



ExpoID Problem Solving Manual

2025.2.18 Revised Version

When Experiencing Issues

1. Forgotten ExpoID/Password

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Please note that the screen images shown in this document may differ from those on your device.

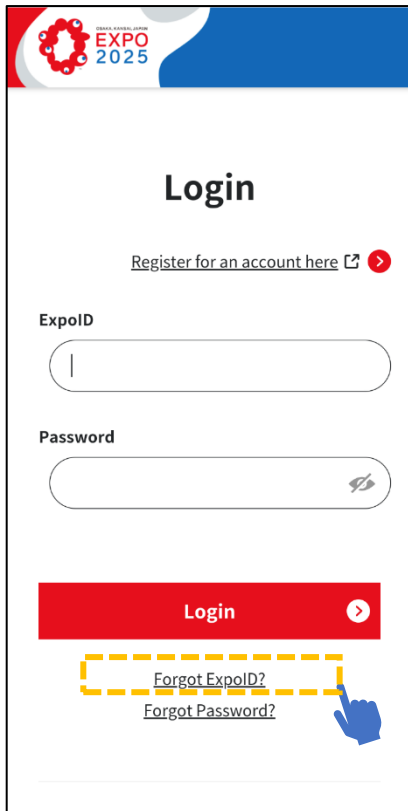
1. Forgotten ExpoID/Password



1.1 How to Retrieve My ExpoID

If you forgot your ExpoID, you can retrieve it from the login screen. Please follow the steps below.

【How to Retrieve Your ExpoID】



EXPO 2025

Login

[Register for an account here](#)

ExpoID

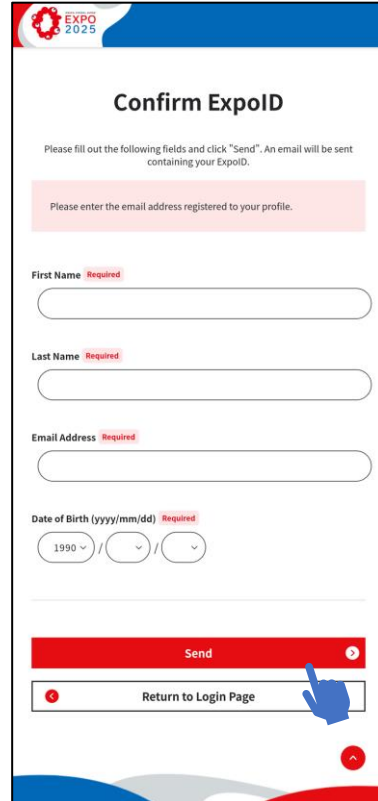
Password

Login

[Forgot ExpoID?](#)

[Forgot Password?](#)

1. Select "Forgot ExpoID?" on the login screen.



Confirm ExpoID

Please fill out the following fields and click "Send". An email will be sent containing your ExpoID.

Please enter the email address registered to your profile.

First Name Required

Last Name Required

Email Address Required

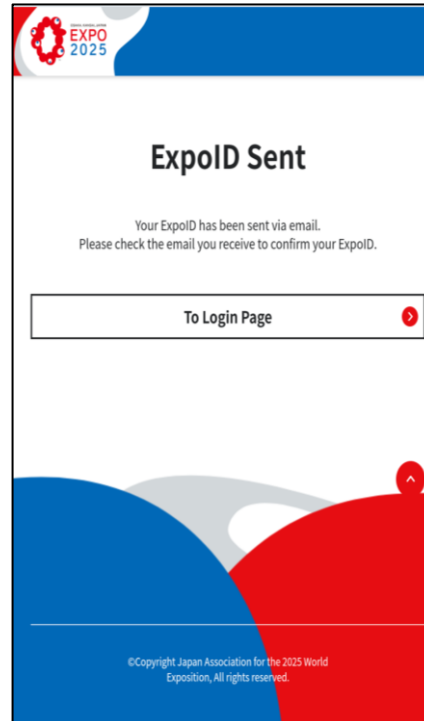
Date of Birth (yyyy/mm/dd) Required

1990 / /

Send

Return to Login Page

2. Enter your name, email address, and date of birth.



ExpoID Sent

Your ExpoID has been sent via email.
Please check the email you receive to confirm your ExpoID.

To Login Page

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3. You will receive an email titled "ExpoID Notification".
※ If you do not receive the email, please check your spam folder first.



An email titled "[EXPO2025] ExpoID Notification" will be sent to you.

[EXPO 2025] ExpoID Notification

JA Japan Association for the 2025 World Exposition <no-reply@accounts.expo2025.or.jp>
宛先

① このメッセージから余分な改行を削除しました。

This email is for the individual who requested to see their ExpoID.

Your ExpoID is listed below.
ExpoID: 1234567890

Please click the following link and login.
<https://usrmng.accounts.expo2025.or.jp/idmng/users/screen/menuScreen>

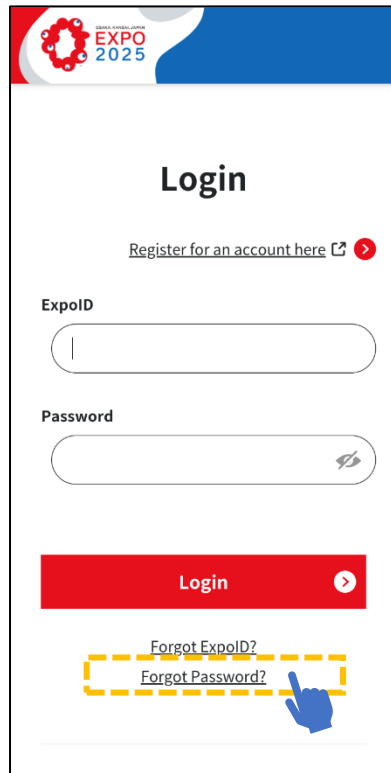
*Note: This is an automatic email sent by the system.
Please refrain from responding with any questions or comments to this email as this inbox is not monitored.

Japan Association for the 2025 World Exposition <https://www.expo2025.or.jp/>

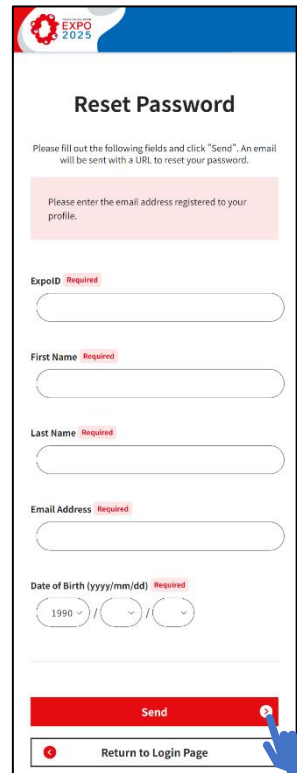
1.2 How to Reset the Password①

If you forgot your password, you can reset it from the login screen. Please follow the steps below on this page and the next.

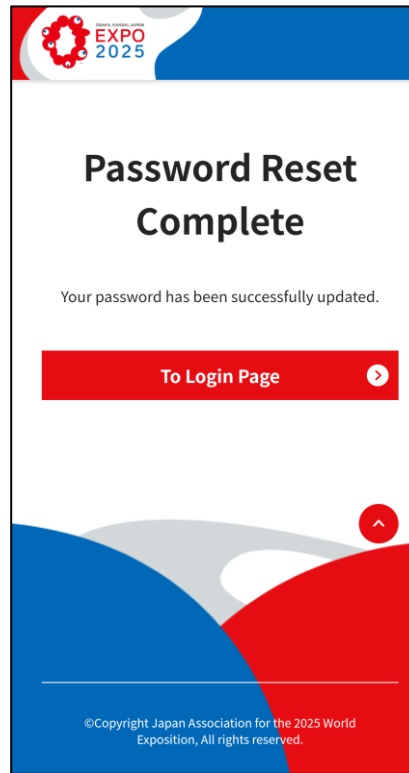
【How to Reset Your Password】



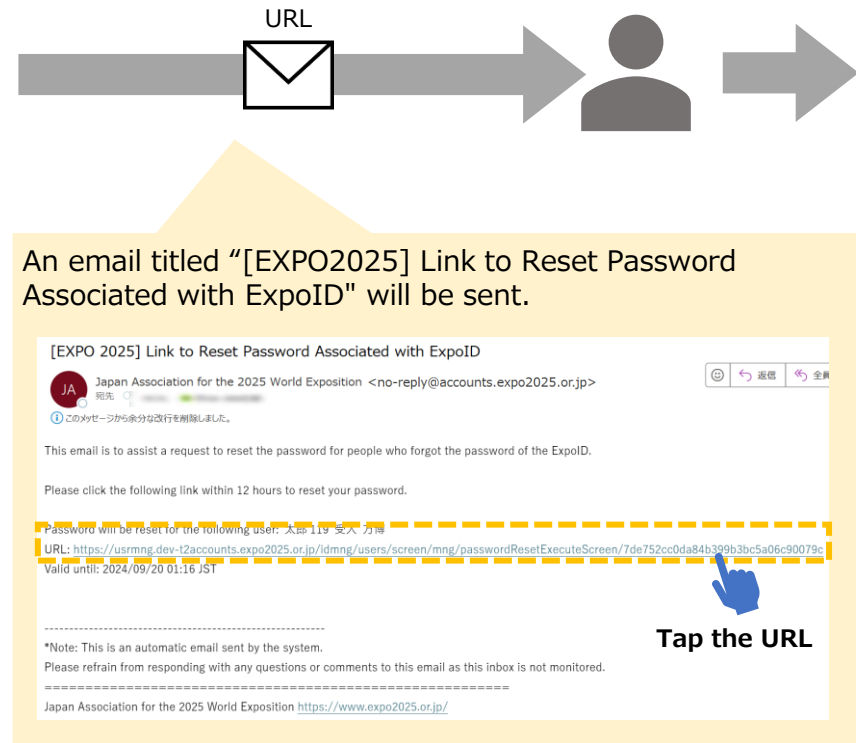
The login screen features the EXPO 2025 logo at the top. Below it, the word "Login" is centered. A link "Register for an account here" with an external icon and a red arrow is present. There are input fields for "ExpID" and "Password". At the bottom, a red "Login" button with a right arrow is shown. A yellow dashed box highlights the "Forgot Password?" link, with a blue hand icon pointing to it.



The "Reset Password" screen has the EXPO 2025 logo and a title. It instructs the user to fill out fields and click "Send". A pink box contains the instruction: "Please enter the email address registered to your profile." The form includes required fields for "ExpID", "First Name", "Last Name", "Email Address", and "Date of Birth (yyyy/mm/dd)". A red "Send" button with a right arrow is at the bottom, with a blue hand icon pointing to it. A "Return to Login Page" link is at the very bottom.



The "Password Reset Complete" screen shows the EXPO 2025 logo and a title. It states "Your password has been successfully updated." Below this is a red button labeled "To Login Page" with a right arrow. The footer contains copyright information for the Japan Association for the 2025 World Exposition.



1. Select "Forgot Your Password" on the login screen.
2. Enter your ExpoID, name, email address, and date of birth.
3. You will receive an email titled "Link to Reset Password Associated with ExpoID".
※If you do not receive the email, please check your spam folder first.

1.2 How to Reset the Password ②

Follow the instructions in the email you received to set a new password. Please note that the previous password cannot be reused, so be sure to set a new password.

【How to Reset Your Password】

4. Set a new password.

5. After resetting the password, click 'To Login Page.'

6. Enter your ExpoID and the new password.

?

I encountered an error on the 'Confirm ExpoID' or 'Reset Password' page.

The ExpoID system is case-sensitive. Please ensure to that you enter the information exactly as it was registered.

If you are unable to retrieve your ExpoID or reset your password, please contact us via 'Inquiries about Admission Tickets and ExpoID Registration'.

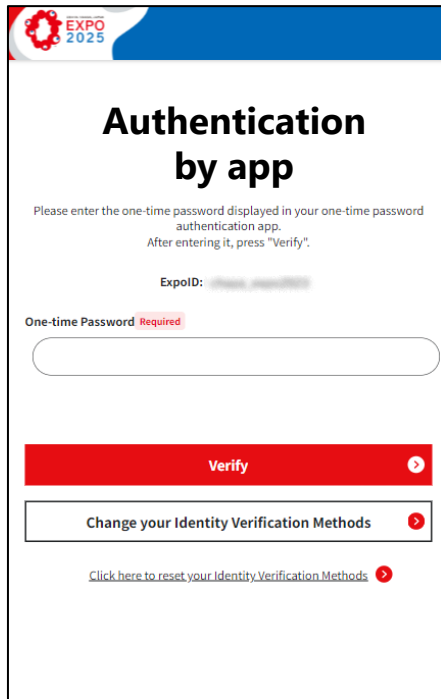
Contact: 'Enquiries about Admission Tickets and ExpoID'
<https://faq.expo2025.or.jp/hc/en-gb/p/contact>

2. Unable to Verify Identity

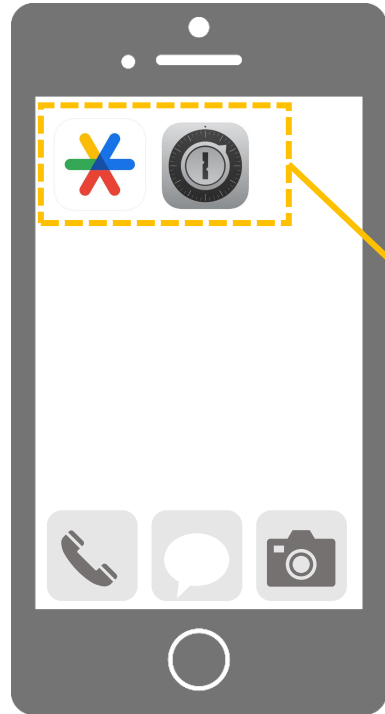


2.1 How to Use Authentication by App

If “Authentication by App” is displayed, you have previously set up identity verification using an authentication app such as 'Google Authenticator' or 'FreeOTP Authenticator'. Please enter the 6-digit number displayed in the authentication app.



The screenshot shows the 'Authentication by app' screen of the ExpoID 2025 system. It features a blue header with the ExpoID 2025 logo. The main title is 'Authentication by app'. Below the title, there is a instruction: 'Please enter the one-time password displayed in your one-time password authentication app. After entering it, press "Verify".' A field for 'ExpoID:' is shown with a masked value. Below that is a 'One-time Password' field with a 'Required' label. A red 'Verify' button is at the bottom, along with a link to 'Change your Identity Verification Methods' and a link to 'Click here to reset your Identity Verification Methods'.



Please check if one of the following authentication apps is available on your smartphone. Check the numbers displayed in the app and return to the ExpoID screen to enter the one-time password.



Google Authenticator



FreeOTP Authenticator

?

I can't find any authentication apps.

If you have deleted the authentication app or changed your smartphone model, please refer to '[2.2 How to Reset Identity Verification](#)' on the next page to reset your identity verification method.

After resetting, please set up the identity verification method again.

2.2 How to Reset Identity Verification Methods

If you are unable to verify your identity after changing your smartphone model, please reset your identity verification and set it up again.

The screenshots illustrate the process of resetting identity verification methods. The first screen is the 'Login' page. The second screen is 'Identity Verification', which includes a 'Verify' button and a link to 'Click here to reset your Identity Verification Methods'. The third and fourth screens show 'Authentication by App' with fields for ExpoID, One-time Password, and Email address, along with a 'Verify' button and a link to 'Click here to reset your Identity Verification Methods'. The fifth screen is 'Reset your Identity Verification Methods', which requires entering First Name, Last Name, Email Address, and Date of Birth, followed by a 'Reset' button. The final screen is 'Reset Complete', indicating the process is finished and providing a 'To Login Page' button.

1. Enter your ExpoID and password.
2. Select 'Click here to reset your Identity Verification Methods.'
3. Enter your name, email address, and date of birth.
4. A 'Reset Complete' screen will be displayed.
*No email will be sent.

?

An error occurred even though I entered the correct information.

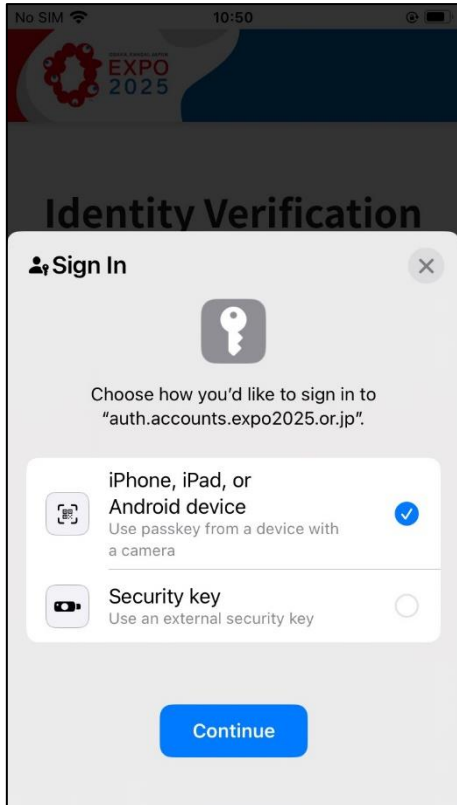
The ExpoID system is case-sensitive. Please make sure to enter the information exactly as it was registered. If you are unable to reset your identity verification, please contact us through 'Enquiries about Admission Tickets and ExpoID'. (<https://faq.expo2025.or.jp/hc/en-gb/p/contact>)

3. Using a Different Smartphone Model

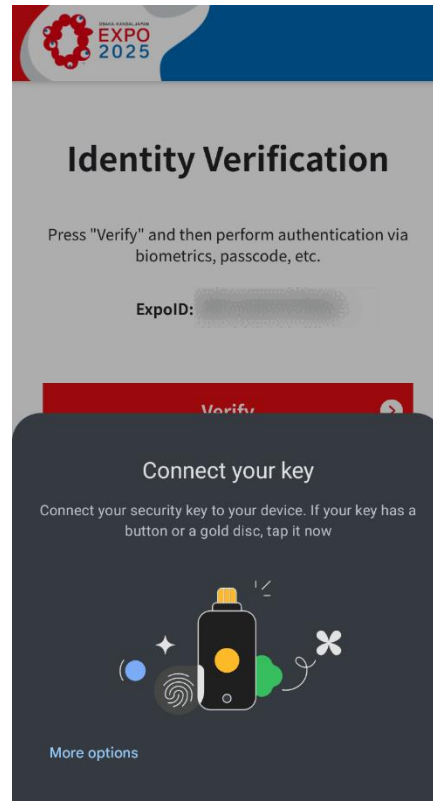
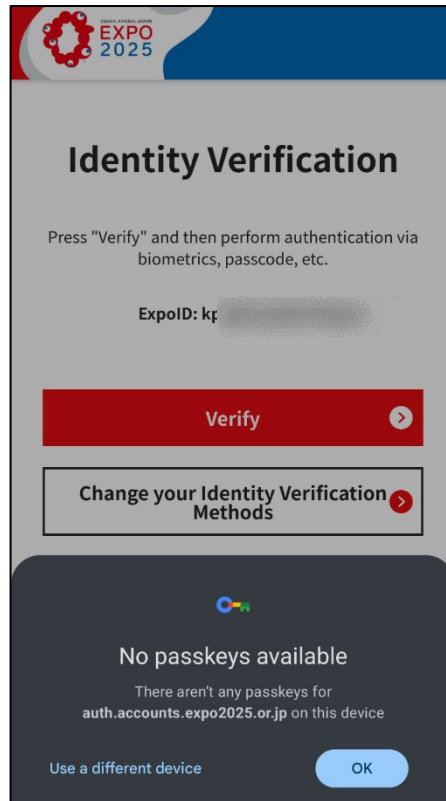
If you have previously set up biometric authentication or a passcode, an error in identity verification may occur after changing your smartphone model. Please reset the identity verification and set it up again.

If you use biometric authentication or a passcode for identity verification, the following message may appear after changing devices:

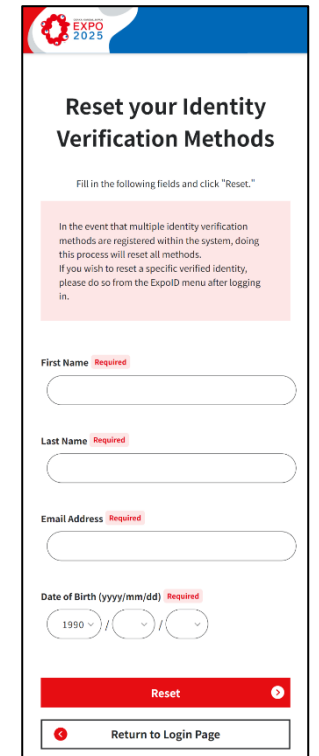
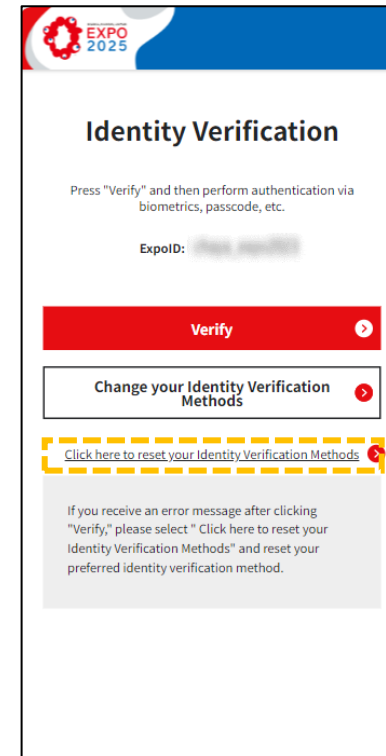
【For iPhone/iPad】



【For Android】



Select 'Click here to reset your Identity Verification Methods.' For detailed instructions, please refer to ['2.2 How to Reset Identity Verification Methods'](#).

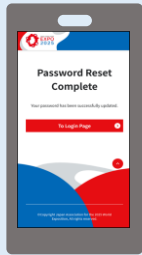


3. Using a Different Smartphone Model

If your email address has changed due to using a different device and you are experiencing the issues listed below, you will need to contact the support desk to update your email address.

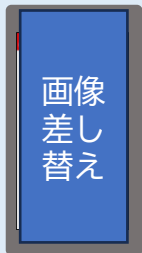
Case 1: I didn't receive the ExpoID notification or password reset email.

We will send the ExpoID notification or password reset email to the email address registered with your ExpoID. You need to update the email address associated with your ExpoID, so please contact the support desk.



Case 2: I can't log in with "Authentication by email".

We will send a one-time password to the email address registered with your ExpoID. First, refer to '[2.2 How to Reset Identity Verification Methods](#)' to reset the verification method and log in using another verification method. If you cannot reset or set another verification method by yourself, please contact the inquiry desk.



Email Change Procedures at the Support Desk

The support desk can update your email address for you. Please fill out the form on the 'Enquiries About Admission Tickets and ExpoID' page.

<https://faq.expo2025.or.jp/hc/en-gb/p/contact>

※Please note that this process may take several business days.

The screenshot shows a web form titled 'A.Enquiries About ExpoID and Tickets'. The form has several sections with numbered steps indicated by yellow dashed boxes and arrows:

- Step 1-4:** Fields for '1. Your Last Name', '2. Your First Name', '3. Type of Organisation', and '4. Type of Enquiry'. The '4. Type of Enquiry' dropdown is highlighted with a yellow dashed box.
- Step 5:** A radio button selection for '5. Select 'Inquiries about ExpoID''. The 'Inquiries about ExpoID' option is selected and highlighted.
- Step 6:** A radio button selection for '6. Select 'Inquiries about issues related to device changes''. The 'Inquiries about issues related to device changes' option is selected and highlighted.
- Step 7:** A radio button selection for '7. Do you need to change the email address registered for your ExpoID?'. The 'Yes, I need to change the email address' option is selected and highlighted.
- Step 8:** A text input field for '8. Please enter a new email address.' is highlighted.
- Step 9:** A section for '9. Check the applicable items.' with three checkboxes: 'I am unable to confirm my ExpoID', 'I am unable to reset the password', and 'I am unable to reset my identity verification method.' The 'I am unable to reset my identity verification method.' checkbox is selected and highlighted.

1 - 4. Please fill in your information.

5. Select 'Inquiries about ExpoID'.

6. Select 'Inquiries about issues related to device changes'.

7. Select 'Yes, I need to update my email address.'

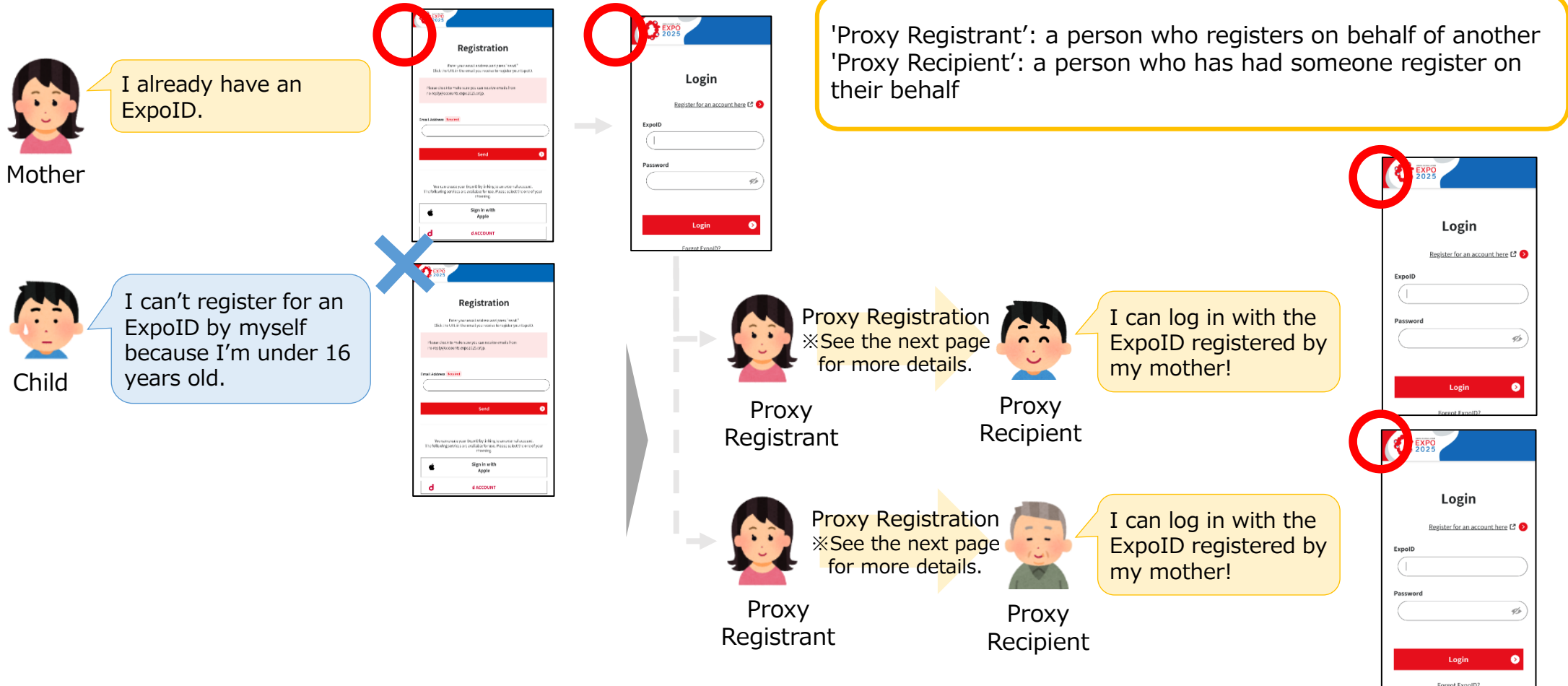
8. Enter the new email address that you will use for your ExpoID. Please ensure there are no input errors.

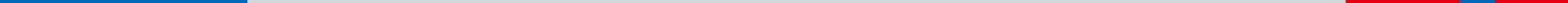
9. Check the applicable items.

Click 'Next' and follow the instructions on the site to enter your verification information.

4. Proxy Registration

Children who are under 16 years old at the time of ExpoID registration cannot register for an ExpoID by themselves. You will need to have someone who is already 16 years old or older to register on your behalf.









Registrant

Proxy Registration




Expo20 Menu

Admin Ticket Purchase Site




Profile




Check or update your profile here.

Update Password




Update your password here.

Link to External Account




You may link your Expo20 to an external account for an easier login experience.


Settings for Identity Verification Methods



Please click to register if you wish to register your preferred settings for identity verification methods or if you wish to login via multiple devices (smartphone or PC).


Proxy Registration





Register an Expo20 for minors under the age of 18 by members via proxy registration here.

Log Out



Log out from your current session.

EXPO 2025


Proxy Registration

If you are registering an account via proxy for a family member, please click "Proxy Registration" below.

[Return to ExpoID Menu](#)

[Admission Ticket Purchase Site](#)

[What is an ExpoID?](#)



1

Input

2

Confirm

3

Submit

Enter Registered Information

Please fill out the following fields.
Fields marked "Required" must be filled in.

Do not use any letters in your ExpoID which can be used to identify you personally.

ExpoID Required

Please register your ExpoID

Use any combination of the following to make your ExpoID between 8 to 20 characters: half width alphanumeric characters (lowercase), numbers, and symbols (- _ @)

Password Required

Please register your password

Password Safety Level

Use at least three of the following to make a password between 10 to 20 characters: half-width alphanumeric characters (uppercase), lowercase, half-width alphanumeric characters (uppercase), numbers, and symbols.

1

Input

2

Confirm

3

Submit

Confirm Registered Information

The following information will be registered.

Exploit

1234567890

Password

●●●●●●●●

Language Settings

English

First Name

1234567890

Middle Name

Register

2

1

Edit



1

Input

2

Confirm

3

Submit

Proxy Registration Complete

Your proxy registration has been completed. A proxy registration confirmation email has been sent to both your email address and the proxy's email address.

If you do not receive an email after a period of time passes, then there is a possibility that the entered email address was incorrect. Please re-register your email address.

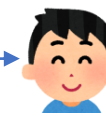


[Return to Proxy Registration Page](#)

— 200 —




Proxy
Registrant



Proxy
Recipient


I can log in with my ExpoID and password!



EXPO

2025


Login

[Register for an account here](#) 

Expold

Password

Login



[Forgot Expold?](#)

[Forgot Password?](#)

4.1 How to Register for Children Under 16

The proxy recipient can log in to the ExpoID without requiring an identity verification method, but some functions are restricted for security reasons. In addition, for those under 16, functions such as updating their own profile are not available, so the proxy registrant must make these changes via the proxy registration menu.

	General User	Proxy User				
		Under 16		16 and Older		
		Email Not Registered	Email Registered	Email Not Registered	Email Registered But Identity Verification Not Completed	Identity Verification Completed
Login with ExpoID	○	○ Login with ExpoID and Password	○ Login with ExpoID and Password	○ Login with ExpoID and Password	○ Login with ExpoID and Password	○ Login with ExpoID, Password, and Identity Verification
Check/Update Profile	○	△Not updatable	△ Not updatable	△ Not updatable	△ Not updatable	○
Register/Change Email Address	○	×	×	×	×	○
Identity Verification Settings	○	×	×	×	○	○
ExpoID Notification	○	×	○	×	○	○
Password Reset	○	×	×	×	×	×
Proxy Registration	○	×	×	×	×	×