



In case you forget the password for the electronic certificate integrated into the My number card and the card gets locked after multiple incorrect password attempts, you can recover and reset it at convenience stores combini nationwide.

● **Necessary items for recovery and reconfiguration:**

1. My number card.
2. A phone with a camera capable of reading the IC chip of the My number card (Download the app "JPKI暗証番号リセット"^{あんしょうばんごう} to your phone in advance).
3. The password for the electronic certificate used for signing: **6 to 16 characters, including both letters and numbers.**
4. The password for the electronic certificate used to verify the user's identity: **4 numeric characters.**

● **(Note)** In case you forget both the password for the electronic certificate used for signing and the password for the electronic certificate used to verify the user's identity, and both passwords are locked, you will not be able to recover and reconfigure them at convenience stores. In such cases, please visit the counter at the local residence office to complete the procedure.

*Free My number hotline: 0120-95-0178
(9:30 AM to 8:00 PM, weekdays, Saturdays, Sundays, and holidays)*