

≡Welcome≡



Part 1 Contents

- 01 Information about Tohoku University
- 02 Our Support Center
- 03 Life in Japan
- 04 Your Residence Status
- 05 Administrative Procedures

A photograph of a group of students in a library setting. A female student stands on the left, pointing at a laptop on a table. Three other students are seated around the table, looking at the laptop. The background shows bookshelves and a large window. The entire image is overlaid with a semi-transparent purple filter.

01

INFORMATION ABOUT TOHOKU UNIVERSITY

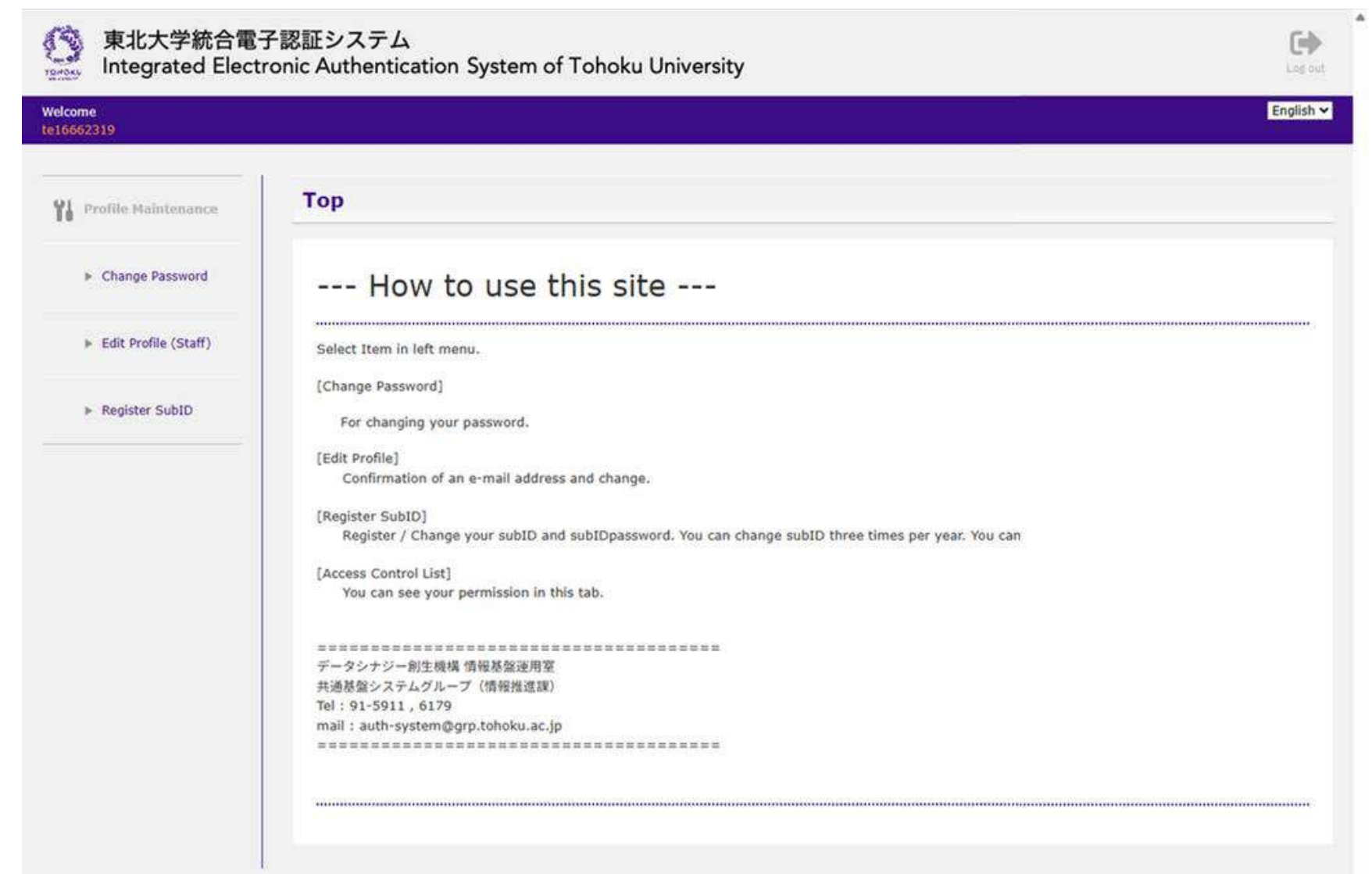
CAMPUS WIFI - EDUROAM

STEP 1

Log into the Integrated Electronic Authentication System using your TU ID & Password



<https://rp.auth.tohoku.ac.jp/webmtn/LoginServlet>



CAMPUS WIFI - EDUROAM

STEP 2

Set your Eduroam Sub-ID and Sub-ID password

TOHOKU UNIVERSITY 東北大学統合電子認証システム
Integrated Electronic Authentication System of Tohoku University

Welcome
te16662319

Profile Maintenance

- Change Password
- Edit Profile (Staff)
- Register SubID

Sub ID: satisekar (Can change)

Sub ID Password: (Can change)

Sub ID Password (confirm):

Changed count: 0 times

SubID Policy

Number of characters	5 to 10
Usable character types	alphabet, numeric, - (hyphen), _ (underscore), . (period)
Input condition	First character must be an alphabet. Can not use Tohokudai-ID and Student-ID. Can not use same string that was used in the past. Can not use string that was banned by the system.
Other Rules	You can delete SubID when you [SAVE] SubID and SubID Password in a blank if there is a change to the three times per year.

SubID Password Policy

Number of characters	8 to 16
Usable character types	alphabet, numeric, symbols
Unusable character types	space, multi-byte characters
Unusable characters	, (Comma) ; (Semicolon) " (Double quote) \ (Back slash) : (Colon)
Other Rules	Need at least one alphabet and one numeric character. Can not use same strings as Tohokudai-ID, SubID, e-mail address

CAMPUS WIFI - EDUROAM

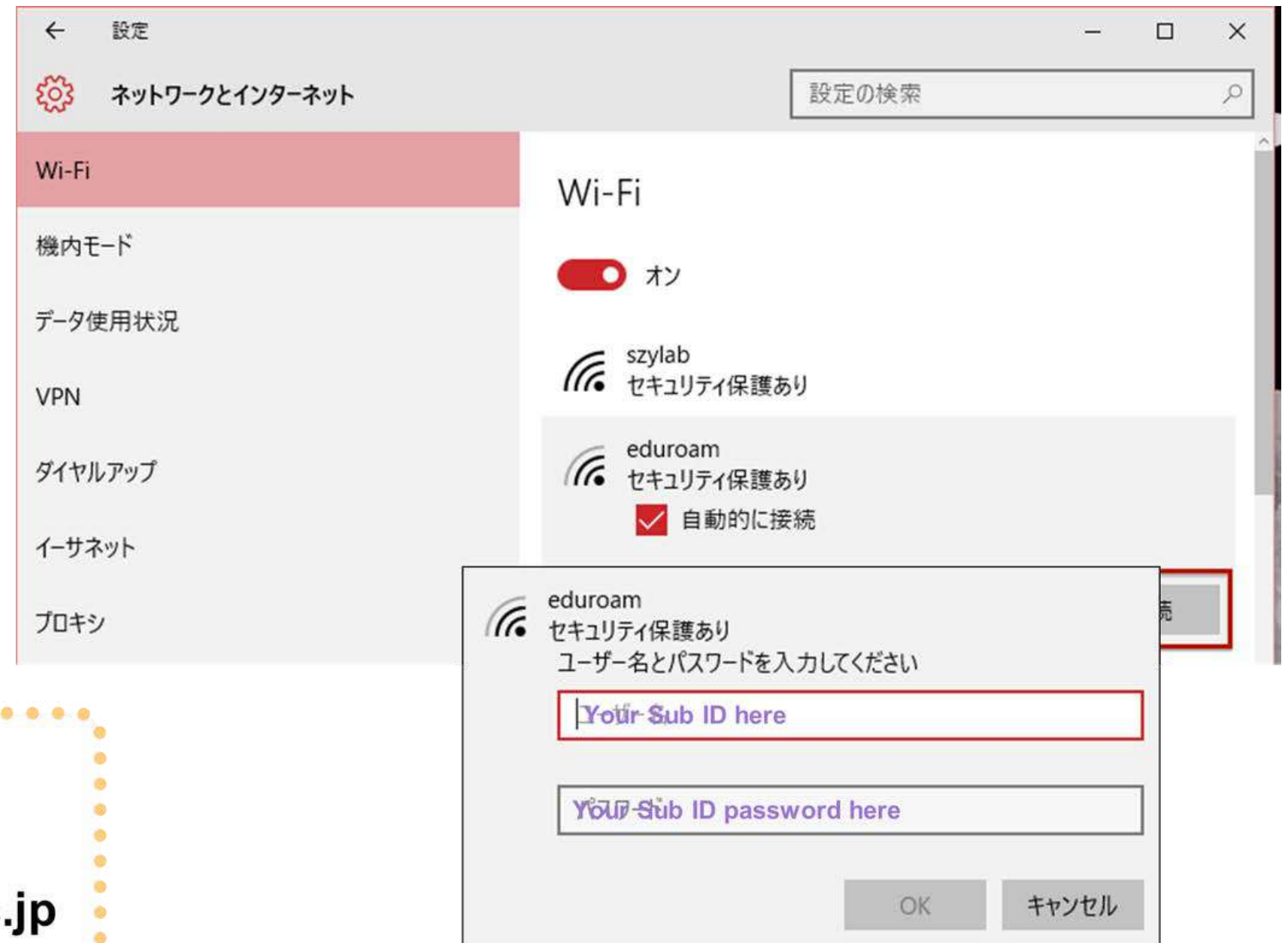
STEP 3

Log into the Eduroam network
using your Sub-ID and password

Use the following format for your Eduroam login ID:

Researchers/faculty members : **(Sub ID)@eduroam.tohoku.ac.jp**

Students : **(Sub ID)@student.tohoku.ac.jp**



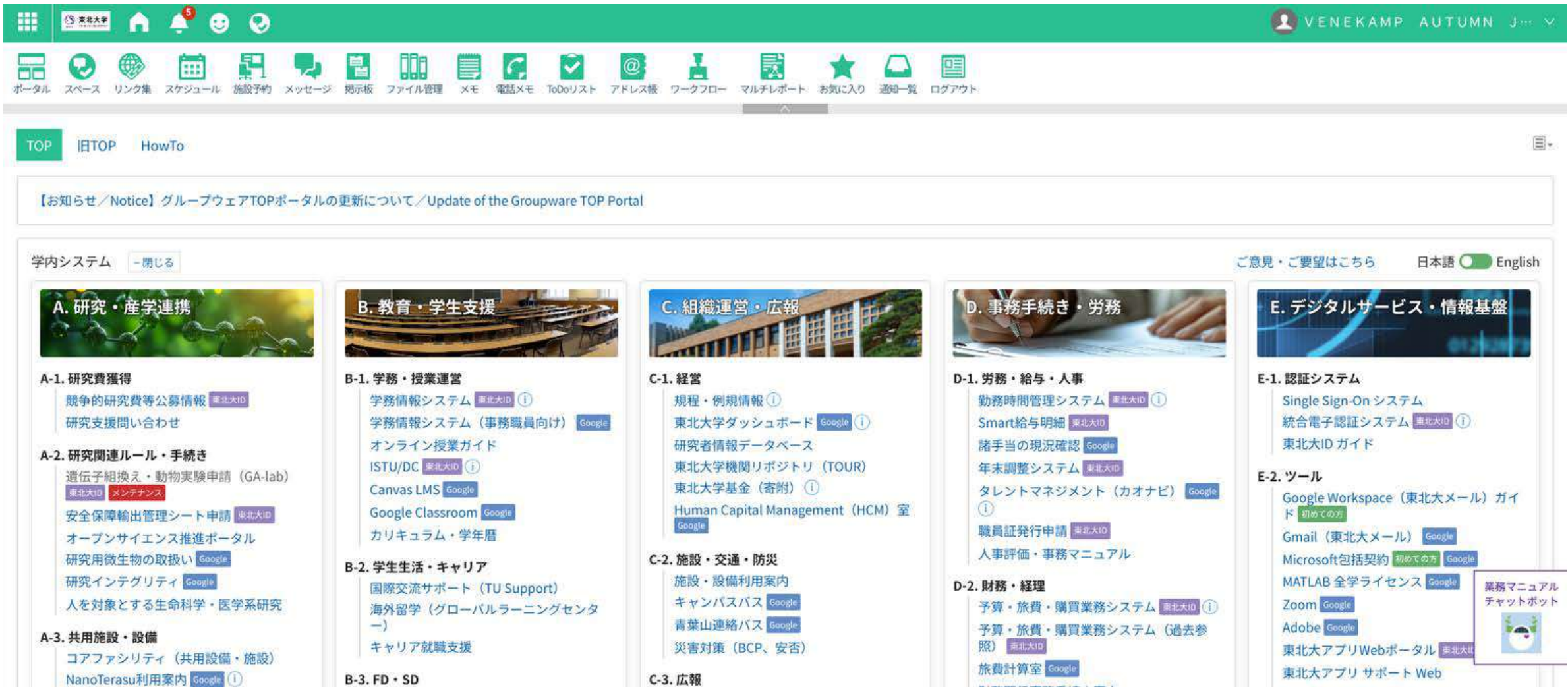
ACCESSING GROUPWARE

Groupware is an internal online platform used at Tohoku University to support daily administrative tasks and promote smooth information sharing within and across departments.

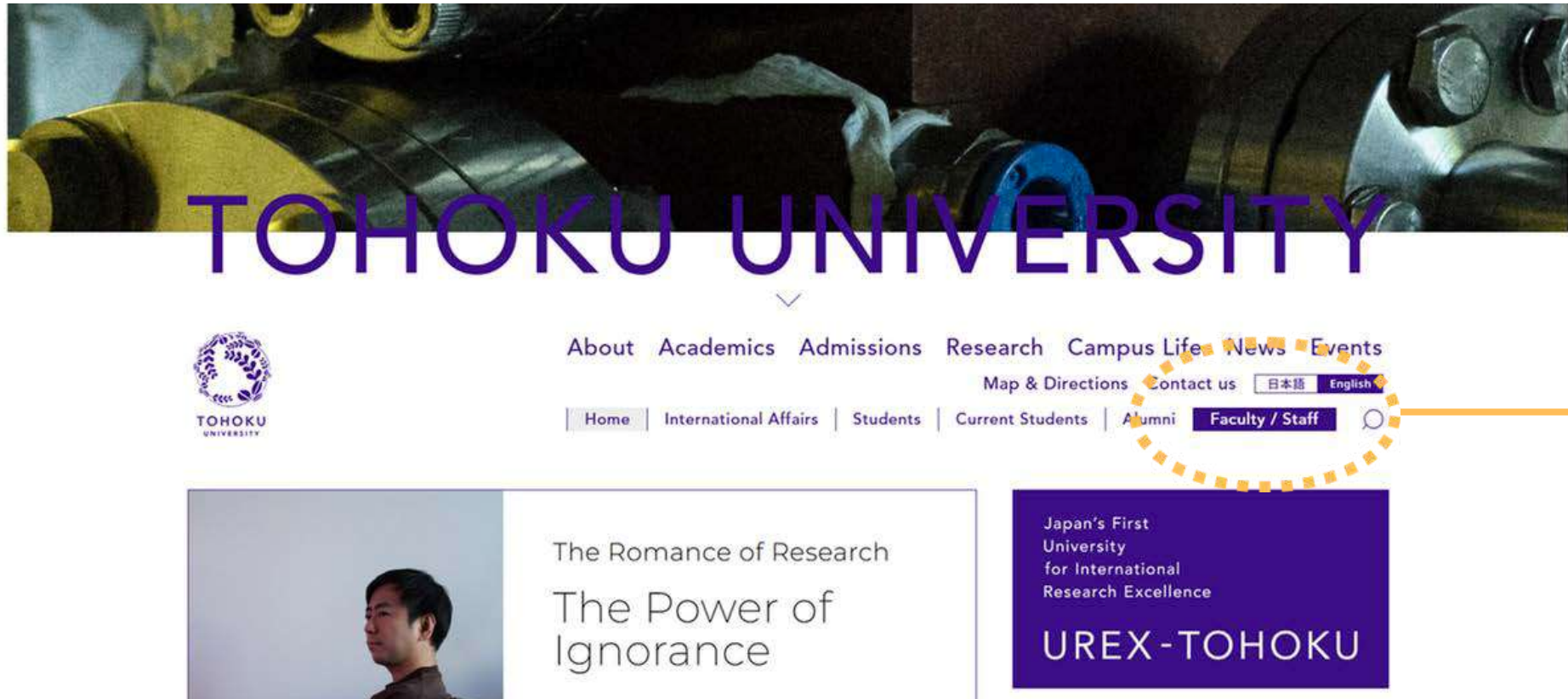
It allows faculty and staff to:

- View university-wide administrative notices
- Search internal contact information
- Reserve facilities
- Manage and share schedules across departments
- Access personal employment-related details (salary slips, TU ID, KPI management, etc.)

Note: The actual features available may vary by department. For internal use, please check with your department's Groupware representative.

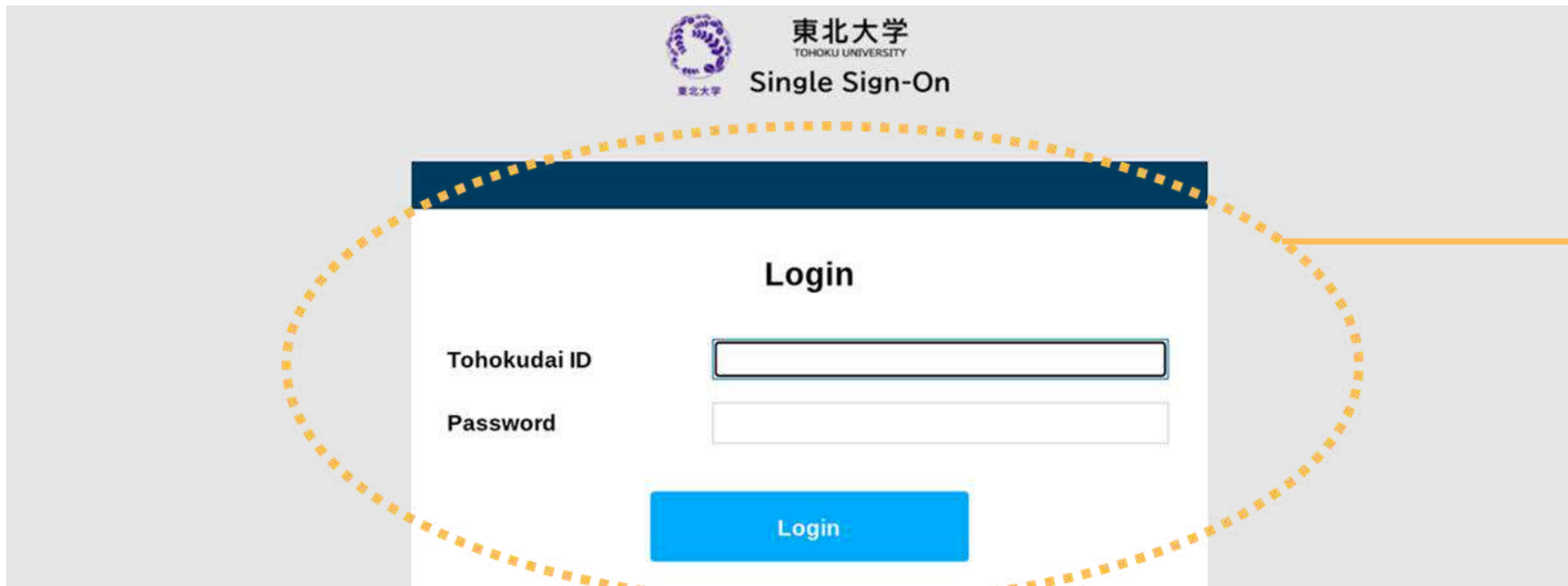


ACCESSING GROUPWARE



STEP 1

From the main page of the TU website, click on the **Faculty/Staff** tab

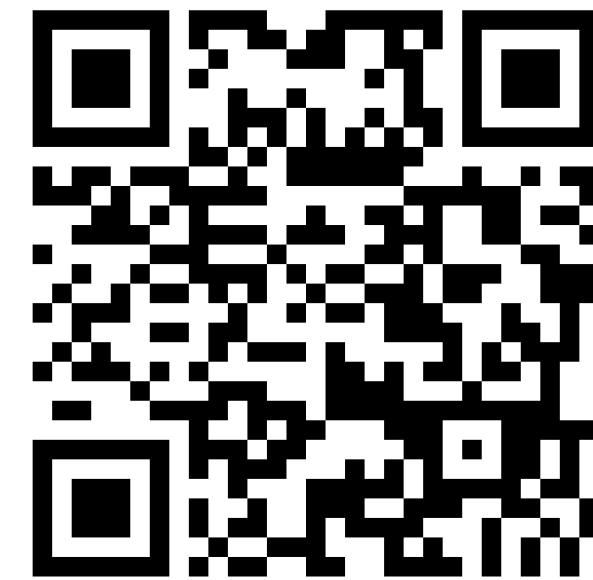
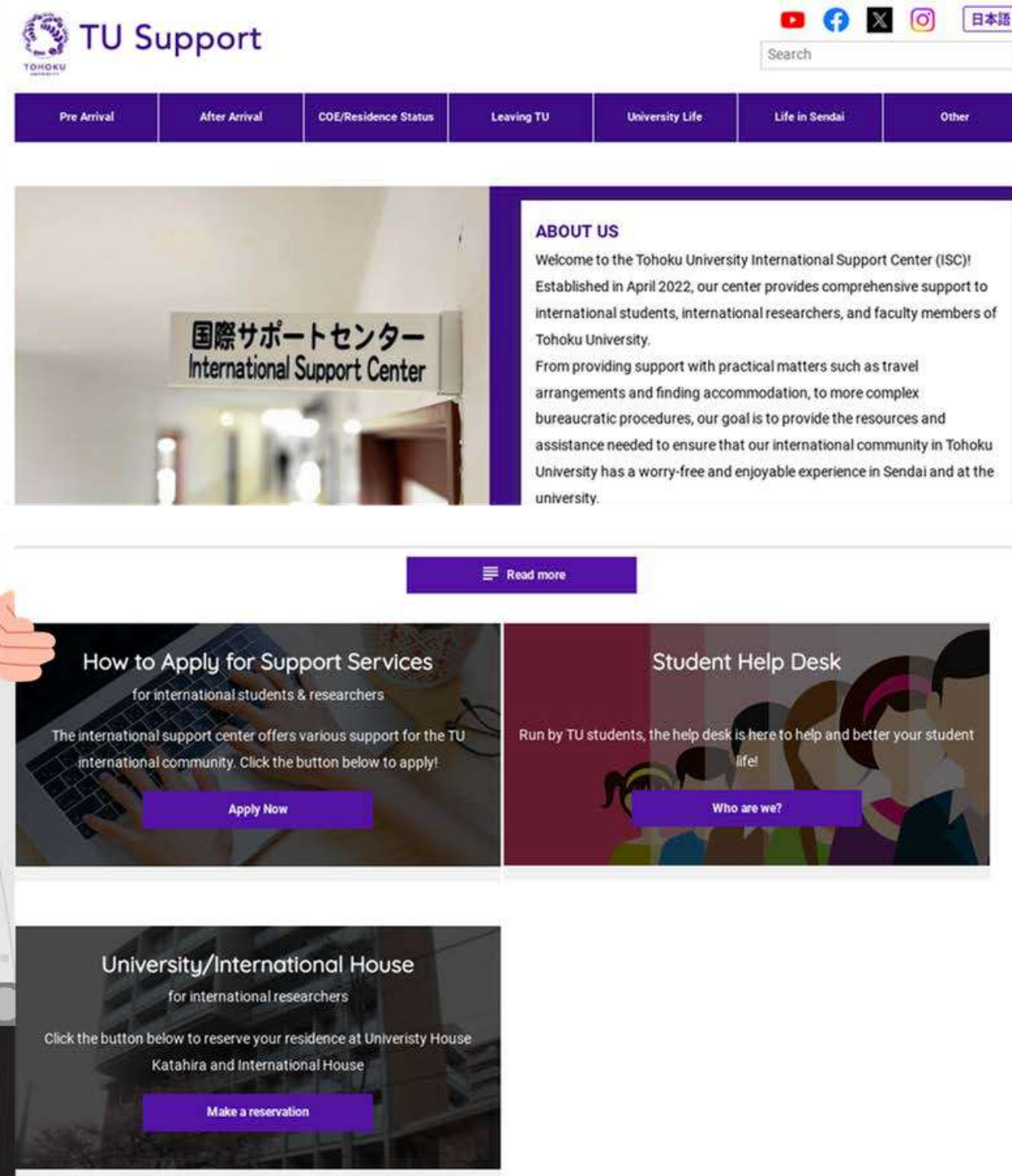




02

OUR SUPPORT CENTER

OUR SUPPORT CENTER



ISC CALL CENTER

↓ SCAN TO CALL! ↓



<https://tohokuuniversity.glickling.jp/>

We can assist with questions about daily life in Japan and phone interpretations!

Intended Users

Tohoku University's international students, international researchers (including visitors), and their family members

Scope of Support

- Three-way interpretation
- Consultations on daily life in Japan
- For example...

Use of public services	Housing contract support	Apartment and house hunting	Transportation-related support
Shopping	Information about daily life in Japan	Health-related support	Support for the enrollment of family members in schooling
Introduction of Japanese language classes	Information about Japanese culture and society	Administrative support	

Languages & Service Hours

Languages: Japanese, English (other languages as needed)

Service Hours: 8:30 AM – 6:00 PM (available all-year round)

ISC CALL CENTER

Take note of the following points before calling



Information required when calling

Before making a call, please prepare the following information:

- Your name
- Your acceptance status (student, researcher, etc.)
- Your host department
- Your employee/student ID number (if applicable)
- Your host professor's name

Important notes

- This is an internet-based call and will be on loudspeaker.
- For privacy and better audio quality, we recommend using headphones with a microphone.
- Please "allow" use of the microphone. You will not be able to make a call unless you allow it. If you selected "Do not allow" at the start, close the browser and access it again.
- Please close other audio apps, such as music and calling apps before making a call.
- We recommend using "Do not disturb" mode to avoid receiving incoming calls during a call.
- (For iPhone users) Please note that if you switch the screens during interpretation, the connection may be lost.
- If you are not connected via Wi-Fi (when using a computer, smartphone, or tablet), data charges may apply.

IN THE EVENT OF AN EMERGENCY

JAPAN IR&C SUPPORT CENTER

- Get help with daily life issues (e.g. accidents, emergencies, illness, hospital visits) in English, Chinese, and Japanese.
- **24/7 Toll-Free Hotline: 0120-119-075 (urgent)**
- **Email: CS-inb@i-rac.co.jp (non-urgent)**

※Must have valid insurance in Japan (e.g. NHI, MEXT, travel insurance).



CONTACT US

You can reach out through the following channels for any inquiries or support.



	S International Student Help Desk	R ISC International Researcher Support Section	S R ISC Call Center	S R Japan IR&C Support Center
Consultations Relating to Academics and Campus Life	✓	✓	—	—
Consultations Relating to Daily Life	✓	✓	✓	—
Emergency Support (Sickness, Injuries, and Accidents)	—	—	✓	✓
3-way Interpretation	In-person only, with prior reservation	In-person only, with prior reservation	✓	Emergency support only
Method of Contact	In-person E-mail	In-person E-mail • Jibun Page Phone	Phone (QuickLinQ)	Phone E-mail
Hours of Operation	Differs based on season (Please check IG or FB for current hours)	8:15 - 12:00; 13:00 - 17:15 (excluding Sat, Sun, and holidays)	Every day from 8:30 - 18:00 (JST) (Open all year round)	Open all year round 24/7
Supported Languages	English • Japanese Additional languages may be supported by staff	English • Japanese	English • Japanese	English • Japanese • Chinese

GROUP DISCUSSION:

**Have you experienced any culture shock since arriving in Japan?
If so, what was it?**



TRANSPORTATION ETIQUETTE

- Please stand behind the yellow line while waiting for the train or subway
- Please be quiet on public transportation and refrain from having loud conversations, playing music or videos out loud, and eating/drinking
- Please be aware of priority seats and give your seat to those who need it when necessary

Let's do our part to make the public transportation experience good for everyone!



COMMUTER PASSES

- Getting a commuter pass can be an economical way to commute to work or school
- You must apply for one every month and can do so at the Sendai Station service counter
- There are two types of commuter passes: student commuter passes and regular commuter passes
- Proof of enrollment in schooling is required to purchase student commuter passes



For more information, scan the QR code below to check out the TU Support page on commuter passes!

BICYCLE RULES

- Wearing a helmet when riding a bike is required in Japan
- Please do not ride your bike on the sidewalk unless there is a designated lane for bikes
- Some sidewalks may have specific colored sections meant for bikes
- Wearing headphones, listening to music, and using your phone while riding a bike is illegal
- ⚠️ Having any amount of alcohol in your system while riding a bike is illegal and is treated the same as drunk driving, if you are caught doing this, it will be marked as a conviction on your record
- Please don't use an umbrella while riding a bike – use a rain poncho or raincoat instead



BICYCLE RULES

- Starting from April 1, 2026, Sendai City will implement new, stricter rules and enforcement methods regarding bicycle usage
- “Blue Ticket” fines will be introduced and given out in the case of bicycle rule violations
- You may receive a Blue Ticket fine in the following cases:
 - Using your smartphone while riding 12,000 yen
 - Ignoring traffic signals 6,000 yen
 - Not following traffic lane rules 6,000 yen
 - Failing to stop at designated places 5,000 yen
 - Wearing headphones while riding 5,000 yen
 - Using an umbrella while riding 5,000 yen
 - Riding side-by-side or riding double 3,000 yen

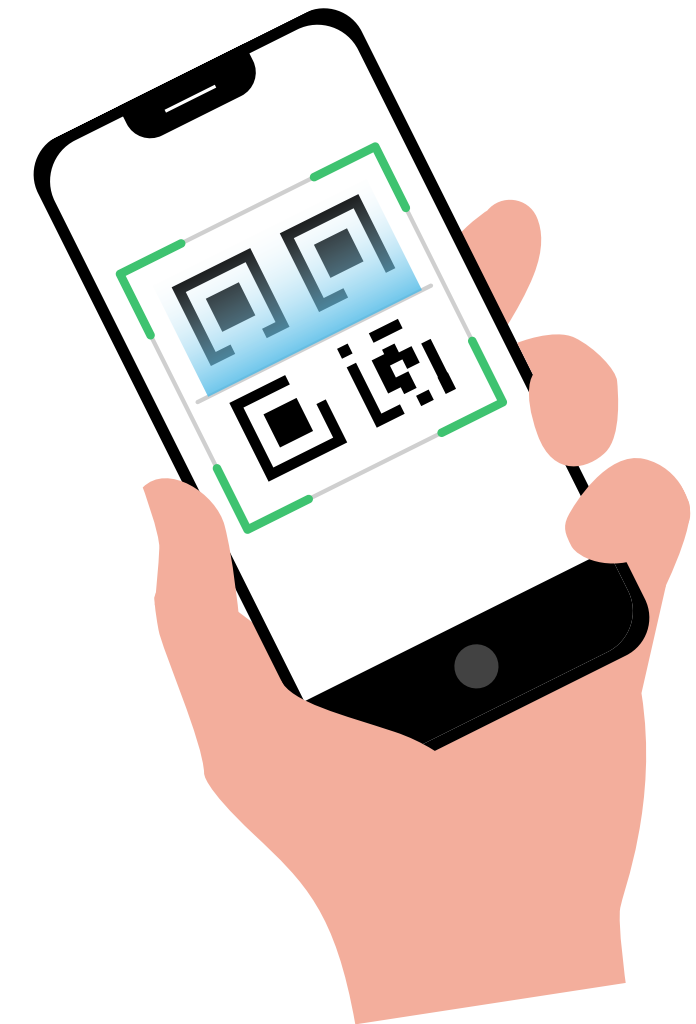
For more information, check out the Sendai City’s official website here (in Japanese) and the Miyagi International Association’s official website (in multiple languages).

SENDAI CITY WEBSITE



OTHER PAYMENT METHODS

- Foreign credit cards such as Visa and Mastercard are widely accepted in Japan
- Many places accept payment via IC Card
- Cashless payment apps where you pay via QR code such as PayPay/Rakupay etc are becoming more popular



HOUSEHOLD GARBAGE

- Includes garbage such as food scraps, old clothing, and small broken items
- Collected 2 times per week

Put your household garbage in this green garbage bag!



BULKY WASTE

- Includes large items such as furniture and appliances
- Must apply in advance to have items disposed (online or phone call
– Japanese only)
- Some items are not collected by the city

Purchase bulky waste stickers
from the convenience store
before disposing of your items!



PHARMACIES IN JAPAN

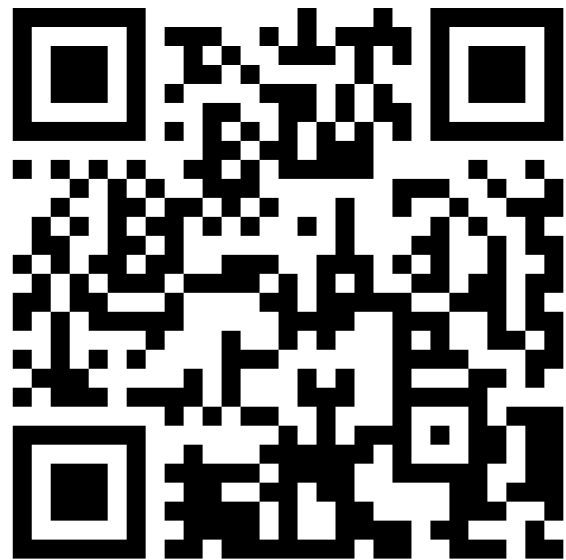
- Pharmacies are typically separate from doctor's offices
- If you were given a prescription by the doctor during your visit, you can exchange it at a pharmacy to get your medicine
- Pharmacies will often give new patients a book called a "kusuri techo" for prescription medicines which contains the patient's information as well as a record of any medicine they have been administered in the past
- As with clinics, 70% of the medical costs are deducted from the total cost of any prescription medicine, which is reflected in your final bill; payment is usually done in cash
- However, OTC medicine isn't covered by health insurance, and you will be required to pay full cost for it



NEED SUPPORT FINDING A HOSPITAL?



↓ SCAN TO CALL! ↓



<https://tohokuuniversity.qlickling.jp/>



We can assist with questions about daily life in Japan and phone interpretations!

Intended Users

Scope of Support

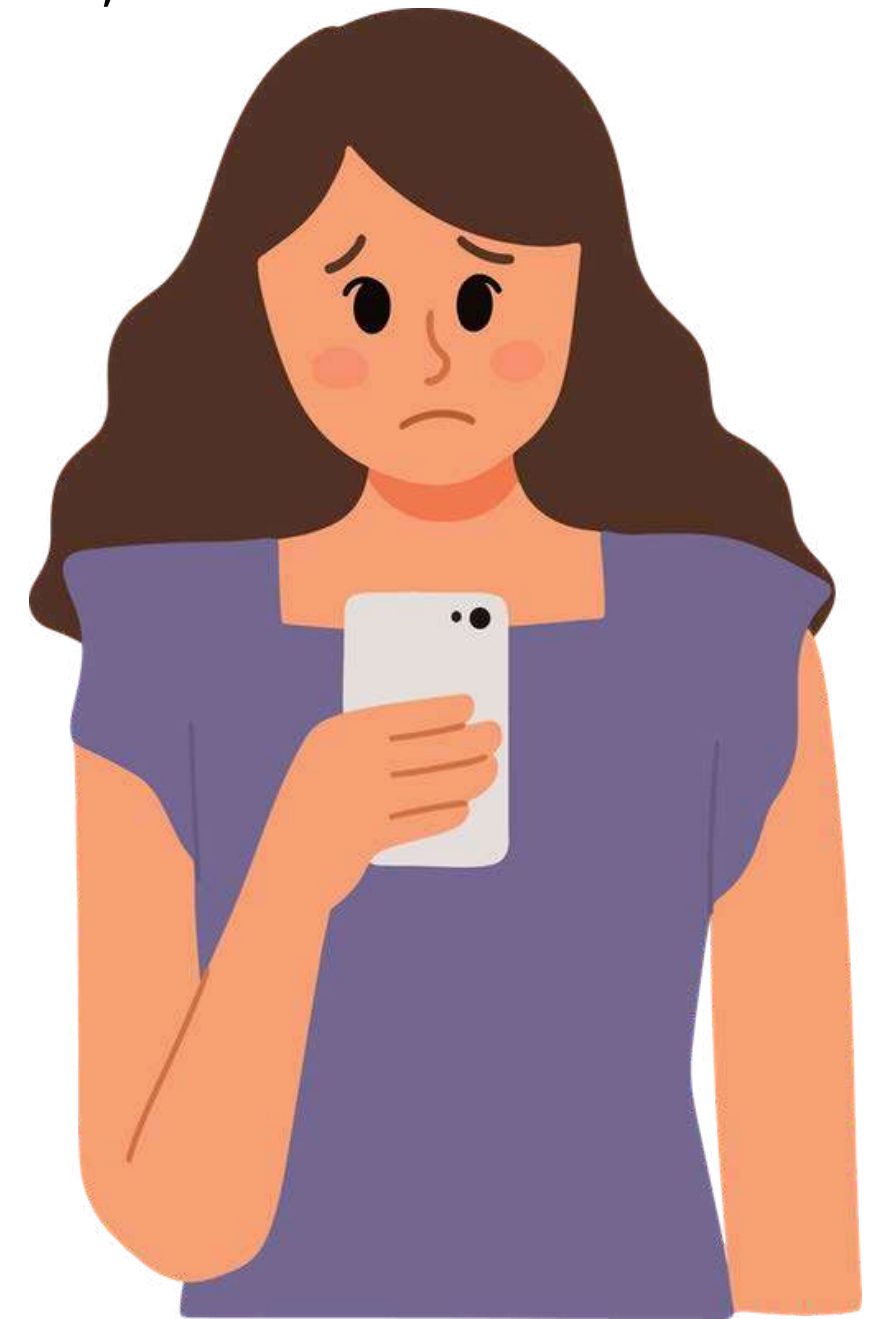
Languages & Service Hours

INBOUND EMERGENCY HOTLINE

JAPAN IR&C SUPPORT CENTER

- Get help with daily life issues (e.g. accidents, emergencies, illness, hospital visits) in English, Chinese, and Japanese.
- **24/7 Toll-Free Hotline: 0120-119-075 (urgent)**
- **Email: CS-inb@i-rac.co.jp (non-urgent)**

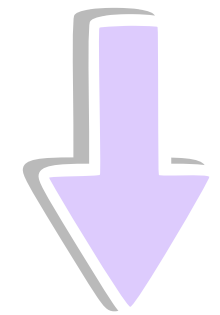
※Must have valid insurance in Japan (e.g. NHI, MEXT, travel insurance).



STATUS OF RESIDENCY

- A status of residency is required to stay in Japan for mid- to long-term residents
- Your status of residency determines what kinds of activities you can partake in while in Japan, **a change in residence status will be required if the nature of activity you will be conducting in Japan changes**
- You must apply to renew your residence card before your period of residency ends
- Renewal or change in status of residency is processed by your local Immigration Bureau branch office (Sendai Immigration Bureau)
- If you have unpaid taxes or premiums, you may not be able to renew your residence card

FOR MORE INFO



FOR MORE INFORMATION...

AS TAX, PENSION, AND HEALTH INSURANCE REQUIREMENTS MAY DIFFER ACCORDING TO YOUR SITUATION, FOR SPECIFIC INQUIRIES, YOU MAY CONTACT :

International Students

International Student Helpdesk or the TU Support Call Center

International Researchers

Your host department or
the TU Support Team via Jibun Page, Call Center or Contact Form / e-mail

Sendai City Contact Window

NHI/Pension

NHI/Pension section at your local ward office

Tax-related

</

