

# Issuance of Mother & Child Health Handbooks (Notification of Pregnancy)

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. [Make an appointment to receive your Mother & Child Health Handbook on the dedicated website.](https://higashihiroshima.service-now.com/crm?id=c_sp_registration)


«Please check before proceeding»

Please check your spam filter in advance to ensure that you can receive emails from 'higashihiroshima@service-now.com' and 'higashihiroshimacity@aitel-reservation.jp'.

## Step ① Register on the Citizens' Portal Site

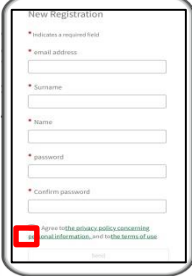
### Step 1 Access the Citizens' Portal Site

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[https://higashihiroshima.service-now.com/crm?id=c\\_sp\\_registration](https://higashihiroshima.service-now.com/crm?id=c_sp_registration)

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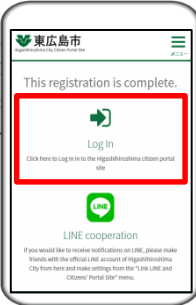


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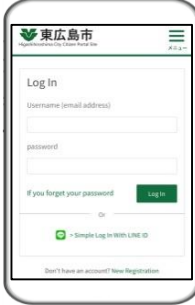
Click the URL in the body of the email you received.

If the Confirmation of Registration email does not arrive, please contact the **Digital Transformation Promotion Bureau** (tel.: 082-420-0944).

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① Access the citizen portal site from the QR code or URL.

② Enter the required information. Check 'Agree to the Privacy Policy and Terms of Use'. Click 'Send'.

④ Click 'Login'.

⑤ Enter the required information and click 'Login'.

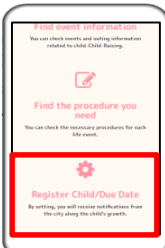
### 【Already Registered】

Please click 'log in' from the menu, and enter your 'user name(email address)' and 'password', then click 'log in'.

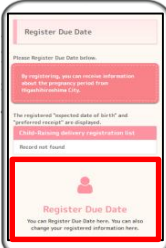
## Step 2 Register your due date



From the first screen of the Citizens' Portal Site, click 'Child-Raising'.



Click 'Register Child/Register Due Date'.




Register your due date from 'Register Due Date'. Click 'Send'.

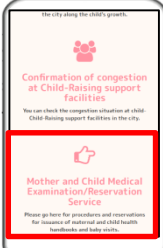
If you register, you will be able to receive information from the city appropriate for your due date.

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

### Step 1 Access the 'Mother & Child Online Questionnaire/Reservation Service'



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'.

★ 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.

※ This will not be displayed before logging in to the citizen portal site.

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

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

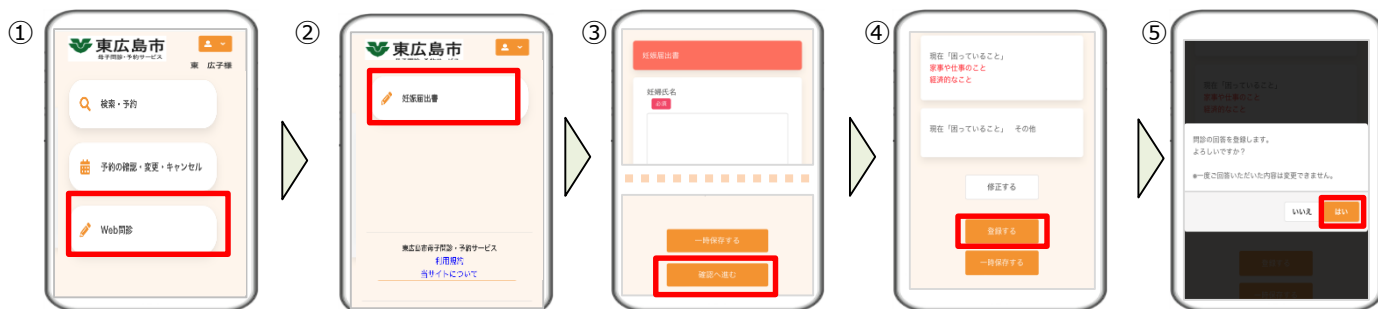
② Enter the email address at which you will receive notifications, and click 'Send Confirmation Code'.

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.

# Step ③ Answer the online questionnaire and make an appointment.

## 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'**.  
※ 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.
- 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 another date/time.

Days of Issuance	Times of Issuance	Issuing Counter	Reservation Period
Mon-Fri	9 : 15-17 : 00	Childbirth & Child-Raising Support Center 'Sukusuku Support' (Children & Family Support Division)	Up to 2 working days in advance
Sun-Thu	11 : 00-13 : 00	Sukusuku Support Jike (In Seikyo Hiroshima Kodomo Co-Plaza Higashihiroshima)	Up to 3 working days in advance
Mon-Fri	11: 00-14 : 00	Sukusuku Support Hachihonmatsu-Chuo (In Hinatabokko, Hachihonmatsu Taiyo Kodomo-En)	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 : 00-12 : 00	Sukusuku Support Toyosaka (In Toyosaka Child-Raising Support Center)	Up to the Wednesday of the same week
Mon	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.)

### 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