安否情報システム ANPIC アンピック

Q&A

General users version

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PLUS ※This Q&A is for users of the ANPIC PLUS version (Logo on the login screen is ANPIC PLUS) only.

OPTION ※This Q&A is for users who have enabled the option only.

1. Logging In

Q. Is there a limit to the number of times my login attempts can fail?

A. There are no restrictions on the number of login attempts.

Q. Is there a limit to the number of times my login attempts can fail? PLUS

A. If three attempts to login fail, a reset email will be sent to your registered email address.
You will need to perform the processes stated in this email.
*Please make a request to the administrator to reset your password if you have forgotten your password and have not registered (or do not know if you have registered) your email address.

Q. What should I do if I forget my password?

A. Click ″パスワード再設定［Reset Password］″ on the login screen, enter your login ID, and a password reset message will be sent to your registered email address.
You will be able to reset the password at the URL stated in this message.
*Please make a request to the administrator to reset your password if you have forgotten your password and have not registered (or do not know if you have registered) your email address.

Q. What should I do if I forget my ID?

A. You will need to contact the administrator.

Q. I am unable to login despite entering my ID and password.I

A. Try one more time, making sure that there are no errors.
・The ID and password are case sensitive.
・If you used copy & paste to fill in your ID and password, check to see if an additional space has been left.
・Make sure the URL is correct on the login screen.
If the problem persists after checking the above, Reset your password.(See that (Q. What should I do if I forget my password?))

Q. An error code 21 or 22 was displayed when logging into the app.

A. Your ID or password is incorrect. Input correctly.

Q. Where is the 2D code?

A. 2D code icon can be found at the bottom of the login screen and the bottom of the menu.

2. Safety Reports

Q. Can I check if my safety report was made correctly?

A. If the message "Safety information has been registered correctly" is displayed at the top of the screen immediately after the safety report, it has been registered correctly.File a further report via the safety report screen if you have any concerns.

Q. A previously reported safety situation has changed. How can I update it?

A. Report your latest situation by any of the following methods. The safety report will be overwritten.

・Click the message URL and make a report
・Login to the ANPIC website and make a report from the “安否報告［Safety Report］” screen
・Make a report from the app
・Make a report from LINE

Q. I have three registered email addresses, do I need to respond to all of them?

A. You may respond to any one of these.

Q. How do users with an SSL non-compatible cellphone (feature phone) make a report?

A. The message body will state "If you are unable to access the above URL, please report your safety situation here." alongside a URL; you will be able to make a report by clicking this.

Q. What are the rough fees charged when making a safety report?

A. This will depend on your contracted cellphone type and rate plan, however will be no greater than a few dozen yen.

Q. The URL is not a hyperlink.

A. Change the mailer and mailer settings.

3. Confirming Safety

Q. There are no search results when I enter a name in ″安否検索［Safety Search］″.

OPTION

A. This may be caused by any of the following:

・An input error

・The person is affiliated to an organization for which safety search is unavailable

・The presence or absence of a space between the surname and given name (depends on how the name was registered)

・The person has not yet made a safety report

・The person is not registered

4. Notifications from ANPIC

Q. I do not know how to configure my specified receiving settings.

A.　The setting method differs depending on the carrier.
For specifics, please log in to the ANPICN website and navigate to "Menu" - "Related links" - " 通知が届かない方へ [For those who do not receive notifications] " - "ANPIC からのメールが届かない方 [For those who do not receive emails from ANPIC] ".

Q. I do not know the password for the terminal used to configure my specified receiving settings.

A. Check with the store where the terminal was purchased.

Q. I have received the same safety check message multiple times.

A. One email will be sent to each registered email address. If you have three registered message address, then a total of three emails will be sent, one to each address. Respond to one of these.
In addition, if you are concurrently affiliated with multiple organizations, you will receive a message for each affiliated organization. Respond to any one of these.

Q. I made a safety report one hour ago. But have received another safety check message.

A. In the event of a major earthquake, if the seismic intensity of an aftershock exceeds the set value, then a message may be sent due to the expectation of damage having occurred. Be sure to report your latest situation. ANPIC also has a fuction to suppress transmissions during aftershocks, so transmission may not be sent for certaion aftershocks at the discretion of the administrator.

Q. When I click on the URL in the safety check message, the login screen is displayed rather than the safety report screen.

A. If cookies are disabled, change your settings to enable cookies. In addition, this situation may occur after changing your password if you click on the URL of a message sent prior to the change. Use the system after logging in via the login screen.

Q. When I click on the URL, a warning is displayed and I am unable to access the report screen.

A. The message body will state "If you are unable to access the above URL, please report your safety situation here." alongside a URL; you will be able to access by clicking this.

Q. I have received multiple safety check messages on the same cellphone.

A. For manual message you will receive one message for each email address, however for automatic email you will receive one message for each of your affiliated organizations. If you are affiliated with multiple organizations you will receive the same safety check message for each of your affiliated organizations.

Q. Can I reply to messages from ANPIC?

A. All ANPIC messages are sent from an unmonitored address, so do not reply to these.

Q. I am not receiving messages as I have not configured my spam email settings.

A. Even if you have not configured your spam message settings, there may be default settings in place from the time of purchase. You can explicitly permit emails from ANPIC by configuring specified receiving permissions. For specifics, please log in to the ANPICN website and navigate to "Menu" - "Related links" - "通知が届かない方へ [For those who do not receive notifications] " - "ANPIC からのメールが届かない方 [For those who do not receive emails from ANPIC] ".

Q. It is not possible to configure email filters on a Raku-Raku phone.

A. Instead, you can use the iMenu® "らくらくｉメニュー [Raku-Raku iMenu] " designed for the Raku-Raku phone.
Tap on "メニューリスト[menu list]" at the bottom of the screen from "Raku-Raku iMenu" to access the regular iMenu.

Q. I am not receiving messages from ANPIC.

A. Check the "メール [Email] " section of "アカウント設定 [Account Settings] ". If there was an error in the send status, the following message may be displayed, so please check the content and respond in accordance with the content of the message.

Message	Message Meaning
メールを送信できません。メールアドレスの確認や指定受信設定等をしていただき、必ずアカウント設定からテスト送信し、メールの受信をご確認ください。※指定受信設定や端末の設定を修正しただけでは送信状況は変化せず、システムからメールを送信することができないため必ず各自でテスト送信を行ってください。	Unable to send email. Please check your e-mail address or modify the designated reception settings, and make sure that you have received the email by sending a test email from your account settings. ※Simply modifying the designated reception settings or device settings will not change the transmission status and the system will not be able to send the e-mail, so be sure to send a test email by yourself.
メールの送信に失敗しました。受信設定やメールボックスの空き容量等をご確認ください。 メールサーバーが混雑しており、時間経過で解決する場合もあります。	e-mail delivery failed. Please check your reception setting, mailbox space. The mail server is busy and the problem may be resolved over time.
原因不明なエラーです。 メール設定を見直すことで解決する場合があります。	Unknown error. Try reviewing the email settings.
メールの送信実績がありません。	There is no record of sending email.
メールの送信状況を解析中です。 メールを送信中、または送信結果を解析しているため、時間をおいて再度ご確認ください。	We are analyzing the email transmission status. Please check again later as we are currently sending the email or analyzing the results.

For specifics, please log in to the ANPICN website and navigate to "Menu" - "Related links" - "通知が届かない方へ [For those who do not receive notifications] " - "ANPIC からのメールが届かない方 [For those who do not receive emails from ANPIC] ".※After responding, be sure to send a test email via the Account Setting screen.

Q. I am unable to receive notifications from ANPIC in LINE or the app.

A. Check the ″通知［Notification］″ field in ″アカウント設定［Account Settings］″.
If there is an error in the transmission status, this will be displayed in notification receive status.

・″受信不可(端末情報取得失敗)［Cannot be received (terminal information acquisition failure)］″
→Restart the ANPIC app. Or return ANPIC app ″Notifications″ to ″No Notifications″, and then configure the settings in ″App″ once again.

・″受信不可(プッシュ通知不許可)［Cannot be received (push notifications not permitted)］″
→Enable the ANPIC app notification settings.

・″受信不可(GooglePlay 開発者サービス無効)［Cannot be received (GooglePlay developer service disabled)］″
→Enable the GooglePlay developer service.

・″受信不可(一時的なエラー)［Cannot be received (temporary error)］″
→Resend the email.

・″受信不可(友達登録なし)［Cannot be received (not registered as a friend)］″
→Release the block on LINE.

For specifics, please log in to the ANPICN website and navigate to ″Menu″ – ″Related links″ – ″通知が届かない方へ［For those who do not receive notifications］″ – ″ANPIC アプリ・LINE に通知が届かない方［For those who do not receive notifications on ANPIC app/LINE］″.
※After responding, be sure to send a test email via the Account Setting screen.

Q. When making a safety report using a feature phone, I am not transferred to the safety report screen even if I click the URL.

A. The message body will state ″ If you are unable to access the above URL, please report your safety situation here. ″ alongside a URL; you will be able to make a report by clicking this.

Q. A message was delivered regarding an earthquake with an ″unconfirmed epicenter″, and then another message was later delivered stating the epicenter of an earthquake that occurred at the same time. Does this mean that two messages were delivered for the same earthquake?

A. Two messages are sent in such cases.
Even if the epicenter is unconfirmed, as the area in which the earthquake occurred can be identified, a safety check message will be sent in accordance with the local settings of the administrator even though the epicenter has not yet been identified. Then, if there is a change from epicenter not confirmed to the epicenter being officially announced (as the status of an earthquake may change from unconfirmed epicenter to an officially announced epicenter), a further safety check message will be sent with the correct information.

5. Bulletin Board

Q. Can general users post on the bulletin board?

A. General users are not permitted to post on the bulletin board. Make a request to the administrator if you need to post something.

Q. Are users notified when a post is made on the bulletin board?

A. A notification will not be issued. Login to the ANPIC site to check the bulletin board.
You can also check from the app's bulletin board.Unl

6. Questionnaire

Q. Can I make a further response to a questionnaire I have already responded to?

A. Yes, you can. Login to the ANPIC site, click on the applicable questionnaire name from ″ アンケート回答 [Questionnaire Response] ″, and make further responses. In addition, you may make further responses via the URL stated in the message requesting you to respond to the questionnaire. The questionnaire content will be overwritten when you make a further response.

Q. Can I see the questionnaire results?

A. General users are unable to view the results. Contact your administrator.

7. User Information

Q. My name has changed. What should I do?

A. Contact the administrator to change your name.

Q. My affiliated organization is incorrect. What should I do?

A. Contact the administrator to change your affiliation.

Q. What should I do if I want to change (add / delete) my email address?

A. Login to the ANPIC site and make the change via ″アカウント設定［Account Settings］″.

Q. I would like to change my email address on the account settings screen, however the address has a red chain mark and cannot be changed.

OPTION

A. Items with a red chain mark cannot be changed via ANPIC. Contact the administrator.

Q. Can I check if messages will be delivered to my registered message address?

A. Login to the ANPIC site and you will be able to send a test message from ″アカウント設定［Account Settings］″. If there is an error in transmission status, a message will be displayed in red in the message address field of ″アカウント設定［Account Settings］″,so please respond in accordance with the content of the message.

Q. Can my registered email address be seen by the administrator?

A. Your email address cannot be seen even by the administrator. The administrator is only able to confirm the number of registered email addresses.

Q. Can I register a cellphone short message service (SMS) address?

A. Short message service addresses may not be registered. An email address needs to be registered

Q. I would like to change my password, what should I do?

A. You can change your password by any of the following methods.

・Change from “パスワード再設定［Password Reset］” on the login screen.

・Login to the ANPIC site and change from “アカウント設定［Account Settings］”.

・Ask the administrator to reset your password.

Q. What should I do if I want to change my notification destination from LINE to the app or from the app to LINE?

A. You can make a change via the app.

・Tap ″通知［Notifications］″ in ″設定［Settings］″ on the menu. Check the box next to the method you would like to change to.

8. The App

Q. Can I check if push notifications will be delivered?

A. Login to the ANPIC site and you will be able to send a test push notification from ″アカウント設定［Account Settings］″

Q. I would like to change the ″デバイス名［Device Name］″ stated in the account settings screen.

A. The device name cannot be changed.

Q. What does the ″更新日［Update Date］″ stated in the account settings screen refer to?

A. It is the date on which the user downloaded and logged in to the smartphone app. It is updated each time that the user logs in again.

Q. The login button cannot be clicked even after entering my ID and password.

A.・Configure [Settings] – [Safari] ″Block Cookies″ to either ″Allow for Visited Websites″ or ″Always Allow″, and access the website again via the ANPIC app.
・Enable JavaScript.

Q. I am unable to login.

A. Check that the URL, ID, and password are correct, and try one more time. If you have copy and pasted your ID and password in particular, an extra space may have been added your ID or password.

Q. Will I incur fees if I remain logged in?

A. No communication will occur when not in use, so you will not incur any fees.

Q. Will I receive push notifications if I am logged out?

A. You will not receive push notifications while logged out.

Q. I am not receiving push notifications.

A. Configure your settings to receive push notifications. In addition, make sure that you are logged in.
Double-check your settings because the power-saving function or low power mode on your device may affect the app’s operation.
For specifics, please log in to the ANPICN website and navigate to ″Menu″ – ″Related links″ – ″通知が届かない方へ［For those who do not receive notifications］″ – ″ANPIC アプリ・LINE に通知が届かない方［For those who do not receive notifications on ANPIC app/LINE］″.

Q. Login to the app, tap the home icon, and return to the login screen.

A. If you have an iPhone, this may be caused by your cookie settings in Safari.
This phenomenon occurs when [Always Blocked] is checked in [Settings] Icon – [Safari] – Privacy and Security [Block Cookies]; place a check in a field other than [Always Block].

Q. Are app users required to register an email address?

A. Users who are logged in to the app can receive notifications from ANPIC even if they have not registered an email address. However, in the case of a major disaster, it is better to have multiple lines of communication, and there are communication characteristics for those sent by email and the app. We ask users to configure settings for both of these where possible so that various situations can be responded to.

Q. There are no results when I search for ANPIC in the iPad AppStore.

A. Tap "iPad only", which is displayed at the top of the iPad AppStore, and switch to "iPhone only". The ANPIC app will be displayed if you search with this setting.
The ANPIC app is not for the iPhone only. It can also be used without problems on an iPad.

Q. Is the foldable smartphone compatible with the ANPIC app?

A. Some devices, such as foldable smartphones and feature phones, are not compatible with the app. However, you can still use a web browser to access its various functions.

Q. The message "The automatic app permission removal (pause) is enabled," is shown when the app is launched, preventing app usage.

A. If you haven't used the app for a while, your smartphone may automatically remove the app or restrict its functions.
This may prevent you from receiving notifications from the ANPIC app.
Take the following measures.
Item names may differ depending on the device.
【Android】
To resolve this, disable the automatic permission removal setting or temporary app pause setting:
・ [Settings] → [Apps and Notifications] → [ANPIC] → [App Info] → Disable "Remove permissions when the app is not in use."
・ [Settings] → [Apps] → [App Management] → [ANPIC] → [Permissions] → Disable "Remove permissions to free up space."
※Occasionally, certain settings may be grayed out and inaccessible.
In such cases, ignore the settings and try starting up the app. When the error message appears, tap outside the message box and it may allow you to use the app without making any changes.
【iPhone】
・ [Settings] → [iTunes Store and App Store] → Turn off "Remove Unused Apps."
＊ If "Remove Unused Apps" is enabled, all apps will be automatically removed when unused, but you can also select specific apps to be removed using the following method:
・ Turn off "Remove Unused Apps," then go to [Settings] → [General] → [iPhone Storage] → [(App you want to remove)] → [Remove App].
＊Do not turn on this setting for the ANPIC app.
If the issue persists after the above steps, it may be a device-specific problem.
Check the manual for your device.

9. LINE

Q. Will my LINE ID be published?

A. You do not need to register your LINE ID. Neither the administrator or general users will know your LINE ID.

Q. Will I be registered to a corporate group LINE?

A. There is not a group LINE.

Q. Will I incur fees for using LINE?

A. No separate fees will arise when using LINE.

Q. I am not receiving notifications on LINE.

A. Make sure that you are logged in to the app.Also check the following:.

・After setting "LINE" as the preferred app for notifications in the app, follow the instructions on the screen and once the LINE chat screen appears, reopen the ANPIC app. You need to open the app last to complete the configuration.

・Unblock your ANPIC account.

・Update LINE to the latest version.

・Please double-check the settings as your device's power-saving feature or low battery mode may affect the app's operation.

For specifics, please log in to the ANPICN website and navigate to "Menu" - "Related links" - "通知が届かない方へ [For those who do not receive notifications]" - "ANPIC アプリ・LINE に通知が届かない方 [For those who do not receive notifications on ANPIC app/LINE]".

Q. Can I reply to LINE notifications?

A. LINE notifications cannot be replied to.

Q. I have registered my LINE and email address, do I need to respond to both?

A. It is fine to reply to just one of LINE or email.

Q. I have registered my LINE, so can I delete the app?

A. You need to be logged in to the app in order to receive notifications from ANPIC on LINE. Do not delete the app. Be sure to stay logged in.

Q. Pressing the "Safety Report" button in LINE doesn't trigger any response.

A. The app may have been deleted or you may have been logged out of your account. Please keep the app in a logged-in state.

Q. After pressing the "Safety Report" button in LINE, the screen turned completely white.

A. The app may have been deleted or you may have been logged out of your account. Please keep the app in a logged-in state

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Q. After pressing the "Answer the survey" button in LINE, the screen turned completely white.

A. The app may have been deleted or you may have been logged out of your account. Please keep the app in a logged-in state.

Q. Can I receive notifications on both the app and LINE?

A. Notifications can be received on either, in accordance with the settings configured in notification settings.

Q. I am not sure whether to receive notifications via the app or LINE.

A. It does not really matter, however if you use LINE every day, have notifications sent to LINE. Have notifications sent to the app if you do not have LINE installed.

Q. The notification settings screen is not displayed in the app.

A. Update the app to the latest version.

Q. If I have my notification settings configured for notifications to be sent to LINE, should I have both the app and LINE on the same terminal?

A. Make sure you have both the app and LINE installed on the same terminal.

10.　Other

Q. I cannot connect to the ANPIC website.

A. Make sure that the Javascript, cookie, and SSL settings are configured as per the manual.
(→ Startup Guide　1-3 Usage Environment)
Contact your administrator for the manual.

Q. What should I do if I change my model?

A. If your email address changes, be sure to change your registered email address on ANPIC. If you configured custom notification settings in the app or LINE, please log in to the app and change your notification preferences.

Q. In the case of a major disaster, what should I do if a message is delayed?

A.　Even if you do not receive a message, be sure to login to ANPIC and make a safety report via the safety report menu. In addition, you can make a safety report from the past messages, the app or LINE.

Q. I left my cellphone behind when evacuating. How should I report my safety?

A. Login to the website from the evacuation center or nearby location via a PC or terminal connected to the internet and make a report. In addition, if you inform the administrator of your safety by any method, the administrator will be able to make a report on your behalf. The disaster message service (171), etc., will be available even in the case of disaster, so we recommend that you learn how to use this service.

Q. Is there a way for my family to confirm my safety?　OPTION

A. Click the "安否検索 [Safety Search] " tab on the login screen and enter the name. Contact the administrator if you cannot enter the name.

Q. Is it necessary to register both an email address and the app or LINE?

A. If you do not have the app environment, it is fine to register your email address only. Otherwise, we recommend that you register both. The app and LINE method allows for push notifications to be sent without passing through a mail server and without carrier restrictions. On the other hand, this method has the disadvantage of possibly being reliant on the Wi-Fi, etc., communication status. As you will need to login again when changing model, it is possible that a timelag will occur. Considering the possibility of a major disaster, it is incredibly important to make sure that you have multiple means of communication, so we highly recommend that you register both.

Q. I want manuals and related materials

A. You can access various information (troubleshooting videos, Q&A, notifications troubleshooting) by logging into the ANPIC website and going to "Menu" - "Related links."
Please contact your administrator for the manual.

Q. I have two smartphones, can I have notifications delivered to both?

A. App and LINE notifications can only be set for one smartphone.

Q. I'm an ANPIC user and have accounts at two different organizations. Can I configure notifications for both accounts in the app?

A. No. In the app, you can only receive notifications from one account at a time. However, you can receive email notifications from ANPIC for both accounts simultaneously.

Q. Is the administrator able to confirm the positional information from a safety report?

A. Positional information is not obtained on ANPIC. The administrator will not be able to check positional information.

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