

# How to fill out the Tokyo 2020 Games Volunteer "My Page"

Version 1.0 September 2018



# 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



All nationalities accepted.

## 1 Completing a new registration (P.3)

Please complete the new registration procedure for your Games Volunteer application. Once you have completed your new registration, you will be able to log in to the Games Volunteer My Page. To complete your new registration, you have two options.

### •Register using another account

You may register using your Google, Facebook, or LINE account.

Log-in page

Sign in to Tokyo 2020 Games Volunteer "My Page"

[SIGN IN WITH Google](#)

[SIGN IN WITH Facebook](#)

[SIGN IN WITH LINE](#)

Or

ID (Your email)

Your password

[SIGN IN](#)

[Forgot password?](#)

[Join now](#)

Atos

TOKYO 2020

TOKYO 2020

### •Register on the My Page "New Registration" page

## 2 Reading the policy on storing personal information and agreeing to the terms and conditions (P.3)

## 3 Completing the application form (P.4)

Questions consist of six separate steps (six pages)  
Please complete each of the following steps.

- STEP 1 Basic information
- STEP 2 Address and contact details
- STEP 3 Volunteering experience
- STEP 4 Previous languages study and/or sports experience
- STEP 5 Preferred type of volunteer activity
- STEP 6 Confirmation of the terms and conditions

Please ensure you complete all required sections (in colored text column)

After you have completed entering the required fields in all six steps, click the "Send" button.

Once your entry has been successfully sent, you will receive an e-mail at the e-mail address you registered requesting you to confirm your e-mail address.

### Sample page (STEP 1)

STEP 1 STEP 2 STEP 3 STEP 4 STEP 5 STEP 6

STEP 1

Basic Information

Nationality

\*Nationality

Other nationality if you have

Name (Enter your name as it appears on your passport.)

\*First Name (Please write in upper case)

\*Family Name (Please write in upper case)

Middle Name (Please write in upper case)

Gender and Birth date (as it appears on your passport)

\*Gender

\*Birth date

\*Personal identification (If you have more than one nationality, present the ID for the first one entered.)

\*First you need to choose Nationality

The information below is required to issue an accreditation card. It is not required to fill in at the time of application.

Country of issue

Number \*If you select My Number Card, Security code (4-digit number shown on the card, not the 12-digit "My Number")

Expiry date \*If you selected "passport" as your ID

## 4 Confirmation of e-mail address (P.5)

Click the URL in the e-mail requesting you to confirm your e-mail address, and log in using your registered account.  
Click on the "Confirm e-mail address" button and My Page will appear on your screen.

## 5 Launching of the Games Volunteer My Page (P.5)

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

Browser	System requirements (OS and browser)
Firefox	Windows 7 or newer, Mac OS
Chrome	Windows 7 or newer, Mac OS, Android 5.0 or newer.
Internet Explorer	Internet Explorer 11 or newer and Windows 10 or newer
Edge	Windows 10 or newer
Safari	Mac OS, iOS 9 or newer

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

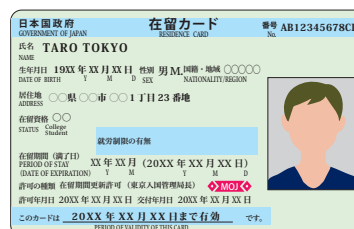
## Please have an identification document ready.

- Personal identification document (one of the following)

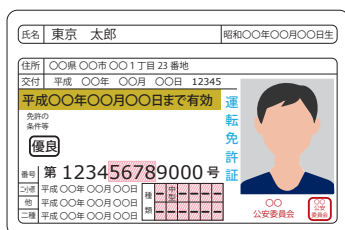
All nationalities accepted.



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



The screenshot shows the "Sign in to Tokyo 2020 Games Volunteer 'My Page'" form. It features three social login buttons: "SIGN IN WITH Google", "SIGN IN WITH Facebook", and "SIGN IN WITH LINE", which are highlighted with a red box. Below these is a section for email and password login, with a "SIGN IN" button. At the bottom, there are links for "Forgot password?" and "Are you not a member? Join now", with the latter highlighted by a red box.

### •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 alphabet characters (a - z),  
half-width uppercase alphabetical characters (A - Z) and  
half-width numerical characters (0 - 9).

(e.g.) T o k y o 2 0 2 0  
Includes lowercase numerical  
uppercase characters

#### 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".

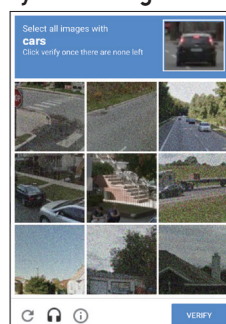
### "My Page" new applicant registration page



The screenshot shows the "Register to Tokyo 2020 Games Volunteer 'My Page'" form. It includes fields for "FIRST NAME" and "FAMILY NAME" (both marked as required and uppercase), "ID (Your email)", "Confirm email", "Enter password", and "Confirm password". There are help icons (circles with 'i') next to the email and password fields. Below the form is a CAPTCHA section with a checkbox "I'm not a robot" and a "REGISTER" button. A "Sign in" link is also present for existing users.

Click on the ① mark to read the "Notes" section.

### Sample of the photo panel displayed for image verification



## 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



The screenshot shows the "Privacy Policy" page. It includes the Tokyo 2020 Olympic and Paralympic Games logos, an introduction to the policy, and a section asking for agreement. At the bottom, there is a red "Agree" button.

# How to fill out the application form (2)

## ③ Completing the application form

### Application form sample (STEP 3)

STEP 1 STEP 2 **STEP 3** STEP 4 STEP 5 STEP 6

## STEP 3

**○ Volunteer Experiences**

\*Do you have any volunteer experience?

Select...

(If you answered "Yes") What type of event did you volunteer for?

Select...

(If you answered "Yes") Please describe your specific role as a volunteer. (Up to 100 characters)

Please enter...

\*Do you have any volunteer leader experience?

Select...

(If you answered "Yes") Please describe the details of your role as a volunteer leader. (Up to 100 characters)

Please enter...

**○ Current status**

\*Are you currently a student?

Select...

\*Are you currently working full-time or part-time?

Select...

Save Submit Cancel

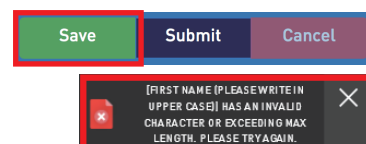
#### 1. Enter the required information for each item.

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.



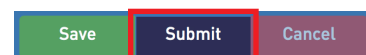
<Example of the alert>

#### 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

Sample e-mail : "E-mail address verification request"

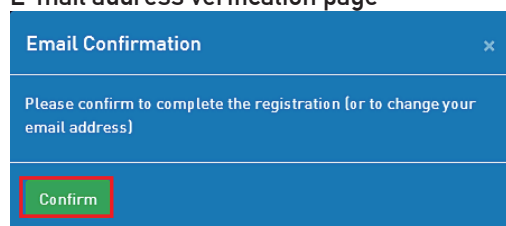


After the information is successfully sent, you will receive an "E-mail address verification request" at the e-mail address you registered in STEP 2.

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.

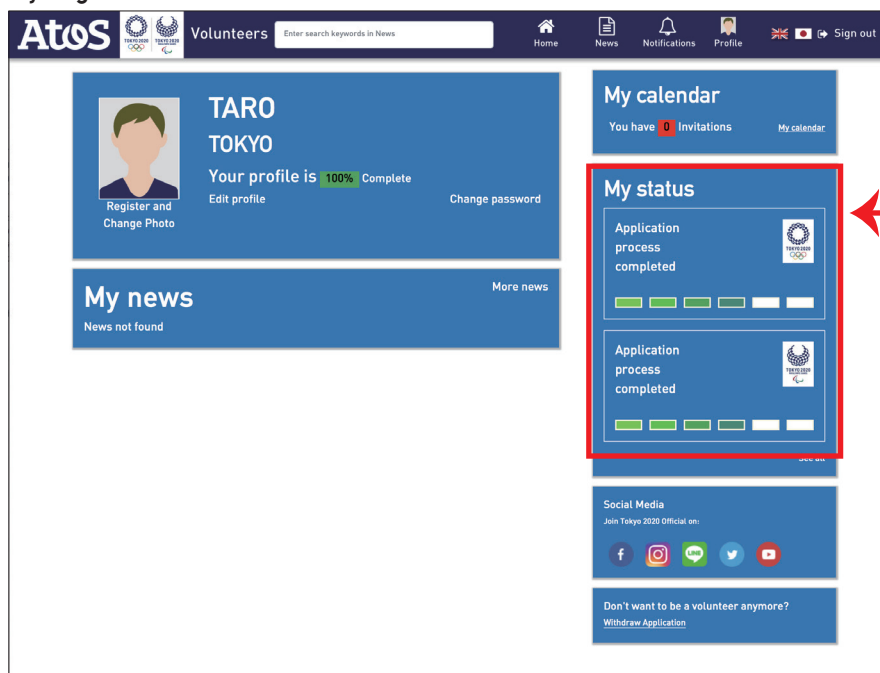
### E-mail address verification page



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

### My Page



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

# 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

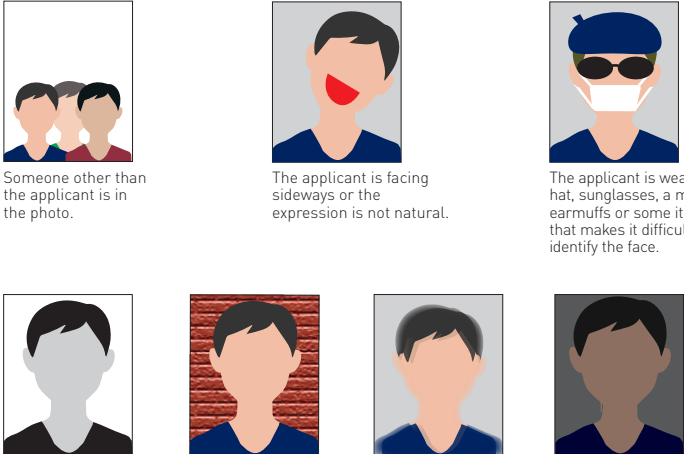
## <Photo data check points>

**Example of an appropriate photo**



- 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.

**Example of an inappropriate photo**



Someone other than the applicant is in the photo.

The applicant is facing sideways or the expression is not natural.

The applicant is wearing a hat, sunglasses, a mask, earmuffs or some item that makes it difficult to identify the face.

The photo is in black and white.

The background is not a monotone pale colour.

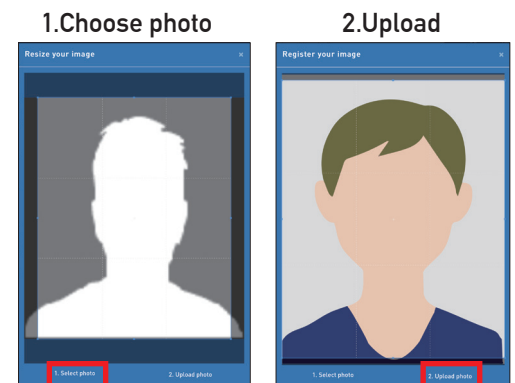
The photo is not clear because it is out of focus or blurred.

The photo is too dark.

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.

DDMMYYYY							x
«	<	Sep	2018	>			»
Mo	Tu	We	Th	Fr	Sa	Su	
27	28	29	30	31	1	2	
3	4	5	6	7	8	9	
10	11	12	13	14	15	16	
17	18	19	20	21	22	23	
24	25	26	27	28	29	30	
1	2	3	4	5	6	7	
Today							



DDMMYYYY			x
«		2010-2019	»
2009	2010	2011	
2012	2013	2014	
2015	2016	2017	
2018	2019	2020	

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

DDMMYYYY			x
<		2000-2099	>
1990-1999	2000-2009	2010-2019	
2020-2029	2030-2039	2040-2049	
2050-2059	2060-2069	2070-2079	
2080-2089	2090-2099	2100-2109	



DDMMYYYY			x
<		1900-1999	>
1890-1899	1900-1909	1910-1919	
1920-1929	1930-1939	1940-1949	
1950-1959	1960-1969	1970-1979	
1980-1989	1990-1999	2000-2009	

### 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.

DDMMYYYY			x
<		1980-1989	>
1979	1980	1981	
1982	1983	1984	
1985	1986	1987	
1988	1989	1990	



DDMMYYYY			x				
<	Jan	1980	>				
Mo	Tu	We	Th	Fr	Sa	Su	
31	1	2	3	4	5	6	
7	8	9	10	11	12	13	
14	15	16	17	18	19	20	
21	22	23	24	25	26	27	
28	29	30	31	1	2	3	
4	5	6	7	8	9	10	
Today							

## •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.