

Tokyo Star Direct – How to Operate Sample Screen

Online Sign-up Guide - Input

17:46

Input

Completion

We will send the online sign-up guide to your specified Email address.
Enter your email address and press the "Send" button.

We will use the email address you specify to contact you regarding transactions with Tokyo Star Direct (Internet Banking).
Please note that this cannot be changed until the online registration is completed.
Please be sure to enter your computer or smartphone email address.

Email address	required	パソコンまたはスマートフォンのメールアドレス taro.tokyo@tokyostarbank.co.jp 例)taro.tokyo@tokyostarbank.co.jp
Confirm your email	required	Enter your email address again to confirm. taro.tokyo@tokyostarbank.co.jp

Please enter the email address you want to register.

Please re-enter the email address you want to register.

About the types and number of characters that can be used with the Tokyo Star Direct registered email address

Starting October 16, 2023, the Email addresses that can be used to Register for Tokyo Star Direct will be changed as follows.
This change is based on an RFC (Request for Comments, a document that describes the standard specifications for Internet technology) and we will no longer send emails for Tokyo Star Direct transactions after April 2024 to email addresses where the email address does not fall under the following categories. If you have registered an email address that does not conform to the below, please change it as soon as possible.

■ Acceptable characters and symbols (half-width characters only), specifically:

- English uppercase or lowercase letters: A-Z, a-z
- Numbers: 0-9
- Symbols: "_" (underscore), "+" (plus), "-" (hyphen, minus), "." (period)

■ Requirements for input email accounts (part before @)

- The number of characters must be between 1 and 64.
- "." (period) cannot be used as the first character, consecutively two or more times, or immediately before "@".
- "-" (hyphen, minus) cannot be used as the first character.
- "@" (at mark) cannot be used.

Execute

Click the "Execute" button.

Tokyo Star Direct – How to Operate Sample Screen

Online Sign-up Guide - Completion

0:30

Input



Completion

We have sent you an online sign-up message to your designated email address.

Print

Email address

taro.tokyo@tokyostarbank.co.jp

If you do not receive an email, please refer [here](#).

Close

Click the “Close” button
and check the email sent
from Tokyo Star Bank.

DI20210205

[Go to top of page](#)

【重要・東京スター銀行】オンラインサインアップのご案内/[Important / Tokyo Star Bank] Online Sign-up



Tokyo Star Direct – How to Operate Sample Screen

Online Sign-up – Agree to Terms and Conditions

Agree to Terms and
Conditions

Enter Registration
Information

Confirm Registration
Information

Complete Registration

You can sign up for Tokyo Star Direct (Internet Banking) online.

Step 1

Open the following PDF and please check the following d

To proceed with the procedure, you must open the following PDF and Co

Tokyo Star Direct Transaction Terms and Conditions

We recommend that you save or Print the regulations before you use them.

※To view PDF files, you will need Adobe Reader 8.0 or later (free of charge) from Adobe Systems.

Click and check the
contents of the PDF file.

Step 2

Click the following link and please check the following displayed content.

To proceed, you must open the link below and review the contents of the

Handling of Personal Information (Privacy Statement)

Click and check the
contents of the web
page.

Step 3

When you use this service, please check the following item

[Customers Living In Japan]

● The following customers cannot use this service.

- Corporate customers
- Customers whose accounts have been suspended due to reasons such as a lost bank card

● How to access your transaction statements

You can view your transaction statements and card loan transaction statements online.

※ Even customers who currently receive transaction statements and card loan transaction statements by mail will now only be able to view them online.

If you would like transaction statements or card loan transaction statements by mail, you will need to request this by phone.

[Customers Living Outside Japan]

● Eligible Customers

- Individual customers
- Customers who have non-resident ordinary deposit account
- Customers whose address registered with Tokyo Star Bank is in the following countries/regions:
Taiwan, Hong Kong, State of Hawaii (United States), Singapore

● Available Services

Please note that you will only be able to view the balance and transaction details of your yen ordinary deposit account.

Step 4

Please check the following for steps 1, 2, and 3.

If you agree, please check the following Checkbox.



I have read and understood the "Tokyo Star Direct Transaction Terms and Conditions" and the "Handling of Personal Information (Privacy Statement)", and I hereby apply for Tokyo Star Direct (Internet Banking).

Click the checkbox.

Next

Click the
"Next" button.

Tokyo Star Direct – How to Operate Sample Screen

Online Sign-up - Enter Registration Information

Agree to Terms and
Conditions

Enter Registration
Information

Confirm Registration
Information

Complete Registration

Please Input the following items and press the "Confirm" button.
Customers using non-resident accounts, should use alphanumeric (e.g. Abc, abc) registered name, etc., fields).

Account Information, Name, Date of Birth *The method to confirm B

Branch Number	required	100
Account type		Ordinary deposits
Account Number	required	1234567
Name	required	TOKYO,TARO *Please enter without spaces between your first and last name.
Date of Birth	required	1975 year 1 month 1 day You should input using half-width numbers. For example, 01 month 01 day, but not 1st, you should not input as 01 month 01 day, but

Please enter the branch number, account number, your name, and date of birth.

※ When entering your name, please insert a comma between your surname and given name.

Example: For Mr. Tokyo Taro, enter "TOKYO,TARO"

LoginID

Please set your login ID using at least 6 characters and no more than 12 characters. Letters, half-width lowercase letters, half-width numbers, and symbols.
Your login ID will be required the next time you log in, so please do not forget it.
*You will be unable to use a login ID that has already been registered by another customer.
*Uppercase and lowercase letters are recognized as different characters (case sensitive).
*The symbols that can be used are as follows:

! # \$ % & ' * - / = ?

LoginID	required	Tokyostar01 Choose 6-12 characters (letters, half-width lowercase letters, half-width digits (0-9), and symbols).
Confirm Login ID	required	Tokyostar01 Please enter your login ID again.

Please enter the login ID you want to use.

Please re-enter the login ID you want to use.

Email address

Main Email Address taro.tokyostarbank.co.jp

< return

Confirm

Click the "Confirm" button.

Tokyo Star Direct – How to Operate Sample Screen

Online Sign-up – Confirm Registration Information

Agree to Terms and
Conditions



Enter Registration
Information



Confirm Registration
Information



Complete Registration

Please review your registration details.

Registration Details

Account Used (Main Account)	本店営業部 普通預金 1234567
Name	TOKYO,TARO
Date of Birth	1975年1月1日
Main Email Address	taro.tokyostarbnk.co.jp
LoginID	Tokyostar01

Password

Please set the login password you will use taro.tokyostarbank
Your login password will be required the next time you log in, so please

8 to 32 digits in combination of
two or more of the following
four types: half-width upper-case
alphabetical letters, half-width lower-
case alphabetical letters, half-width
numbers, and symbols

required

Example) Abcd1234

Confirm Login Password

required

Enter your login pas

*The symbols that can be used are as follows:

? ! # \$ % & ' () * + , - . / : ; < = > ? [\] ^ _ ` { | ~ / * - + = ^ & @ %

Please enter the login
password for the Internet
Banking service you will
use.

Please re-enter the
Internet Banking login
password.

Continue to the next screen.

Tokyo Star Direct – How to Operate Sample Screen

Continuation from the previous screen

Login Passphrase

Please set the "Secret Questions" and "Login Passphrases" you will use to log in to Tokyo Star Direct.

Customers using non-resident accounts, should use alphanumeric (e.g. Abc, abc, 123) in the input fields (e.g. name, secret answer, registered name, etc., fields).

<Example>

Secret question: Where would you like to travel?

Login passphrase: 000 In Japan

Please think of a combination of questions and answers (login passphrases) that only you can understand, and enter them.

When it is determined that a customer has logged into Internet banking from an environment or device different from the computer or smartphone that they usually use, the registered "Secret Questions" will be displayed and the customer will be asked to enter the answers (login passphrases).

The purpose of this is to verify your identity more rigorously by asking you to enter answers (login passphrases) to secret questions.

Login Passphrase is a word you can remember without writing it down in a memo or a word that is difficult for others to associate, and we recommend Register for it.

Secret Question 1 required	What is Tokyo (50 full-width characters or less)
Login Passphrase 1 required	Star1 (20 full-width characters or less)
Secret Question 2 required	What is Star (50 full-width characters or less)
Login Passphrase 2 required	Bank2 (20 full-width characters or less)
Secret Question 3 required	What is Bank (50 full-width characters or less)
Login Passphrase 3 required	Tokyo3 (20 full-width characters or less)

Please enter three 'secret questions' and 'login passphrases' to be used when logging in to Internet Banking.

Tokyo Star Direct – How to Operate Sample Screen

Continuation from the previous screen

Registering a Device to Use Tokyo Star Direct

You will register your current device (PC or smartphone) as a device you will use for Tokyo Star Direct.

When accessing Tokyo Star Direct from a registered device, you will generally not be required to enter your login passphrases with logging in.

You may change the registered name of your device to any name of your choice.

Customers using non-resident accounts, should use alphanumeric (e.g. Abc, abc, 123) in the Input fields (e.g. name, secret answer, registered name, etc., fields).

<Example>: Personal computers, smartphones, etc. at home

* If you access Tokyo Star Direct from a different browser or network environment than the one used at registration, or if cookies have been deleted, you will be required to enter your login passphrases with logging in.

※ If you are using a shared device or do not wish to register the device, please click the "No" button.

Register Device	☒ Register the device as a computer
Registered Name (*Can be changed)	TSB net bank

Please enter the registered name of the device that will be used for Internet Banking.

We will Register with the above information. If you agree, **Please Input your 4-digit Bank Card PIN (Note 1).**, then press the "Execute" button.

Bank Card PIN Number (*1)	****
---------------------------	-----------------------------------

Please enter your cash card PIN.

Note

If you have forgotten your bank card PIN number (*1), you will need to contact your bank branch and complete the procedure for resetting the PIN number.

*1 .The bank card PIN number is a the "bank card and phone transaction PIN number" (4 digits).

For customers who opened an account before October 10, 2005, the PIN number for telephone transactions and the bank card PIN number are separate.

If you have set one, please enter your phone transaction PIN number.

< return	Execute
-----------------------------	-------------------------

Click the "Execute" button.

Tokyo Star Direct – How to Operate Sample Screen

Online Sign-up – Complete Registration Information

Agree to Terms and
Conditions



Enter Registration
Information



Confirm Registration
Information



Complete Registration

Registration has been completed.

 Print

Your login ID has been registered as
「Tokyostar01」

Reception Number	2600081882
Reception Date and Time	March 10, 2026, 2:04 PM

Registration Details

Account Used (Main Account)	本店営業部 普通預金 1 1234567
Name	TOKYO,TARO
Date of Birth	1975年1月1日
Main Email Address	taro.tokyostarbnk.co.jp
LoginID	Tokyostar01
Login Password	*****
Secret Question 1	What is Tokyo
Login Passphrase 1	*****
Secret Question 2	What is Star
Login Passphrase 2	*****
Secret Question 3	What is Bank
Login Passphrase 3	*****
Registered Name	TSB net bank

For security reasons, the login password and login passphrases are hidden.

The next time you log in, you will need the above login ID.

Please make a note of it so that you do not forget it.

A confirmation notice will be sent to your registered email address later.

Close

Go to login

10