

User Guide for Foreign Remittance Web Service

04. Trouble with your ID or password -

(1) Introduction

This operation guide explains each procedure if you have trouble with your ID or password. If you forget your ID or password, or if you want to change your email address or password, the solutions for each will be different.

Please confirm the steps and take the appropriate actions.

(2) If you have forgotten your ID for the Foreign remittance request

- 1 Send an email to the contact email address with the following information.

Subject: Login ID Confirmation Request

Message body: Name and phone number registered with Tokyo Star Bank

Contact email address:

support_frws@ak8.tokyostarbank.co.jp

Customer Service Department (Overseas Wire Transfers)

(3) If you have forgotten your password for the Foreign remittance request

(If you know your Foreign remittance request ID)

- 1 Click the "Products and Services (商品・サービス)" button on the Tokyo Star Bank homepage (<https://www.tokyostarbank.co.jp>).



- 2 Click "Internet Banking, App, and Others. (インターネットバンキング・アプリ・その他)"



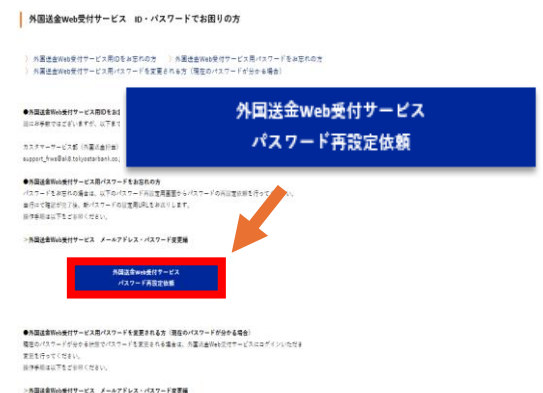
- 3 Click "Foreign remittance request. (インターネットバンキング・アプリ・その他)"



- 4 Click "If you are having trouble with your ID or password (ID・パスワードでお困りの方はこちら)" on the top screen.



- 5 Click the "Request to reset your Foreign remittance request password (外国送金Web受付サービスパスワード再設定依頼)" button.



- 6 The password reset request screen will be displayed.
Enter the required information and click the "Login" button.
 * Please enter the information as registered for all items.
 * **You can switch the displayed language from "Language: Japanese/English/Chinese" in the upper right corner of the screen.**

Item	Description
Branch Code	Registered branch number
Account Number	Registered account number
ID for the Foreign Remittance Web Service	Registered login ID
Email Address	Registered email address

Language : [日本語](#) | [English](#) | [中文](#)

Foreign Remittance Web Service Request Password Re-registration

Please fill in the following fields and click the 'Login' button.

Branch Code

Account Number

ID for the Foreign Remittance Web Service

Email Address

If you have forgotten your ID, please click [here](#).

Login

- 7 Identity verification is required to reset your password.
 Upload the front and back of your verification document to confirm that you are the applicant.
 Check the screen for valid verification materials and uploadable file formats.
 Once you have finished uploading the front and back (or front only), click the "Confirm" button.

Foreign Remittance Web Service Request Password Re-registration

After the identity verification, you will be able to re-register your password. Please upload your identification documents here and click the "Confirm" button.

Identification Documents (front)

ファイルが選択されていません

Identification Documents: Driver's License (both sides), Driving Record Certificate (both sides), My Number Card (front side), other government-issued photo ID documents. For other valid identification documents, please see [here](#).
 ※For corporate customers: please upload a certified copy of your corporate registration (Certificate of All Historical Matters). Please click 'Select File' to upload the file.
 File format : JPEG, PNG, GIF

Identification Documents (back) optional

ファイルが選択されていません

Confirm

- 8 Check that the information you entered is correct and click the "Submit" button.

外国送金Web受付サービス パスワード再登録依頼 Foreign Remittance Web Service Request Password Re-registration 海外匯款網路申請服務 重新設定密碼

以下の内容が正しいかご確認ください。
 Please confirm that the following information is correct.
 請確認以下內容是否正確。

本人確認書類 (オモテ)
 Identification Documents (front)
 身分確認文件 (正面)


 画像1.png

本人確認書類 (ウラ)
 Identification Documents (back)
 身分確認文件 (背面)


 画像2.png

**送信
Submit
送出**

[戻る](#)
Return
返回

- 9 The following email will be sent to your registered email address.

Sender
Tokyo Star Bank Foreign remittance request
Subject
Notice of Password Reset Request Application

We have received your reset request. If there are no issues after confirming the verification materials you attached, we will send the reset screen URL to your registered email address. * It may take time to verify your materials. We kindly ask for your understanding in advance.

外国送金Web受付サービス パスワード再登録依頼
Foreign Remittance Web Service Request Password
Re-registration
海外匯款網路申請服務 重新設定密碼

ご登録いただきありがとうございます。お申込み完了のメールはご登録のメールアドレス宛に届きますのでご確認ください。
Thank you for your registration. You will receive a confirmation email to your registered email address.
本次申請已完成，感謝您的配合。確認郵件已發送到您註冊的電子信箱，敬請查收。

- 10 Once we have completed the confirmation in No. 9, we will send the following email to your registered email address.

Sender
Tokyo Star Bank Foreign remittance request
Subject
Guide for Resetting Password

Please click the reset URL written in the email body.
* This URL will become invalid after 24 hours from delivery.
If it becomes invalid, you will need to perform another password reset request.

We apologize for the inconvenience, but this is to prevent fraudulent use. We kindly ask for your understanding.

お客さまのお名前
平素より東京スター銀行「外国送金Web受付サービス」をご利用いただきありがとうございます。 パスワードの再登録が可能になりました。
以下URLより、パスワードの再登録をお願いします。
パスワード再登録用のURL
※本URLはメールの配信時間から24時間過ぎると無効となります。 お心当たりのない方は東京スター銀行までご連絡をお願いします。
※このメールアドレスは送信専用です。 お問合せは以下のメールアドレスまでご連絡ください。 support_fws@sk8.tokyostarbank.co.jp

- 11 Enter the new password you want to set (the changed password) and enter it again for confirmation, then click the "Change Password" button.
If you check "Show password," you can see the password you entered.

Foreign Remittance Web Service Password Re-registration
Please enter the password for foreign remittance web service, and click the "Change Password" button.
Password for Foreign Remittance Web Service
<input type="password"/>
8~70文字 ー 大文字 ー 小文字 ー 数字 ー
<input type="checkbox"/> パスワードを表示する / Display password / 顯示密碼
Please re-enter the password for confirmation
<input type="password"/>
<input type="button" value="Change Password"/>

- 12 The reset completion screen will appear, and you will receive the following email at your registered email address.

Sender
Tokyo Star Bank Foreign remittance request
Subject
Notice of Password Reset Completion



- 13 Close the browser with the ✕ button in the upper right corner of the screen to finish.



(4) Changing your email address or password (if you can log in)

1

Click the "Products and Services (商品・サービス)" button on the Tokyo Star Bank homepage (<https://www.tokyostarbank.co.jp>).



2

Click "Internet Banking, App, and Others. (インターネットバンキング・アプリ・その他)"



3

Click "Foreign remittance request. (外国送金 Web 受付サービス)"



- 4 Click the “Service Login (サービスログイン)” button displayed on the top screen.



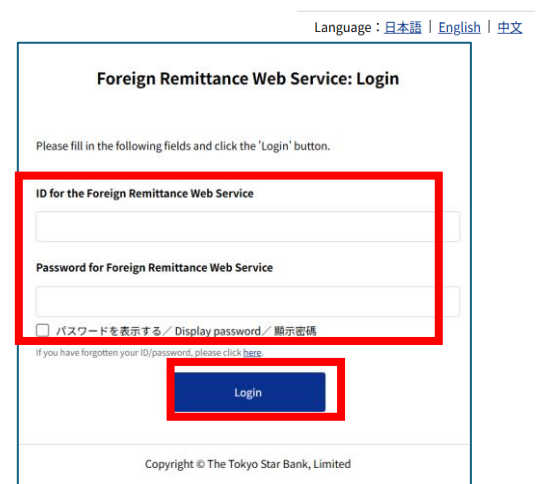
- 5 The Overseas Wire Transfer Application Service agreement screen will be displayed. In order to use this service, you must agree to each item in the “Important Notice for Using This Service” and “Terms and Conditions of Foreign Remittance Transactions, etc”

In addition, please note that you will be unable to click the “Continue (進む)” button unless you download each PDF file.



- 6 The login screen will be displayed. Enter the login ID and password you set and click the “Login” button.

* You can switch the displayed language from “Language: Japanese/English/Chinese” in the upper right corner of the screen.
* If you forget your login ID or password, please click “Here” above the “Login” button. There is a separate instruction manual for reissuance.



- 7 The menu selection screen will be displayed.
With "Change Email Address or Password" selected, click the "Next" button.

外国送金Web受付サービス

以下のフォームに必要な項目をご入力の上、「次へ」ボタンをクリックしてください。

外国送金の一連の流れは、こちらをご参照ください。 [外国送金の流れ](#)

メニュー

- ☒ 外国送金依頼/Foreign remittance request
- ☐ 送金先情報の登録と変更/Registration or Change of Beneficiary Information
- ☒ メールアドレスとパスワードの変更/Change Email Address or Password

・外国送金依頼/Foreign remittance request：申請海外送金
・送金先情報の登録と変更/Registration or Change of Beneficiary Information：指定変更受取人資訊
・メールアドレスとパスワードの変更/Change Email Address or Password：変更電子情報或密碼

次へ

- 8 The email address and password change screen will be displayed.
Confirm which you would like to change and take action.

- To change your email address
The "Email Address" is entered in the email address field.

Please correct the email address you want to change and click the "Next" button.

- To change your password
Click "Change" to check the box, and then click the "Next" button.

* The email address input field is a required item.

If you are only changing your password and not your email address, leave the email address field as is and click the "Next" button.

- To change both
Enter both of the above and click the "Next" button.

Foreign Remittance Web Service

Please fill in the required fields in the following form and click the 'Next' button.

For an overview of the full process, please see here: [Foreign Remittance Flow](#)

Menu

- ☐ 外国送金依頼/Foreign remittance request
- ☐ 送金先情報の登録と変更/Registration or Change of Beneficiary Information
- ☒ メールアドレスとパスワードの変更/Change Email Address or Password

・外国送金依頼/Foreign remittance request：申請海外送金
・送金先情報の登録と変更/Registration or Change of Beneficiary Information：指定変更受取人資訊
・メールアドレスとパスワードの変更/Change Email Address or Password：変更電子情報或密碼

Next

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- 9 (This screen will only be displayed if you are changing your password.)
Enter the new password you want to set (the changed password) and enter it again for confirmation, then click the "Next" button.
If you check "Show password," you can see the password you entered.

Foreign Remittance Web Service

Please fill in the required fields in the following form and click the 'Next' button.

Change of Email address / Password

Email Address

yusuke.ono@m8s.tokyostarbank.co.jp

If you change your email address, please delete the address above and enter your new email address.

Password for Foreign Remittance Web Service optional

☒ Change

Next

Return

- 10 Check that the information you entered is correct and click the "Submit" button.
* Please note that the password will not be displayed on the confirmation screen.

外国送金Web受付サービス
Foreign Remittance Web Service
海外匯款網路申請服務

以下の内容が正しいかご確認ください。
Please confirm that the following information is correct.
請確認以下內容是否正確。

メニュー Menu 選單	メールアドレスとパスワードの変更/Change Email Address or Password
メールアドレス Email Address 電子郵箱	tanaka091955@yahoo.co.jp
外国送金Web受付サービス用パスワード Password for Foreign Remittance Web Service 海外匯款網路申請服務用戶密碼	Change
新しい外国送金Web受付サービス用パスワード New Password for Foreign Remittance Web Service 海外匯款網路申請服務用戶新密碼	セキュリティ保護のため、表示していません。

送信
Submit
送出

- 11 The registration completion screen will appear, and you will receive the following email at your registered email address.

Sender
Tokyo Star Bank Foreign remittance request
Subject
Notice of Customer Information Change Completion

外国送金Web受付サービス
Foreign Remittance Web Service
海外匯款網路申請服務

ご登録いただきありがとうございます。お申込み完了のメールはご登録のメールアドレス宛に届きますのでご確認ください。
Thank you for your registration. You will receive a confirmation email to your registered email address.
本次申請已完成，感謝您的配合。確認郵件已發送到您註冊的電子信箱，敬請查收。

- 12 Close the browser with the ✕ button in the upper right corner of the screen to finish.

