

## Web application for Bicycle Permits Q&A

	No.	Q	A
About logging in	1	Faculty and staff who have UTokyo Account can log in to other sites, but cannot log in to the Web application for Bicycle Permits.	If you have not registered an email address in Personnel Information System, your request will not be authenticated. Please register your e-mail address using the Personnel Information System My Page or apply from "Those without UTokyo Account (Non-university personnel)".
	2	The registration and decision icons cannot be clicked on the login screen or the screen after logging in.	Your browser may not be supported. (e.g. Internet Explorer) The operating environment is as follows, so please try it in the following environment. <b>■Smartphones</b> OS: Android OS, iOS (Japanese version) Browser: Chrome, Safari <b>■PC</b> OS: Windows 10 (Japanese version) Browser: Chrome
	3	While entering the email address, 「メールアドレスの形式で入力してください」 is displayed. (Please type in using the form of an email address.)	The hyphen in the email address may be in the full-width character or a special character may be used.
	4	Error messages etc. other than the cases above, appear and it is not possible to proceed.	Please send a report using this form. <a href="https://forms.office.com/r/7NNecArZwz">https://forms.office.com/r/7NNecArZwz</a>
About applying for multiple bicycles	5	(University personnel) I would like to apply for multiple bicycle parking permission.	Only one bicycle per account may be registered using the system. If you wish to apply for multiple bicycles for purposes such as sharing a child's bicycle with a family or for commuting, commuting to school, or moving on campus, you will need to apply using a separate account (from "UTokyo Account Holders" and "Those without UTokyo Account", or using 2 different email addresses with "Those without UTokyo Account".) to apply. ※ In principle, it is one bicycle per person. If you are applying for a laboratory or on-campus department, please refer to "No. 7 About official bicycles." below.
	6	(Non-university personnel) I would like to apply for multiple bicycle parking permission.	On the system, One bicycle per one e-mail address. Please enter information from those who do not have a UTokyo Account in the web application and bring the one that can confirm the work to the Hongo campus to the Environment Group counter. It is also possible to bring it together. In that case, it is smooth if you prepare the applicant's name in the list. * Only site agents are allowed for construction personnel.
About official bicycles	7	About official bicycles.	Application should be made by the person in charge of the department and not from the web application. Please refer to this page. (UTokyo Portal. Limited to university personnel. ) <a href="https://univtokyo.sharepoint.com/sites/utokyportal/wiki/d/bicycle_and_bike_parking_permit.aspx#位置名称">https://univtokyo.sharepoint.com/sites/utokyportal/wiki/d/bicycle_and_bike_parking_permit.aspx#位置名称</a>
About reissuance	8	If I change my bicycle, do I need to apply again?	A new permit will be reissued. However, as the application cannot be made from the web, please bring the "New Crime Prevention Registration Number" and your "ID Card" and fill out the reissue application form at the Environmental Division counter so that a new permit seal can be reissued.
Others	9	I want to amend information on the application such as the security registration number of the bicycle.	Before the seal is issued... Please amend the information from the web application. After the seal is issued ... Please contact us using the form below. It will be corrected by the Environment Group. <a href="https://forms.office.com/r/5N6pFtrG5">https://forms.office.com/r/5N6pFtrG5</a>
	10	About "renewal of application".	Only for persons who have applied for the previous year's permit as a "UTokyo Account Holder". You can apply from 1st March. If you applied in the previous year using "Those without UTokyo Account", you will need to apply for a new application.
	11	Is it possible to renew my application if my status changes, such as changing from a student to a staff member?	If your UTokyo Account changes, you will not be able to use the "renewal of application". Please apply with your new UTokyo Account in the new academic year.
	12	What happens to the fee if a student applies from "Those without UTokyo Account"?	Please bring your student ID card as identification card to verify your identity at the Co-op or Environmental Group counter. We will correct the amount to JPY 1,000 on the system.
	13	The application does not progress when using a smartphone. I can't apply or display the QR code.	Please apply using a PC such as one in a laboratory and print out the QR code or bring a screenshot to the Co-op. Please also bring your ID just in case.
	14	Application does not proceed for other reasons.	Please send a report using this form. <a href="https://forms.office.com/r/7NNecArZwz">https://forms.office.com/r/7NNecArZwz</a>