Online Lecture Manual

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1 Overview of Online Lecture

1 What is Online Lecture?

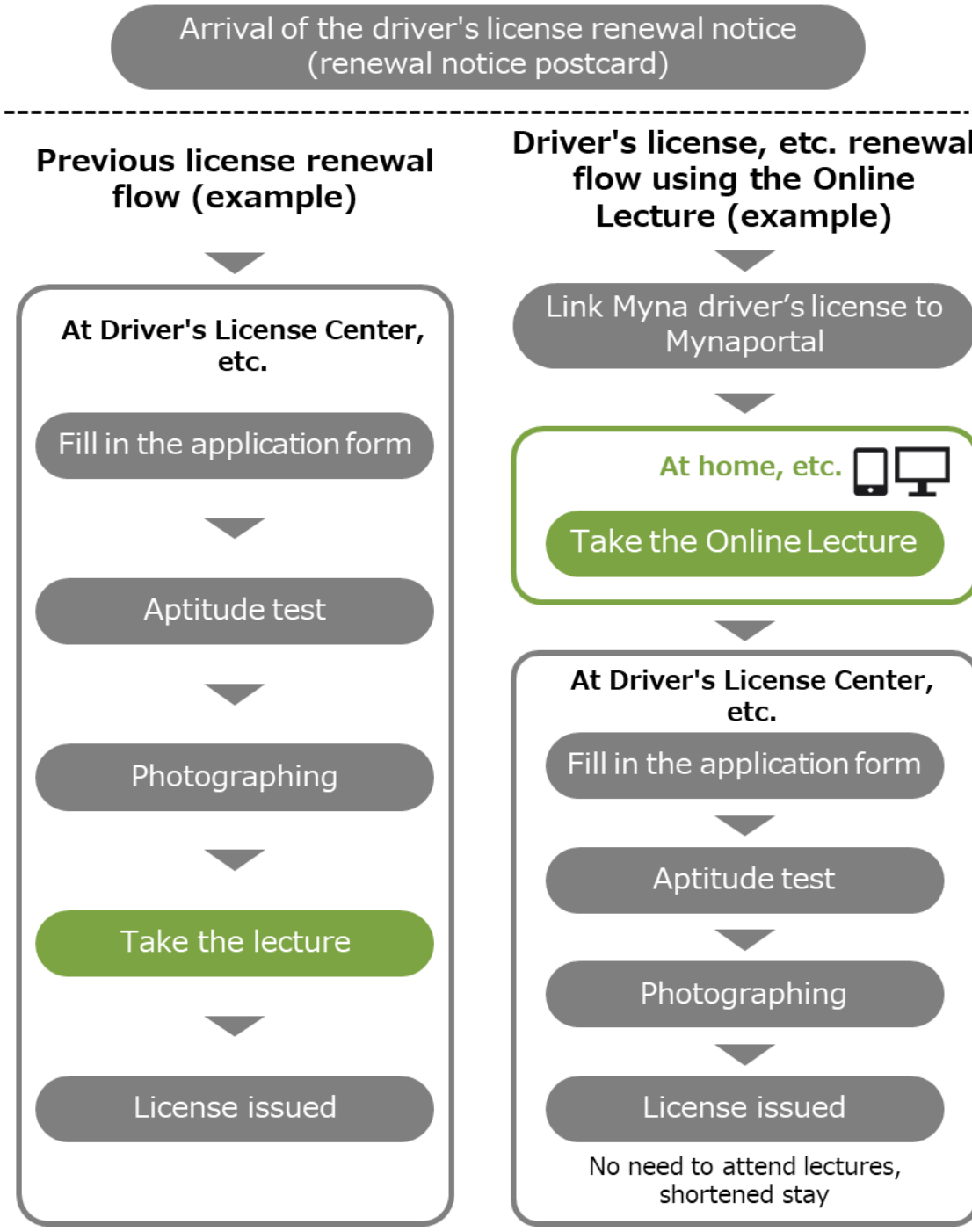
Online Lecture refers to the driver's license renewal lecture that can be taken whenever convenient from locations such as home, using a smartphone or PC, instead of attending one at the Driver's License Center or police station, etc.

Eligible attendees are those whose classification of lecture on the driver's license renewal notice (renewal notice postcard) is "**A driver with an exemplary record**" or "**A driver with a satisfactory record**."

Important

Taking the Online Lecture alone does not mean you have completed the renewal of your driver's license, etc.
Other renewal procedures (self-check test, photographing, etc.) for the driver's license, etc. must be completed at the Driver's License Center, etc., the same way as before.

The flow for renewing a driver's license, etc. using the Online Lecture is as follows.



Reference

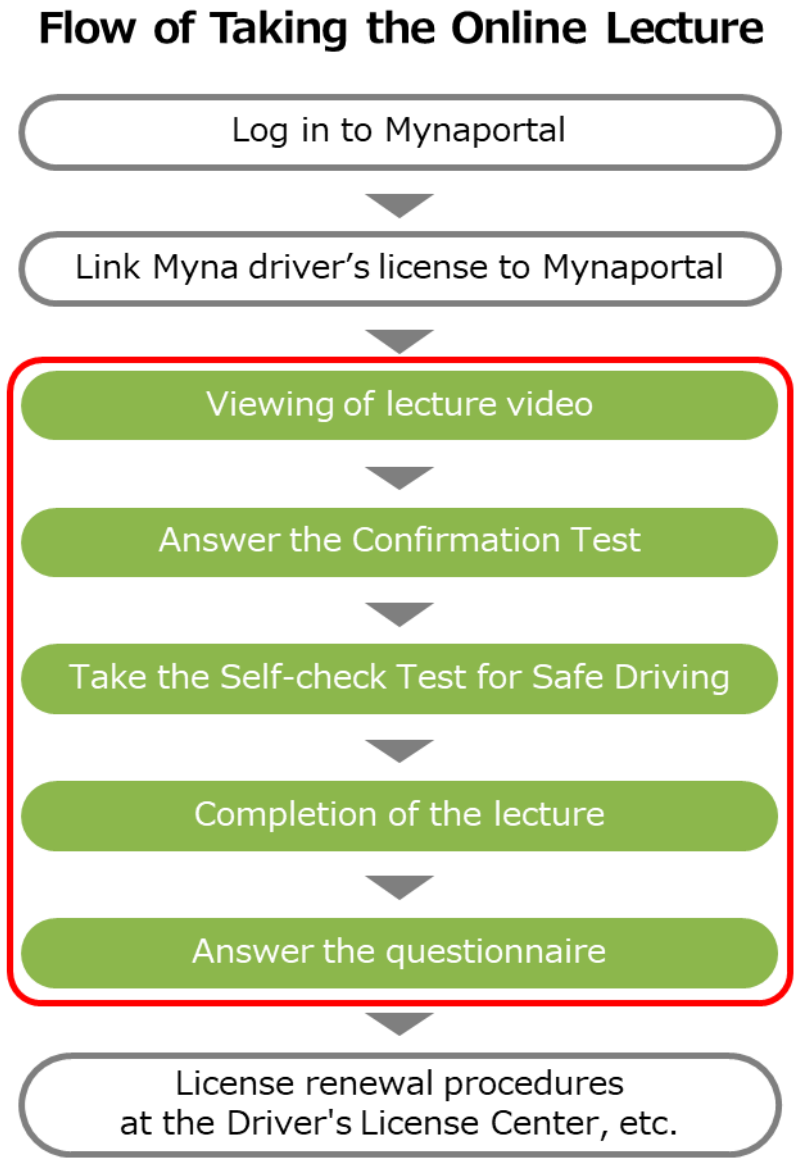
Linking Myna driver's license to Mynaportal is required only for the first renewal and is not required for the subsequent license renewals. For more information, please see the "Manual for using driver's license-related services through Mynaportal". The manual is only available in Japanese.

2 Flow of the Online Lecture

To take the Online Lecture, you must link your Myna driver's license to Mynaportal.

Please read "Manual for using driver's license-related services through Mynaportal" for operations on linking your license to Mynaportal. The manual is only available in Japanese.

Once the linkage between Mynaportal and Myna driver's license is completed, you can take the Online Lecture during the renewal period of the driver's license, etc.
This manual describes the operations in the area circled in red.



The above flow is an example for a driver with a satisfactory record.
For more information, see "Online Lecture Procedures" on p.9.

3 What You Need for the Online Lecture

To take the Online Lecture, you must prepare the following.

Smartphone or PC

●If using iOS

OS	iOS 15.0 or higher
Browser	Safari latest version Chrome latest version

●If using Android

OS	Android 11.0 or higher
Browser	Chrome latest version

●If using Windows

OS	Microsoft Windows 11 Microsoft Windows 10
Browser	Microsoft Chromium version Edge latest version Chrome latest version Firefox latest version

●If using Mac

OS	MacOS Sonoma (version 14.0 or higher) MacOS Ventura (version 13.0 or higher) MacOS Monterey (version 12.0 or higher)
Browser	Safari latest version Chrome latest version Firefox latest version

Webcam

If your smartphone or PC has a built-in camera, please use the built-in camera.
If your smartphone or PC does not have a built-in camera, you will need an externally connected webcam.

IC card reader

For PCs, please prepare an IC card reader compatible with your Individual Number Card.

Internet environment

Wi-Fi is recommended

Individual Number Card

Individual Number Card with driver's license information recorded (Myna driver's license)

Check the driver's license renewal notice (renewal notice postcard)

Check the classification of lecture on the driver's license renewal notice (renewal notice postcard).

Reference

You can check if your terminal or device is compatible with your Individual Number Card on Mynaportal.
Please check on the following websites.

- List of models compatible with Individual Number Card
  https://faq.myna.go.jp/faq/show/2587?category_id=10&site_domain=default
- IC card reader compatible with Individual Number Card
  https://www.jpki.go.jp/prepare/reader_writer.html
- Mynaportal operating environment
  https://img.myna.go.jp/html/dousakankyou.html

4 Notes on Taking the Online Lecture

- To confirm attendance, the system automatically takes a picture of the attendee's face during the lecture, and the system checks the identity of the attendee against the ID photo on the currently registered driver's license, etc. and checks that the attendee is not holding up a photo, etc., in front of the camera.
  Only in cases where the system fails to confirm the attendee's face, their facial image will be saved in the system, and the staff will confirm their attendance at the Driver's License Center, etc. when they are going through the procedures. Once the renewal procedures are complete, the facial image data will be deleted.
  Those who do not agree to be photographed or to have their facial images stored cannot take the lecture.

- Video playback will stop if the attendee's face is not within the picture-in-picture frame on the screen.

- If there is any violation, such as the Online Lecture being taken by someone other than the attendee, the attendee will not be considered to have taken the Online Lecture. These violations may also be punishable by law.

- If the attendance in the Online Lecture cannot be confirmed, the attendee may be required to attend the in-person lecture separately.

- Personal information collected through this system, such as the name of the attendee, will be managed in accordance with the laws and regulations concerning the protection of personal information. Please not that we do not collect or store individual numbers.

- If you are unable to take the Online Lecture due to system failure or other reasons, please take the in-person lecture at the Driver's License Center, etc.

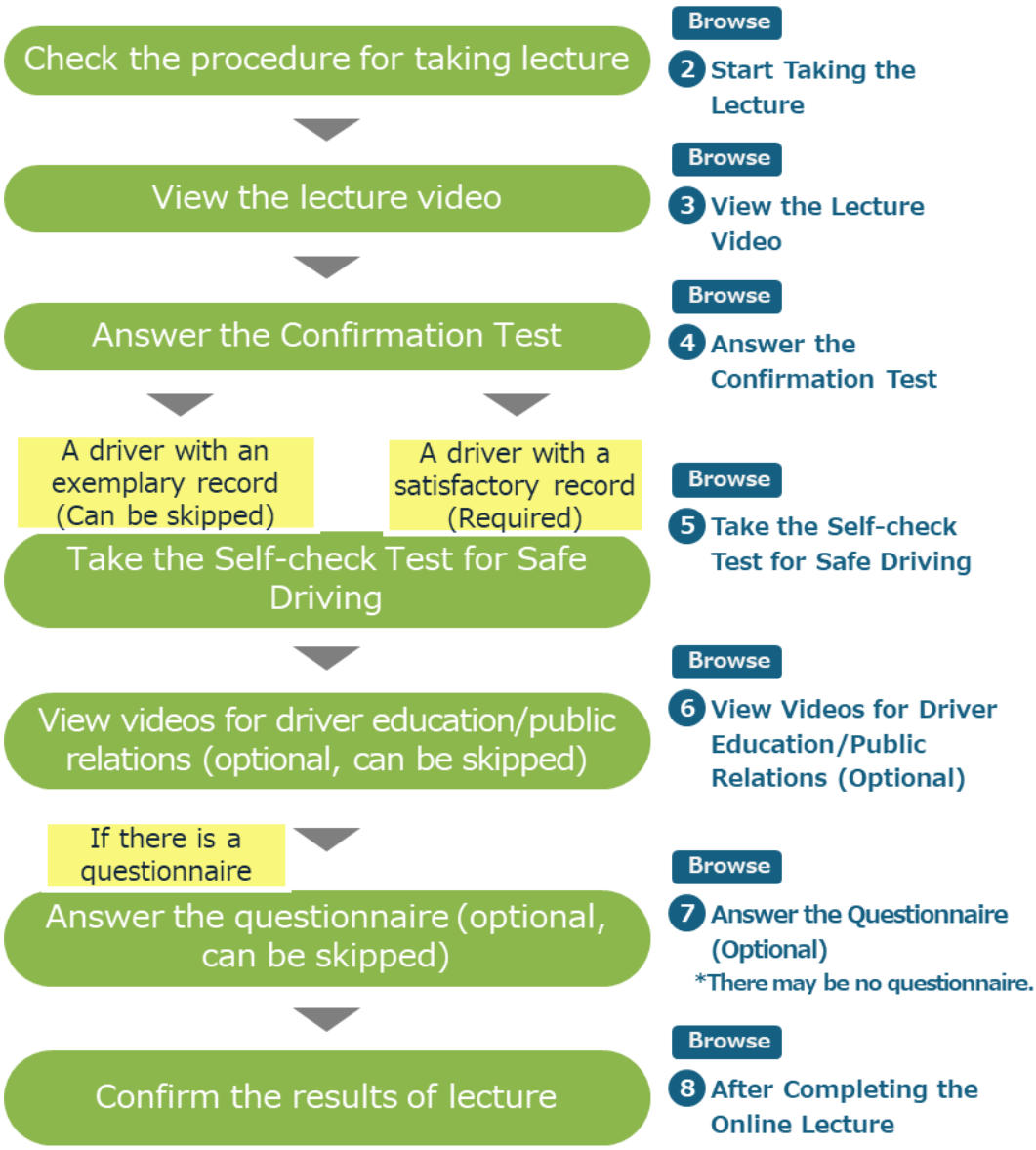
- When taking the Online Lecture, it is recommended to use a Wi-Fi environment. Please note that data traffic increases when watching the videos. Data communication costs are to be borne by the attendee.

- It may take some time before the results of the lecture are reflected in the system.

2 Take the Online Lecture

1 Online Lecture Procedures

For operating method of each step, please see the page displayed by clicking "Browse."

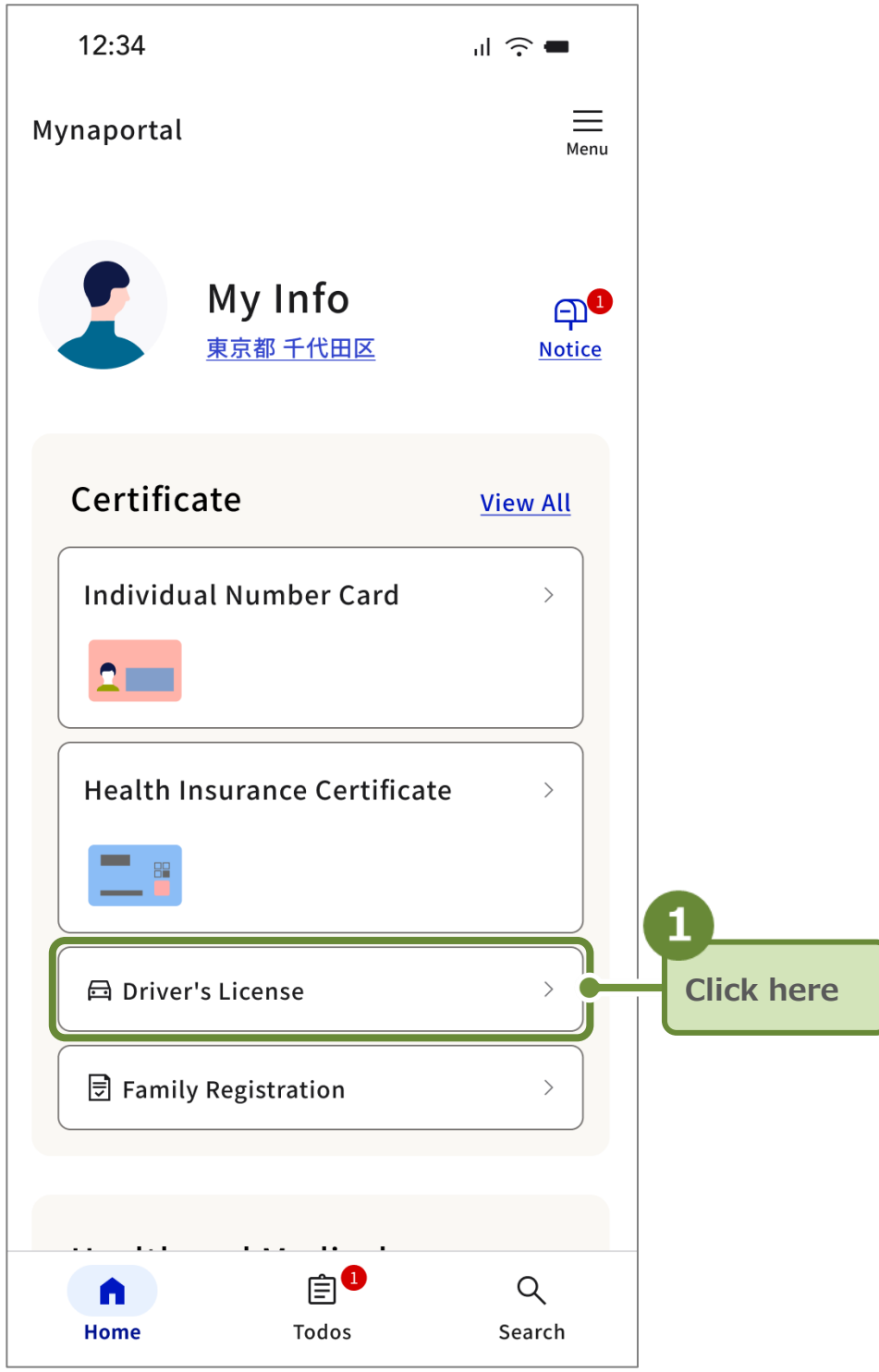


Important

Taking the Online Lecture alone does not mean you have completed the renewal of your driver's license, etc.
Other renewal procedures (self-check test, photographing, etc.) for the driver's license, etc. must be completed at the Driver's License Center, etc., the same way as before.

2 Start Taking the Lecture

1. On Mynaportal, click "Driver's License."



The "Driver's License" screen will be displayed.

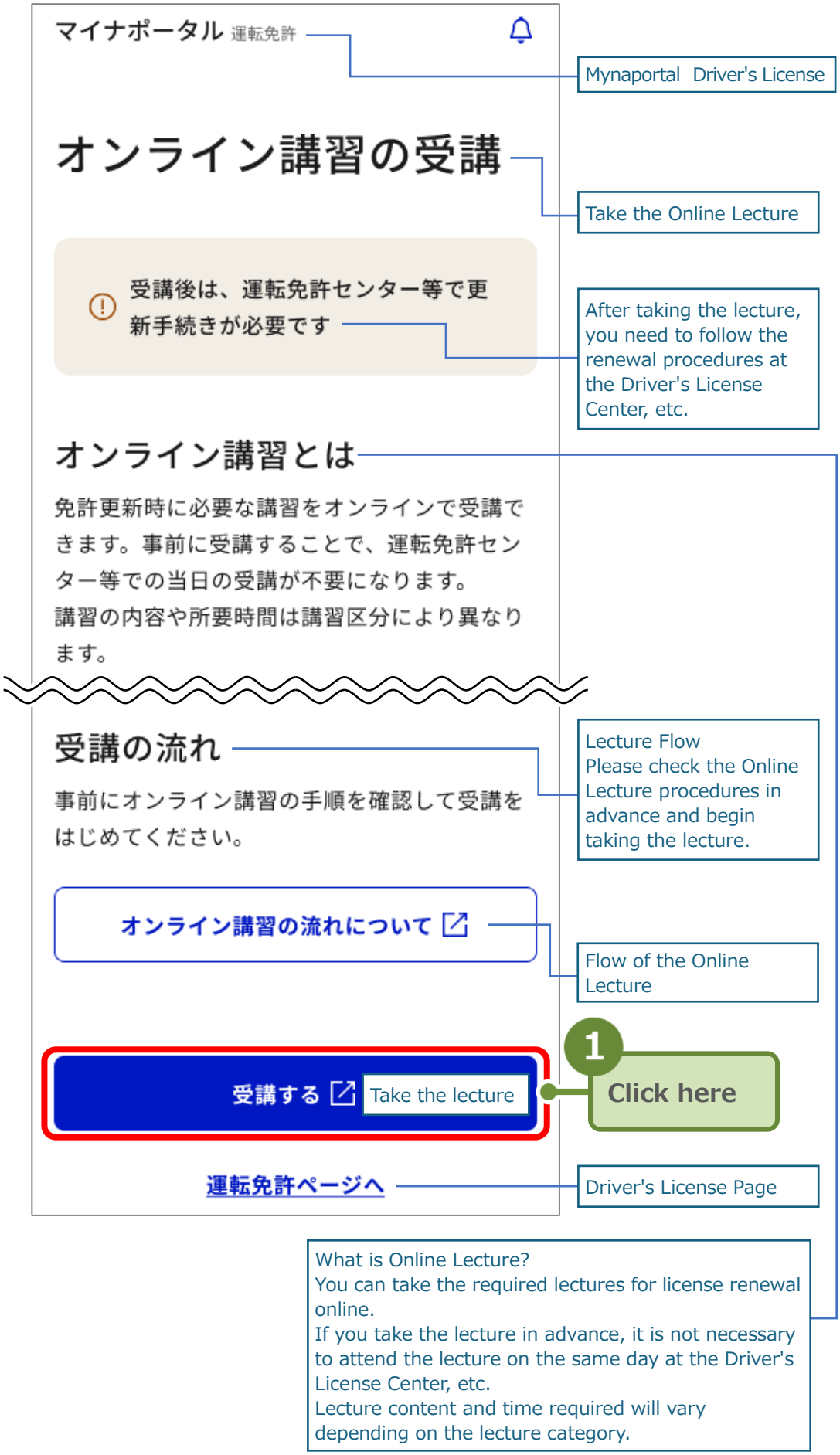
2. Go to "Procedures" at the bottom of the Driver's License screen, and then click on "Take the Online Lecture."

The "Take the Online Lecture" screen will be displayed.

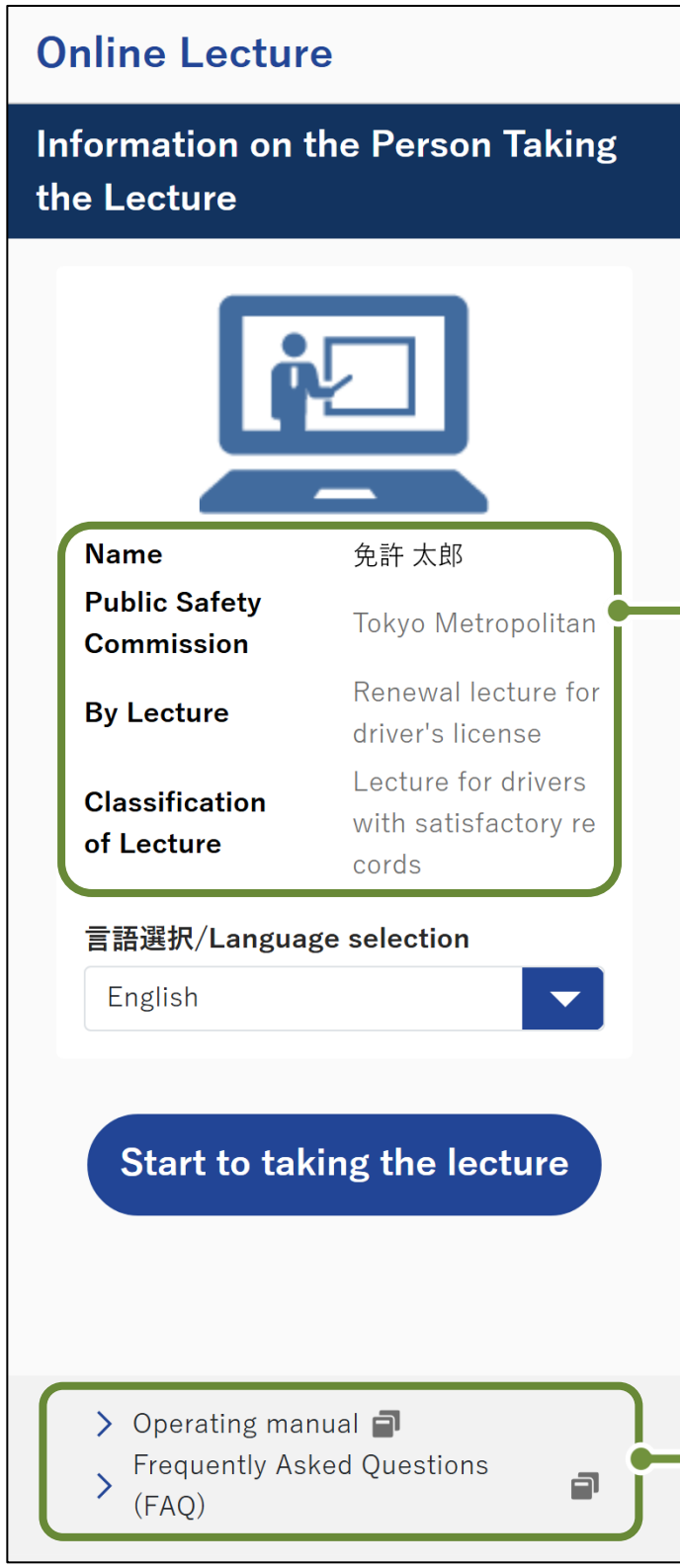
Reference

- If the link for "Take the Online Lecture" is not displayed, please see the "Manual for using driver's license-related services through Mynaportal" to link your Myna driver's license to Mynaportal.
  The manual is only available in Japanese.
- If you are not eligible for the Online Lecture, the "Driver's License" screen will be displayed as follows.

3. Click "Take the lecture."



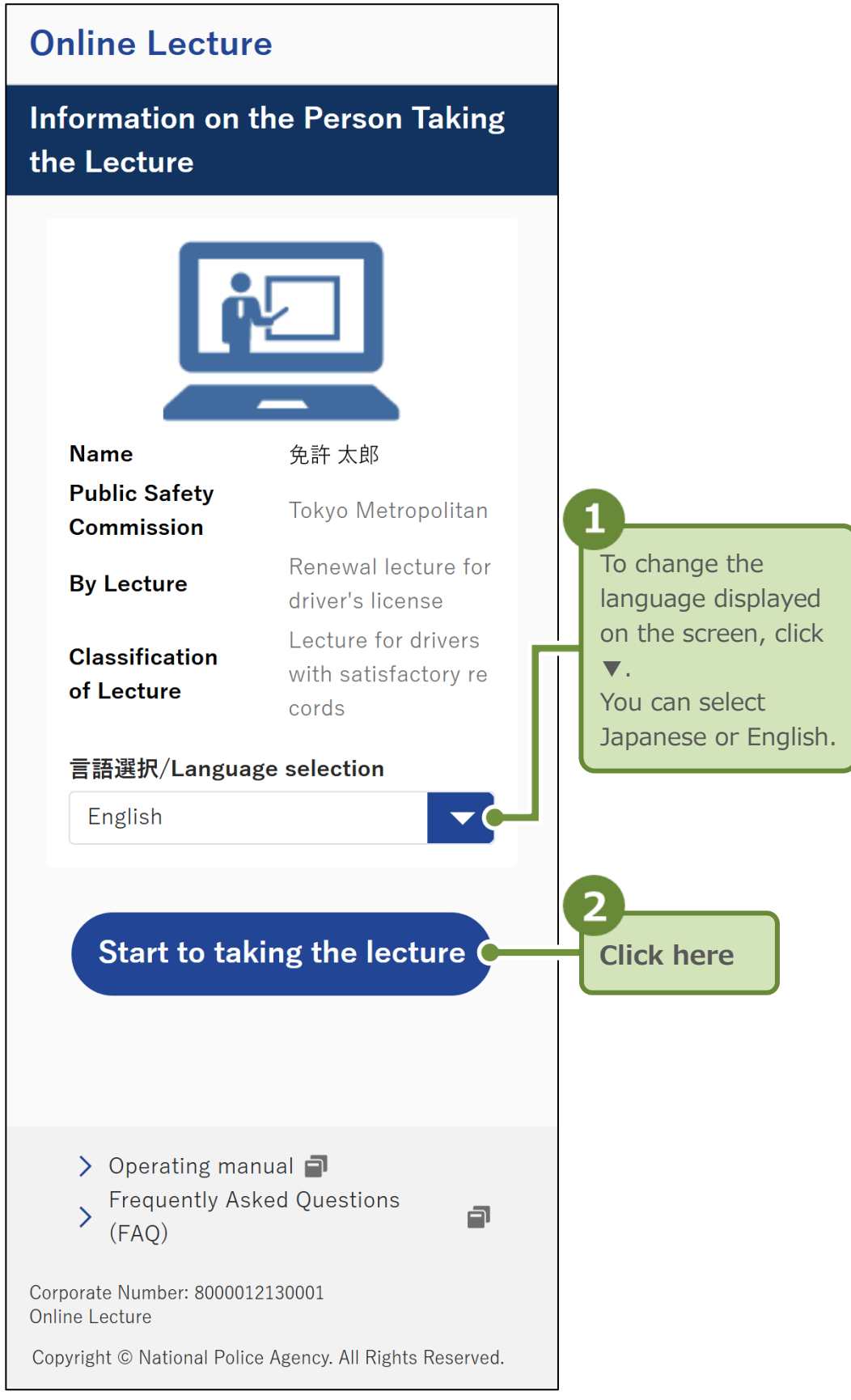
You will be redirected to the Online Lecture site and the "Information on the Person Taking the Lecture" screen will be displayed.



Reference

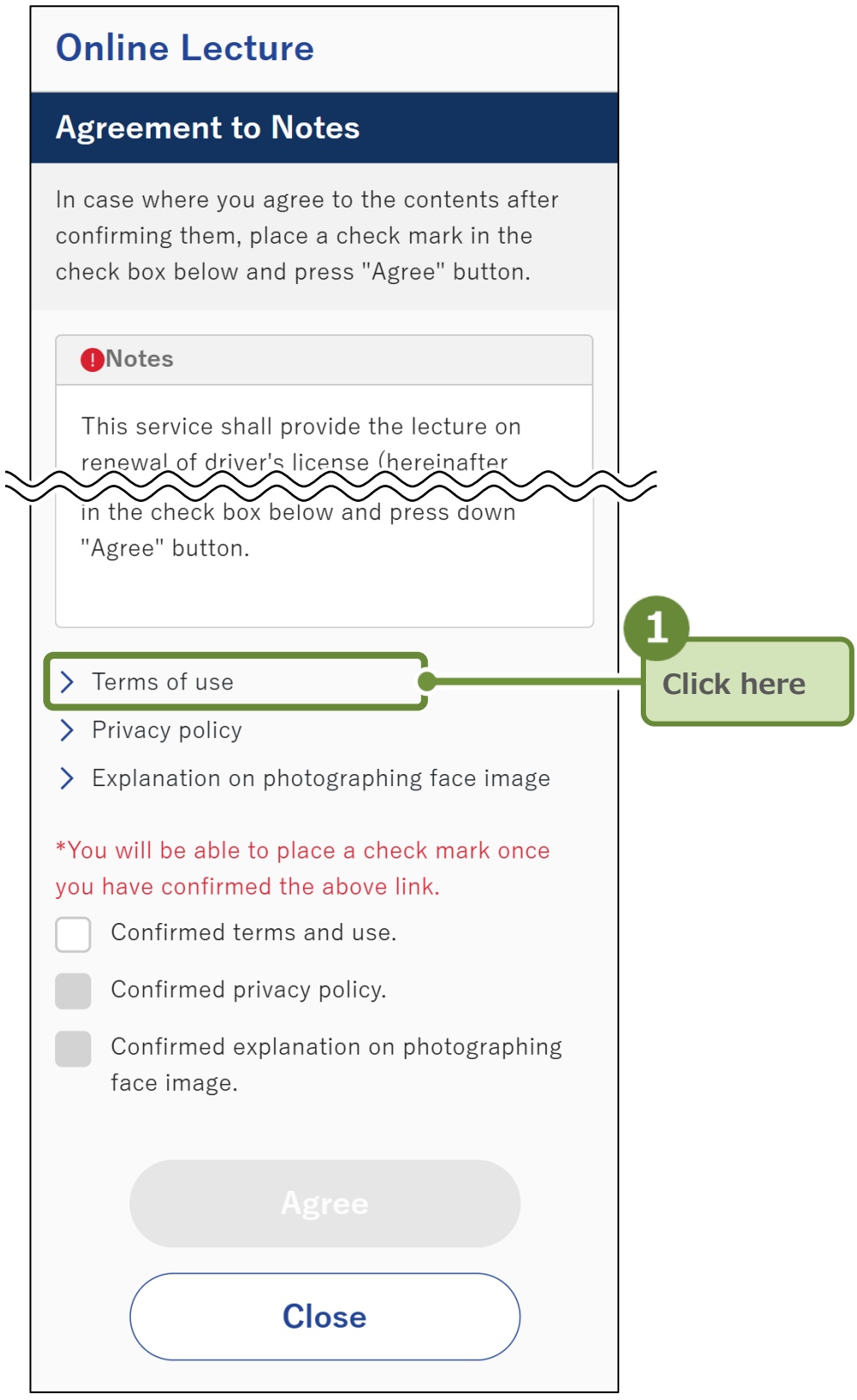
If you receive an "Error on Required Qualification for Taking the Lecture" message, you will not be able to take the Online Lecture. Please check the explanation displayed on the screen.

4. Click "Start to taking the lecture."



The "Agreement to Notes" screen will be displayed.

5. Click "Terms of use."

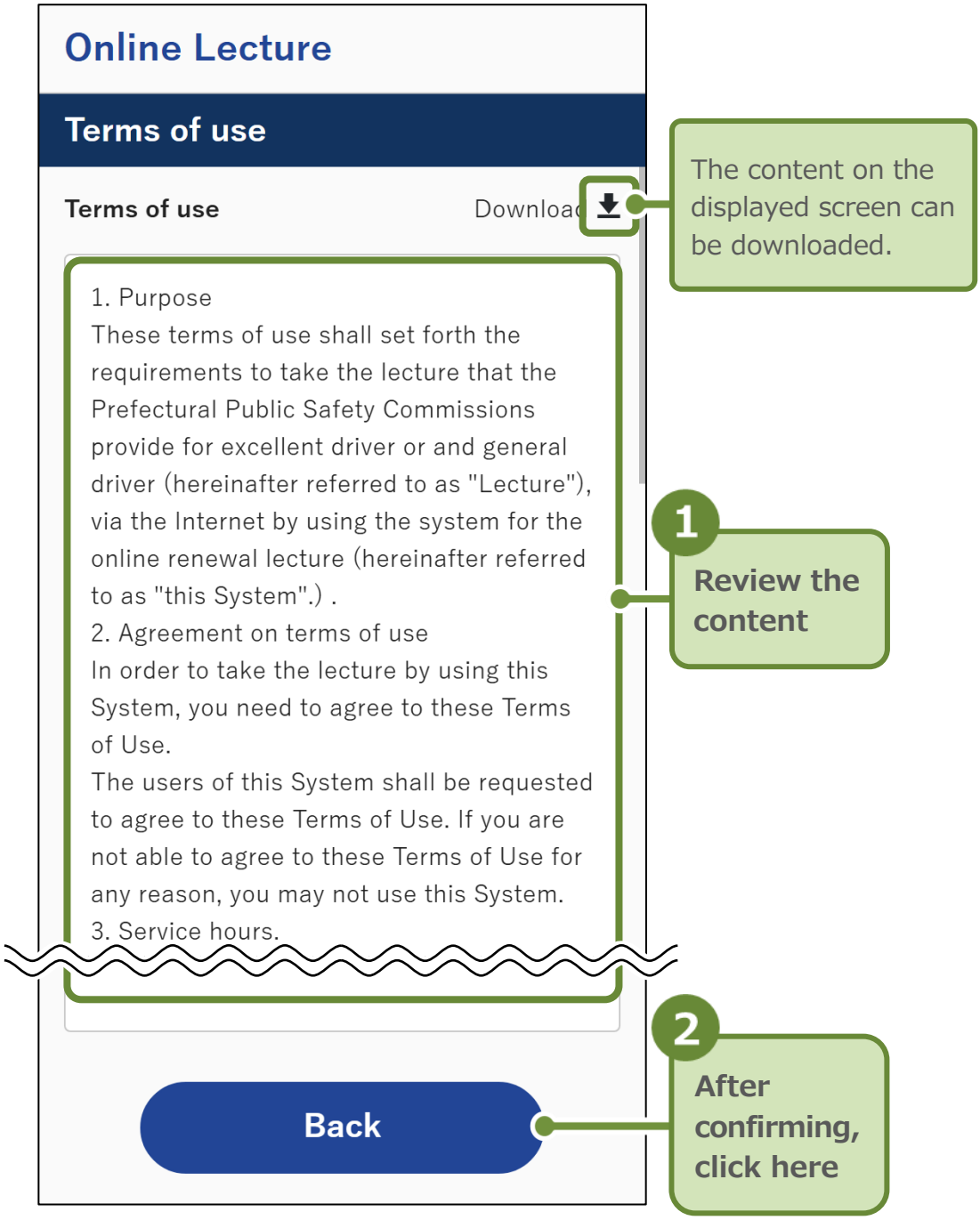


The "Terms of use" screen will be displayed.

Important

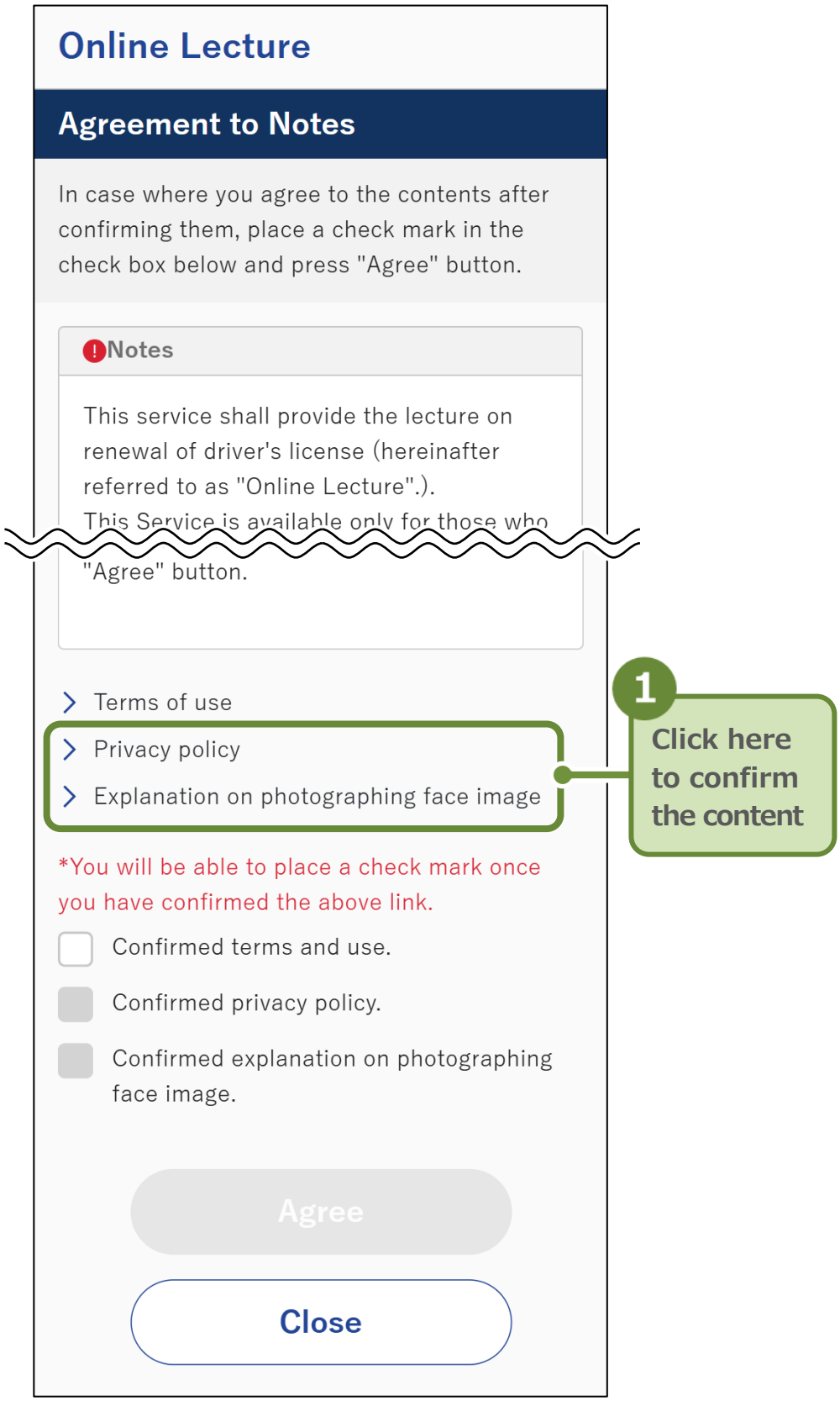
You must confirm the "Terms of use," "Privacy policy," and "Explanation on photographing face image" before you can place check marks on the corresponding checkboxes.

6. After confirming the content, click "Back."

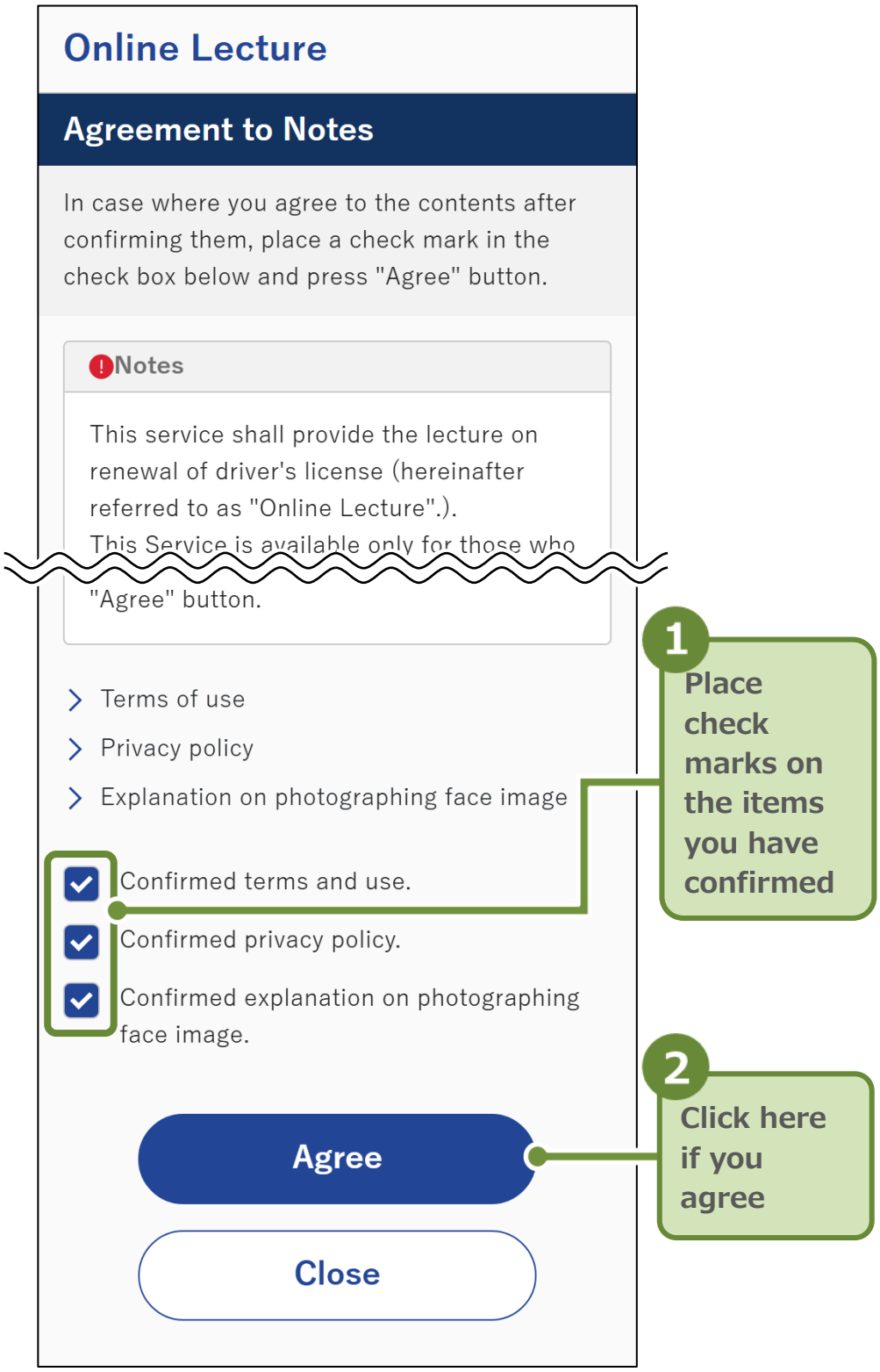


You will return to the "Agreement to Notes" screen.

7. In the same manner, confirm the "Privacy policy" and "Explanation on photographing face image" as well.



8. Place check marks on the items you have confirmed and click "Agree."

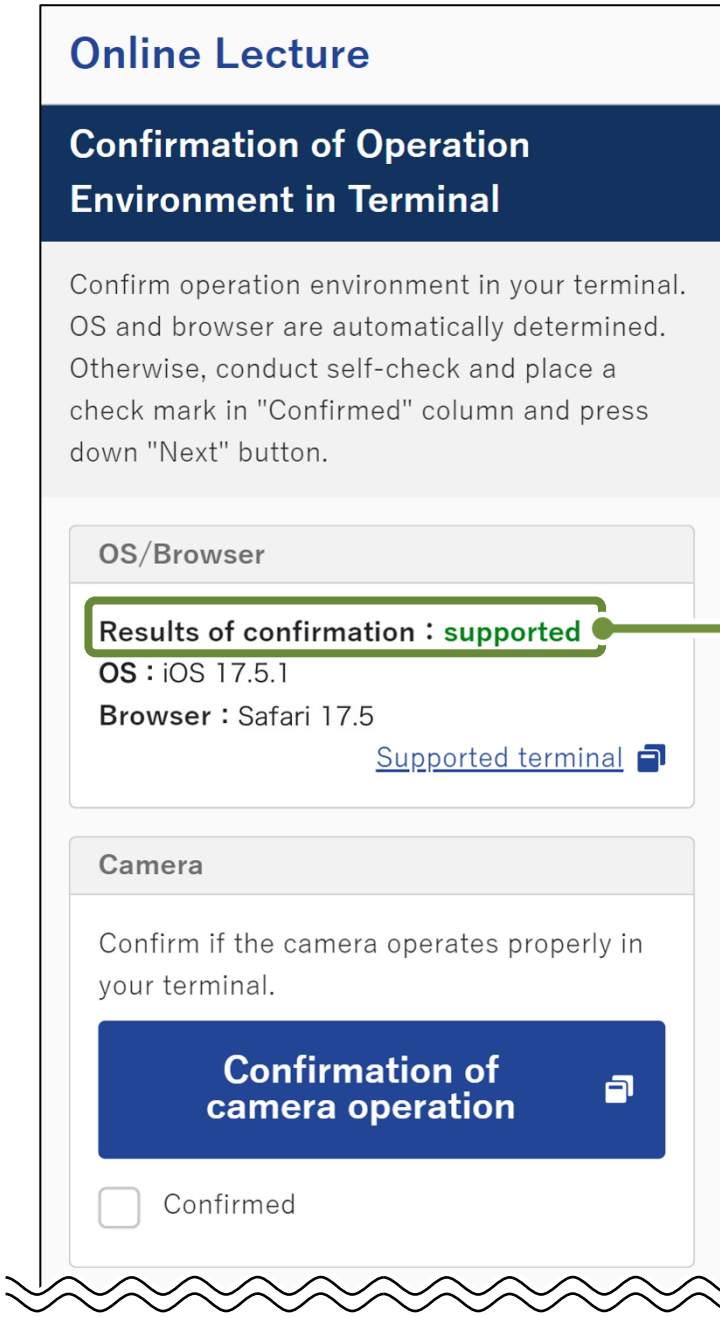


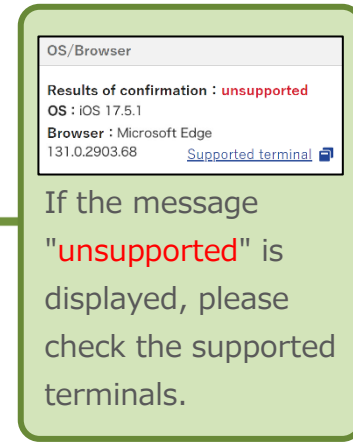
The "Confirmation of Operation Environment in Terminal" screen will be displayed.

Important

You cannot click "Agree" unless all three items are marked with ☑ .

9. Confirm operation environment in terminal.





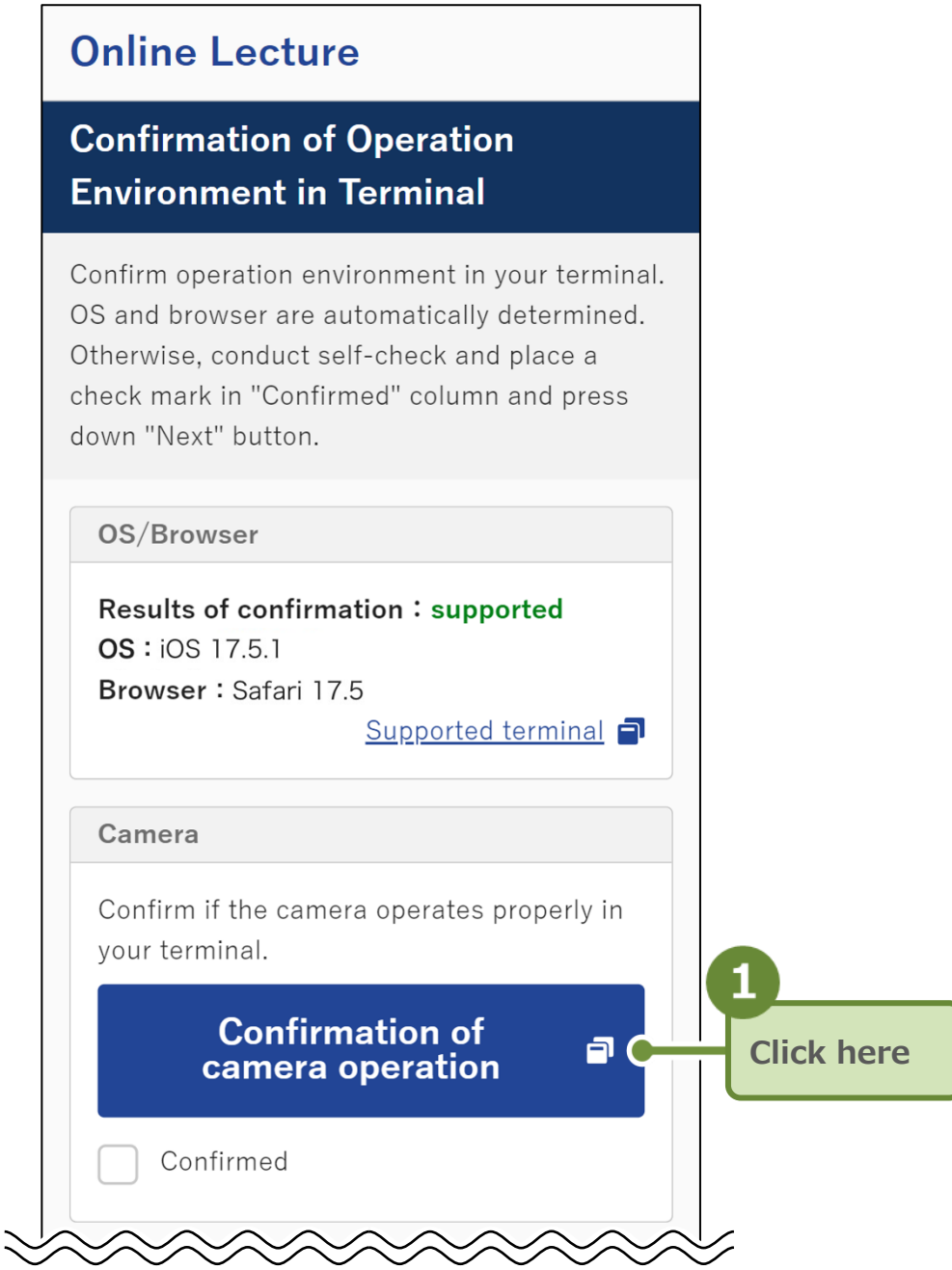
If the message "unsupported" is displayed, please check the supported terminals.

Reference

If this is your second or subsequent lecture and confirmation of operation environment in terminal is fully completed, a "Skip" button will be displayed at the end of the screen.

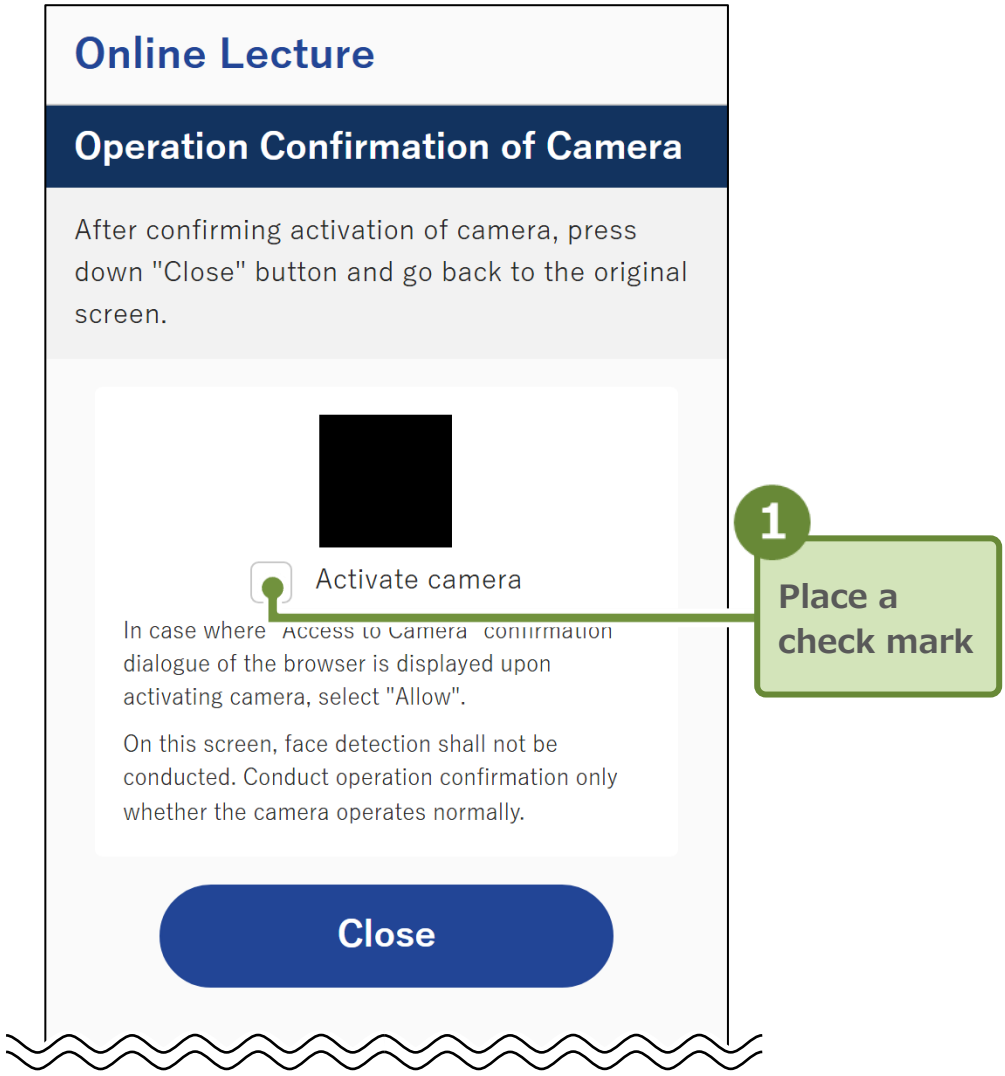
Click the "Skip" button, and the screen for starting the lecture will be displayed.

10. Click "Confirmation of camera operation."



The "Operation Confirmation of Camera" screen will be displayed.

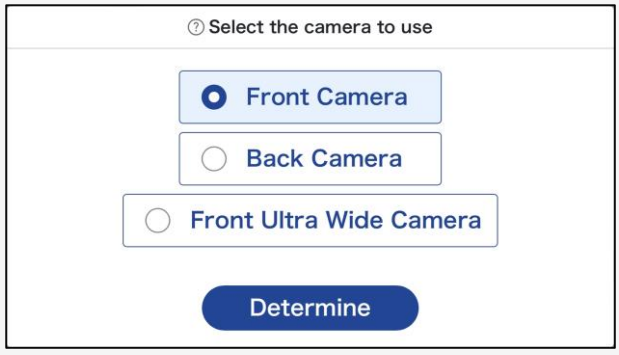
11. Place a check mark on "Activate camera."



The "Access to Camera" confirmation dialogue will be displayed.

Reference

If multiple cameras are connected to the PC, a screen will be displayed to select the camera you are going to use.

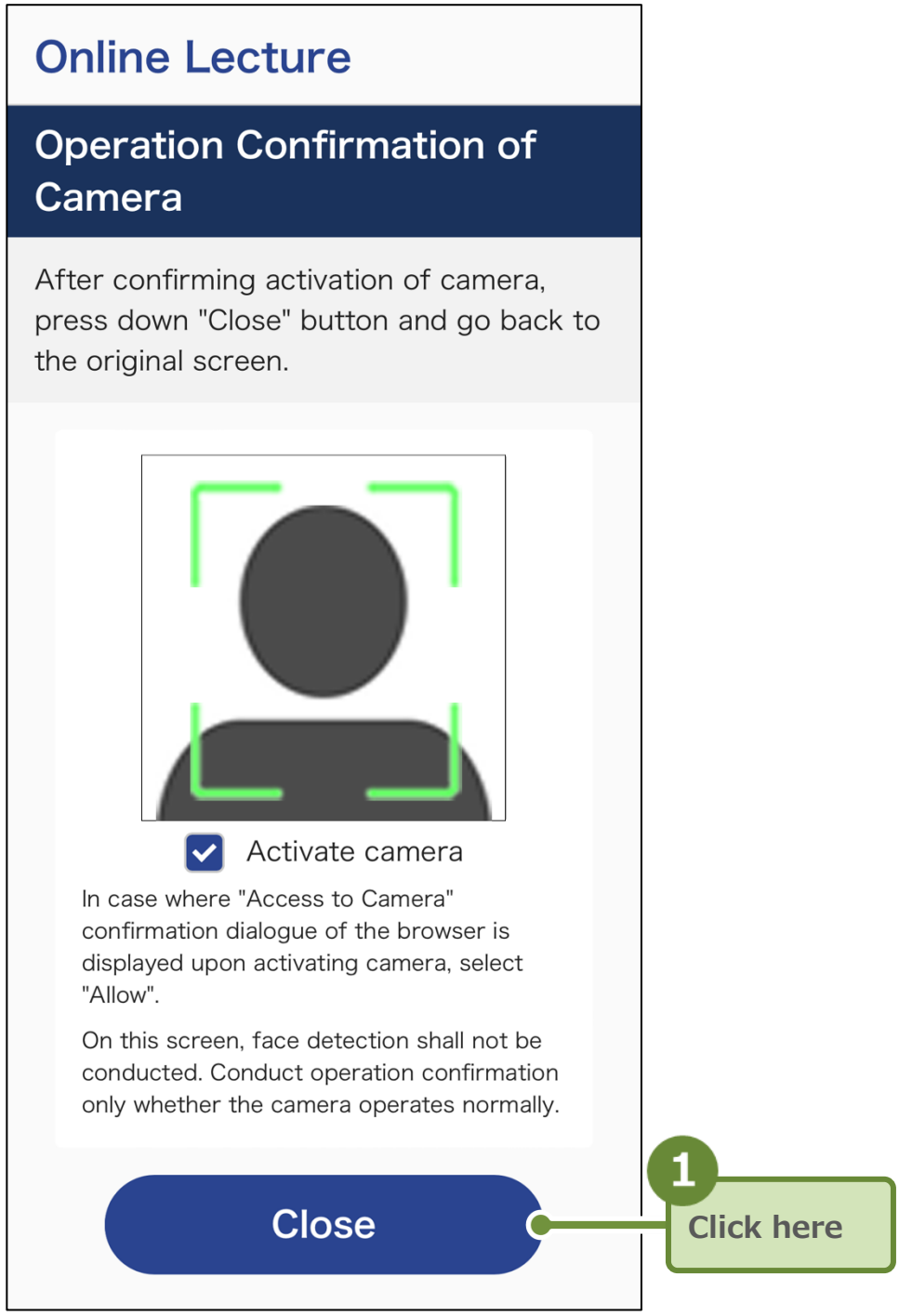


Place a check mark on the camera you are going to use and click "Determine."

12. Click "Allow."

The above is an example for iOS (Safari).
Depending on the browser you are using, the "Access to Camera" confirmation dialogue screen will look different.

13. After confirming that the camera is activated, click "Close."

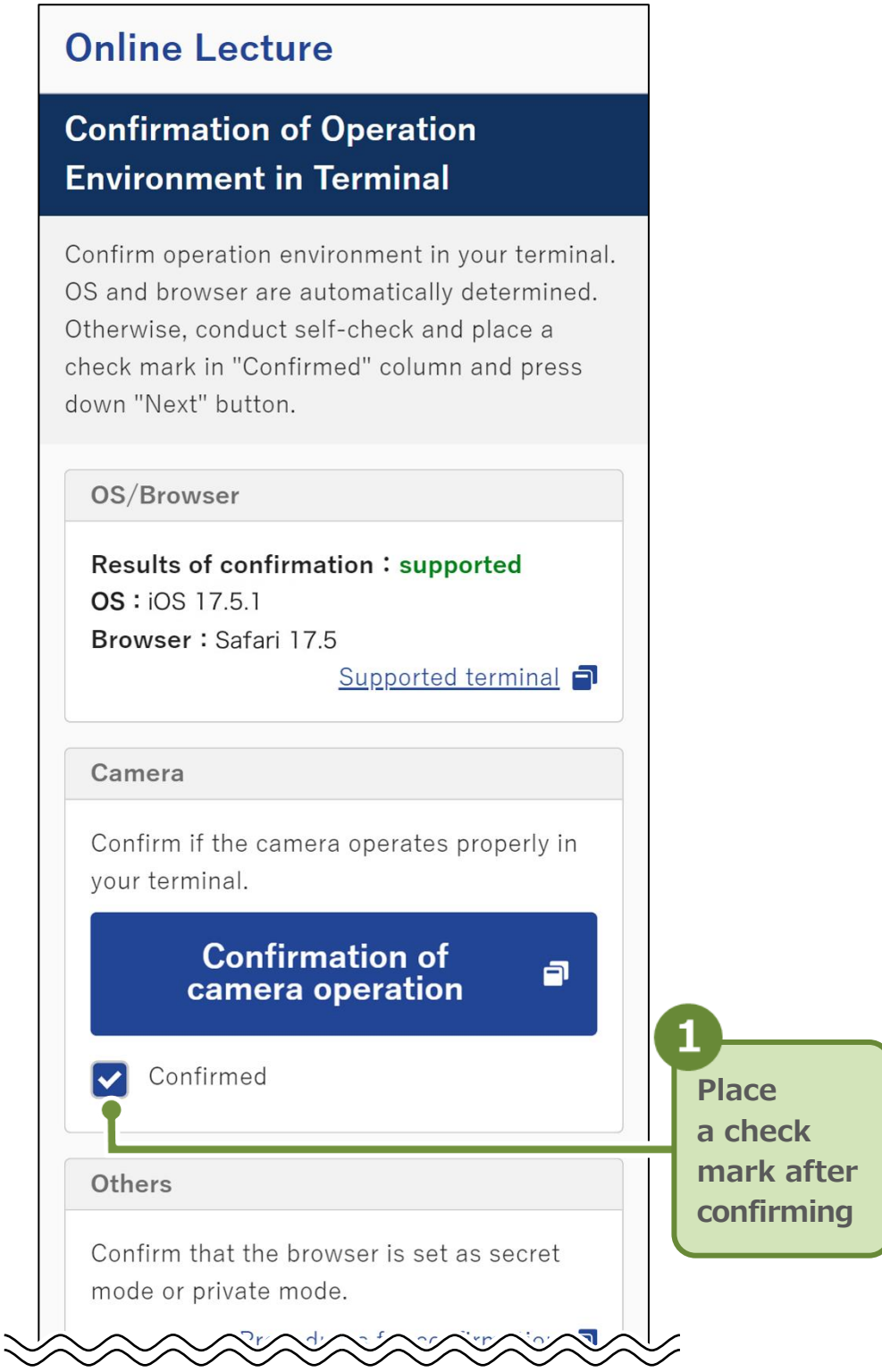


You will return to the original screen.

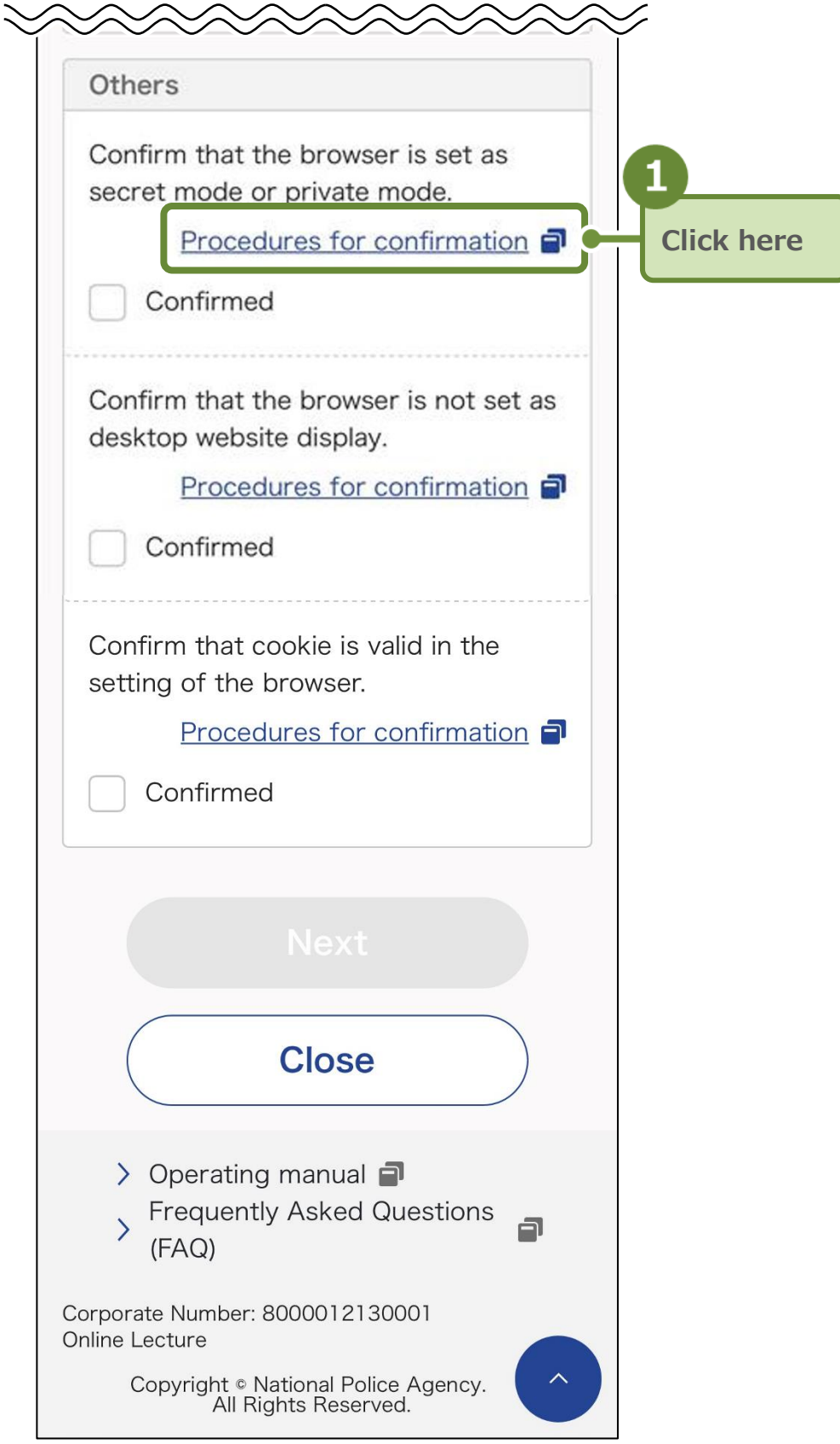
Important

When the camera is activated, check the area to be captured and adjust the camera so that the face of the attendee is front-facing and centered.

14. Place a check mark on "Confirmed."

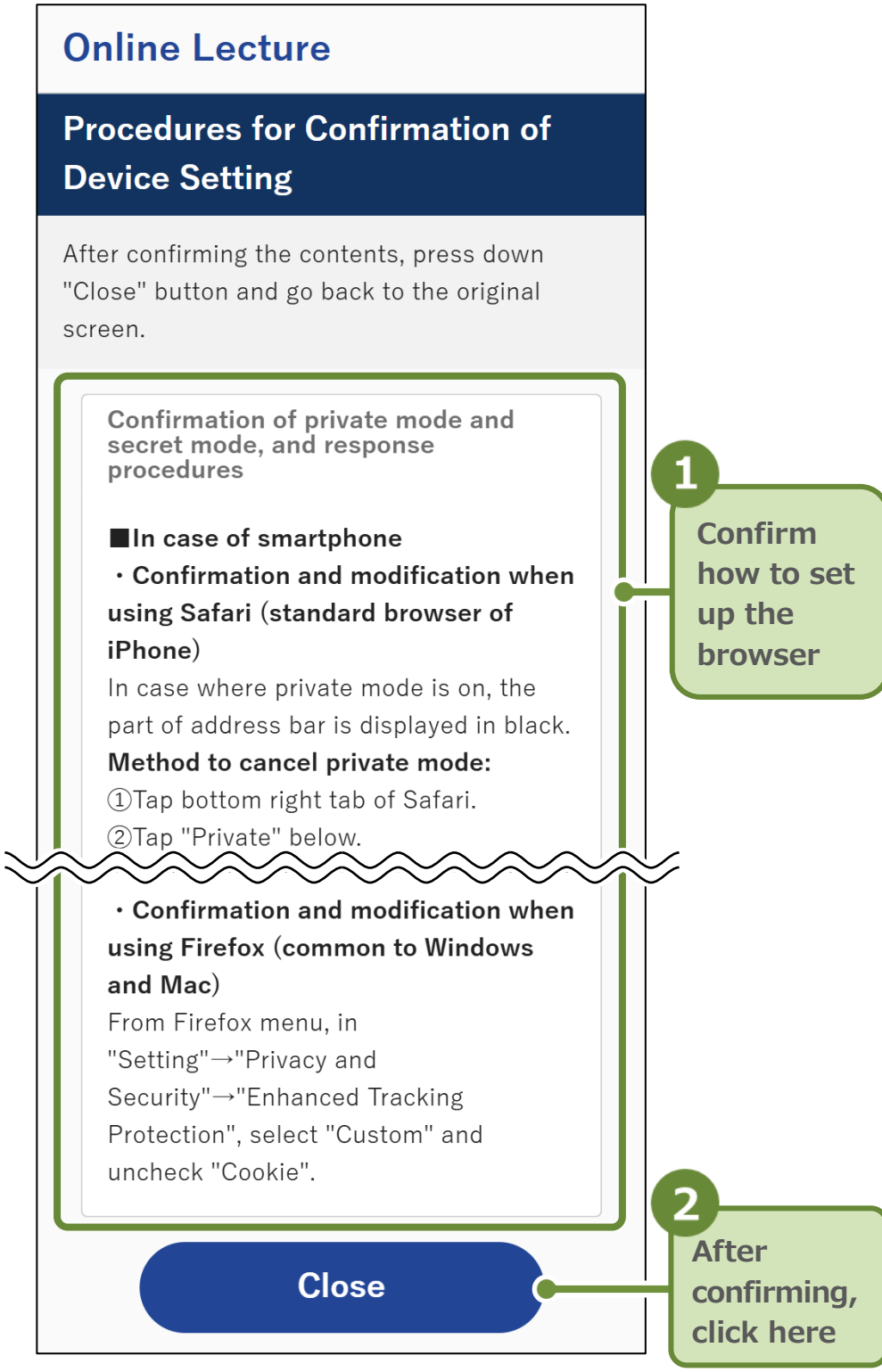


15. Click on the link "Procedures for confirmation" under Others.



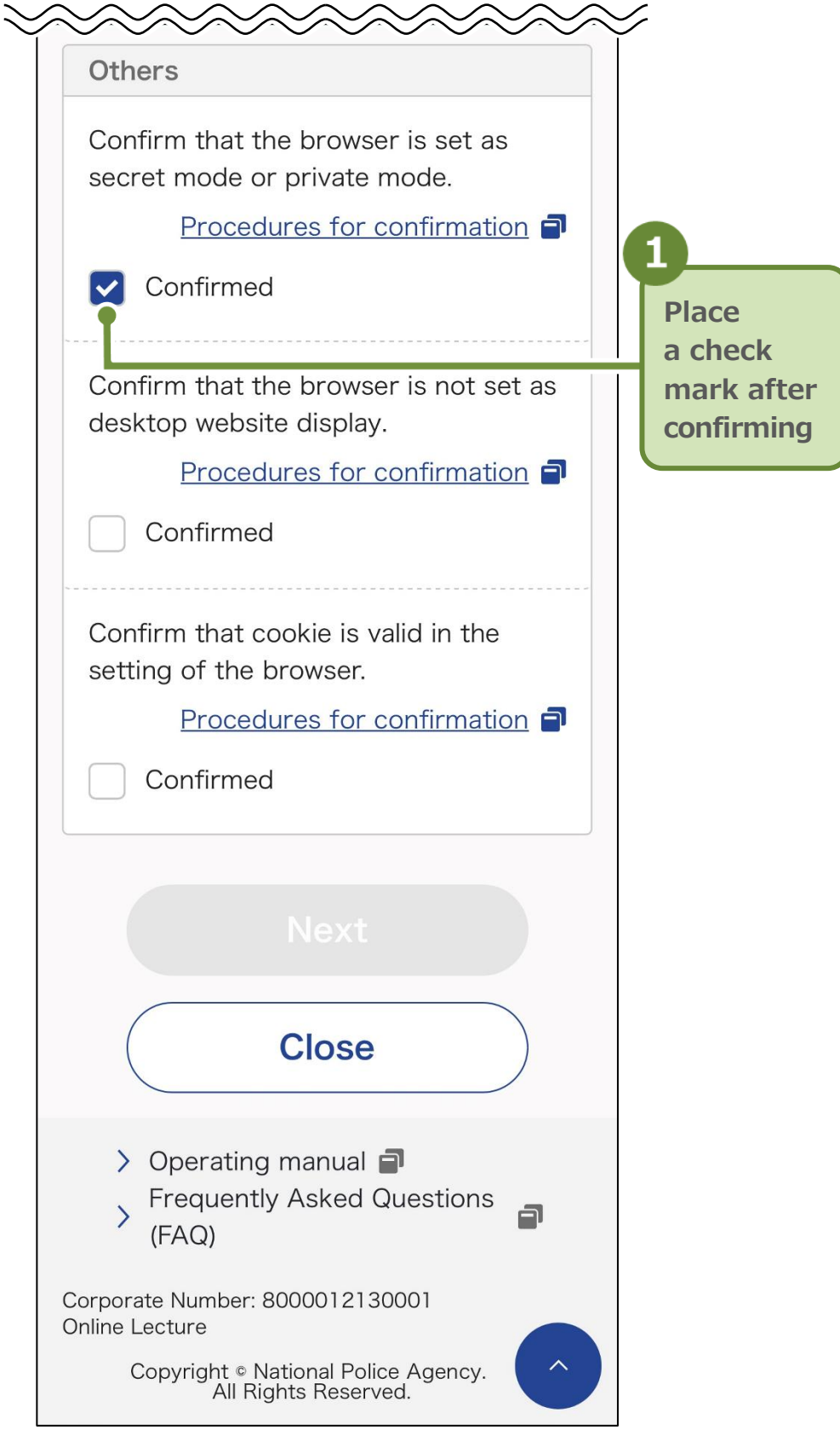
The "Procedures for Confirmation of Device Setting" screen will be displayed.

16. Confirm the contents and click "Close."

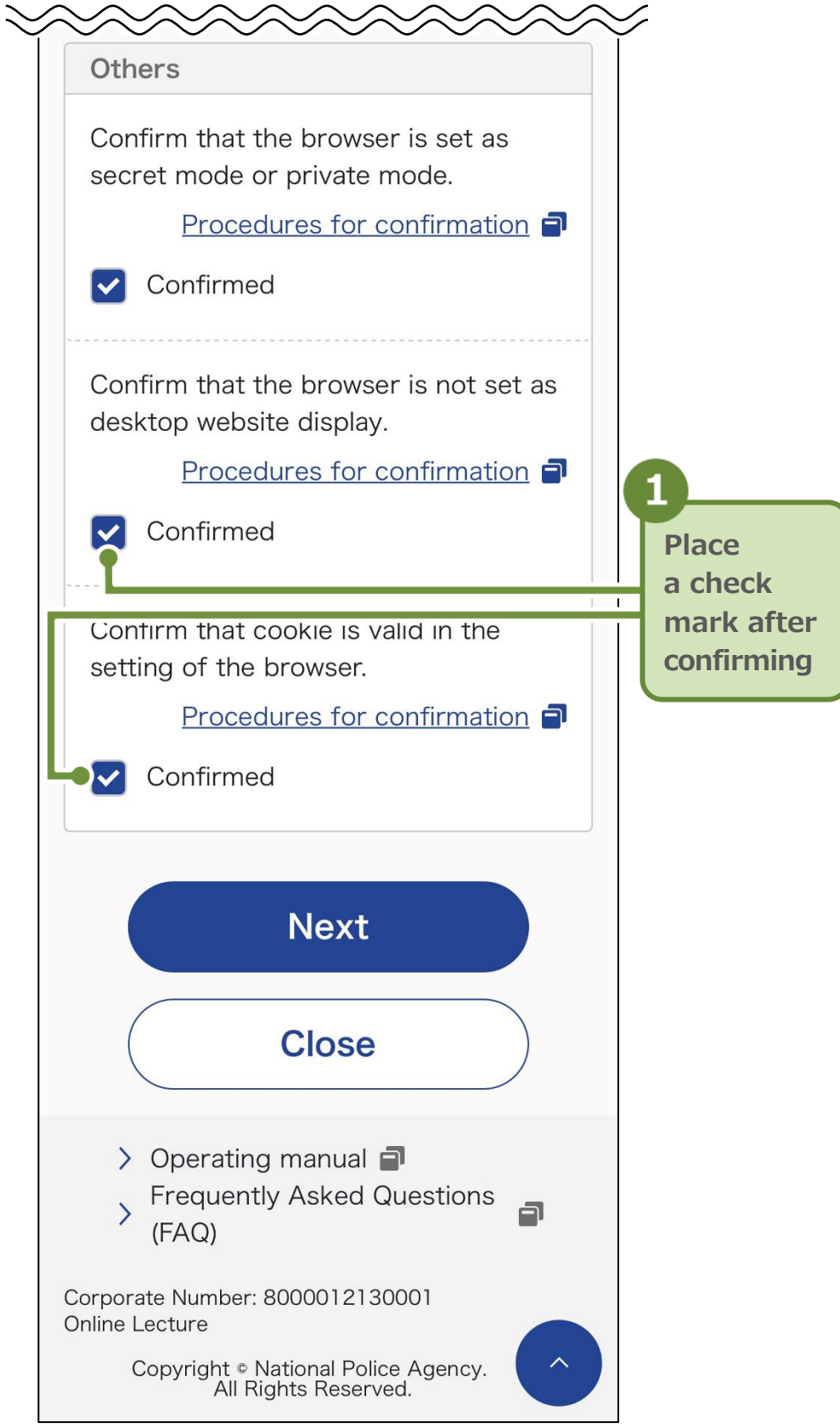


You will return to the "Confirmation of Operation Environment in Terminal" screen.

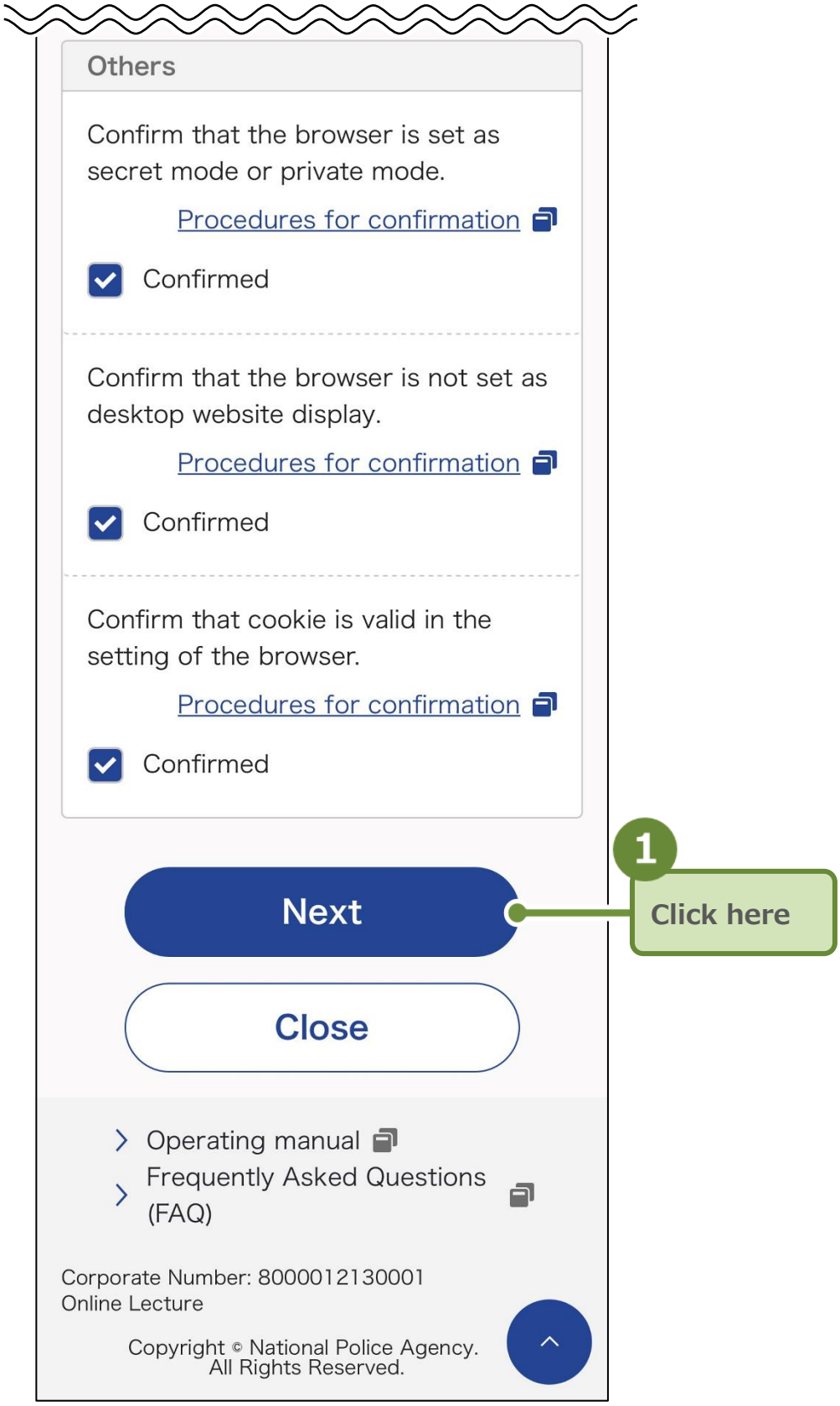
17. Place a check mark on "Confirmed."



18. In the same manner, confirm the content and place a check mark on "Confirmed."



19. After completing all the confirmations, click "Next."

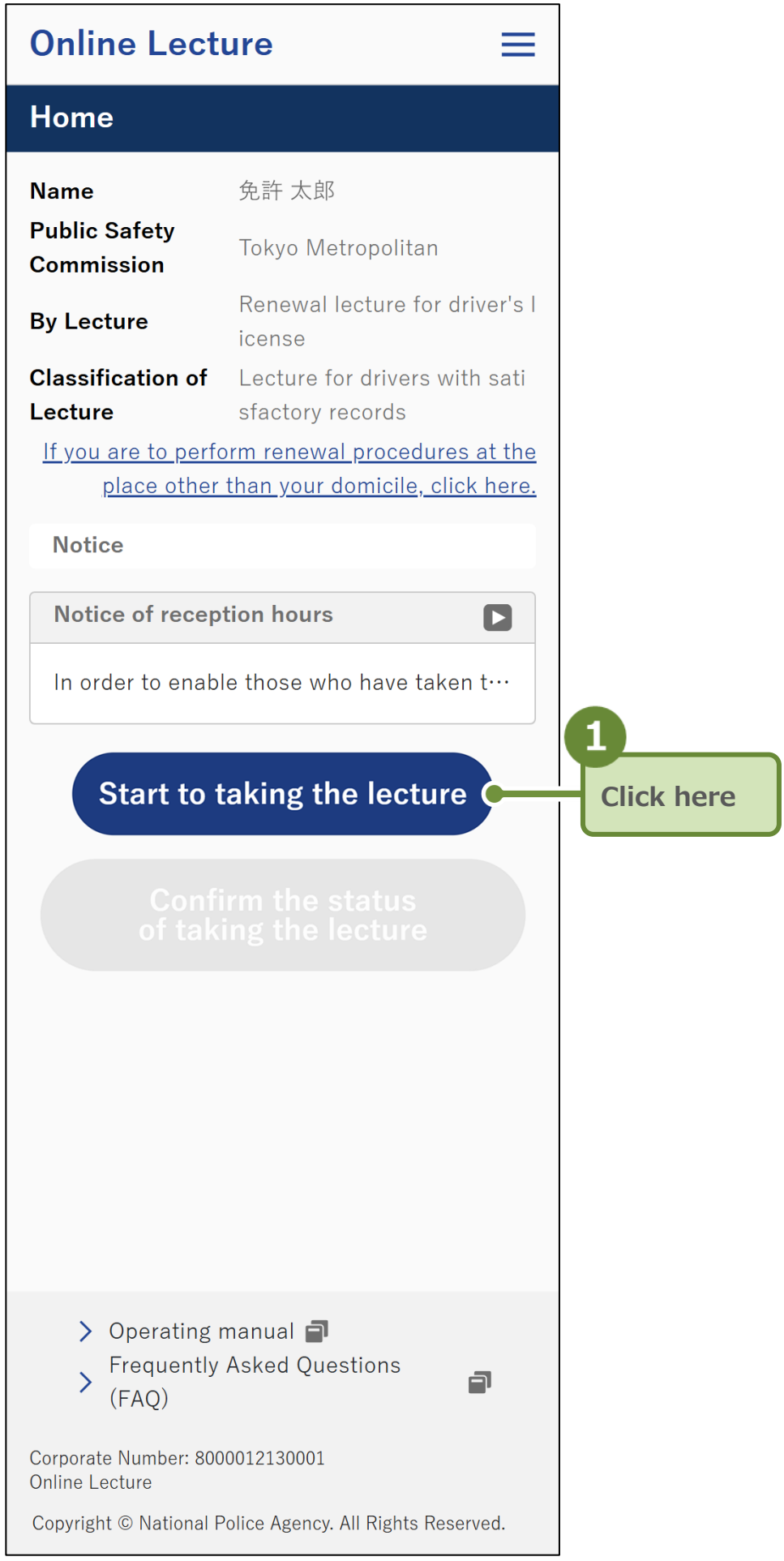


Important

You cannot click "Next" unless all items are marked with ☑ (Confirmed).

The "Home" screen will be displayed.

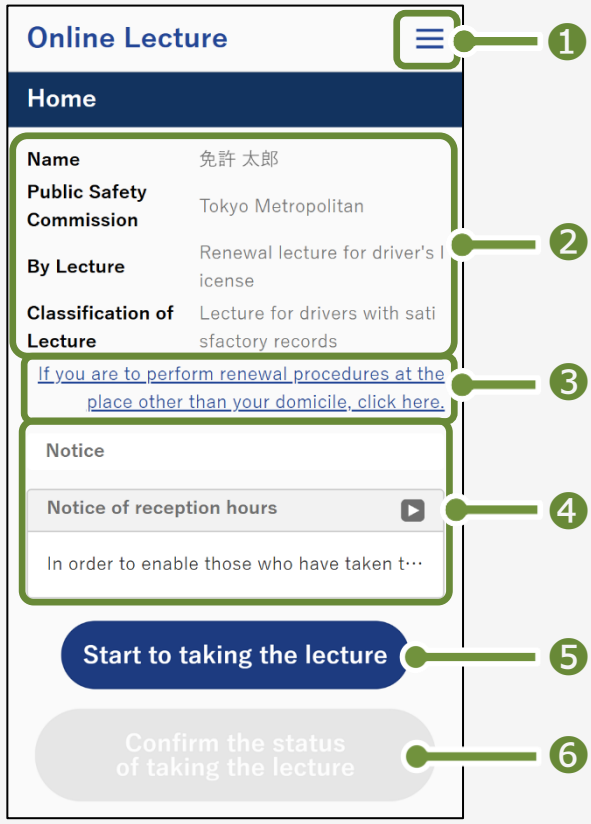
20. Click "Start to taking the lecture."



The "Procedures for Taking Lectures" screen will be displayed.

Reference

The "Home" screen displays the following information.



❶ Various menu items are displayed.
For more information, see p.33.

❷ Information on the person taking the lecture will be displayed.

❸ If you are planning to renew at the place other than your domicile, please click here to read the instructions.
For more information, see "What are renewal procedures outside the place of residence?" under "Troubleshooting" (p.75).

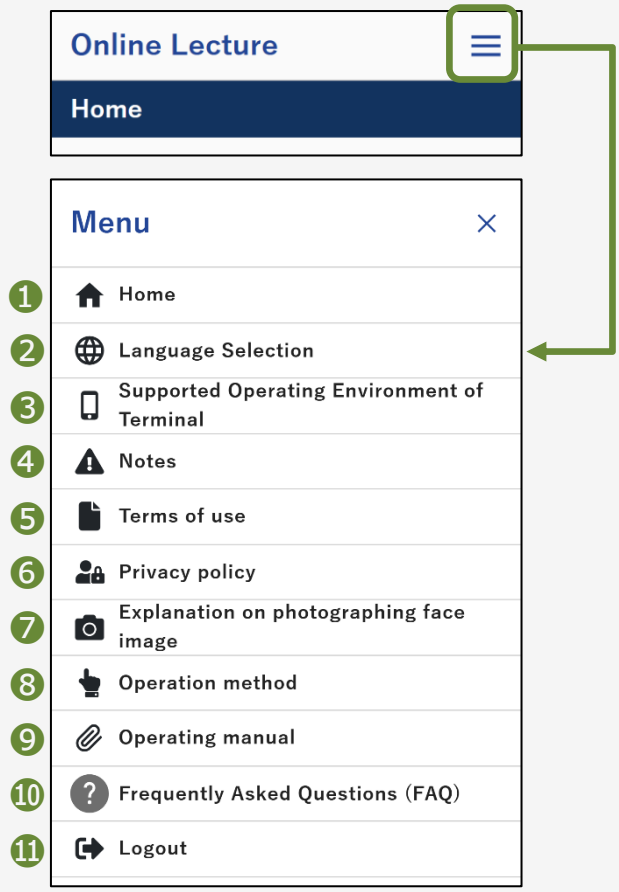
❹ Notices from the system will be displayed.
Click on the notice you want to check to see the full content.

❺ You will be redirected to the "Procedures for Taking Lecture" screen (p.34).

❻ You will be redirected to the "Lecture completed" screen (p.70).
*You cannot click this button unless you have completed the lecture.

Reference

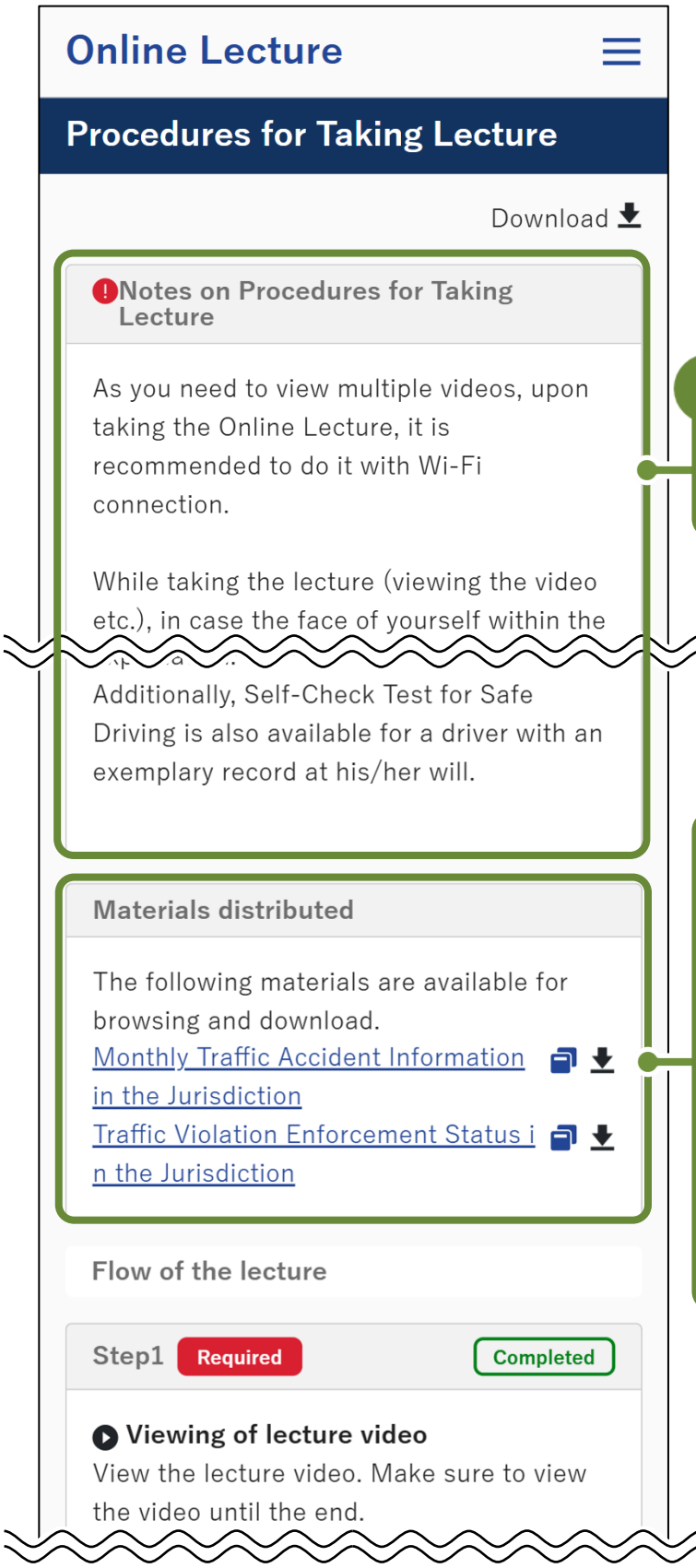
In the Online Lecture screen, click the icon in the upper right corner to display the various menu items as shown below.

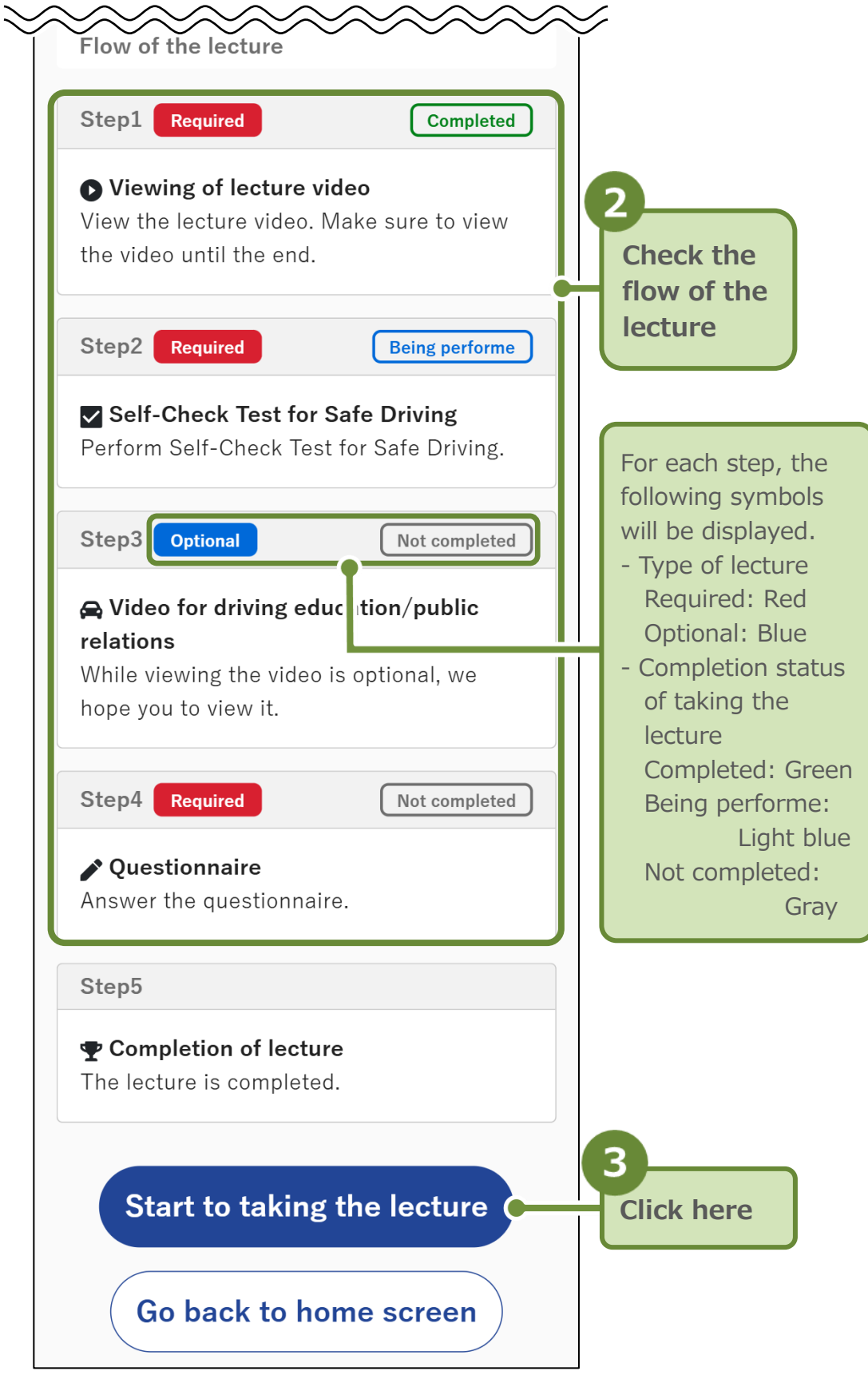


❶ You will be redirected to the "Home" screen.
❷ You will be redirected to the "Language Selection" screen.
❸ You will be redirected to the "Confirmation of Operation Environment in Terminal" screen.
❹ You will be redirected to the "Notes" screen.
❺ You will be redirected to the "Terms of use" screen.
❻ You will be redirected to the "Privacy policy" screen.
❼ You will be redirected to the "Explanation on photographing face image" screen.
❽ You will be redirected to the "Operating Method" screen.
❾ You will be redirected to the screen where you can browse the "Operating manual."
❿ You will be redirected to the screen where you can browse "Frequently Asked Questions (FAQ)".
⓫ You will be logged out.

3 View the Lecture Video

1. Confirm the notes and the flow of the lecture, and click "Start to taking the lecture."

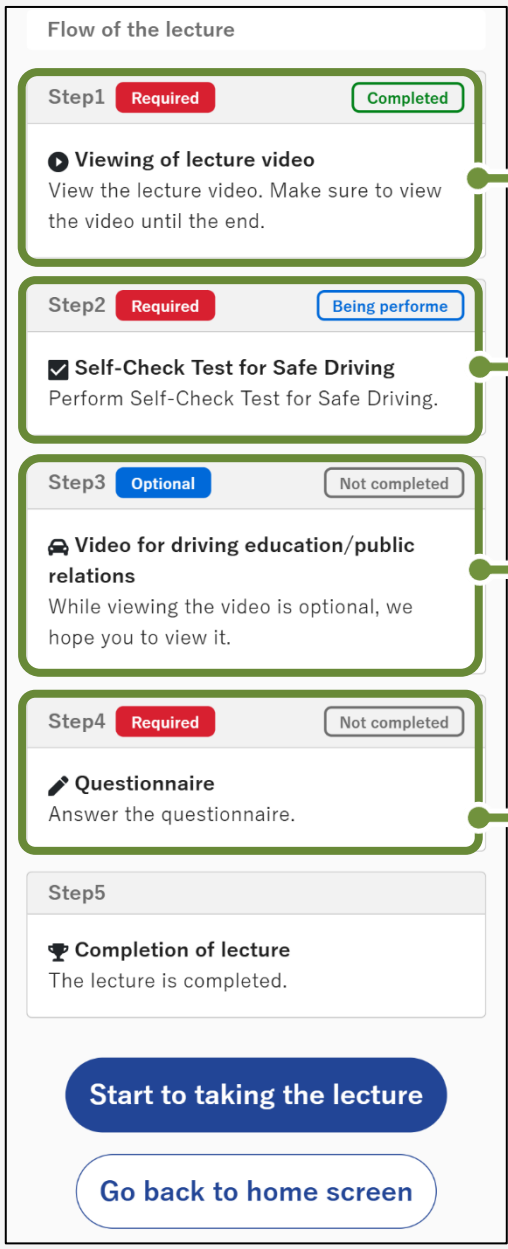




The "Confirmation of Start to Take the Lecture" screen will be displayed.

Reference

The "Procedures for Taking Lecture" screen allows you to check the flow and status of the lecture.
Below is an example of a case that has a questionnaire.



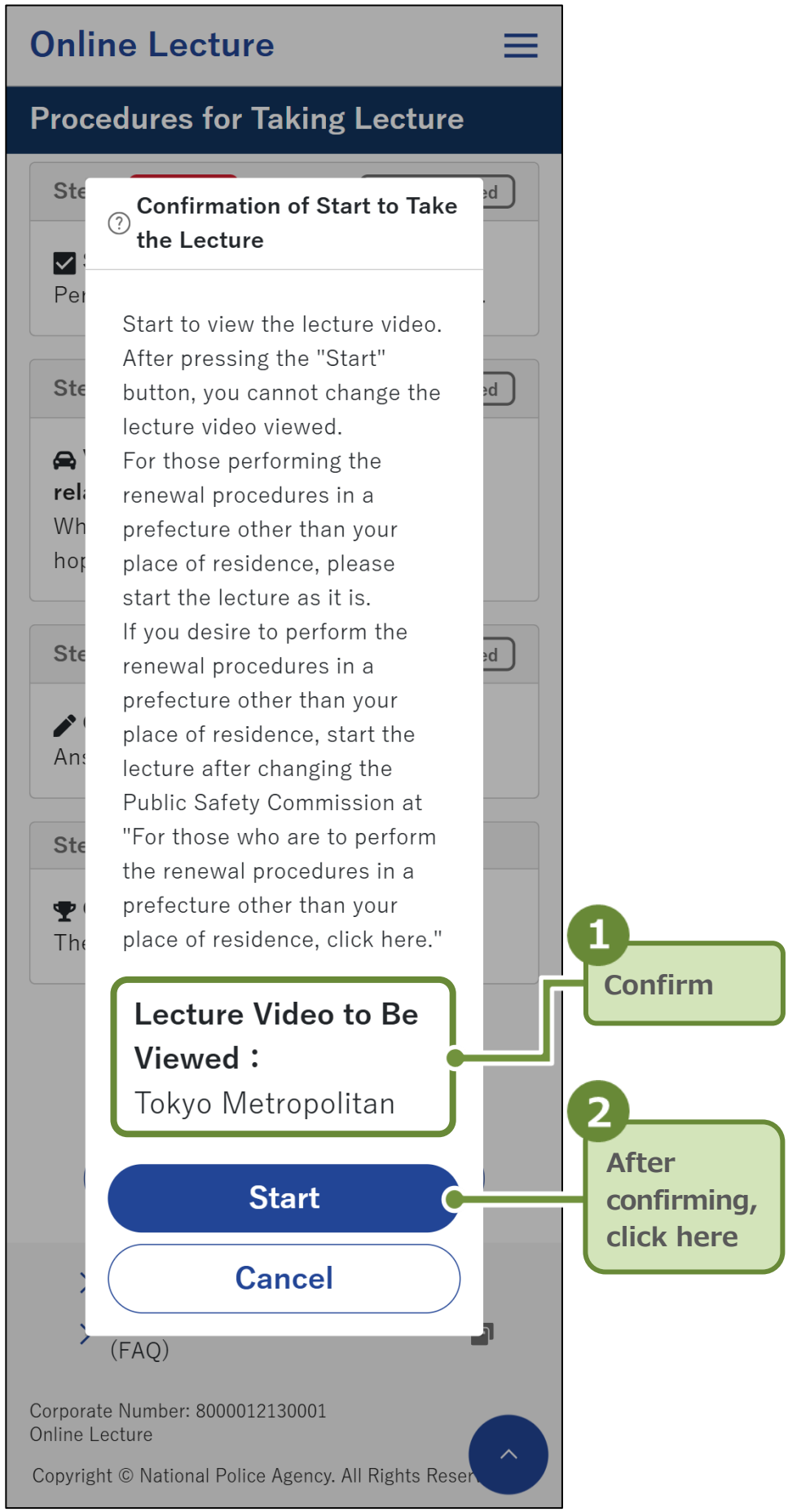
The status of the viewing of lecture video will be displayed.
- Not completed: Not viewed
- Being performe: Being viewed (paused halfway through)
- Completed: Viewing completed

The status of the implementation of the Self-check Test for Safe Driving is displayed. This is required for drivers with satisfactory record.
- Not completed: Not tested
- Being performe: Being tested (paused halfway through)
- Completed: Test completed

The status of viewing the videos for driver education/public relations will be displayed.
- Not completed: Not viewed
- Being performe: Being viewed (paused halfway through)
- Completed: Viewing completed

The status of the questionnaire will be displayed.
- Not completed: Unanswered
- Completed: Answered

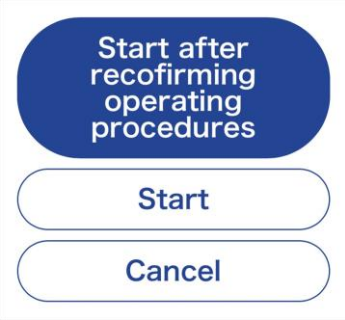
2. Confirm that the Public Safety Commission for the lecture video to be viewed is correct, and click "Start."



The "Operating Method" screen will be displayed.

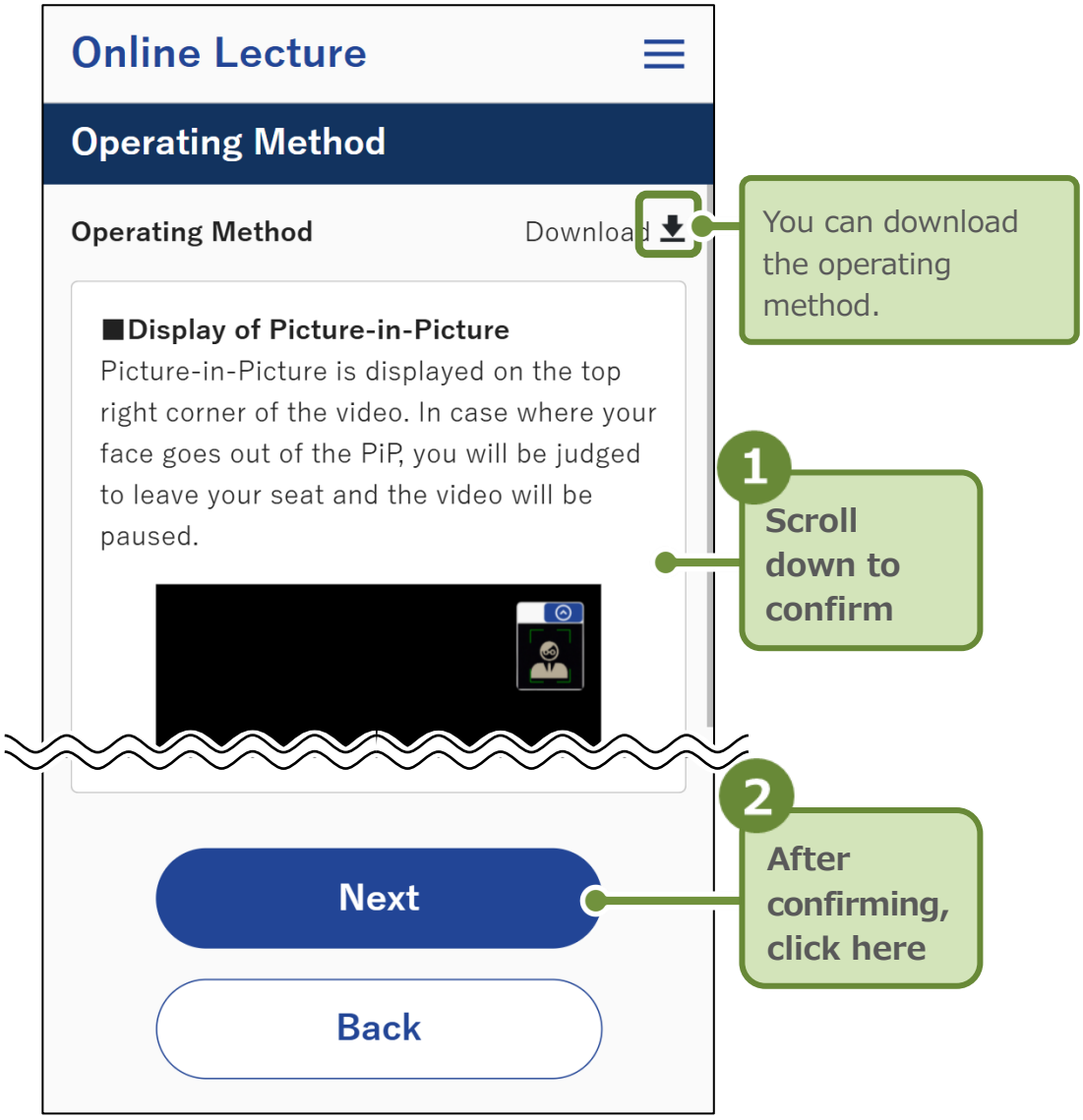
Reference

If this is your second or subsequent lecture and you have already confirmed the operating method, the "Start after reconfirming operating procedures" button and the "Start" button will be displayed.



If you wish to skip the confirmation of the operating method and start the lecture, click the "Start" button and go to Step **4.** (p.40).

3. After confirming the operating method, click "Next."

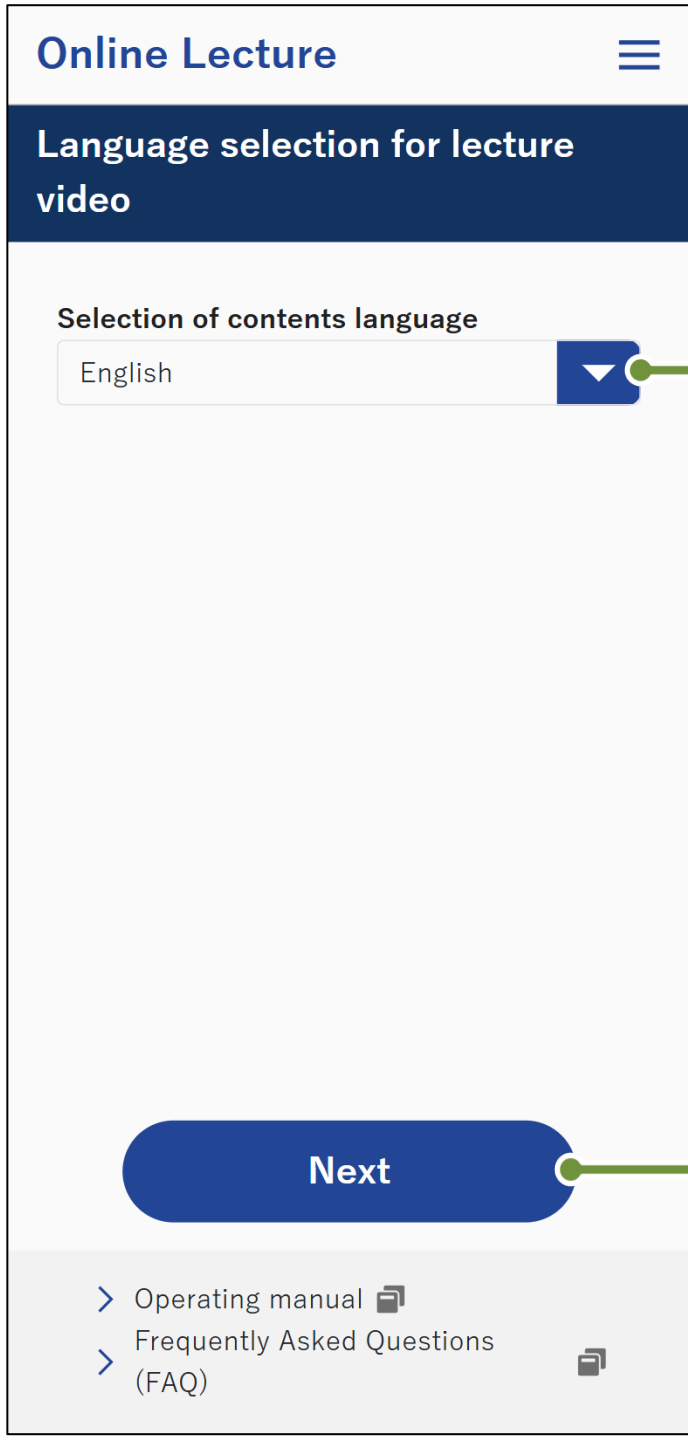


The "Language selection for lecture video" screen will be displayed.
While viewing the lecture video, facial detection, facial verification, and biometric determination are randomly performed.

Important

While viewing the lecture video, the system detects whether the attendee's face is in the picture-in-picture frame (facial detection), matches the attendee's ID photo on the currently registered driver's license, etc. (facial verification), and determines whether the attendee is holding a photo, etc. in front of the camera (biometric determination).
Make sure your face is always facing the screen while viewing. If a face cannot be recognized within the picture-in-picture frame due to the attendee leaving the seat during the lecture, video playback will stop and an error screen will be displayed.

4. Select the language of the lecture video and click "Next."



To change the language displayed below, click ▼.
- Languages in video content
- Language of the questions and explanation in the Confirmation Test
- Language of the questions in the Self-check Test for Safe Driving

Choose from up to 21 languages, including Japanese, and sign language.

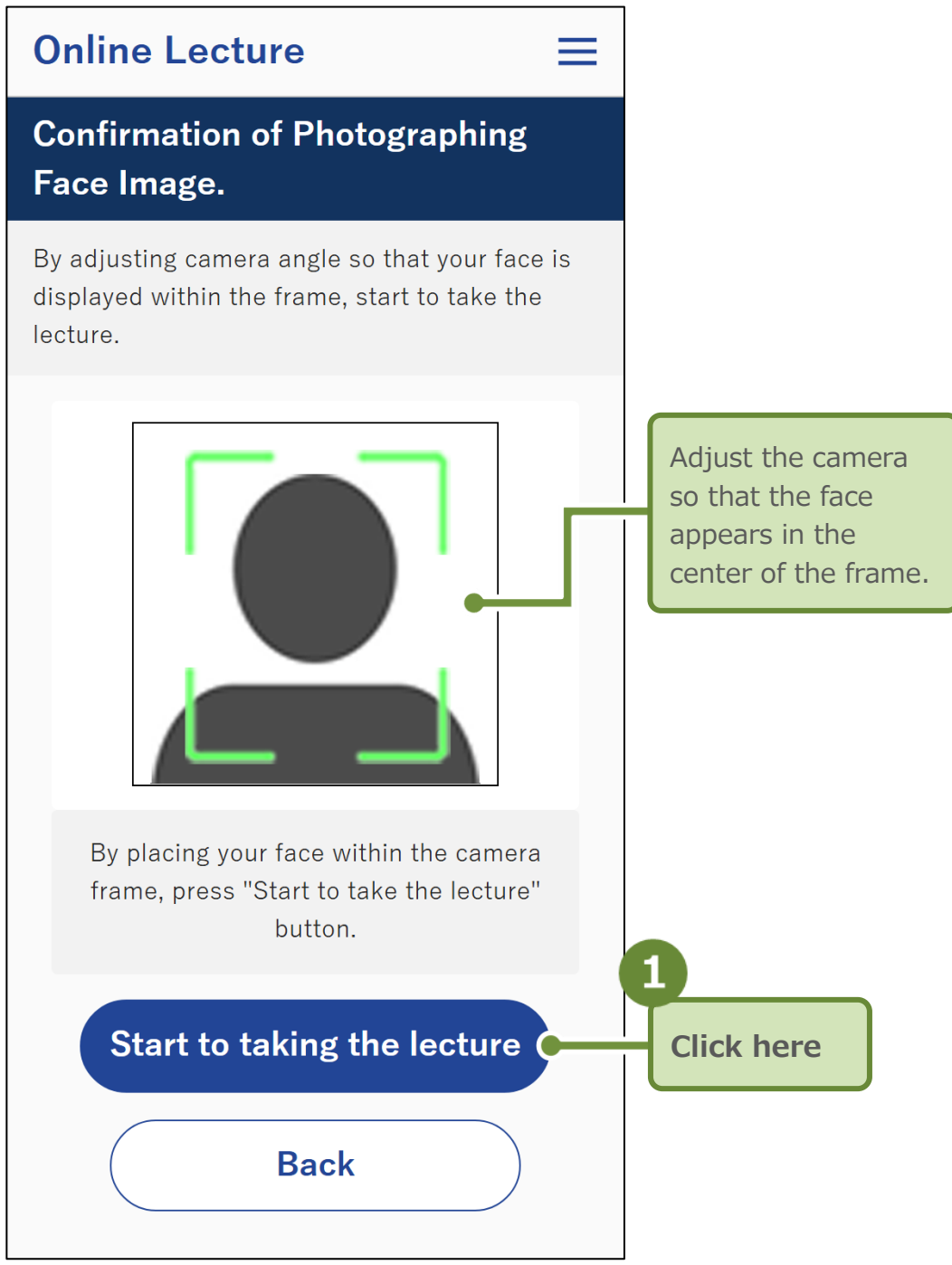
1 **Click here after selecting the language for the lecture video**

Reference

Since the language supported by each lecture video is different, you may be asked to select the language again during the lecture.

When you take the lecture for the first time, the "Confirmation of Photographing Face Image" screen will be displayed.
For the second and subsequent lectures, the "Viewing the lecture video" screen will be displayed. Go to Step 6. (page 43).

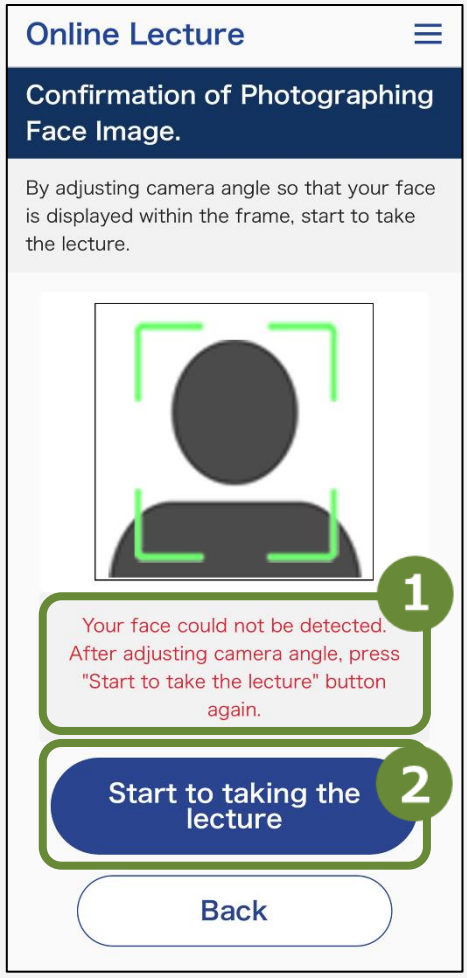
5. Adjust the camera angle so that your face appears within the frame, and click "Start to taking the lecture."

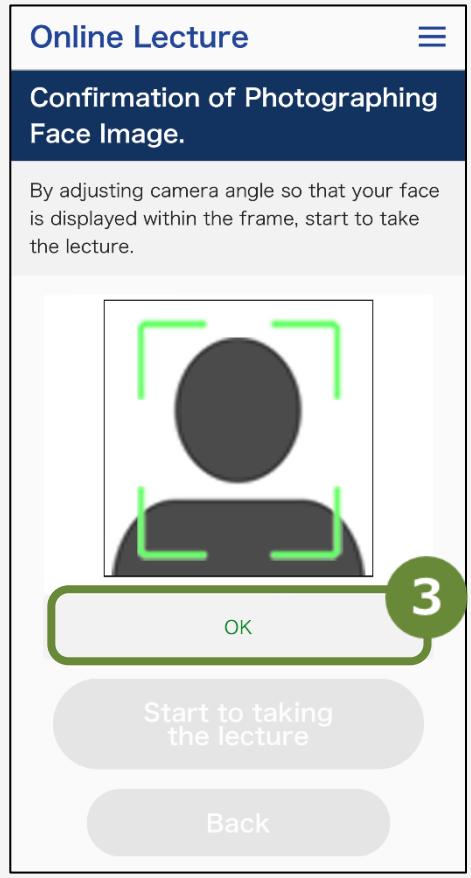


Facial detection begins.
If the facial detection is successful, the "Viewing the lecture video" screen will be displayed.

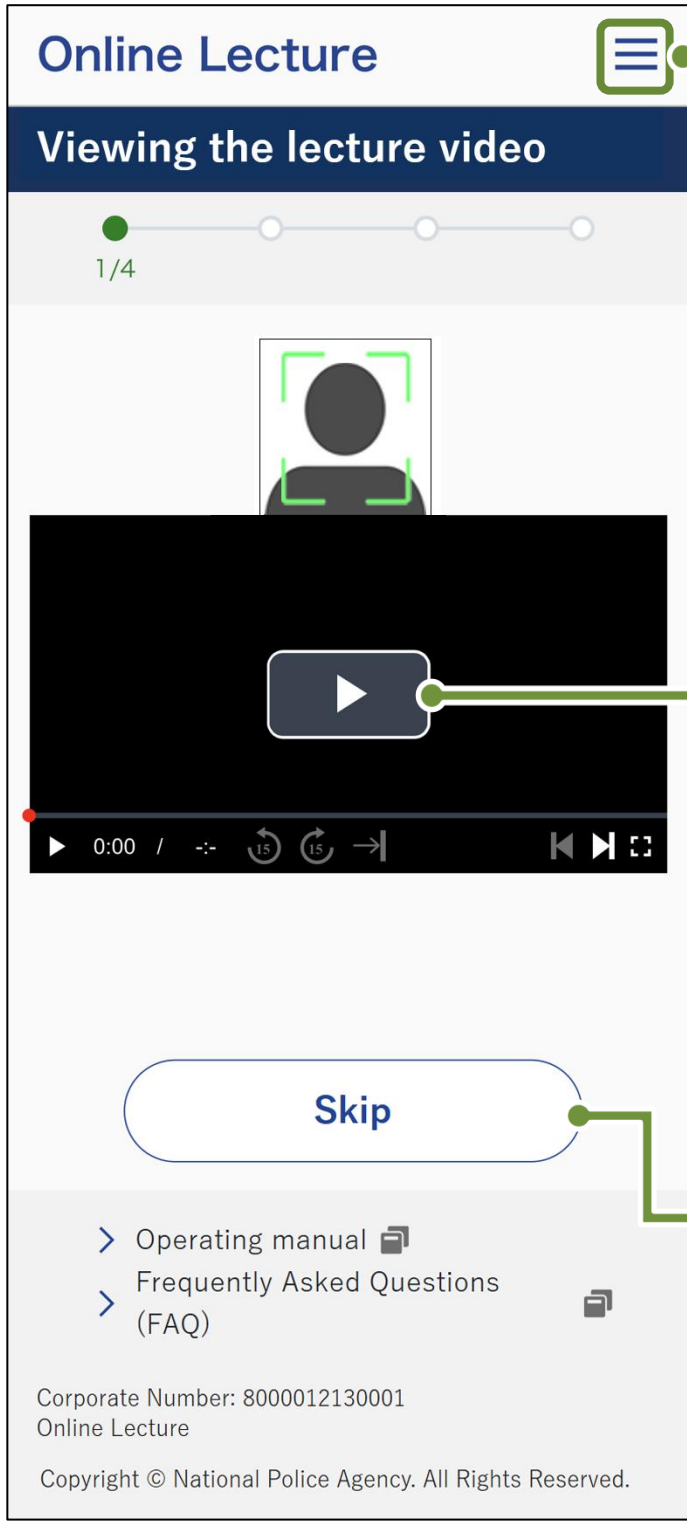
Reference

If facial detection is unsuccessful, an error message as seen in ❶ will be displayed.
Adjust the camera and click the ❷ "Start to taking the lecture" button again.
When facial detection is performed, ❸ "OK" is displayed and you will be redirected to the "Viewing the lecture video" screen.





6. Click the play button ▶ to view the lecture video.



If you do not know how to operate it, check "Operation method" from this menu.

1 Click here

This button will be displayed on the second and subsequent viewings. You will be redirected to the "Viewing Lecture Video Completed" screen.

Reference

The items displayed at the bottom of the lecture video during playback are as follows.
Icons that cannot be operated are displayed in gray.

1. The playback starting point of the video being viewed is indicated by a red bar. It cannot be operated on the first viewing. When reviewing the video, the playback starting point can be changed by moving the bar left or right.
2. ▶ (Play) or ⏸ (Pause).
3. The time passed/total time of the video currently being viewed is displayed.
4. You can rewind or fast forward 15 seconds at a time.
5. After rewinding the playback starting point for 15 seconds, you can forward up to the point your already viewed in the video. This operation is available only for the first viewing.
6. You can go back to the previous video or move on to the next video.
7. ⛶ (Full-screen display) or ⛶ (Normal display, with full-screen display disabled).

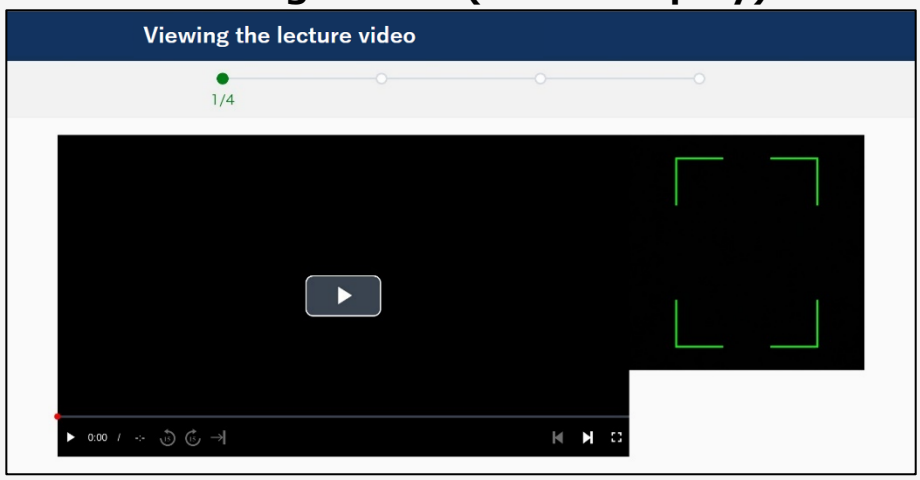
Important

You can change the playback starting point and move forward 15 seconds, only up to the position you have already viewed.
You can move to the next video only from videos you have already viewed. You cannot skip videos you have not viewed yet.

Reference

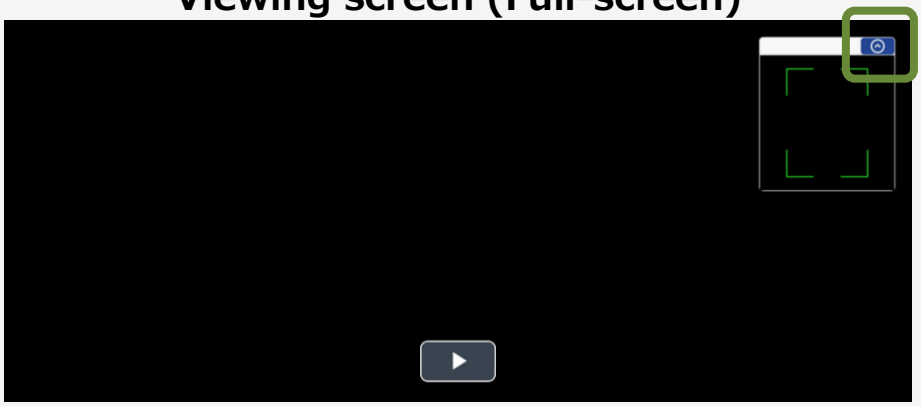
The viewing screen during playback on a PC is shown below.
The icons displayed at the bottom of the screen are equivalent to the smartphone screen in the previous page.

Viewing screen (Initial display)



Click the button in the upper right corner of the picture-in-picture camera to show/hide the picture-in-picture camera.

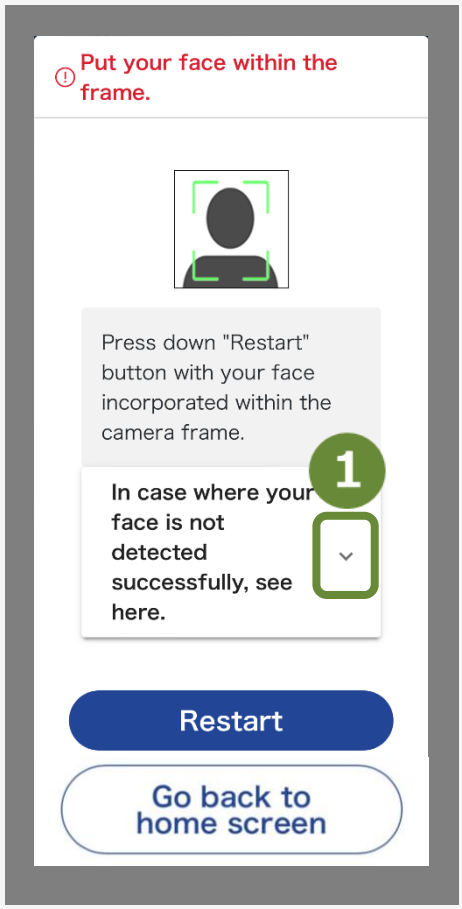
Viewing screen (Full-screen)

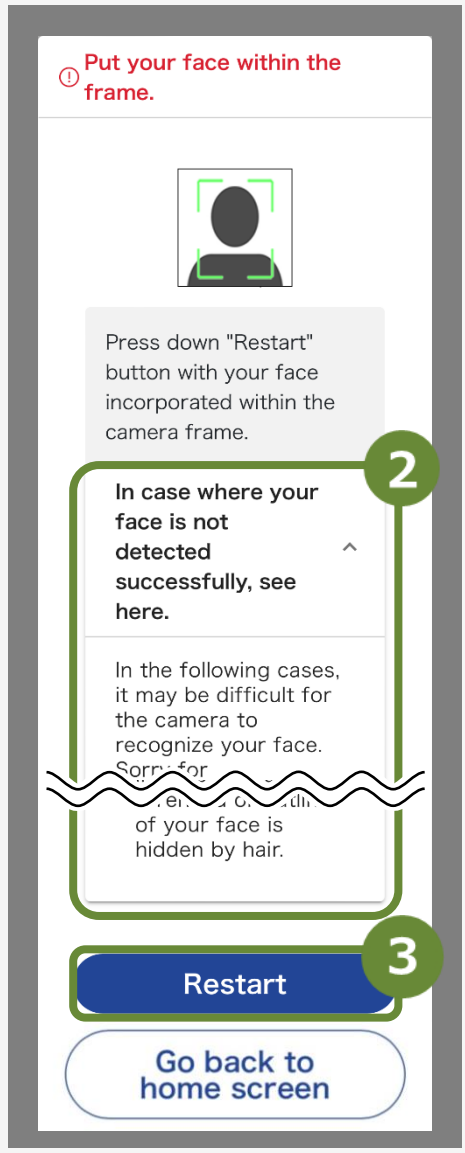


The viewing screen when the smartphone is placed horizontally is shown below.

Reference

If the following error screen is displayed while viewing the lecture video, please click ❶ on the screen, read ❷ the explanation and make adjustments.
❸ Click "Restart" to return to the screen for viewing the lecture video.





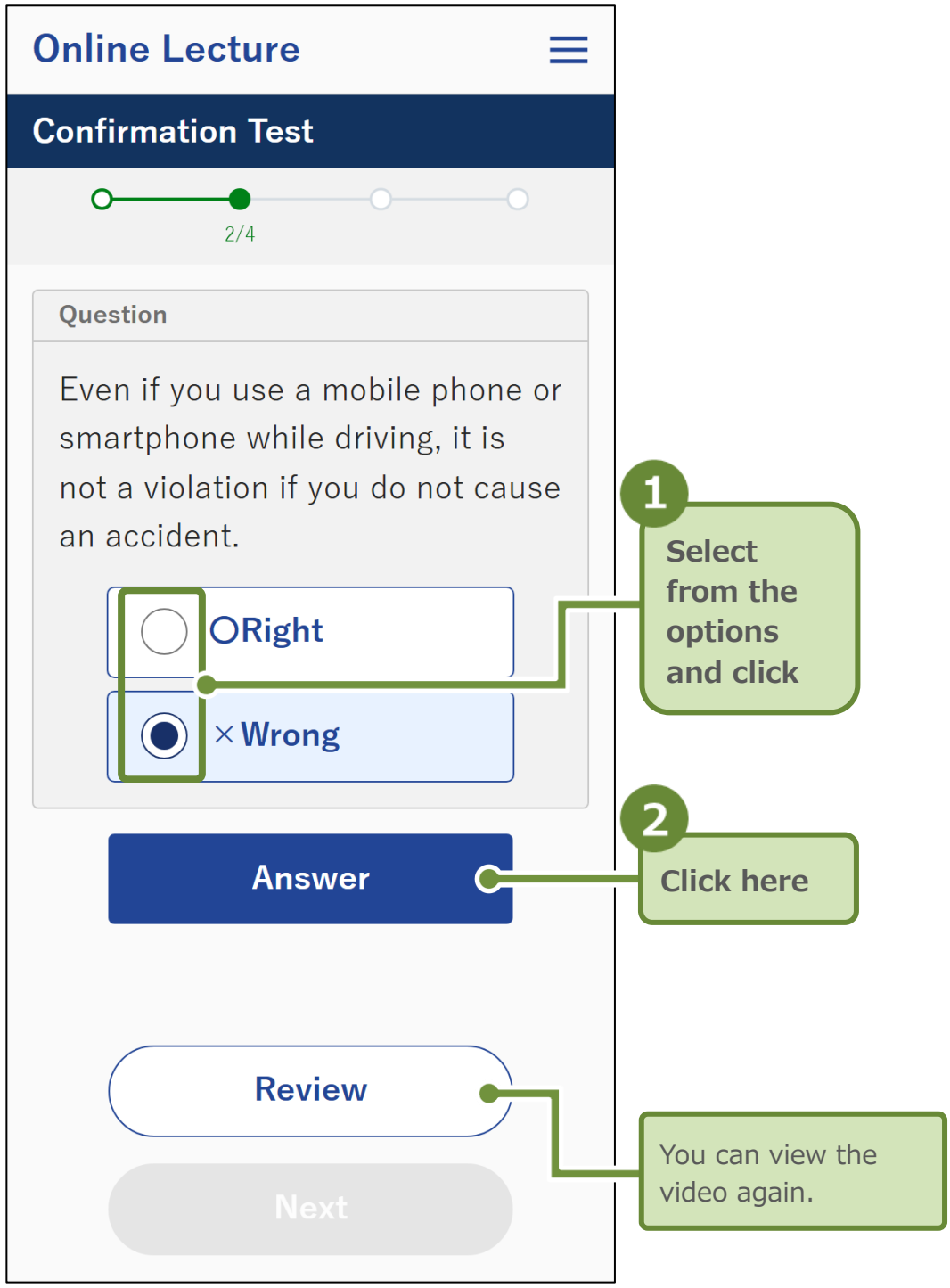
In the following cases, it may be difficult for the camera to recognize the face.

- In the case where the lighting is dark or backlit
- In the case where light is reflected by the lenses of glasses
- In the case where the face is not facing the camera
- In the case where the photographing angle of the camera is upward or downward
- In the case where the outline of your face is hidden by hair

4 Answer the Confirmation Test

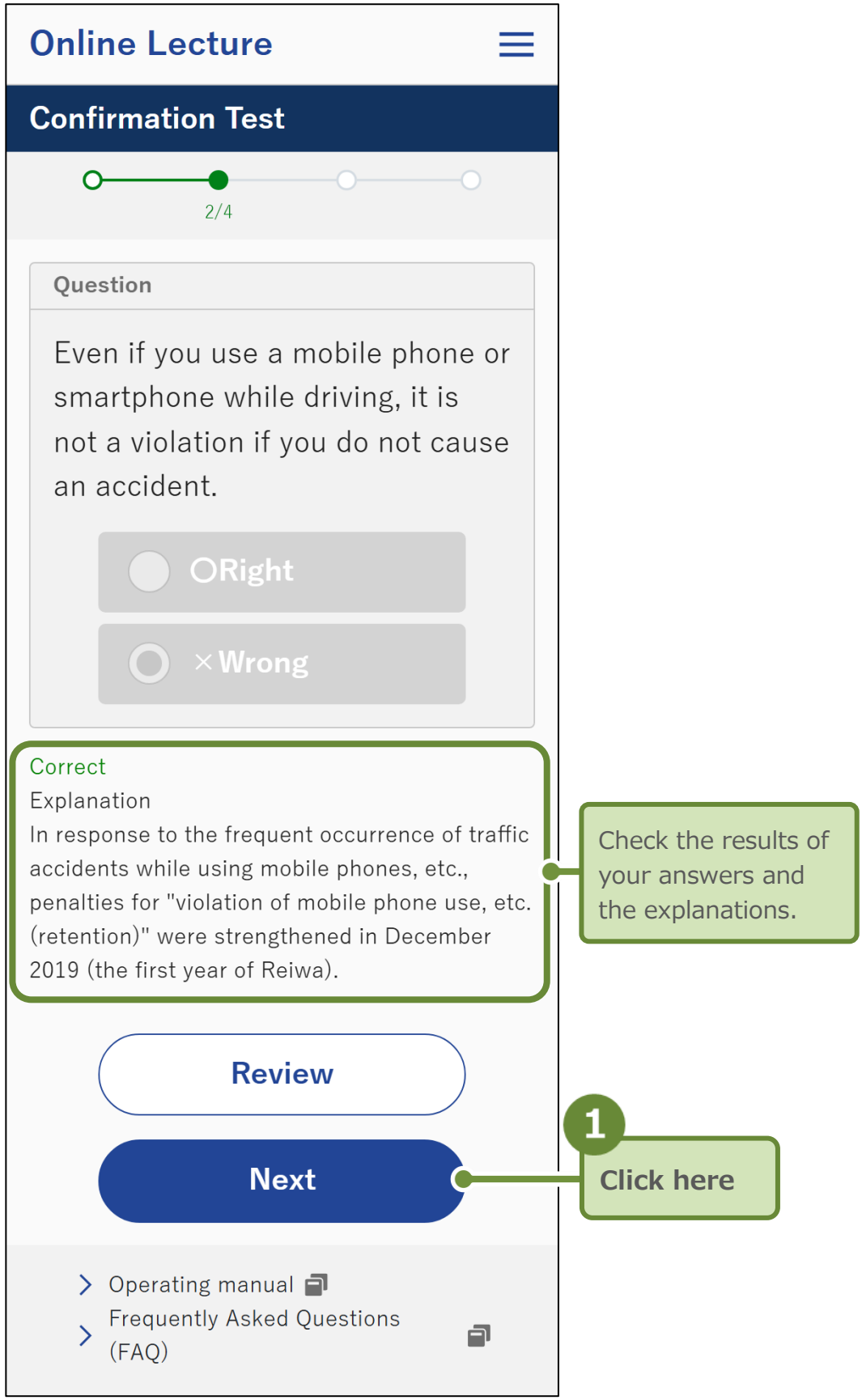
At the end of each chapter of the video, the Confirmation Test will be displayed.
If you wish to check the video again, you can also review it.

1. Click the option you think is correct and click "Answer."



Answers and explanations for the Confirmation Test will be displayed.

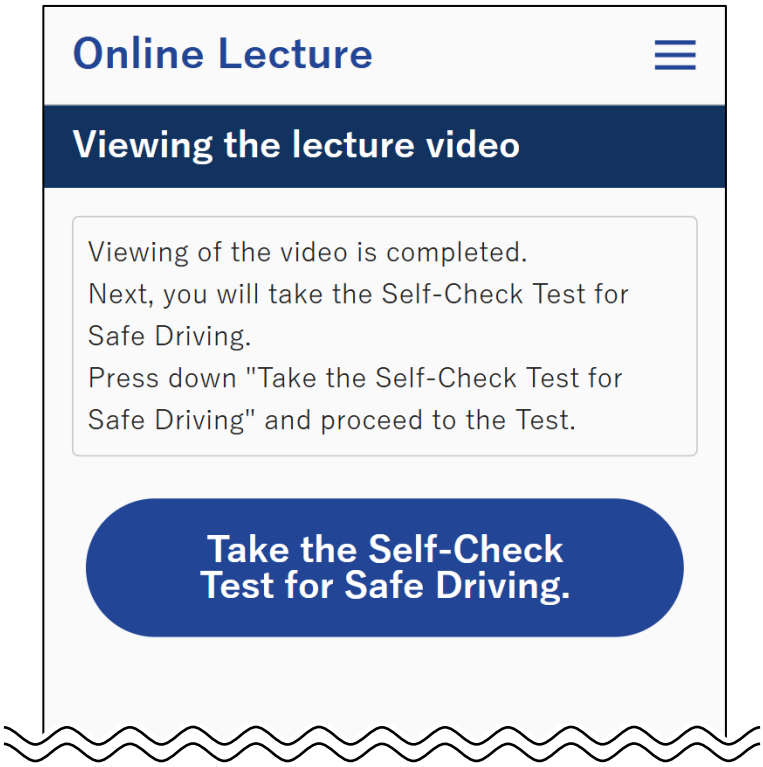
2. Confirm the explanation and click "Next."



The next lecture video will be displayed.
After completing all of the viewing of the lecture videos and the Confirmation Tests, the "Take the Self-check Test for Safe Driving" screen will be displayed.

5 Take the Self-check Test for Safe Driving

After completing all of the viewing of the lecture videos and the Confirmation Tests, the "Take the Self-check Test for Safe Driving" screen will be displayed.



Reference

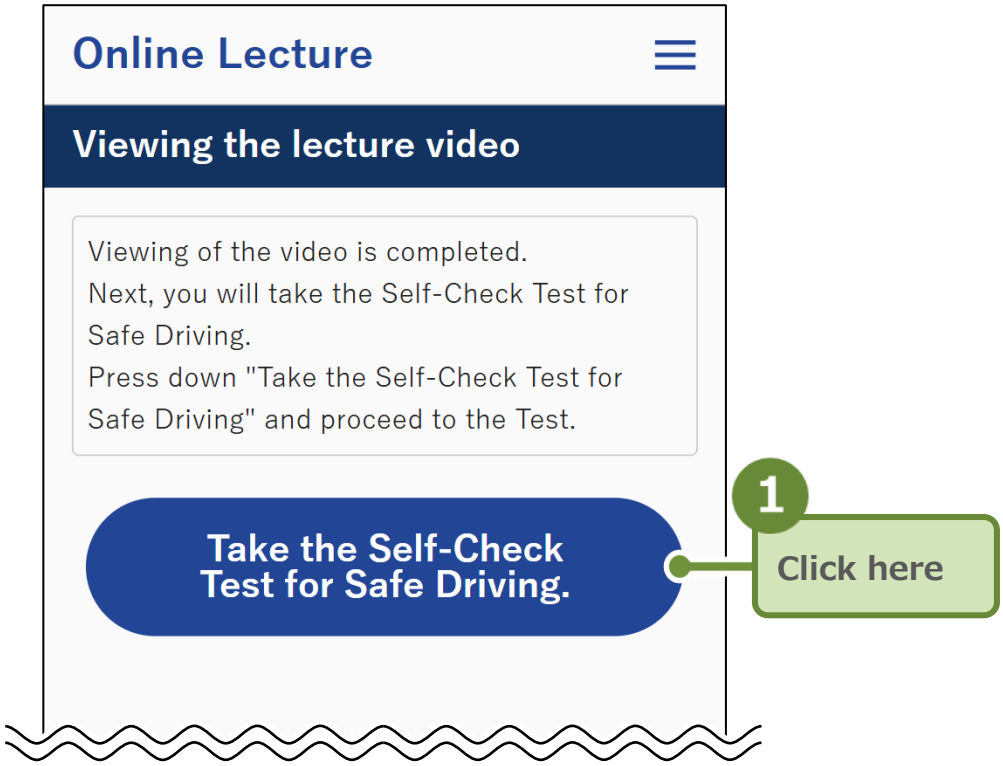
If you are a driver with an exemplary record, you can skip the Self-check Test for Safe Driving. You can skip even if you are in the middle of the Self-check Test for Safe Driving.

When a driver with an exemplary record skips the Self-check Test for Safe Driving, they will be redirected to the screen to start viewing the videos for driver education/public relations.
This section describes the procedures for taking the Self-check Test for Safe Driving without skipping.

Important

If the classification of lecture is "A driver with a satisfactory record," facial detection and facial verification will be performed while answering the Self-check Test for Safe Driving. Facial detection and facial verification will not be performed if they are exercise questions or when the classification of lecture is "A driver with an exemplary record."

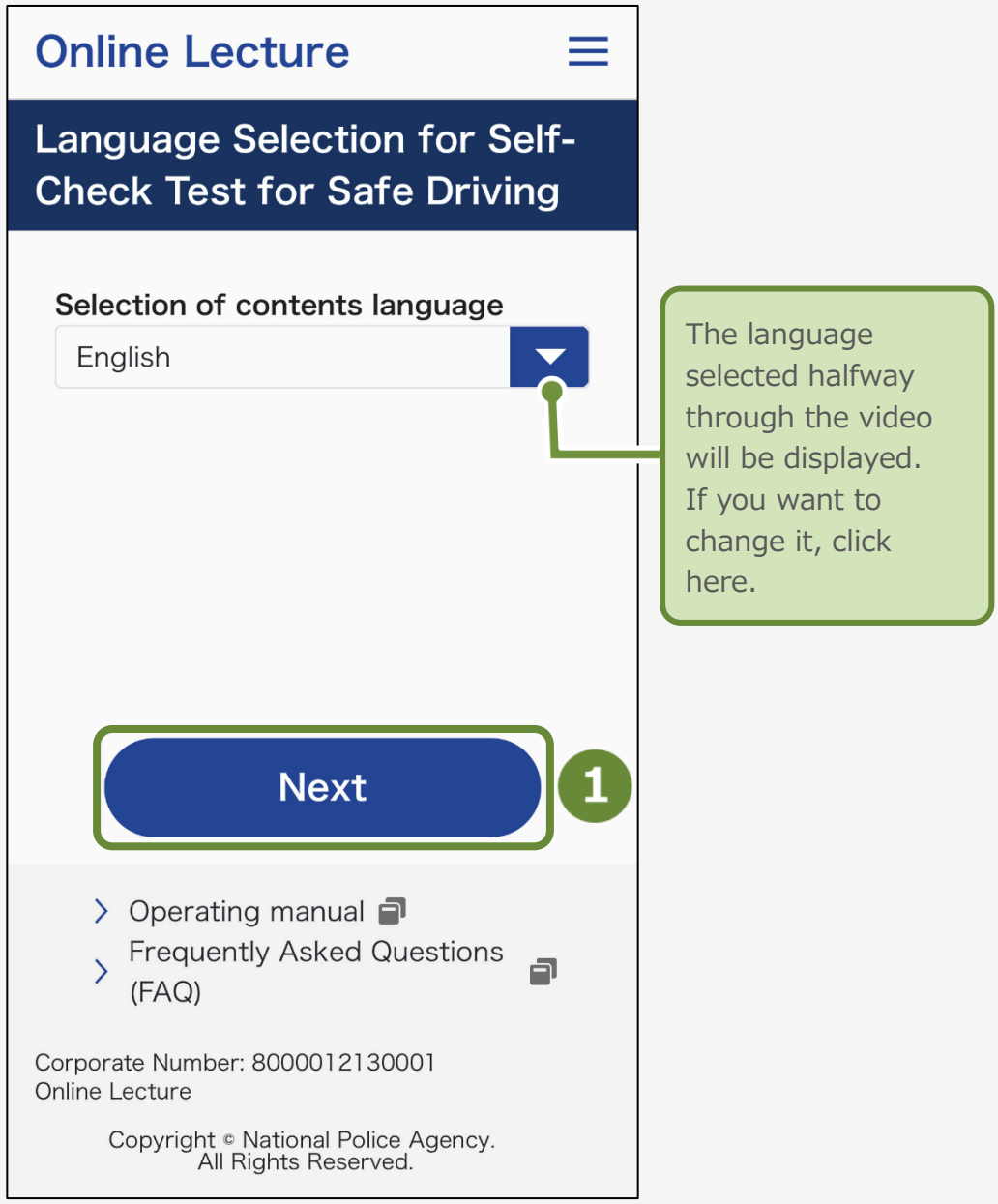
1. Click "Take the Self-check Test for Safe Driving."



If the language is reselected halfway through the video, a screen will be displayed to select the language to be used in the Self-check Test for Safe Driving.

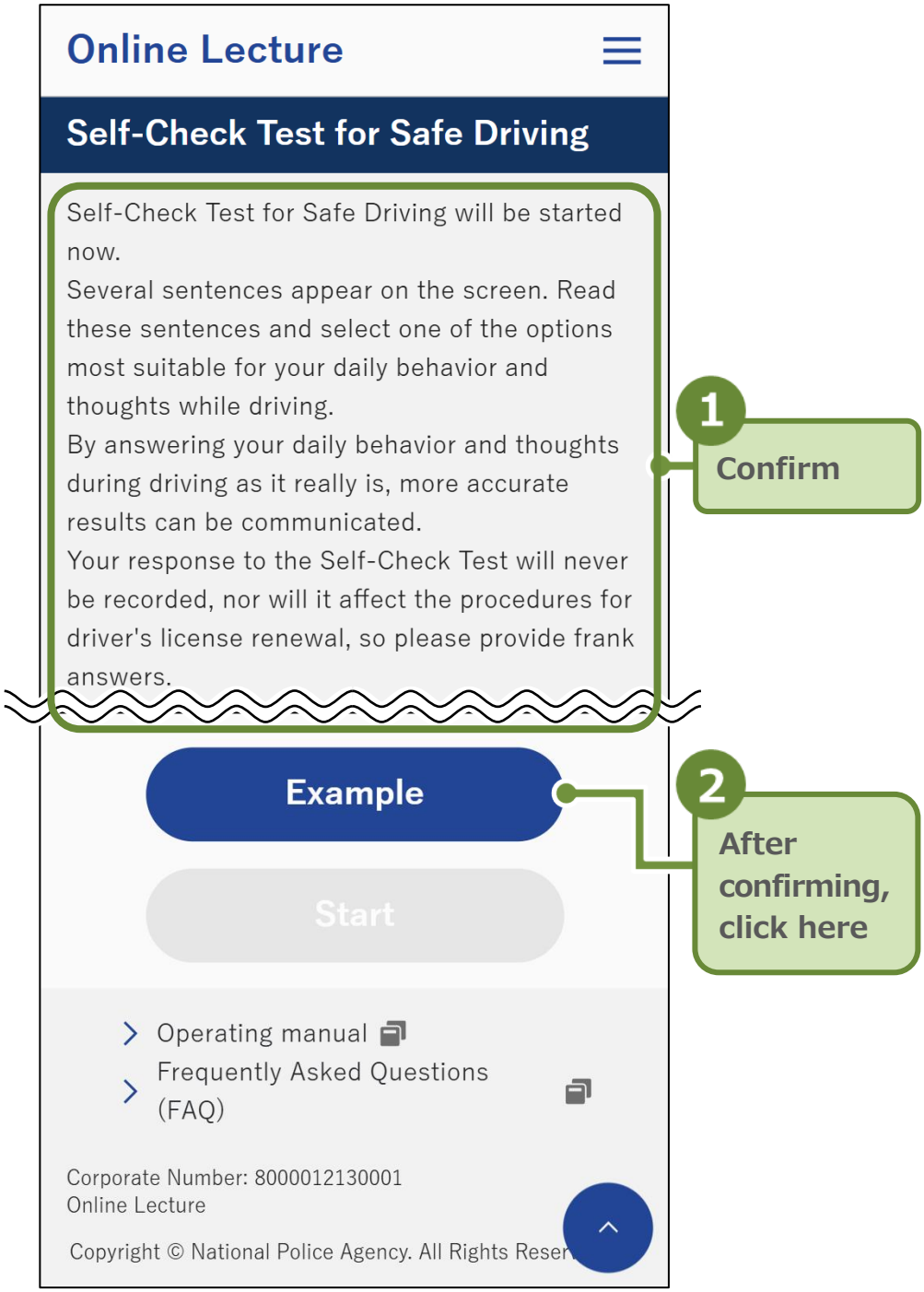
Reference

If the language selection screen is displayed again during the lecture, the Self-check Test for Safe Driving Language Selection screen will be displayed here as well.
Select the language and click "Next."



The Self-check Test for Safe Driving screen will be displayed.

2. Click "Example."

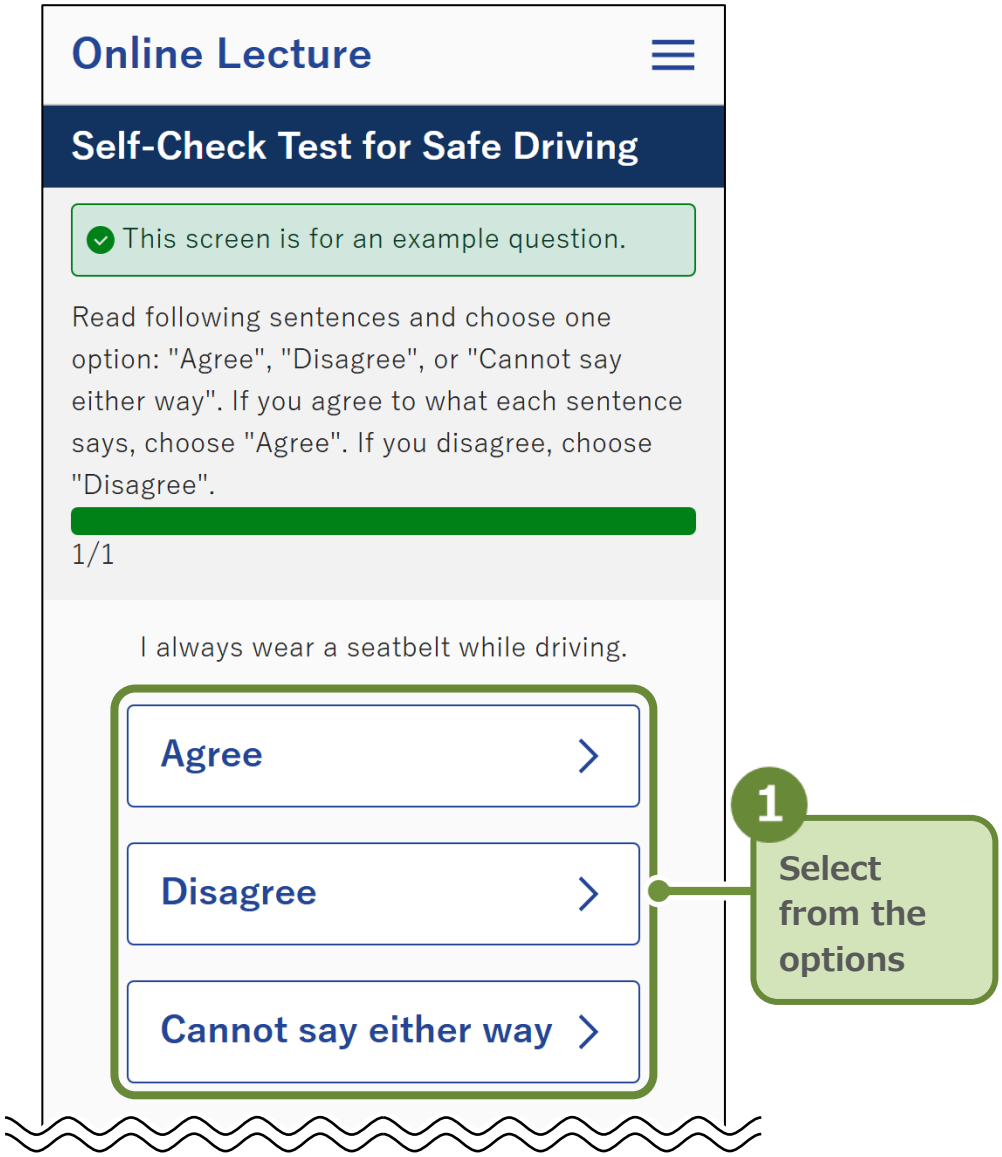


First, you will be given one exercise question.

Reference

Exercise questions are done to gain a good understanding of how to operate the screen.
If you do not answer the exercise questions, you will not be able to proceed to the real questions.

3. Read the exercise question and click the option.

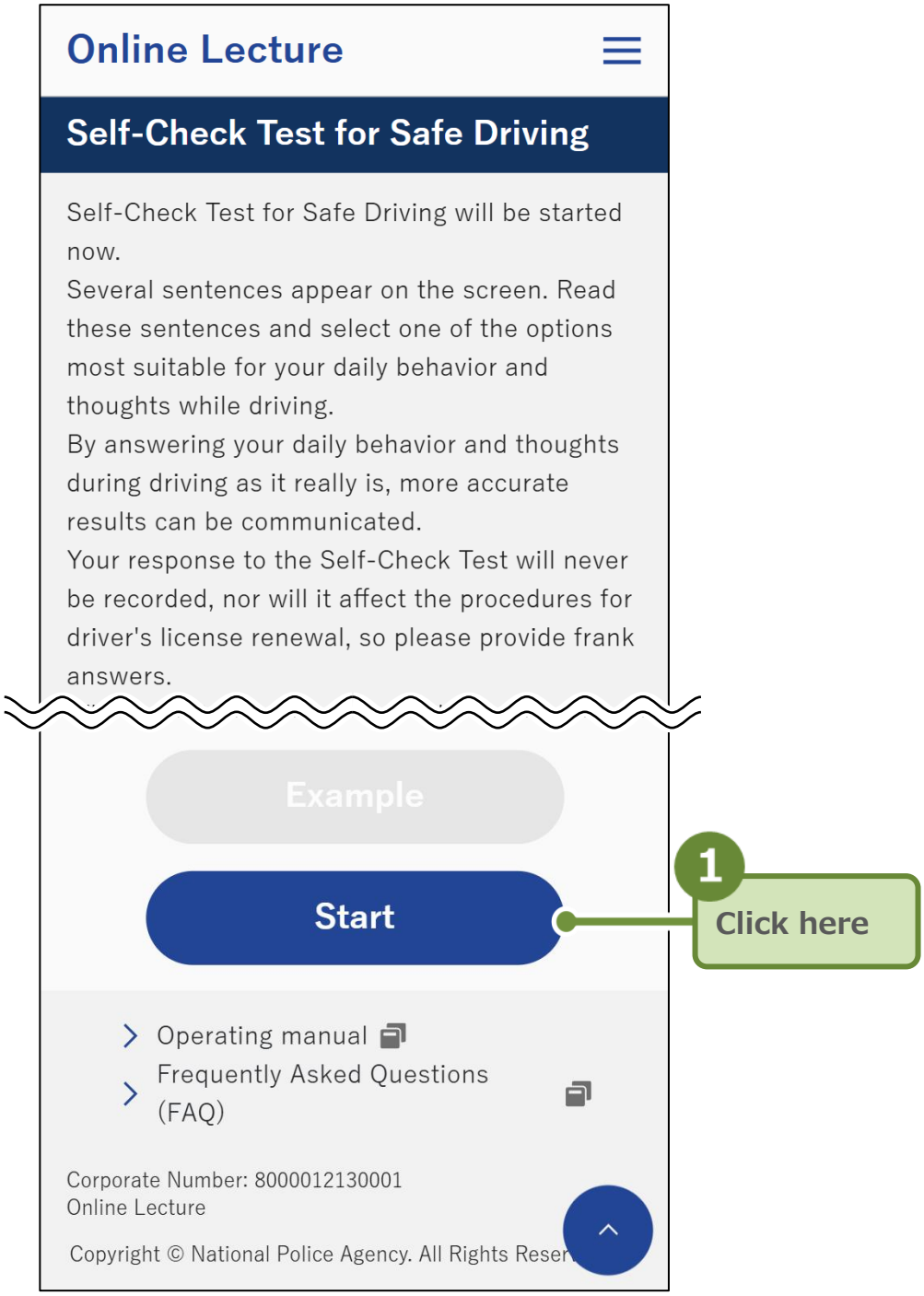


Important

The buttons for the options will not become available for clicking until 3 seconds after the question is displayed.
If 10 minutes have passed without any selection being made, the "Self-check Test for Safe Driving Error (Forced Shutdown (Timeout Due to Inactivity))" screen will be displayed.
If the timeout occurs, you will return to the "Home" screen. Please start over from "Start to taking the lecture."

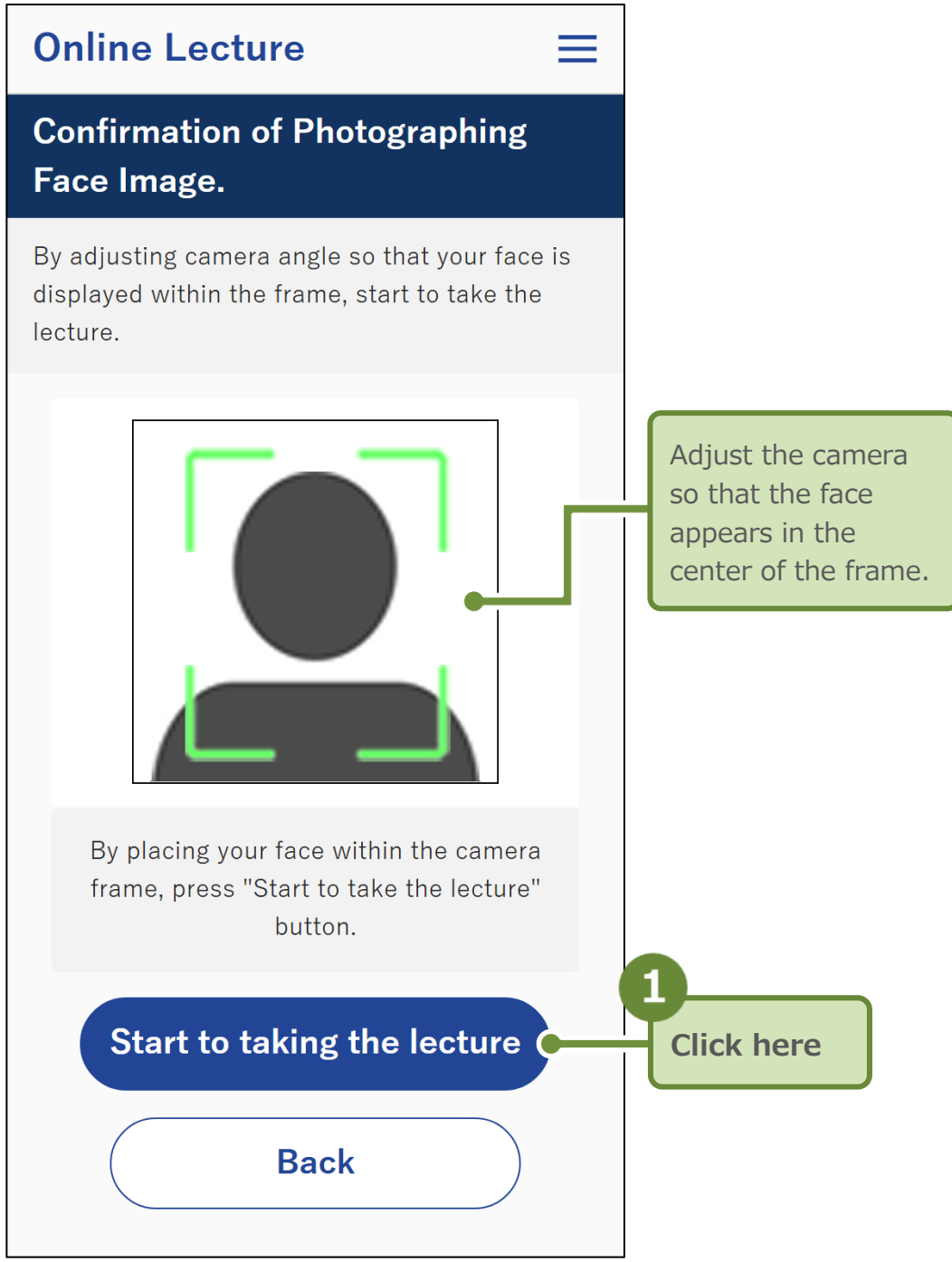
Once you have answered the exercise questions, you can begin the Self-check Test for Safe Driving.

4. Click "Start."



The question is displayed.

5. Adjust the camera angle so that your face appears within the frame, and click "Start to taking the lecture."
If the classification of lecture is "A driver with a satisfactory record," facial detection and facial verification will be performed while answering the Self-check Test for Safe Driving.



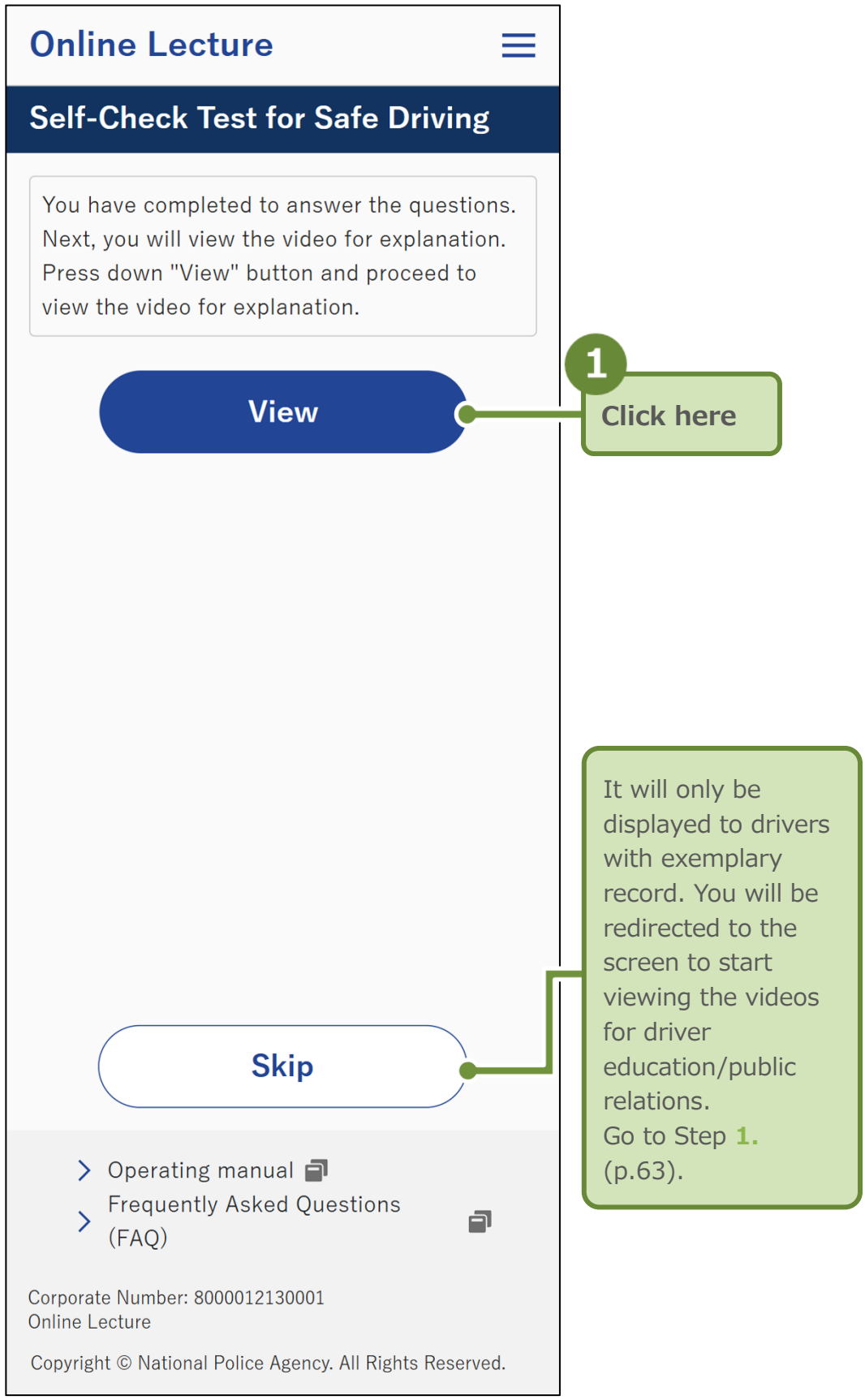
Facial detection begins.
If the facial detection is successful, the "Self-check Test for Safe Driving" screen will be displayed.

6. Read the question and click the option.

Once you have answered the question, the next question will be displayed.

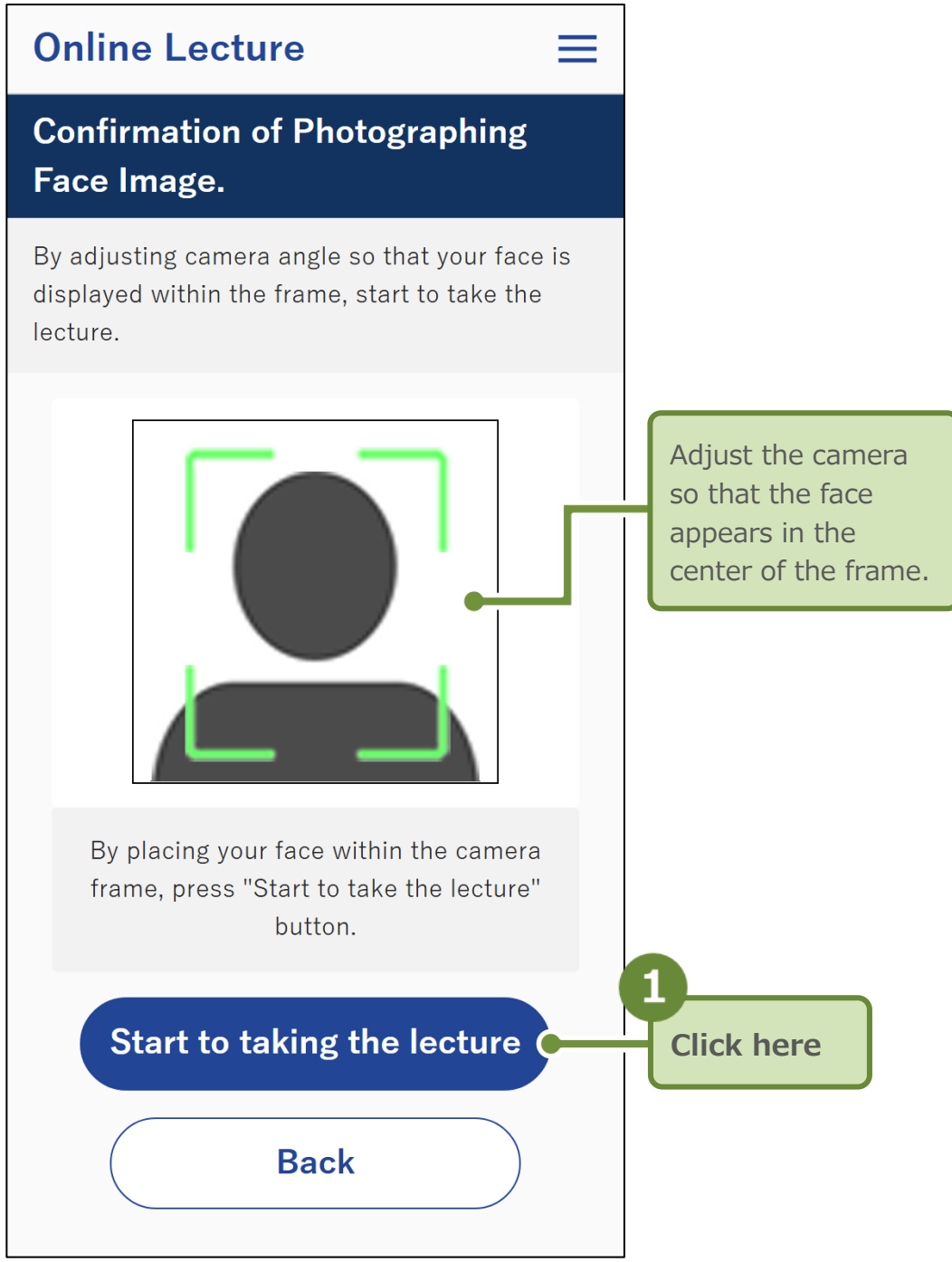
After answering the final question, the completion screen for the Self-check Test for Safe Driving will be displayed.

7. Click "View" to view the video for explanation of the Self-check Test for Safe Driving.



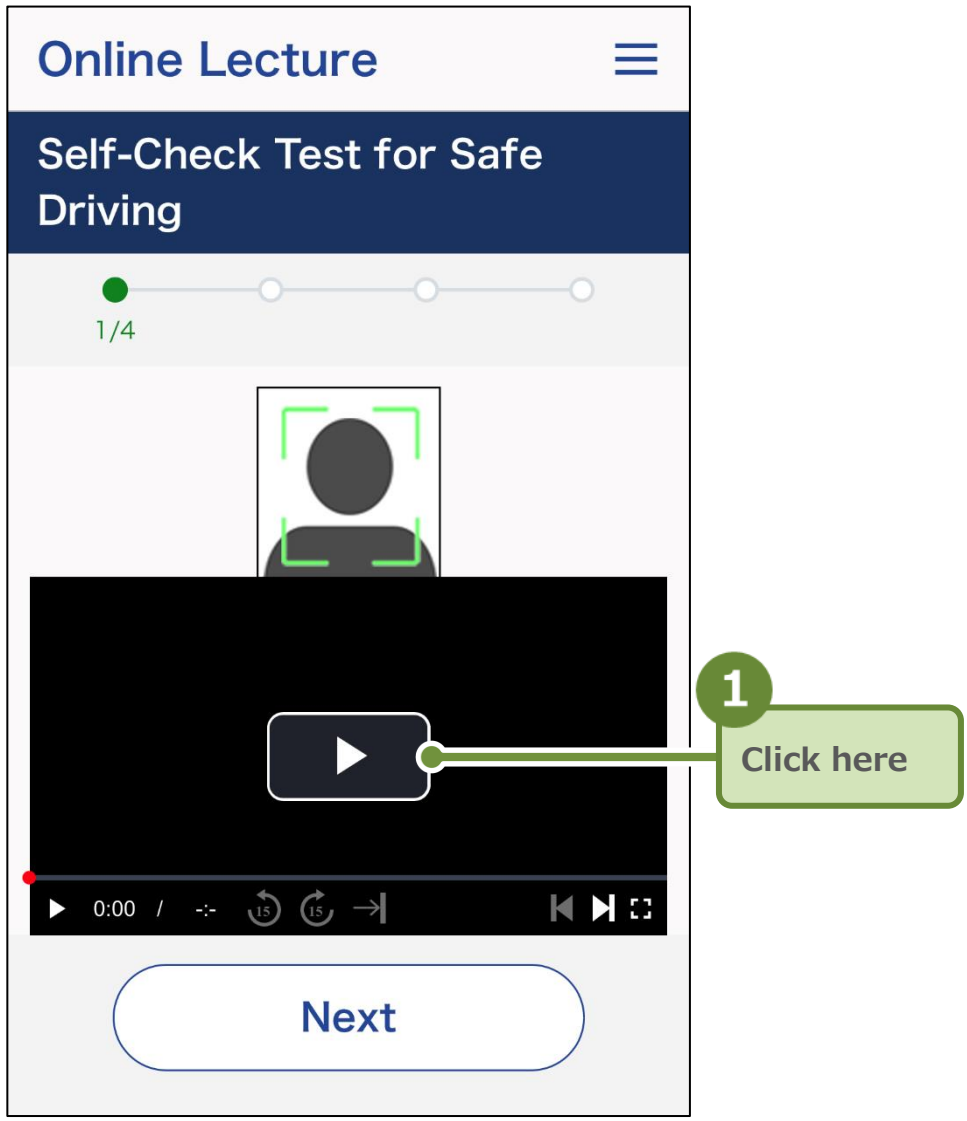
A screen with the video for explanation of the Self-check Test for Safe Driving will be displayed.

8. Adjust the camera angle so that your face appears within the frame, and click "Start to taking the lecture."
If the classification of lecture is "A driver with a satisfactory record," facial detection and facial verification will be performed while answering the Self-check Test for Safe Driving.



Facial detection begins.
If the facial detection is successful, the "Self-check Test for Safe Driving" screen will be displayed.

9. Click the play button ▶ to view the video for explanation of the Self-check Test for Safe Driving.



After you finish viewing the video for explanation, the completion screen for the Self-check Test for Safe Driving will be displayed.

Important

If the classification of lecture is "A driver with a satisfactory record," while viewing the video for explanation, the system detects whether the attendee's face is in the picture-in-picture frame (facial detection), and whether the image matches the attendee's ID photo on the currently registered driver's license, etc. (facial verification). Make sure your face is always facing the screen while viewing. If a face cannot be recognized within the picture-in-picture frame due to the attendee leaving the seat during the lecture, video playback will stop and an error screen will be displayed.

Reference

The items displayed at the bottom of the video for explanation during playback are as follows.
Icons that cannot be operated are displayed in gray.

1. The playback starting point of the video being viewed is indicated by a red bar. The playback starting point can be changed by moving the bar left or right. For drivers with satisfactory record, the bar cannot be operated on the first viewing.
2. ▶ (Play) or ⏸ (Pause).
3. The time passed/total time of the video currently being viewed is displayed.
4. You can rewind or fast forward 15 seconds at a time.
5. After rewinding the playback starting point for 15 seconds, you can forward up to the point your already viewed in the video. This operation is available only for the first viewing.
6. You can go back to the previous video or move on to the next video.
7. ⛶ (Full-screen display) or ⛶ (Normal display, with full-screen display disabled).

Important

If you are a driver with a satisfactory record, you can change the playback starting point and move forward 15 seconds only up to the position you have already viewed. You can only move to the next video from videos you have already viewed. You cannot skip videos you have not viewed yet.

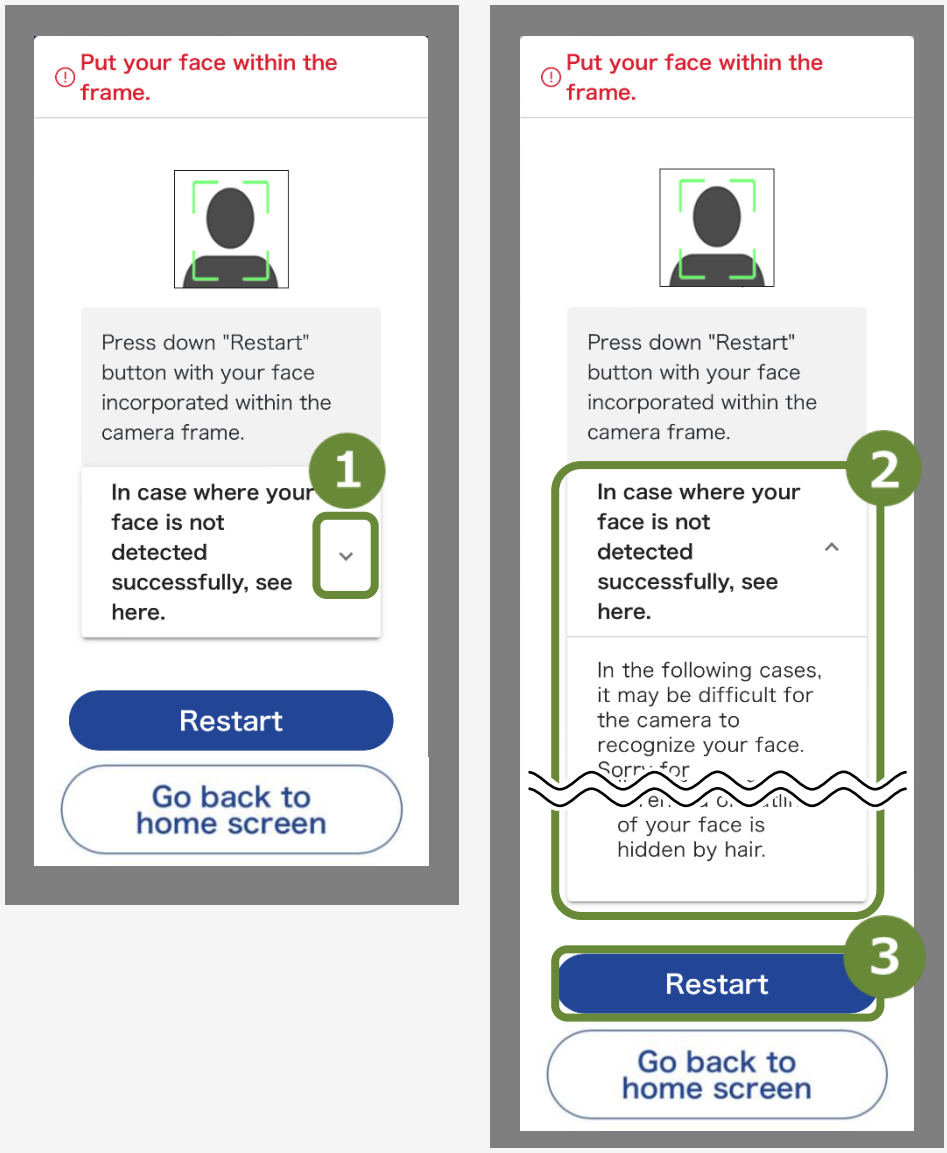
Reference

The viewing screen during playback on a PC is the same as the viewing screen of the lecture video.

Reference

If the following error screen is displayed while viewing the video for explanation, please click ❶ on the screen, read ❷ the explanation and make adjustments.

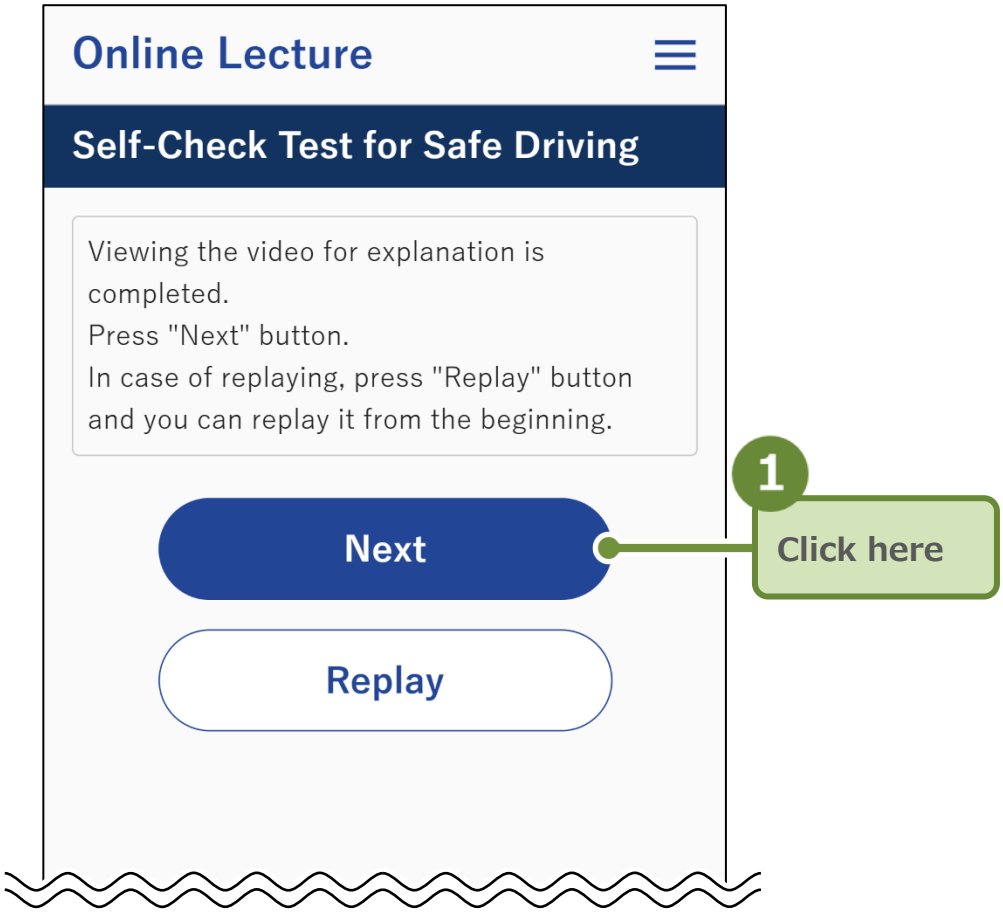
❸ Click "Restart" to return to the screen for viewing the lecture video.



In the following cases, it may be difficult for the camera to recognize the face.

- In the case where the lighting is dark or backlit
- In the case where light is reflected by the lenses of glasses
- In the case where the face is not facing the camera
- In the case where the photographing angle of the camera is upward or downward
- In the case where the outline of your face is hidden by hair

10. Click "Next."

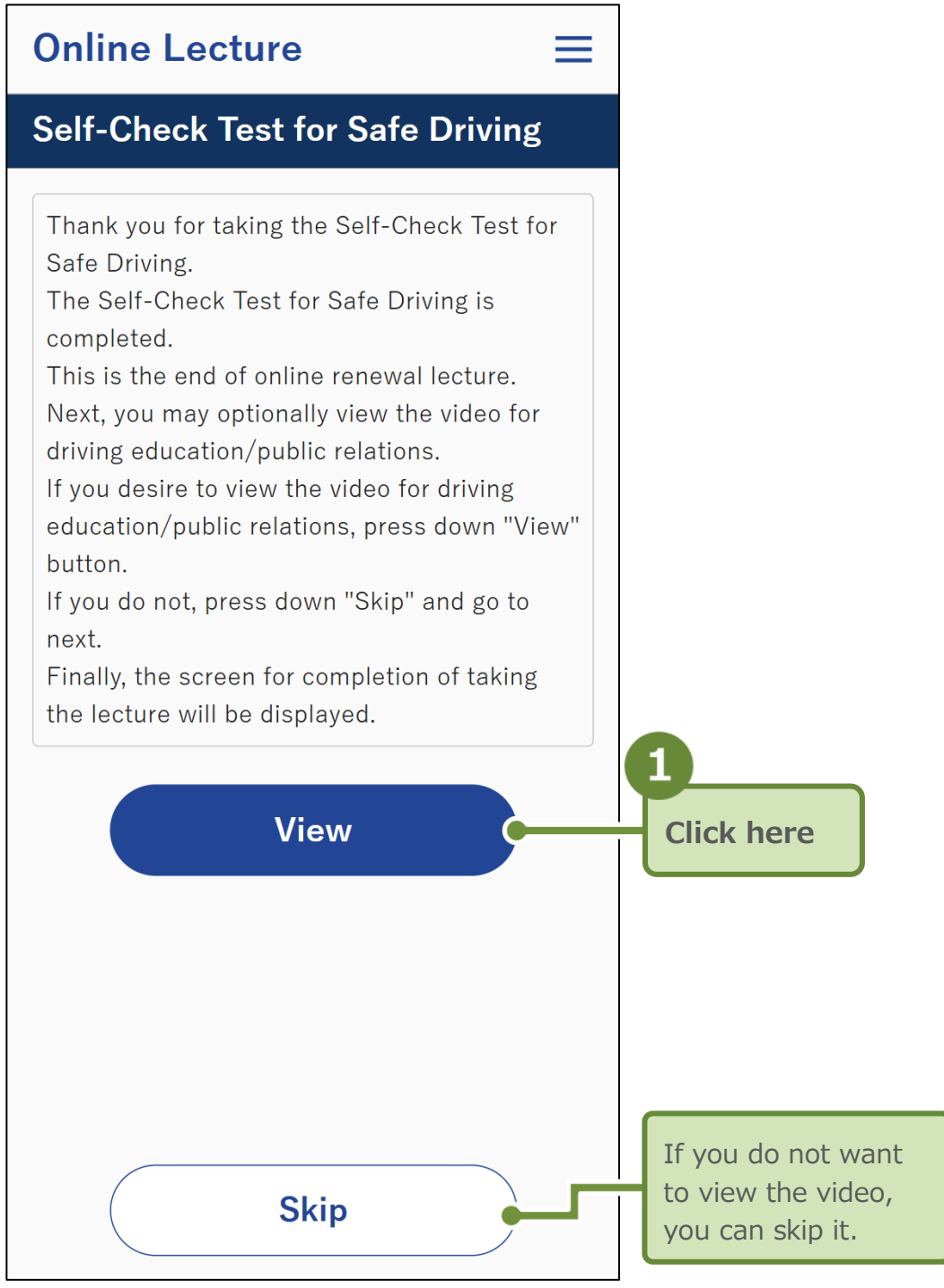


The completion screen for the Self-check Test for Safe Driving will be displayed.

6 View Videos for Driver Education / Public Relations (Optional)

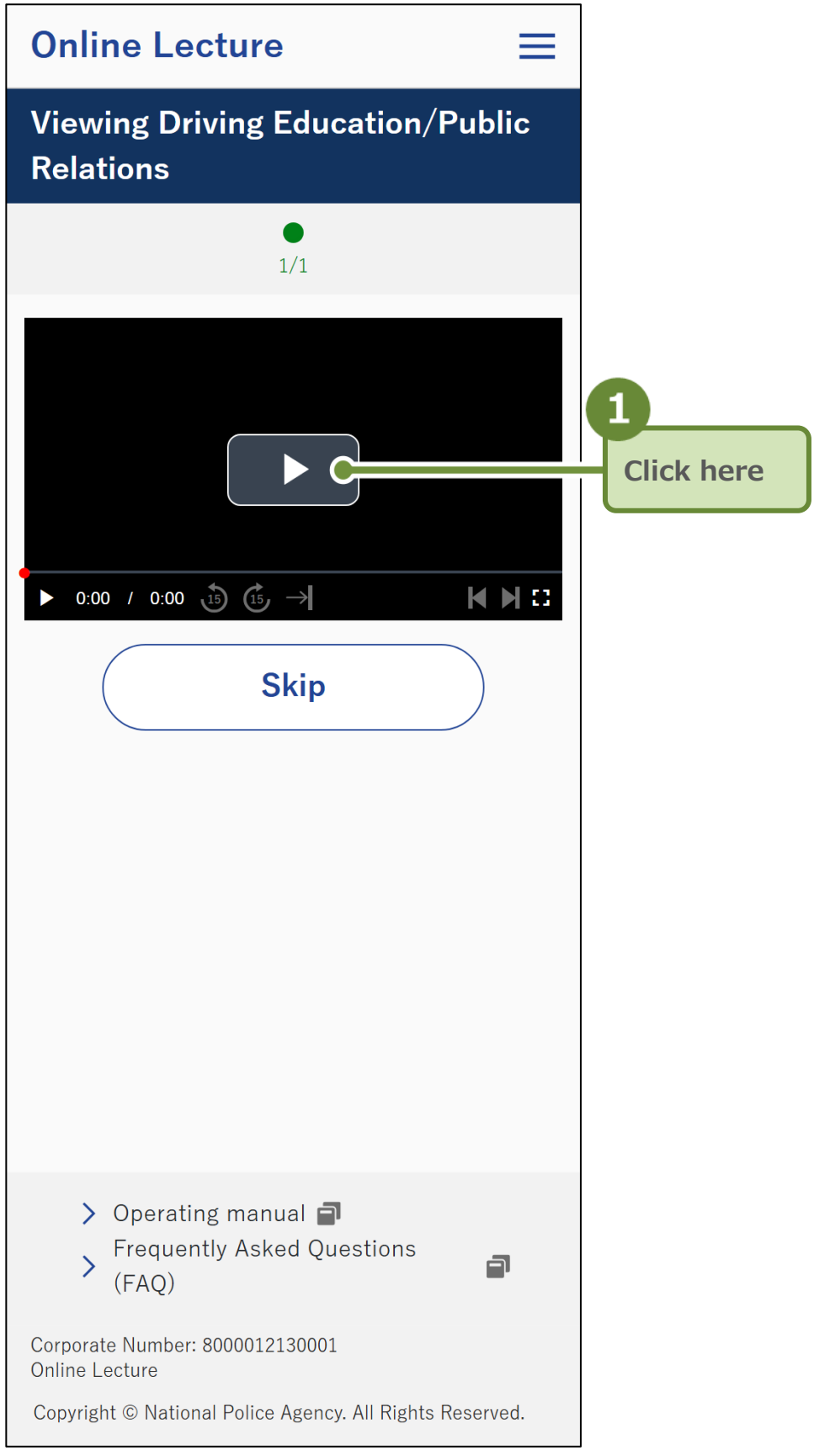
View videos for driver education/public relations.
If you skip the viewing, you will be redirected to the screen to proceed to answering the questionnaire or to the "Lecture completed" screen.

1. Click "View."



The "Viewing Driving Education/Public Relations" screen will be displayed.

2. Click the play button ▶ to start viewing.



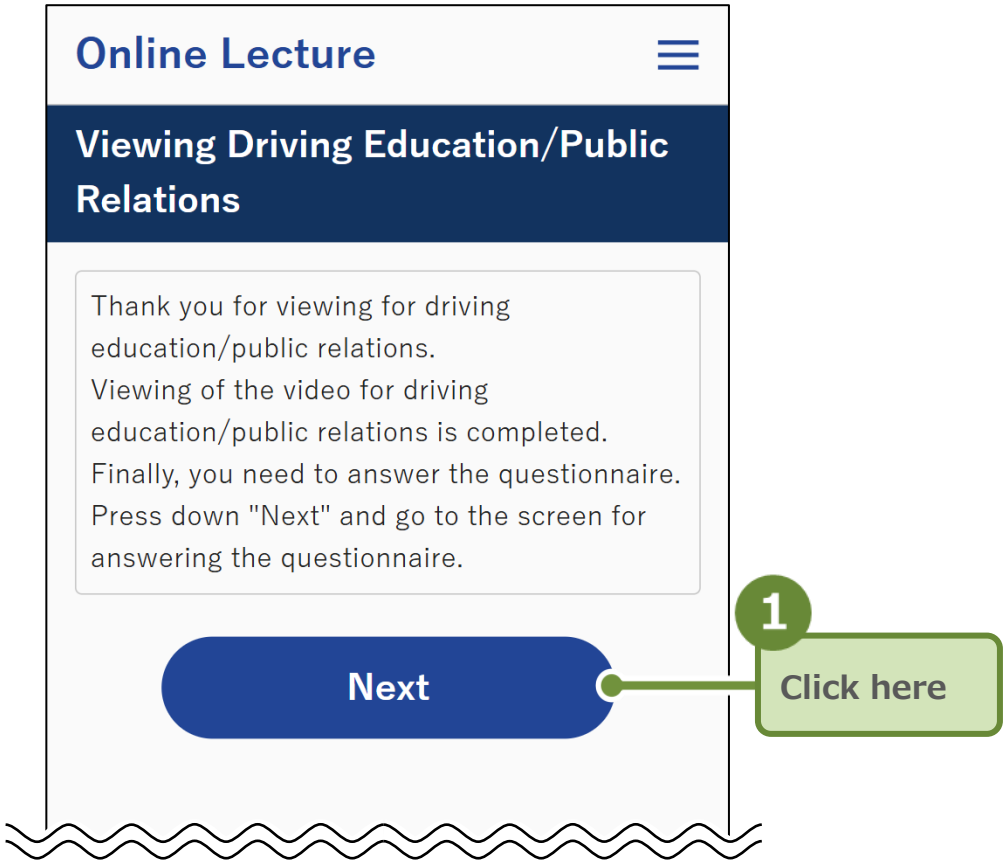
When viewing is complete, a screen for proceeding to answering the questionnaire or the "Lecture completed" screen will be displayed.

Reference

The items displayed at the bottom of the videos for driver education/public relations during playback are as follows.
Icons that cannot be operated are displayed in gray.

1. The playback starting point of the video being viewed is indicated by a red bar. The playback starting point can be changed by moving the bar left or right.
2. ▶ (Play) or ⏸ (Pause).
3. The time passed/total time of the video currently being viewed is displayed.
4. You can rewind or fast forward 15 seconds at a time.
5. You can go back to the previous video or move on to the next video.
6. ⛶ (Full-screen display) or ⛶ (Normal display, with full-screen display disabled).

3. Click "Next."

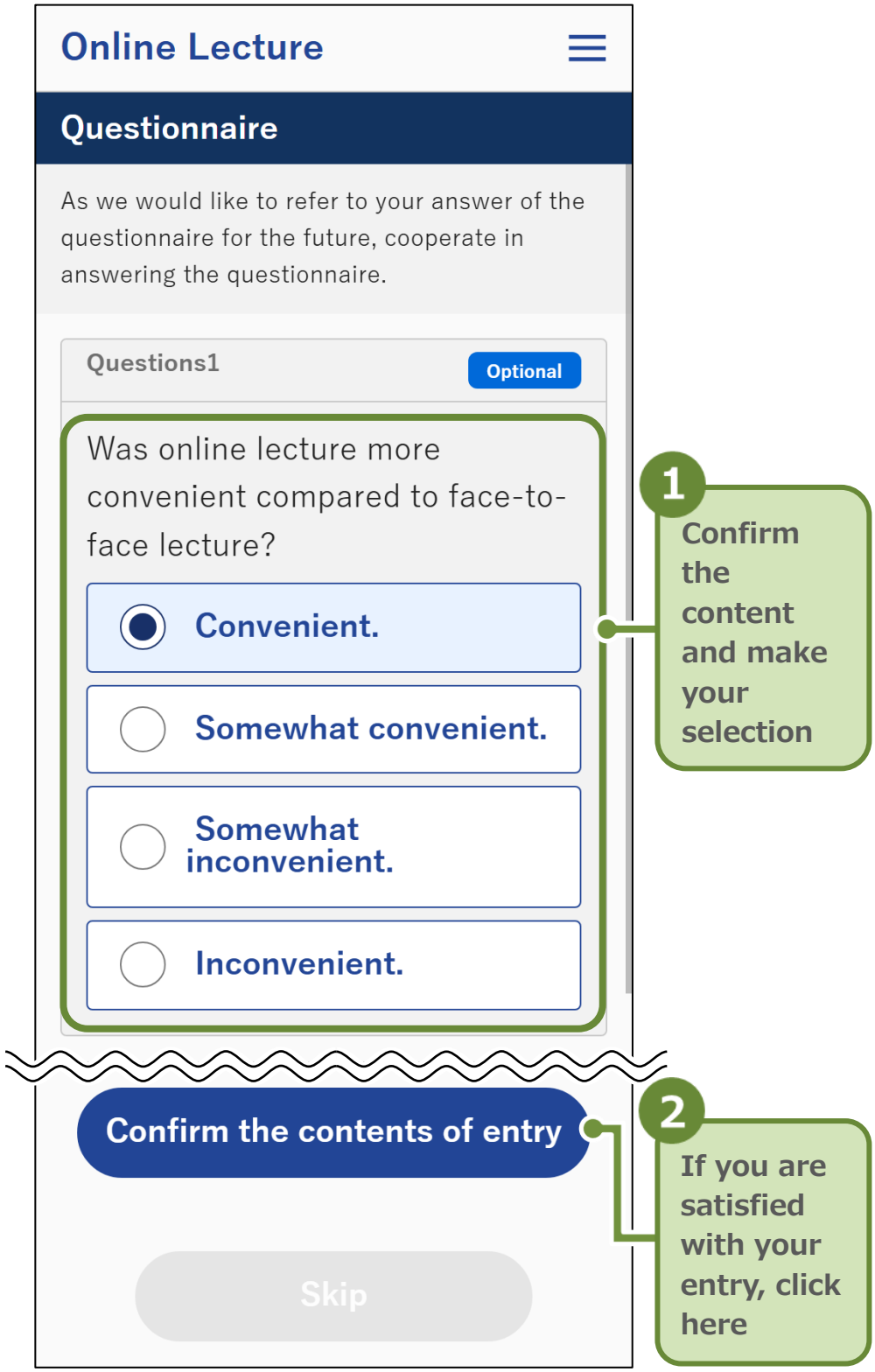


The "Questionnaire" screen will be displayed. If there is no questionnaire, the "Lecture completed" screen will be displayed.

7 Answer the Questionnaire (Optional)

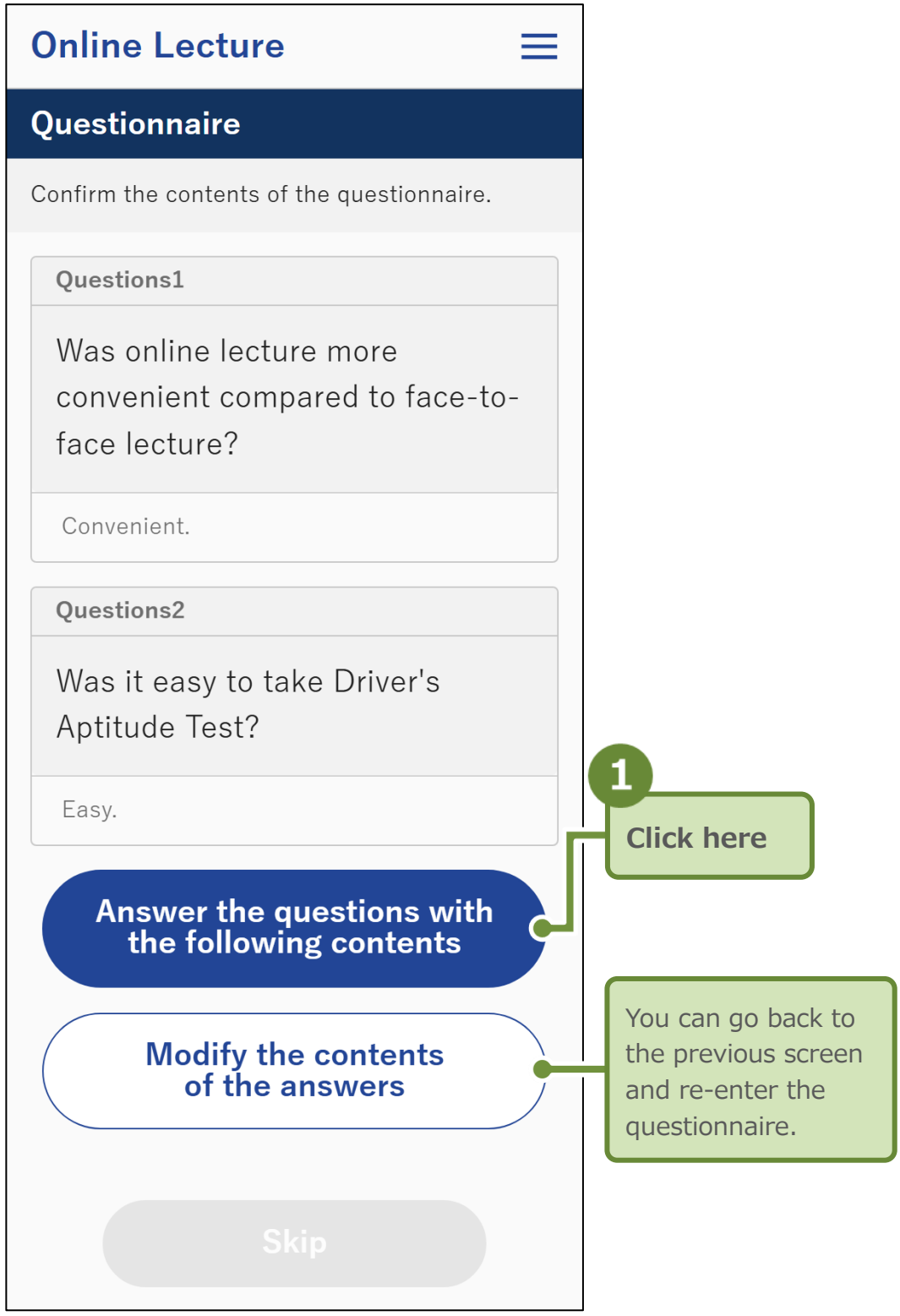
The questionnaire explanation and answer screen will be displayed.
Since the questionnaire is optional, you can skip the questionnaire by clicking the "Skip" button.

1. Answer the questionnaire and click "Confirm the contents of entry."



The questionnaire registration screen will be displayed.

2. Check the questionnaire content and register.

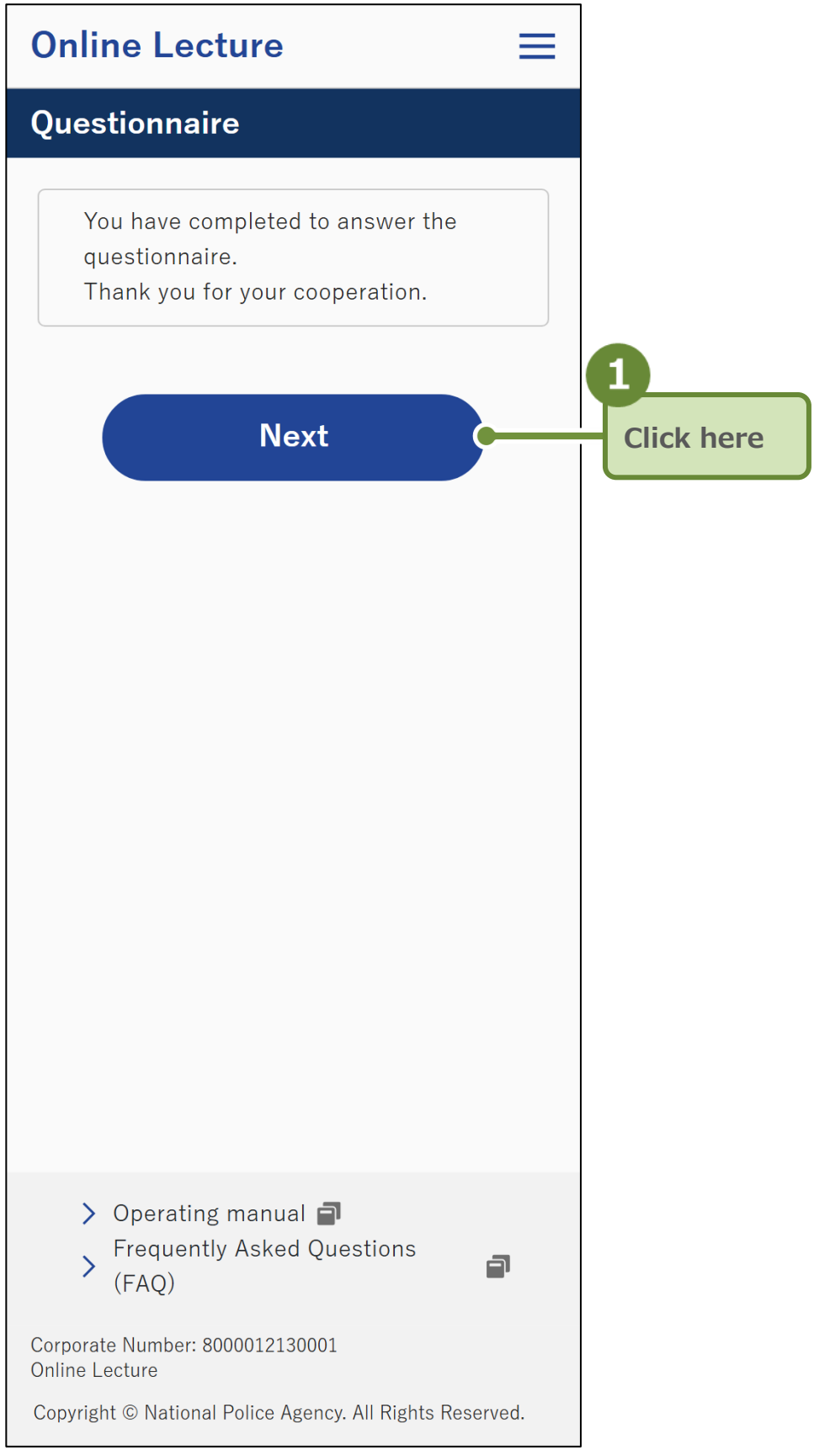


The completion screen for the questionnaire will be displayed.

Important

Once registered, a questionnaire cannot be completed again.

3. Click "Next."



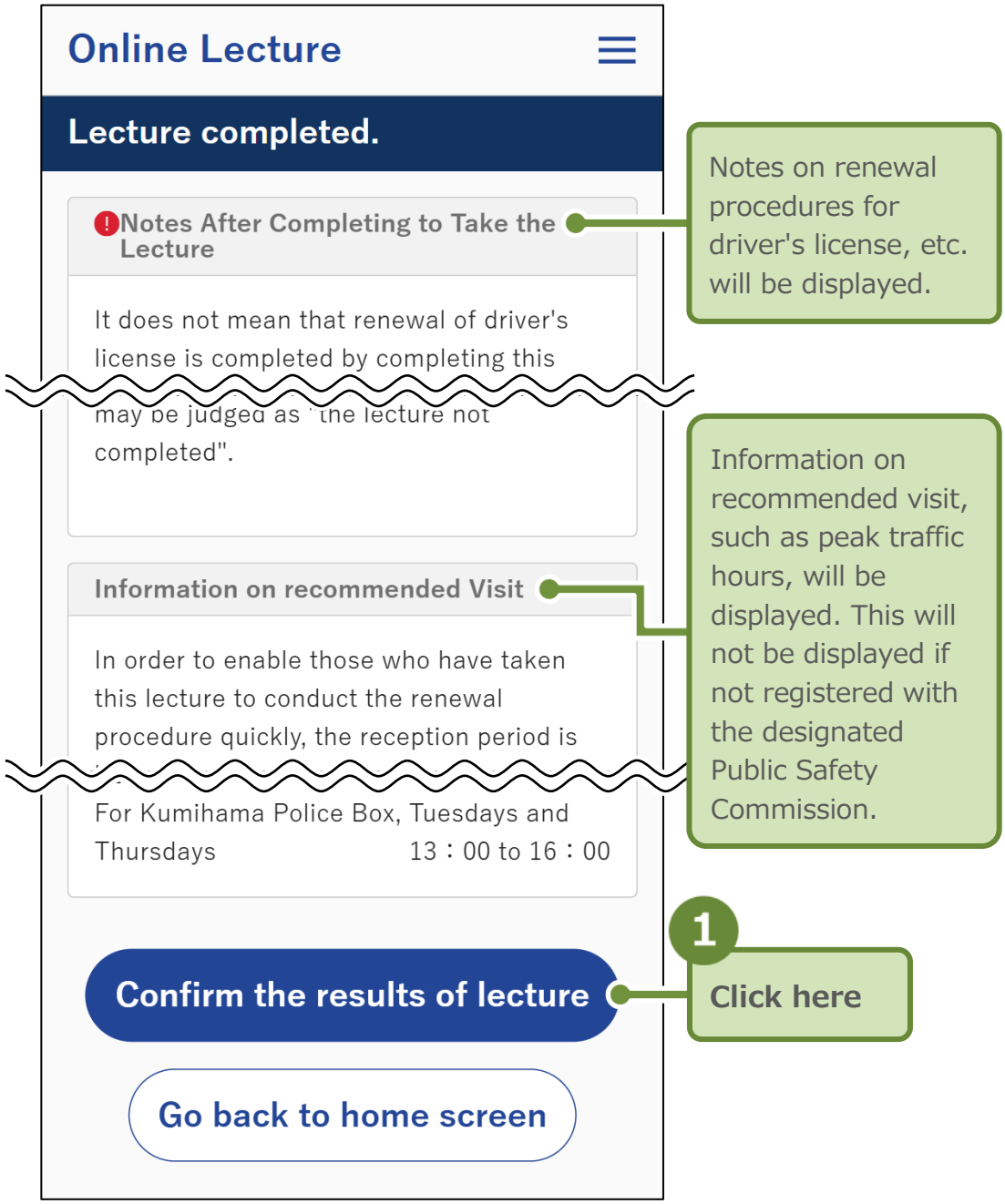
The "Lecture completed" screen will be displayed.

8 After Completing the Online Lecture

The "Lecture completed" screen will display the procedures to be taken at the Driver's License Center, etc. in the future.
Please read carefully the contents of "Notes after Completing to Take the Lecture" and "Information on recommended visit."

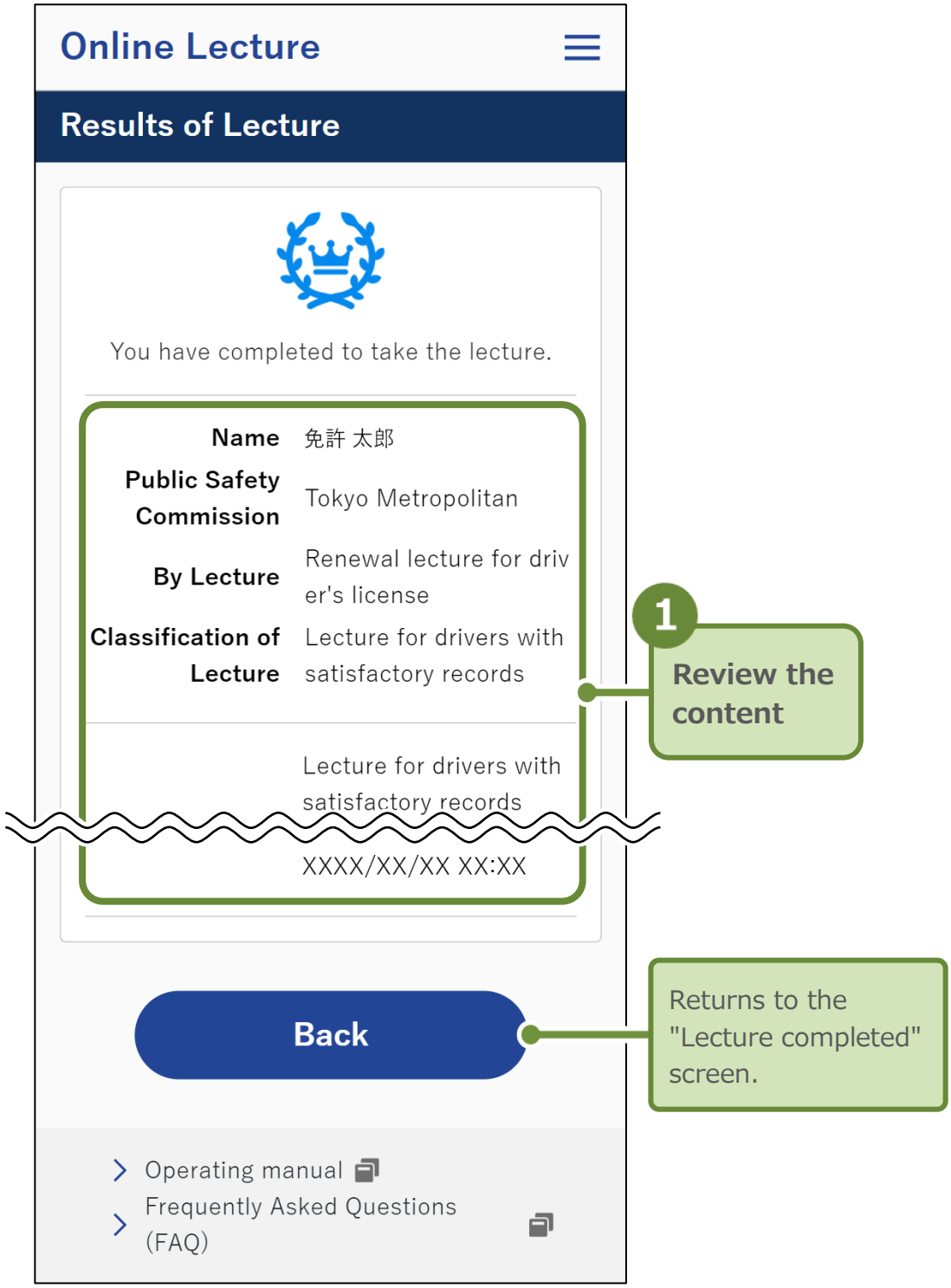
You can check the results of the lecture from the "Lecture completed" screen.

1. Click "Confirm the results of lecture."



The "Results of Lecture" screen will be displayed.

2. Confirm that the content displayed is correct.



You have now completed the Online Lecture.

Important

Taking the Online Lecture alone does not mean you have completed the renewal of your driver's license, etc.
Other renewal procedures (self-check test, photographing, etc.) for the driver's license, etc. must be completed at the Driver's License Center, etc., the same way as before.

3 Help

1 Troubleshooting

For error screens during operation or anything else you want to know or don't understand, please refer to the following items.

No.	Question Displayed screen
1	**"Error on Required Qualification for Taking the Lecture" screen is displayed** "Error on Required Qualification for Taking the Lecture" Screen

When the message "Outside the period available for taking the lecture." is displayed

➡You cannot renew your license yet.

When the message "Not available for taking the lecture as the application is already accepted." is displayed

➡You cannot take the lecture because the renewal procedures have been completed at the automatic reception machine at the Driver's License Center, etc.

When the message "Not a targeted person for taking the lecture." is displayed

➡You cannot take the lecture because you are not eligible to take the Online Lecture.

The following causes are possible:
1. The classification of lecture on the driver's license is not a driver with an exemplary record or a driver with a satisfactory record.
→ Please check The classification of lecture on the driver's license renewal notice (renewal notice postcard).
2. You tried to take the online lecture immediately after linking your Myna driver's license to Mynaportal.
→ Please try again after some time has passed since linking.
3. Your driver's license has been suspended.

If a message other than the above is displayed and you are unsure how to respond, please call the Help Desk at 0570-000-679 after writing down the "Inquiry Number" displayed on the screen.
Please note that inquiries at the Help Desk will be supported in Japanese only.

2 Want to change the language of the lecture

All

To change the language in which the Online Lecture screens are displayed, click the menu (☰) in the upper right corner of each screen and select "Language Selection."
You can change the language to either Japanese or English.

*If you change the language during the lecture, information on completed steps will be saved.

If you wish to change the language of the lecture video, Confirmation Test, or Self-check Test for Safe Driving, click the "Selection of contents language" button in the "Language selection for lecture video" screen and select the desired language.

- Lecture Video
- Video for explanation of the Self-check Test for Safe Driving

For the above content, choose from up to 21 languages including Japanese, and sign language.

- Questions and explanations for the Confirmation Test
- Questions of the Self-check Test for Safe Driving

For the above content, choose from up to 21 languages (Japanese and Japanese sign language are the same).

The languages that can be changed using the "Selection of contents language" button are as follows.

Japanese, Japanese (sign language), Chinese, Vietnamese, English, Portuguese, Indonesian, Thai, Nepalese, Tagalog, Khmer, Myanmar, Mongolian, Spanish, Persian, Korean, Russian, Ukrainian, Sinhalese, Urdu, Arabic, Hindi

3 Want to check the following again
- Supported Operating Environment of Device
- Notes
- Terms of use
- Privacy policy
- Explanation on photographing face image
- Operating method

All

Click the menu (☰) in the upper right corner of each screen to browse the items you wish to check.

4 Cannot click "Agree"

"Agreement to Notes" Screen

You will be able to click once you have confirmed three items above "Agree" and placed check marks (☑) on all of them.

5 "Results of confirmation: unsupported" is displayed in "OS/Browser"

"Confirmation of Operation Environment in Terminal" Screen

The Online Lecture does not support the operation environment in terminal.

After you click "Close" to exit the lecture, please prepare an OS and browser compatible with the Online Lecture and start the lecture again.

For more information, see "What You Need for the Online Lecture" on p.6.

6 Cannot click "Next"

"Confirmation of Operation Environment in Terminal" Screen

You will be able to click once you have confirmed the "Camera" and four items in "Others," and placed check marks (☑) on all of them.

7 "Access to Camera" confirmation dialogue is displayed when "Activate Camera" is executed (☑)

"Operation Confirmation of Camera" Screen

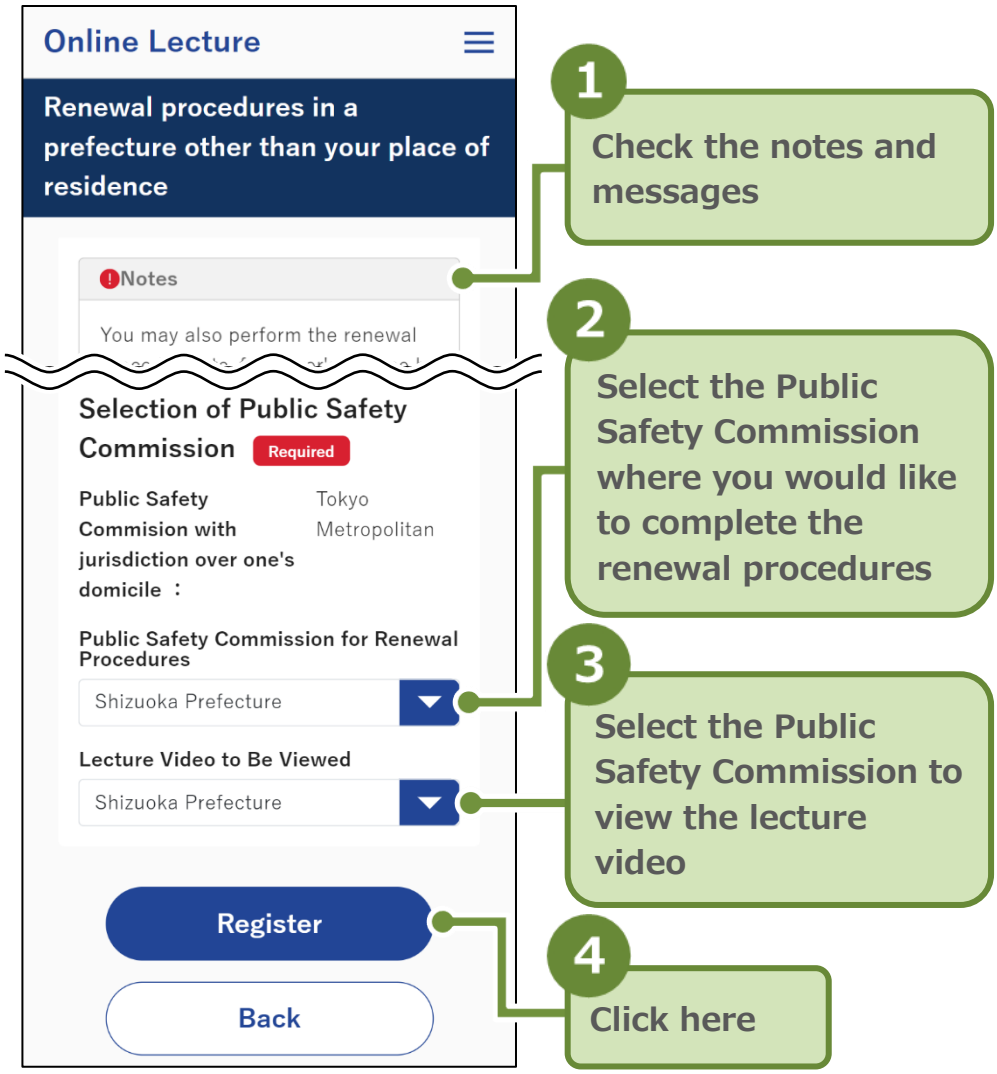
Click the "Allow" button and you will be able to take the Online Lecture.

*This will allow the use of the camera for the lecture.

8 What are renewal procedures outside the place of residence?

"Renewal procedures in a prefecture other than your place of residence" Screen

These are the procedures for renewing a license in a prefecture other than your place of residence.



*The lecture video to be viewed can be selected from either "the lecture video of the Public Safety Commission at your place of residence" or "the lecture video of the Public Safety Commission where you are performing renewal procedures." After you have started viewing, you cannot change or review the lecture video.

Important

Renewal procedures on this screen will not complete the renewal of your driver's license, etc. Please go to the Driver's License Center, etc. of the Public Safety Commission where you will complete the renewal procedures.

9 What are materials distributed?

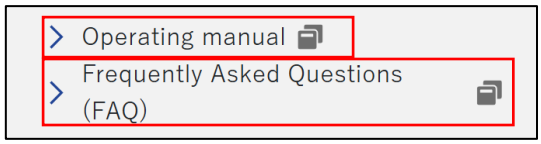
"Procedures for Taking Lecture" Screen

These materials (data) will be used as a reference for taking the Online Lecture. Viewing these materials is optional.

10 Want to see the Operating manual and Frequently Asked Questions (FAQ)

All

Click "Operating manual" or "Frequently Asked Questions (FAQ)" at the bottom of each screen.



11 「システムメンテナンス（"System Maintenance"）」Screen is displayed

"System Maintenance" Screen

The system is under maintenance. Please try again outside the indicated maintenance period.

12 "Operation of Public Safety Commission of lecture video is currently being suspended." is displayed

"Renewal procedures in a prefecture other than your place of residence" Screen

The lecture video provided by the Public Safety Commission is under suspension of operation. Please execute intermediate renewal after a while.

13 "Forced Shutdown (Timeout Due to Inactivity)" screen is displayed

"Lecture Video Error" Screen
"Self-check Test for Safe Driving Error" Screen

If 60 minutes have passed without any operation the video, if will go into Forced Shutdown (Timeout Due to inactivity).
please return to the Home screen and start over from "Start to taking the lecture".

However, the Self-Check Test for Safe Driving aptitude test will be forced to stop (Timeout Due to inactivity) after 10 minutes of inactivity.

14 "Forced Shutdown (Manipulation Detected)" screen is displayed

"Lecture Video Error" Screen
"Self-check Test for Safe Driving Error" Screen

Forced Shutdown (Manipulation Detected) is triggered when unauthorized operation is detected.
Please return to the Home screen and start over from "Start to taking the lecture."

15 "System error" screen is displayed

"System error" Screen

Failure has occurred with the system. Please try again after a while.

16 "Application error" screen is displayed

"Application error" Screen

Please check the "Frequently Asked Questions (FAQ)" in the message and take action accordingly.
If the problem persists, please call the Help Desk at 0570-000-679 after writing down the "Inquiry Number" displayed on the screen.
Please note that inquiries at the Help Desk will be supported in Japanese only.

17 On MacOS, when stopping a video that is on full-screen, another button is displayed above the Minimize button

All video viewing screens

If the standard MacOS Live Text function is enabled, the Live Text button will overlap with the Minimize button when the video that is on full-screen is stopped.
When the video is played, the Live Text function is deactivated.
You can also turn off the "Live Text" button by going to the "Apple Menu" and selecting "System Settings" > "General" > "Language and Region" > turning the "Live Text" option off.
*Operation may differ depending on the OS version.

18 The camera image is no longer visible

"Viewing the lecture video" screen
"Self-check Test for Safe Driving" screen

Return to the home screen and try again from "Start to taking the lecture."
If you resume the lecture and press the play button on the video, it will play from where you left off.
If the problem persists, restart your browser and try the lecture again.

2 Inquiries

Help Desk : 0570-000-679
Please note that inquiries at the Help Desk will be supported in Japanese only.
Reception hours: 9:00 AM to 6:00 PM(Excluding Saturdays, holidays, and year-end and　New Year holidays (December 29 to January 3))

Revision history

Version number	Revision date	Revised content
Edition 1.0	March 24, 2025	First edition
Edition 2.0	June 20, 2025	Replaced the order of the following items and added explanations: 1) 3.1 Troubleshooting Swap the contents of No. 1 and No. 10 The following are the possible causes for the two messages being displayed on the screen: ・"Error on Required Qualification for Taking the Lecture" screen is displayed ・"Not a targeted person for taking the lecture." is displayed 2) 3. 2 Inquiries Add the reception hours for the Help Desk