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(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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① Tap	"Account."
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② Tap "Edit" in the upper right corner.

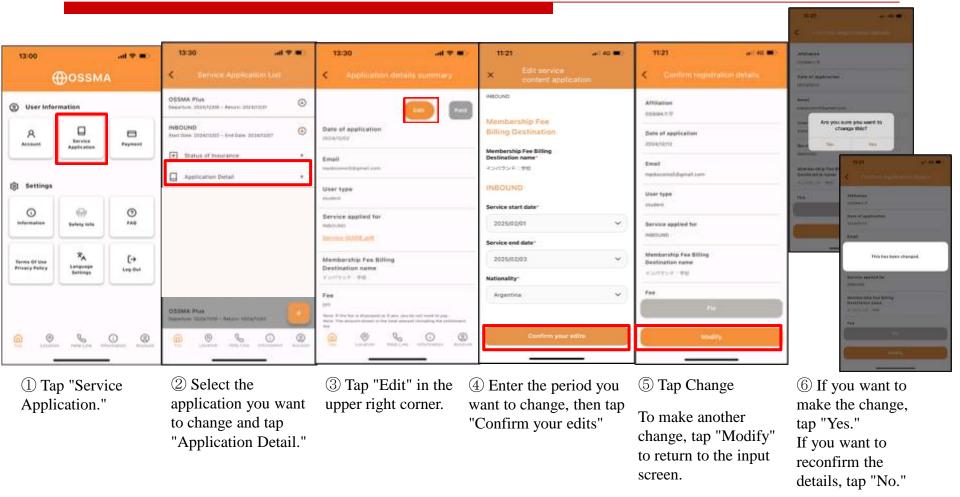
③ Enter the items you want to change, then tap "Confirm Update." ④ Confirm the changes and if all is correct, tap "Update." To make another change, tap "Fix" to return to the input screen.



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



If you want to change your service period





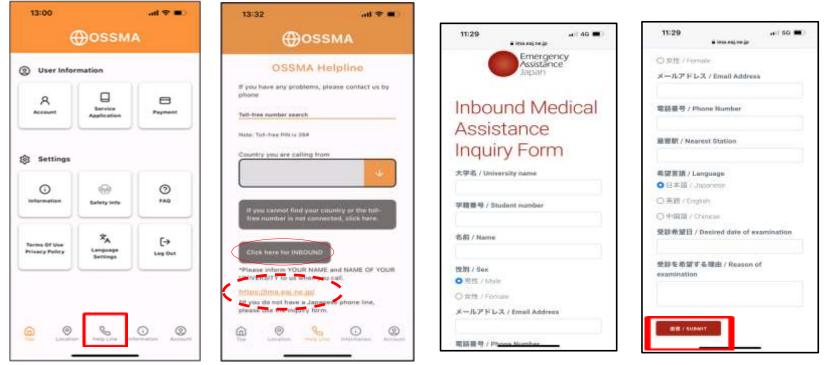
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① Tap "Se Application		② Click "Application Detail."	③ Tap "Service Guide" for the service you have applied for, to display a PDF of the service details.		



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.