



Frequently Asked Questions for Visitors

We are pleased to welcome your visit to our exhibitions!

Q: How do I make registration for a visit?

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

STEP 1: Please make sure to read and agree "About the handling of the personal information," then check "I agree with the above-mentioned matter." Then start entering your personal information, planned exhibitions, questionnaires, etc. Then please click the "Register" button on the confirmation screen.

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

STEP 2: Check your registered e-mail box and find an email titled "[Visitor Registration] Please set your password". Open it and 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". Then you can access "Visitor Portal" from [here](#).

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

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 size with color print and bring it with you on the day of the exhibition.

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

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. If you forget your password, please click "[here](#)."

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

Q: I have registered / visited previous year. 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. Also, 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 in my registered email box.

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 registered 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 you suspect this, 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 that the password is set correctly:

[Available characters for password]

- Between 6 and 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 the personal information” as well.

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: Yes, you can but we strongly recommend you make online pre-registration in advance to avoid waiting a long time in a klong queue for on spot registration and entry.

Q: Can I register as a group?

A: No, you cannot. Please kindly make registration one by one.

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

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



■Inquiries: Support Desk-----

Support Desk c/o JTB Communication Design, Inc.

Email: bizmatch@jtbcom.co.jp

*Open hours: 10:00-17:00 JST (weekdays only)