



OSSMA

- Overseas Students Safety Management Assistance -

SERVICE GUIDE

**OSSMA TOLL- FREE LINE
24HRS / 7 DAYS**



+81-3-3811-8286

Ver. 3.0 (August 2014)

Emergency Assistance Japan Co., Ltd

Thank you for choosing OSSMA . OSSMA (Overseas Students Safety Management Assistance) is a security management assistance system designed to enhance the safety of students studying abroad. This brochure will explain OSSMA's services and show you how to set up your account in the OSSMA LOCATOR system—a necessary first step in order for OSSMA to function properly.

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■ OSSMA LOCATOR Service Content

1. Safety Confirmation

In order to confirm your safety, OSSMA will periodically send a Safety Confirmation Request by email to the email address that you enter in the OSSMA LOCATOR. If a response is not received, then we may call one or more of the contact telephone numbers that you have provided.

If, after exhausting the methods above, we are unable to confirm of your safety, or should we be so requested by your guarantor, then OSSMA, in coordination with the center for international studies at your school or sponsoring organization, will initiate a search based upon the information that you have provided in the OSSMA LOCATOR. We will coordinate efforts with the university that you are attending overseas, as well as with local police, the Japanese Embassy, and other authorities, in order to determine your whereabouts and your disposition. If necessary, we will dispatch a search party.

Consequently, please be sure that the information you enter in the OSSMA LOCATOR is complete and up-to-date.

In the event that an emergency or disaster should occur in the area or country that you have given as a current location in OSSMA LOCATOR, then we will send you an email to confirm your safety. Please refer to p. 19 - 20 for details.

2. Toll-Free Line based Medical Consultation

You may consult anonymously with Japanese doctors through the OSSMA Toll-Free Line.

3. Crisis Management Alerts

OSSMA LOCATOR gives you access to Overseas Safety Alert Headlines from the Japanese Ministry of Foreign Affairs and relays messages from your university and the OSSMA Administrative Office.

4. Providing Communication Tools

By utilizing the memo function and the guest account, you can communicate with friends and family, such as sharing your itinerary with family far away or leaving messages for friends. For further information, please refer to p. 14 - 18.

■ OSSMA Toll-Free Line (24hrs / 7days)

1. Overseas Medical Assistance Service

Call us in the event of injury or illness. OSSMA will provide the following services:

- ① Doctor and healthcare provider referrals in your area
- ② Telephone interpretation during your medical consultation
- ③ Advice regarding filing of travel insurance claims
- ④ Dispatch of doctors, emergency transportation to hospital, medical transport back to Japan and recipient hospital arrangements in Japan

2. Family Travel Assistance

If you are hospitalized, OSSMA will make a temporary payment for airline ticket and accommodation expenses for your family and university staff traveling to your bedside.

3. Personal Assistance

In the event of loss of property or travel documents, such as passport, air tickets, or credit cards, OSSMA will assist you in reporting the loss to the necessary agencies and in the reissue of essential documents.

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4. Mental Health Support

OSSMA will arrange mental health consultations (counseling fees at member's expense).
You may also consult anonymously with Japanese doctors through the OSSMA Toll-Free Line.

5. Legal Referrals

In the event that you require either civil or criminal legal advice, OSSMA will provide a referral to a qualified law firm (legal fees at member's expense).

Call us if you have a problem

If you ...	Services	How to contact
Loose valuable or essential items	Assistance with reporting of loss and reissuing of essential documents	Call 24 hrs / 7 days using OSSMA Toll-Free numbers listed on page 24. You may use either a World Free Phone or a Universal Free Phone number. If you are calling from a country other than those listed on page 24, or if you are otherwise unable to reach us, call collect using the number below. +81-3-3811-8286 Please tell us 1. Your name 2. OSSMA membership number *If you are a referee, 1. Student ID 2. Member's Date of Birth
Need medical help	Provide medical referrals to appropriate medical providers	
Have difficulty communicating with your doctor	Provide telephone interpretation	
Wish to consult a doctor regarding your health	Provide medical referrals to appropriate medical providers	

※ Members are responsible for the following expenses:

Medical expenses, translation/interpretation costs, medical evacuation and transportation costs, mental counseling fees, legal fees, and other direct, out-of-pocket expenses. Medical expenses may be covered by member's travel insurance policy (consult your insurer for details). OSSMA is **NOT** a travel insurance product.

OSSMA will **NOT** perform the services below. Please contact the center for international studies at your school or organization.

- Room changes at university dorms / changing home stay family
- Classwork assistance or coping with class schedules
- Tuition-related issues

About OSSMA LOCATOR

OSSMA LOCATOR is a web based security tracking system designed for students studying abroad.

To use OSSMA LOCATOR, access the OSSMA website <<https://ossma.eaj.ne.jp>>.

■ How to Record Information in OSSMA LOCATOR

LOGIN

Access OSSMA LOCATOR using the user ID and password provided by the university.

Record Basic Information

«※First time only»

Confirm accuracy of pre-recorded information and enter additional information.

Editing Information

Departure date and name of the university are pre-recorded. Edit your information after you know your flight schedule and living arrangements.

※Please add an itinerary each time you travel, as for example on holiday.

Record Return Travel Information

When you know your plans for your return to Japan, add a new itinerary and enter the flight schedule and destination.

Please take care to enter this information promptly and correctly, as it is necessary in order for OSSMA LOCATOR to function properly and for you to have access to OSSMA services. Also, should your information change, please be sure to modify it promptly.



※The website is VeriSign certified and SSL encryption compliant.

■ How to LOGIN

Your user ID and password are provided by the university. Please sign-in at the following URL using your user ID and password.

LOGIN

Access to <https://ossma.eaj.ne.jp>



USER ID : eaj02 PASSWORD : ●●●● Login

→ ログインできない時は...

LOGIN

- USER ID for OSSMA LOCATOR is membership number provided by university staff.
- Enter USER ID, PASSWORD, and click the LOGIN button.
 - **Note:** If Adobe Flash Player is not installed on your computer, a message instructing you to install Adobe Flash Player will pop up on the screen. **However**, installation of Flash Player is not required; you may continue to log in to access the OSSMA LOCATOR website.

※Please note that the MEMBER SAFETY MONITORING password is not valid for login.

■ If You Cannot Login to OSSMA LOCATOR

If you can not log in to OSSMA LOCATOR, please check the following:

Do you enter the correct ID?

Your USER ID is the membership number provided to you by your university.
(Your membership number is also shown on your membership card.)

Do you enter correct password?

Please check your password and re-enter it. If you change your password, you must use this new password in order to log in.

※Passwords are case-sensitive.

※The pass code for MEMBER SAFETY MONITORING is NOT valid for logging in to the OSSMA LOCATOR.

Browser software

If you have trouble viewing or using OSSMA LOCATOR, you may need to upgrade your browser. The following browser versions are recommended.

- Windows Internet Explorer 6.x, 7.x or higher
- Firefox 2.x, 3.x or higher
- Opera 9.x or higher
- Macintosh Safari 3.x or higher

If you still have problems, please inform us by e-mail. We will reply within one business day to the e-mail address registered in OSSMA LOCATOR.

If you forget your password or lose your membership card, please inform us by e-mail. We will provide you with a temporary password.

※If you have any other questions regarding OSSMA LOCATOR, please contact us by email at the address below.

Email: **students@emergency.co.jp**

When contacting us by e-mail, please provide the following information.

1. Your name
2. Your membership number
3. Description of the problem you are having (ex. Unable to log in, can not see login page, etc.)
4. Any error messages shown on your screen
5. The computer or location from where you attempted access (ex. your personal computer, a university computer, internet café, etc.)

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■ Recording Your Information

OSSMA Log out ようこそ EAJ 太郎さん! 所属: モニターEAJ大学

Top Guest **Account** Style Help OSSMA専用ヘルプライン +81-3-3811-8286

ご利用開始に先立ち、まずは必要事項を入力してください。

会員登録

EAJ 太郎さんの登録情報です。内容を変更するには下記の必要事項を入力してからページ下部のボタンを押します。

※皆様のお安全と安心をお守りするため、ここに記載された情報は、必要が生じた場合、医療機関、保険会社、警察等の公共機関、または所属大学に開示されることがあります。予め、ご了承の上ご記入ください。

頂いた情報は、日本エマージェンシーアシスタンス株式会社の個人情報保護方針に基づいて適切に管理いたします。

この色の項目は必須入力です。

所属 : モニターEAJ大学

USER ID : eajtaro

お名前(日本語) : EAJ 太郎

お名前(ローマ字) : EAJ TARO

※パスポートと同じ表記で記入してください。

生年月日 : 西暦 年 月 日

性別 : 男

出発地(日本国内): 国 Japan 都市 Tokyo

※出発地が選択されていない場合は、同じ国・州の最寄の都市を選んでください。

日本での連絡先

電話番号 :

国 :

郵便番号 :

上記の内容で保存する

Your information is necessary in order for OSSMA LOCATOR to function properly and for you to have access to OSSMA services. Please enter this information promptly and correctly.

※Items in red are essential.

Please check the information you entered once again. Information will be saved when you click on the 上記の内容で保存する button.



Completing Entry of Basic Information

■ Top page

When you go to enter basic information, OSSMA automatically jumps to the top page.

The screenshot shows the OSSMA user interface. At the top, there is a navigation bar with the OSSMA logo, a 'Log out' button, and a user greeting 'ようこそ EAJ 太郎さん! 所属: モニター EAJ大学'. Below this, there are four main navigation links: 'Top', 'Guest' (labeled A), 'Account' (labeled B), 'Style' (labeled C), and 'Help' (labeled D). A phone number '+81-3-3811-8286' is displayed on the right. A message '旅行者の情報を保存しました。' is shown in a light blue box. Below this, there are four tabs: 'Itinerary' (labeled 2), 'Memo', 'Headline', and 'Notice board'. The 'Itinerary' tab is active, showing a '新しい旅程を追加' button. On the left, there is a 'Status' section for 'EAJ 太郎さん' showing '現在地: 東京' and '現地時間: 2011/2/23 Wed 11:26'. Below this, a message '50件の新着ヘッドラインがあります' (labeled 3) is shown. A calendar for February 2011 is displayed (labeled 4), with dates 6 through 26. A link '今日の旅程をみる' is at the bottom of the calendar. On the right, there are four red circular icons with labels: (A) Guest account management, (B) Basic information management, (C) Wall Paper, and (D) Downloading OSSMA Service Guide.

① Check to see that your name and the name of your university are displayed correctly. If there is a mistake, please inform the OSSMA office.

② **Itinerary:** Once you know your itinerary, enter the information here. Please enter when you will leave Japan to go overseas and when you will return to Japan. Also record any trips you plan while residing abroad. If you transfer to another institute or university while abroad, please enter that information here as well. See p. 8 - 13 for details.

Memo: is a communication tool. It can be used to keep a diary, and to communicate with friends and family. See p. 17 - 18 for details.

Headlines: Important safety information from the Japanese Ministry of Foreign Affairs.

Notice board: Messages from your university and OSSMA.

③ New messages (items ②, ③, and ④) will show here.

④ Click on the date to show your schedule in the "Itinerary" column.

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■ How to Record Your Travel Itinerary

In order to activate OSSMA services, please record your travel itinerary and overseas address information before leaving Japan. One itinerary may contain several flights if transit is required. Please create one itinerary for each one-way journey.

1. Editing Out-bound Itinerary

STEP 1 Click on the → 新しい旅程を追加 button to add.



STEP 2

Date and Destination

Enter departure date and time, place of departure, arrival date and time, and place of arrival in the

『**出発日時** (date of departure),
出発地 (departing from),
到着日時 (date of arrival)
and **到着地** (destination)』 fields.

*Note that **destination** means the location of the university you will be attending and **not** your flight destination. You will enter your flight destination in the fields below.*



Please confirm that the ☒ 留学先 check box on 『到着地』 is checked.

Please confirm that the ☒ 利用する check box on 『航空便の利用』 is checked and enter your flight information in the **Flight Information** fields.

利用する航空便

出発 : 国 州 空港 西暦 年 月 日 時ごろ出発

到着 : 国 州 空港 西暦 年 月 日 時ごろ到着

便名 : 便

● 乗り継ぎ便 ①

出発 : 国 州 空港 西暦 年 月 日 時ごろ出発

到着 : 国

If the state or city of arrival is not shown, enter your flight number and select the state and city that is closest.

Flight number field 『便』 : Enter **number** only.

Example

- Correct: 001
- Incorrect: JL001

※ If the airline carrier is not shown, please select another carrier in the same country and contact OSSMA office.

If you will be transiting to another flight, please enter connecting flight information at 『乗り継ぎ便』.

Note: Even though items are in red, you can skip this field if you will not transit.

Contact Information

電子メール1: E-mail address (computer)

携帯電話番号: Mobile phone number that will pick up overseas.

※ Costs to receive text messages or calls by mobile phone may be higher overseas.

電子メール2: E-mail address, mobile phone that will receive messages overseas.

滞在中の連絡方法 (安否確認メール受信先)

電子メールと携帯電話をお持ちの方は両方入力してください。片方しかお持ちでない方は、いずれかのお持ちの方を入力してください。

電子メール1 :

携帯電話番号 :

※現地で着信可能な携帯電話番号を入力してください。

電子メール2 :

※現地にて受信できる携帯メールアドレスを入力してください。

Accommodations

- If you are staying with a host family, please enter the host family's name.
- Enter phone numbers and postal codes without dashes.
- Enter name and address using the Roman alphabet.

滞在先情報 (宿舎、ホームステイ先、旅行の場合はホテル名など)

以下の項目はアルファベットで入力してください。

名称もしくは : お名前

※宿泊施設等の場合は名称を、個人宅等の場合はお名前を入力してください。

電話番号 :

国 :

郵便番号 :

住所 :

If you are not able to supply all of the requested information prior to departure, as for example, host family or accommodations information, please enter 『000』.

※ Unless you enter this information, your itinerary can not be saved.

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School Information

- Enter name of the department you will take.
 - Enter phone number and zip code without dashes.
- ※Please enter the above information using the Roman alphabet.

Emergency Contact (overseas)

Enter the name of an emergency contact person overseas. Contact person should be an accommodation manager, a tutor, or a host family member.

- Items in red are essential.
- Enter phone numbers and postal codes without dashes.
- Enter information using the Roman alphabet.

Reporting your plan

Check 報告 ☒ する if you wish to have this information reported to your university in Japan.

電話番号 :

国 :

郵便番号 :

住所 :

旅行計画としてモニターEA大学へ報告 ☒ する ☐ しない

保存する場合は入力内容をよくご確認の上、右のボタンをクリックしてください。 **上記の内容を保存する**

STEP 3

Please confirm that the information you entered is correct and then click on the **上記の内容を保存する** button to save.



Completing Entry of Out-bound Itinerary.

- Click the **→編集** button to edit your schedule.
- Click the **×削除** button to delete your schedule.

Upon completion of your itinerary, a message like the one below will be displayed.

The screenshot shows the OSSMA website interface. At the top, there is a navigation bar with the OSSMA logo, a 'Log out' button, and a user greeting: 'ようこそ EAJ 太郎さん! 所属: モニター-EAJ大学'. Below this is a secondary navigation bar with links: 'Top', 'Guest', 'Account', 'Style', 'Help', and a phone number '+81-3-3811-8286' with the text 'OSSMA専用ヘルプライン'.

A message box at the top left, circled in red, contains the text: '旅程を登録しました。' (Itinerary registered).

The main content area is divided into two columns. The left column, titled 'Status', shows the user's name 'EAJ 太郎さん', current location '東京' (Tokyo), and current time '2011/2/23 Wed 12:29'. It also mentions '50件の新着ヘッドラインがあります' (50 new headlines) and displays a calendar for February 2011. The right column, titled 'Itinerary', shows a list of itineraries. The first itinerary is 'Tokyo → Toronto' for the period '2011/3/1~'. It includes details: '3月1日 航空便で移動' (March 1st, travel by air), '16:00発 Tokyo (Narita) → Toronto (Pearson Intl Airport) 行き [AC001便]' (16:00 departure). There are buttons for '編集' (Edit) and '削除' (Delete). Below this, there is a section for 'Toronto 2011/3/1~' with contact information: '連絡先: help_ossma@emergency.co.jp', '滞在先: 000, Canada', '留学先: AEO大学', and '緊急時: 000'.

If there are errors in your entry, then an error message will be displayed. Please re-enter your information.

Example

This screenshot shows the OSSMA website interface with an error message. The navigation bar is identical to the previous screenshot. The message box, circled in red, contains the text: '▲ 利用する航空便の便名(番号)を正しく入力してください。' (Please enter the flight name (number) correctly).

The main content area shows the 'Itinerary' tab selected. The error message is displayed at the top of the itinerary list.

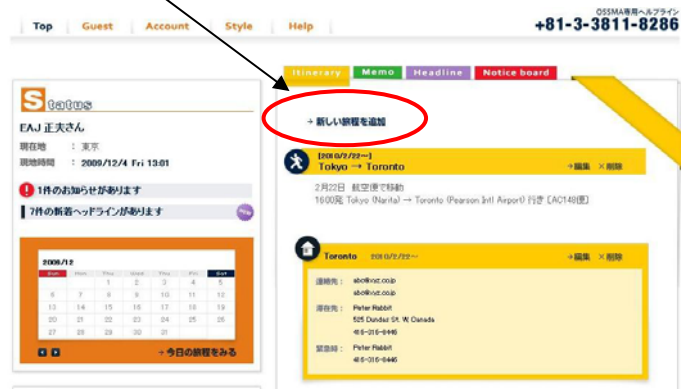
- Click the **→編集** button to edit your schedule.
- Click the **×削除** button to delete your schedule.

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2. Entering Return Itinerary

Enter a new itinerary when your return date to Japan is fixed.

STEP 1 Click the → **新しい旅程を追加** button in the 『Itinerary』section on the OSSMA LOCATOR top page.



STEP 2

Itinerary item

この色の項目は必須入力です。

移動の日時と到着地

Date of departure: 出発日時 : 西暦 2010 年 3 月 22 日 午後3 時ごろ出発

Departing from: 出発地 : Toronto Ontario Canada

Date of departure: 到着日時 : 西暦 2010 年 3 月 23 日 午後4 時ごろ到着

Destination: 到着地 : ☐ 留学先 ☐ 旅行先 ☒ Tokyo(自宅へ帰る)

By airplane (yes/no): 航空便の利用 : ☒ 利用する ☐ 利用しない

Enter date and hour of departure, date and hour of arrival, place of arrival, and flight information in the 『移動の日時と到着地』 field.

※ Place of arrival is automatically set as the place of your departure from Japan.

STEP 3

Please confirm that the information you have entered is correct and then click on the **上記の内容を保存する** button to save.

上記の内容を保存する



You have completed the entry of your return itinerary.

3. Entering Vacation Trip Information

Example: You are planning a trip to London and France from Canada (Toronto) during your winter holidays.

* Please note that an email request for Safety Confirmation is NOT sent when you are in travel.

STEP 1 Click the → 新しい旅程を追加 button on the OSSMA LOCATOR top page to start.

STEP 2

 **Itinerary item**

この色の項目は必須入力です。

移動の日時と到着地

出発日時 : 西暦 2010 年 3 月 1 日 午前9 時ごろ出発

出発地 : Canada, Ontario, Toronto

到着日時 : 西暦 2010 年 3 月 1 日 午後9 時ごろ到着

到着地 : ☐ 留学先 ☒ 旅行先 ☐ Tokyo(自宅へ帰る)

国 : United Kingdom

都市 : London

※到着地が選択されていない場合は、同じ国・州の最寄の都市を選んでください。

航空便の利用 : ☒ 利用する ☐ 利用しない

利用する航空便

出発 : 国 : Canada 州 : Ontario 空港 : Toronto (Pearson Intl Airport) 西暦 2010 年 3 月 1 日 午前9 時ごろ出発

到着 : 国 : United Kingdom 空港 : London (Heathrow) 西暦 2010 年 3 月 1 日 午後9 時ごろ到着

便名 : AC - エアカナダ AC86E 便

Enter date and time of departure, date and time of arrival, place of arrival, and flight information.

Check  and enter destination information.

Each OSSMA LOCATOR itinerary is for “one way” travel only. If you are going to make a round trip, as in this case, you need to enter 3 itineraries.

Toronto to London ⇒ 1 itinerary

London to France ⇒ 1 itinerary

France to Toronto ⇒ 1 itinerary

STEP 3

Please confirm that the information you have entered is correct and then click on the

上記の内容を保存する button to save.



You have completed the entry of your vacation trip itinerary.

※ Please enter return trip information as well.

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■ Create Accounts for Guest Users

About Guest Accounts

You can allow members of your family and friends to enter OSSMA LOCATOR as guests. Guest users will be able to see your itineraries and safety monitoring reports, and to communicate with you directly through “Memo”.

Guest account page

Click on the **Guest** button to start.

Top **Guest** Account Style Help

OSSMA専用ヘルプライン
+81-3-3811-8286

ゲストを検索しました。

ゲストの検索

会員のご家族などをゲストとしてOSSMA LOCATORに登録することができます。
ゲストはOSSMA LOCATORのUSERIDとパスワードが発行されますので、ログインすることでいつでも会員の旅程や安否状況を閲覧することができます。
なお、ゲストが閲覧できるエリアは会員のトップページのみです。登録情報にはアクセスできません

① **新しいゲストを登録する** 新しいゲストを登録する場合は、左のボタンをクリックしてください。

②

検索条件

→ 検索条件パネルを隠す

USER ID :

氏名もしくは名称 :

電子メール :

上記の内容に一致するゲストを検索します(一部の入力でも可)。検索したい項目を入力後、右のボタンをクリックしてください。

ゲストを検索する

③

ゲストを検索しました

USER ID	氏名もしくは名称	電子メール	
geajhanako55	EAJ 花子	xxx@xxx.co.jp	→ 編集 × 削除

- ① To give your family members and friends access to OSSMA LOCATOR, click on the **新しいゲストを登録する** button and enter guest information.

*The guest use ID always starts from “g”. The ID must be more than 5 letters up to 17 letters.

- ② You will see the information you have entered for your friends and family members as guests displayed here.

- ③ You will see the complete list of guests you have entered in the Guest List field. This field is also used to edit or delete guest accounts.

Registering Guests

STEP 1 Click on the **新しいゲストを登録する** button to enter guest information.

ゲストの検索

会員のご家族などをゲストとしてOSSMA LOCATORに登録することができます。
 ゲストはOSSMA LOCATORのUSERIDとパスワードが発行されますので、ログインすることでも会員の旅程や安否状況を閲覧することができます。
 なお、ゲストが閲覧できるエリアは会員のトップページのみです。登録情報にはアクセスできません。

新しいゲストを登録する 新しいゲストを登録する場合は、左のボタンをクリックしてください。

[検索条件](#) → [検索条件/パネルを開く](#)

※検索条件/パネルは非表示になっています。右方のアイコンで表示できます。

STEP 2 Enter basic guest information.

ゲスト基本情報

この色の項目は必須入力です。

① **USER ID** :
 ※USER IDは5文字以上17文字以下の英数字で、一文字目は“e”に固定です。

② **ゲスト名** :

③ **パスワード** :
 ※パスワードは4文字以上の任意の文字で、大文字・小文字を区別します。
 ※現在のパスワードは表示しません。この欄は変更する場合にのみ入力してください。

電子メール :

④ **利用場所** : 国 都市
 ※この情報は時差の計算に使用します。利用場所が選択肢にない場合は、同じ国・州の最寄の都市を選んでください。

① To give your family members and friends access to OSSMA LOCATOR, click on the button and enter guest information.

② Enter guest name (full name or nick name).

③ Password must be 4 or more characters and contain letters and numbers.
 The OSSMA LOCATOR system discriminates between upper and lower case.

④ Select the guest's country and city of residence. This information is used to calculate time differences. If the guest's city of residence is not shown, select a city close by.

STEP 3 Click on the **上記の内容で保存する** button to save.

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Confirm Saved Information

To edit guest account

Click on the  button and edit information.


Please inform each guest of the Guest User ID and password that you have selected for them.
Your guests can access your top page and itinerary using their Guest User ID and password.

OSSMA LOCATOR URL: <<https://ossma.eaj.ne.jp>>







You have completed the Guest Account setup.

To delete guest account

Click on the  button to delete a guest account.

What can the guest user do?

See the member's itineraries.	Click the  button.
Read member's memos (but only if it the memo is checked as Public), Write memos to be read by member.	Click the  button.
See safety alert headlines from the Japanese Ministry of Foreign Affairs.	Click the  button
See messages from OSSMA and member's university.	Click the  button.

About MEMO

You can communicate with your family and friends through this feature and also utilize it for your own purposes (such as keeping memos, a diary, or a record of your study abroad).

Top page

① Please write in the column here.

② Historical MEMO content is displayed here.

Write in

After you create new message, please check 「公開(Public)」 or 「非公開(Private)」.

Click on the **書き込む** button to save.
※Please note that you cannot edit your memo after saving.

Public / Private

See the difference between 『Public』 and 『Private』 below.

Writer	Public / Private	Reading Authority	
Member	(「公開」):Public	Member ○	Guest user ○
	(「非公開」):Private	Member ○	Guest user ×
Guest user	(「公開」):Public	Member ○	Guest user ○
	(「非公開」):Private	Member ×	Guest user ○

※Neither university staff nor OSSMA Staff can read any messages regardless of whether public or private.

Comment Regarding MEMO

Members and guest users can comment on MEMO entries that are checked as **Public**.

Please click on the memo entry on which you want to comment on the MEMO top page.



Please write in your comment and click on the **書き込む** button.

Your comment will be displayed here.



Click on the **× 削除** button to delete your comment.

※ A notification message will appear on the OSSMA LOCATOR top page when you receive a new comment. Note however that notifications are not updated while you are logged in.

■ Safety Confirmation Service

OSSMA will conduct safety confirmations as follows:

1. Regular email confirmation

OSSMA will contact you periodically at the email address you have provided in the OSSMA LOCATOR and request confirmation that you are safe, well, and actively participating in student life.

2. Emergency email confirmation

Furthermore, in the occurrence of catastrophic events such as airline accidents or major disasters, OSSMA will contact students known to be living in or visiting the affected areas by email to request a reply in confirmation of their safety and wellbeing.

■ How to respond to email confirmation requests

- ① Click on the URL included in the email that you receive from us. This will take you to the personal identification number input (PIN) field. Please enter the four-digit PIN that you chose when setting up your account.

※ Your PIN is different from the password you use to login to OSSMA LOCATOR.

- ② Should our Request for Safety Confirmation email go unanswered, your university and OSSMA will be notified automatically. Someone from either the university or from OSSMA will then attempt to contact you directly.

※ In addition to telephone, email is an important method of emergency contact. Please respond promptly to email confirmation requests.

STEP 1 By clicking on the URL, you will automatically be taken to the safety confirmation page.

●●●● 大学からの安全確認メールです。

<Sample>

このメールを確認しましたら、下記リンクにアクセスして下さい。

<http://ossma.eaj.ne.jp/index.php?cmd=safeid&id=8285&key=146ae270890e63326d2150613c11da9b>

[緊急連絡(はOSSMA専用ヘルプラインへ) +81338118286]

* 月 日までにアクセスしない場合、安全不明者として捜索が開始されます。

*本メールは送信専用メールアドレスから送信しております。本メールに返信頂いてもお答えできませんのでご了承下さい。

[If you can not read this Japanese message, please see the English message below]

This message is from ●●●● 大学 to verify your safety.

PLEASE click the following URL

<http://ossma.eaj.ne.jp/index.php?cmd=safeid&id=8285&key=146ae270890e63326d2150613c11da9b>

←Please click this URL.

[Emergency Contact: OSSMA HELPLINE] +01030110200

If you don't access to this link by ●●●●, you will be recognised as missing person and we will go over your safety by searching.

WARNING

Please notify that this email address is only for transmission.

DO NOT reply to this email address.

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STEP 2 Please click on the  button.

OSSMA LOCATOR **<Sample>**

EAJ 太郎さんの安否を確認いたします。
Your Safety Status Confirmation

送信ボタンを押して、無事をお知らせください。

Send


緊急連絡はOSSMA専用ヘルプラインへ
Emergency Contact: OSSMA HELPLINE
[日本] [03-3811-8286](tel:03-3811-8286)
[海外] +81-338118286

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The message shown below should appear.
This indicates that you have completed the Safety Confirmation process.

OSSMA LOCATOR

無事が確認できました。
ご協力ありがとうございます。
We have received your safety status confirmation.
Thank you for your cooperation.

緊急連絡はOSSMA専用ヘルプラインへ
Emergency Contact: OSSMA HELPLINE
[日本] [03-3811-8286](tel:03-3811-8286)
[海外] +81-338118286

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Important Points Regarding Email Contact

- Safety Confirmation requests will be sent to the email address that you entered on the **Itinerary** page in OSSMA LOCATOR. Incorrect information may result in our inability to contact you, so please enter all of the appropriate details **accurately** each time that you travel, whether to or from Japan or while living abroad.
- The sender address for Safety Confirmation emails is: **safeid@ossma.eaj.ne.jp**
If your email application has a junk mail filter, please be sure that this address is added to your “safe senders” list.

Important Points Regarding Receipt of Email by Mobile Phone

- Note that the email address on your Japanese mobile phone cannot be used unless you have international roaming on your phone and are traveling within the international roaming service area. Also note that if your phone does not receive email overseas, then you are likely to receive multiple messages from us when you return to Japan.
- Request for Safety Confirmation emails will be sent in Japanese. Note that if you are using an overseas mobile phone, you will not be able to receive these emails unless your phone supports Japanese text.
- Some telephones will only display a limited number of characters, in which case you may not be able to receive our Request for Safety Confirmation emails in their entirety.
- Even if you are able to receive email on your mobile phone, unless you also have internet access on the phone, you will not be able to send safety confirmations via the web site.

About OSSMA Membership Card

When you enroll in OSSMA you will receive an OSSMA membership card.

Card Details

- You will be asked for your OSSMA membership number each time that you contact OSSMA to receive services. The OSSMA membership number is printed on the front side of the card. The USER ID for the OSSMA LOCATOR system is the same as the OSSMA membership number.
- Please carry your OSSMA membership card with you when you go out so that you can contact OSSMA at any time. The card also carries a message to local police and other third parties in the event that the cardholder is unconscious or otherwise unable to contact us.
- If you have lost your card, or if you became an OSSMA member after you leave Japan, please use the temporary card below and write the appropriate international toll-free number (see p. 24) on the back of the card before you travel.
- You will not forfeit your membership if you lose your OSSMA membership card. However, you will be asked for your membership number when you contact OSSMA to receive services, so please make note your number in addition to carrying your card.
- OSSMA membership card is only valid for access to OSSMA services. It will not be accepted as a form of identification by third parties.

OSSMA
<https://ossma.eaj.ne.jp>

Name

No.

ATTENTION
 MEDICAL PERSONNEL OR POLICE

This cardholder is entitled to EAJ emergency services.

Toll Free <input type="text"/>	or Call Collect +81-3-3811-8286
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■の滞在先のフリーダイヤルをご記入ください。
 ■フリーダイヤルが繋がらない場合や設定がない地域からは、コレクトコールでご連絡ください。

お問い合わせ: students@emergency.co.jp
 Emergency Assistance Japan Co., Ltd.

 Emergency Assistance Japan

OSSMA Customer Support Contact List

Concerning:	Contact:	Business Hours:	How to use:
OSSMA LOCATOR	students@emergency.co.jp	-----	Please tell us 1. Your name 2. Your school name in Japan 3. OSSMA membership number (or your student ID number)
emergency case; Need medical help, Loose valuable or essential items	<p><u>OSSMA HELPLINE</u> (24HRS/7DAYS)</p> <p>Members may call 24 hrs / 7 days using the OSSMA Toll-Free numbers listed on page 24. You may use either a World Free Phone or a Universal Free Phone number.</p> <p>If you are calling from a country other than those listed on page 24, or if you are otherwise unable to reach us, please call collect using the number below.</p> <p>+81-3-3811-8286 In Japan 03-3811-8286</p>	<p>24HRS/7DAYS</p> <p>*English-speaking Japanese will take your call</p>	Please tell us 1. Your name 2. Your school name in Japan 3. OSSMA membership number (or your student ID number) *If you are a relative or guardian of the member: 1. Member's name 2. Member's school name in Japan

<Note>

- ① Inquiries regarding the OSSMA LOCATOR system and its use (such as login, password, or usage questions) received outside of OSSMA office business hours will be responded to during the following business day.
- ② OSSMA services are limited to OSSMA members. When contacting us by email, please always include your OSSMA membership number in your email.
- ③ When contacting us by email, please explain your question or request fully.

OSSMA TOLL-FREE TELEPHONE NUMBERS

Once connected, you will first reach a recorded message in Japanese and English that asks you to enter your PIN. Please enter **39#**. Depending upon location, Universal Free Phone numbers may not be accessible from mobile phones or from public pay phones.

Country		Phone Number		
		World Free Phone	Universal Free Phone	Toll Free Forwarding
North America	U.S.A.	1-866-208-6226	011-800-3811-8286	1-800-324-2130
	Canada	1-866-783-6077		
South America	Argentina	0800-777-0054	00-800-3811-8286	-
	Mexico	-	-	01-800-099-0255
	Brazil	0800-761-0485	-	-
Europe	Ireland	-	-	1-800-550-730
	U.K.	0808-23-42837	00-800-3811-8286	0-800-680-0645
	Italy	800-8-74077		-
	Austria	0800-295677		-
	Netherlands	0800-022-3037		-
	Switzerland	0800-56-3681		-
	Sweden	020-795-530		-
	Spain	9009781-07		-
	Denmark	8088-0121		-
	Germany	0800-1-80-6778		0800-184-4963
	Norway	800-14418		-
	Hungary	06-800-16971		-
	France	0800-91-5172		0805-080270
	Belgium	0800-7-6465		-
	Portugal	800-8-81-137		-
	Finland	0080-9-196-90		-
	Russia	8-800-301-7443		-
	Indonesia	007803-81-1-0024	-	001-803-015-205-0075
	Korea(South)	00798-81-1-0752	002-800-3811-8286 001-800-3811-8286 008-800-3811-8286	080-808-0215
	Singapore	800-8110-750	001-800-3811-8286	-
	Thailand	001-800-81-10489		-
Asia	Hong Kong	800-90-8875		-
	Taiwan	00801-81-2713	00-800-3811-8286	-
	China (North Area)	10800-811-0781		-
	China (South Area)	10800-281-2640		-
	Philippines	1-8001-8110067		-
	Malaysia	1-800-81-4555		-
	Australia	1-800-099-018	0011-800-3811-8286	1-800-984-207
	New Zealand	0800-88-5002	00-800-3811-8286	0800-474012

※World Free Phone: China

North Area	Beijing, Tianjin, Heilongjiang, Jilin, Liaoning, Hebei, Shanxi, Shandong, Henan, Inner Mongolia
South Area	Shanghai, Chongqing, Jiangxi, Zhejiang, Anhui, Jiangxi, Fujian, Guangdong, Hubei, Hunan, Shanx, Guizhou, Gansu, Sichuan, Yunnan, Qinghai, Hainan, Ningxia, Guangxi, Xinjiang, Tibet

If you are calling from a country other than those listed above, or if you are otherwise unable to reach us, please call collect using the number below:

+81-3-3811-8286

OSSMA Service Limitations

◆ Eligibility for OSSMA service

OSSMA services are available only to OSSMA members.

◆ Duration of OSSMA service

Members are entitled to OSSMA services only while residing abroad and within the contract term.

※ OSSMA does not apply during temporary return to Japan.

◆ Force Majeure

OSSMA does not apply in circumstances of force majeure, including general strikes, transit strikes, acts of God, wars, civil strife, terrorism, mutinies, riots, curfews, quarantines, travel restrictions, or nuclear accidents.

◆ Privacy Policy

EAJ acts in strict accordance with protection of privacy of personal information laws as well as other applicable laws and ordinances. EAJ's use of personal information is strictly limited to the purpose of providing the services described in this manual.

◆ OSSMA Toll-free Telephone Numbers

While no international long distance charges apply to calls made using OSSMA international toll-free telephone numbers, you may be charged for facility fees (such as hotel fees) or other local calling charges. These charges are at member's expense and are not reimbursable by OSSMA.

Also, be forewarned that when using a Japanese mobile phone abroad, you will be charged an international roaming fee by your telephone service provider.

◆ Other

OSSMA is a membership service product. It is **NOT** a form of travel insurance and carries no insurance benefits. You will be responsible for all actual expenses such as medical expenses, translation/interpretation costs, medical evacuation and transportation costs, mental counseling fees, legal fees, etc. We strongly recommend that you buy travel insurance in addition to your OSSMA membership.

OSSMA TOLL- FREE LINE
24HRS / 7 DAYS



+81-3-3811-8286

Emergency Assistance Japan Co., Ltd.
OSSMA office

〒112-0002
1-21-14 Koishikawa, Bunkyo-ku, Tokyo, JAPAN
Tel: 03-3811-8310 FAX: 03-3811-8311
Email: students@emergency.co.jp
Business hour: 9:00~18:00 Mon. – Fri. (JAPAN TIME)

