

## Support Services for International Students Enrolling at Tohoku University

Welcome to Tohoku University!

The International Support Center provides a variety of support services to help you make a smooth start to your student life. Please read the following pages carefully, as they contain important information about procedures that most of you will be required to complete.

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Contact:

International Support Center

Tohoku University

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

## **1. Bureaucratic Matters**

Those who will be staying in Japan for **more than 3 months** must complete the following procedures within 14 days of their arrival in Japan.

- Resident Registration
- National Health Insurance
- National Pension System

### **1. International students moving to Sendai City from outside Japan**

Procedures will be carried out at the Special Counter for Foreign Nationals Moving from Outside Japan to Sendai City. Advance reservations are required.

Please follow the steps below to apply and make a reservation:

- Apply for support by following the instructions in "4. How to Apply for Support."
- Refer to the attached document, "Support for Bureaucratic Matters," to schedule an appointment and pre-register your notification information.

### **2. International students relocating from within Japan**

International students who are relocating within Japan or moving to an area outside Sendai City are unfortunately not eligible for support from the special mentioned above. In these cases, please take care of the necessary procedures on your own, with the help of the ISC Call Center (described below) or other available resources.

## 2. Opening a Bank Account

Japan Post Bank (JP Bank) is one of the most well-known banks in Japan, with many branches and ATMs throughout the country. As well as opening an account at a bank counter, you can also open a JP Bank account using a smartphone app. Banks are very busy during the school entrance season.

**Please use “Yucho Direct Plus,” which allows you to open a JP Bank account using the dedicated smartphone app unless there are special circumstances.**

*Note: You will not be able to apply for a bank account until you have received your Student ID or certificate of enrollment.*

### (1) Yucho Direct Plus

Please refer to the app user manual at the link below and apply for a Yucho Direct Plus bank account.

[Yucho Direct Plus Bank Account | TU Support](#)

Password: tusupport2026

The International Support Center will provide assistance for those who are unable to install the designated app on their smartphone or have difficulty completing the application on their own. If you wish to receive assistance, please refer to “4. How to Apply for Support Services,” complete the support application, and come to the venue during the following period. The bank account application takes approximately 30 minutes. However, you may be asked to wait some time if the venue is busy.

Office hours: 9:00 am - 4:00 pm

Period: April 1 – April 10, 2026 (excluding Saturdays, Sundays and national holidays)

Location: 1st floor Lounge, International Exchange Building (A12), Kawauchi Kita Campus

Documents required: Residence card, passport, residence permit (dormitory), and student ID card (If you do not yet have a student ID card, please ask the academic affairs section of your department to

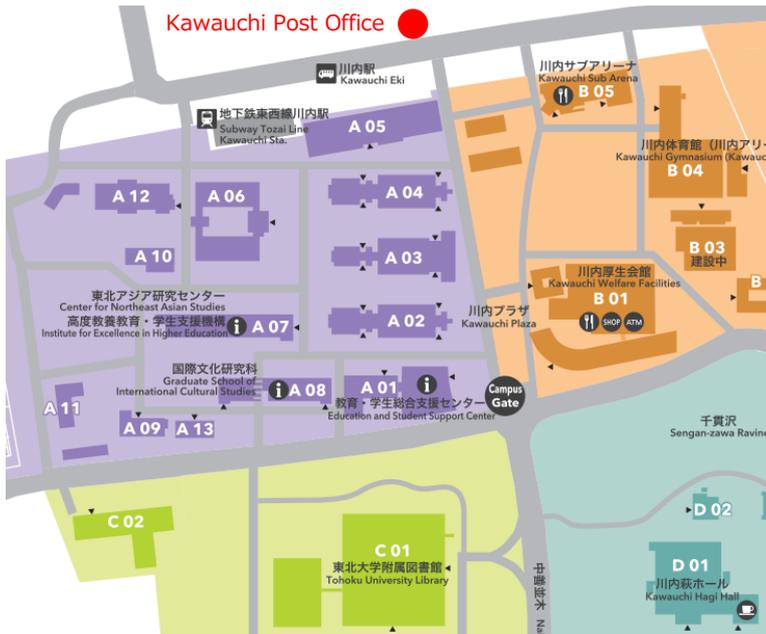
issue a certificate of enrollment (在学証明書) and bring it with you.)



## (2) Opening a bank account at a bank counter

For those who are unable to open a Yucho Direct Plus account or need to open an account at a JP Bank counter or another bank due to other special circumstances, we will make an appointment and prepare the application form.

**JP Bank requests international students to make an appointment through the International Support Center. Applications without an appointment may not be accepted by the bank. If you wish to open an account at a JP Bank counter, please refer to “4. How to Apply for Support Services” and complete the support application to make an appointment.**



### 3. Other Support Services

#### **(1) Applying for other support services**

If you wish to apply for support with tenancy matters or school enrolments for family members, please refer to “4. How to Apply for Support Services” and complete the application form.

#### **(2) ISC Call Center**

Our call center provides consultation and remote interpreting services to support your daily life in Japan. For example, we can answer questions about administrative procedures, provide three-way interpreting support at city hall counters, and share information on medical facilities with English-speaking staff.

[https://sup.bureau.tohoku.ac.jp/en/contacts-for-international-students/#ISC Call Center](https://sup.bureau.tohoku.ac.jp/en/contacts-for-international-students/#ISC_Call_Center)

#### **(3) Arrival Guide for International Students**

The Arrival Guide for International Students is designed to provide essential information for incoming international students, from their arrival at the airport through their first few days at Tohoku University. Please click the link below to download the Arrival Guide.

[https://sup.bureau.tohoku.ac.jp/en/pre-arrival-e/pre-e/#Arrival Guide for International Students](https://sup.bureau.tohoku.ac.jp/en/pre-arrival-e/pre-e/#Arrival_Guide_for_International_Students)

## 4. How to Apply for Support Services

Please complete the support application form at the link below.

(Japanese)	<a href="https://sup.bureau.tohoku.ac.jp/application-main/">https://sup.bureau.tohoku.ac.jp/application-main/</a>	
(English)	<a href="https://sup.bureau.tohoku.ac.jp/en/application-main-e/">https://sup.bureau.tohoku.ac.jp/en/application-main-e/</a>	

Please also note the followings when completing the form.

(1) Select "Yes" in item 40.

40. Would you like to apply for Post-arrival Support Services?/生活立上げ支援の申請\*

Yes

Select "Yes" if life Post-arrival Support is required upon arrival in Sendai./生活立上げ支援の申請を希望する場合には「Yes」を選択してください。

"Post-arrival Support Services" refers to the various support we provide to students to help them with matters related to Bureaucratic Procedures, Mobile & Internet Contracts, Tenancy and Utility Supply to help them start their lives in Sendai./生活立上げ支援とは、行政手続き、銀行口座の開設、携帯電話の契約等、仙台での生活立上げに係る支援を指します。

(2) You will see a list of available services in item 47. Please tick the check box for each service you wish to apply for.

- If you are staying in Japan for more than 3 months, you must apply for "Bureaucratic Matters."
- If you need assistance with opening a Yucho Direct account, or if you need to open a bank account at a bank counter due to unavoidable circumstances, please apply for "Opening Bank Account."

47. Support services required/ (中長期) 支援希望内容

- Assistance at arrival airport (Haneda/Narita)/空港あつ旋 (羽田・成田)
- Greet and guide support at Sendai airport / station. /仙台到着後出迎え・案内 (仙台空港・駅)
- Bureaucratic Matters/行政手続き
- Opening Bank Account/銀行口座開設
- Tenancy Matters/住居斡旋
- Electricity, Gas, and Water supply/電気・ガス・水道
- Mobile Phone/SIM/Internet / 携帯電話等契約
- Purchase of Home Appliances and Other Essentials/家財・寝具等生活必需品の購入
- School Enrolments for Family Members/帯同家族の入学・入園
- 【Non selectable】 Greet-and-Guide Service After Arrival (from Sendai airport/station to TU/accommodation)/ 仙台到着時案内 (駅・空港～大学又は宿泊施設)

Please select the supports you would like to apply (multiple selection allowed)./支援を申し込みたい内容すべてにチェックをしてください。

(3) If you need to open a bank account at a bank counter due to unavoidable circumstances, please let us know in item 50. After confirming your application, we will contact you to arrange the schedule.

50. Please write remarks in the below column, if any./連絡事項があればご記入ください。

I need to go to Miyagino Ward Office as I am going to live in International House Higashi-Sendai.  
I am also required to open a bank account at 77 Bank to receive my scholarship, following the instructions by my funding authority.