

## **Frequently Asked Questions**

### **Questions regarding COE**

**Q: Is it possible to check the processing status or expected date of issuance of the COE, after the International Support Center submits the COE application?**

A: When we submit your COE application to the Immigration Bureau, we sent you a notification email with a "COE application number".

You can inquire directly to the Sendai Immigration Bureau (+81 22 256 6073) using your COE application number. However, the Bureau does NOT provide you with the details. So, please wait until you receive an update from the International Support Center.

### **Questions regarding how to enter information on the web application system**

**[Section 4, "Nationality / Region"]**

**Q: I have multiple nationalities. what should I enter as my nationality?**

A: If you have multiple nationalities, select and enter one.

(Note: The passport of the selected nationality should be submitted at the time of visa application and entry into Japan. Also, after entering Japan, you will be treated as a student of the nationality.)

**[Section 6, "Name"]**

**Q: I learned that I must enter my name exactly as it is on my passport in the web application system. But I do not have my passport yet. What should I do?**

A: If your passport is not yet obtained, ensure that the name on the form matches the name that will appear on a future passport. If the name on the web application system differs from the name on a future passport, it may cause delays in COE processing.

**[Section 16, " Place of visa application"]**

**Q: I need to apply for my visa outside my country of residence. What should I do?**

A: In general, visa application is conducted in the country of residence. If you need to apply in another place, check with the embassy /consulate where you plan to apply, and see if it is possible to apply for a visa in that place. If the embassy /consulate answers you can, please enter the name of the place in the web application system.

**[Section 18, “Past history of applying for a certificate of eligibility”]**

**Q: I am unsure of my past COE application history. What should I do?**

A: Please send an inquiry to the institution that may have applied for a COE for you in the past.

Even if COE has never arrived in your possession, for example, a school in Japan may have applied for your COE on your behalf when you tried to enroll there. Even in that case, it will be counted as your COE application. So, Please check with the school.

Entering incorrect information may cause delays in COE processing.

**[Section 21, “Family in Japan”]**

**Q: I have more than 5 family members in Japan. So, there is not enough slots to enter the information. What should I do?**

A: Send details to the International Support Center.

[https://www.insc.tohoku.ac.jp/english/tohoku-support\\_contact/](https://www.insc.tohoku.ac.jp/english/tohoku-support_contact/)



**[The last section of the form (Attachments Section)]**

**Q: I have more than 5 files to be uploaded. So, there is not enough slots to enter files. What should I do?**

A: Send them to the International Support Center.

[supportoffice@grp.tohoku.ac.jp](mailto:supportoffice@grp.tohoku.ac.jp)

**Questions regarding obtaining Visa, and entering Japan**

**Q: How do I know what documents are needed to apply for a student Visa?**

A: A valid COE is required. Other required documents can depend on the applicants or the embassy/consulate. We recommend you confirm the required documents by yourself as soon as you can.

**Q: What documents are required when I enter Japan?**

A: You must enter Japan with your COE data, Visa, and passport. In some cases, additional documents are required. Please visit the website for Tohoku University Exchange students.

<https://www.insc.tohoku.ac.jp/english/exchange/>



**Questions regarding Other ideas**

**Q: I applied for COE in the web application system, but I can receive no emails from the International Support Center.**

Please check your spam/junk mail folder first.

In case you still cannot find any emails, please contact the International Support Center.

**Q: After applying for COE in the web application system, I find information to be modified. What should I do? / I forgot to upload files before applying in the web application system. What should I do?**

Please inform us and/or send softcopies of your documents to the International Support Center.

[supportoffice@grp.tohoku.ac.jp](mailto:supportoffice@grp.tohoku.ac.jp)

[https://www.insc.tohoku.ac.jp/english/tohoku-support\\_contact/](https://www.insc.tohoku.ac.jp/english/tohoku-support_contact/)

