



ExpoID

Registration Manual

2024.2.19 Revised Version

Instructions

Please note that the screen images which are in this document may differ depending on the device you are using.

1. Flow of Registration for an ExpoID

2. Preparation Section

Common Preparations

For iPhone and iPad

For Android

For Windows PC

3. ExpoID Registration Process

4. How to Log in With Multiple Devices

Overview procedure for multiple device use

A. Log in on a smartphone in addition to a PC

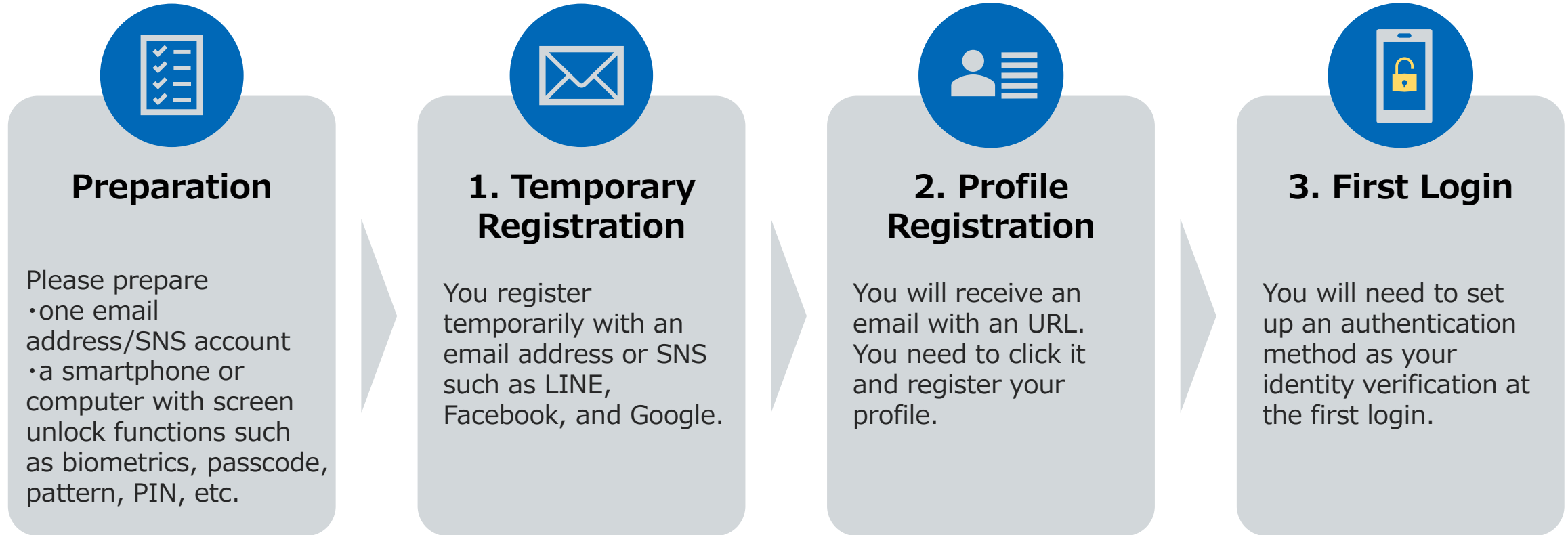
B. Log in with a computer in addition to your smartphone

5. Information about the FAQ site

1. Flow of Registration for an Expoid



1. Flow of Registration for an ExpoID



Register for an ExpoID!

[ExpoID Registration Site](#)

You can also access the registration site from the QR code on the left.



2. Preparation Section

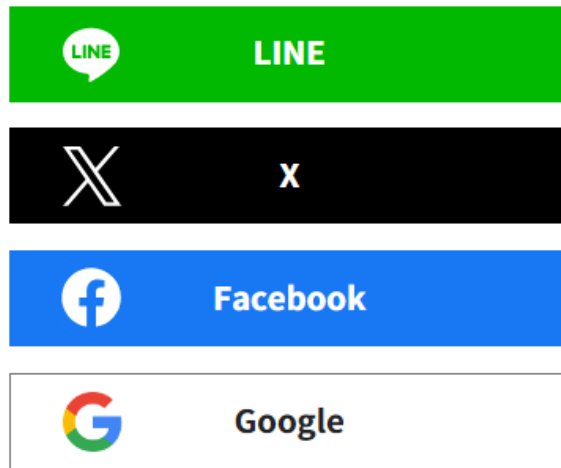


2. Preparation Before Registration



Preparation

You can register for an ExpoID with your email address or with one of the following external accounts.



Please confirm that you have already set an unlock function to your device.
If you have not set one, you will need to prepare a smartphone or computer with screen unlock functions such as biometrics, passcode, pattern, PIN, etc. enabled.



Swiping is not screen unlock function.



Patterns, PINs, and other settings known only to you are screen unlock functions.

For details on the screen unlock function, please refer to "Preparation Before Registration for iPhone", "Preparation Before Registration for Android" and "Preparation Before Registration for Windows PC" on the next page and thereafter.
We also recommend that you update your devices to the latest OS version.



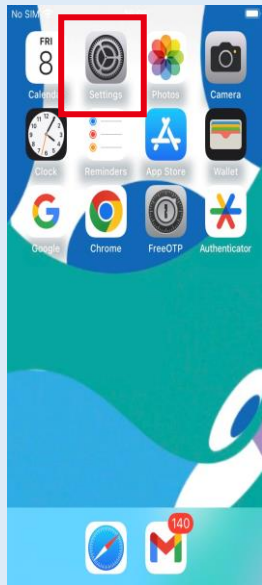
2. Preparation Before Registration for iPhone and iPad ①



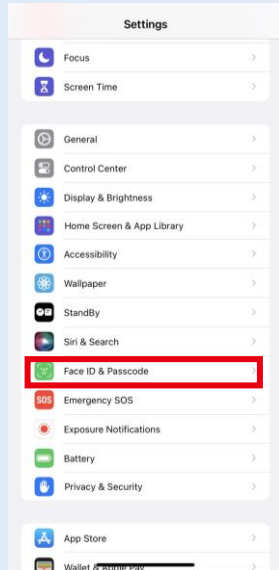
Check device settings for identity verification

Check your Face ID or Touch ID settings for identity verification on your iPhone and iPad. If "Turn off passcode" is displayed, then the passcode setting is complete.

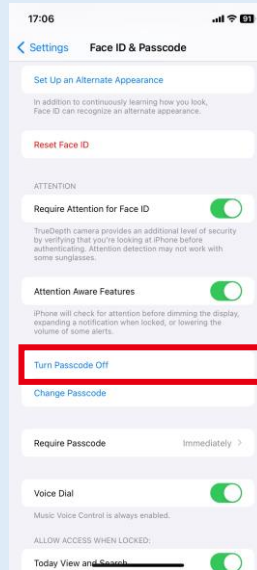
Devices without a Home button



1. Click on "Settings".



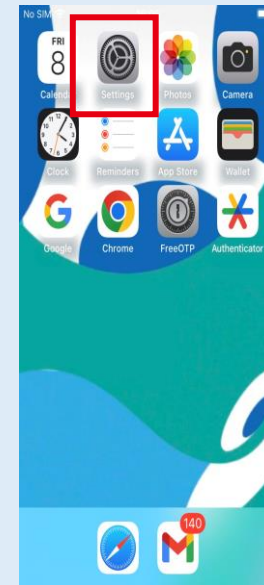
2. Select "Face ID and Passcode" from the Settings menu.



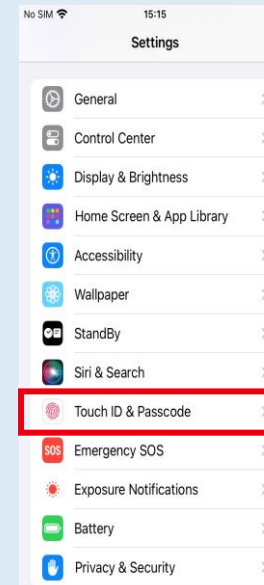
3. Check if "Turn off passcode" is displayed.

Note: If "Passcode ON" is displayed, the passcode has not been set, so tap to turn it on.

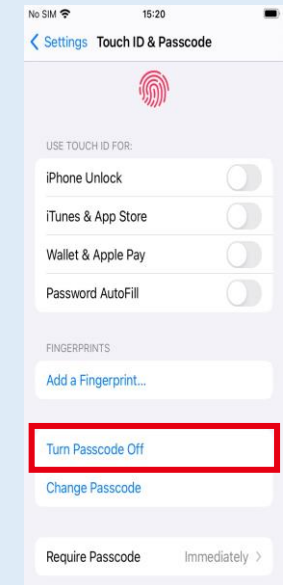
Devices with a Home button



1. Click on "Settings".



2. Select "Touch ID & Passcode" from the Settings menu.



3. Check if "Turn Passcode Off" is displayed.

Note: If "Passcode ON" is displayed, the passcode has not been set, so tap to turn it on.

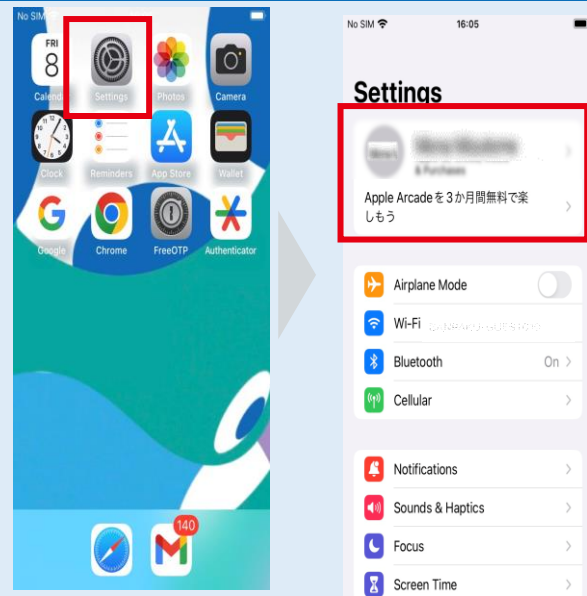
2. Preparation Before Registration for iPhone and iPad ②



Check device settings for identity verification

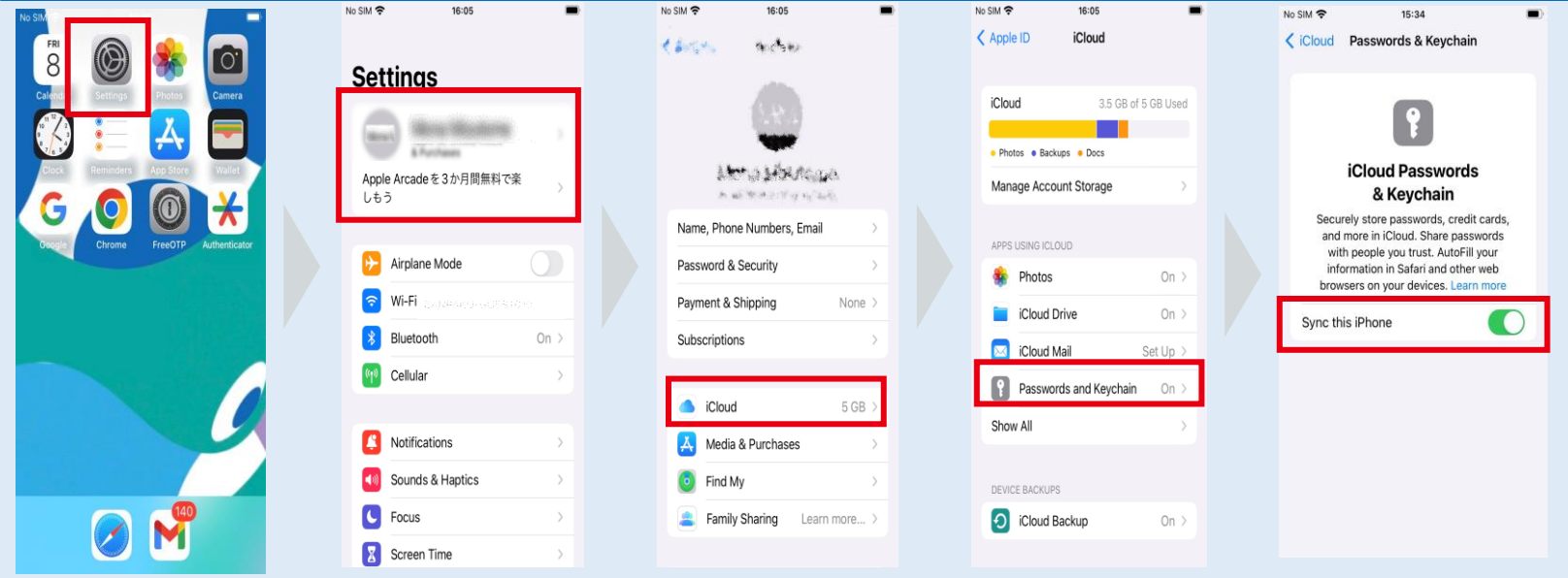
You need the iCloud setting to use the method of unlocking that you have set up on your device for identity verification. Please check the following settings.

Point 1: Sign in with Apple ID



1. Touch "Settings".
2. Sign in with your Apple ID.
If you have already signed in, your name will be displayed.

Point 2: Synchronization of iCloud passwords and Keychains



1. Touch "Settings".
2. Sign in with your Apple ID.
If you have already signed in, your name will be displayed.
3. Select "iCloud".
4. Select "Password and Keychain".
5. Turn on "Sync this iPhone".

More detailed instructions on set up

For more information on each setting, please click here.

- [Sign in with your Apple ID](#)
- [Set up iCloud Keychain](#)

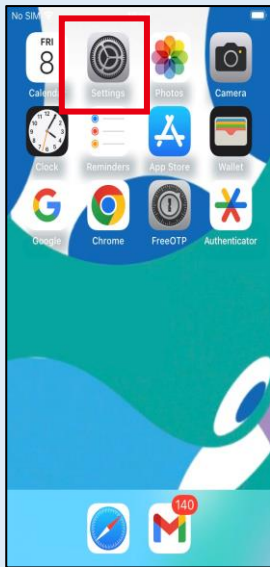
2. Preparation Before Registration for iPhone and iPad ③



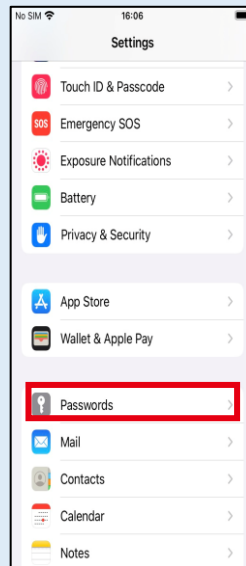
Check device settings for identity verification

Please check the following settings

Point 3: iCloud password and Keychain settings



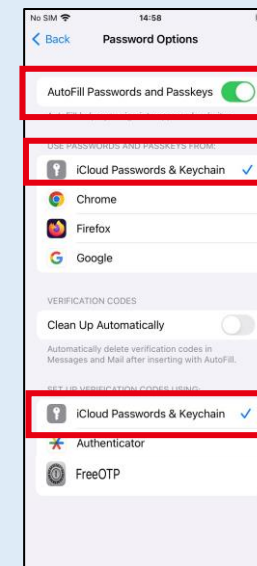
1. Click on "Settings".



2. Select "Password" from the Settings menu.



3. Select "Password Options".



4. Turn on "AutoFill Passwords and Passkeys" and check "iCloud Password and Keychain".

Depending on the device, there may be two locations as shown in the figure.

More detailed instructions on set up

For more information on each setting, please click here.

• [Sign in with your Apple ID](#)

• [Set up iCloud Keychain](#)

2. Preparation Before Registration for iPhone and iPad ④



Check if Using a Supported Browser

Google Chrome, Safari, and Microsoft Edge (Chromium version) are the supported browsers for accessing the ExpoID registration site. If you access the ExpoID registration site with a unsupported browser, the system may not operate correctly.

Supported Browsers

- Google Chrome
- Microsoft Edge
- Safari

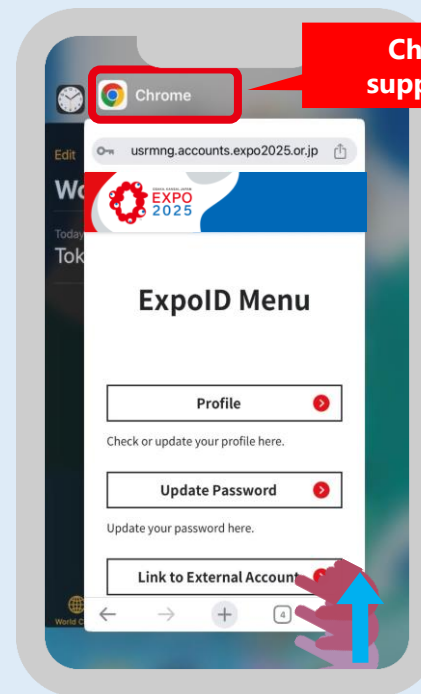
Examples of Unsupported Browser

- Google
- Yahoo!

※ When you visit our site in unsupported browser, our site may cause error.

How to check your browser

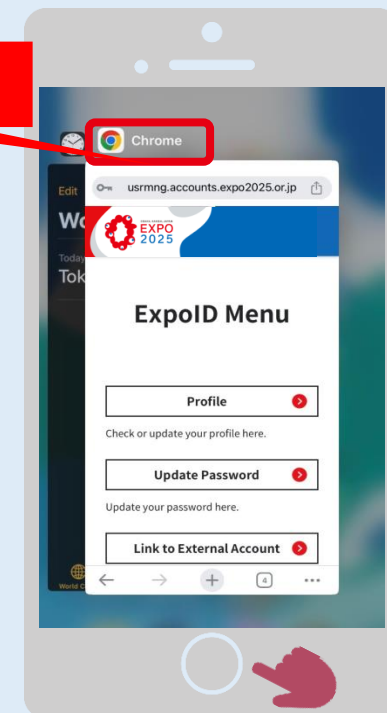
Without a Home button



Swipe up to see apps.

[Switch apps on your iPhone, iPad, or iPod touch](#)

With a Home button



Press the Home button twice.

2. Preparation Before Registration for Android①



Check device settings for identity verification

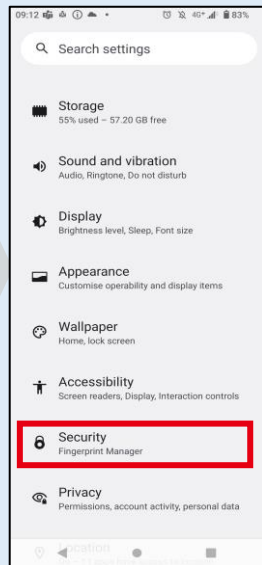
Android users need to enable the screen lock function such as Pattern, PIN, Password and fingerprint.

*Please note that the screen image may differ depending on the device you are using.

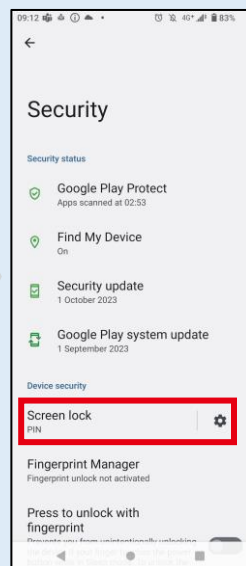
For patterns, PINs, and passwords



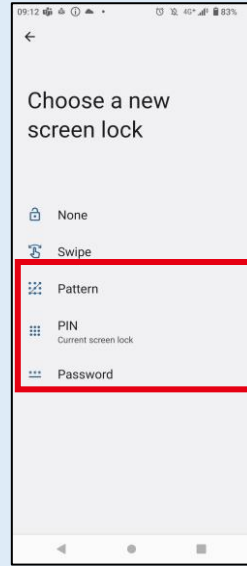
1. Click on "Settings".



2. Select "Security" from the Settings menu.



3. Check if "Screen Lock" is set. If it is set to "None" or "Swipe", tap "Screen Lock".

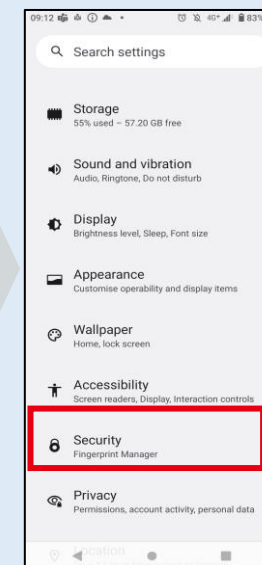


4. Set a "Pattern", "PIN", or "Password".

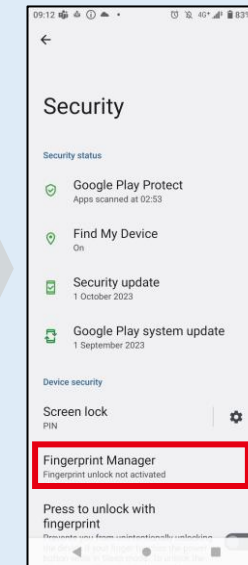
For fingerprint authentication



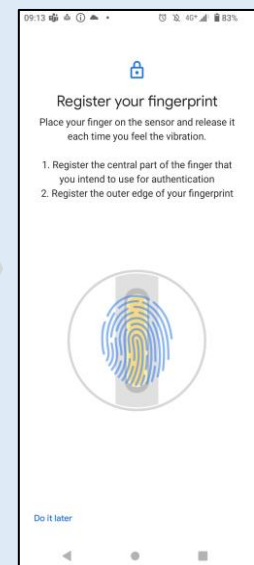
1. Click on "Settings".



2. Select "Security" from the Settings menu.



3. Click on "Add a Fingerprint".



4. Register fingerprint.

2. Preparation Before Registration for Android②



Check if Using a Recommended Browser

Google Chrome, Safari, and Microsoft Edge (Chromium version) are the supported browsers for accessing the ExpoID registration site. If you access the ExpoID registration site with a unsupported browser, the system may not operate correctly.

Supported Browsers

- Google Chrome
- Microsoft Edge
- Safari

Examples of Unsupported Browser

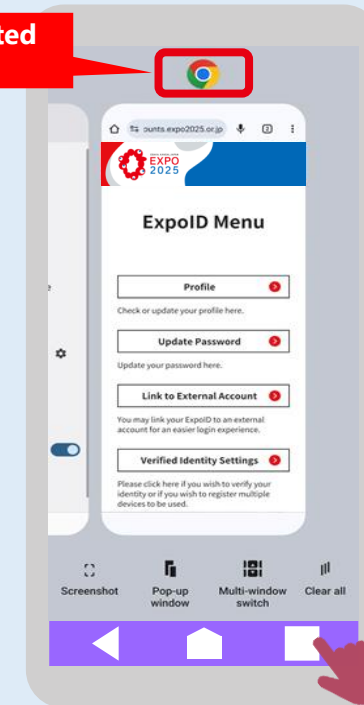
- Google
- Yahoo!

※ When you visit our site in unsupported browser, our site may cause error.

How to check your browser

Android

Check if using a supported browser



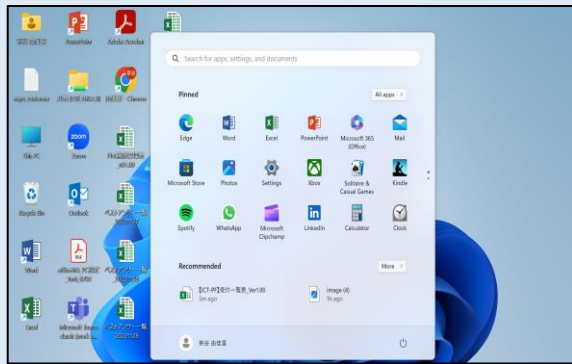
Tap the square mark in the lower right corner.

2. Preparation Before Registration for Windows PC①

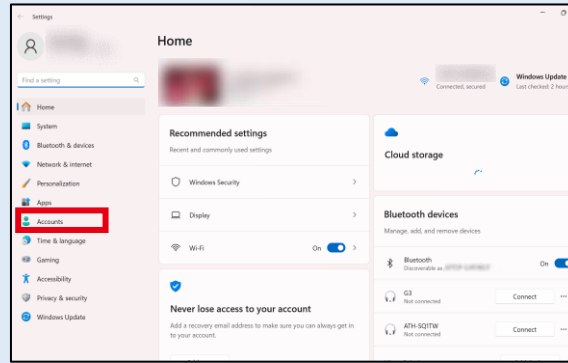


Check device settings for identity verification

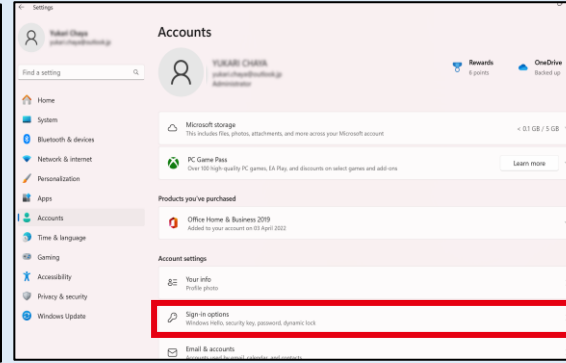
For Windows PC



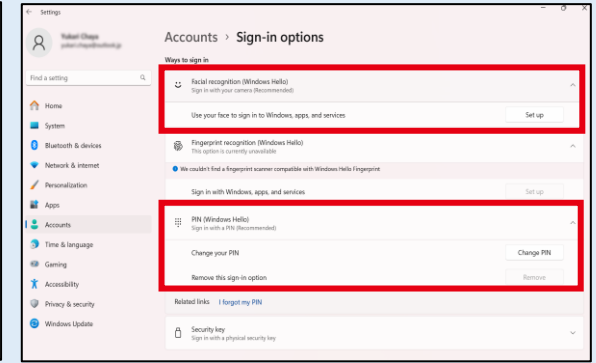
1. Click on "Settings".



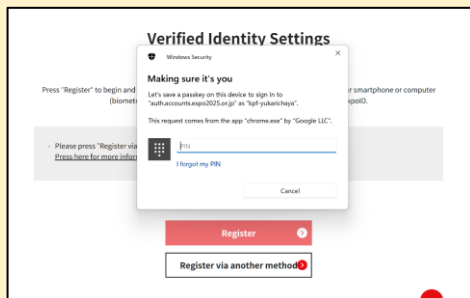
2. Click on "Accounts" from the menu on the left.



3. Confirm that one of the Windows Hello options is enabled. Press the "v" symbol on the right to display the details of the settings. If "Setup" is displayed, Windows Hello is not yet set up. If "Change" is displayed, Windows Hello has been set up.



[Windows sign-in options and account protection](#)



If Windows Hello is set up, the "Windows Security" screen will appear when the "Settings" button is clicked under "Identity Verification Settings" as shown in the figure on the left.

If the Windows Security screen does not come up or if all Windows Hello displays "This option is currently unavailable", Windows PC Identity Verification may not be available.

If you are in a hurry to register your ExpoID or purchase tickets, please set up using the One-Time Password authentication application.

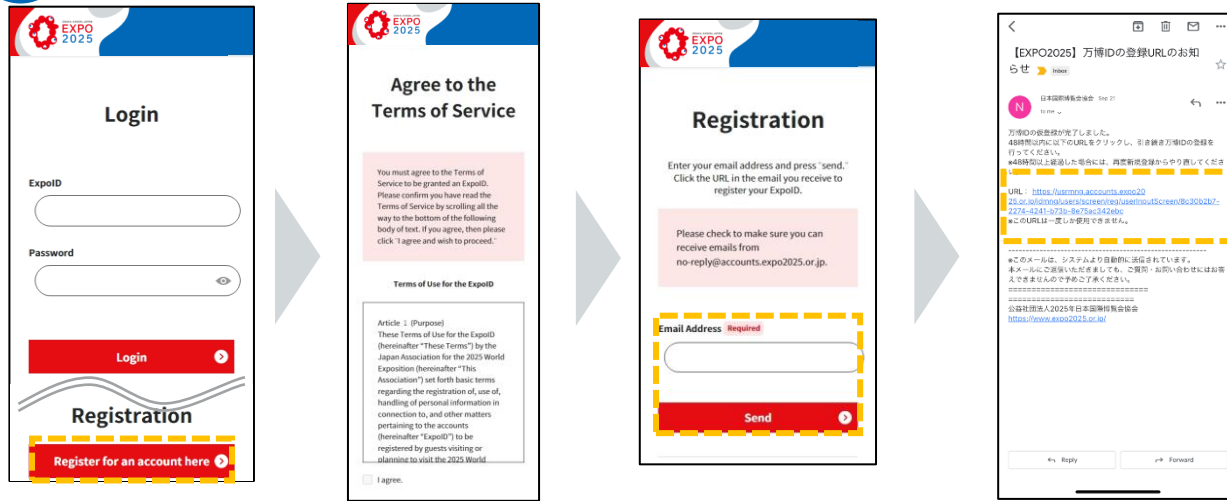
3. ExpoID Registration Process



3. ExpoID Registration Process ①



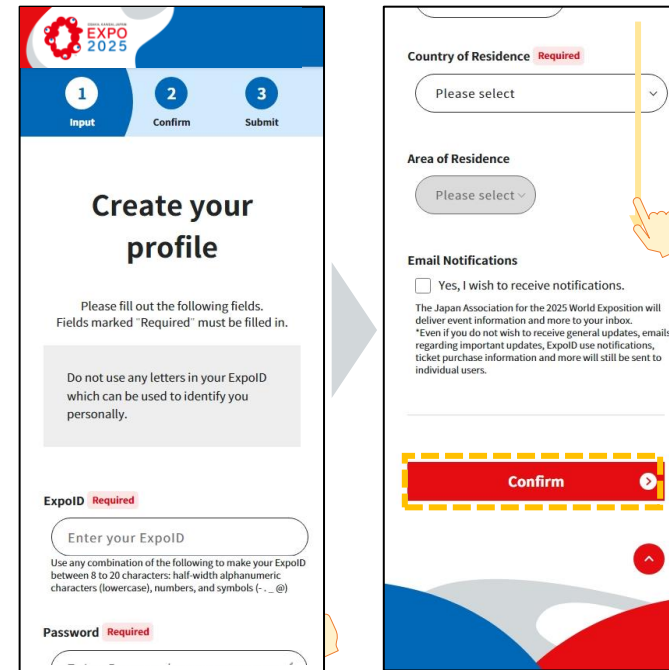
Temporary Registration



1. Visit the ExpoID registration site and click "Register for an account here".
2. Please read the Terms of Service for the ExpoID and Privacy Policy, then click "I agree and wish to proceed".
3. Enter your email address and touch "Send".
4. Click on the URL in the email you received.



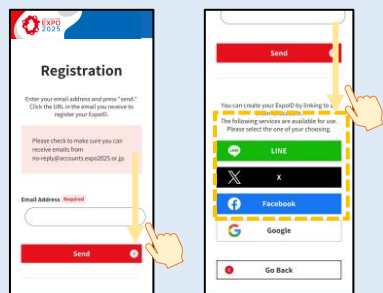
Profile Registration



5. Enter basic information such as an ID, password and name on the profile entry screen.
6. After entering the information, touch "Confirm" to register the information.

You have now registered for an ExpoID!!
Now let's log in!

New registration using an SNS account



When you want to register an SNS account, please scroll down to the bottom of the new registration page. You can go through the registration process for an ExpoID using your SNS account.

3. ExpoID Registration Process ②



First Login

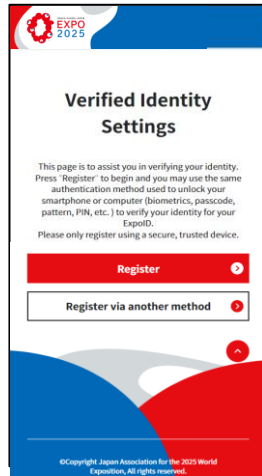
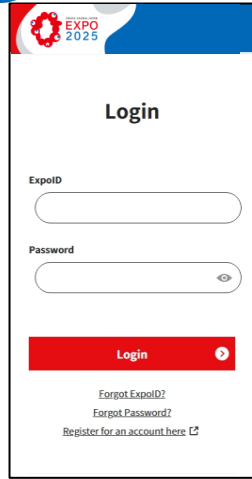


Image of unlocking the screen with a PIN



Now you have completed the initial setup!



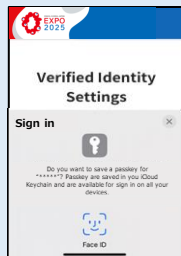
1. Access the login screen and enter your registered ID and password to log in.

2. Tap on the "Register" button to set up your identification.

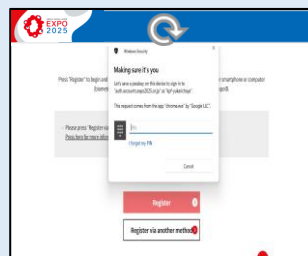
3. Please verify your identity using the same method of unlocking that you have set up on your device.*
*When you get an error message, please refer to "2. Preparation Section".

Image of the identity verification screen for each device

For iPhone



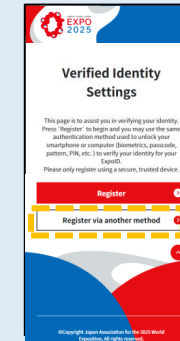
For Windows



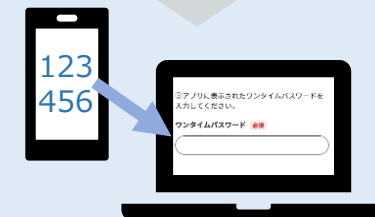
The screen will differ for each device you use. You can easily identify yourself by using the unlock method set on your device.

Identity verification via authentication application

If you want to use the system on multiple devices or if you cannot set up unlock functions on your device, you can set up identity verification using an authentication application.



On the Verified Identity Settings screen, touch "Register via another method" to download and set up the authentication application.



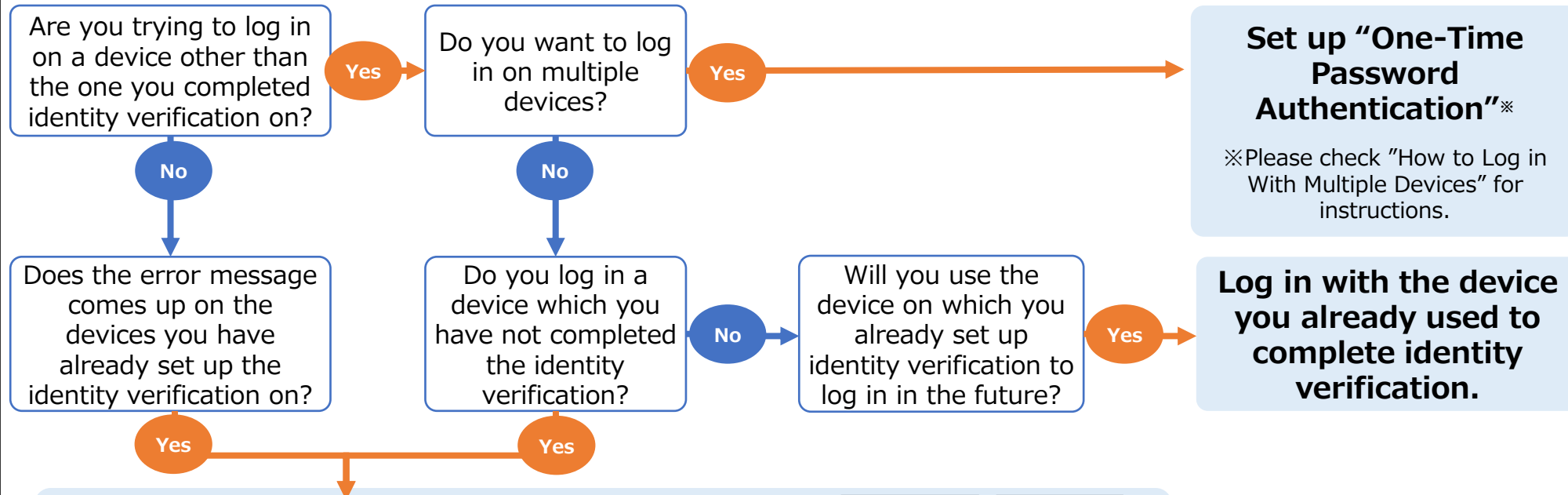
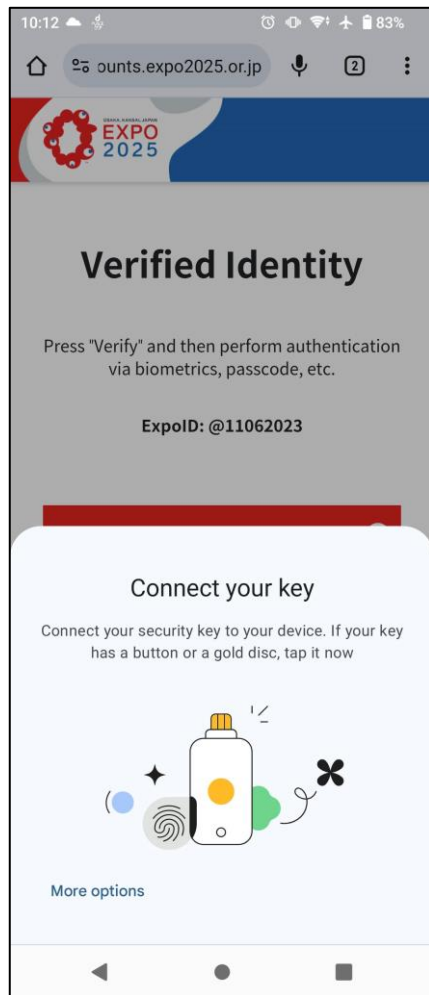
Identity verification is completed by entering the 6-digit number displayed on the One-Time Password Authentication application.

For details on how to use the system on multiple devices, please refer to "How to log in with multiple devices".

Error Message “Connect your key” Is Displayed on the Identity Verification Screen

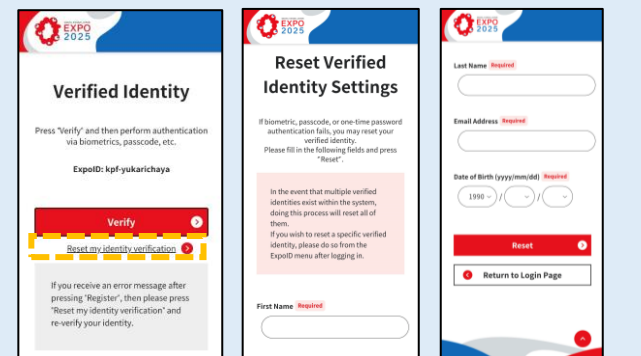
Q: I use an Android device and cannot login because the error message, “Connect your key”, is displayed on the identity verification screen.

A: Please try “Reset my identity verification” or “One-Time Password Authentication”. Please check the below chart to decide which method you should try.



Reset "the Identity Verification"

- ① Click "Reset my identity verification" on the "Verified Identity" screen.
- ② Fill out First Name, Last Name, Email Address and Date of Birth forms. Then, click "Reset".



4. How to Log in With Multiple Devices



4. How to Log in With Multiple Devices

Q: How can I use my ExpoID on multiple devices, such as a computer and a smartphone?

A: If you wish to use your ExpoID on multiple devices, you will need to set up your ID using the authentication application. The following four steps outline the use of multiple devices.

Detailed registration procedures are explained on the next and subsequent pages.

Please note that the operating procedure differs depending on whether the QR code can be scanned or not.

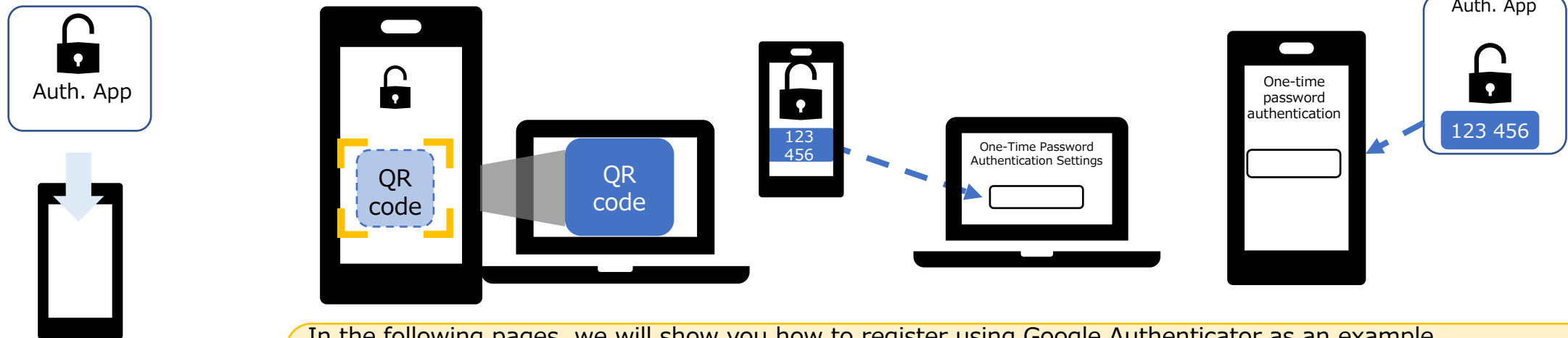
Overview procedure for using multiple devices

1. Download the One-Time Password Authentication App

2. Linking the app to an ExpoID

3. One-Time Password Authentication Settings

4. Log in with a new device



In the following pages, we will show you how to register using Google Authenticator as an example.

If you are able to log in on a PC and would like to log in on a new smartphone, please refer to "**A. Log in on a smartphone in addition to a PC**".

If you are able to log in with your smartphone and would like to log in with a new computer or another smartphone, please refer to "**B. Log in with a computer in addition to your smartphone**".

4. A. Log in on a smartphone in addition to a PC

If you have already completed the identity verification settings on your PC or tablet and wish to use it on your smartphone, please try the following method.

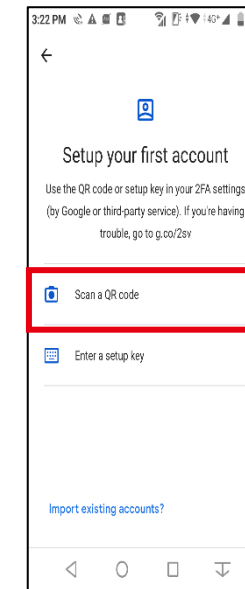
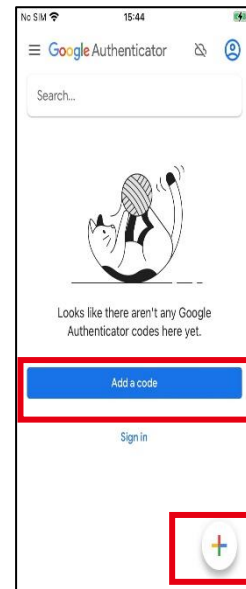
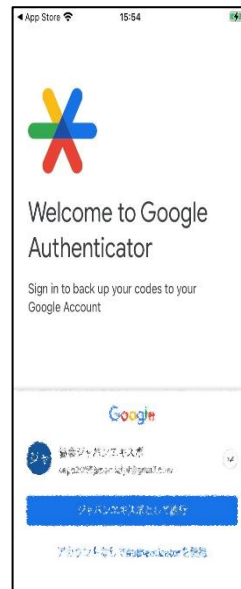
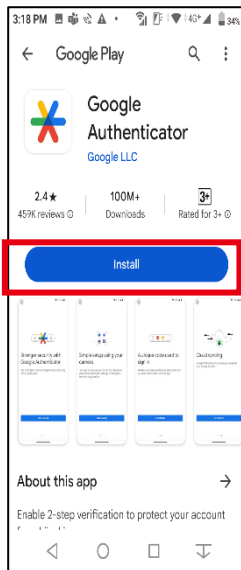
Introductory remarks



Operation on a device on which you want to newly log in
Operation on a device with verified identity

1. Download the One-Time Password Authentication App

App Store Screen



1. Install the Google Authenticator application.

2. Open the Google Authenticator application.
If you have a Google account, your Google account will be displayed.
Selecting "Use Authenticator without an account" will not affect this system.

3. Click the "Add a code" or "+" button.

4. Select "Scan a QR code" on the authentication app screen.

5. Activate the camera.

4. A. Log in on a smartphone in addition to a PC

Continued from the previous page, the procedure is as follows.

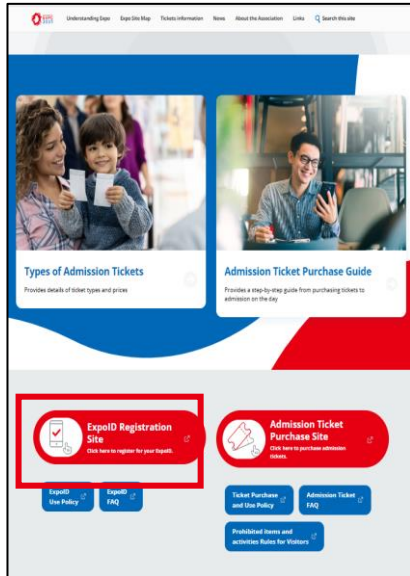
Introductory remarks



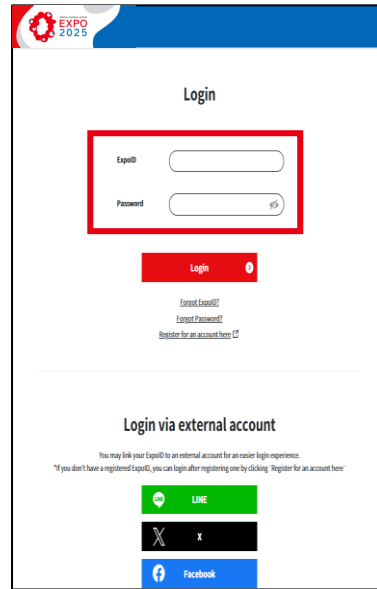
Operation on a device on which you want to newly log in
Operation on a device with verified identity

2. Linking the app to an ExpoID

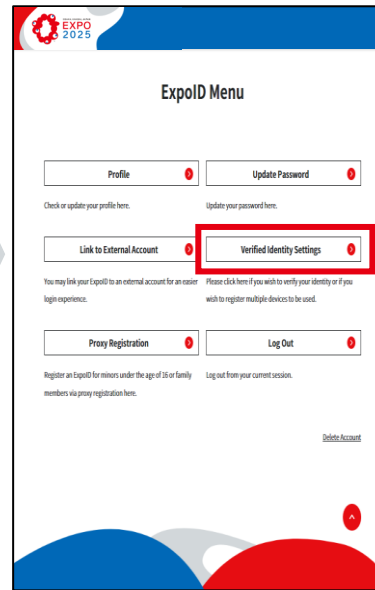
ExpoID registration site screen



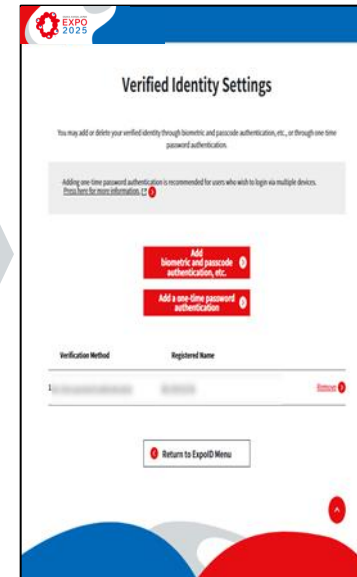
6. Visit the official site of the Expo with a recommended browser.
※For details, please refer to “Check if Using a Recommended Browser”.



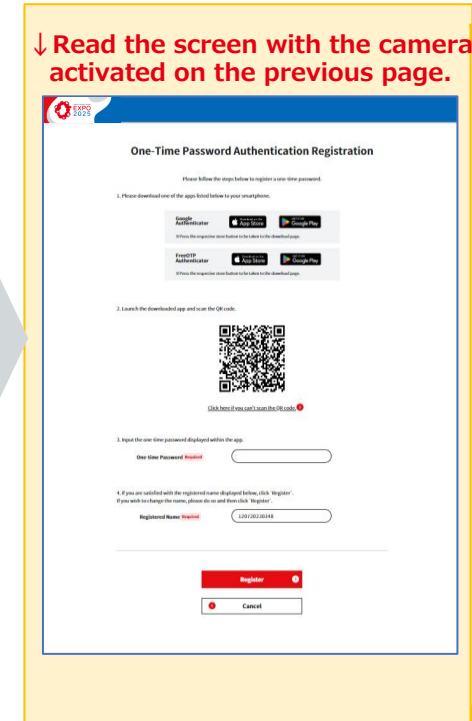
7. Log in to the ExpoID registration site where you have already completed your identity verification settings.



8. Select “Verified Identity Settings” from the menu.



9. Click “Add One-Time Password Authentication”.



10. Scan the QR code on the ExpoID registration site screen with the authentication app.



4. A. Log in on a smartphone in addition to a PC

Continued from the previous page, the procedure is as follows.

Introductory remarks

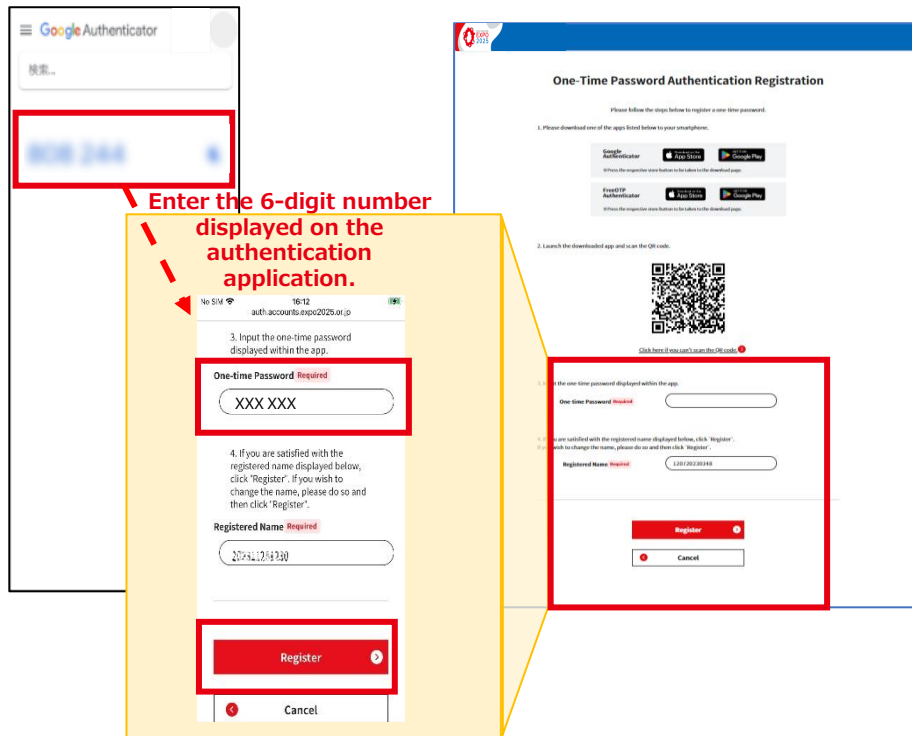


Operation on a device on which you want to newly log in
Operation on a device with verified identity

3. One-Time Password Authentication Settings

Authentication application screen

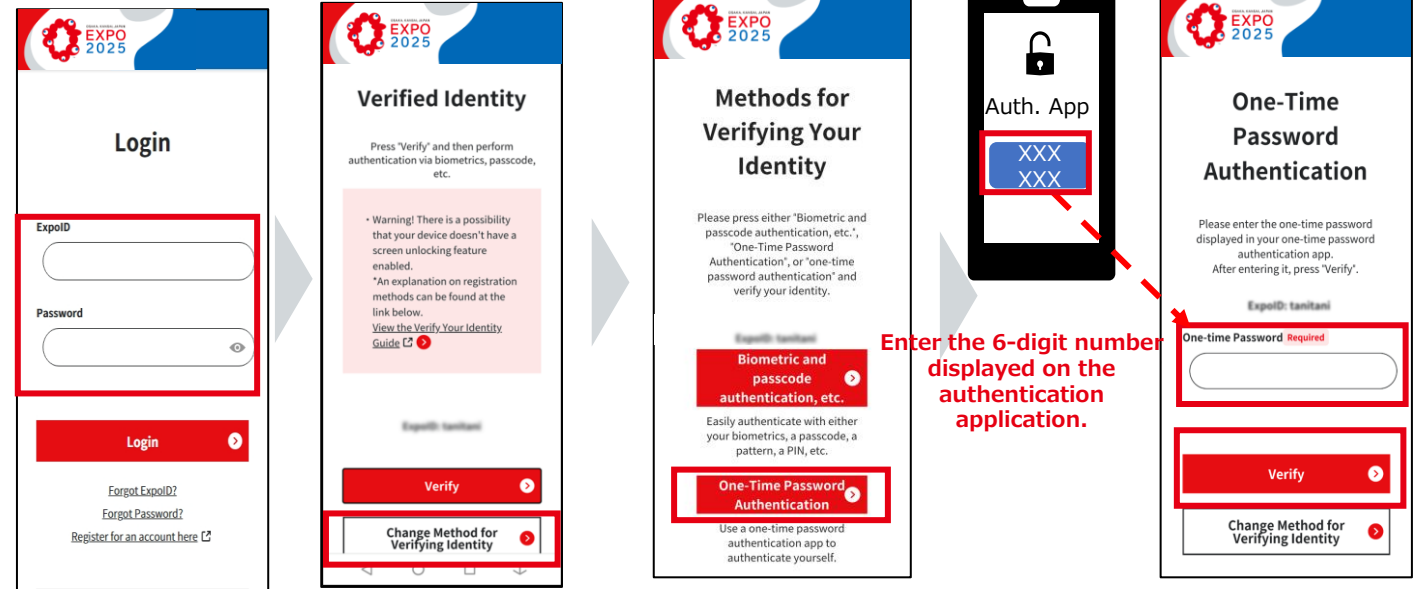
ExpoID registration site screen



9. Return to the ExpoID registration site and enter the numbers displayed on the authentication application in the One-Time Password field and click the "Register" button. ※

4. Log in with a new device

ExpoID registration site screen



10. Log in on the new device on which you want to use your ExpoID, and click "Change Method for Verifying Identity".

11. Select "One-Time Password Authentication".

12. Enter the numbers displayed in the authentication application.

4. B. Log in with a computer in addition to your smartphone

If you have already completed the identity verification settings on your smartphone and would like to use it on your PC or another smartphone, please try the following method.

Introductory remarks



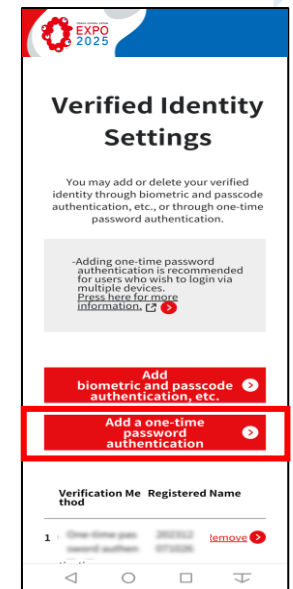
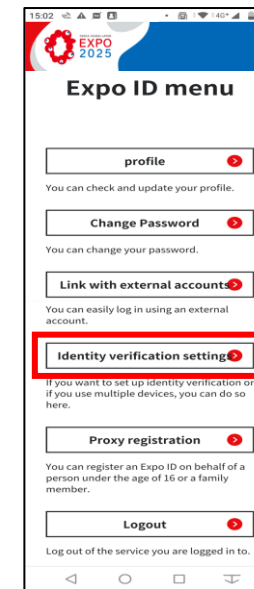
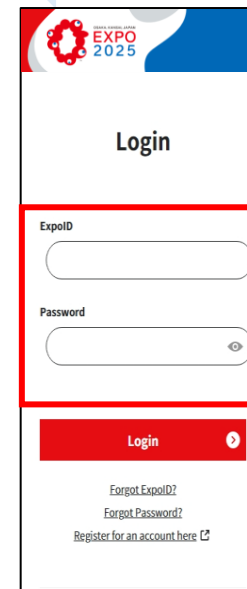
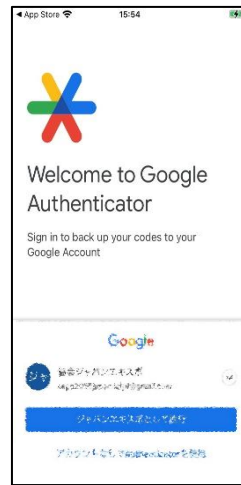
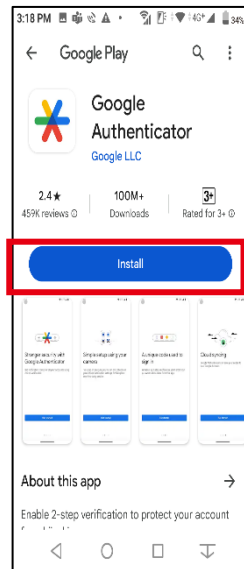
Operation on a device on which you want to newly log in
Operation on a device with verified identity

1. Download the One-Time Password Authentication App

2. Linking the app to an ExpoID

App Store Screen

ExpoID registration site screen



1. Install the Google Authenticator application.

2. Open the Google Authenticator application. If you have a Google account, your Google account will be displayed. Selecting "Use the Authenticator without an account" will not affect this system.

3. Click the "Add a code" or "+" button.



4. Log in to the ExpoID registration site where you have already completed your identity verification settings.

5. Select "Identity verification settings" from the menu.

6. Select "Add a one-time password authentication".

4. B. Log in with a computer in addition to your smartphone

The procedure to continue from the previous page is as follows. Please note that if you fail in setting the one-time password authentication, you will have to start over from "Linking the app to an ExpoID".

Introductory remarks
 Operation on a device on which you want to newly log in
 Operation on a device with verified identity

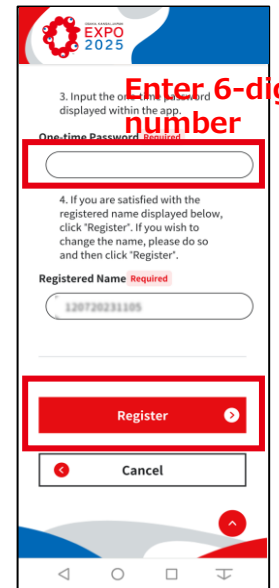
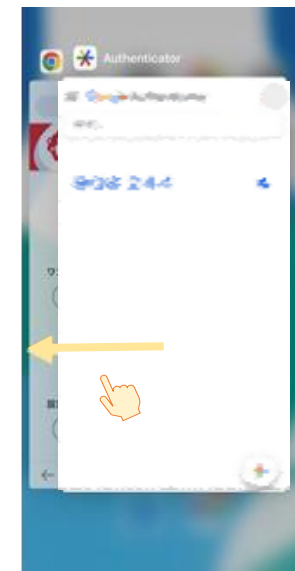
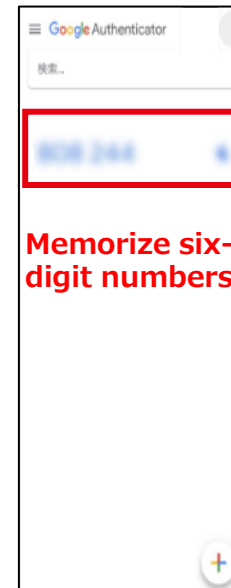
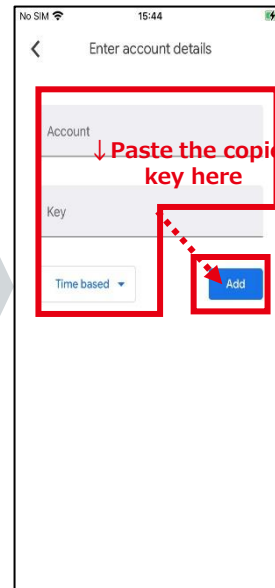
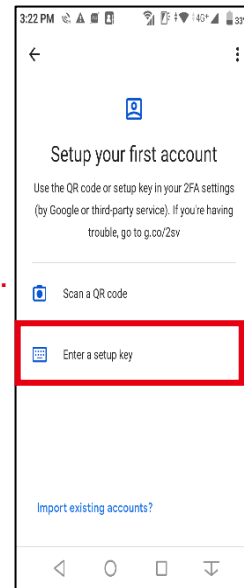
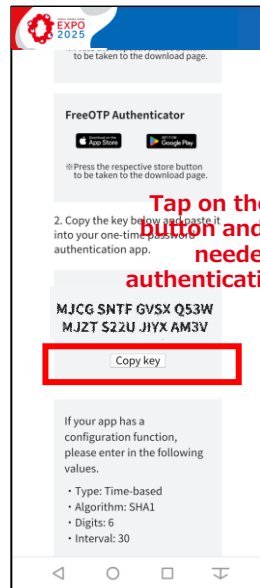
2. Linking the app to an ExpoID

3. One-Time Password Authentication Settings

ExpoID registration site screen

App Store Screen

ExpoID registration site screen



7. Select "Click here if you can't scan the QR code".

8. Tap "Copy key".

9. Select "Enter a setup key" on the Authentication Application screen.

10. Enter the following and tap the "Add" button.
Account: Enter any value.
Key: Paste the key copied in step 8.

11. Remember the numbers displayed in the authentication application and return to the ExpoID registration site.

12. Enter the six-digit number you have memorized in the "One-Time Password" field and click the "Register" button.*

4. B. Log in with a computer in addition to your smartphone

The procedure to continue from the previous page is as follows.

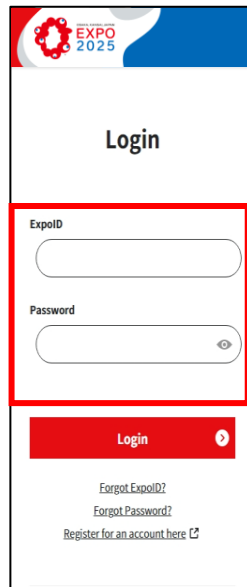
Introductory remarks



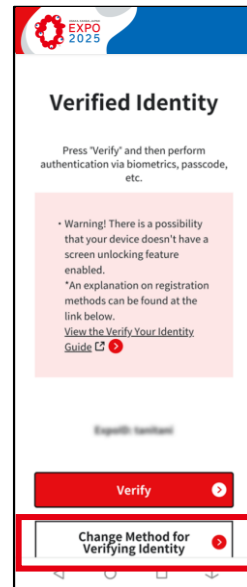
Operation on a device on which you want to newly log in
Operation on a device with verified identity

4. Log in with new device

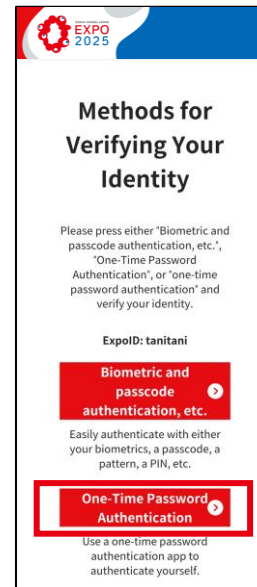
ExpoID registration site screen



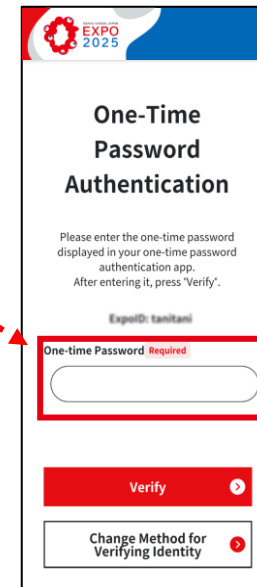
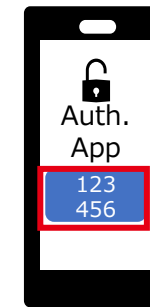
13. Log in on the new device on which you want to use your ExpoID.



14. Click "Change Method for Verifying Identity".



15. Select "One Time Password Authentication".



16. Enter the number displayed in the authentication application.

4. How to Log in With Multiple Devices

※ Error message is displayed when clicking the "Settings" button (when authentication confirmation fails)

One-time Password **Required**

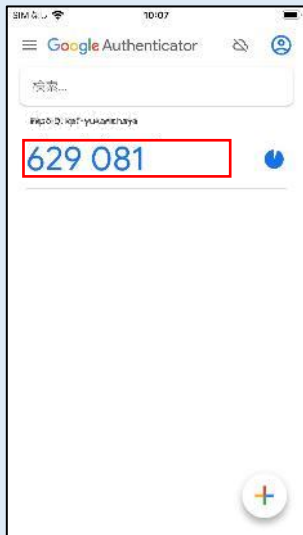
Entered one-time password is incorrect.

We apologize for the inconvenience, but please delete your registered [ExpoID:****] in your one-time password authentication app and restart the process from step 2. [Click here for more information.](#)

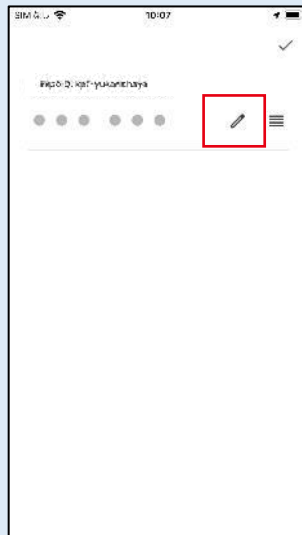
When entering a one-time password, if you enter an incorrect value due to an input error or expiration of the validity time of the password in the authentication app, a message similar to the one shown in the image will appear. In this case, the account of the authentication app you added will be invalidated, so please start over from "2. Linking the app to an ExpoID". Once an account has failed, the one-time password account will no longer be available. We recommend that you delete the account and then add a new one-time password account by referring to the following instructions.

[How to delete unwanted authentication accounts]

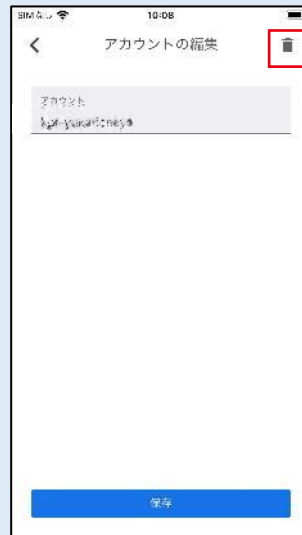
*Please note that the screen displayed may differ depending on the version of the application.



1. Do a long press on the failed account(s).



2. Click the edit button.

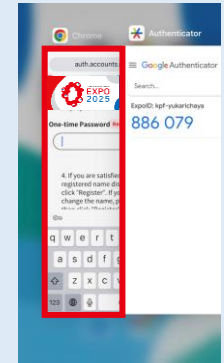
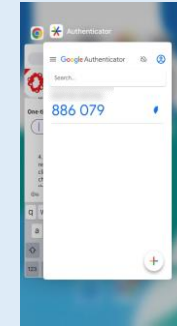


3. Click on the trash button.

※ How to switch between the authentication application and the ExpoID registration site screen

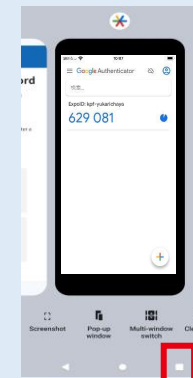
Please follow the instructions below on how to switch between the authentication application and the ExpoID registration site screen.

iPhone

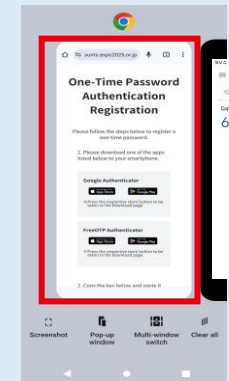


1. Swipe left to view the tabs in the following way:
 - If there is a Home button: press the Home button twice.
 - If there is no Home button: swipe up to see apps.
2. Tap the ExpoID registration site on the screen.

Android



1. Press the square button and swipe left.



2. Tap the ExpoID registration site on the screen.

5. Information about the FAQ site

For other frequently asked questions about ExpoID, please check the [FAQ](#).



You can also access the FAQ site by scanning the QR code on the left.

