ExpoID
Registration Manual

2025.3.21 Revised Version

Instructions

Please note that the screen images posted in this document may differ from the device you are using.

1. Flow of Registration for an ExpoID

1.1 Flow of Registration for an ExpoID

Preparation

Please prepare
·one email address/social media account

*For a smoother login process, we recommend that you use a personal email address.

1. Temporary Registration

Register temporarily with your email address or social media account such as LINE, Facebook, and Google.

2. Profile Registration

You will receive an email with a link. You need to click it and register your profile.

3. First Login

You will need to set up an identity verification method the first time you log in.

Register for an ExpoID!

ExpoID Registration Site

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

1.2 ExpoID Registration Process (1/2)

✉ 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.

New registration using a social media account

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

👤 Profile Registration

5. Enter basic information such as a ExpoID※, password and name on the profile entry screen.

6. After entering the information, touch "Confirm" to register the information.
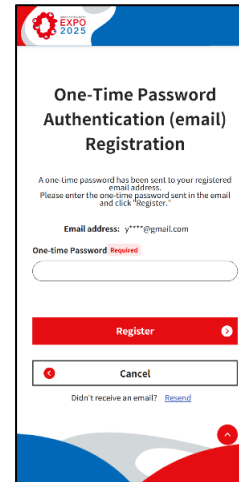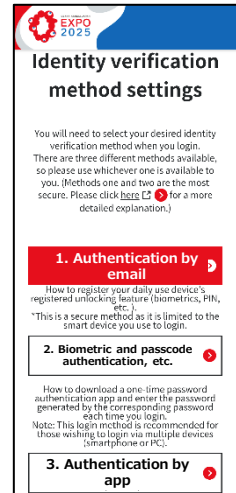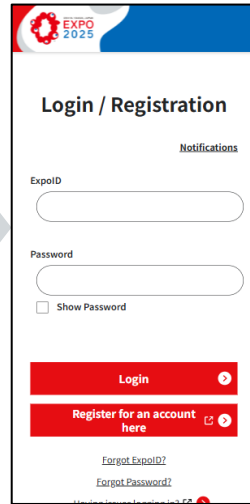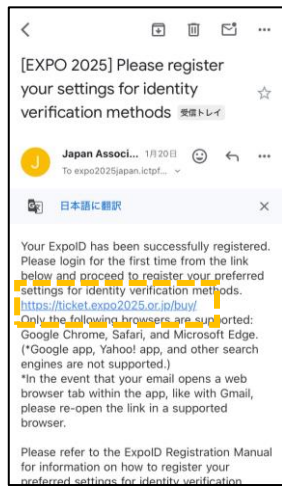
※You can set up an ExpoID by yourself. For enhanced security, please refrain from setting values in the ExpoID field that could identify your personal data, such as your email address..

You have **now registered for an ExpoID!!**

Now let's log in!

1.2 ExpoID Registration Process (2/2)

First Login

7. Long press the link in the email and open it in a supported browser.

8. Access the login screen and enter your registered ExpoID and password to log in.

9. Select and set the method of identity verification* (This image shows selecting "Authentication by email")
※If you get an error message, please refer to "2. Types and Characteristics of Identity Verification Methods".

10. The ExpoID menu will appear after login.

Now you have completed **the initial setup!**

### How to open in a supported browser

Google Chrome, Safari, and Microsoft Edge (Chromium version) are the supported browsers for accessing the ExpoID registration site.
Errors may occur in the system if you attempt to access the ExpoID registration site with an unsupported browser.
Long-press the link in the email and select "Open Link" or "Open in Browser" to open it in a supported browser. Alternatively, copy and paste the link into a supported browser to access it.

? I want to access the Admission Ticket Purchase Site.

You can access the admission ticket purchase site from the ExpoID menu. Click "Click here for the Admission Ticket Purchase Site".
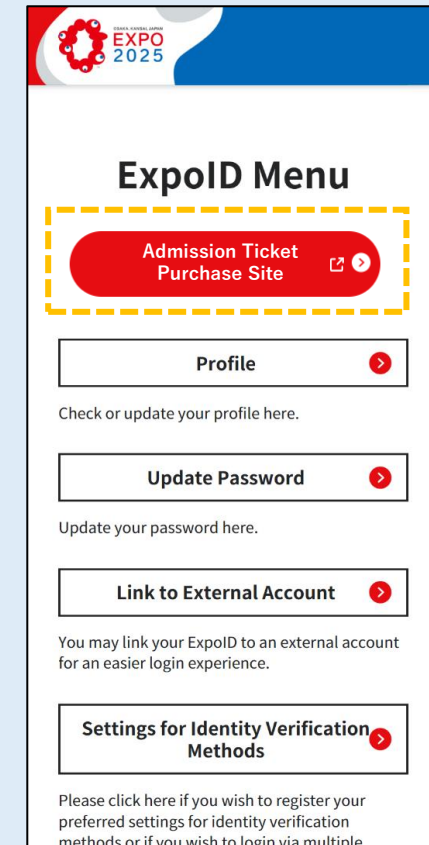
2. Types and Features of Identity Verification Methods

2.1 Types and Features of Identity Verification Methods（1/3）

The ExpoID site offers 3 methods of identity verification for increased security and convenience. Please select and set an identity verification method from the following options. Please refer to the following pages for the features and security of each method.

① Authentication by Email

[Features]
A one-time password will be sent to the email address registered to your ExpoID, so you can easily set it up.
Each time you log in, you will be sent a different password, and it is only valid for 5 minutes. Therefore, security is also ensured.

[Recommended for]
 -People who are not good at operating smartphones or do not have smartphones.
 -People who use multiple devices such as smartphones and PCs.
For details about setting up, refer to "2.2-A: Authentication by Email"

② Biometric and Passcode Authentication, etc.

[Features]
You can easily set it up using the screen unlock function on your smartphone.The devices on which you can login with your ExpoID is limited. Thus, this method achieves the highest level of security to prevent third person from illegally logging in with your ExpoID from other smartphones.

[Recommended for]
-People who have already set up screen unlock.
-People who are concerned about security.
For details about setting up, please refer to "2.2-B: Biometric Authentication and Passcode".

③ Authentication by App

[Features]
Download a one-time password authentication app and enter the password that appears in the authentication app every time you log in.
It provides a high level of security because the password is changed every 30 seconds.

[Recommended for]
-People who do not use the screen unlock function.
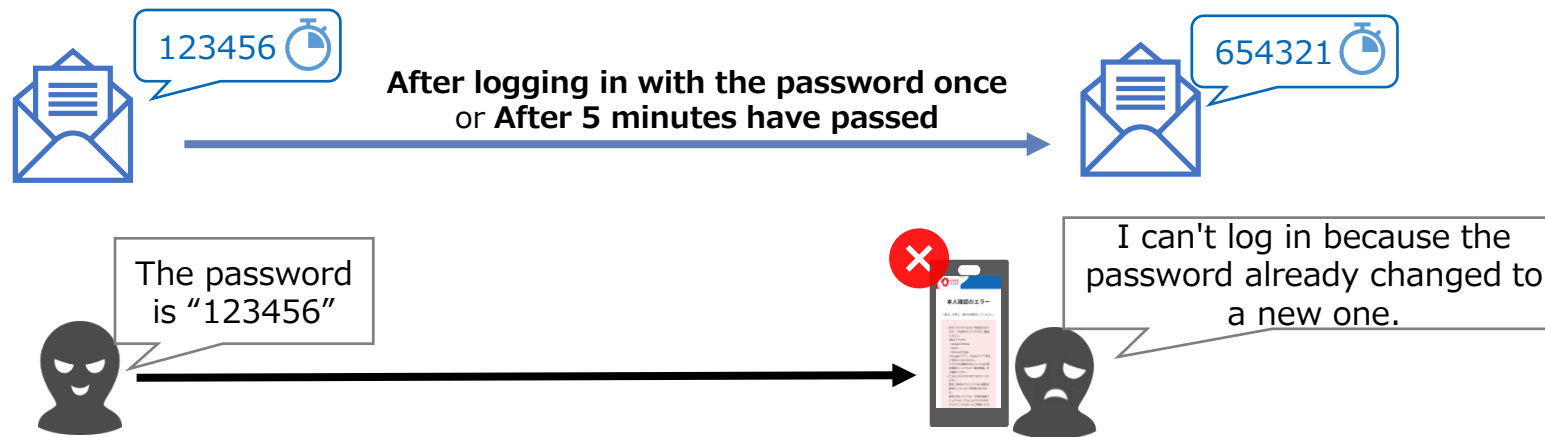-People who use multiple devices such as smartphones and PCs.
For details about setting up, please refer to "2.2-C: Authentication by App".

2.1 Types and Features of Identity Verification Methods（3/3）

① Authentication by Email

It is similar to the one-time password authentication (app), but the one-time password will be sent to the email address registered to your ExpoID. Therefore, you do not need to download an authentication app.
The password is only valid for 5 minutes.

123456

**After logging in with the password once
or After 5 minutes have passed**

654321

The password is "123456"

I can't log in because the password already changed to a new one.

[Recommended for]

- People who are not good at using smartphones or do not have them
It is recommended for those who find it difficult to use biometric and passcode authentication or do not have a smartphone.

- People who use multiple devices such as smartphones and PCs
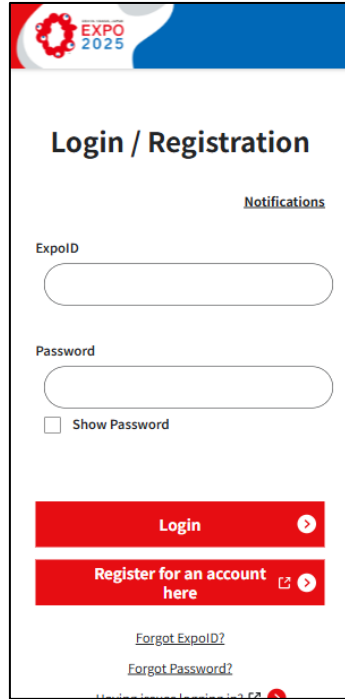Since there are no limits to the number of devices that can be used to log in to the ExpoID, you can log in to the Expo ID on multiple devices such as smartphones and PCs.

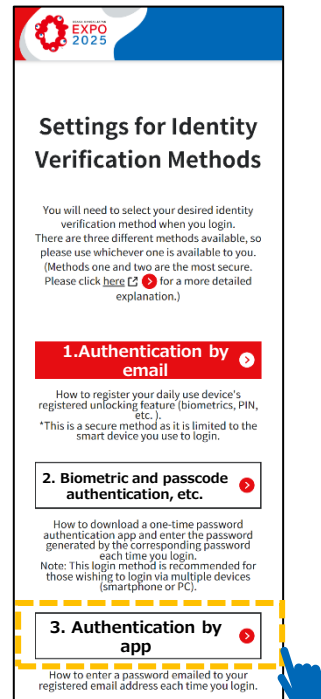For how to set it up, refer to "2.2-A: Authentication by Email".

2.1 Types and Features of identity Verification Methods（2/3）

③Biometric and Passcode Authentication, etc.

What is biometric and passcode authentication, etc.?

Smartphones and PCs have a function to lock their screen to prevent others from using them without permission. Biometric and passcode authentication are methods of unlocking the screen. It can be easily set from the "settings" menu of your device. There are methods such as fingerprint, passcode, pattern, etc.

unlock screen

[How to unlock the screen]

fingerprint | Face Recognition | Passcode | Pattern | Password
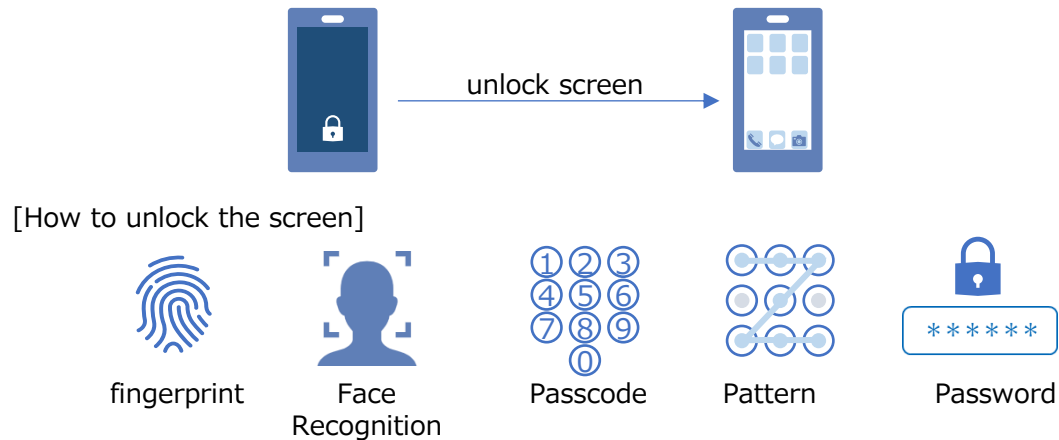
Why is "biometric and passcode authentication etc." secure?

If you set up identity verification such as biometric and passcode authentication, you can only log in on the smartphone or PC on which the identity verification method is set. This prevents a third person from illegally logging in with your ExpoID from another device.

Set the usual screen unlock function as an identity verification method

I illegally obtained your ExpoID and password.

I got an identity verification error and can't log in....
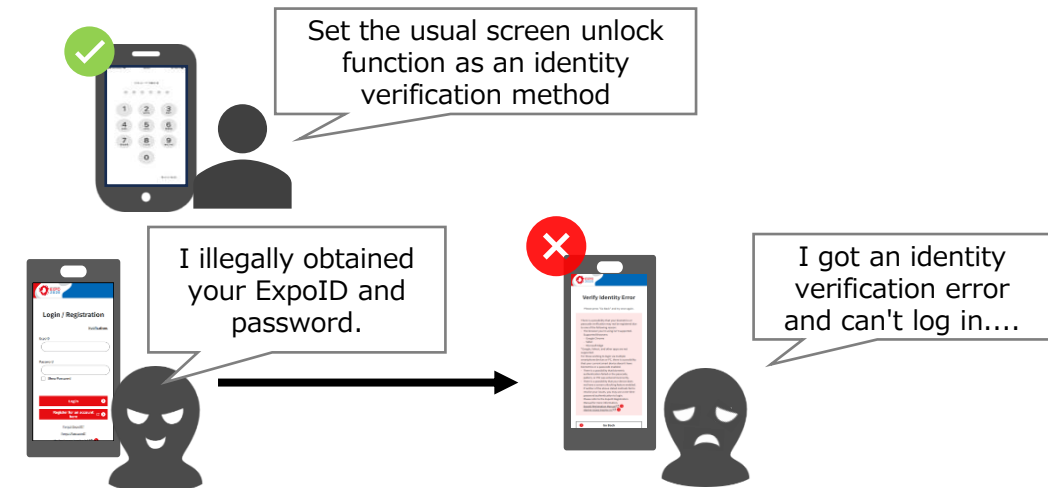
[Recommended for]

People who have already set up screen unlock
If you usually use screen unlock functions such as biometric authentication or passcode authentication, you do not need to set up any new apps, so you can use it smoothly.

People who are usually concerned about security
Since it enables the screen unlock function of your smartphone or PC, it will prevent unauthorised use of your smartphone or PC by a third party.

For how to set it up, refer to " 2.2-B: Biometric Authentication and Passcode ."

2.1 Types and Features of Identity Verification Methods （3/3）

③ Authentication by App

One-time password authentication is a method that involves downloading an authentication app to your smartphone and using a disposable password generated by the app. The one-time password is disposable and will be invalid the next time you log in. Even if someone steals it, the password changes every 30 seconds and will expire in a short time.

123456 ⏱

After logging in with the password once or After 30 seconds have passed

456123 ⏱

The password is "123456"

I can't log in because password already changed to a new one.
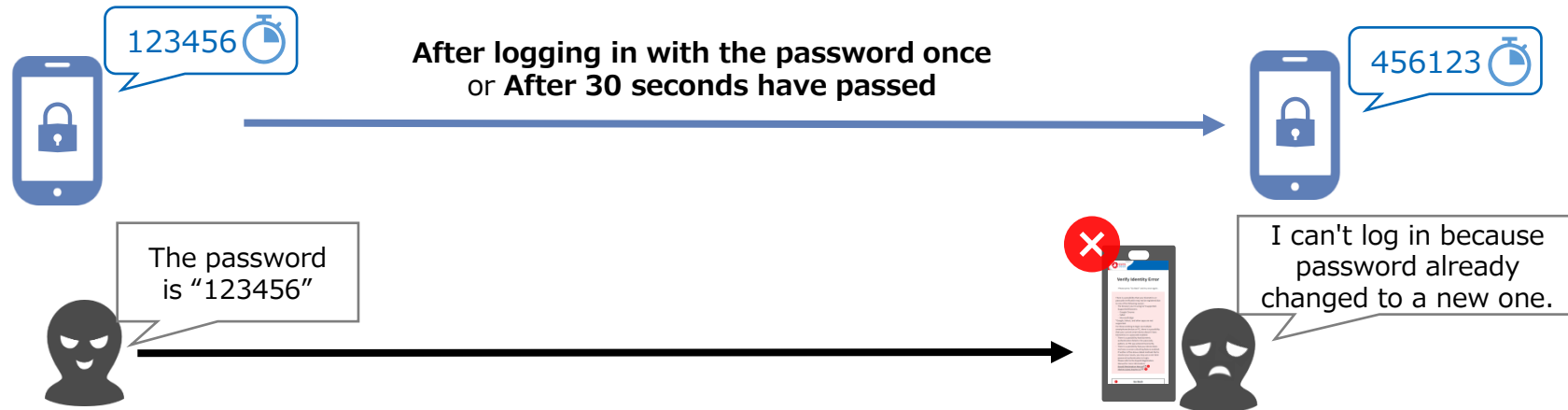
[Recommended for]

- People who cannot or do not want to use screen lock functions
Since you use an authentication app, you do not need to set up screen lock on your smartphone or PC.

- People who use multiple devices such as smartphones and PCs
Since the device that can log in to the ExpoID is not limited, you can log in to the Expo ID on multiple devices such as smartphones and PCs.

For how to set it up, refer to "2.2-C: Using Authentication by App".

2.2-A: Authentication by Email
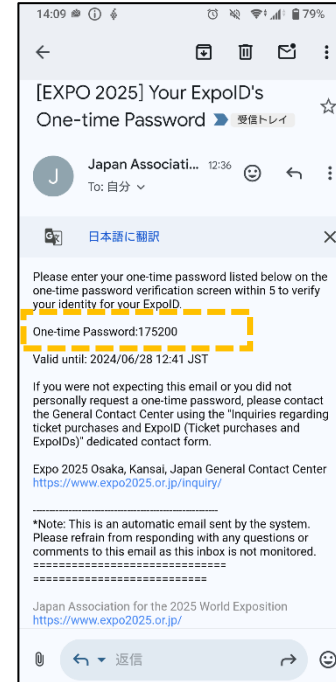
This is a method for verifying your identity using the one-time password sent to the email address you registered with your ExpoID.
Please check that you can receive emails from "no-reply@accounts.expo2025.or.jp".
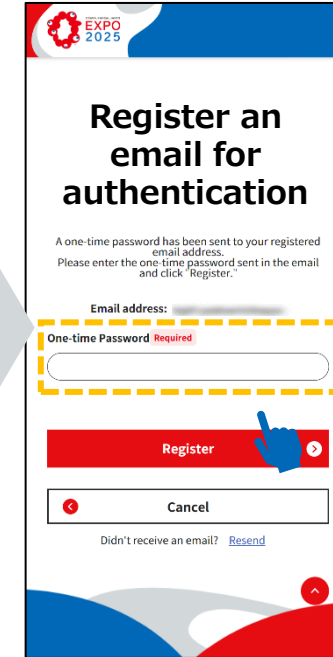
1. Access the login screen and enter your registered ExpoID and password to log in.

2. Tap " Authentication by email" on the Identify Verification Settings page.

3. Please check the six-digit number in the email sent to the email address you registered with your ExpoID.

4. Enter the six-digit number you received and click the "Register" button.

2.2-A: Authentication by Email

Please refer to the instructions for the frequently asked questions listed below.

? I received multiple one-time password notification emails. What do should I do?
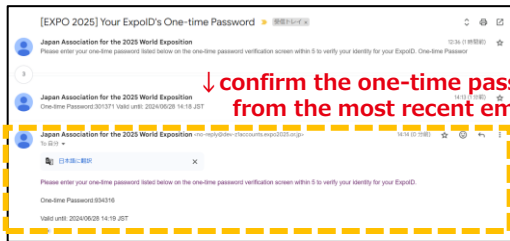
? Do I need to enter a one-time password each time I log in?

? I tried several times, but I keep getting an error message.

↓ confirm the one-time password from the most recent email

If you tap the "resend" button and receive multiple one-time password emails, please enter the one-time password from the most recent email.

You need to enter a one-time password each time you log in.
Please enter the one-time password sent to the email address you registered with your ExpoID.

If you enter the wrong number multiple times, your account will be locked, and you cannot log in even if you enter the correct number.
Please wait a while and try logging in again.

2.2-B: Biometric Authentication and Passcode <iPhone>
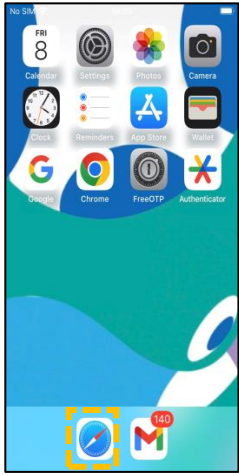
1. Select a supported browser, such as Safari
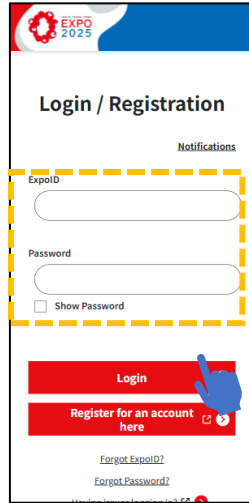
2. Access the login screen and enter your ExpoID and password to log in.
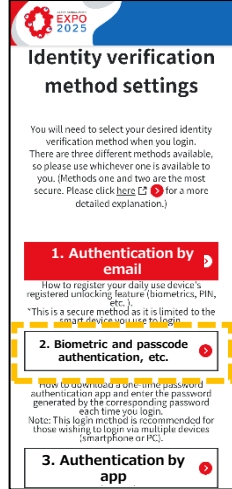
3. Select "Biometric and Passcode Authentication, etc."
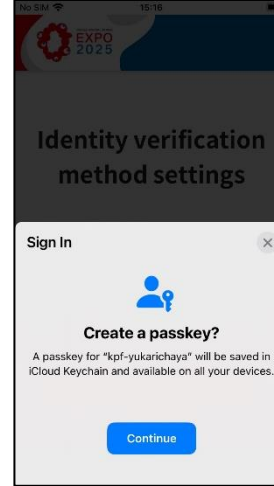
5. Click the "Continue" button.
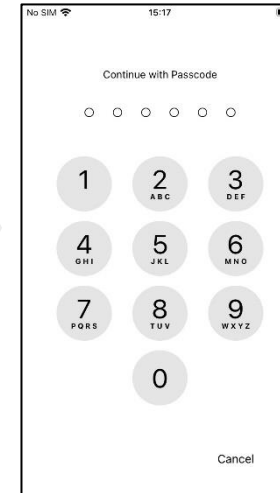
6. Use your usual screen unlocking method.
＊ The example image shows the passcode method.

[If you get an error]
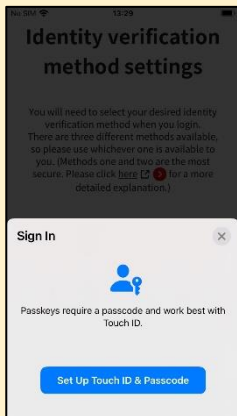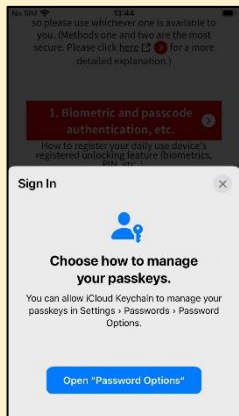
On iPhone, the supported browsers are Google Chrome, Microsoft Edge and Safari. For details, please check "Check if Using a Supported Browser".
If an error occurs, as shown in the image on the left, check your device settings. See the next page of this document for detail.
If you cannot verify your identity using biometric authentication or passcode, see "2.2-A: Authentication by Email" or "2.2-C: Authentication by App".

[Touch ID]
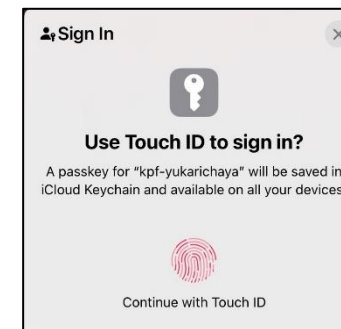
- Please perform fingerprint authentication as you usually do to unlock the screen.

[Face ID]
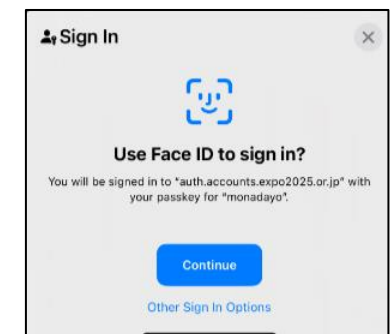
- Click "Continue" to perform face recognition as you usually do to unlock the screen.

2.2-B: Biometric Authentication and Passcode <iPhone>

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.

Set a passcode
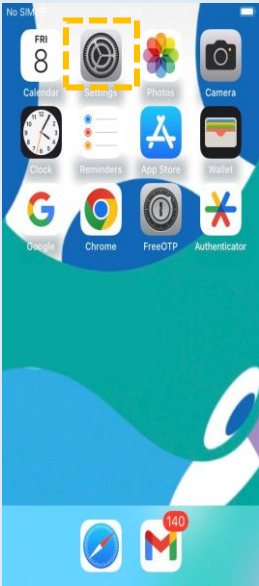
1. Click on "Settings".
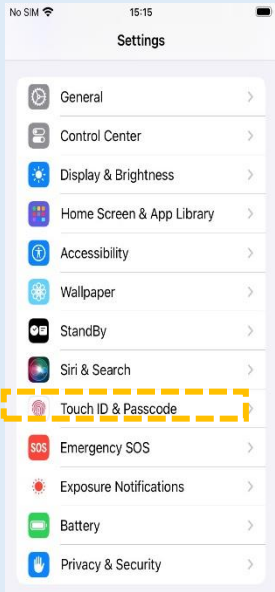
2. From the settings menu, select "Touch ID & Passcode"*

3. Click "Turn on Passcode"
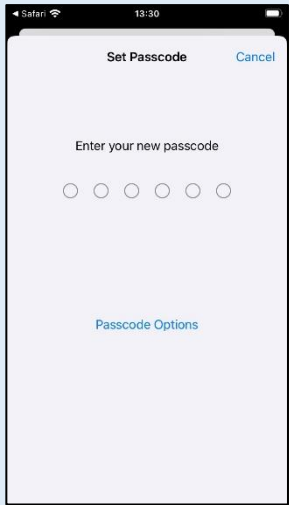
4. Enter any value that asks you to set a passcode.
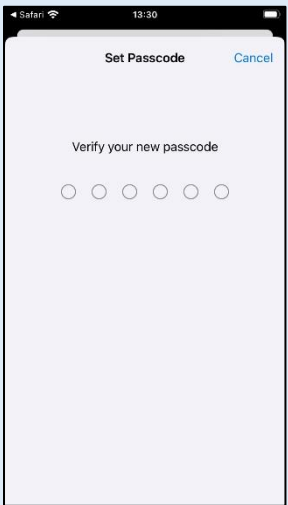
5. Re-enter the value entered in step 5 for confirmation.
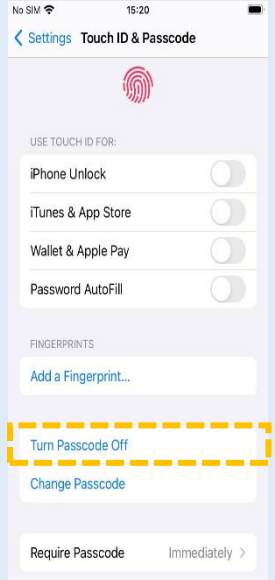
6. Make sure it is set to "Turn off passcode"

* It may also be displayed as "Face ID and Passcode".

2.2-B: Biometric Authentication and Passcode <iPhone>

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.

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.
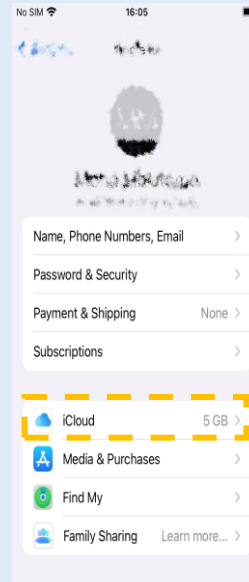
3. Select "iCloud".
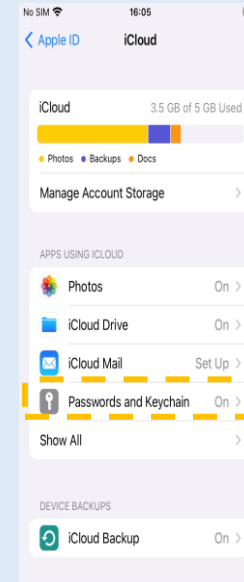
4. Select "Password and Keychain".
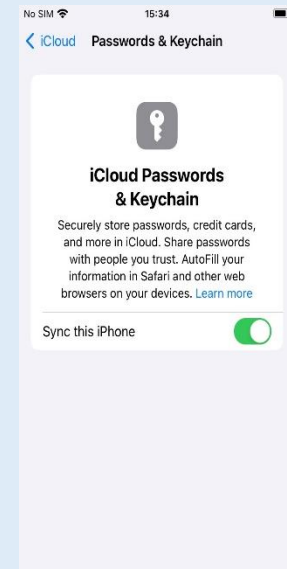
5. Turn on "Sync this iPhone".

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

2.2-B: Biometric Authentication and Passcode <iPhone>

Check device settings for identity verification

If you are using an iPhone or iPad, please check the following settings.

iCloud password and keychain settings

1. Press "Settings"
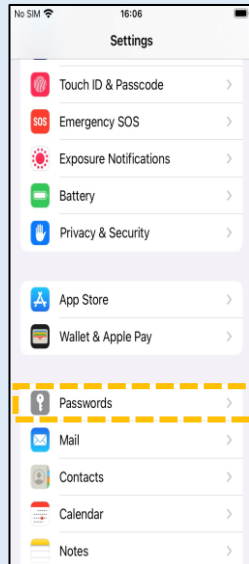
2. From the settings menu, select "Password"
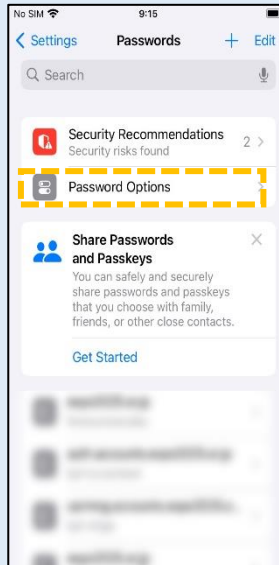
3. Select the "Password Options"
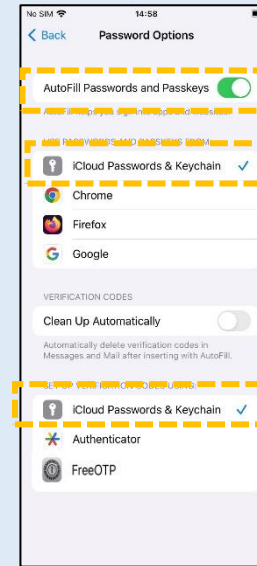
4. Turn on "AutoFill Passwords and Passkeys" and check "iCloud Passwords & Keychains"
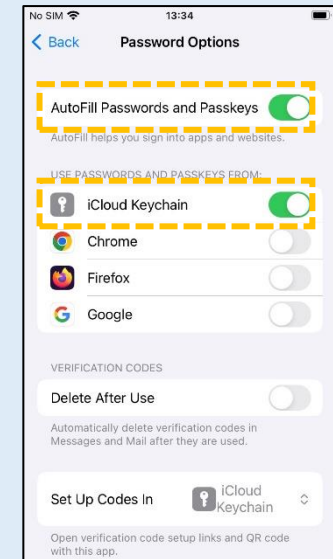
Turn on "Autofill Passwords and Passkeys" and "iCloud Keychain"

* There may be two locations as shown in the figure.

If you get an error in verifying your identity despite setting up your iPhone, there is a possibility that it is a problem specific to your device.
We apologize for the inconvenience, but please contact Apple or the support desk of the store where you purchased it or try "2.2-A: Authentication by Email" or "2.2-C: Authentication by App ".

2.2-B: Biometric Authentication and Passcode <iPhone>

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 an unsupported browser, the system may not operate correctly.

Supported Browsers

- **Google Chrome**
- **Microsoft Edge**
- **Safari**

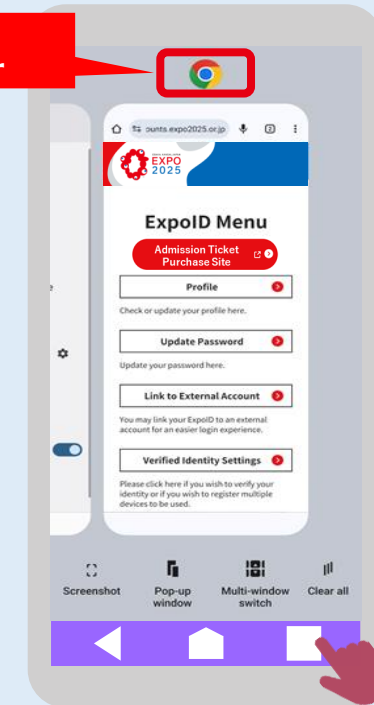## Examples of Unsupported Browsers

- **Google**
- **Yahoo!**

※Errors may occur if you visit our site using an unsupported browser.

How to check your browser

Without a Home button

With a Home button

Check if using a supported browser
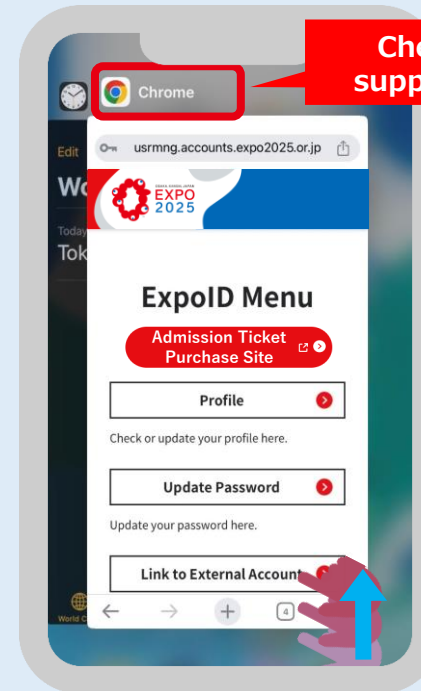
Swipe up to see apps.
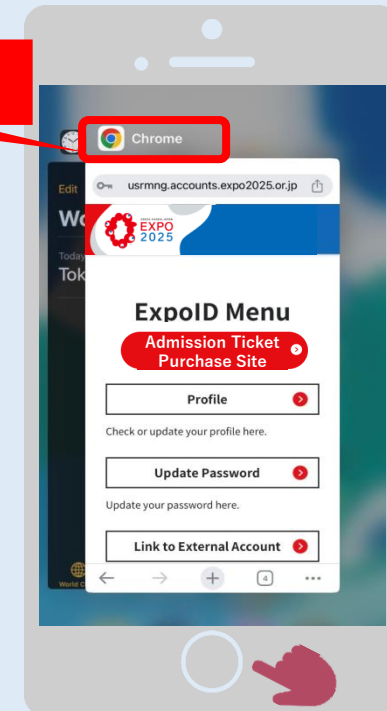
Press the Home button twice.

Switch apps on your iPhone, iPad, or iPod touch

2.2-B: Biometric Authentication and Passcode <Android>

1. Select a supported browser, such as Google Chrome.
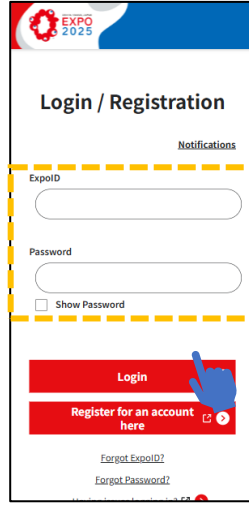
2. Access the Expo registration site and enter your ExpoID and password.
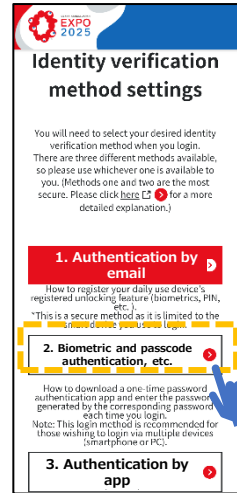
3. Select "Biometric and Passcode Authentication, etc."
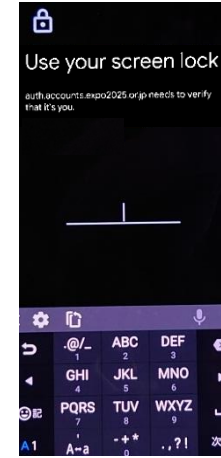
4. Use your usual screen unlocking method.
* The example image shows the passcode method. .

[If you get an error]
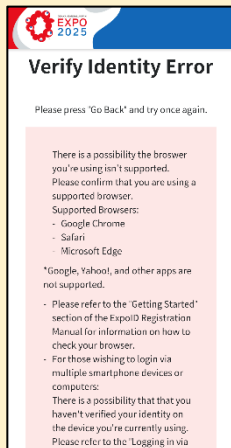
On Android, the supported browsers are Google Chrome, and Microsoft Edge.
For details, please refer to "Check if Using a Supported Browser" on the next page.
If you cannot verify your identity using biometric authentication or passcode, see "2.2-A: Authentication by Email" or "2.2-C: Authentication by App."
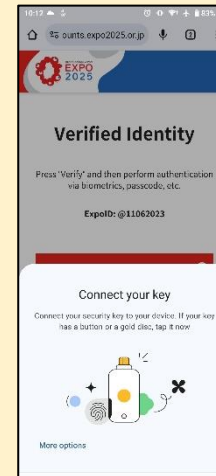
If an error occurs as shown in the figure on the left, you may already set up an identity verification method on another device. Please log in with the registered device.
This error occurs when you change the model of your smartphone or delete the screen unlock function after setting the identity verification method.
We apologize for the inconvenience, but please reset the identity verification method and set up identity verification again.

2.2-B: Biometric Authentication and Passcode <Android>

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
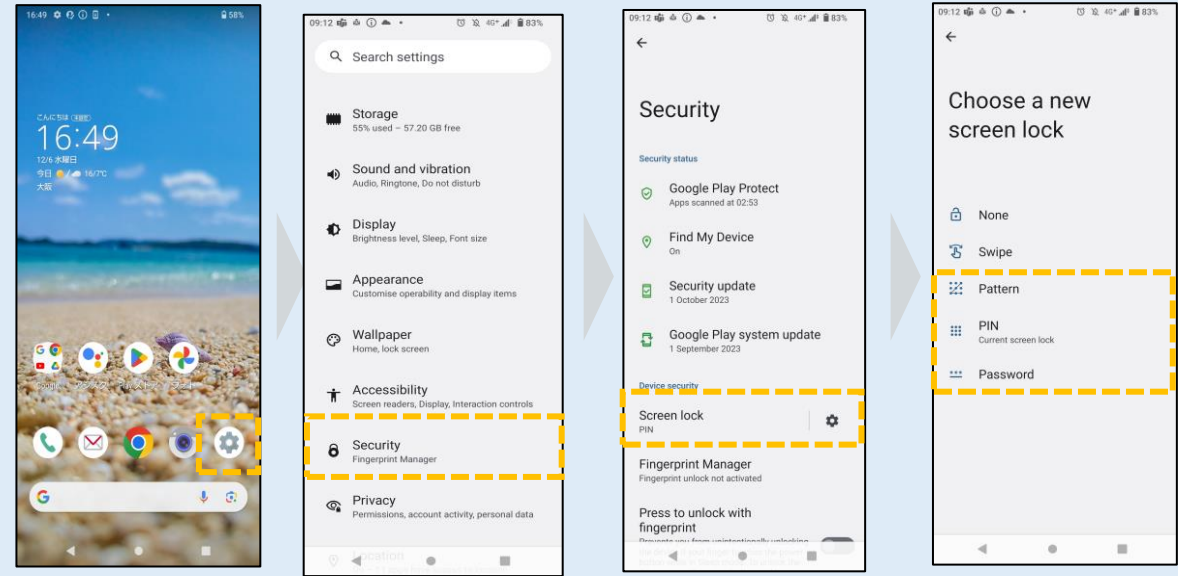
1. Click on "Settings".

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
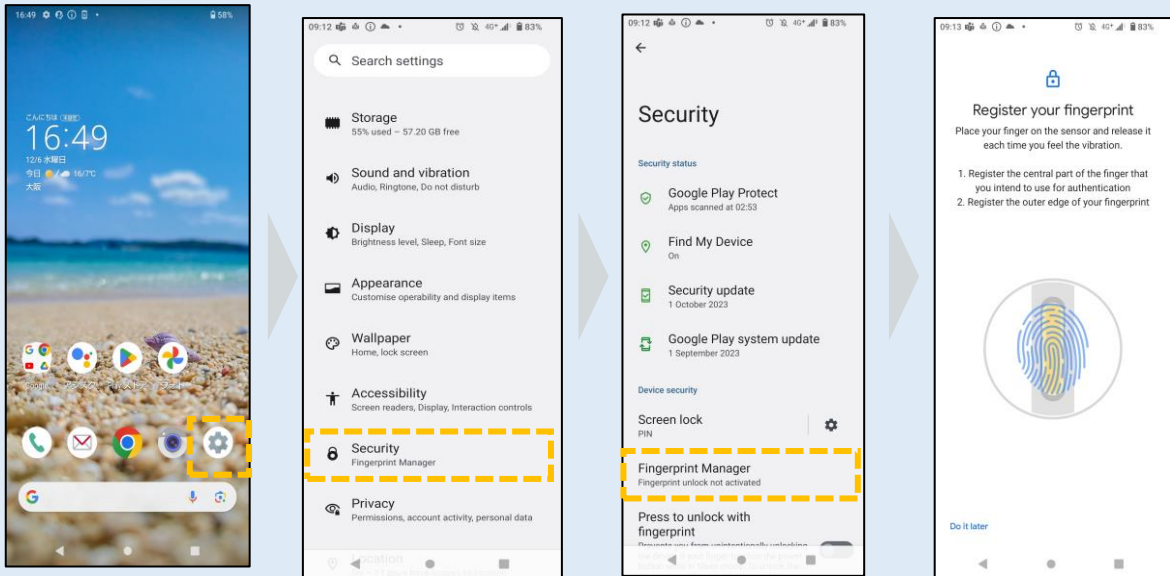
1. Click on "Settings".

2. Select "Security" from the Settings menu.

3. Click on "Add a Fingerprint".

4. Register fingerprint.

2.2-B: Biometric Authentication and Passcode <Android>

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 Browsers

- **Google**
- **Yahoo!**

※Errors may occur if you visit our site using an unsupported browser.

How to check your browser

Android

Check if using a supported browser

ExpoID Menu

Admission Ticket Purchase Site

Profile
Check or update your profile here.

Update Password
Update your password here.

Link to External Account
You may link your ExpoID to an external account for an easier login experience.

Verified Identity Settings
Please click here if you wish to verify your identity or if you wish to register multiple devices to be used.

Screenshot　Pop-up window　Multi-window switch　Clear all

Tap the square mark in the lower right corner.

2.2-B: Biometric Authentication and Passcode <Windows PC>

Check device settings for identity verification

If you want to use biometric authentication and passcode on a Windows PC, you need to set up Windows Hello.
The following procedure will guide you on how to set up using a PIN.
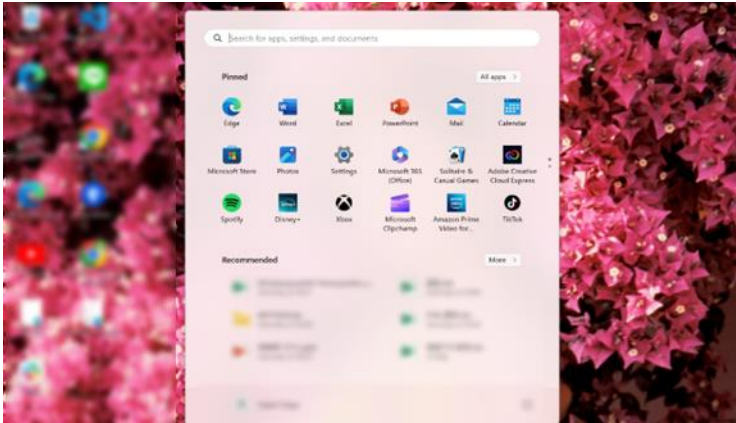
1. Click "Settings"
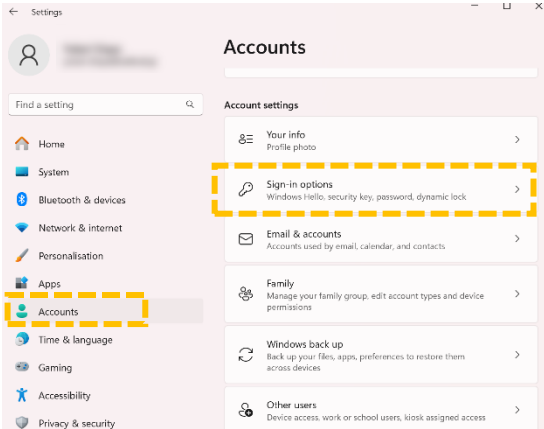
2. Select "Account" and then "Sign-in Options"
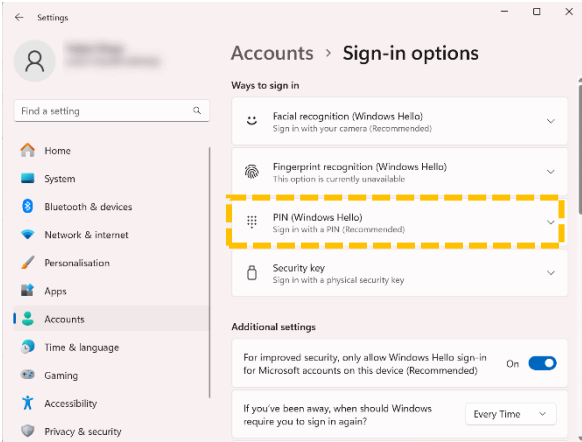
3. Select PIN（Windows Hello）
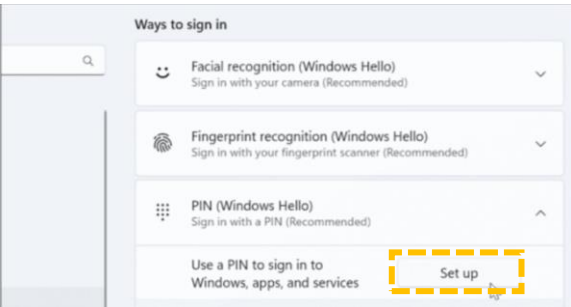
4. Select "Setup"
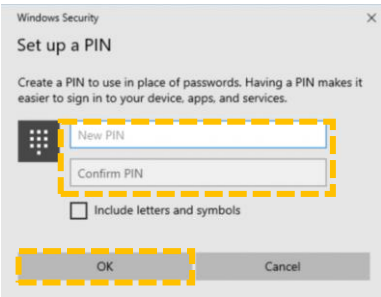
5. Enter any number in the "New PIN" field, then re-enter the value in "Confirm PIN" and click "OK"

Let's log in on the next page!
If you have questions about Windows Hello, check out Microsoft Support from below link.

Windows sign-in options and account protection

2.2-B: Biometric Authentication and Passcode <Windows PC>
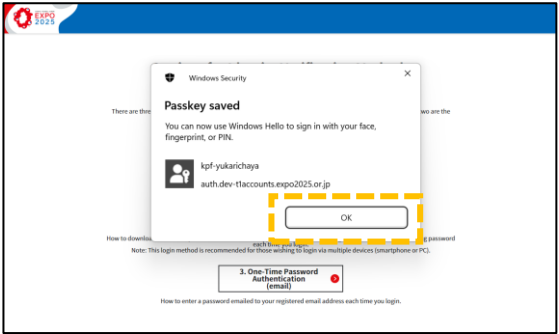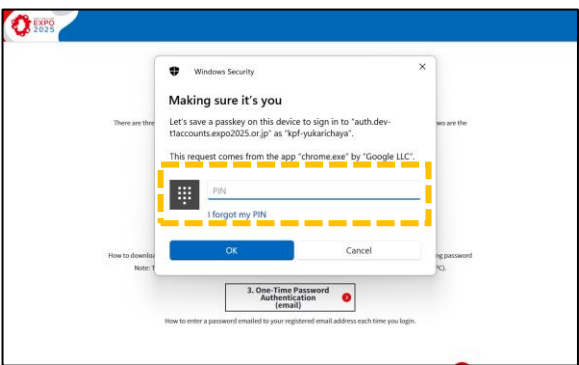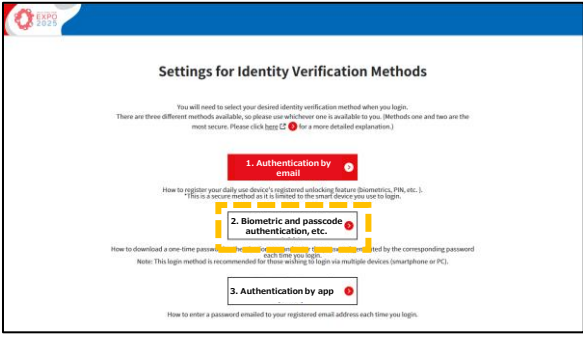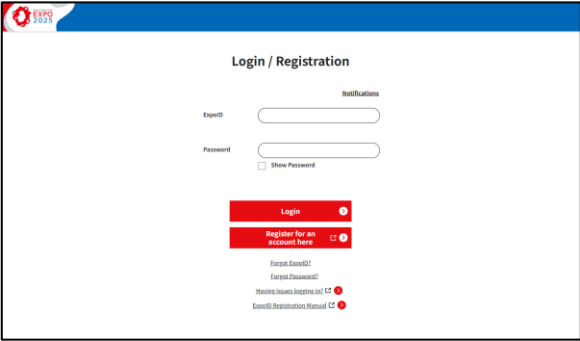
6. Enter your ExpoID and password.

7. Select "Biometric and Passcode Authentication, etc."

8. Enter the PIN you set on the previous page.

9. If the "Passkey saved" screen is displayed, click "OK".

? I can't set up Windows Hello
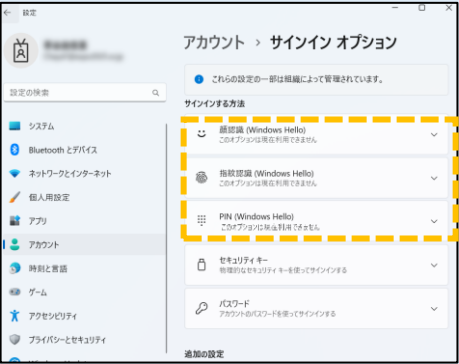
If all of options are not available or if you have an older version of Windows, you may not be able to use biometric or passcode to verify your identity.
Please set up one-time password authentication using an authentication app or email.
Please refer to the following for how to set it up.
- 2.2-A: Authentication by Email
- 2.2-C: Authentication by App

? If you have Windows Hello set up, verify your identity

If you're having trouble verifying your identity after setting up Windows Hello,
please switch your browser to another browser such as "Microsoft Edge" and try again.
If you are unable to verify your identity even after switching browsers, please set up one-time password authentication using an authentication app or email.

2.2-C: Authentication by App

This is a method for verifying your identity using the one-time password displayed in an authentication application such as "Google Authenticator" or "Free OTP".
This section will show you how to register using Google Authenticator as an example.
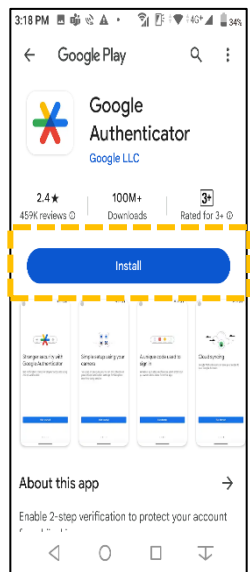
1. Install the Google Authenticator application.
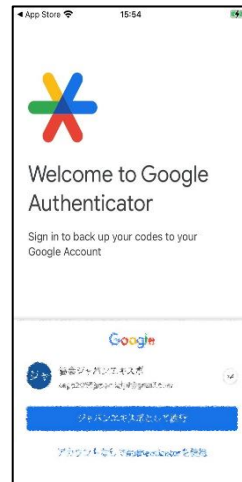
2. Open the Google Authenticator application.
If you have a Google account, your Google account will be displayed.
Selecting "Use the Authenticator without an account" will not affect the system.
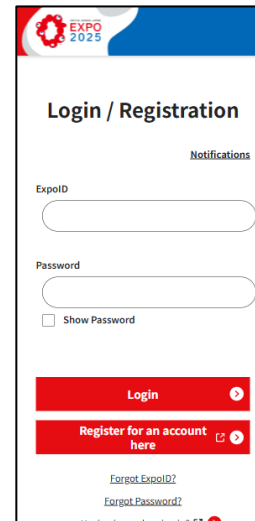
3. Log in to the ExpoID registration site.
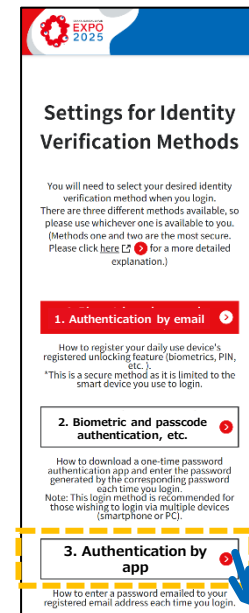
4. Select "One-Time Password Authentication (app)" on the Identify Verification Settings page.
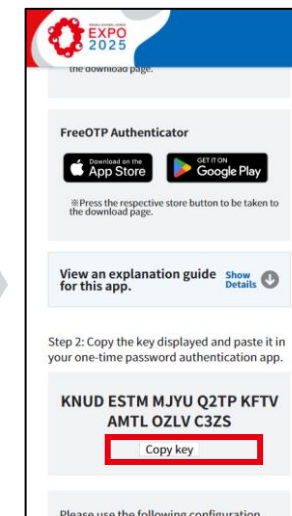
5. Tap "Copy key".
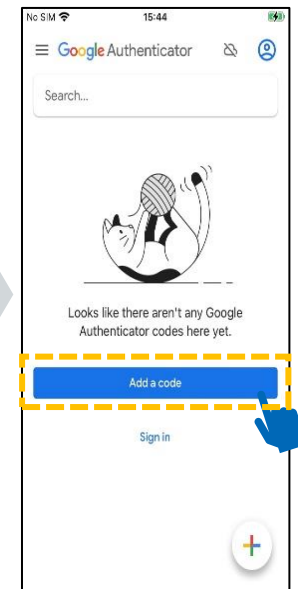
6. Tap the "Add a code" button.

2.2-C: Authentication by App
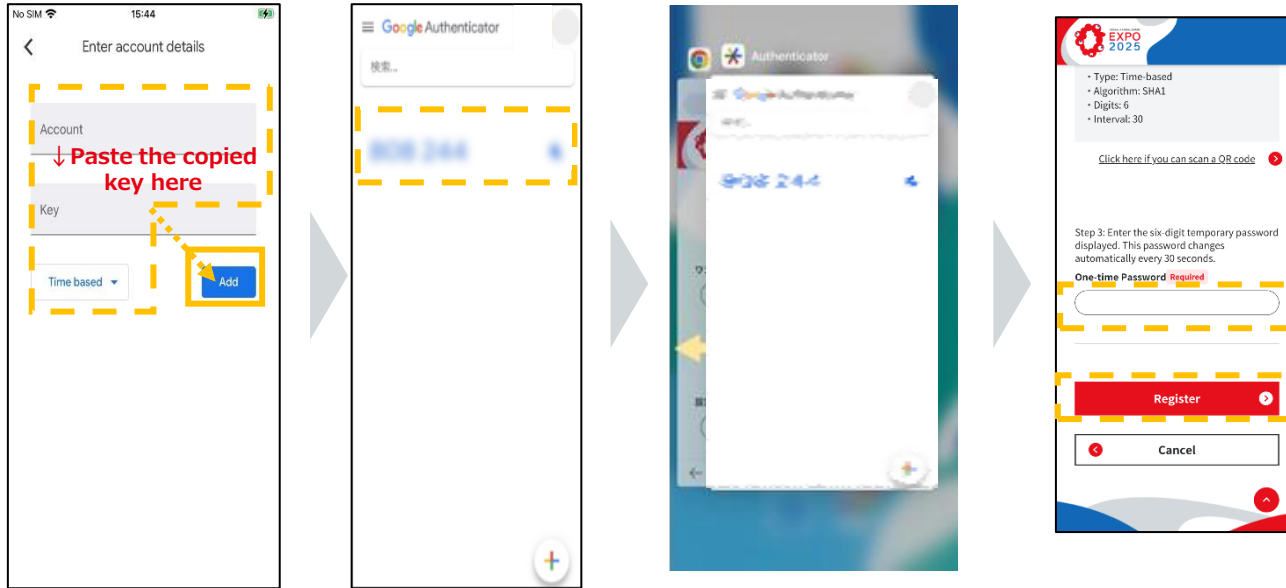
7. Enter the following and tap the "Add" button.
Account: Enter any value.
Key: Paste the key copied in step 5

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

9. Enter the six-digit number that you memorized in the "One-time Password" field and click the "Register" 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
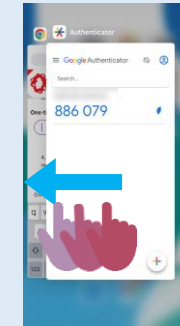
1. Swipe left to view the tabs in one of the following ways:
- If there is a Home button: press the Home button twice.
- If there is no Home button: swipe up to see apps.
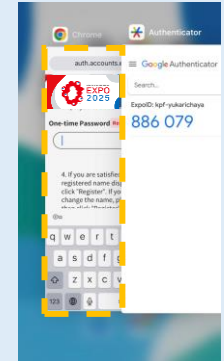
2. Tap the ExpoID registration site on the screen.

Android
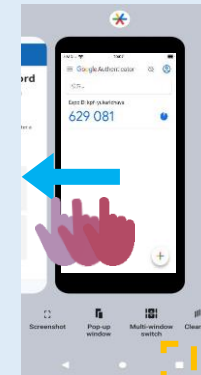
1. Press the square button and swipe left.
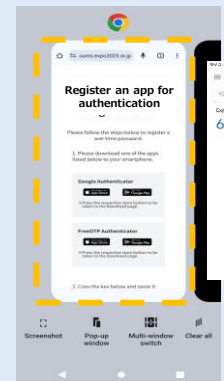
2. Tap the ExpoID registration site on the screen.

2.3 Setting Up a Supported Browser（iPhone）

If you encounter an error during the identity verification process when clicking on a URL in Yahoo! Mail or Gmail, it may be because you are using an unsupported browser. Please be sure to use one of the following browsers to access the ExpoID registration site: Google Chrome, Safari, and Microsoft Edge (Chromium version).

(1) Press and hold the URL to open it in a supported browser.

If you are unable to verify your identity even after using the methods below, or if you want to set your mobile device to open URLs with a supported browser by default in the future, please follow the steps below.
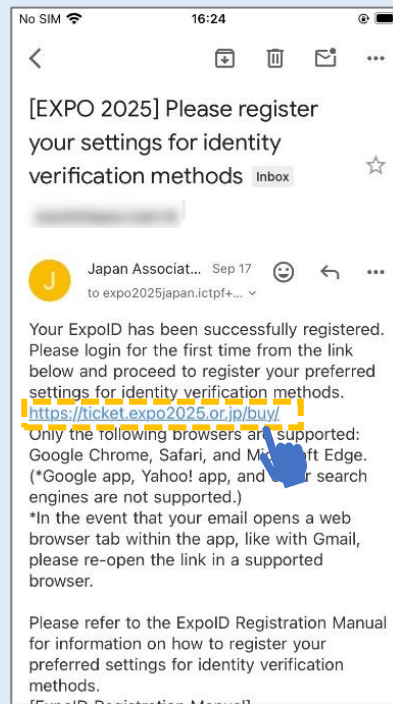

1. Tap and hold the URL.
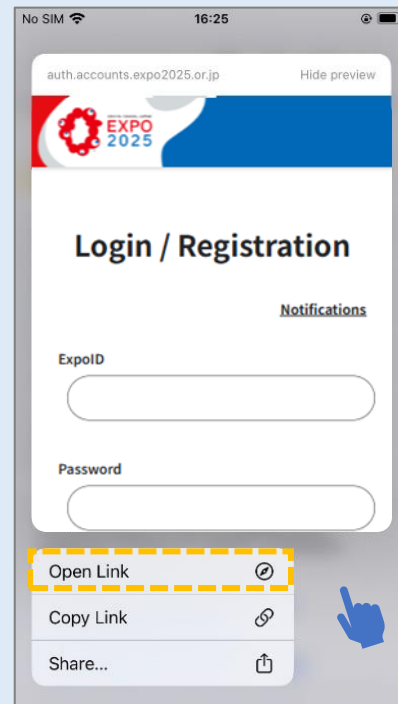
2. Tap "Open Link" to open the website in Safari.

(2) Make sure that you can open URLs in a supported browser.

Please confirm that you can open URLs in a supported browser (Google Chrome, Microsoft Edge, Safari) and verify your identity.

Check if using a supported browser
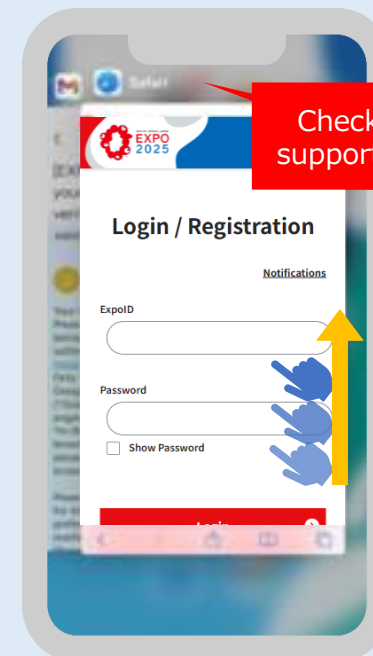
Without a home button
Swipe up to see apps.
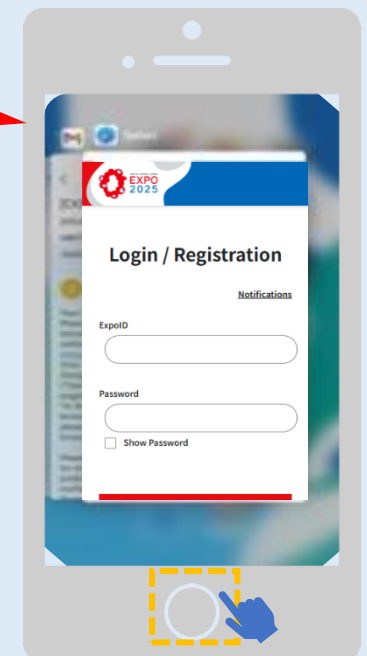
With a home button
Press the Home button twice.

2.3 Setting Up a Supported Browser (iPhone)

Please follow the steps below to open URLs in a supported browser (Safari) to access websites by setting it as the default browser.

(3) Gmail
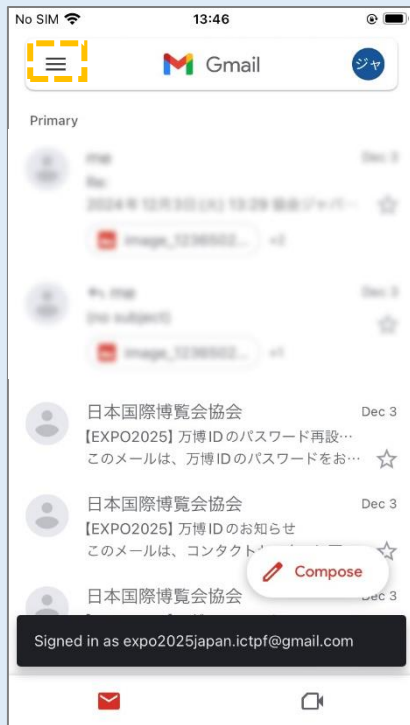
1. Tap the navigation menu icon in the Gmail app.
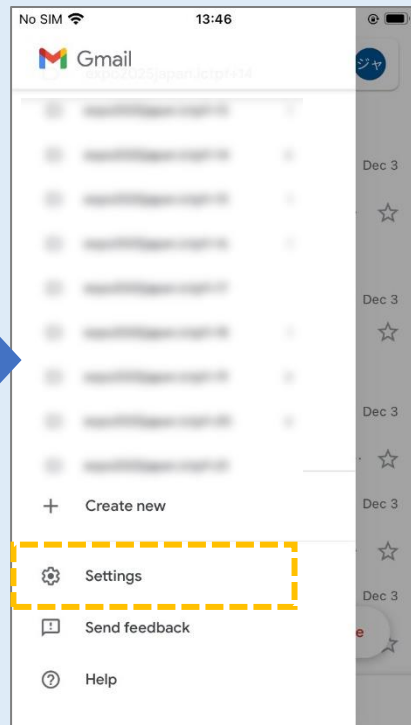
2. Tap "Settings".
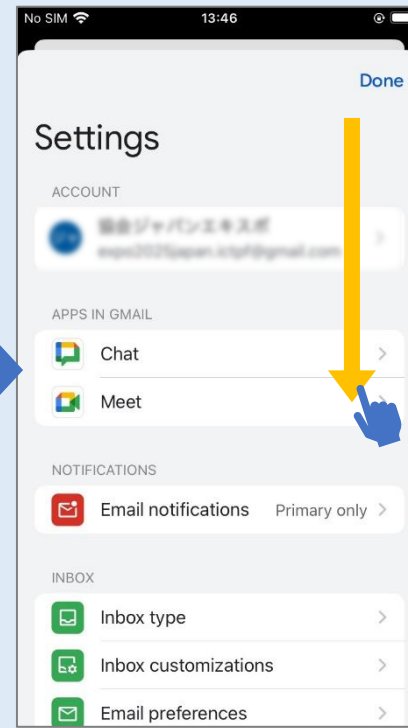
3. Scroll down in the settings and tap on "Default apps."
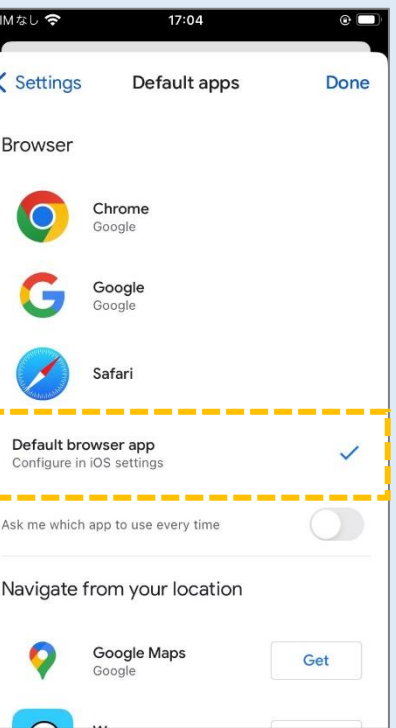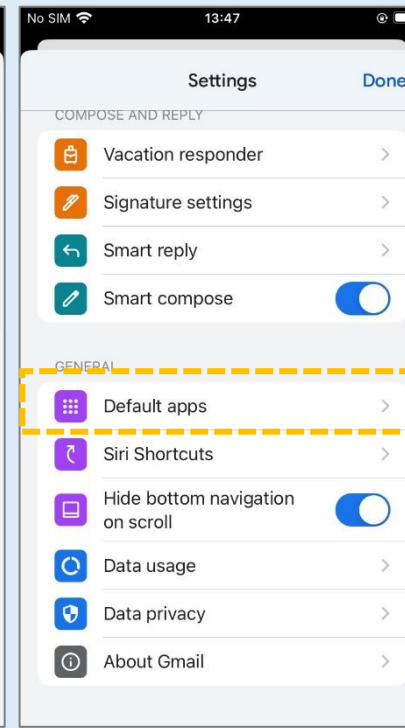
4. Check the "Default browser app."

2.3 Setting Up a Supported Browser (Android)

If you encounter an error during the identity verification process when clicking on a URL in Yahoo! Mail or Gmail, it may be because you are using an unsupported browser. Please be sure to use one of the following browsers to access the ExpoID registration site: Google Chrome, Safari, and Microsoft Edge (Chronium version).

(1) Press and hold the URL to open it in a supported browser.

If you are unable to verify your identity even after using the methods below, or if you want to set your mobile device to open URLs with a supported browser by default in the future, please follow the steps below.
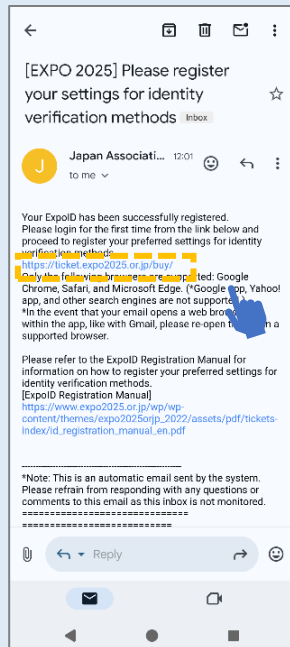
1. Tap and hold the URL.
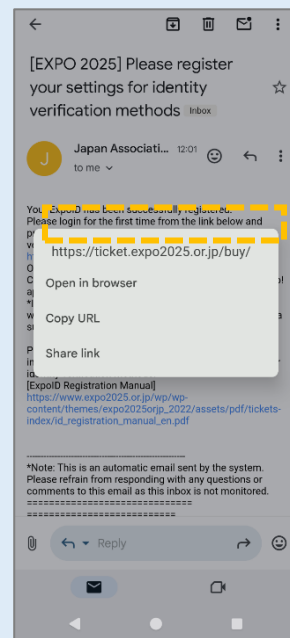
2. Select "Open in browser".

(2) Make sure that you can open URLs in a supported browser.

Please confirm that you can open URLs in a supported browser (Google Chrome, Microsoft Edge) and verify your identity.

Check if using a supported browser
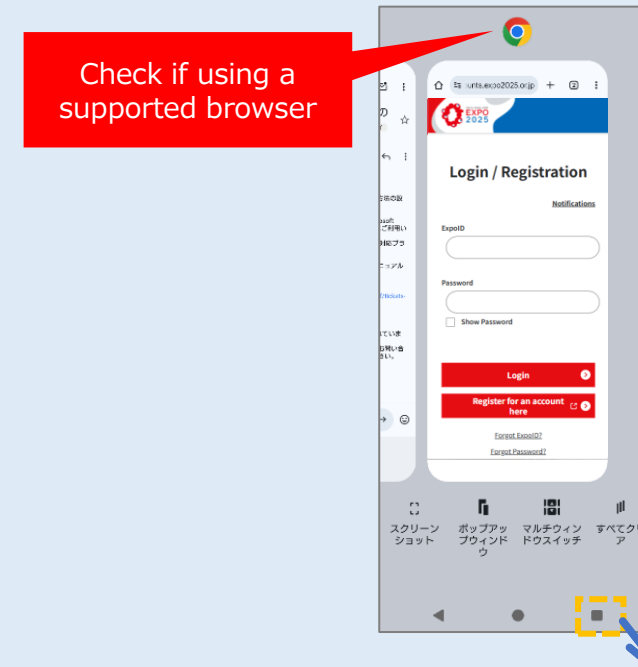
Tap the square mark at the bottom right.

2.3 Setting Up a Supported Browser (Android)

To open a URL in a supported browser (Chrome) when clicking on it in the Gmail app or other email apps, you need to configure both your smartphone and email app settings.
After setting Chrome as the default browser, please also check your email app settings.

(3) Check common settings

1. Tap "Settings".
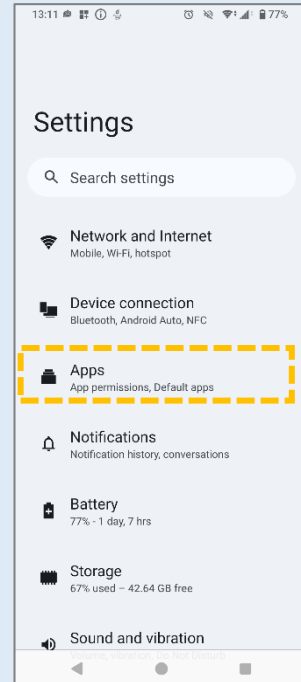
2. Tap "Apps".
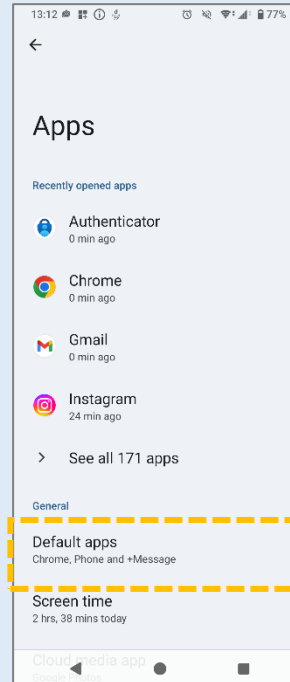
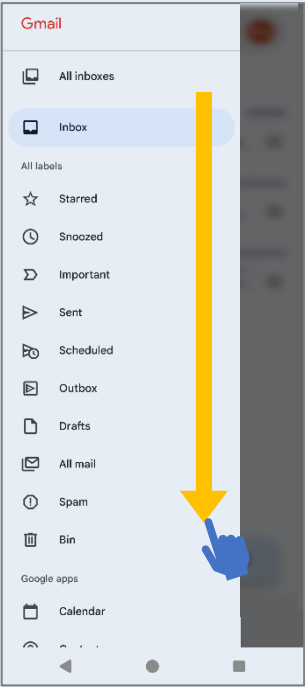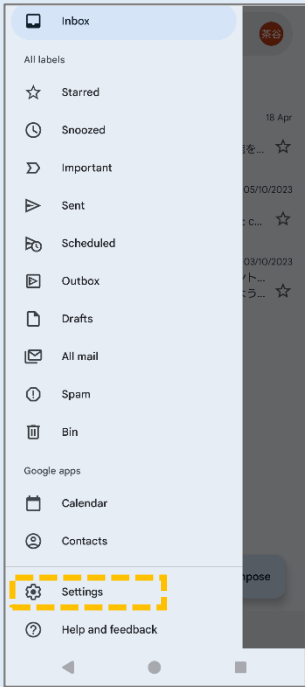3. Tap "Default apps".
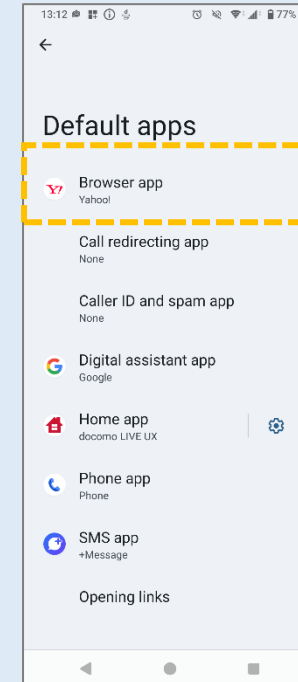
4. Tap "Browser app".
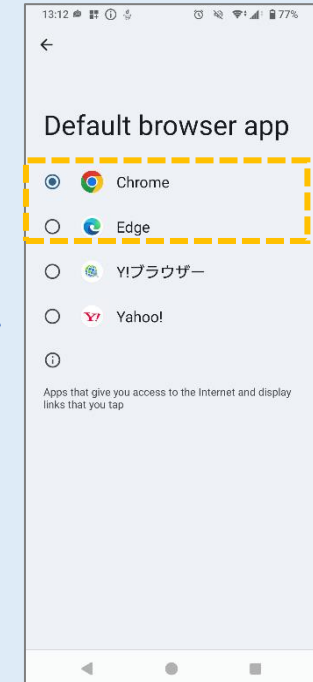
5. Set to "Chrome".

2.3 Setting Up a Supported Browser (Android)

Follow the steps below to configure Gmail to open URLs in the supported browser when you click on a URL in the Gmail app.

(4) Gmail
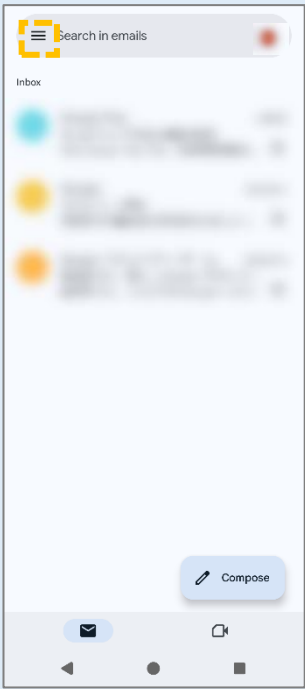
1. Tap the navigation menu icon in the Gmail app.

2. Scroll down and select "Settings".

3. Select "General settings".
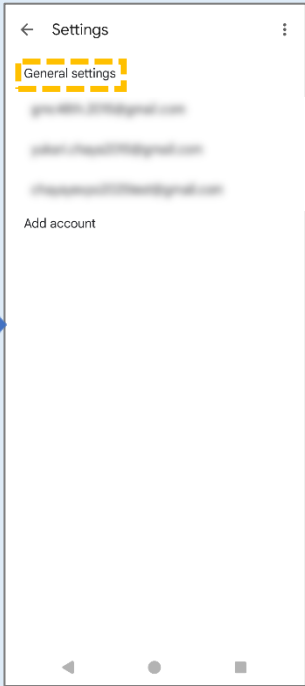
4. Scroll down to find "Open web links in Gmail."
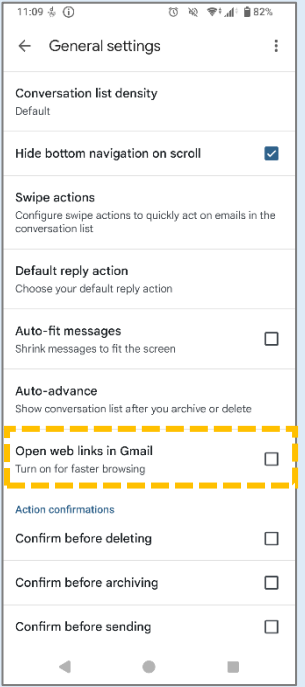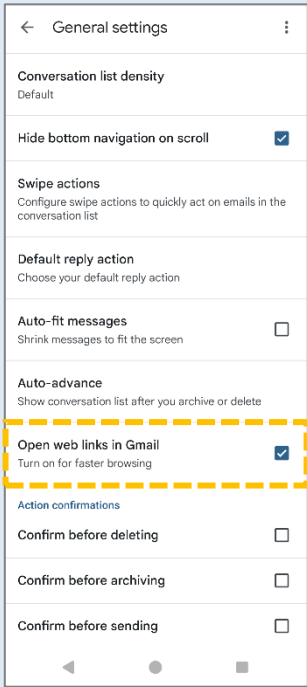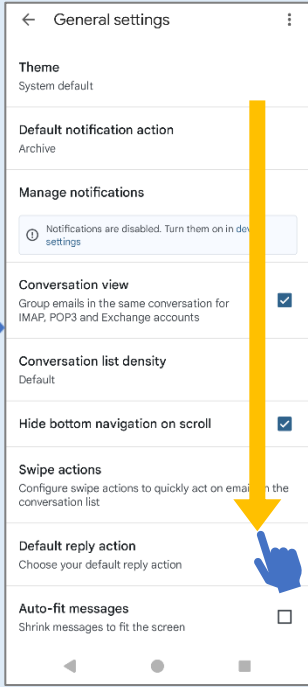
5. Uncheck the box.

3. For Those Who Log in with Two or More Smartphones or PCs

3. For Those Who Log in with Two or More Smartphones or PCs

If you have set up your identity verification method with biometric authentication or passcode when you log in for the first time, please add one-time password authentication from the ExpoID menu.

If you wish to use email, please set a one-time password that will be sent to the email address registered to your ExpoID.
For details on how to set up, please refer to "2.2-A: Authentication by Email".

If you wish to use the authentication app, please download the authentication app. For details on how to set it up, please refer to "2.2-C: Authentication by App".

1. Enter your ExpoID and password.

2. Perform biometric and passcode authentication

3. Select "Setting for Identity Verification Methods"

4. Select "One-time password authentication (app)" or "One-time password authentication (email)"
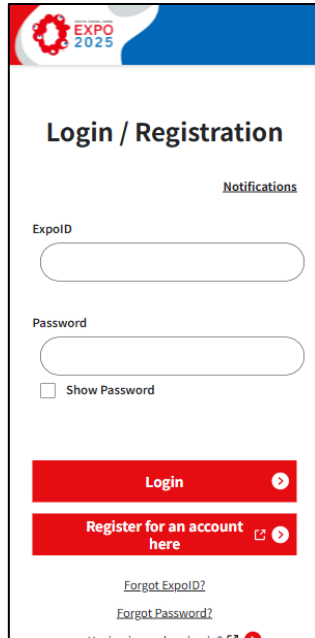
3. For Those Who Log in with Two or More Smartphones or PCs

If you have already set up authentication by app or email, you can log in to your ExpoID in the same way as a normal login on a smartphone, PC, or other device where you want to use a new Expo ID.

1. Log in to your Expo ID

2. Enter the number displayed in the authenticator app or email and select the "Verify" button.
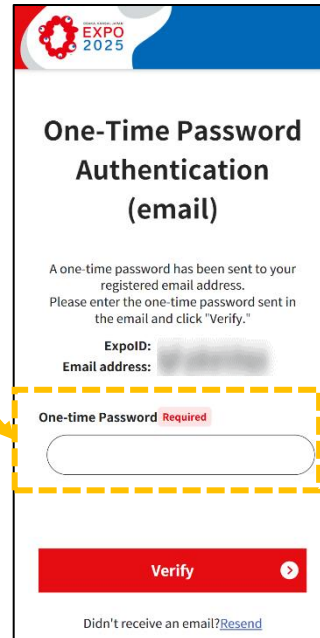
? I can't find One-time password authentication in identity verification. What should I do?

If you have set up biometric authentication and passcode settings and one-time password authentication, the biometric authentication and passcode will be displayed first.
On the identity verification screen, select "Change your identity verification method" and select the one-time password authentication.

4. Information about the FAQ site

For other frequently asked questions about ExpoID, please check the FAQ.
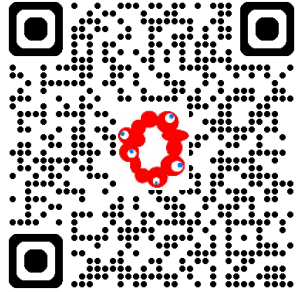
You can also access the FAQ site by scanning the QR code on the left.