
ESP Inbound Medical Assistance Service (IMAS)

How to use the NEXUS app

How to use the NEXUS app

● Download the NEXUS app (P.2)

Use the QR code to download the app from the App Store or Google Play

● NEXUS app Main Page (P.3)

How to use the icons in the main page of the app

<Application Procedure>

● After downloading the app, follow the procedures ① through ③ below.

① New member registration (P.4~5)

Membership registration is required to use the app.

② Service application (P.6~7)

Apply for services according to the length of enrollment at Kyushu University.

③ Payment of the membership fee (P.8~11)

Paying the membership fee by credit card or at a convenience store.

● How to change your user information (P.12)

● How to change your service period (P.13)

● How to check your service details (P.14)

● Contacting the INBOUND Helpline (24/365) (P.15)

IMAS member registration and application procedure

Download the NEXUS app

Download the NEXUS 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

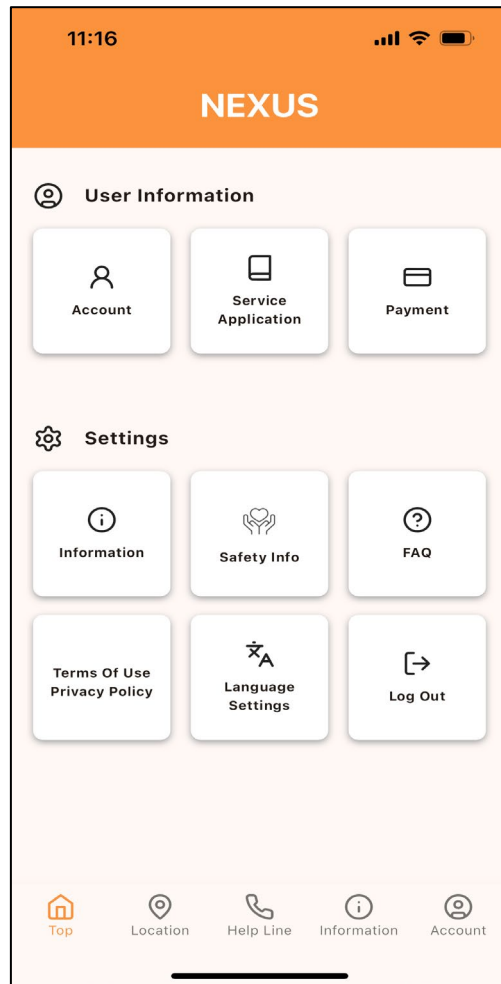


Old app icon

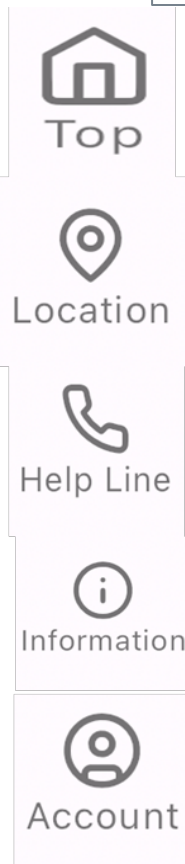


Don't download this one

About the NEXUS app: Main 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

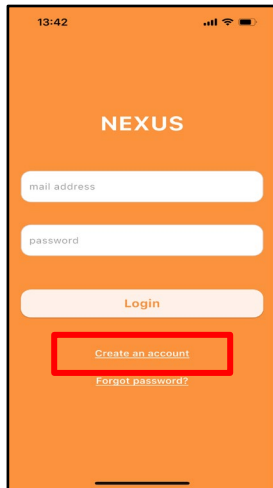
• • • Notifications from EAJ or your school

• • • Display user information

Member registration and application procedure

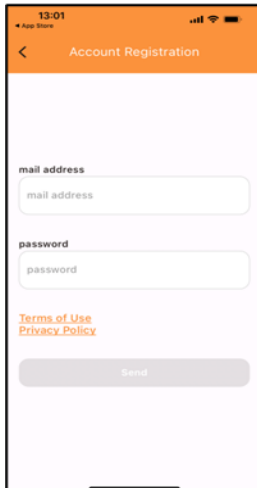
① New member registration

How to register a new member via the app



1. New member registration

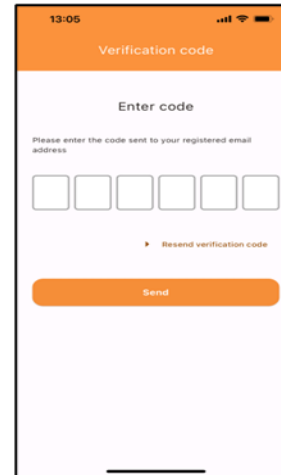
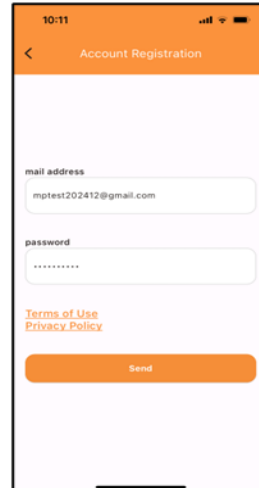
Download app, click "Create an account" then proceed to register.



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.

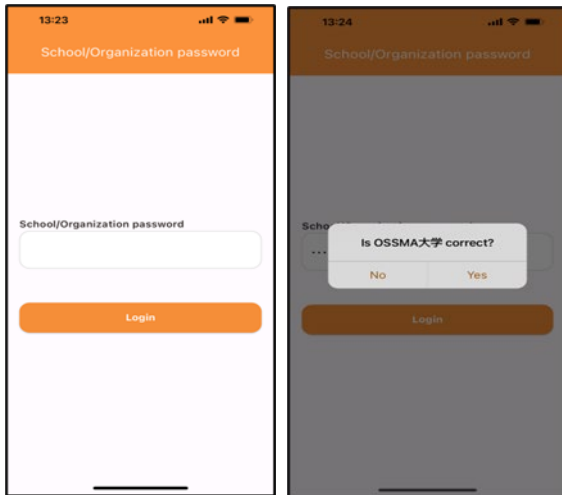
Note: The code does not fill automatically, so please be sure to check you e-mail then enter the code.



Member registration and application procedure

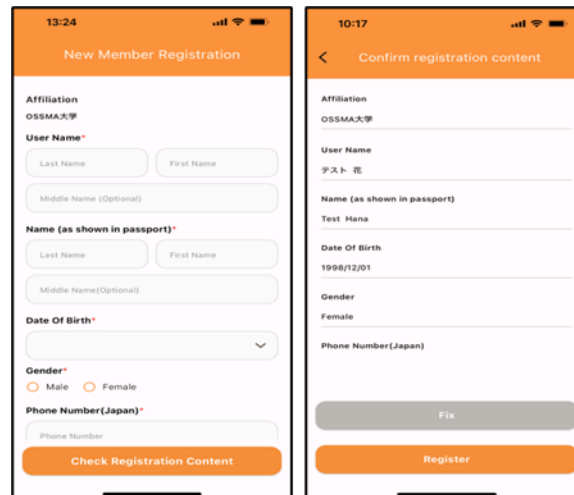
① New member registration

How to register a new member via the app



4. Enter school/organization password

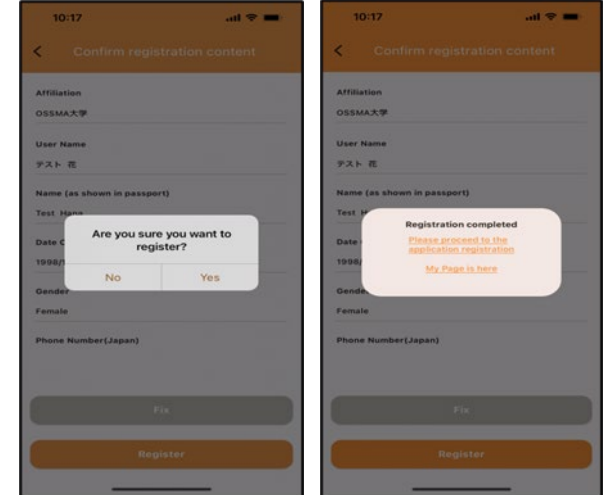
You will be redirected to the school/organization password input screen. Enter “**kyushu**” then the screen will indicate “Is Kyushu University Inbound correct?” If correct, tap “Yes.”



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

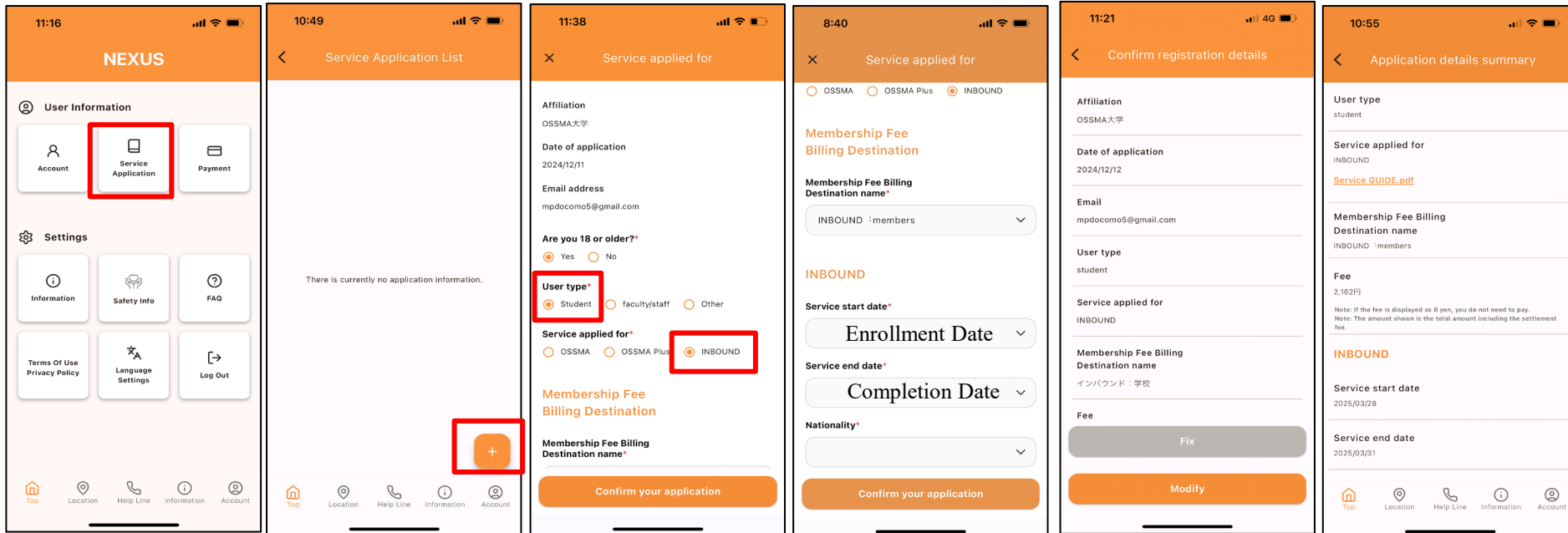
After registration is complete, you will be prompted to proceed to the application or return to the top screen.

- Student ID number is printed on the front of your student ID card.

Examples: **Undergraduate: 1TE12345N**
Master: 2TE12345N
Doctor: 3TE12345N
Research student: 5TE12345N
Special Auditing Student/Special Research Student: 9TE12345N

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.

<Example>

(Master Student)	Service Start: 2024/10/1
	Service End: 2026/9/30
(Research Student)	Service Start: 2024/10/1
	Service End: 2025/3/31

3. Confirm registration details

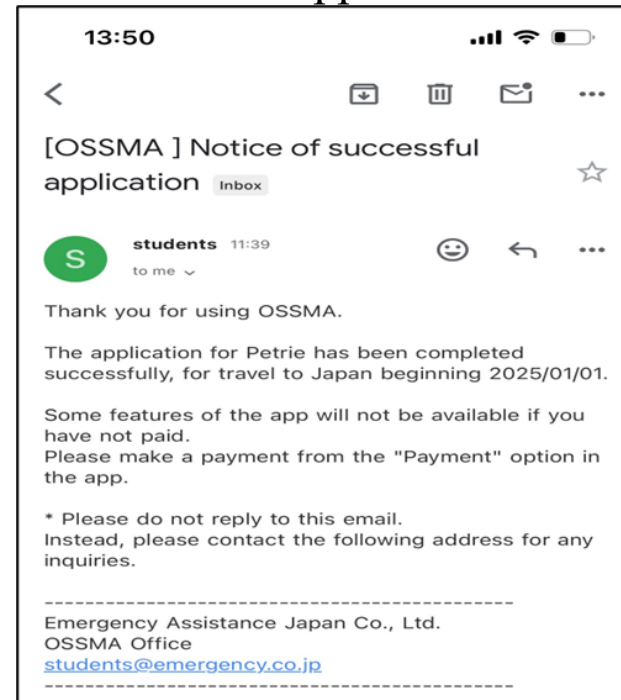
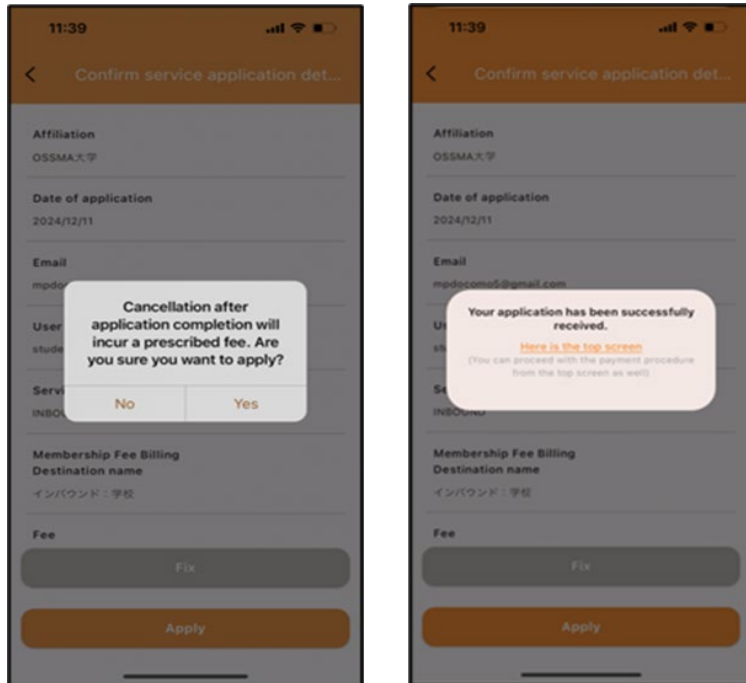
Confirmation screen for details entered in Step 2 will display. Check to ensure details are correct. Fees will be calculated automatically based on **Kyushu University enrollment period.**

Note: Amount will include a processing fee.

Member registration and application procedure

② Service application

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. Also, you will receive an email regarding the payment process.

※Please complete the payment of the membership fee through the app or the payment process email

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

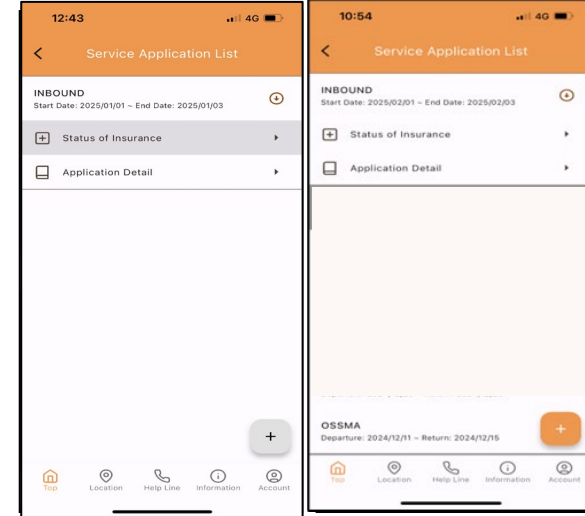
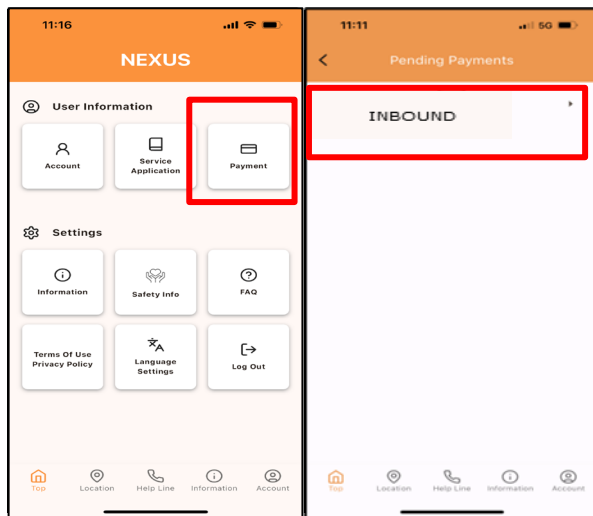
4. Registration completion

After confirming the details in Step 3, tap "Apply." The details will be displayed. Tap "Yes."

After the application is completed, please make sure to proceed with the payment process.

Member registration and application procedure

③ Payment of the membership fee How to make a member payment via the app



Make a payment from the app
Tap "Payment" to display the payment list screen.

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..

After payment is completed

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

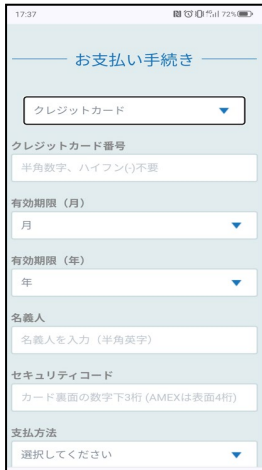
Select a payment method

③-1 Credit Card → go to the page 9

③-2 Convenience store payment → go to the page 10~11

Member registration and application procedure

③-1 Payment of 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

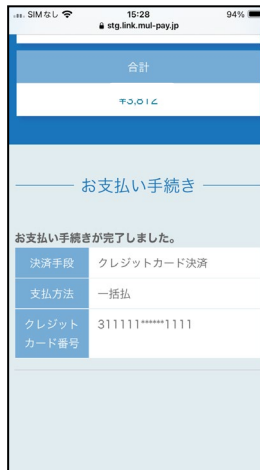
有効期限 (月)
月

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

③-2 Payment of 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).

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

③-2 Payment of 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.

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 : A J)
受付日時 : 2024/10/17 17:44:13
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。

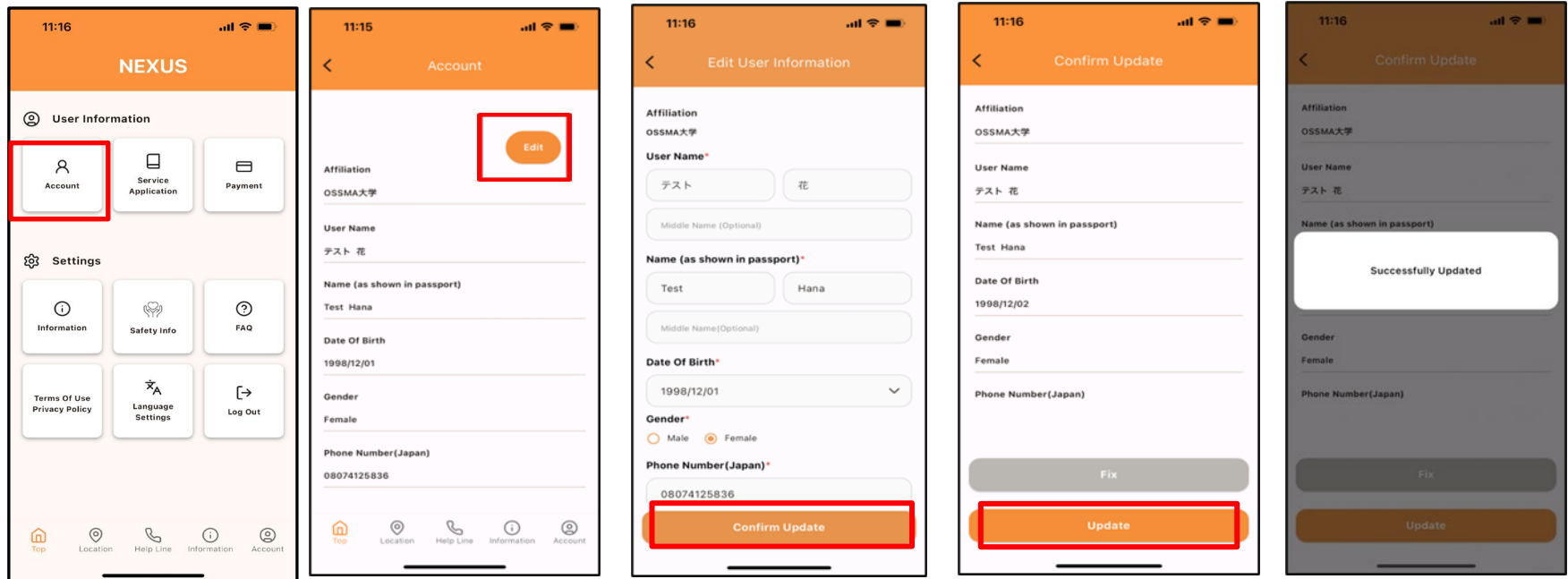
■Loppiでのお支払い方法

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。

How to change your user information



① Tap "Account."

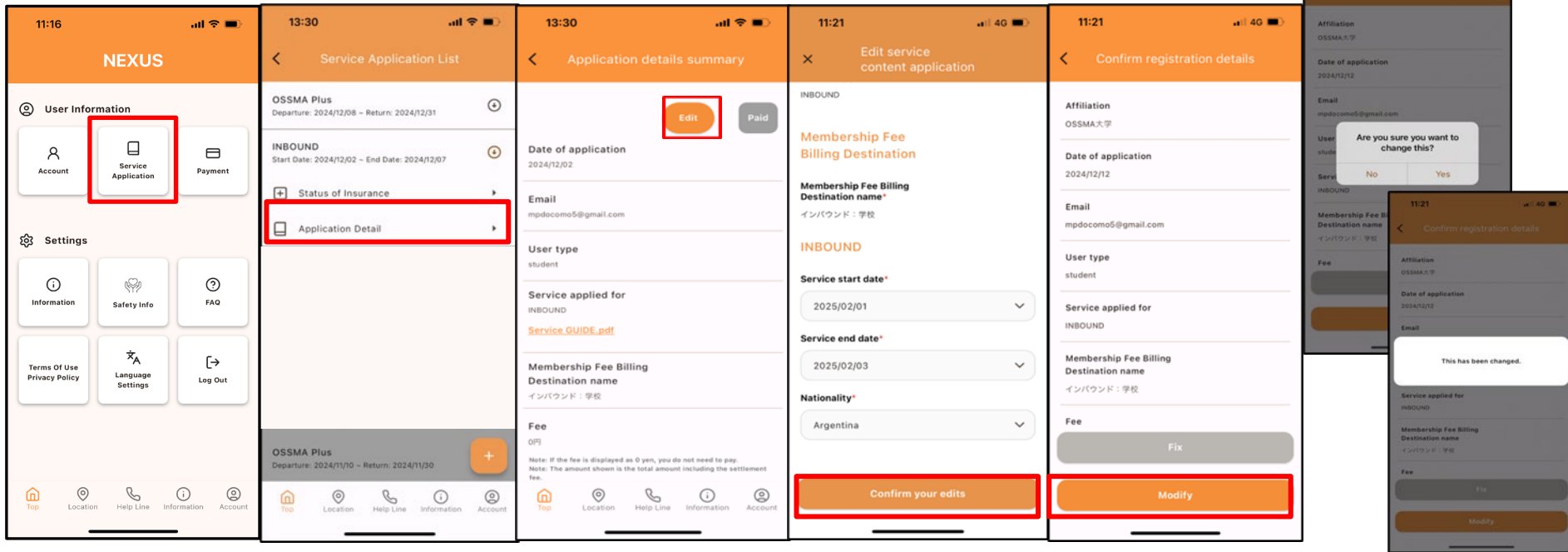
② Tap "Edit" in the upper right corner.

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."

How to change your service period



① Tap "Service Application."

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

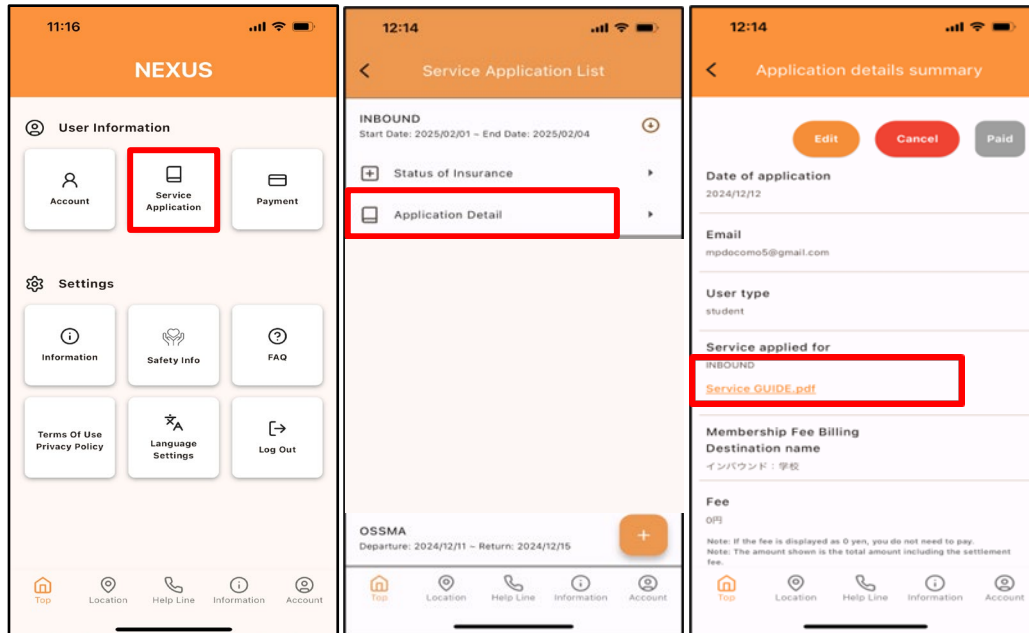
③ Tap "Edit" in the upper right corner.

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.

Inbound Medical Assistance Service GUIDE

"Inbound Medical Assistance Service" is a service for international students in Japan.

Service Contents

1. Clinic/Hospital information	You will be provided Clinic/hospital information over the telephone, to see a doctor nearby your residence.
2. Translation	Three-way telephone translation service is available when you find difficulty for understanding language at a clinic (*), or need to communicate with a taxi driver when you go to see a doctor. (*): Translation service with a doctor is available with the doctor's permission only.

-This service is NOT a medical insurance.
 -All medical expenses (including checkup, treatment and hospitalization) charge 100%. We strongly recommend for you to have a medical insurance.
 -Please bring your 'KOKUHO' (National Health Insurance) and Students ID Card with you when you see a doctor.

Languages and Service Hours

Language	English, Chinese, Japanese
Service Time	24hrs 365days

Telephone Number

Call the number below when you need our medical assistance services:

Telephone Number : 03-6371-0063 (No.toll-free.Line)

-We answer "Emergency Assistance Japan" when you call us.
 -This is not a toll-free line. Please note that you need to pay for the telephone charges.
 -Please inform **YOUR NAME and NAME OF YOUR UNIVERSITY** to us when you call.

Note

- ◆ The service is only for members.
- ◆ The service is only available while staying in Japan within the contract term.
- ◆ Even though with the contract, you cannot use this service if you were outside of Japan.
- ◆ The service may not be provided if the following inevitable events occurred:
 - General strike, transit strike, act of nature, war, civil strife, terrorism, mutiny, riot, retaliation, traffic/transit restraint, explosion, nuclear accident
- ◆ Privacy policy
 We shall observe the Law Concerning the Protection of Personal Information, other applicable laws and ordinances. We operates personal information only for the purpose of providing services.

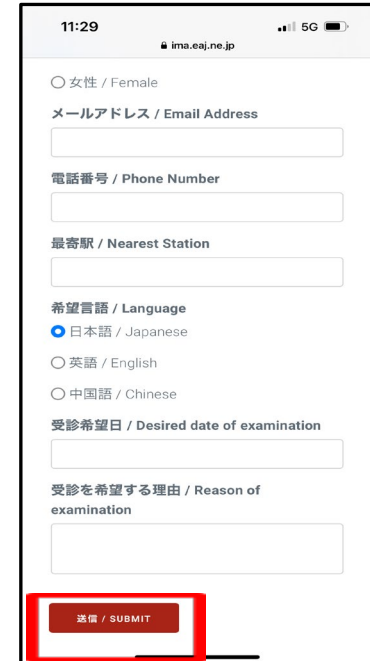
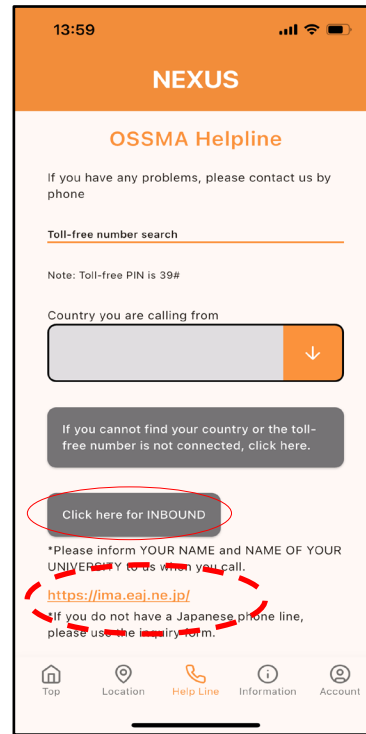
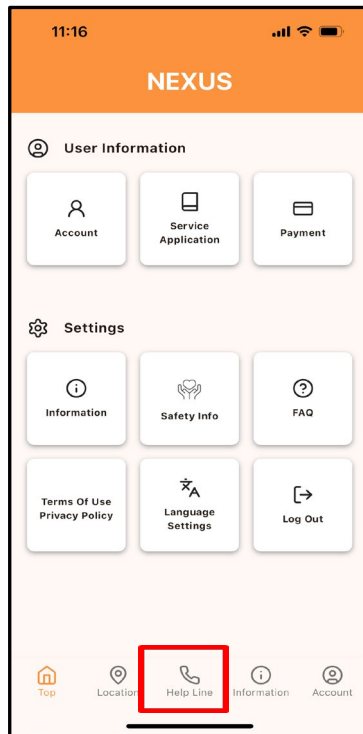
If you do not have a voice call telephone

- ◆ Only if you do not have a voice call telephone or you cannot use it, you may use this Inquiry Form.
- ◆ After we checked the inquiry, we will contact you. It may take 1-2 days.
- ◆ In case of emergency, you cannot use this Inquiry Form. Please ask friends, dormitory staff or find the nearest public telephone then call us.
- ◆ This inquiry form is available in Japanese, English or Chinese.

Inquiry Form <https://ima.eaj.ne.jp/>

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.