

Issuance of Mother & Child Health Handbooks (Notification of Pregnancy) and Procedures for Baby Visits Are Changing to Online

Congratulations on your pregnancy! Once your pregnancy has been confirmed at a medical facility, obtain a Mother & Child Health Handbook at a counter of the City. From February 15th, 2023, procedures for issuance of Mother & Child Health Handbooks (Notifications of Pregnancy) and for Baby Visits will change to a system of reservations from the Citizens' Portal Site. Please follow the steps below, and register and make a reservation.

Step ① Register on the Citizens' Portal Site

Terms of use

- Emails are sent from higashihiroshima@service-now.com
Please confirm in advance that you can receive emails from this address.

How to register on the Citizens' Portal Site

Step 1 Access the Citizens' Portal Site

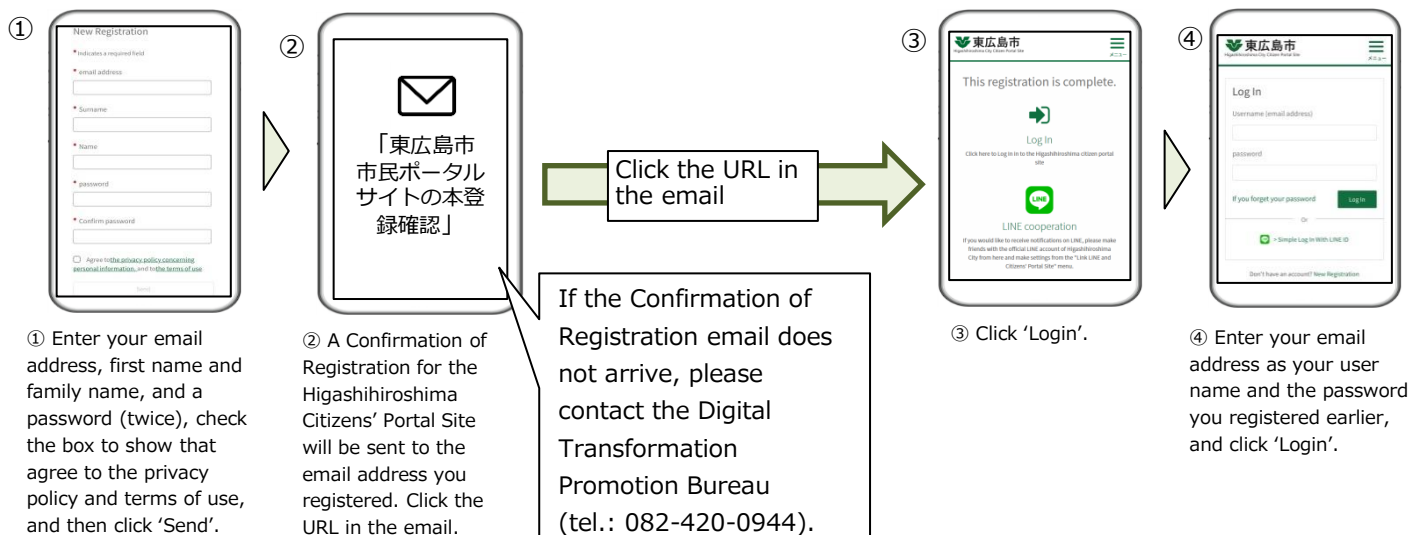
Access the Citizens' Portal Site through the QR Code, or by entering the URL on the right.



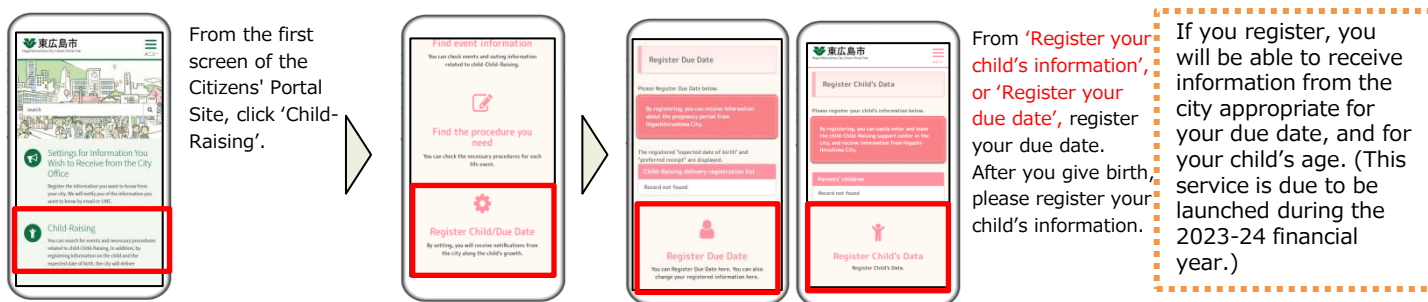
or

https://higashihiroshima.service-now.com/crm?id=csp_registration

Step 2 Obtain a login ID



Step 3 Register your due date, and your child's information



You can also use the Citizens' Portal Site in the following situations:

Finding Information Useful For Child-Raising

You can use functions useful for child-raising, such as 'Tetsuzuki Navi', from which you can search for information about necessary formalities, and see a calendar with information about events. (This service is due to be introduced during the 2023-24 financial year.)

Using Child-Raising Support Centers

When using a Child-Raising Support Center, you can scan the QR Code at each facility, and check in. You can also check how crowded the Child-Raising Support Centers are.

Applying for a Group Health Check for Infants

You can complete the advance questionnaire, and change the date for health checks for 18-month old and 3-year old infants, using your smartphone. (This service is due to be introduced during the 2023-24 financial year.)

Receiving Messages from Elementary and Junior High Schools

In municipal elementary and junior high schools in Higashihiroshima City, communications (health checks, newsletters, etc.) between schools and parents are conducted using the Citizens' Portal Site.

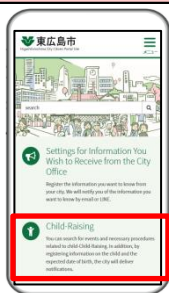


For details of how to use the Citizens' Portal Site, use the QR Code

Step ② Register for the Mother & Child Online Questionnaire/Reservation Service

How to Register for the Mother & Child Online Questionnaire/Reservation Service

Step 1 Log in to the Citizens' Portal Site⇒Change to the Child-Raising page



After logging in to the Citizens' Portal Site, click 'Child-Raising' on the first screen.



From the first screen of the Child-Raising page, click 'Mother & Child Online Questionnaire/Reservation Service'.
※This is not displayed until you have logged in.

Procedures for issuance of Mother & Child Health Handbooks and for home visits for babies can be completed from the 'Mother & Child Online Questionnaire/Reservation Service'.

★Caution★
Be sure to save the User ID shown in the confirmation email after you register. You will need it in the future when completing procedures from the Mother & Child Online Questionnaire/Reservation Service.

Step 2 Obtain an account for the Mother & Child Online Questionnaire/Reservation Service



① From 'Login' on the top screen of the Mother & Child Online Questionnaire/Reservation Service, click 'New Registration'.



② Enter the email address at which you will receive notifications, and click 'Send Confirmation Code'.
Please check your spam settings in advance, and ensure that you can receive emails from higashihiroshimacity@aitel-reservation.jp



③ Enter the Confirmation Code (a six-digit number) shown in the email sent to you, and click 'Send'.



④ Enter your registration information and set a password (at least eight characters, and containing upper- and lower-case letter and numbers), put a check mark in the section to indicate that you agree to the terms of usage, and then click 'Next'.
⇒ This completes the registration.

How to connect your LINE account to the Citizens' Portal Site



By completing the procedures below, you will be able to do the following.

- ① You will be able to log in to the Citizens' Portal Site to complete procedures more simply.
 - ② You will be able to receive notifications from the Citizens' Portal Site not just by email, but also by LINE.
- ※ In order to link your accounts, you need to be using LINE.

Only for those who wish to do this

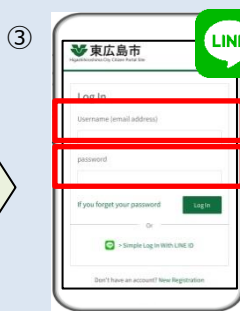
Add the Higashihiroshima City Official Account as a friend on LINE, then link it to the Citizens' Portal Site (if you have already done this, the steps below are unnecessary)



① Scan the QR Code above, or from LINE, add the Higashihiroshima City Official Account as a friend.
※ If you have already registered the official account, this step is unnecessary.



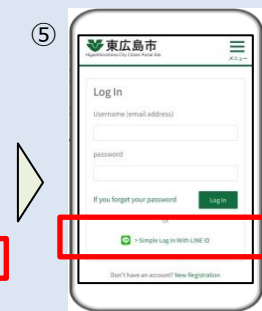
② From the bottom of the 'Talk' screen of the Higashihiroshima City Official Account, select 'Link LINE to the Citizens' Portal Site' (option 2).



③ Enter your user name and password for the Citizens' Portal Site, and click 'Login'. On the following screen, if the message 'Open this page in LINE?' is displayed, click 'Open'.



④ On the LINE confirmation screen, click 'Allow'. If the 'Link to LINE completed' screen is displayed, the procedures are complete.





⑤ After linking to LINE, on the login screen for the Citizens' Portal Site, if you click 'Simple login with LINE ID', you can login without needing to enter your email address and password.

Step ③ Make a reservation for the issuance of your Mother & Child Health Handbook

How to apply for issuance of a Mother & Child Health Handbook

In order to have your Mother & Child Health Handbook issued, complete the following steps to submit the online questionnaire for your notification of pregnancy, and to make a reservation to receive your Mother & Child Health Handbook. To be able to complete the steps, you will need to register on the Citizens' Portal Site and the Mother & Child Online Questionnaire/Reservation Service (see Steps ① and ②).

Step 1 Send the Online Questionnaire



① From the first screen of the Mother & Child Online Questionnaire/Reservation Service, select 'Online Questionnaire'.
※Please log in with the user name and password of the person who is pregnant, when completing the formalities.

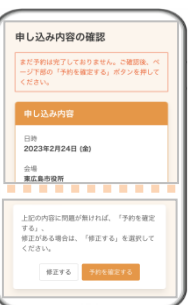



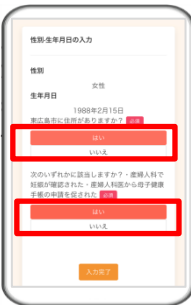

② Click 'Notification of Pregnancy'.

③ Enter your responses to the questionnaire. When you have entered all the responses, click 'Proceed to Check'. If you want to save your responses part-way through, click 'Save Temporarily'.

④ Check the content of your responses, and click 'Register'. If you need to make a correction, click 'Amend', and go back to the previous screen.

⑤ If you click 'Yes', your replies will be registered. You can check the replies you registered from 'Online Questionnaire', but you cannot amend them.

Step 2 Make a reservation online for the issuance of your Mother & Child Health Handbook



① From the first screen of the Mother & Child Online Questionnaire/Reservation Service, click 'Search/Reserve'.
※Please log in with the user name and password of the person who is pregnant, when completing the formalities.

② Select your responses to the questions, and click 'Complete Entry'.
※ If you select 'No' to either question, you will not be able to submit your notification of pregnancy, nor make a reservation for the issuance of your Mother & Child Health Handbook.

③ From 'Search', you can search for a date on which it is possible to make a reservation. If you select a location from 'All Locations', you can search for a date on which it is possible to make a reservation only at the location you have chosen.

④ From the calendar, you can select a date on which it is possible to make a reservation.


⑤ Select a date and time for the reservation, and click 'Proceed to Reservation'.

⑥ Check the details of the reservation, and click 'Confirm Reservation' to complete the procedure. If you wish to amend the details, click 'Amend' to select

※ If you wish to change or cancel the reservation having confirmed it, please select 'Confirm/Change/Cancel Reservation' from the top screen, and complete the procedure from there.

Days of Issuance	Times of Issuance	Issuing Counter	Reservation Period
Mon-Fri	8 : 30-17 : 15	Childbirth & Child-Raising Support Center 'Sukusuku Support' (Children & Family Support Division)	Up to 2 working days in advance
Sun-Thu	10 : 00-14 : 00	Sukusuku Support Jike (In Seikyō Hiroshima Kodomo Co-Plaza Higashihiroshima)	Up to 3 working days in advance
Mon-Fri	10 : 00-15 : 00	Sukusuku Support Kurose (In Kurose Health & Welfare Center)	Up to 2 working days in advance
Tue	13 : 00-15 : 00	Sukusuku Support Fukutomi (In Fukutomi Child-Raising Support Center)	Up to the previous Friday
Fri	10 : 00-13 : 00	Sukusuku Support Toyosaka (In Toyosaka Child-Raising Support Center)	Up to the Wednesday of the same week
Mon	13 : 00-15 : 00 (From April 2023) 10 : 00-12 : 00	Sukusuku Support Kochi (In Kochi-West Child-Raising Support Center)	Up to the previous Thursday
Tue	10 : 00-15 : 00	Sukusuku Support Akitsu (In Akitsu Child-Raising Support Center)	Up to the previous Friday

Step 3 Have an interview at the issuing counter, and receive the Handbook



At the date and time you have reserved, bring the necessary documents to the issuing counter. After conducting an interview with you, we will issue your Mother & Child Health Handbook. This will take about 30 minutes.

What to bring to the issuing counter:

- The My Number card of the pregnant person, or a Certificate of Residence showing the My Number
- Notification of Pregnancy (for those who were given a Notification of Pregnancy at an obstetrics and gynecology department, etc.)
- ※If a proxy is to receive the Mother & Child Health Handbook※
 - The items listed above
 - The Letter of Proxy (there is a section on the Notification of Pregnancy)
 - A personal identification document for the proxy (a My Number card, a driving license, a passport, etc.)

Step ④ Make a reservation for a Baby Visit

Procedures for Baby Visits (Birth Contact Forms)

Congratulations on having given birth. Until about two months after your baby is born, health workers and midwives will visit you at home, to measure your baby's weight, answer any questions or concerns you may have about child-raising, and explain to you about vaccinations, etc. When you have submitted a notification of birth, by about one month after your baby's birth, please submit the advance questionnaire and complete the formalities to select a date for the visit. These visits are conducted for all new-born babies. In particular, if your baby was less than 2500g at birth, a notification is necessary under the Mother & Child Health Law. To complete the formalities, it is necessary to register on the Citizens' Portal Site and for the Mother & Child Online Questionnaire/Reservation Service.



Step 1 Obtain an account for your child on the Mother & Child Online Questionnaire/Reservation Service⇒Log in using the child's account

From the login to the Mother & Child Online Questionnaire/Reservation Service, click on 'New Reservation', and then **obtain an account for your child (the same procedure as Step ② of the registration procedure for the Mother & Child Online Questionnaire/Reservation Service)**. You can use the same email for registration as you used for your own account (the parent's account).

★Note ①★

Please wait to obtain an account for your child until one week after birth (if you submitted the Notification of Birth to another municipality, two weeks after birth).

★Note ②★

Be sure to save the user ID shown in the confirmation email after registering. You will need it when registering your responses to the online questionnaire for your child in Step 2.

Step 2 Register your responses to the online questionnaire for your child

① From the first screen of the Mother & Child Online Questionnaire/Reservation Service, select 'Online Questionnaire'.

※ Please login with the user ID and password of the child in question when completing the formalities.

② Click 'Baby Visit (Birth Contact Form)'.

③ Enter your responses to the questions. When you have entered all the responses, click 'Proceed to Check'. If you want to save your responses part-way through, click 'Save Temporarily'.

④ Check the content of your responses, and click 'Register'. If you need to make a correction, click 'Amend', and go back to the previous screen.

⑤ If you click 'Yes', your replies will be registered. You can check the replies you registered from 'Online Questionnaire', but you cannot amend them.

Step 3 Select a date and time for a Baby Visit

① From the top screen of the Mother & Child Online Questionnaire/Reservation Service, click 'Apply for Baby Visit Preferred Date'.

② Place a check mark in the section for 'Hello Baby Visit', and click the right arrow. (Do the same to progress to subsequent pages.)

③ On the following pages, you can select your preferred date, day and time from the pull-down menus. You can select up to three preferences.

④ Please indicate whether or not you have a car-parking space. Also, if you require a translator, or there is anything you wish to tell the person responsible in the City Office about the date in question, please use the free space on the fifth screen to enter this.

⑤ When you click 'Confirm', the details of your preferences regarding the Hello Baby Visit will be sent to the City.

⑥ To cancel or change the details of the Hello Baby Visit, please select 'Apply for Baby Visit Preferred Date' again, and complete the procedures from there.

※ When your preferred date is close, you will receive a telephone call from the City with full details of the date and time.

Enquiries about the issuance of Mother & Child Health Handbooks, and Baby Visits

Children & Family Support Section, Children and Future Development Department, Higashihiroshima City Office
☎ 082-420-0407



Enquiries about registering on the Citizens' Portal Site

Digital Transformation Promotion Bureau, General Affairs Department, Higashihiroshima City Office
☎ 082-420-0944