

Please register for the Citizens' Portal Site - Get school-related messages by Line or email -

From April 2021, Higashihiroshima City will bring into operation the 'Citizens' Portal Site', as a way to access new services provided by the city, that link together citizens, schools and the City Office itself by means of the internet. By means of this portal site, notices from schools and information regarding children's safety, etc., will be sent to users' mobile phones, smartphones or computers by Line or email.

In order to enable us to contact parents as swiftly as possible, we would like to ask you to register. This new system will replace the email system used by schools up until now.

(1) Main content of messages

Notices from schools, temporary school closures, information about suspicious people in the area, etc.

(2) Registration for the system

Please follow steps 1 to 4 below to register. You can register from Wednesday March 17th.

※ If you wish to receive messages by Line as well as by email, please also complete step 5.

(3) Terms and conditions, etc.

- The service can be used from a smartphone or a computer, etc., connected to the internet.
- The system is free to use, but any data costs, etc., incurred as a result of using the service are the responsibility of the user.
- Emails will be sent from 'higashihiroshima@service-now.com'.
- The information you register will be managed in accordance with the Terms of Service of the portal site. The Terms of Service can be checked from the Citizens' Portal Site.
- It is planned to offer a more varied range of services by means of the Citizens' Portal Site in the future.

How to register for the service:

Step 1: Access the portal

- ① Access the Citizens' Portal Site by scanning the QR code, or by entering the URL below.

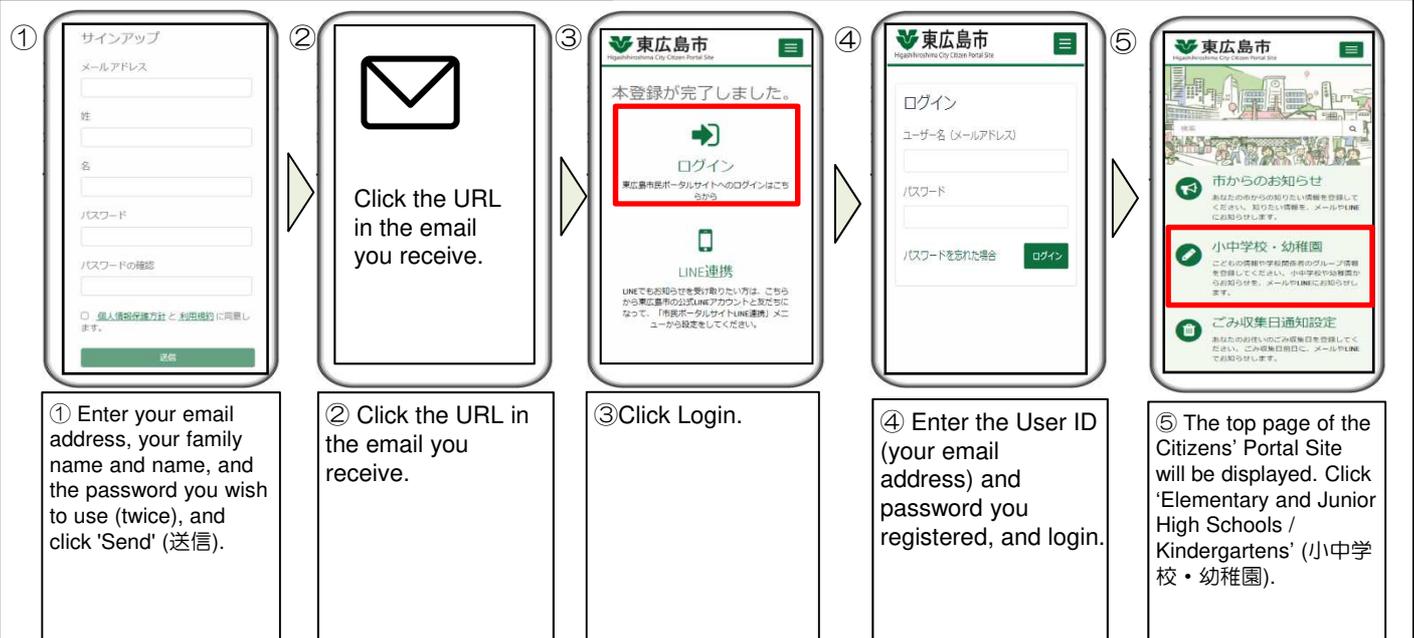


or

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

※Please bookmark this portal site.

Step 2: Obtain a login ID



Continues overleaf...

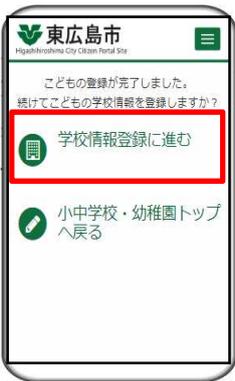
Step 3: Register your child's school and other information



⑥ The page for schools will be displayed. Click 'Register your child's information' (こどもの情報登録).



⑦ Enter your child's family name and name, and the katakana pronunciation for both, your child's sex and date of birth, and his/her relationship to the person signing up for the service.



⑧ This completes the registration of your child's information. Next, click 'Proceed to register school information' (学校情報登録).



⑨ Select your child's name, and enter his/her school name, grade, class, club, other groups, attendance number, and the school code.

[caution]

- Please be sure to select the grade "○ grade (class not set)" from April of the new year in the item to select the class.
- You do not need to enter the attendance number.
- For items to select club activities and other groups, select the applicable group.

[School code]

Check the school code of the information distributed or Please contact the school.

Step 4: Confirmation



⑩ If the information for your child that you just registered is correct, this completes the registration.

Step 5: For those who wish to receive messages by Line too



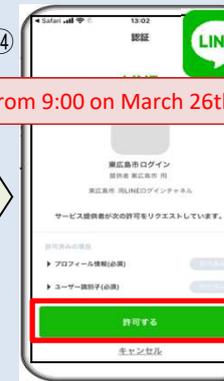
⑪ From the Line app, add the official Higashihiroshima City account as a friend.



⑫ Click 'Link Line to the Citizens' Portal Site' (市民ポータルサイトLINE連携).



⑬ Enter your user ID and password for the Citizens' Portal Site to complete the procedures to receive messages through Line.



⑭ Click "Allow" on the LINE authentication screen. This completes LINE cooperation.

After that, please complete the procedure (⑫ ~ ⑭) from 9:00 on March 26th.

Frequently-asked questions

- Q: What should I do if I don't have a smartphone?
 A: If you have a computer connected to the internet, you can register for this service.
- Q: Can I use an old-style mobile phone instead of a smartphone?
 A: On a computer, register the email address for your old-style mobile phone.
 Notices from your child's school will be delivered to this email address.

How to use the citizen portal site other than the above registration



Higashihiroshima how to Citizen portal site

Search

Enquiries

Regarding registration and how to use the system

Information Policy Division, Policy and Planning Department, Higashihiroshima City Office
[Contact form] <http://www.city.higashihiroshima.lg.jp/cgi-bin/inquiry.php/159>
[Telephone] 082-420-0944

Regarding the content of messages

Please contact your child's school.