

How to Install "chiica" and Register

太田市役所産業政策課・「chiicaアプリインストール・会員登録方法」・英語版

1 Search for "chiica" in the App store or GooglePLAY.



2 Tap the yellow icon to install.



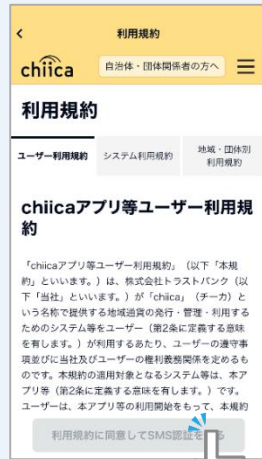
3 Launch the app. and tap "Start."



4 Enter your cell phone number and set up the password.



5 Check the Terms of Use and tap the Authentication button.



Unless you read all of them, you cannot tap the button.

6 Check the message sent by SMS.



7 Enter the verification code (6-digit number).



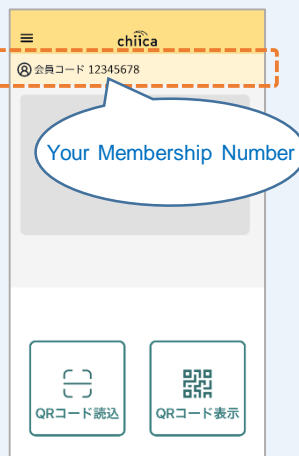
8 Tap "Start" after setting your account.



9 Enter your postal code and other required information, then tap "Start."



10 Completed!



Frequently Asked Questions

太田市役所産業政策課・「chiikaアプリインストール・会員登録方法（裏面）よくあるご質問」・英語版

Q Why is not my verification code being sent?

A Please follow the procedure below to check the following possible cases.

【 The cell phone number is incorrect. 】

- Tap the “Back” button in the upper left corner of the screen to enter the verification code.
- Please return to the screen to enter your phone number and confirm that the number entered is correct.



【 Poor connection.】

- Please check your reception and tap "Resend SMS."



【 Using a filter.】

- Please open the SMS reception settings and check your status.
- If you have a filter from unknown senders (not in your contacts), please cancel the setting or add the following numbers to your contacts.

Sender

SoftBank : 21053

Other than SoftBank : 03-5784-1089

【 SMS is not included. 】

- SMS may be an optional contract for Low-Cost SIMs.
- Please check that you have a contract that allows to use SMS.

【 Carrier restricts reception. 】

- Please check the reception setting page on the website of your carrier (docomo, au, softbank, etc.).
- If you have set up to refuse or allow incoming messages, please change your settings to receive a message.

【 Insufficient available memory space 】

- If the memory space is full, you cannot receive messages potentially.
- Check the capacity, delete unnecessary data, and then tap “Resend” SMS.

Q Why can I only enter a 3-digit verification code?

A It may be because of your display font size. If the font size is big it could only be able to enter up to 3-digits. Please set the font size smaller temporarily and display the application again.

Q Why do I receive a “Cell phone number must be entered in single-byte numbers” error message even though I have entered them correctly?

A Please enter your cell phone number without hyphens.

- 09012345678
- × 090-1234-5678

Q Why can not I tap the "Next" button after entering my phone number and password in step 4?

A If the keyboard display is not closed, the button would be hidden. (Close the keyboard by tapping on a line break, etc.)

If there is any problem with operation other than the above, please try restarting the application or the device once.