
About NEXUS

Revision History

File Name	Contents	Date
202411	First Edition Created	2024/11
202504	App Name Change	2025/4
202512	Multi-Country Travel Itinerary Registration / Itinerary Registration / Travel Period Change Procedures and Points to Note / Cancellation Procedures / Supplementary Overseas Travel Insurance Payment / Points to Note for Tabi-Regi Integration / Overseas Travel Insurance Registration / Safety Confirmation Proxy Response / FAQ	2025/12
2026/4	Add service application notes / Change supplemental overseas travel insurance image	2026/4
2026/6	Added two-way calling feature	2026/6

How to use NEXUS

1. Download the application “NEXUS”

Use the QR code to download the app from the App Store or Google Play

2. Log into the app and register the required information

After downloading the app (**Step 1**), edit and register personal information and other items required for the service application and information related to your itinerary

* If the person paying is a member, you will not be able to use some app functions until the payment in **Step 4** is completed

3. Application completion e-mail

You will receive an e-mail confirming that your application has been completed

4. Payment notification e-mail (if the person paying is a member)

Members make payments via e-mail or the "Pay" button in the app

5. Payment confirmation e-mail (if the person paying is a member)

At this point, the member will be able to use all the features of the app

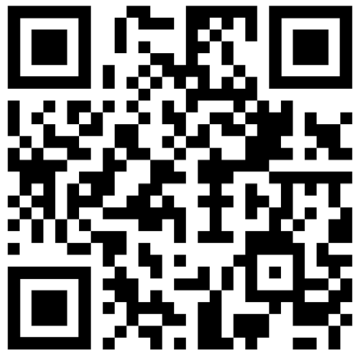
6. Click the "Apply for Service" button to register details such as insurance information and additional itineraries

OSSMA member registration and application procedure

Downloading NEXUS

Download NEXUS from the App Store or Google Play

QR codes for app download



Note: If you search and download from the apps list, **please do not download an older version of the app**

New app icon

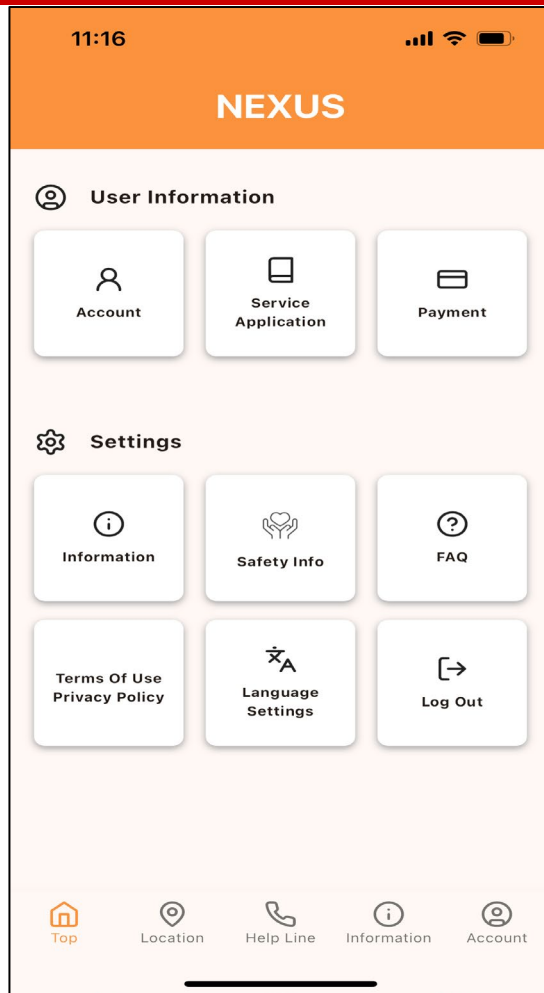


! Old app icon



Don't download this one

About NEXUS: Top page



Tap the icons at bottom of screen depending on what you need



• • • This screen is always displayed when app starts



• • • Safety reports



• • • Search/call helpline numbers



• • • Notifications from OSSMA or your school

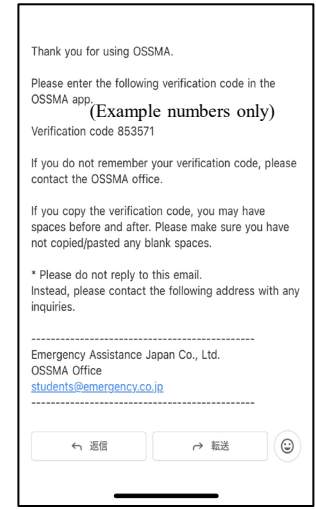
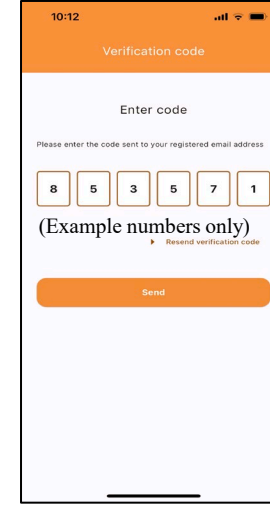
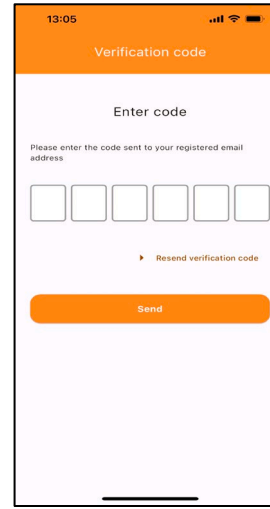
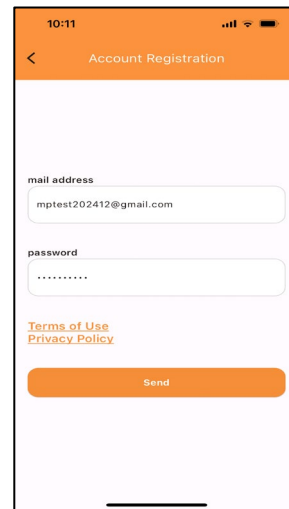
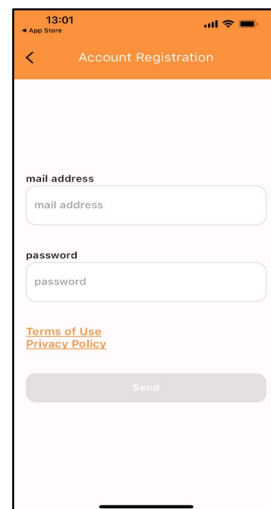
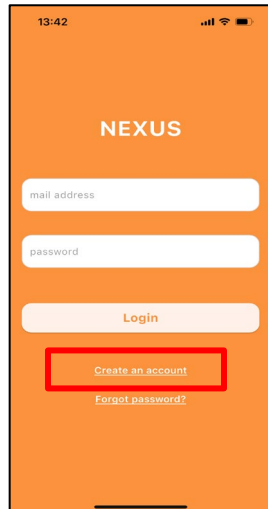


• • • Display user information

Member registration and application procedure

① New member registration

How to register a new member via the app



1. New member registration

Download app, click "Create an account" then proceed to register

2. Enter e-mail address and password

You will be redirected to the e-mail address and password input screen. Type a password (at least 8 characters including upper- and lower-case letters and numbers), open and confirm "Terms of use" and "Privacy Policy" links, then tap the send button.

Note: You can only proceed after confirming the "Terms of use" and "Privacy Policy."

3. Enter the verification code

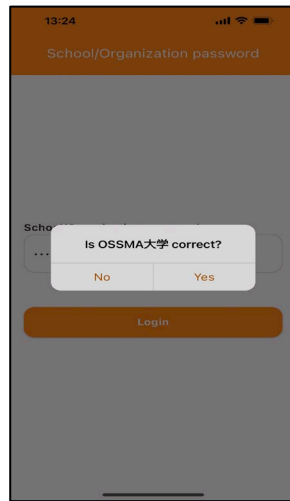
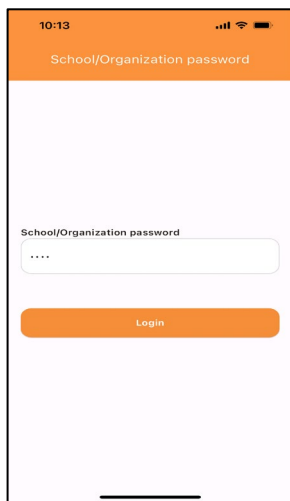
After tapping "Send" you will be redirected to the code input screen. The e-mail address will receive an e-mail with the details shown above right.

Copy and enter the verification code.

Note: The code does not fill automatically, so please be sure to check your e-mail then enter the code.

Member registration and application procedure

① New member registration How to register a new member via the app



4. Enter school/organization password

You will be redirected to the school/organization password input screen. After you enter your school/organization password, the screen will indicate "○○ (university or school name)" "Is this correct?" If correct, tap "Yes."

Note: Please obtain your school/organization password from the relevant contact of your school/organization.

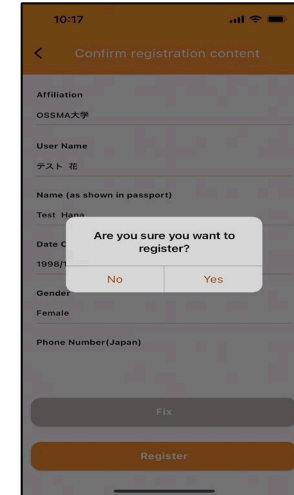
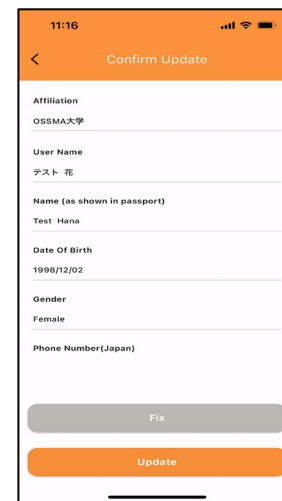


5. Enter user information

You will be redirected to the user information input screen. E-mail address cannot be changed. If you want to use a different address, please restart registration.

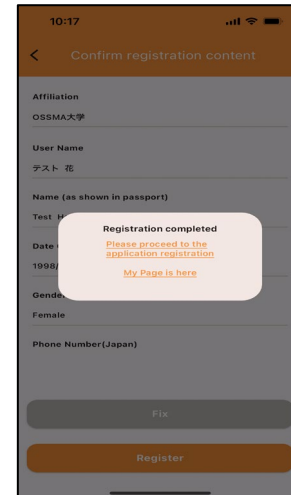
After you enter details, a confirmation screen will be displayed. When you see "Are you sure you want to register?" tap "Yes" to complete registration.

If you close the app during registration, you will need to start again by entering your school/organization password.



6. Registration completion

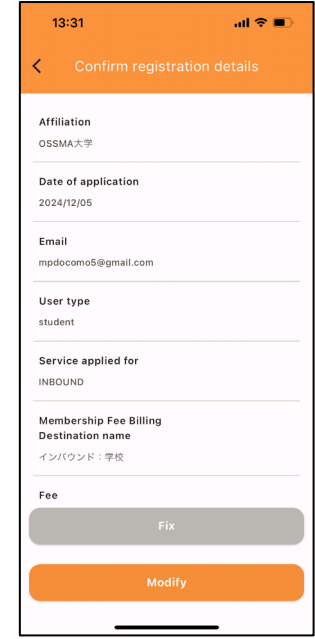
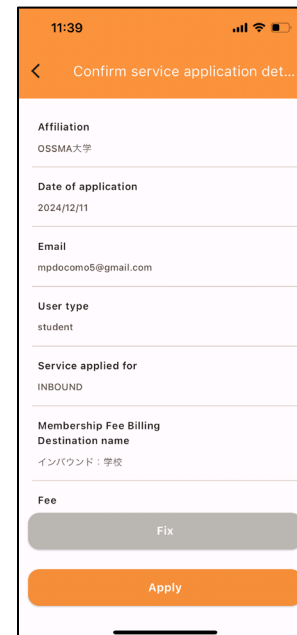
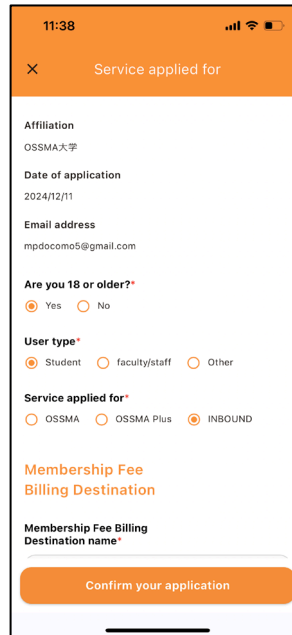
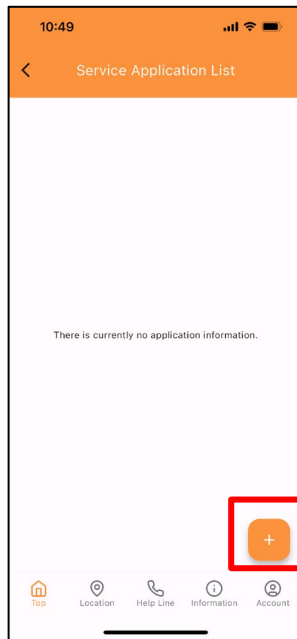
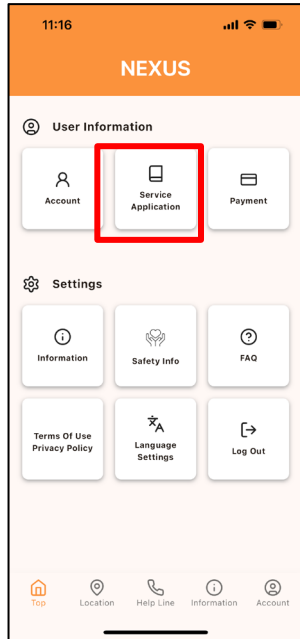
After registration is complete, you will be prompted to proceed to the application registration or return to the top screen.



Member registration and application procedure

② Service application

How to do a service application via the app



1. Application registration

Tap "Service application" on top screen of the app. When redirected Tap "+" at the bottom right of the service application list.

Note: If the "+" button is gray, you cannot make an application because payment has not been completed for another application, etc.
The departure date must be within 120 days from the application date. Dates beyond 120 days cannot be selected.

2. Enter application details

Select the service you are applying for and who is paying the membership fee, etc.

Enter destination information, etc.

Note: If the user type is faculty/staff, you can only select OSSMA.

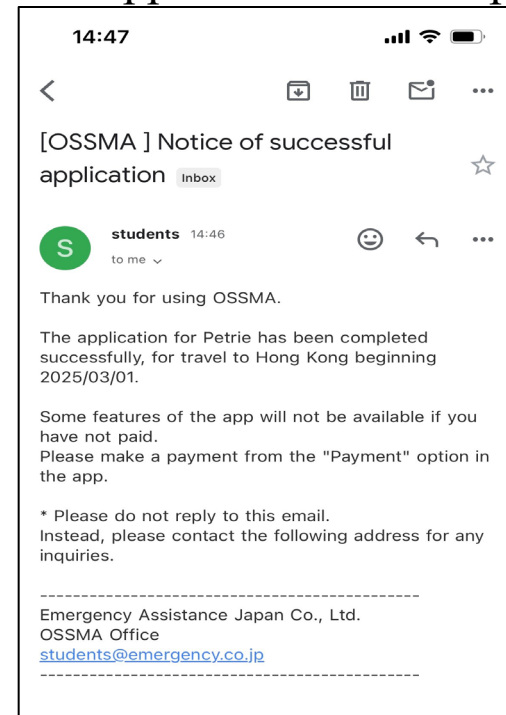
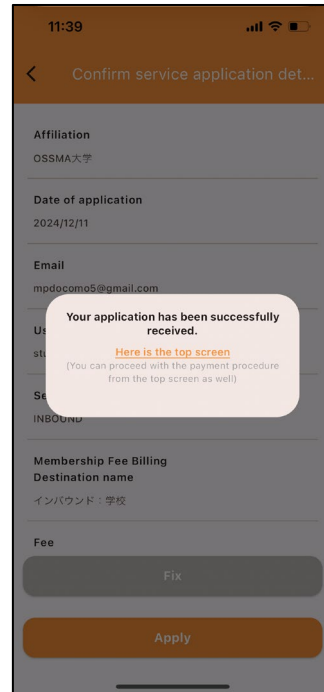
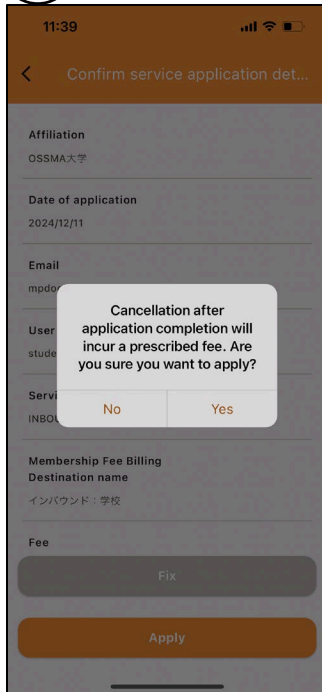
3. Confirm registration details

Confirmation screen for details entered in Step 2 will display. Check to ensure details are correct. Fees will be calculated automatically based on duration of travel.

Note: Amount will include an administrative fee.

Member registration and application procedure

② Service application How to do a service application via the app



4. Registration completion

After confirming the details in Step 3, tap "Apply." The details will be displayed. Tap "Yes."

After the application is completed, you can either return to the top screen or proceed to pay.

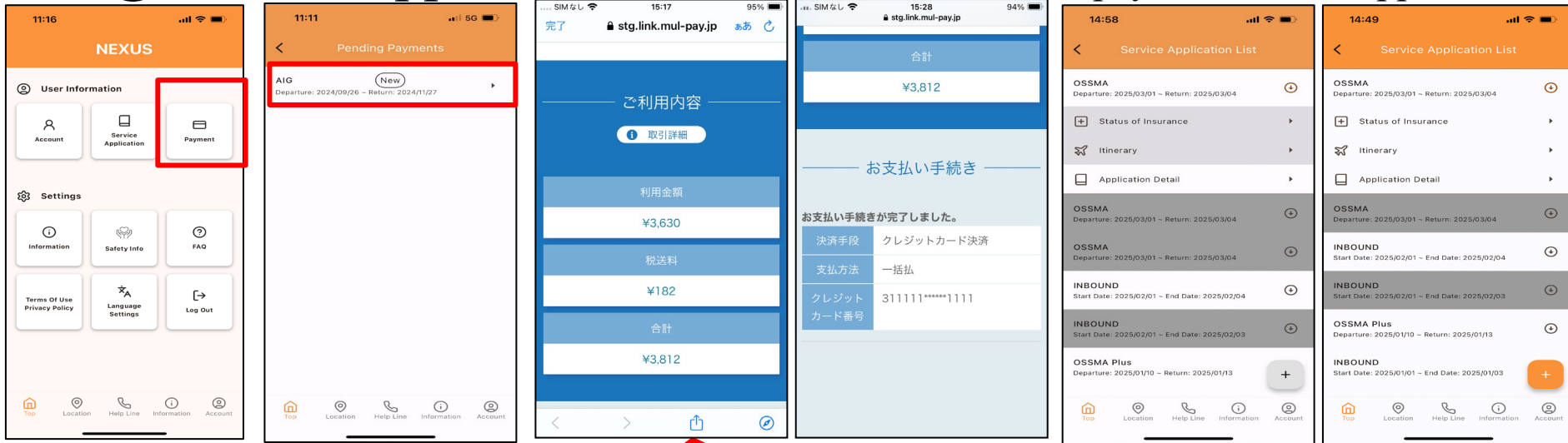
Registration completion e-mail

When your registration is complete, you will receive an e-mail like the one above.

Note: When your registration is complete, a notification like the above e-mail will also be sent to the account of your school/organization.

Member registration and application procedure

② Service application How to make a member payment via the app



Make a payment from the app

Tap "Payment" to display the payment list screen.

If more than one option is shown, tap your selection from the list.

Payment by credit card is recommended.

If payment is done via a convenience store there could be delays in completing payment. This could occur for example if the payment deadline has passed or if the required customer number is not known at the time of payment.

Pay from Payment screen

After selecting the appropriate payment option, you will be redirected to the Payment screen. Select credit card or convenience store to complete the payment.

After payment is completed

After payment is completed, tap the corresponding service from "Service Application" to activate it and enable use.

Member registration and application procedure

② Service application

How to make a member payment via e-mail

姓名様

このたびは弊社サービスにお申込みいただきまして、ありがとうございます。
下記お申し込みを受け付けましたので確認の上、お支払い手続きをお願い致します。

■お申込内容

店舗名 : OSSMA-TEST
金額 : 3,630
税送料 : 182
決済総額 : 3,812
オーダーID : bd1c4426a1d781dfc393330bad
メールアドレス : dummy@emergency.co.jp

お支払い手続きの手順について

下記リンク先にアクセスして、ご注文内容・お支払い金額等をご確認ください。
確認後、ご利用される決済手段を選択し、必要事項のご入力をお願いします。

<https://stg.link.mul-pay.jp/v2/plus/tshop00065745/checkout/1fc8af66b2e9fe89e8efd0609090eabc94723bf7e29d7f024744957c9fd0c786>
(上記URLの有効期限: XXXXXX)

※本メールは送信専用アドレスより送信しております。
本メールへ返信頂いても回答致しかねますのでご了承下さい。
※商品に対するお問合せは恐れ入りますがご購入された店舗までご連絡ください。
※本メールにお心当たりがない場合、破棄願います。

お問合せ先 : OSSMA事務局カスタマーサービス
メールアドレス : eaj
電話番号 : 09000000000
受付時間 : 10:00-17:00

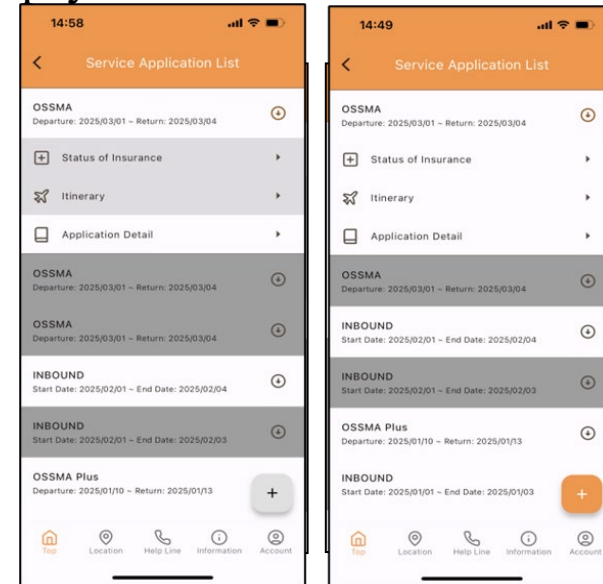


Payment by credit card is recommended.

If payment is done via a convenience store there could be delays in completing payment. This could occur for example if the payment deadline has passed or if the required customer number is not known at the time of payment.

Pay via e-mail

After completing the application, you will receive an e-mail like the one on the left. Please click on the link to be redirected to the Payment screen. Select credit card or convenience store to complete the payment.



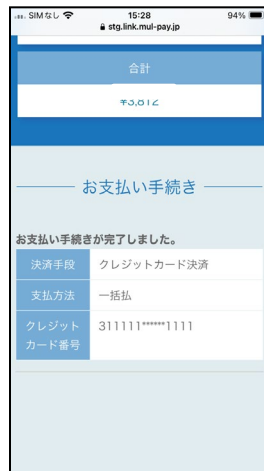
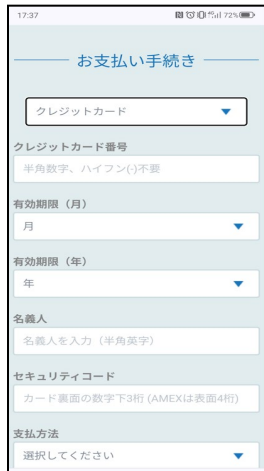
After payment is completed

After payment is completed, tap the corresponding service from "Service Application" to activate it and enable to use.

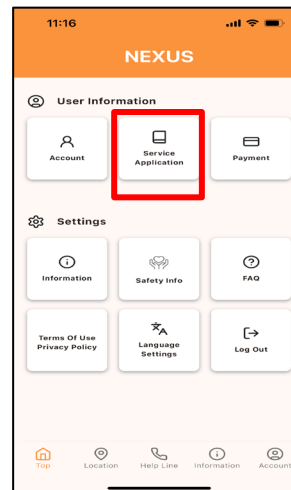
Member registration and application procedure

③ Paying the membership fee: Credit card payment

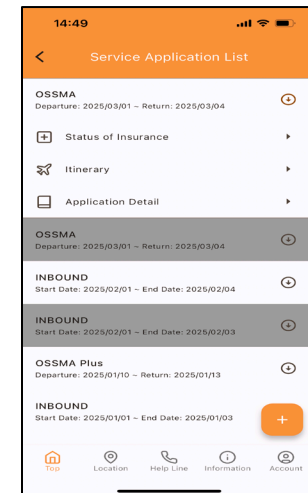
■ How to confirm payment has been completed ■
 After completing payment, tap "Service application" again after waiting about 5 minutes. The insurance status and itinerary items should no longer be grayed out, allowing you to enter those items. However, if those items are still grayed out after a few hours, please contact the OSSMA service desk.



Enter your credit card information on the same screen and complete the payment.



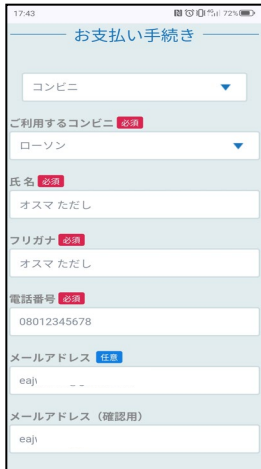
>



Items are grayed out until the system recognizes the payment as being completed.

Member registration and application procedure

③ Paying the membership fee: Convenience store payment



お支払い手続き

コンビニ

ご利用するコンビニ **必須**

ローソン

氏名 **必須**

オスマ ただし

フリガナ **必須**

オスマ ただし

電話番号 **必須**

08012345678

メールアドレス **任意**

ej@

メールアドレス (確認用)

ej@



お支払い手続き

コンビニ

ご利用するコンビニ

ローソン

氏名

オスマ ただし

フリガナ

オスマ ただし

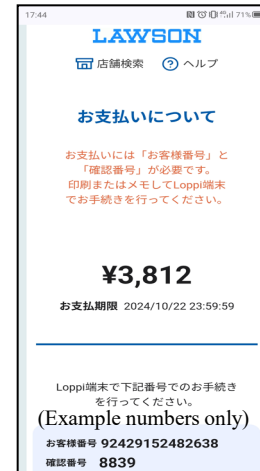
電話番号

08012345678

メールアドレス

再入力

確定



17:44

LAWSON

店舗検索 ヘルプ

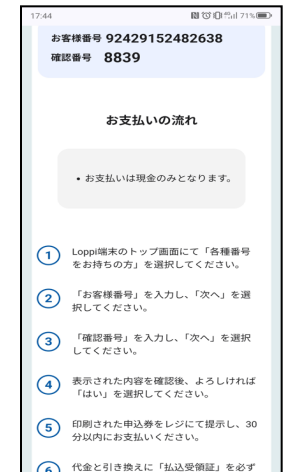
お支払いについて

お支払いには「お客様番号」と「確認番号」が必要です。
印刷またはメモしてLoppi端末でお手続きを行ってください。

¥3,812

お支払期限 2024/10/22 23:59:59

Loppi端末で下記番号でのお手続きを行ってください。
(Example numbers only)
お客様番号 92429152482638
確認番号 8839



17:44

お客様番号 92429152482638
確認番号 8839

お支払いの流れ

• お支払いは現金のみとなります。

- Loppi端末のトップ画面にて「各種番号をお持ちの方」を選択してください。
- 「お客様番号」を入力し、「次へ」を選択してください。
- 「確認番号」を入力し、「次へ」を選択してください。
- 表示された内容を確認後、よろしければ「はい」を選択してください。
- 印刷された申込券をレジにて提示し、30分以内にお支払いください。
- 代金と引き換えに「払込受領証」を必ず

① Select "Convenience store" payment and choose the convenience store where you will pay (options include Lawson, Family Mart, Ministop, Seicomart).

② Check the details and if everything is correct, tap "Confirm."

③ Follow the on-screen instructions to pay at the convenience store. If the payment deadline has already passed, please contact the OSSMA service desk.

Member registration and application procedure

③ Paying the membership fee: Convenience store payment

For a convenience store payment, details of the payment method will also be sent to the e-mail you have registered with the app.

コンビニ決済お支払番号のお知らせ 受信トレイ

決済サービス送信専用アドレス <system@p01.mul-pay.com>
To

オスマ 様

この度はご注文ありがとうございます。
下記の内容にてお申し込みを受け付けましたのでご確認のうえ、お支払期限までにお近くのコンビニにてお支払いください。

■ご指定のコンビニ
ローソン

■ご注文内容

店舗（サイト）名：OSSMA EAJ
受付日時 3/17 17:44:13
価格 3,812円
お支払期限 2024/10/22 23:59

※お支払いには「お客様番号」と「確認番号」が必要です。
メモを取るか、このメールを印刷して、コンビニまでお持ちください。
※お支払いは現金のみとなります。

■Loppiでのお支払い方法

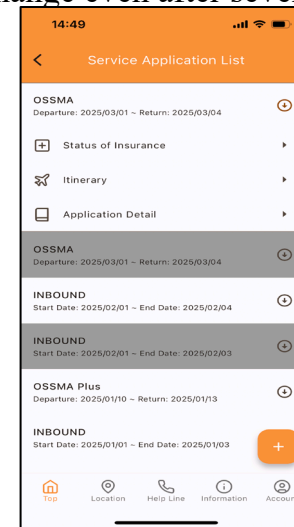
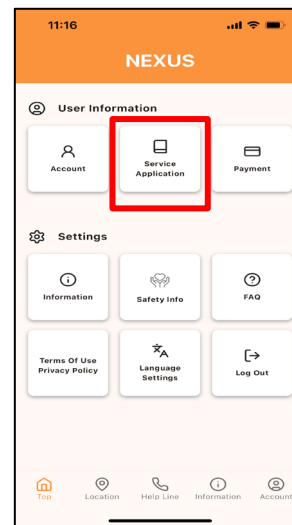
お客様番号：92429152482638
確認番号：8839

- Loppi端末のトップ画面にて「各種番号をお持ちの方」を選択してください。
- 「お客様番号」を入力し、「次へ」を選択してください。
- 「確認番号」を入力し、「次へ」を選択してください。
- 表示された内容を確認後、よろしければ「はい」を選択してください。
- 印刷された申込券をレジにて提示し、30分以内に現金でお支払いください。
- 代金と引き換えに「払込受領証」を必ずお受け取りください。

※本メールは送信専用アドレスより送信しております。
本メールへ返信頂いても回答致しかねますのでご了承ください。

■ How to confirm payment has been completed ■
After completing payment, tap "Service application" again after waiting about 15 minutes. The insurance status and itinerary items should no longer be grayed out, allowing you to enter those items.

However, a convenience store payment could be delayed by a few hours before being recognized by the system. Please contact the OSSMA service desk if the situation does not change even after several hours.



Items are grayed out until the system recognizes the payment as being completed.

For OSSMA Plus members



OSSMA Plus members-only complementary overseas travel insurance: Application procedure

「OSSMA Plus会員専用上乗せ海外旅行保険」加入受付完了のお知らせ

この度は、日本エマージェンシーアシスタンス株式会社ホームページでのOSSMA Plus会員専用上乗せ海外旅行保険にお申込みありがとうございます。下記の内容で承りました。

本メールは加入証を兼ねますが、保険料の決済完了後、下記保険はお手続き完了となります。

なお、週日お送りした「決済のご案内」は、OSSMA Plusの会費であり、上乗せ海外旅行保険の保険料ではありません。

告知事項：上記全て『いいえ』

商品概要・重要事項説明書：内容を確認しました。

プラン：32日～12か月プラン（保険金額プラン表は下記をご参照）

【2026年3月31日までにご出発の方】

・Aプラン Bプラン Cプラン： https://emergency.co.jp/service/education/AIG_Coverage_Premium_2025.pdf

【2026年4月1日以降ご出発の方】

・31日以内プラン 32日～12か月プラン：

https://emergency.co.jp/service/education/AIG_Coverage_Premium_2026.pdf

加入依頼日：2025年 12月 08日

加入依頼者：OSSMA TEST

旅行者（被保険者）：

（加入依頼者と異なる場合）

学籍番号・生徒番号：1

渡航先：CENTRAL AFRICAN REPUBLIC

保険始期（ご自宅を出発する日）：2026年 4月 5日

保険終期（ご自宅に到着する日）：2026年 12月 7日

保険期間（初日を含む）：247日間

保険料：16850円

生年月日（被保険者）：2000年 1月 2日

年齢（被保険者）：26

E-mail：hoken@emergency.co.jp

個人情報の同意：同意しました

アプリの「お支払い」ボタンより保険料のお支払いをお済ませください。

保険契約者：日本エマージェンシーアシスタンス株式会社（EAJ）

※当OSSMA Plus会員専用上乗せ海外旅行保険は、E A Jを契約者とする包括契約となります。

引受保険会社：A I G損害保険株式会社

取扱代理店：日本エマージェンシーアシスタンス株式会社（EAJ）

お問合せ先・契約内容変更・事故連絡先：OSSMA事務局カスタマーサービス

メールアドレス：students@emergency.co.jp

We are pleased to advise you that you have completed the procedures of your application for complementary overseas travel insurance dedicated for OSSMA plus member.

Thank you for your application of complementary overseas travel insurance dedicated for OSSMA plus member via homepage of Emergency Assistance Japan Co., Ltd. as under.

You are requested to pay your insurance premium within five (5) business days after your receipt of instruction of complementary overseas travel insurance via e-mail from Emergency Assistance Japan Co., Ltd. OSSMA Center.

This e-mail serves as insurance certificate. But, please note that your insurance becomes valid just after your completion of insurance premium payment.

For avoidance of doubt, the settlement advice that Emergency Assistance Japan Co., Ltd. OSSMA Center forwarded you the other day is related to your membership fee of OSSMA Plus, not related to your insurance premium of complementary overseas travel insurance dedicated for OSSMA plus member. Please see the table as under regarding sum insured, insurance premium and insurance plans.

Contact information (OSSMA Customer Service)

Email: students@emergency.co.jp

Tel: 03-3811-8310

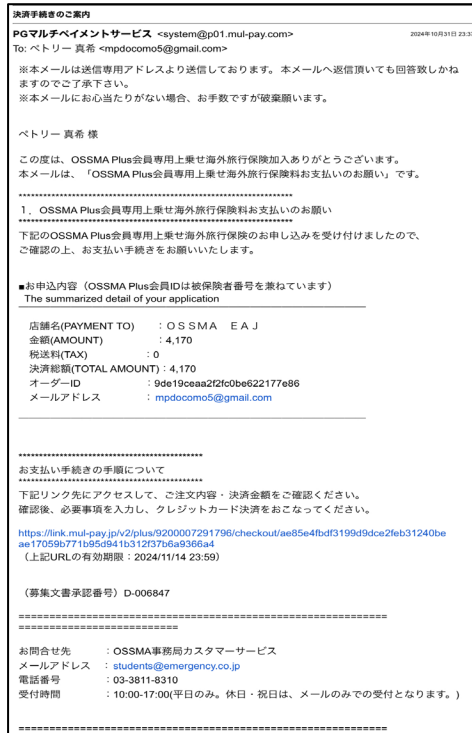
Opening hours: 10:00-17:00 except Saturdays, Sundays, and holidays

You will receive a notification of the completion of enrollment. Upon receipt, you will be able to pay the insurance premium from the app.

Note: If you do not complete the payment by the day before your departure, the policy will not be valid.

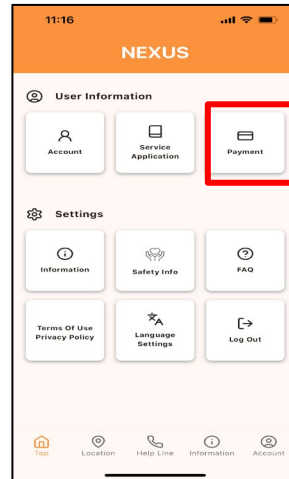
For OSSMA Plus members

OSSMA Plus members-only complementary overseas travel insurance: Payment method



Payment via App

Once you receive an email like the one shown on the left after completing your application, please proceed with payment through the app.



① Tap "Payment."



② Select AIG for the relevant travel.

③ Pay from the Payment screen
After selecting the appropriate payment option, you will be redirected to the Payment screen to complete payment by credit card.



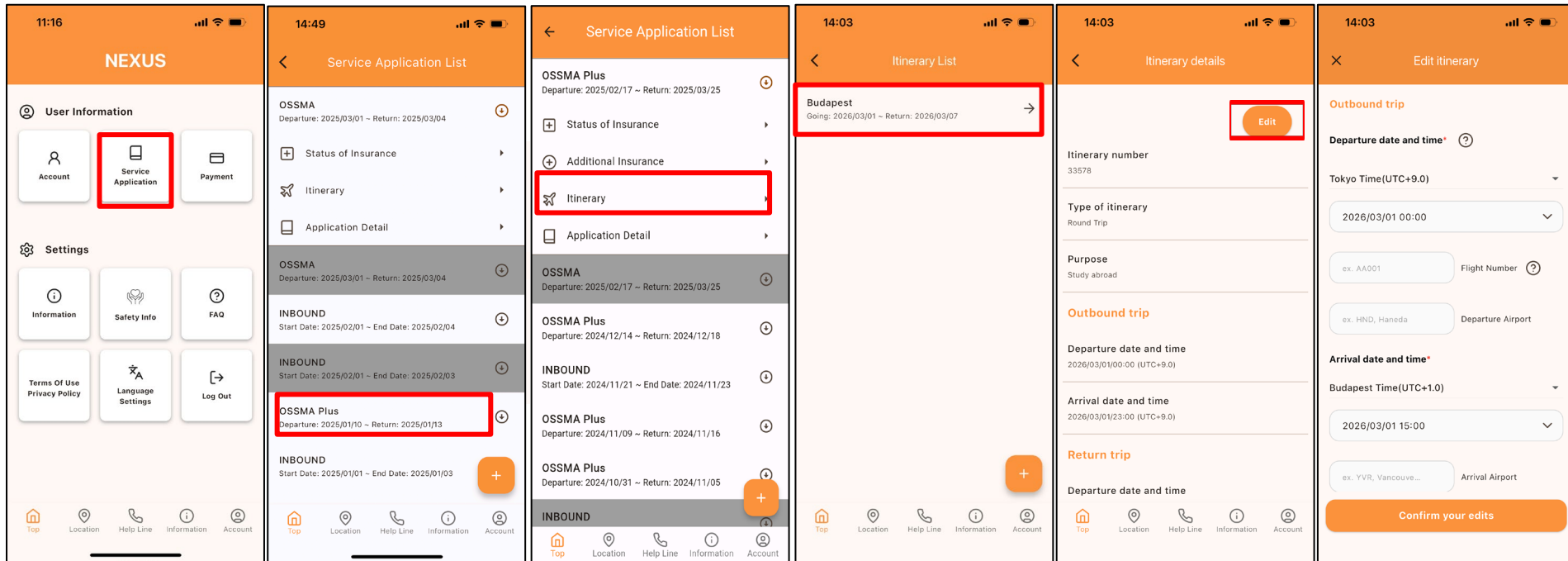
The "Payment procedure completed" screen will be displayed. At this point you are enrolled in the complementary overseas travel insurance.

Please pay by credit card

Note: If you do not have your own, it is acceptable to use a card in the name of a family member.

Itinerary Registration

Dates, destination, local emergency contact information, ticket information, etc.



① Tap "Service application."

② Tap the relevant application.

③ Tap "Itinerary."

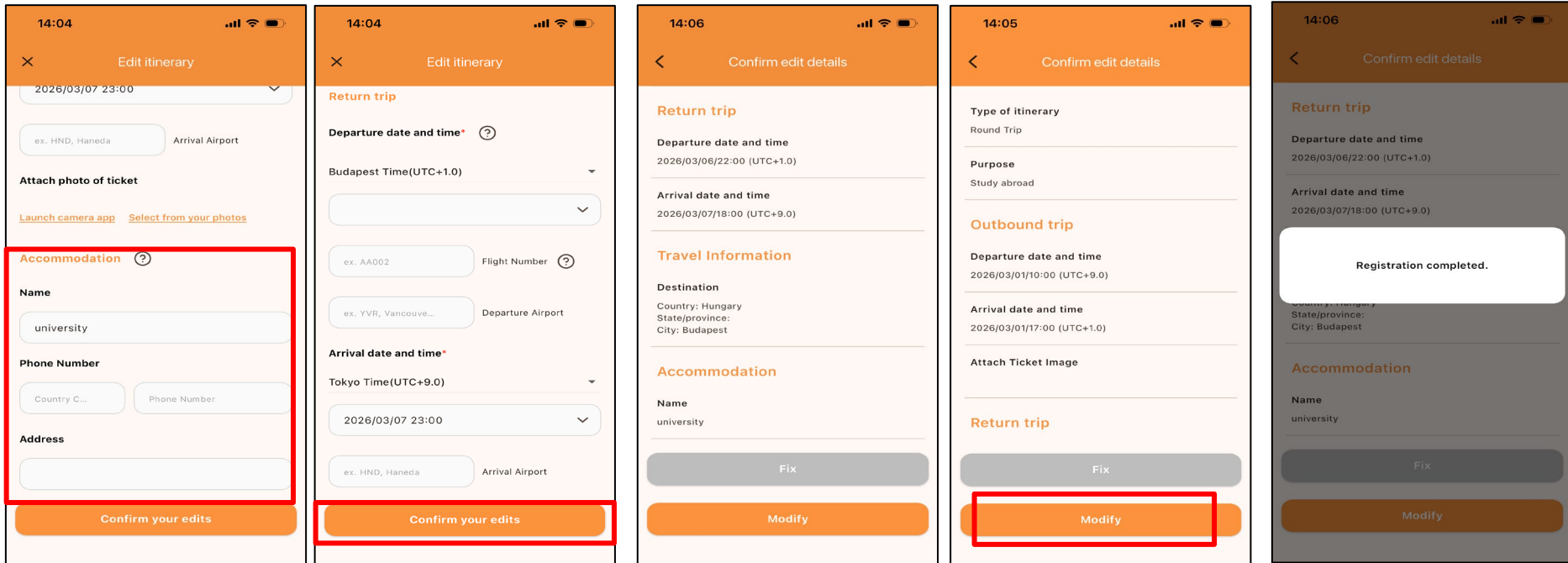
④ Tap an itinerary from the list.

⑤ Tap "Edit."

⑥ Enter round-trip flight information. Flight number and airport name are optional.

Itinerary Registration

Dates, destination, local emergency contact information, ticket information, etc.



⑦ Enter information once accommodation details are confirmed.

⑧ Tap "Confirm your edits" after entering.

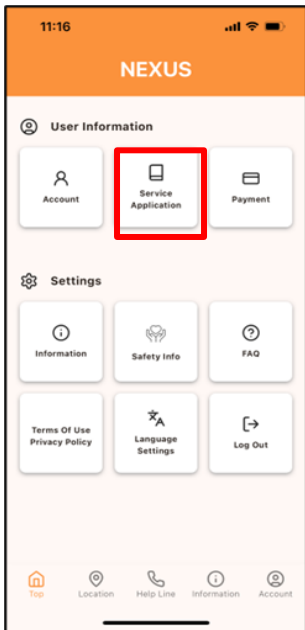
⑨ Tap "Modify" if the information is correct.

Note 1: You can also attach images such as e-tickets. Choose "Launch camera" or "Select from photos" to upload an image.
 Note 2: Image-only uploads are not allowed. You must enter the date and time along with attaching the image.

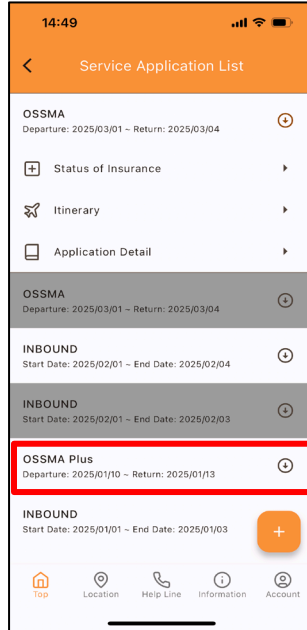
Registering additional itinerary information

Dates, destination, local emergency contact information, ticket information, etc.

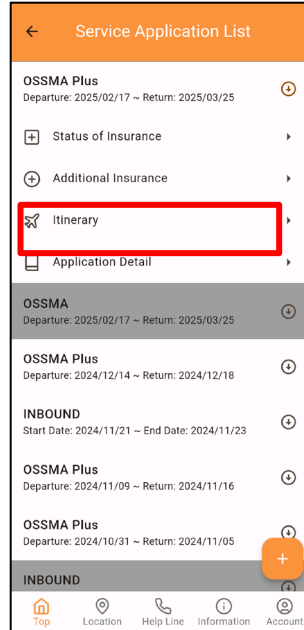
Traveling to Other Cities in the Country or to Other Countries During Your Study Abroad



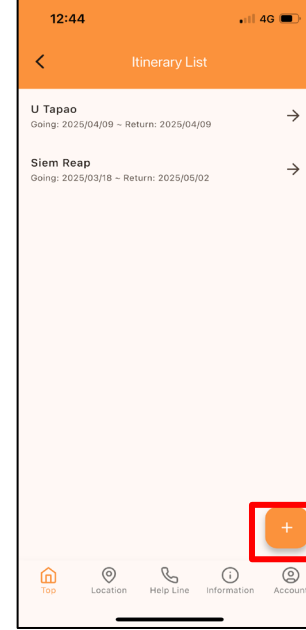
① Tap "Service application."



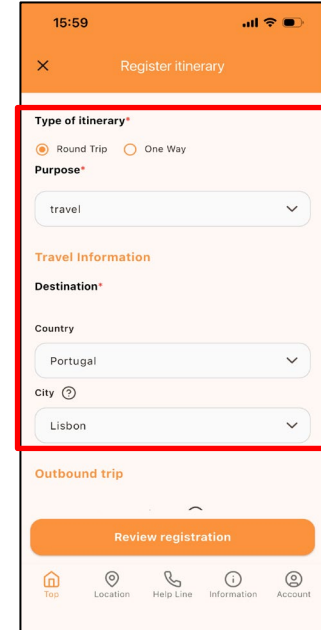
② Tap the relevant application.



③ Tap "Itinerary."



④ Tap the plus mark "**+**" to register your itinerary information.

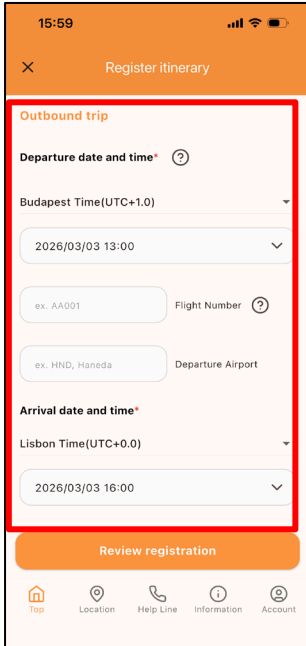
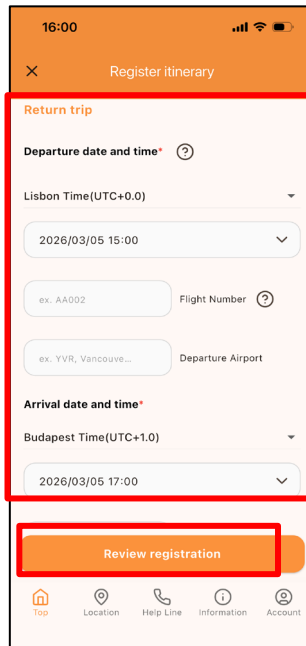
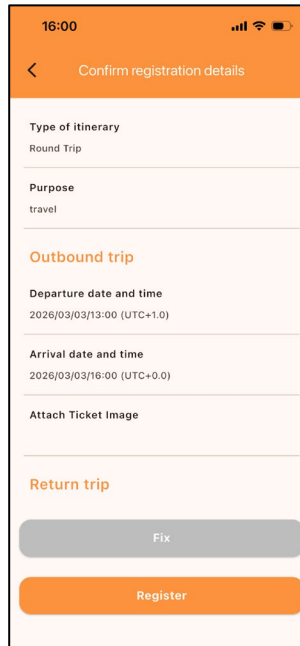
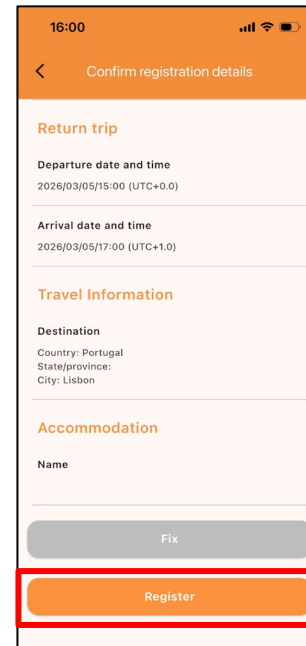
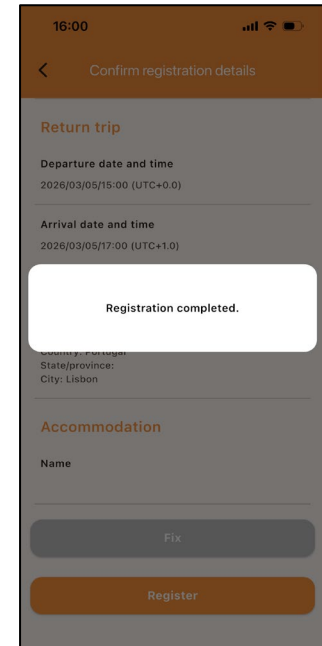


⑤ Check "Round-trip"
Select purpose
Select destination
Enter flight information

Registering additional itinerary information

Dates, destination, local emergency contact information, ticket information, etc.

Traveling to Other Cities in the Country or to Other Countries During Your Study Abroad

⑥ Enter round-trip flight information. Flight number and airport name are optional.

⑦ Also enter accommodation and other details. Tap "Review registration" after entering.

⑧ Tap "Register" if the information is correct

Note 1: You can also attach images such as e-tickets. Choose "Launch camera" or "Select from photos" to upload an image.
 Note 2: Image-only uploads are not allowed. You must enter the date and time along with attaching the image.

Register itinerary (when traveling to multiple countries)

Dates, destination, local emergency contact information, ticket information, etc.

When returning directly to Japan (without returning to the first country)

Example: Registered travel destination: UK/London

Travel period: January 6, 2026 – February 7, 2026

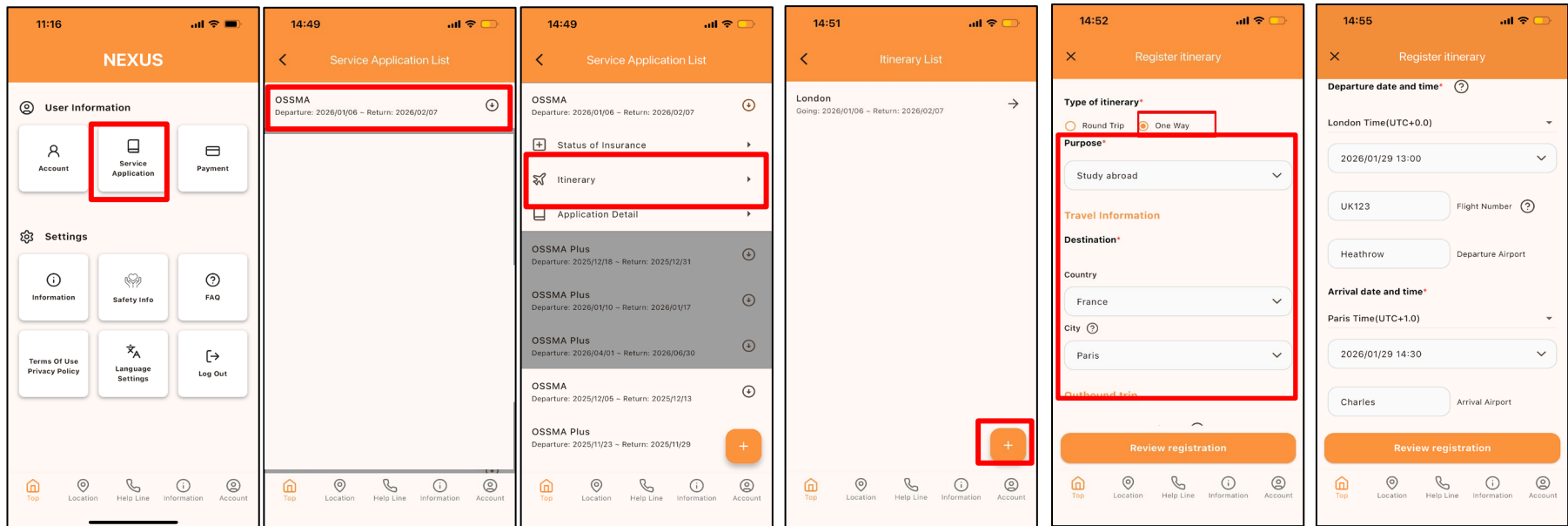
Itinerary

Japan → London: Jan 6, 2026 – Jan 29, 2026

London → Paris: Jan 29, 2026 – Feb 6, 2026

Paris → Japan: Feb 6, 2026 – Feb 7, 2026

Step 1: Register London → Paris



① Tap "Service application."

② Tap the relevant application.

③ Tap "Itinerary."

④ Tap the plus mark "+" to register your itinerary information.

⑤ Check "One-way" Select purpose Select destination

⑥ Enter flight information. Flight number and airport name are optional.

Register itinerary (when traveling to multiple countries)

Dates, destination, local emergency contact information, ticket information, etc.

When returning directly to Japan (without returning to the first country)

Example: Registered travel destination: UK/London

Travel period: January 6, 2026 – February 7, 2026

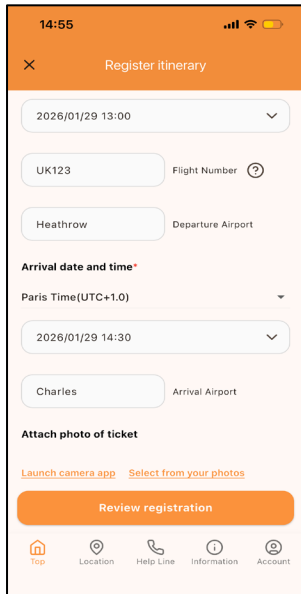
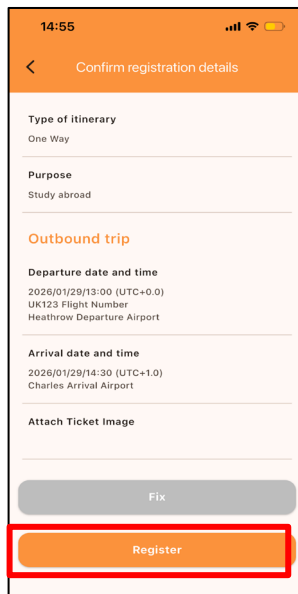
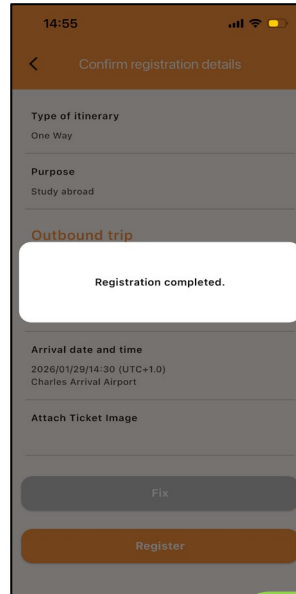
Itinerary

Japan → London: Jan 6, 2026 – Jan 29, 2026

London → Paris: Jan 29, 2026 – Feb 6, 2026

Paris → Japan: Feb 6, 2026 – Feb 7, 2026

Step 1: Register London → Paris

⑦ Also enter accommodation and other details.

⑧ Tap "Register registration" after entering.

Note 1: You can also attach images such as e-tickets. Choose "Launch camera" or "Select from photos" to upload an image.
Note 2: Image-only uploads are not allowed. You must enter the date and time along with attaching the image.

Register itinerary (when traveling to multiple countries)

Dates, destination, local emergency contact information, ticket information, etc.

When returning directly to Japan (without returning to the first country)

Example: Registered travel destination: UK/London

Travel period: January 6, 2026 – February 7, 2026

Itinerary

Japan → London: Jan 6, 2026 – Jan 29, 2026

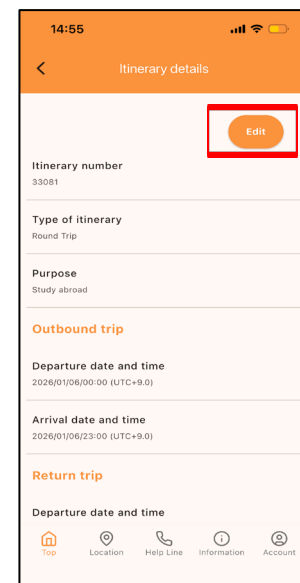
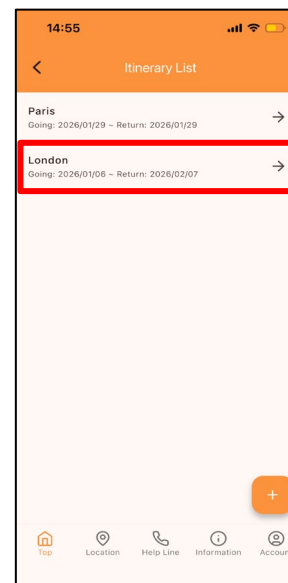
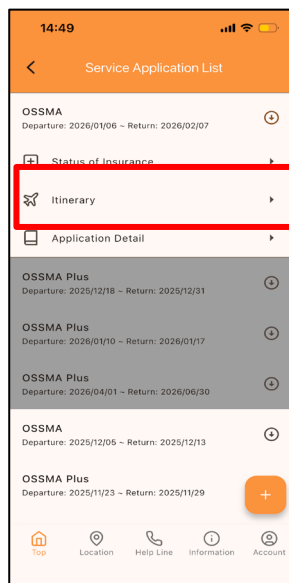
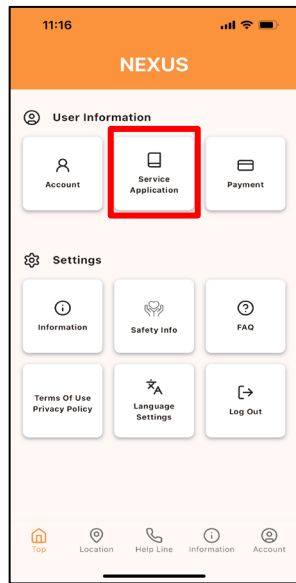
London → Paris: Jan 29, 2026 – Feb 6, 2026

Paris → Japan: Feb 6, 2026 – Feb 7, 2026

Step 2: Register the following flights:

Outbound flight: Japan → London

Return flight: Paris → Japan



① Tap "Service application."

② Tap the relevant application.

③ Tap "Itinerary."

④ Tap the London itinerary.

⑤ Tap "Edit".

Register itinerary (when traveling to multiple countries)

Dates, destination, local emergency contact information, ticket information, etc.

When returning directly to Japan (without returning to the first country)

Example: Registered travel destination: UK/London

Travel period: January 6, 2026 – February 7, 2026

Itinerary

Japan → London: Jan 6, 2026 – Jan 29, 2026

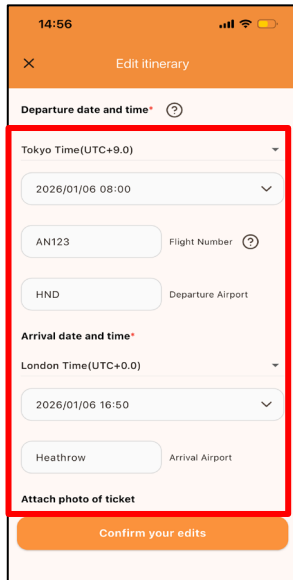
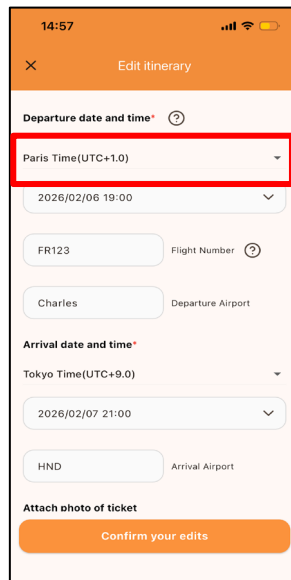
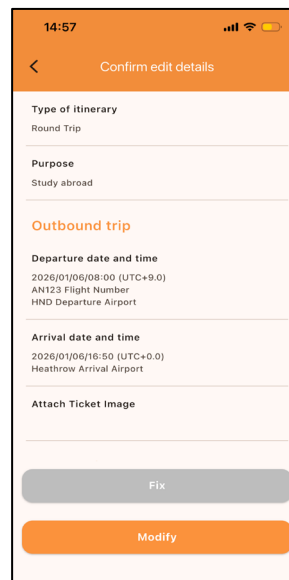
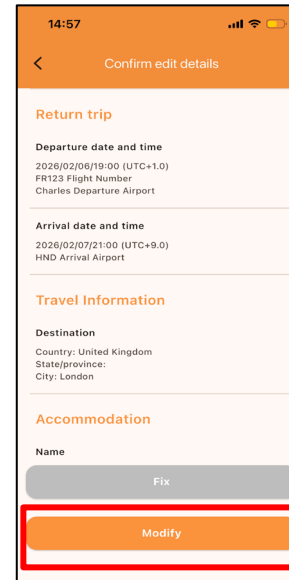
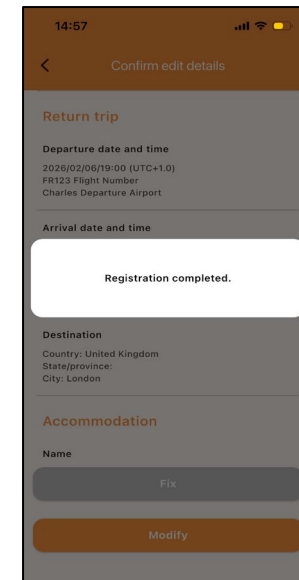
London → Paris: Jan 29, 2026 – Feb 6, 2026

Paris → Japan: Feb 6, 2026 – Feb 7, 2026

Step 2: Register the following flights:

Outbound flight: Japan → London

Return flight: Paris → Japan

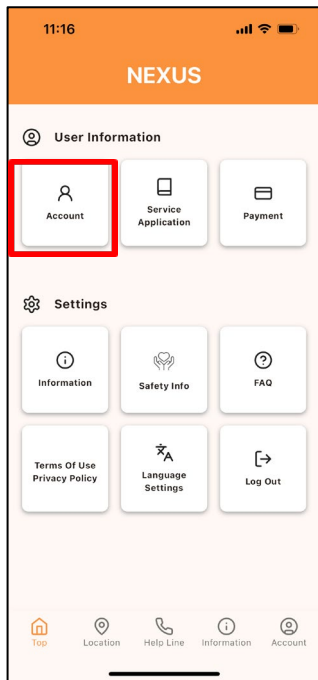






⑥ Outbound Flight:
Enter Japan → London

⑦ Return Flight:
1. Select the departure location from the dropdown menu
2. Select "Paris time" (since the departure is from Paris)

⑧ Enter flight information. Flight number and airport name are optional.
⑨ Tap "Modify" after entering information.

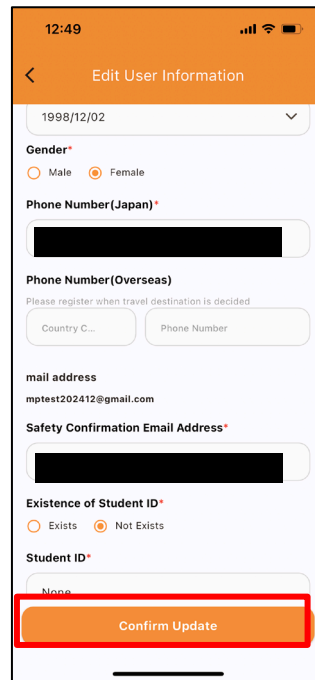
How to change your user information



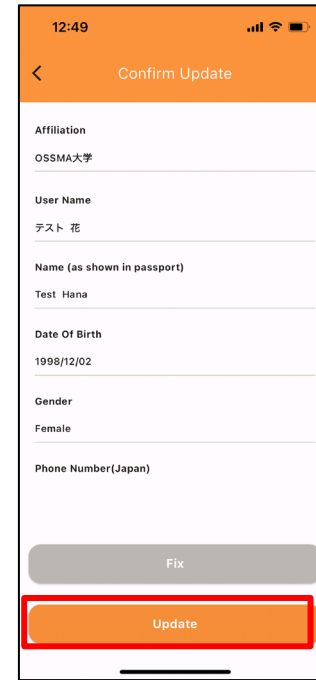
① Tap "Account."



② Tap "Edit" in the upper right corner.

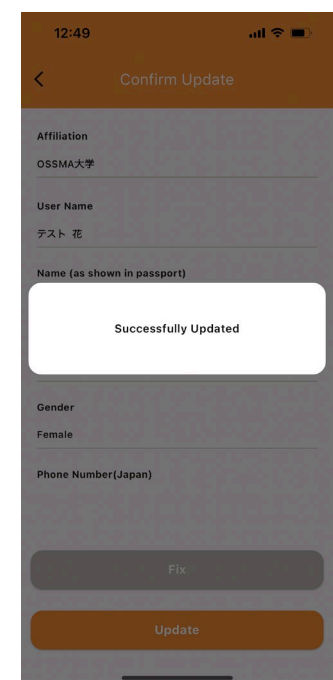


③ Enter the items you want to change, then tap "Confirm update."



④ Confirm the changes and if all is correct, tap "Update."

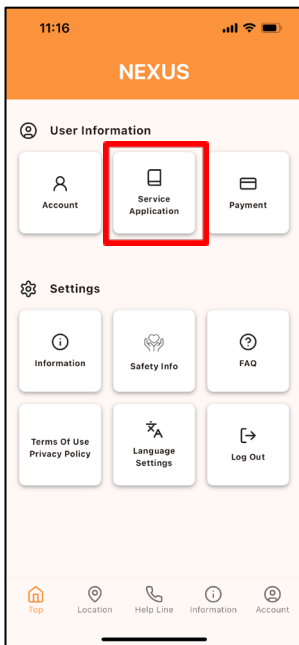
To make another change, tap "Fix" to return to the input screen.



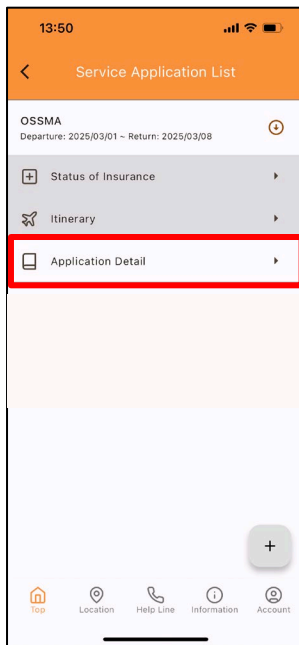
⑤ You are done when the screen displays "Update complete."

If the membership registration or application was done by a school or organization rather than an individual member, any corrections to the initial details of mobile phone number and emergency contact information (name, relationship with the person, telephone number, address) are to be done by the member.

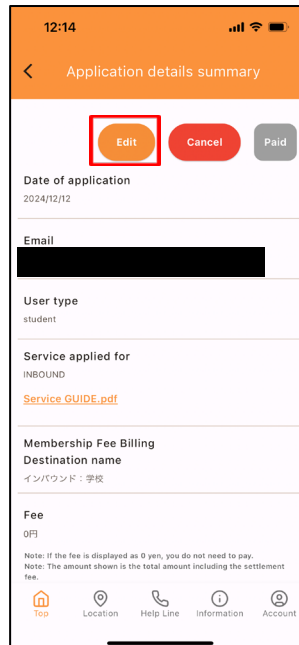
If you want to change your travel period



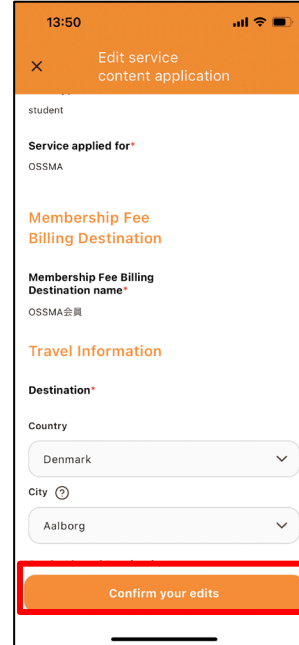
① Tap "Service application."



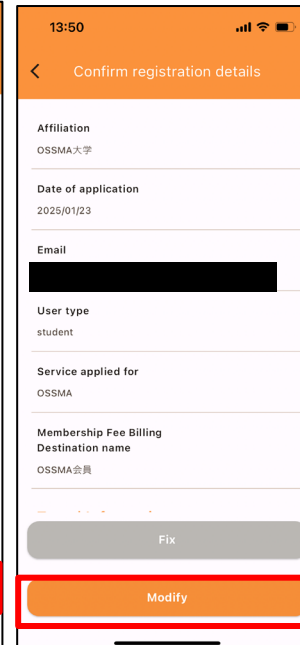
② Select the application you want to change and tap "Application details."



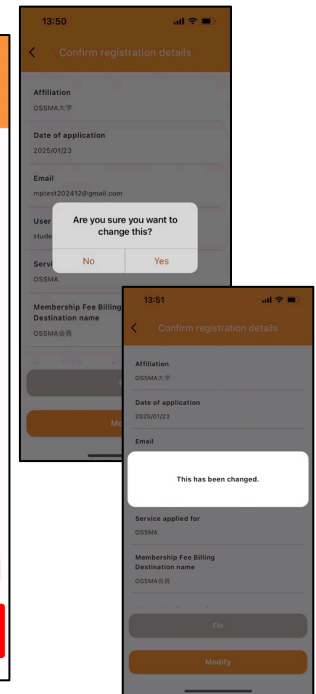
③ Tap "Edit" in the upper right corner.



④ Enter the period you want to change, then tap "Confirm details."

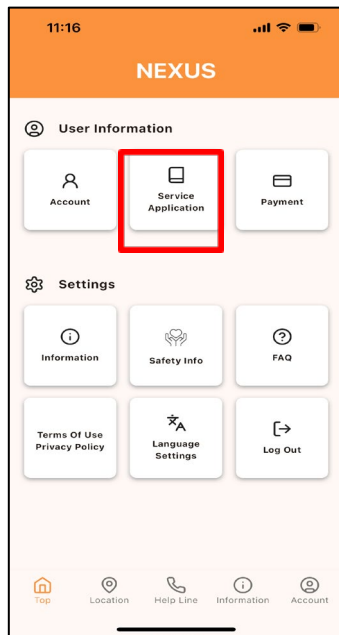


⑤ Confirm the changes and if all is correct, tap "Modify." To make another change, tap "Fix" to return to the input screen.

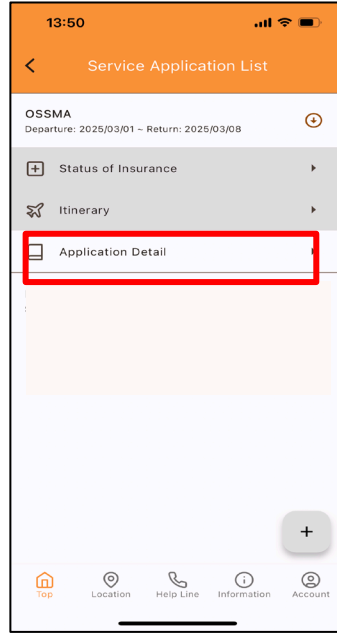


⑥ If you want to make the change, tap "Yes." If you want to reconfirm the details, tap "No."

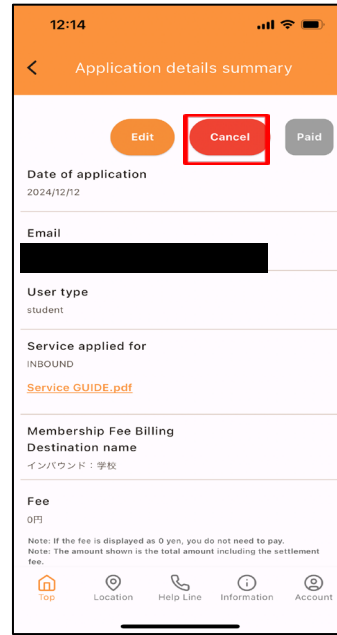
To cancel your application



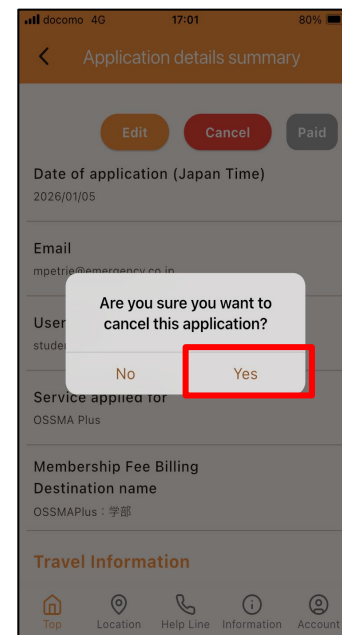
① Tap "Service application."



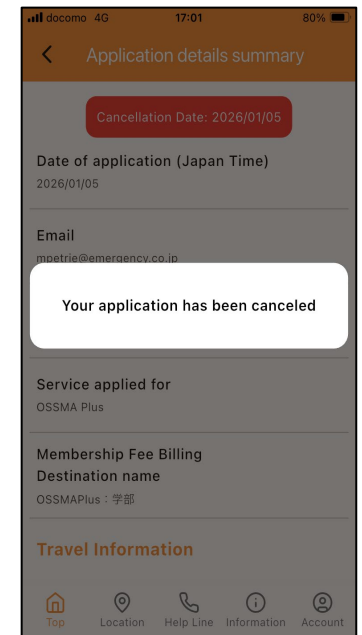
② Select the application you want to change and tap "Application details."



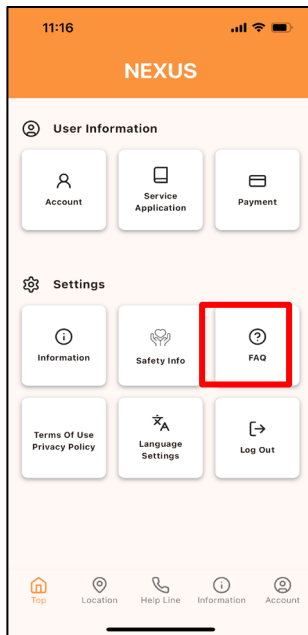
③ Tap "Cancel" in the upper right corner.



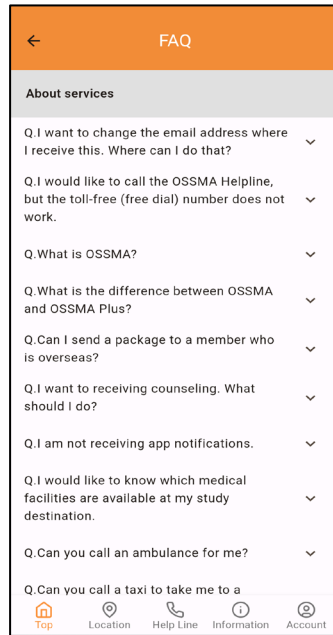
④ Tap "Yes"



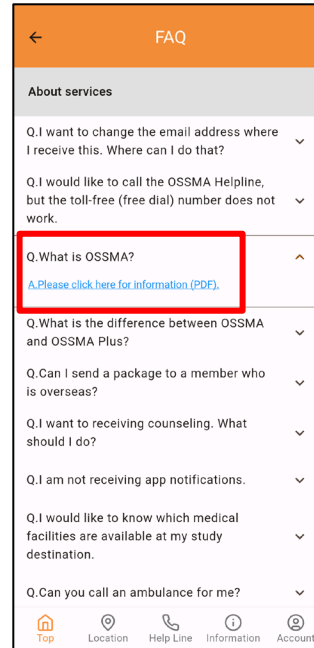
NEXUS App - Service details



① Tap FAQ.



② "About the service" category
Click "What is OSSMA?" then
tap the link that appears to view
the information in a PDF
document.



Note: If you have any other questions about how
to use the app or the service, please use the FAQ.

1. OSSMA サービス内容

24時間 365日・日本語サービスを提供します。

1. パーソナル支援	航空機遅延時の対応、航空機内でものを置き忘れたなどの相談からパスポート、航空券、クレジットカード等の盗難・紛失の際に、関係機関への連絡や再発行のための支援などを行います。 ご要項より、現地危険情報のご提供もおこないます。
2. 海外医療アシスタンス	病気や怪我の際、以下のサービスをご利用いただけます。 ① 医療機関の手配 ② 搬送手配 ③ 海外医療機関で受診した場合の薬手配 ④ 通訳手配 ⑤ 帰国搬送手配 ⑥ 医師・看護師派遣 ⑦ 帰国後の日本の病院 ⑧ 海外旅行保険請求支援
3. 安全確認	安全を確認するために、7 返信がない場合、海外緊急確認を送ります。
4. 健康・メンタルケア	医療者が、電話による健康
5. ご家族への渡航サポート	会員様が海外で入院され関係者などが現地に救援
6. 弁護士紹介	刑事・民事を問わず法律サポート可能です。
7. その他OSSMAに関するご質問	アプリの操作方法がわからないご質問にお答えします。

※以下の費用は会員様負担となります。
医療機関利用時の診察費、外部医療通訳費用、搬送費・交通費を依頼した時の弁護士報酬 等


2. OSSMAサービスご利用時の注意事項

- ◆OSSMA Plus サービスは海外旅行保険ではありません。人命尊重を第一に、留学生の危機を最小限の確率にとどめるためのアシスタンスサービスです。入院、治療、検査、カウンセリングなどの医療費、弁護士費用、壮健賠償対応の専門家にかかる支援費は会員様負担となります。本サービス加入と合わせ、海外旅行保険などに加入されることを推奨しています。
- ◆サービスのご利用資格
ご契約いただいた会員ご本人とそのご家族を対象として提供されます。
- ◆サービスのご提供期間
契約期間内の海外滞在で、日本への一時帰国中は、本サービスは適用されません。
- ◆サービスが受けられない場合
ゼネラス、交通スト、天災、戦争、内乱、テロ、暴動、反乱、叛乱、交通+輸送制限、爆発、原子力事故などの不可抗力により危機管理支援の実施が遅れ、行使できない場合があります。
- ◆個人情報の取り扱い
当社は、個人情報の適切な管理・利用と保護に努め、サービス提供の目的以外には利用いたしません。
- ◆OSSMA ヘルプライン フリーダイヤルご利用について
フリーダイヤルにおかけの場合、発信の際の市内通話料や、施設利用料(ホテル等)、現地電話会社の通信回線事情などによっては費用が発生することがございます。また、日本の携帯電話からおかけの場合、国際ローミング料金がかります。これらの料金は、会員様負担となります。

尚、中国からワールドワイドフリーフォン・ユニバーサルフリーフォンをご利用の場合、中国の携帯電話からは利用できないことがあります。その場合は、固定電話またはチャイナテレコム の公衆電話からお掛けください。携帯電話からお電話頂く際はコレクトコールをご利用ください。
各国の通信会社の事情により、携帯電話からフリーダイヤルを利用できない場合があります。

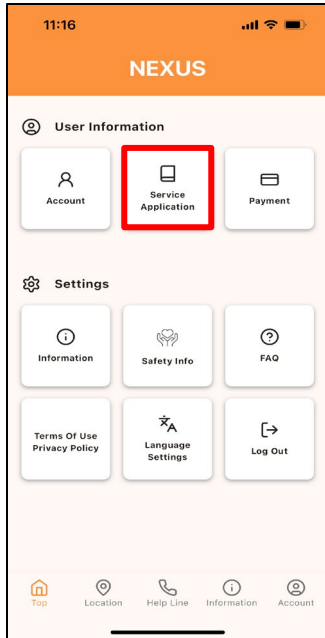
その他お問い合わせはこちらまで

日本エマージェンシーアシスタンス株式会社
OSSMA 事務局
〒114-0002
東京都文京区小石川 1-21-14
電話: 03-3811-8310 FAX: 03-3811-8183
Email: students@emergency.co.jp
営業時間: 月～金(祝日除く) 10:00～17:00(日本時間)

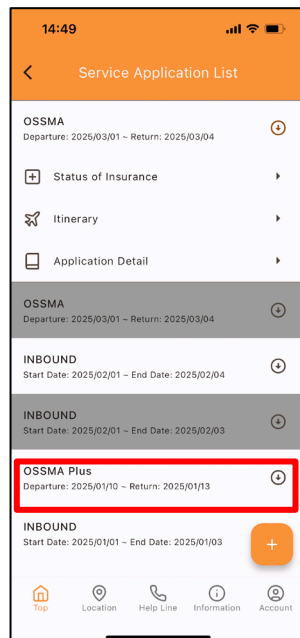


For OSSMA Plus members

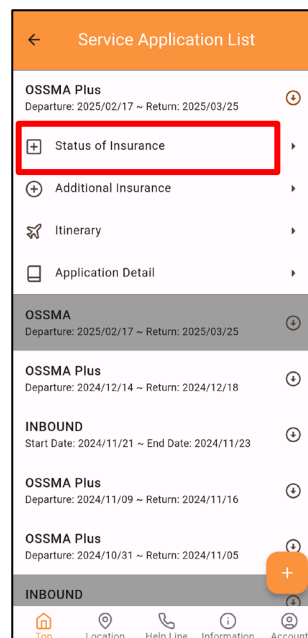
How to confirm OSSMA Plus proof of coverage



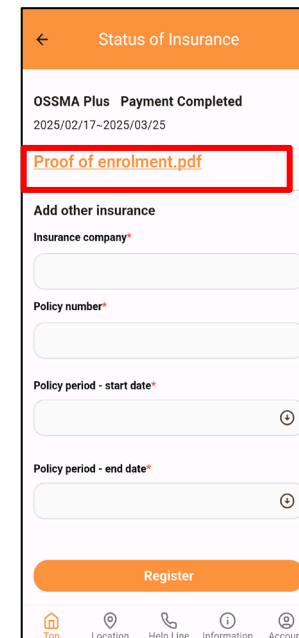
① Tap "Service application."



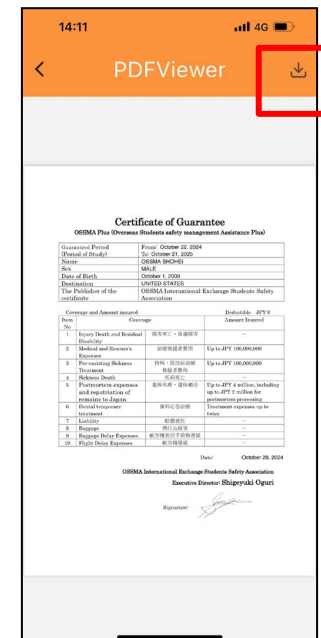
② Tap the relevant application.



③ Tap "Status of Insurance."



④ Tap enrollment certificate.

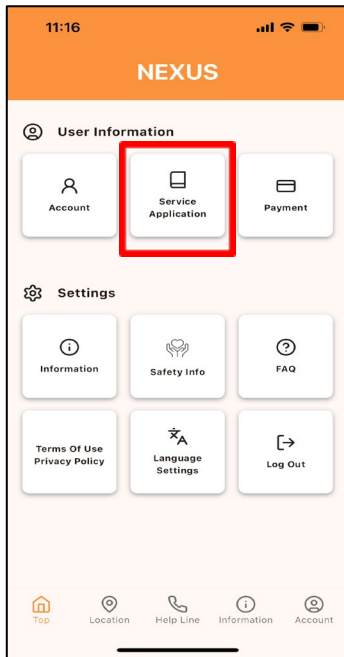


⑤ A PDF document will be displayed. Tap button in upper right to download.

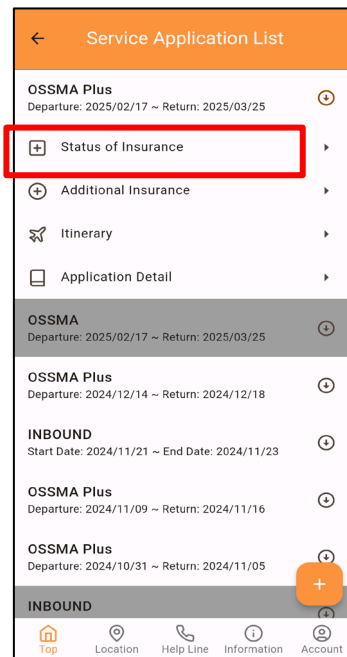
From the app you can view or download details of OSSMA Plus coverage of costs for medical treatment and emergency assistance as indicated in the proof of coverage.

For OSSMA Plus members

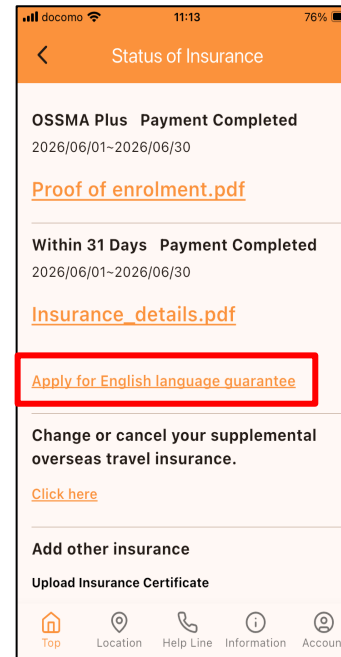
How to confirm proof of coverage under complementary overseas travel insurance



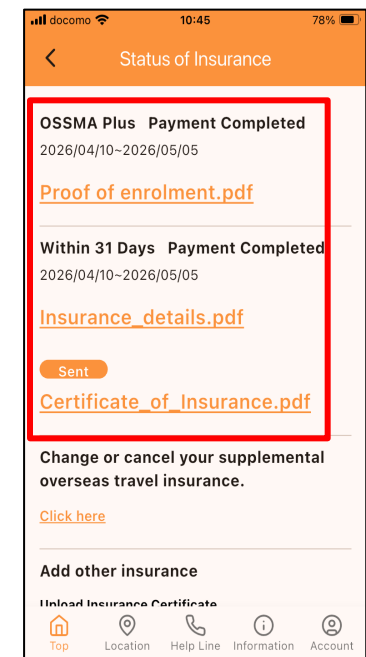
① Tap "Service application."



② Tap the relevant application, then tap "Status of Insurance."



③ If you need English proof of coverage for a visa or to submit to the educational institution or organization where you will study, tap "Apply for English language guarantee" to request the document. Please check the app in about a week for the document.

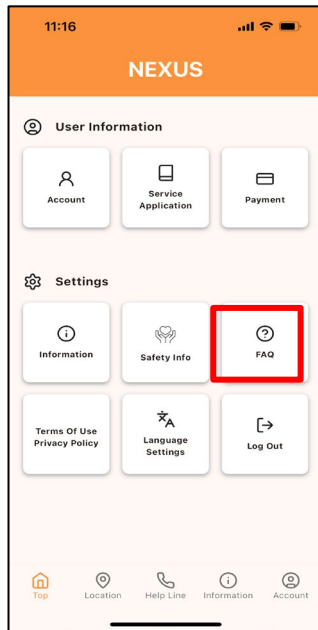


④ You can download the PDF if payment has been completed.

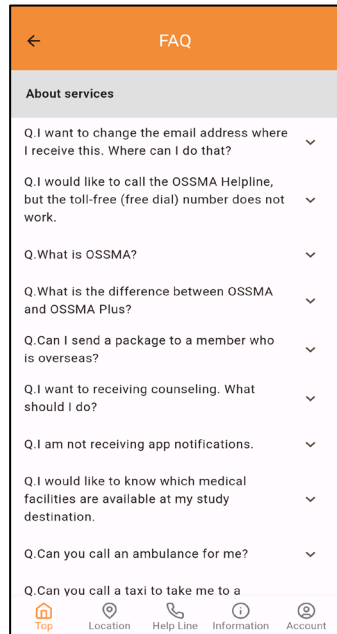
From the app you can view or download details of insurance coverage for personal liability and personal belongings, etc. as indicated in the proof of coverage.

Note: If you have changed the coverage period, you can obtain the proof of coverage after the change has been processed.

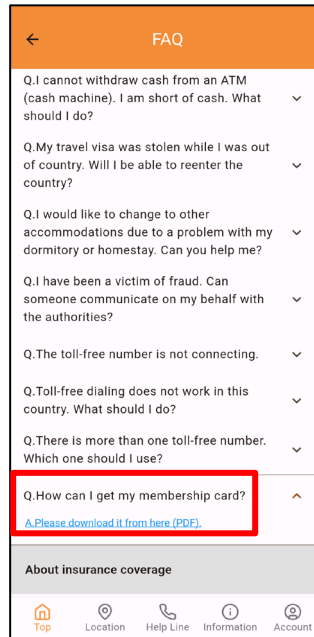
NEXUS App - How to obtain a membership card



① Tap FAQ

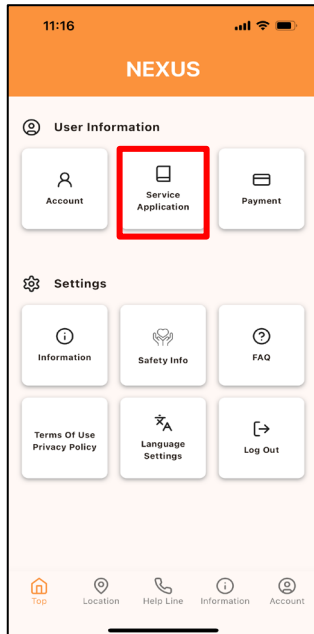


② Tap “How can I get my membership card?” in the last item of the "About services" category. A PDF document will be displayed. Tap to download.

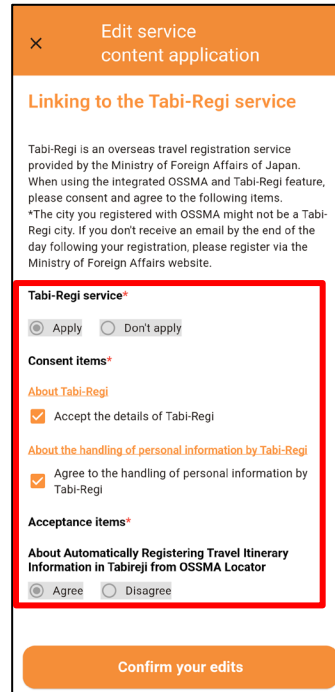


A notice is printed in English on the back of the card for local medical and police personnel to reach us if you are unable to contact the helpline yourself due to illness or accident, etc. Please print and cut it out, write in the toll-free helpline number to be called from where you will be staying, and carry it with you at all times (in wallet, etc.).

NEXUS App - Linking to Tabi-Regi



① Tap "Service application."



② Select the service you have applied for and tap "Application details."

③ Click "Yes" to link to Tabi-Regi and check the consent items under "About linking to Tabi-Regi."

差出人：在デトロイト日本国総領事館

件名：【緊急】〇〇〇〇大学内における銃撃事件の発生

- 詳細は不明なるも、×月×日午前9時過ぎ、〇〇〇〇大学内で銃撃が発生した模様です。
- 最新情報の入手に努め、付近には近づかないよう注意して下さい。
- 本件に関して、邦人が被害に遭ったとの情報がある場合は、在デトロイト総領事館までご連絡下さい。

(問い合わせ窓口)

在デトロイト日本国総領事館

電話：△△△-△△△△

差出人：イタリア日本国大使館

件名：ローマ市中心部におけるデモ行進及び集会（×月×日午後）

- ×月×日（土）午後、ローマ市中心部において、デモ及び集会が行われます。身の安全を優先し、その付近にはできるだけ近づかないようにして下さい。
- デモ隊が通過する周辺道路において通行規制が実施されるため、渋滞が発生する可能性があります。集会の周辺道路にも、通行規制が実施される可能性があります。

1 デモ及び集会情報

イタリアでの諸情勢に関連し、×月×日（土）午後、ローマ市中心部において、以下のとおりデモ及び集会が予定されています。

(1) デモ行進

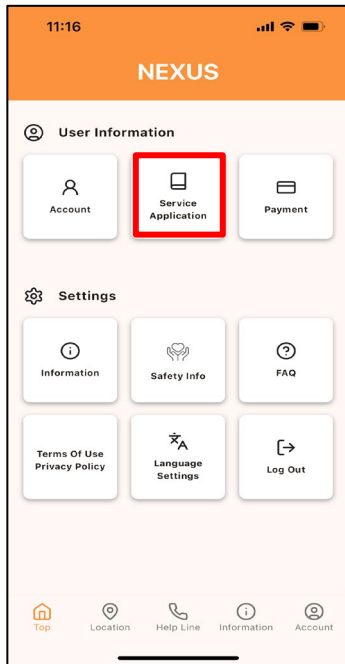
ア 13時～17時の間、参加者約20,000人

Piazza della Repubblica

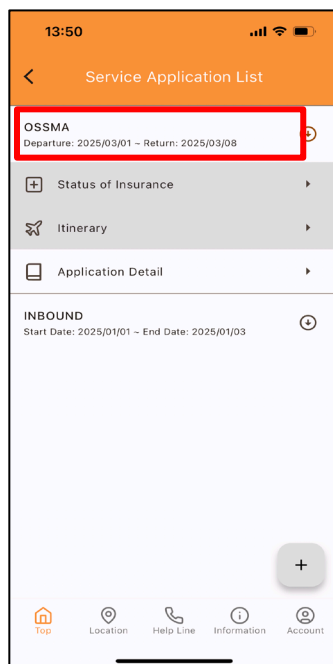
By checking and agreeing to each item, your app will automatically be linked with the Ministry of Foreign Affairs' Tabi-Regi service, with which the EAJ system is linked. If you registered for Tabi-Regi separately on the Ministry of Foreign Affairs website, linking the app will cause you to receive duplicate notifications.

If you are using OSSMA

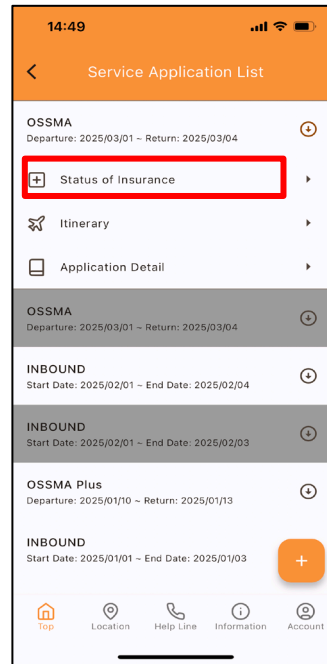
Registering your overseas travel insurance



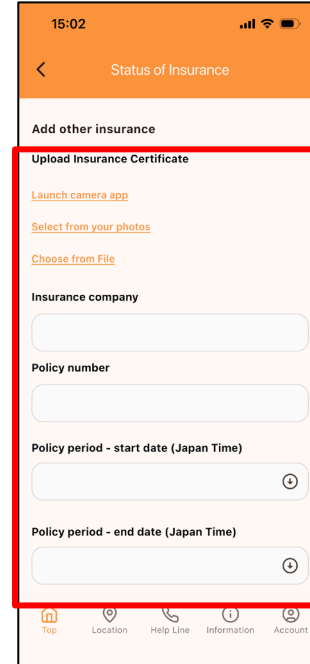
① Tap "Service application."



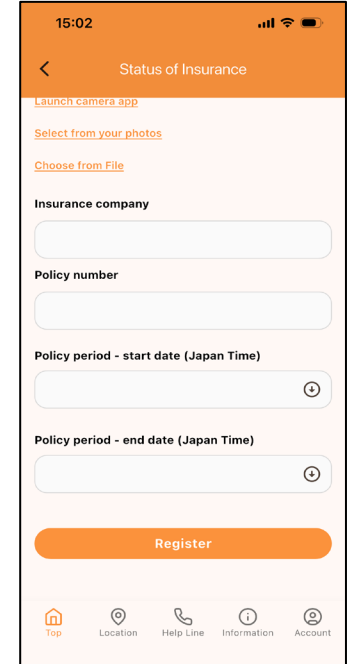
② Tap the relevant application.



③ Tap "Insurance status."



④ Upload your insurance certificate image OR Enter your insurance company name, certificate number, etc.

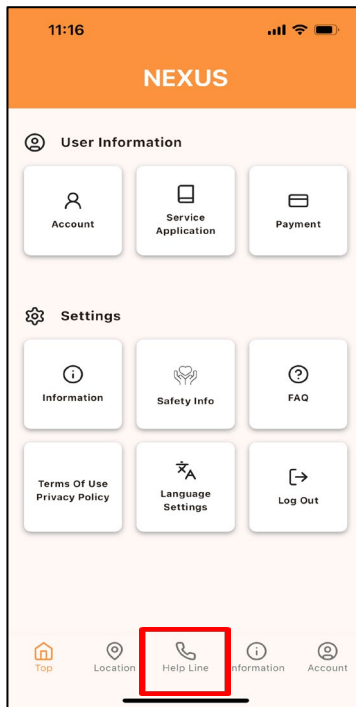


⑤ After uploading the image or entering the details, tap "Register"

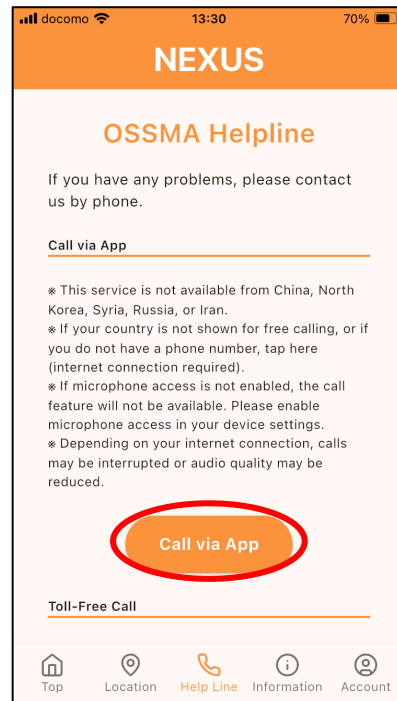
For smooth assistance when using the helpline, please register the name of the insurance company, the policy number, and the start and end dates of the insurance period for your overseas travel insurance.

Contacting the OSSMA Helpline (24/365)

If you have **an internet connection**, please contact us via **the app call**.



① Tap the "Helpline" phone icon



② Tap "Call via App"

※ This service is not available from China, North Korea, Syria, Russia, or Iran.

※ Depending on your internet connection, you may experience dropped calls, poor audio quality, or be unable to make calls.

※ Please keep the app logged in at all times. If you log out, you will no longer be able to receive incoming calls.

※ Wi-Fi Usage and Data Consumption
When not using Wi-Fi, the app consumes approximately 0.5 MB to 1.5 MB of data per minute of calling (actual usage may vary depending on network conditions).
With 1 GB (1,000 MB) of mobile data, you can make approximately 667 to 2,000 minutes (approximately 11 to 33 hours) of calls.

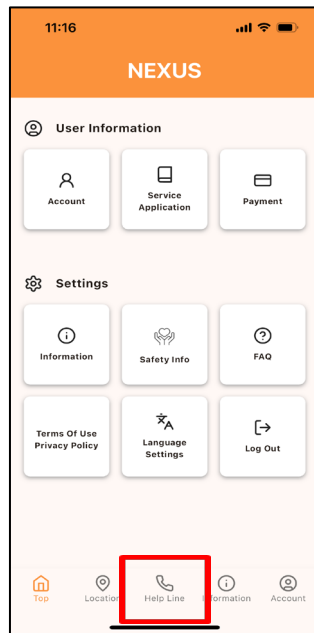
Contacting the OSSMA Helpline (24/365)

If you are staying in a country with a **toll-free number (to call Japan)**, please call with the **toll-free number**.
 If a toll-free number is not listed, please contact us **Call Japan (International)**”.

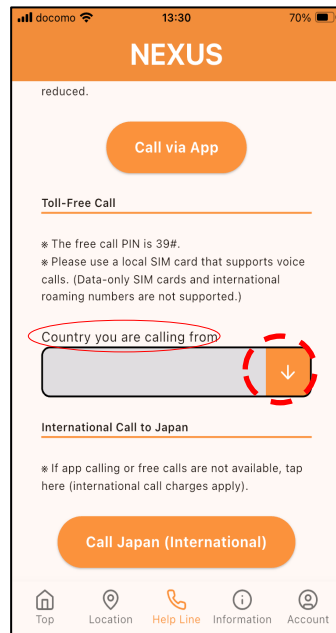
Please use a mobile or landline phone **with a local SIM card that can also be used for calling**.

Note: The helpline phone number can be displayed and the call made from the app.

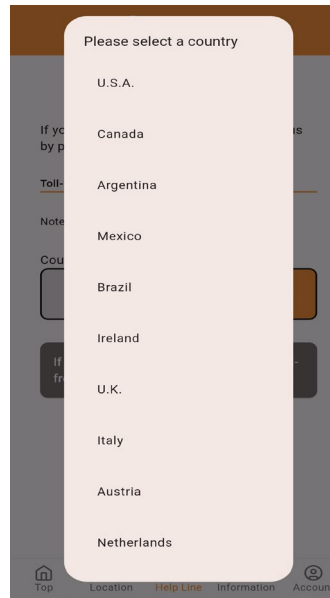
Note: Toll-free numbers cannot be used with eSIM.



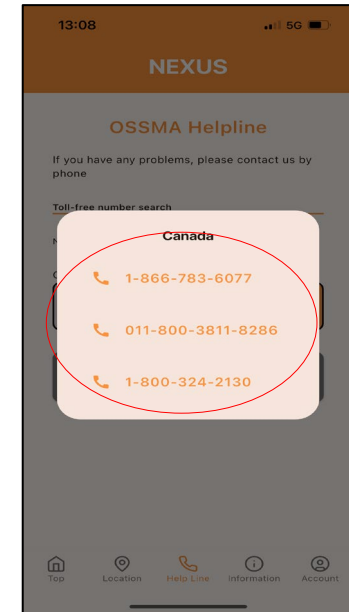
① Tap the "Helpline" phone icon



② Find the originating country. Note: If you don't see your country in the list, tap "Call Japan (International)."

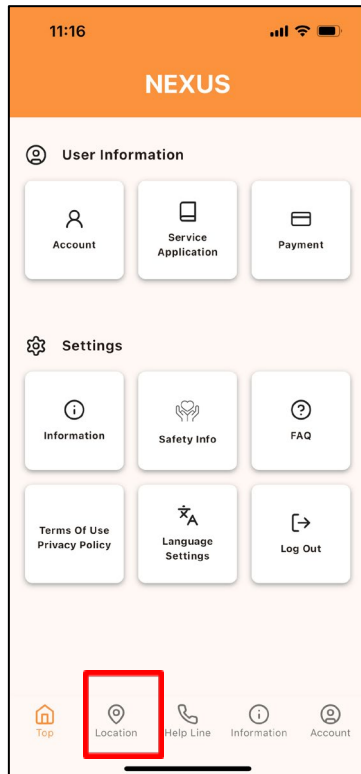


③ Select country of origin (country of stay)

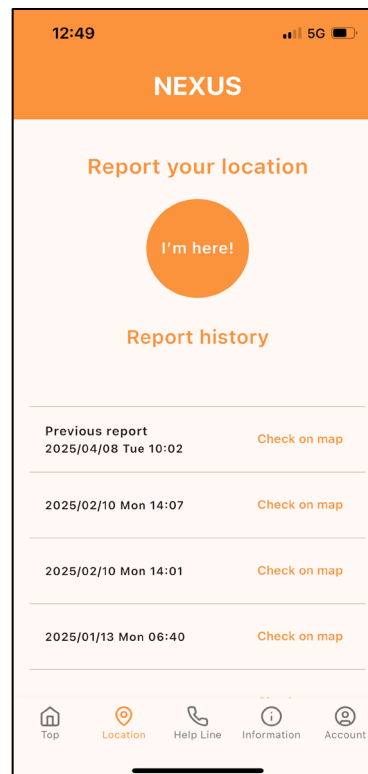


④ Tap to call
PIN: 39#

Safety confirmation and location management with the NEXUS app



Tap "Location" if you receive a safety confirmation push notification or e-mail notification.



When the reporting screen is displayed, tap "I am here."



When you respond, the location information will be registered in the NEXUS app.

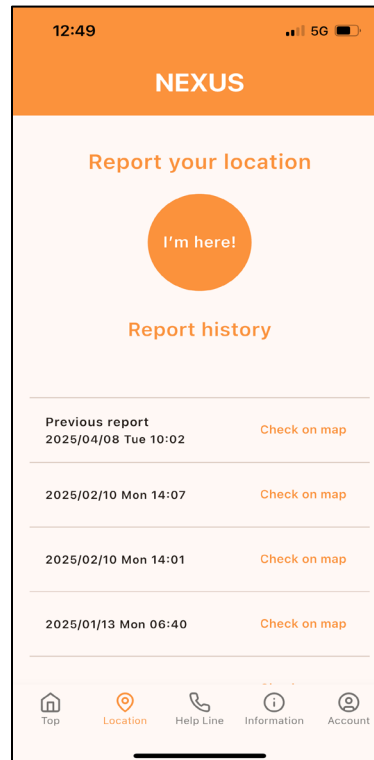
※If you are unable to respond due to internet connectivity issues or other problems, please contact your school/organization or OSSMA to report your safety. We will respond on your behalf.

Emergency safety confirmation and location management with the NEXUS app



Tap "OK" if you receive a regular or an emergency safety confirmation push notification or e-mail notification.

※ If you are unable to respond due to internet connectivity issues or other problems, please contact your school/organization or OSSMA to report your safety. We will respond on your behalf.



When the reporting screen is displayed, tap "I am here."



When you respond, the location information will be registered in the NEXUS app.

FAQ

Q: I registered but haven't received the verification code. What should I do?

A: Please check if the email address you registered is correct.

If it is incorrect, please register again with the correct email address. If it is correct, please check your spam/junk folder and verify that emails from us are not being blocked by your email provider.

Q: The payment deadline has passed and I can no longer complete the payment. What should I do?

A: Please contact OSSMA.

Q: Can I use a credit card under a family member's name?

A: Yes, you can.

Q: I will be studying in multiple countries. How should I register?

A: Please apply for the service using the information for the first country you will be traveling to.

After completing the application, register your second country using the "Itinerary" function.

Q: My return date has not been decided yet. What date should I set as the return date?

A: Please apply after your return date is confirmed. If you need to register due to visa requirements or other reasons, register with your estimated return date and update it through the travel period change procedure once confirmed.

FAQ

Q: I don't know my school/organization password. What should I do?

A: Please contact your school or organization administrator.

Q: I selected the wrong payment recipient during registration. What should I do?

A: Please cancel your application and register again, selecting the correct payment recipient.

Q: I received an error while processing on the app. What should I do?

A: Please log out of the app, log back in, and try again. If the issue persists, please contact OSSMA.

Q: I closed the payment screen during processing, and when I reopened it, it displayed "Payment has already been initiated." What should I do?

A: We will issue a new payment link for you. Please contact OSSMA.