



# The Citizens' Portal Site

The Citizens' Portal Site is a new focal point for services offered by the city government, linking citizens and the City Office. You can receive notices from the City, and information you want to know, by email or Line.

## Features of the Citizens' Portal Site

Provision of services more closely tailored to citizens  
All services can be provided from one portal.

Line notifications  
Notifications can also be sent by email.

Multi-lingual  
The portal site can be used in English, Chinese, Vietnamese and Portuguese.

## Main services (these are being expanded steadily)



### Notices from the City

Register the categories of notices you wish to receive from the City, and you will be sent notices by email or Line.  
In addition, information regarding danger to life (evacuation advisories, evacuation orders, etc.) will be sent to all registered users.



### Notices of local garbage collection days

The day before a garbage collection day, you can be notified by email or Line of the day, and the type of garbage (burnable, recyclable, etc.) that will be collected.



### Kindergartens, Elementary and Junior High Schools

By registering your child's information and his/her school's information, you can receive notices from his/her elementary or junior high school or kindergarten, and contact the school (to say your child will be late, absent, etc.).  
When registering, please contact your child's school or kindergarten.

※Content sent by email or Line is only in Japanese. Please see the reverse if you wish to check the content in a language other than Japanese.

To use the portal site, it is necessary to register in advance

## How to Register

Step 1: Access the portal site (by either Method 1 or Method 2 below)

### Method 1: Access the portal site directly

Scan the QR Code or enter the URL to access the citizens' portal site



Or

[https://higashihiroshima.service-now.com/crm?id=csp\\_registration](https://higashihiroshima.service-now.com/crm?id=csp_registration)

Or

### Method 2: Access the portal site from Line

①



① Scan the QR Code above, or add the Higashihiroshima City Official Account as a friend from Line.  
If you have already registered Higashihiroshima City as a friend, you do not need to complete this step.

②



② From the menu of the Higashihiroshima City Official Account, click [市民ポータルサイトID取得].

For details of how to register, please see the reverse

How to use the Citizens' Portal Site

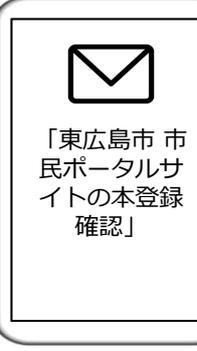
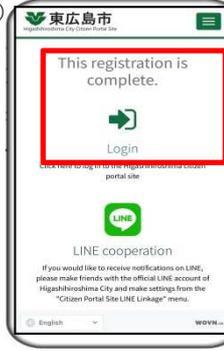
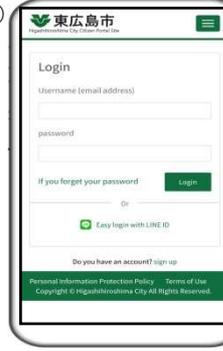


### Enquiries:

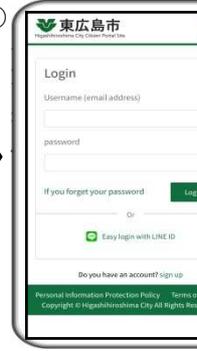
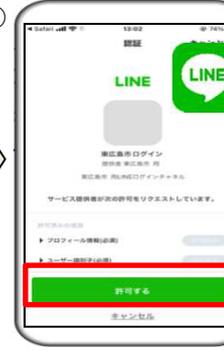
Digital Transformation Promotion Bureau, Higashihiroshima City Office  
☎082-420-0944  
<http://www.city.higashihiroshima.lg.jp/cgi-bin/inquiry.php/159>



## Step 2: Obtain a Login ID

		 <p>「東広島市 市民ポータルサイトの本登録確認」</p>		
<p>① Click the 'Language' [言語] button at the bottom-left of the screen, and select the language you wish to use.</p>	<p>② Enter your email address [メールアドレス], name [姓] [名] and password [パスワード] (twice), check that you agree to the Policy Regarding the Protection of Personal Information and the Rules Regarding Usage, and click Send [送信].</p>	<p>② You will receive Confirmation of Registration for the Higashihiroshima City Citizens' Portal Site at the email address you registered previously. Click the URL contained in the email.</p>	<p>④ Click Login [ログイン].</p>	<p>⑤ Enter the email address you registered previously in the User Name section [ユーザー名], enter your password [パスワード], and click Login [ログイン].</p>

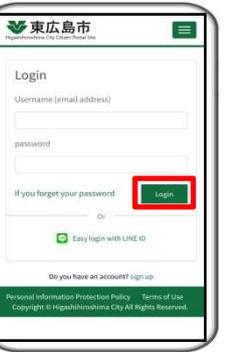
## Step 3: If you wish to receive information by Line as well as by email:

			
<p>⑥ The top screen for the Citizens' Portal Site will be displayed. If necessary, complete the settings for 'Notices From the City' and 'Notice of Garbage Collection Days'.</p>	<p>① From the menu of the Higashihiroshima City Official Account, click Link to Portal Line.</p>	<p>② Enter your user name and password for the Citizens' Portal Site, and login. From the next screen, where 'Open this page in Line?' will be displayed, click Open [開く].</p>	<p>③ On the Line confirmation screen, click Allow [許可する].</p>

## How to check the content in a language other than Japanese

Step 1: Access the Citizens' Portal Site from the email you received.

Step 2: Log in to the Citizens' Portal Site, and confirm.  
※If you access the Citizens' Portal Site directly, Step 1 is not necessary.

				
<p>① Click the URL shown as '翻訳はこちら', at the end of the notification you received. ※If this URL is not displayed, you cannot view the content in a language other than Japanese.</p>	<p>① After you have been transferred to the Citizens' Portal Site, click the button at the top-right of the screen.</p>	<p>② Click the Login button.</p>	<p>③ Enter the email address and password you registered, and click Login.</p>	<p>④ On the top page of the Citizens' Portal Site, you will be able to check the content of messages you have received by email or Line, in a language other than Japanese.</p>