

# Tokyo 018 (Zero One Eight) Support Online Application Guide



You can also apply from a PC.



Easy application from a smartphone!

It will be convenient to refer to this guide while completing the application procedure.

\* If you are unable to apply online due to the lack of an environment that can access the homepage or for another reason, we will send you an application form. Please contact the call center.

## 1 Preparing the necessary documents

### Applicant identity verification document(s)

#### ① My Number card (1 pc.)



..... Or .....

#### ② Other ID documents (2 pcs.)



Driver's license



Residence card



Passport

...etc.

\* For identification documents other than the My Number card, please check the homepage.

### Any document that can verify the family relationship between the applicant and the person receiving support (1 pc.)



#### Health insurance card

\* Document which verifies that the recipient is a dependent of the applicant



#### Certified copy of the resident register

\* Document listing both the applicant and the recipient



#### The recipient's medical certificate for children (乳, 子, 青)

\* Document that lists the recipient's address.

\* Not required when the recipient who is 18 years of age applies personally.

### Document which can verify the transfer bank account



Section of the bank book, cash card, or other document that can verify the financial institution name, account number, and account holder name of the account for receiving transfers

\* The corresponding page for Internet banking can also be used.

\* Select either the applicant or the recipient for the account holder name.

\* When the recipient is 18 years of age and the application is submitted by a parent or guardian, a letter of attorney from the recipient is required.

## 2 Accessing the 018 Support homepage

<https://018support.metro.tokyo.lg.jp/>

\* You can also apply by postal mail. For details, contact the call center listed on the reverse side. The applicant must bear the postal costs when submitting the application documents.

Access from here.



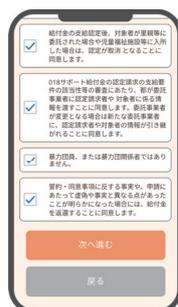
## 3 User registration – Checking the pledge and consent items



### User registration

Perform the following to create a My Page.

- Email address registration
- Password setting

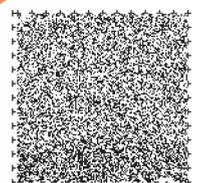


### Checking the pledge and consent items

Pledge and consent to the following.

- The conditions for receiving support are satisfied.
- Declaration of your period of residence in Tokyo
- The application contains no false statements.
- Items concerning personal information

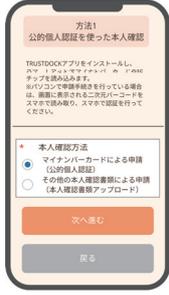
Go to selecting the identification documents.



Audio guidance for persons with vision disabilities

# 4 Selecting the identification documents: Imaging and uploading your personal identification documents

With a My Number card, this can be completed in 60 seconds. (Recommended!)



Selection of personal identification document(s)



## ① Application using your My Number card (official personal authentication)

Follow the instructions on the screen and install the TRUSTDOCK app. Then read the IC chip on the My Number card using the smartphone.

\* When applying using a PC, use a smartphone to read the QR code that is displayed on the screen, and perform authentication using the smartphone.

To input of applicant information

## ① Applying using your My Number card (official personal authentication)

.....Or.....

## ② Applying using other personal identification documents (Uploading other personal identification documents)

Personal identification document upload screen



## ② Applying using other personal identification documents (Uploading other personal identification documents)

Upload images of the personal identification documents (2 pcs.) that you prepared in advance. When the documents contain your individual number, insurer number, or similar information, you must mask it (ink over it).

\* Use this method to apply when you are unable to install the TRUSTDOCK app due to your model of smartphone.

# 5 Input of applicant information – Input of support recipient information

## Input of applicant information



Input the applicant information. When using your My Number card, this input is omitted. Enter your name and postal code.

## Input of support recipient information



Input the information for the child who will receive support. When there are multiple children who will receive support, you can register all of them at the same time.

## Uploading the required documents



Photograph the health insurance card and other required documents using your smartphone camera, and upload the images. If a document is missing, an error message will be displayed.

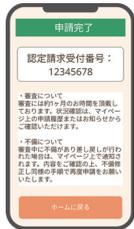
# 6 Input of transfer bank account information and completing the application

## Input of transfer bank account information



Input the information for the bank account that will be used to receive transfers. You can select the financial institution name and branch name from the list. Upload a document which can verify the transfer bank account.

## Completing the application



When all information input and document uploads have been completed, press the [Request Approval] button. If the application completed screen is not displayed, then the application procedure has not been completed. Check for omissions in input or other problems.

## Completing the application

## My Page after application is completed



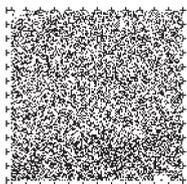
Application is completed.



Checking the examination status

Information such as the following can be checked on My Page.

- Checking the application status
- Checking the examination status
- Inquiry function
- List of inquiry status



Audio guidance for persons with vision disabilities



## Inquiries regarding 018 Support

Tokyo 018 Support Allowance Call Center  
ナビダイヤル® 0570-082-018

Every day 9:00 – 18:00 (including weekends and holidays)

Period: September 1, 2023 (Friday) – March 31, 2024 (Sunday) (excepting the period from December 29, 2023 to January 3, 2024)

\* Local call charges will be incurred for calls from an ordinary telephone or public telephone.

