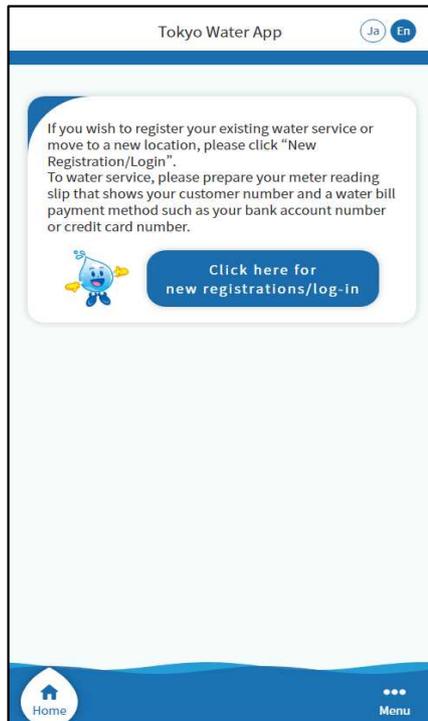
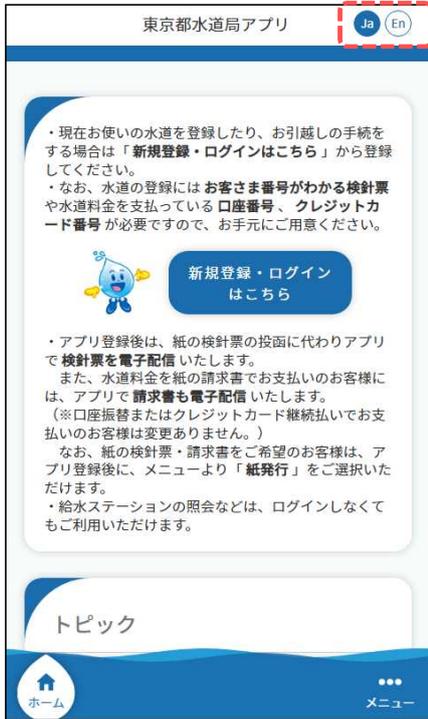


1. General operation



Home screen (before login)

①



Launching the app

Tap the icon that was added after installation to launch the app.

Once launched, the home screen (before login) will be displayed.

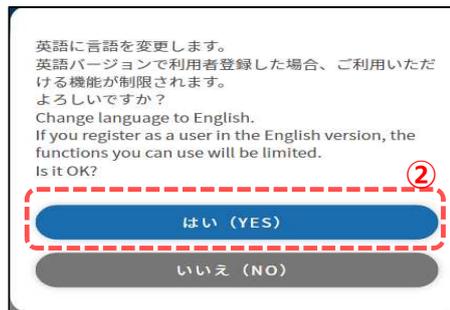
Language Selection

- ① Upon launching the app, the home screen (before login) in Japanese will be displayed as the initial screen.

To change to English, tap the language selection button at the top of the screen.

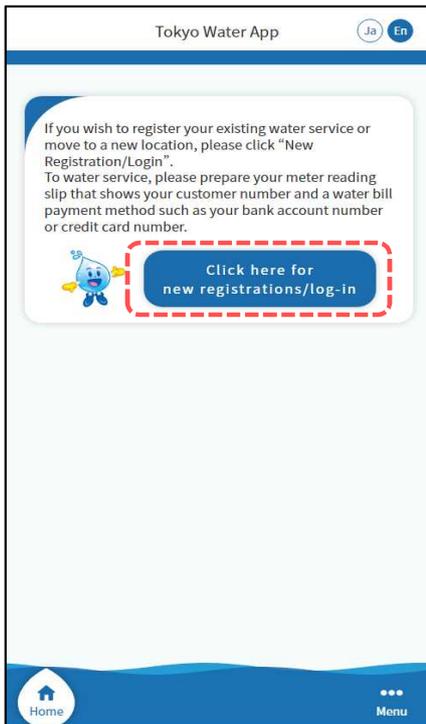
Ja : Japanese En : English

- ② When the language selection button is tapped, the following message will be displayed. Select [Yes] to switch to English. Select [No] to return to the home screen (before login) in Japanese.



1. General operation

Home screen (before login)



■ Launching the login screen

Tap the [Click here for New Registrations/Login] button to display the login screen.

1. General operation

Login screen

Tokyo Water App

Ja En

Login

*:Input required

Email Address *

Email Address

Password *

Password

Login >

App's First-time users

Forgot your password?

When entering the password, be careful not to confuse uppercase and lowercase letters.

If you enter the wrong password a certain number of times, it will be locked, so if you do not know the password, please reset it.

Home Menu



User registration selection screen

Tokyo Water App

Ja En

The water supply contractor himself/herself should complete the procedure.

For those who do not have a water supply contract

Start using your water supply

This button accepts the initial registration and start of use of the application at the same time. After this initial registration, you do not need to apply to start using the app again from within the app.

For those who already have a water supply contract

Register your current water service

In order to register the water supply it is necessary to have the Customer Number that you want to register.

What is a Customer Number?

The initial registration of the app with your current water contract can be accepted by clicking on this button. To apply for termination of water service, or to apply for simultaneous termination and start of water service, please log in after this initial registration, and apply from the "Relocation Procedure".

(Note) Areas covered by the water supply: wards, cities, towns in Tokyo Prefecture that are supplied by the Bureau of Waterworks Tokyo Metropolitan Government (except for Musashino city, Hamura city, Akishima city, Hinohara village and Tokyo Islands)

Click here to watch a video about registration

Home Menu

Launching the user registration selection screen

- ① Tap the [First-time users] button on the login screen. The user registration selection screen will be displayed.

On the user registration selection screen, the following menu options are available. Please select the menu that best suits your needs.

Registration of your current water service

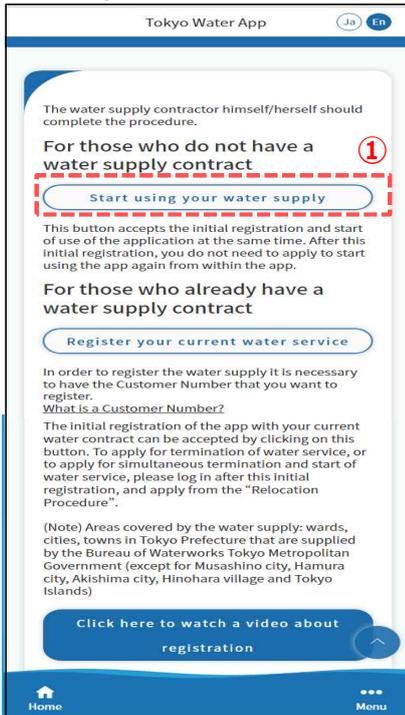
For those who currently have a water service contract and are registering for a new app
⇒ 「2. Registration of your current water service」

Application to start using water service

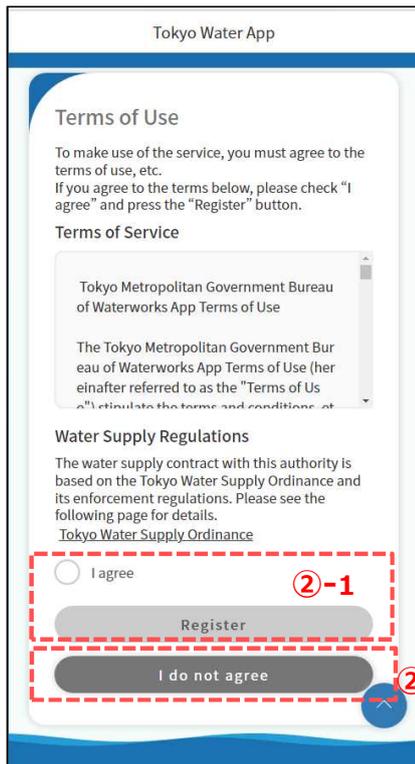
For users who wish to apply for water service at the same time as registering the app.
⇒ 「3. Application to start using water service」

2. How to start water service contract

User registration selection screen



Terms of Use screen



The following is the user registration procedure for those who are registering the app along with the application to start water service.

- ① Tap the [start using your water supply] button to show the Terms of Use screen.
- ② Review the Terms of Use and Water Service Regulations on the Terms of Use screen.

<②-1>

If you agree to the terms of service, please place a check mark in the [I agree] box and tap the [Register] button.

*When you place a check mark in the [I agree] box, the [Register] button will turn blue and become ready to be tapped.



Tap the [Register] button to show the email address registration screen.

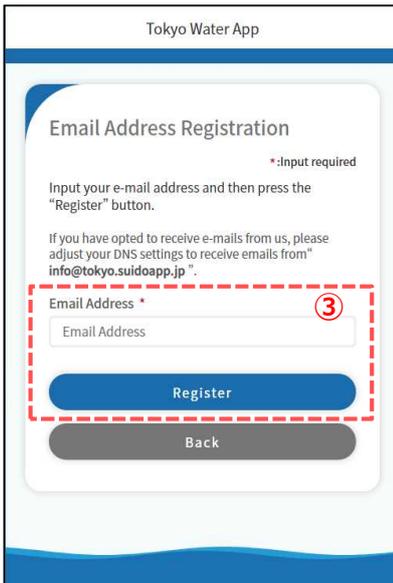
⇒ Go to step ③

<②-2>

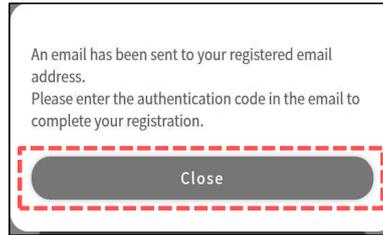
If you do not agree, tap the [I do not agree] button. By tapping it, you will be redirected to the user registration selection screen. If you do not wish to register as a user of the app, please exit the app or close the browser.

2. How to start water service contract

Email address registration screen



- ③ Fill in your email address and tap the [Register] button. If the email address can be registered, the message below will be displayed, and a verification code will be sent to the provided email address.

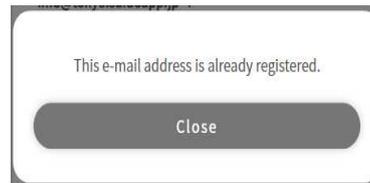
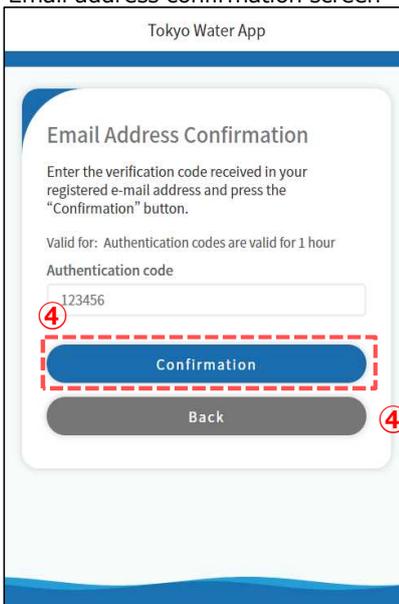


Tap the [Close] button in the message to show the email address confirmation screen.

*After the user registration is completed, a notification of the completion of the user registration and other emails concerning the app will be sent to the email address that you entered on the email address registration screen.

*If the email address is already registered, the following message will be displayed. Please register a different valid email address.

Email address confirmation screen



- ④ Enter the verification code that was sent to the email address you provided on the previous screen and tap the [Confirmation] button. The following message will be displayed.



Tap the [Close] button to show the user registration screen.

<④-1>

If you wish to change your email address, tap the [Back] button. You will return to the email address registration screen, so register a new email address of your choice. After registration, a new verification code will be sent to the email address.

2. How to start water service contract

User registration screen (user information)

Tokyo Water App

User Registration (connect water supply at the same time)

step1 step2 step3 Confirmation

User Information 5

*:Input required

User Name *

The maximum input length is 15 characters.
In case of being a corporation, please enter your corporate name.

John Smith

Phone Number *

000 - 0000 - 0000

Password *

Please use a combination of upper and lowercase letters and numbers (8-32 characters).

Password

Password Confirmation *

Password Confirmation

Next >

- ⑤ Enter the information about the app user.

Please enter a valid mobile phone number to receive a verification code.

After entering all the necessary items, tap the [Next] button. The user registration screen (water service information) will appear.

2. How to start water service contract

User registration screen

(connection procedure information①)

⑥ Enter the information on the procedures to start using the water service.

Please specify the starting date of use within the available acceptance period. Check [Application by Customer Number] or [Application by Address]. Enter the required information, and the following message will be displayed after tapping the [Next] button.

Tap the [Yes] button to show the user registration screen (connection procedure information②).

<⑥-1>

Place a check mark in the [Application by Customer Number] checkbox to display the customer number input area. Please enter your customer number printed on the meter reading slip, receipt, or billing statement, or other documents.

<⑥-2>

Place a check mark in the [Application by Address] checkbox to display the water usage location input area. Please enter the address of the location where the water service will be started.

2. How to start water service contract

User registration screen

(connection procedure information②)

Tokyo Water App

User Registration (connect water supply at the same time)

step1 step2 step3 Confirmation

Water Supply Contractee Information

Please change it if you want to register the name of the water supply contractor under a corporate name.

Contractee's name *

John smith

- * Please enter your name as it appears on your passport in alphabetical characters.
- * If your name exceeds 30 characters, please omit your middle name, etc., to fit it into the 30-character limit.
- * Please enter a space between your first and last names.

If you want to send notifications to places other than the place you start the usage

Confirmation >

Back

⑦ Enter the information on the procedures to start using the water service.

After entering the required fields, tap the [Confirmation] button. The user registration confirmation screen will appear.

<⑦-1>

If you checked [If you want to send notifications to places other than the place you start the usage], the mailing address entry area will appear. Please fill in the required fields.

If you want to send notifications to places other than the place you start the usage

Postal address information

Postal Code *

123 - 4567

Prefecture *

Tokyo

Ward/City/Town/Village *

Shinjuku City

Town *

Nishi-Shinjuku

Chome *

1-Chome

Street

2

Unit

3

Building name

Please enter the building name

Building number *In case there is no building number, please leave it blank.
If your address contains a building number and an error occurs when entering in the "building number" field, please enter the number in the "room number" field instead.

A

Room number

101

Recipient's name *

John Smith

Mailing address phone number

000 - 0000 - 0000

Confirmation >

Back

2. How to start water service contract

User registration confirmation screen

Tokyo Water App

User Registration (connect water supply at the same time)

step1 step2 step3 Confirmation

If the information entered below is correct, please press the "Register" button.

User Information Edit

User Name
John Smith 8

Mobile Phone Number
00000-0000-0000

Password
●●●●●●●●

Connection Procedure Information Edit

Date of Connection
2022/09/01 9

Application Method
Application by Customer Number

Customer Number
99-999999-99

Postal Code
123-4567

Address
新宿区戸山12345番1234号建物名称 123棟 1001号室

Connection Procedure Information Edit

Water Supply Contractee Information 10

Contractee's name
John Smith

Postal address information
Postal Code
123-4567

Address
Tokyo

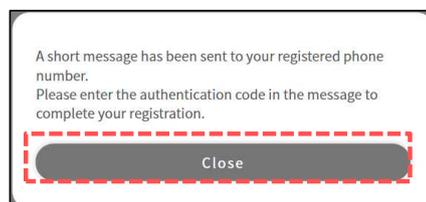
Recipient's name
John Smi

Mailing Address Phone Number
00000-0000-0000

Register

Back 11

- ⑧ Check the contents you have entered in the app's user information. You can tap the [Edit] button to return to the user registration screen (app user information) and modify the information.
- ⑨ Check the contents you have entered in the application information to start using the water service. You can tap the [Edit] button to return to the user registration screen (connection procedure information①) and modify the information.
- ⑩ Check the contents you have entered in the application information to start using the water service. You can tap the [Edit] button to return to the user registration screen (connection procedure information②) and modify the information.
- ⑪ Confirm the contents, and if everything is fine, tap the [Register] button. The following message will be displayed once you tap the [Register] button.



A verification code will be sent to the mobile phone number you provided on the user registration screen (app user information).

Tap the [Close] button to show the SMS authentication screen.

2. How to start water service contract

SMS authentication screen

Tokyo Water App

SMS authentication

Enter the verification code you received in the short message on your cell phone and press the "Confirmation" button.

Mobile Phone Number: 000-0000-0000
Valid for: Authentication codes are valid for 1 hour

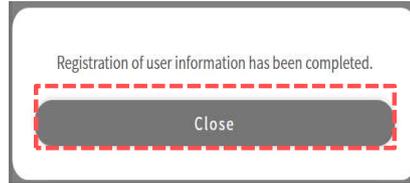
Authentication code 12

123456

Confirmation 13

Change mobile phone number

- ⑫ Enter the verification code that was sent to the registered mobile phone number and tap the [Confirmation] button. If the verification code is correct, the message below will be displayed.



Tap the [Close] button on the message to proceed to the login screen.

A registration of Tokyo water app and starting water contract has been completed.

- ⑬ To change your mobile phone number, tap the [Change mobile phone number] button to show the Change phone number screen. Enter the mobile phone number you want to change and tap the [Change] button to resend the verification code.

Change phone number screen

Tokyo Water App

Change Phone Number

*:input required

This is not a change of the registered phone number for the water supply contract.

Mobile Phone Number *

000 - 0000 - 0000

Change

Back