# **ExpoID Problem Solving Manual**

2025.5.21 Revised Version

#### **When Experiencing Issues**

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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	
	Confirm ExpoID		
	Please fill out the following fields and click "Send". An email will be sent containing your ExpoID.	ExpoID Sent	
ExpoID	Please enter the email address registered to your profile.	Your ExpoID has been sent via email.	
	First Name Required	Please check the email you receive to confirm your ExpoID.	An email titled "[EXPO2025] ExpoID Notification" will be sent to you.
Password		To Login Page 📀	[EXPO 2025] ExpoID Notification
Show Password	Last Name Required		Japan Association for the 2025 World Exposition <no-reply@accounts.expo2025.or.jp> 死先 ( ① このメッセージから余分な改行を削除しました。</no-reply@accounts.expo2025.or.jp>
	Email Address Required		This email is for the individual who requested to see their ExpoID.
Login 📀	Date of Birth (yyyy/mm/dd) / Required		Your ExpolD is listed below. ExpolD:
			Please click the following link and login.
Forgot ExpolD? Forgot Password?			https://usrmng.accounts.expo2025.or.jp/idmng/users/screen/menuScreen
Having issues logging in? C 📀	Send 📀	©Copyright Japan Association for the 2025 World Exposition. All rights reserved.	
ExpoID Registration Manual 🖸 🚺	Return to Login Page		*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.
	٥		Japan Association for the 2025 World Exposition https://www.expo2025.or.jp/
Login via external account			

- 1. Select "Forgot ExpoID?" on the login screen.
- Enter your name, email address, and date of birth.
- You will receive an email titled "ExpoID Notification".
   ※ If you do not receive the email, please check your spam folder first.

#### **1.2** How to Reset the Password $\widehat{1}$

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]

	EXPO 2025		
Login / Registration	Reset Password		
Notifications	Please fill out the following fields and click "Send". An email will be sent with a URL to reset your password.	Password Reset	
ExpoID	Please enter the email address registered to your profile.	Complete	
Password	ExpolD Required	Your password has been successfully updated.	An email titled "[EXPO2025] Link to Reset Password Associated with ExpoID" will be sent.
Show Password	First Name Bequired	To Login Page 🛛 🔊	[EXPO 2025] Link to Reset Password Associated with ExpoID
Login 📀	Last Name Required		CD/20/97C2/179K99924Cfr2KM9RU4LUE.
Register for an account here 🛛 🖸 📀	Email Address Required	^	Prease click the following link within 12 hours to reset your password and register a new one. Password will be reset for the following user: John Doe
Forgot ExpolD? Eorgot Password2 Having issues logging in? (2)	Date of Birth (yyyy/mm/dd) Required		★◆Please open the link with a browser if you are using a smartphone! ★ +*11     https://usrmg.dev-tlaccounts.expo2025.or.jp/idmmg/users/screen/mng/passwordResetExecuteScreen/d1e0bce1099348a482d03bd7bbfeb030     Valid until: 2025/05/01 07:54 JST
ExpoID Registration Manual 🖒 👂 💙			(*1) - Opening the link with a browser Please press and hold the link and select either "Open Link" or "Open in Browser" from the menu that appears.
	Send Q Return to Login Page	©Copyright Japan Association for the 2025 World Exposition, All rights reserved.	*Supported Browsers: Google Chrome, Safari, Edge (Google, Yahool, and other apps are not supported.)

- 1. Select "Forgot Your Password" on the login screen.
- 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.

्र	EXPO 2025
	Password Reset Complete
Y	our password has been successfully updated.
	To Login Page
	©Copyright Japan Association for the 2025 World Exposition, All rights reserved.

- After resetting the password, click 'To Login Page.'
- Login / Registration Notifications ExpoID Password Show Password Login Register for an account here 🛛 🖸 Forgot ExpoID? Forgot Password? Having issues logging in? C 📀 ExpoID Registration Manual
- 6. Enter your ExpoID and the new password.



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

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' <u>https://faq.expo2025.or.jp/hc/en-</u> 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.



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 <u>'2.2 How to</u> <u>Reset Identity Verification</u>' 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 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'.(<u>https://faq.expo2025.or.jp/hc/en-gb/p/contact</u>)

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## 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 <u>'2.2 How to Reset Identity</u> 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 <u>'2.2 How to Reset Identity Verification Methods</u>' 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.

🔅 English (Johnst Etabor) 🤟 …	
A.Enquiries About ExpoID and Tickets	
This feer is requiry form "Exposit" and "Administra Televit". It you want to require about another topic, please are the General Exposit Feer (the perpendicular plane) of planeses.	
* Sequent	
1. Your Last Name *	1 4 Diagon fill in your
Enter your answer	1 - 4. Please III III youi
	information.
4. Type of Organization *	
Select your answer V	
S. Type of Enquiry *	
#Please telect "Enquiry about ExpolD" when you want to enquire about logis to the Admission Ticket System.	
C Enguity about Administra Ticker	5. Select 'Inquiries about ExpoID'.
🛢 Trayiy daar Tapol	
. What type of inquiry is it regarding Expo(D) *	C. Calast Inquisias shout issues
O Enquiry about reviewing ExpoID and paraward reset and identity Verification Methods.	6. Select Inquines about issues
Grquiry about Login and identity litetikation Methods.	related to device changes'.
🛞 Encyclary solucest travelables responsibles model changes	related to derive changes i
🔿 Enquiry when you accidentally deline your EspaiD	
O Brouldy reparding about resistration EuroD	
O Encudy reparding about the security block ( Sovers shows the resease which is "that access has been blocked for excusty reasons.")	
C meet enferty tubured peets shows	7. Select 'Yes, I need to update my ema
	addross '
Voo laad te doese de eerd ofdere	auuress.
The intervence of the state of	8 Enter the new email address that you
O NA I SONT	
	will use for your ExpoID. Please ensure
Please enter a new email address. *	thora are no input arrors
Please enter an email	there are no input errors.
2. Please select the details of your inquiry from the options below. *	O Charly the eventionable iterae
You may addect more than one.	9. Check the applicable items.
I are unable to confirm my ExpolD.	
lan unable to recet the paceword.	Click Marthand fallow the instructions
I am unable to reset my identity verification methods.	UICK Next and follow the instructions
Other	on the site to enter your verification
	on the site to enter your verification
	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.



### 4.1 How to Register for Children Under 16

Proxy registrants need to set up the proxy recipient's information, ExpoID and password via the ExpoID menu. Once the registered ExpoID and password have been shared with the proxy recipient, the recipient will be able to log in using the ExpoID.



### 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				
	General Oser	Under 16		16 and Older		
	Identity Verification Completed	Email Not Registered	Email Registered	Email Not Registered	Email Registered But Identity Verification Not Completed	Identity Verification Completed
Login with ExpoID	0	O Login with ExpoID and Password	C Login with ExpoID and Password	C Login with ExpoID and Password	O Login with ExpoID and Password	O Login with ExpoID, Password, and Identity Verification
Check/Update Profile	$\bigcirc$	riangleNot updatable	riangle Not updatable	riangle Not updatable	riangle Not updatable	0
Register/Change Email Address	0	×	×	×	×	0
Identity Verification Settings	0	×	×	×		
ExpoID Notification	0	×	0	×	0	0
Password Reset	0	×	×	×	×	×
Proxy Registration	0	×	×	×	×	×