How to fill out the Tokyo 2020 Games Volunteer "My Page"
Procedure for registering your Games Volunteer application

Please have an identification document ready.

- Personal identification document (one of the following)
  Passport, Japan Residence Card, Japanese driving licence or Japan Individual Number Card

- Image data of photo to be used for your ID card
  JPG, JPEG, PNG, or BMP ; from 50KB to 5MB

- Also have the following items ready, if available.
  Results of any TOEFL, IELTS or equivalent English language tests
  Results of any proficiency tests in other languages

If the ”My status” field on My Page shows “Application process completed”, your application has been successfully registered.
Confirmation before registering your Games Volunteer application

Please confirm the following fields before applying.

• Please apply from the Games Volunteer My Page
  https://volunteer.tokyo2020.org/auth-server/signin

• Recommended browsers
  Personal computer, smartphone or tablet

<table>
<thead>
<tr>
<th>Browser</th>
<th>System requirements (OS and browser)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Firefox</td>
<td>Windows 7 or newer, Mac OS</td>
</tr>
<tr>
<td>Chrome</td>
<td>Windows 7 or newer, Mac OS, Android 5.0 or newer.</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>Internet Explorer 11 or newer and Windows 10 or newer</td>
</tr>
<tr>
<td>Edge</td>
<td>Windows 10 or newer</td>
</tr>
<tr>
<td>Safari</td>
<td>Mac OS, iOS 9 or newer</td>
</tr>
</tbody>
</table>

*Please note that using other browsers may result in problems viewing the pages.

Please have an identification document ready.

• Personal identification document (one of the following)

  All nationalities accepted.

  - Passport
  - Japan Residence Card
  - Japanese driving licence
  - Japan Individual Number

• Image data of photo to be used for your ID card (For details, please refer to the “Considerations for all applicants” on page 6.)
  - JPG, JPEG, PNG, or BMP; from 50KB to 5MB

• Also have the following items ready, if available.
  - Results of any TOEFL, IELTS or equivalent English language tests
  - Results of any proficiency tests in other languages
How to fill out the application form (1)

1. Completing a new registration

This “Log-in” page is the first page that will be displayed. If this is your first time, you must register as a new applicant by clicking “Join now”. To change your selection of your preferred language (English or Japanese), click the < mark displayed in the upper right-hand side on the page.

Log-in page

• Registering with other accounts
You may register using your Google, Facebook or LINE account. Follow the order on the page and enter your e-mail address and password.

“My Page” new applicant registration page

1. Enter your name, e-mail address and password.
   • Name
     Please use half-width uppercase alphabetical characters. (e.g.) TARO TOKYO
   • Log-in e-mail address
     Enter your e-mail address accurately. Your e-mail address will serve as your log-in ID.
     Note: If you forget your log-in ID, you must go through the registration process again.
   • Password
     Your password must be nine or more characters and include the following three types of characters: half-width lowercase alphabetical characters (a – z), half-width uppercase alphabetical characters (A – Z) and half-width numerical characters (0 – 9). (e.g.) T okyo 2020

2. Verify the image
   Check the box and an image such as the one on the right may be displayed. Follow the instructions and select the corresponding panel, then click “Confirm”. If the verification fails, another image will be displayed. If your answer is verified, you will be redirected to the original page.

3. Click “REGISTER”.

2. Reading the policy on storing personal information and agreeing to the terms and conditions

Read the Privacy Policy link, and accept its content by clicking “Agree”.

Privacy Policy page
Completing the application form

1. Enter the required information for each item. Select your response from the pull-down menu (indicated by a downward arrow on the right of the field), or enter the required information directly. For details regarding the photo data to be submitted or how to enter your date of birth in STEP 1, please refer to the “Additional guide and instructions” on pages 6 – 7.

2. Click “Save” at the bottom of the page. If you click “Save”, your data entry will be saved even if you log out or suspend your entry half way. If you fail to fill out a required field, an alert will be displayed on the right-hand side of the page. Please make sure you complete all required fields.

3. Complete your entry in STEP 2 – 6 in the same manner, and click “Save” at the bottom of each page. To proceed to the next STEP, click the tab for the desired STEP. In STEP 6, you are required to read the “Terms and Conditions for Volunteer Participation”. Check the box next to “Yes” to give your consent.

4. Once you have completed entering and saving all information up to STEP 6, click “Send” at the bottom of the page.
How to fill out the application form (3)

4 Confirmation of e-mail address

After the information is successfully sent, you will receive an “E-mail address verification request” at the e-mail address you registered in STEP 2.

Click the URL contained in the e-mail, and the log-in page will be displayed. Log in with your ID (your e-mail address) and password you used when you first registered. [Those who registered using a Google, Facebook or LINE account should click the account button to log in.]

Note: This URL expires one hour after it is issued. Please make sure you complete your e-mail address verification before the URL expires. If one hour lapses before verification, click “Send” again. You will receive another “E-mail address verification request” via e-mail.

E-mail address verification page

When the e-mail address verification page is displayed, click “Verify e-mail address”. After the verification, “My Page” will be displayed.

5 Launching of the Games Volunteer My Page

If your “My Status” indicates “Application received”, you have completed your applicant registration.

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Additional guide and instructions (1)

• There are several points that must be followed when submitting your photo data. Please read carefully.

The photo data accepted for registration must comply with the following.
File format: JPG/JPEG/PNG/BMP. File size: 50KB – 5MB

<Photo data check points>

Example of an appropriate photo

Example of an inappropriate photo

• The photo should be in colour.
• Only the applicant should appear in the photo.
• You should be facing front.
• Do not cover your head with a cap or hat of any kind.
• The background should be white or a single pale colour.
• The photo should be taken after April 2018.

Note: A photo that has been processed using an app is not acceptable.

Follow the instructions below to register your photo data

1. Click “Register or change photo”.
2. Select the photo data.
   Click “1. Choose photo” to select the photo stored on your device (the PC, smartphone, etc. that you are using to fill out this form).
3. Click “2. Upload”. Your photo has been registered.

Making changes after registration

You will not be able to make changes after you register.
You may, however, make changes to the following fields. Please update your information if needed.

STEP 1: Basic information, photo, uniform
• Change to the “Assistance” field is not accepted.
• No changes will be allowed after you receive the “Notification of your role and location”, which is scheduled to be sent out after March 2020.

STEP 2: Address, contact, language, accommodation
Additional guide and instructions (2)

• How to enter your date of birth (Selecting from the list)

1. Click the “month and year”.
   A menu listing the years “2010 – 2019” will be displayed.
   (e.g.) To enter “1 January 1980”, see below.

2. Click “(“ until the list changes to “1980 – 1989”.

3. Select your year of birth.
   Click “<” or “>” to select the month. Then select the day.
   Check to make sure your date of birth is correctly entered.

• About the “Save” button
   Every time you make a change to your application form and click “Save”, you will receive a “Personal data update” e-mail.
   Note: This e-mail will be sent each time you click “Save” at each STEP.