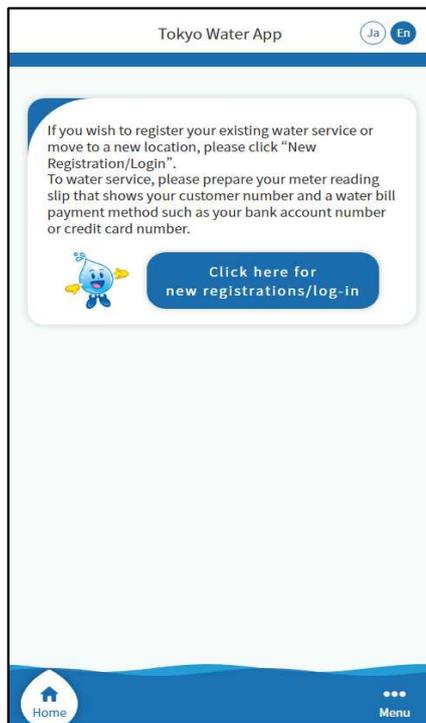
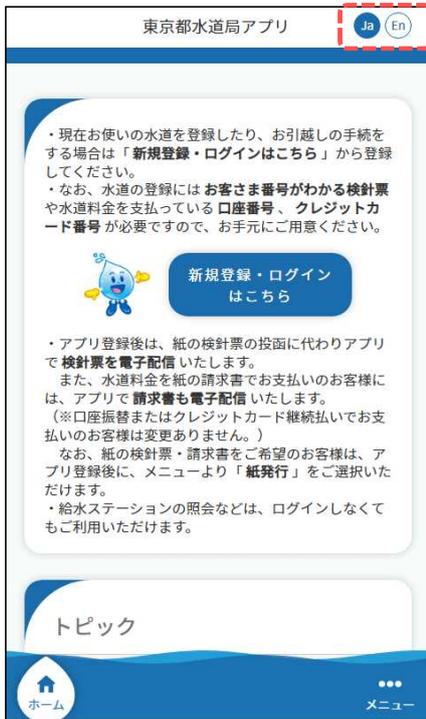


1. General operation



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.

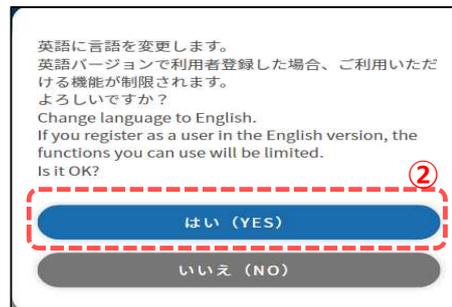
Language Selection

- 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.

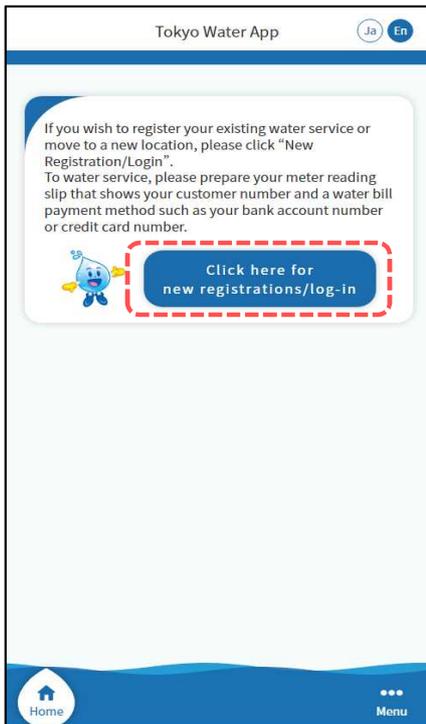
Ja : Japanese En : English

- 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)

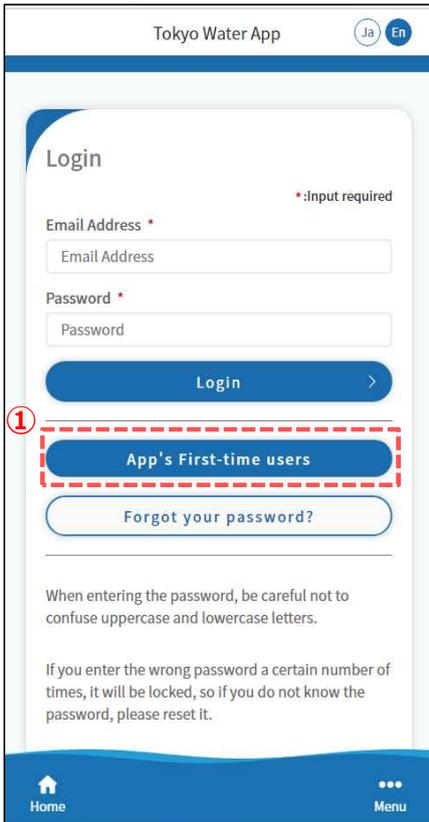


■ Launching the login screen

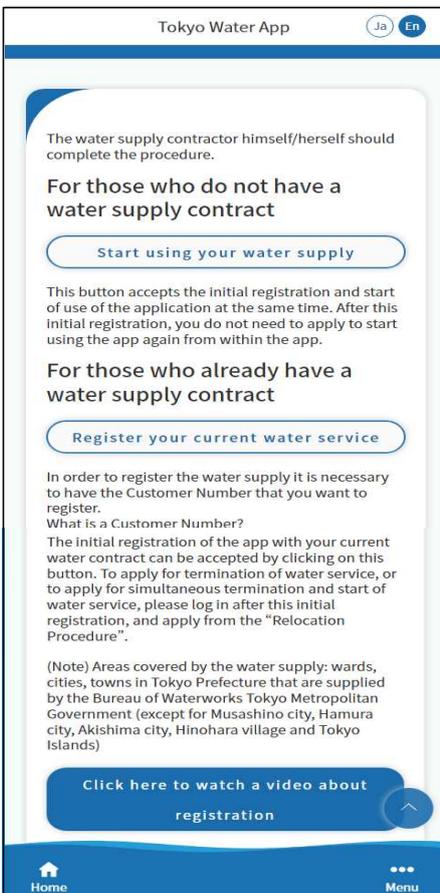
Tap the [Click here for New Registrations/Login] button to display the login screen.

1. General operation

Login screen



User registration selection screen



Launching the user registration selection screen

- ① Tap the [App's 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

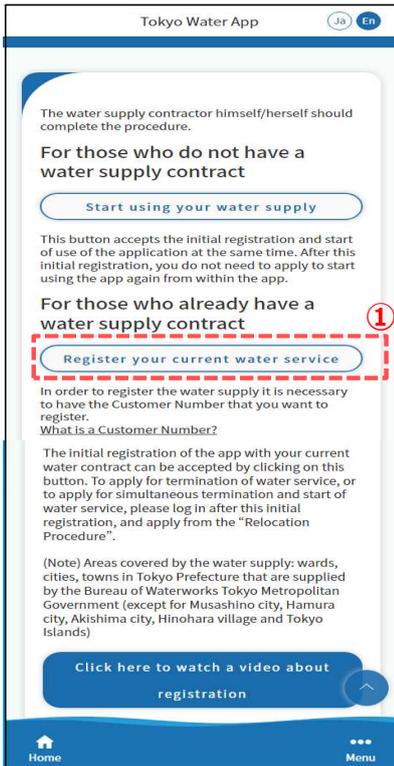
For those who currently have a water service contract and are registering for a new app
⇒ 「2. Registration of your current water service」

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. Registration of your current water service

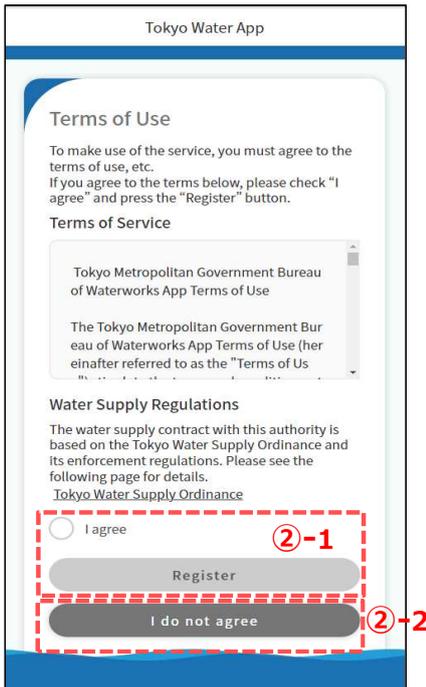
User registration selection screen



This section describes the steps for user registration procedure for those who currently have a water service contract and are registering the app.

- ① Tap the [Register your current water service] button to show the Terms of Use screen.

Terms of Use screen



- ② Review the Terms of Use on the Terms of Use screen.

<②-1>

If you agree to the Terms of Use, place a checkmark in the [I agree] box and tap the [Register] button.

*When you place a check mark on the [I agree] box, the [Register] button turns blue and is 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. Registration of your current water service

Email address registration screen

Tokyo Water App

Email Address Registration

*:Input required

Input your e-mail address and then press the "Register" button.

If you have opted to receive e-mails from us, please adjust your DNS settings to receive emails from "info@tokyo.suidoapp.jp".

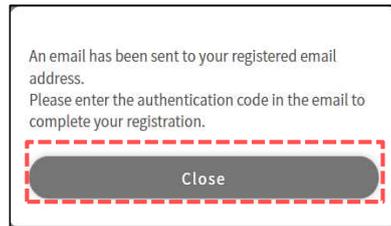
Email Address *

Email Address

Register

Back

- 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

Tokyo Water App

Email Address Confirmation

Enter the verification code received in your registered e-mail address and press the "Confirmation" button.

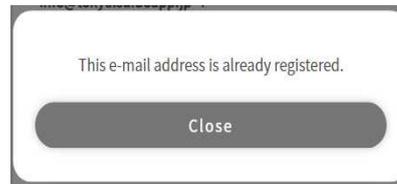
Valid for: Authentication codes are valid for 1 hour

Authentication code

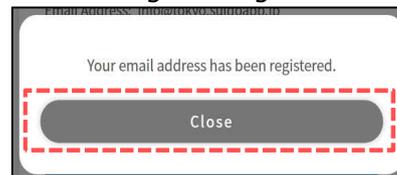
123456

Confirmation

Back



- 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. Registration of your current water service

User registration screen (app user information)

Tokyo Water App

User Registration

Step.1 Step.2 Confirmation

User Information

*: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 cell 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. Registration of your current water service

User registration screen
(water supply information)

Tokyo Water App

User Registration

Step.1 Step.2 Confirmation

Water Supply Information

Please enter the details of your current water supply contract. ⑥

Customer Number * ⑥-1

99 - 999999 - 99

Current Payment Method ⑥-2

Please select

Confirmation >

Back

- ⑥ Please enter the information on your current water service contract. Please check the meter reading slip, etc., on hand and enter the information.

After entering all the necessary items, tap the [Confirmation] button. The confirmation screen will appear.

<⑥-1>

Please enter your customer number printed on the meter reading slip, receipt, billing statement, or other documents.

<⑥-2>

You can choose from the following three options under [Current Payment Method].

Invoice / Bank Account / Credit Card

Current Payment Method

Please select

Depending on the method that you chose, the items to be filled in will vary.

(e.g.) If you selected Invoice

Please enter your phone number registered with the Waterworks. *

000 - 0000 - 0000

(e.g.) If you selected bank account transfer

Please enter the last 4 digits of your account number. *

(ex)9999

(e.g.) If you selected credit card payment

Please enter the last 4 digits of your credit card number. *

(ex)9999

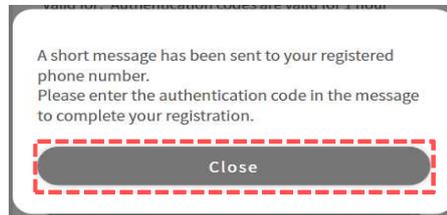
2. Registration of your current water service

User registration confirmation screen

⑦ Check the contents you have entered in the app's user information. Tap the [Edit] button to return to the user registration screen (app user information) and modify the information if needed.

⑧ Check the contents you have entered in the water service information. Tap the [Edit] button to return to the user registration screen (water supply information) and modify the information if needed.

⑨ Confirm the contents, and if everything is fine, tap the [Register] button. The following message will be displayed once you tap the [Register] button.

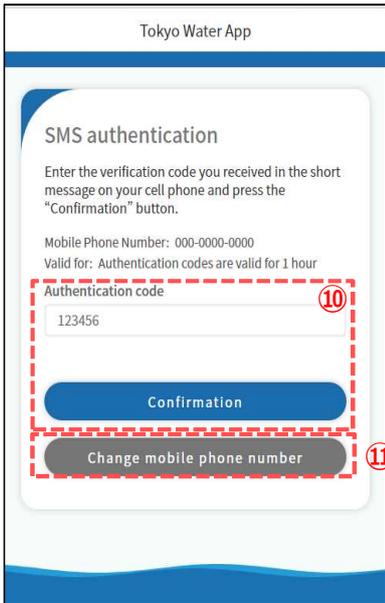


A verification code will be sent to the mobile phone number you provided on the user registration screen (app user information).

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

2. Registration of your current water service

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

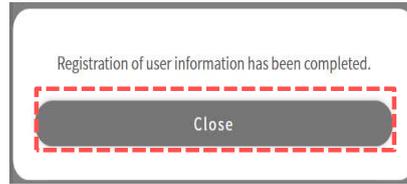
Authentication code

123456

Confirmation

Change mobile phone number

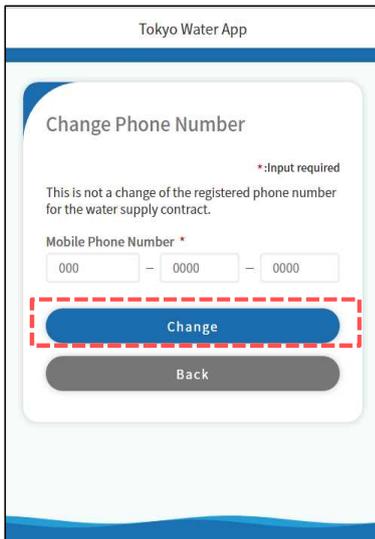
- ⑩ Enter the verification code that was sent to the registered mobile phone number and tap the [Confirmation] button. If the verification code is correct, the message below will be displayed.



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

- ⑪ 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 *

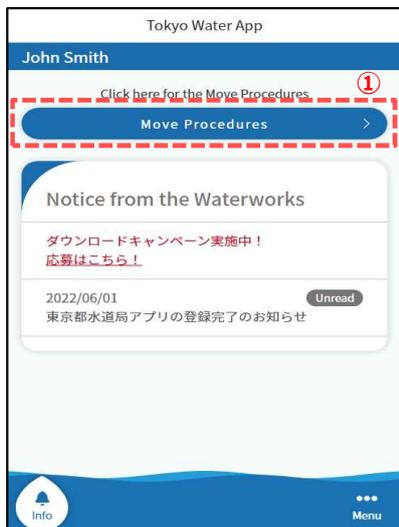
000 - 0000 - 0000

Change

Back

This section describes the steps for the application to stop water contract using the app. (After login)

Smartphones and tablets



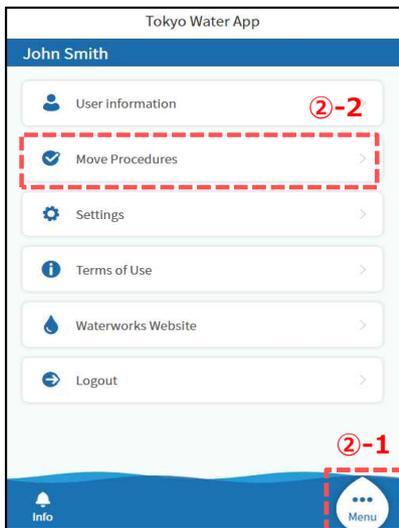
For those operating the app on a smartphone or tablet, please follow the steps below to open the screen.

①. Tap the [Move Procedures] button on the top screen.

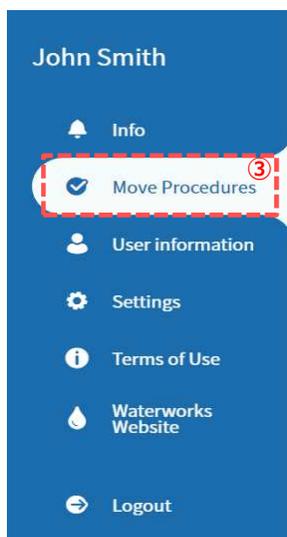
Or

②-1. Tap the [Menu] button on the footer menu to open the menu.

②-2. Tap the [Move Procedures] button.



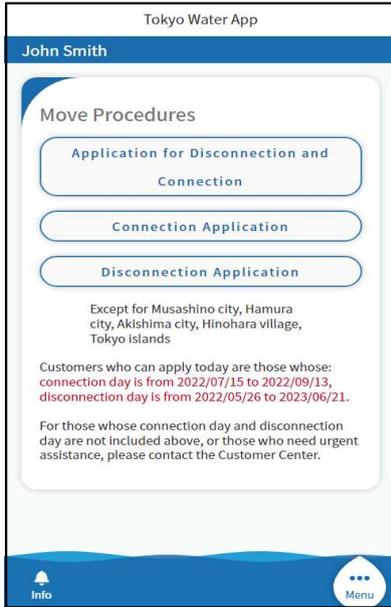
Personal computer



For those who are operating the app on a computer, please follow the steps below to open the screen.

③ Click the [Move Procedures] button on the side menu.

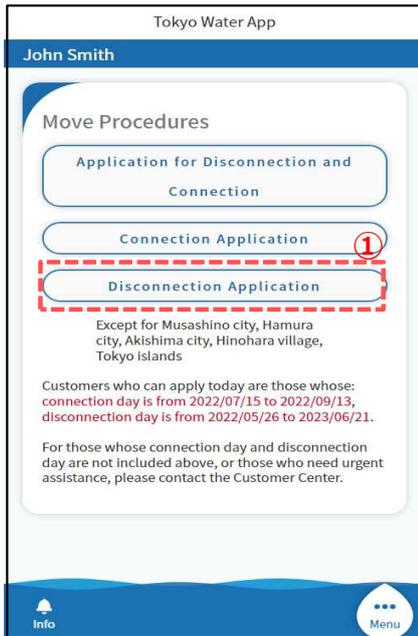
Move procedures screen



④ Move procedures screen will appear.

4. How to stop water service contract

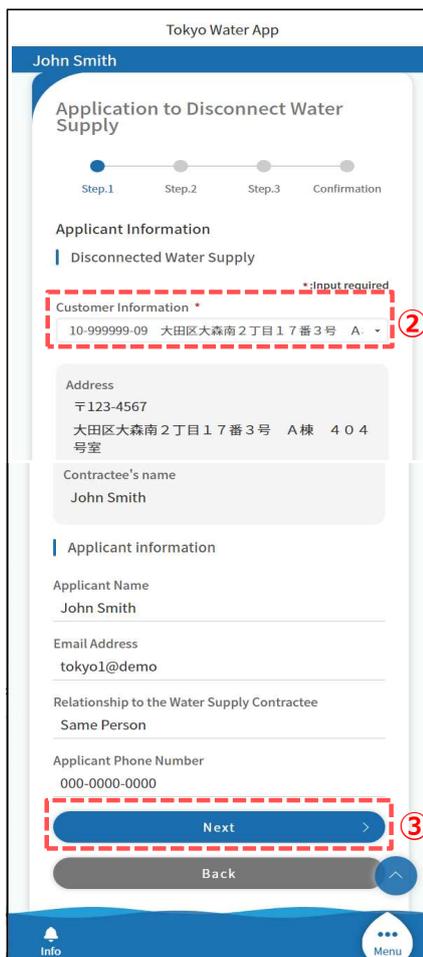
Move procedures screen



This section describes the steps for the application to stop using the water service.

- ① Tap the [Disconnection Application] button on the move procedures screen to open the screen of the application to disconnect water supply.

Screen of the application to disconnect water supply (applicant information)



- ② Select the customer number you wish to cancel on the screen of the application to disconnect water supply (applicant information).

- ③ After filling in the required fields, tap the [Next] button. Tap to show the screen of the application to disconnect water supply (information of application to disconnect water supply).

4. How to stop water service contract

Screen of the application to disconnect water supply
(information of application to disconnect water supply)

Tokyo Water App
John Smith

Application to Disconnect Water Supply

Step.1 Step.2 Step.3 Confirmation

Information of Application to Disconnect Water Supply

Information of Application to Disconnect Water Supply

*:Input required

Disconnection Date *

Date

Customers who can apply today are those whose: disconnection day is from 2022/05/26 to 2023/06/21.

Mailing address for invoices, etc.

Postal Code *

999 - 9999

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

Phone number of mailing address

000 - 0000 - 0000

Next >

Back

Info Menu

④ Enter the information on the application to stop using the water service.

<④-1>

After filling in the required fields, tap the [Next] button to show the screen of the application to disconnect water supply (payment information).

4. How to stop water service contract

Screen of the application to disconnect water supply (payment information)

⑤ Fill in the payment information for stopping the water service.

<⑤-1>

If you choose [Schedule an In-Person Appointment], a box for entering the preferred time to be present will be displayed.

<⑤-2>

After filling in the required fields, tap the [Confirmation] button to show the screen of confirming the application to disconnect water supply.

4. How to stop water service contract

Confirmation screen of the application to disconnect water supply

Tokyo Water App
John Smith

Application to Disconnect Water Supply

Step.1 Step.2 Step.3 Confirmation

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

Applicant Information Edit ⑥

Disconnected Water Supply
Customer Number
10-999999-09
Postal Code
123-4567

Information of Application to Disconnect Water Supply Edit ⑦

Date of Disconnection
2023/01/01
Mailing Address
Postal Code
999-9999

Payment Information Edit ⑧

Method of Payment
Immediate settlement
In-Person Appointment
Schedule an In-Person Appointment
Desired In-Person Appointment Time
Any time on appointed day

Register ⑨
Back

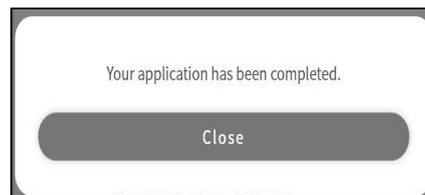
Info Menu

⑥ Check the applicant information you entered. You can tap the [Edit] button to return to the screen of the application to disconnect water supply (applicant information) and modify the information.

⑦ Check the information you have entered in the application to disconnect water supply. You can tap the [Edit] button to return to the screen of the application to disconnect water supply (information of application to disconnect water supply) and modify the information.

⑧ Check the payment information. You can tap the [Edit] button to return to the screen of the application for disconnect water supply (payment information) to modify the information.

⑨ After checking the contents and if everything is fine, tap the [Register] button. The following message will be displayed.



This completes the application for stopping the water service.