



Frequently Asked Questions for Visitors

We are pleased to welcome your visit to our exhibitions!

Q: How do I register for a visit?

A: Please click [here](#) and enter your information. (Free)

STEP 1: Please be sure to read "About handling of the personal information," check "I agree with the above-mentioned matter." and enter your personal information, planned exhibitions, questionnaires, etc. Please confirm your registration on the confirmation screen. Click "Register."

***Please note that registration is not completed at this time.**

STEP 2: Check your confirmation e-mail "[Visitor Registration] Please set your password". Click the URL and set your password within 24 hours.

STEP 3: After the password setting is completed, you will receive an e-mail message stating, "Visitor registration has been completed". Visitors can access "Visitor Portal" from [here](#).

***If you want to use the contact message function for exhibitors, click "Move to register for Business Matching System" and register.**

STEP 4: Please log in to Visitor Portal and click "Print Visitor Badge".

***Please set the print preview to 100% and print the entry card in A4 color and bring it with you on the day of the performance.**

Q: I cannot register myself and the display shows "This email used already".

A: You have already registered yourself before or you are registered as exhibitors on the "Business Matching System".

Visitors > Please enter your ID and password you have set before. You can visit all concurrent exhibitions with one badge. Please click "[here](#)", if you forget your password.

Exhibitors > Please click "[here](#)" to log-in.

Q: I have registered / visited before. Do I need to register again for this year? Can I use the User ID and Password used in the past?

A: Registration for visit is necessary every year. In addition, the User ID and password used last year cannot be used due to security reasons. We appreciate your understanding.



Q: I do not receive a “[Visitor Registration] Please set your password” email though I registered.

A: If you do not receive the email, there are some possible reasons as follows.

[Check the reasons below and contact us if you cannot find the answer.]

Case.1: Spam filter offered by your Internet service provider, etc. misjudged the email as spam and sorted it into spam folder.

Solution.1: Check the spam folder or ask your company’s network system representative if the email is sorted as spam.

Case.2: The email address you entered in registration was incorrect.

Solution.2: If the email is not in the spam folder, it is not delivered to you due to email address error. If so, please contact us.

Q: I cannot proceed to the next step though I entered all information in STEP 2 of the pre-registration.

A: Please make sure your password is correct in the rules:

[Available characters for password]

- No fewer than 6, nor more than 12 characters (only one-byte alphabets and numeric numbers)
- Should contain at least one letter and one numeric number.

Please make sure if you agree “Attendance policy” and “About the handling of personal information”.

It may show alert to notice as error on the screen, please kindly put in your information or correct the information.

Q: Can I visit the exhibition without pre-registration?

A: All visitors must sign up online for COVID-19 countermeasures. Please make pre-registration online in advance.

Q: Can I register as a group?

A: No, please kindly register by each.

Q: I deleted the registration complete email. Who should I contact to request to send the email again?

A: Please contact our support desk as following email address.



■Inquiries: Support Desk-----

Secretariat/ JTB Communication Design, Inc.

nano tech : nanotech@jtbcom.co.jp

MEMS SENSING & NETWORK SYSTEM : mems@jtbcom.co.jp

ASTEC : astec@jtbcom.co.jp

SURTECH : surtech@jtbcom.co.jp

TCT Japan : tctjapan@jtbcom.co.jp

CONVERTECH / 3DECOtech : convertech@jtbcom.co.jp

neo functional material /GREEN MATERIAL : kinousei@jtbcom.co.jp

JFlex : jflex@jtbcom.co.jp

InterAqua : interaqua@jtbcom.co.jp

ENEX / DER・Microgrid Japan : low-cf@jtbcom.co.jp

RENEWABLE ENERGY 2023 : info@renewableenergy.jp

※Open Hour : 10 : 00~17 : 00 (except Saturday, Sunday, Japan holidays)