



In-person support



Online / mail-based support

NEW



Call center / three-way
interpretation support



GETTING STARTED IN JAPAN

These are the
support services
offered by the ISC!

RESEARCHERS

Help with the application CoE	Assistance in submitting CoE application based on information registered on the university's web system.	
Arranging of Flight Tickets	Assistance in booking flight tickets for initial travel to Japan.	
Arranging of Accommodation & Transportation	Assistance in making hotel reservation and arrangement for domestic transportation in Japan.	
Guidance At Time of Arrival	Greet-and-guide transportation arrangements which includes meeting guests at the Sendai airport or train station and personally escorting them to their accommodations or our campuses. (public transportation is typically used)	
Help with Bureaucratic Registrations	Assistance with bureaucratic procedures at the ward office, such as residence registration, and the preparation of related documents.	
Help with Opening Bank Accounts	Assistance in preparing necessary documents required to open bank accounts and accompanying individuals to assist with registration as needed.	
Help with Mobile Phone and Wi-fi contracts.	Assistance in preparing necessary documents for mobile service and internet subscription and accompanying individuals to assist with registration as needed.	
Support with respect to Housing (Including University Housing)	Assistance with tenancy process, including liaising with real estate agents to find prospective units, accompanying individuals to house viewings, and supporting them with the tenancy contract. We also accept and offer support with university housing applications.	
Assistance with Utility Supply Set-up	Assistance with registration to initiate utility (electricity, gas, and water) supply in your home, and be in attendance as needed if any installation is required to start supply.	
Help with Purchasing/Renting Household Goods, etc.	Assistance in purchasing or renting daily necessities such as electrical appliances, furniture, and commuter passes (for going to the university or work) and accompany individuals to purchase goods if needed.	
Assistance with School/ Kindergarten Enrollment for Family Members	Support in documents preparation for school/kindergarten enrollment process and accompany individuals to assist with the enrollment process, if needed.	
Orientation	Held in spring and fall, orientation helps new arrivals get familiar with life in academia and available support services within the university.	
Support with Onboarding Health Screening	Assistance in accompanying researchers during the health screening process conducted at the beginning of their employment.	



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WHILE IN JAPAN

RESEARCHERS

Help with VISA related matters	Assistance with the application process for both the residence period extension and the change of residence status.	
Japanese Language Course	Providing information about Japanese language learning programs offered by Tohoku University and external organizations.	
NEW Interpretation Support	Interpretation support through tablet or similar device-based services are available to help with communication in daily life.	
Medical Visit Support	Various support for medical visits is available, such as finding clinics, making appointments, and offering 3-way tablet interpretation. In-person support is provided if no language-compatible clinic is found.	

LEAVING JAPAN

Arranging of Flight Tickets	Assistance with flight booking for those who are due to leave Japan.	
Arranging of Accommodation & Transportation	Assistance with hotel reservation and domestic transportation arrangement prior to departure.	
Help with Bureaucratic Registrations	Assistance in completing pre-departure bureaucratic procedures, such as move-out notification, and preparation of related documents.	
Help with Closing of Bank Accounts	Assistance with preparations of documents required to close bank accounts and accompanying individuals to complete the process as needed.	
Help with Termination of Mobile Phone and Wifi Contracts	Assistance in preparing necessary documents for the termination of mobile service and internet subscription and accompanying individuals to assist with the process as needed.	
Support with Tenancy Contract Termination	Assistance with tenancy contract termination process and be in attendance during the move-out inspection if required. We also aid with the procedures involved in moving out of university housing.	
Assistance with Cancellation of Utilities	Assistance with the termination utility (electricity, gas, and water) supply, and be in attendance on-site inspection is required upon termination.	
Assistance with Moving and Disposal of Goods	Assistance with moving process, including recommendations for moving companies and support with waste disposal and collection arrangements.	
Assistance with School/Childcare Disenrollment	Assistance with school/kindergarten disenrollment procedures, and accompanying individuals as needed to provide support in completing the disenrollment process.	



OTHERS

Consultation	We offer consultation and respond to various inquiries and consultations related to activities and daily life at the university, in coordination with each respective department.	
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