



Online Lecture Manual

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1 Overview of Online Lecture

1 What is Online Lecture?

Online Lecture refers to the driver's license renewal lecture that can be taken whenever convenient from locations such as home, using a smartphone or PC, instead of attending one at the Driver's License Center or police station, etc.

Eligible attendees are those whose classification of lecture on the driver's license renewal notice (renewal notice postcard) is "**A driver with an exemplary record**" or "**A driver with a satisfactory record.**"

Important

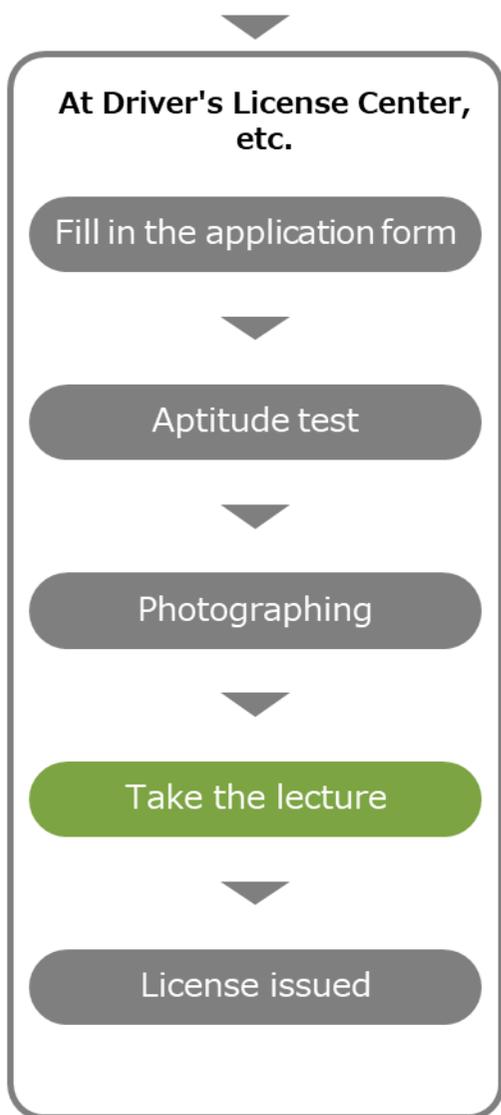
Taking the Online Lecture alone does not mean you have completed the renewal of your driver's license, etc.

Other renewal procedures (self-check test, photographing, etc.) for the driver's license, etc. must be completed at the Driver's License Center, etc., the same way as before.

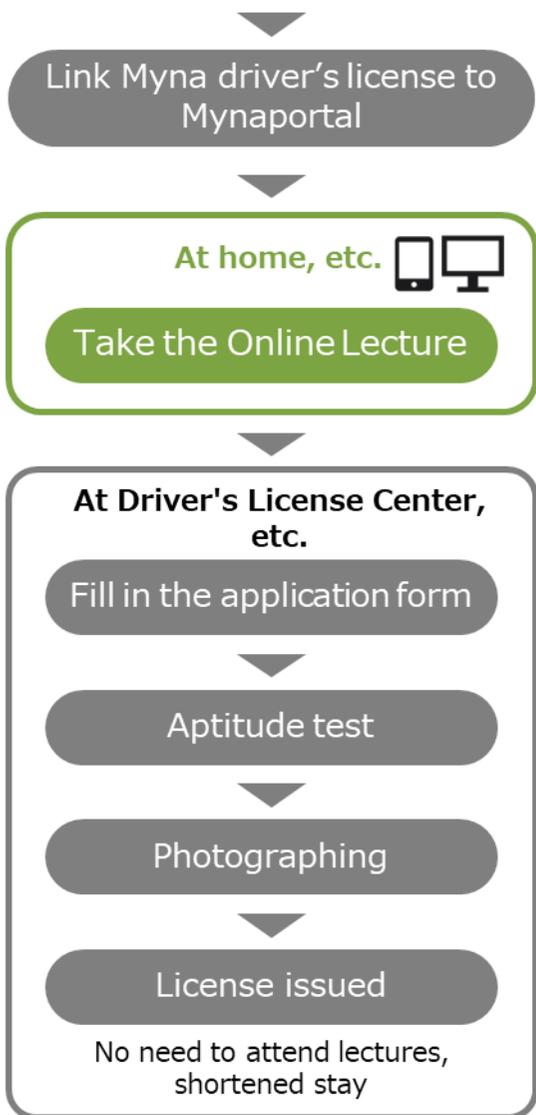
The flow for renewing a driver's license, etc. using the Online Lecture is as follows.

Arrival of the driver's license renewal notice
(renewal notice postcard)

Previous license renewal flow (example)



Driver's license, etc. renewal flow using the Online Lecture (example)



Reference

Linking Myna driver's license to Mynaportal is required only for the first renewal and is not required for the subsequent license renewals. For more information, please see the ["Manual for using driver's license-related services through Mynaportal"](#). The manual is only available in Japanese.

2 Flow of the Online Lecture

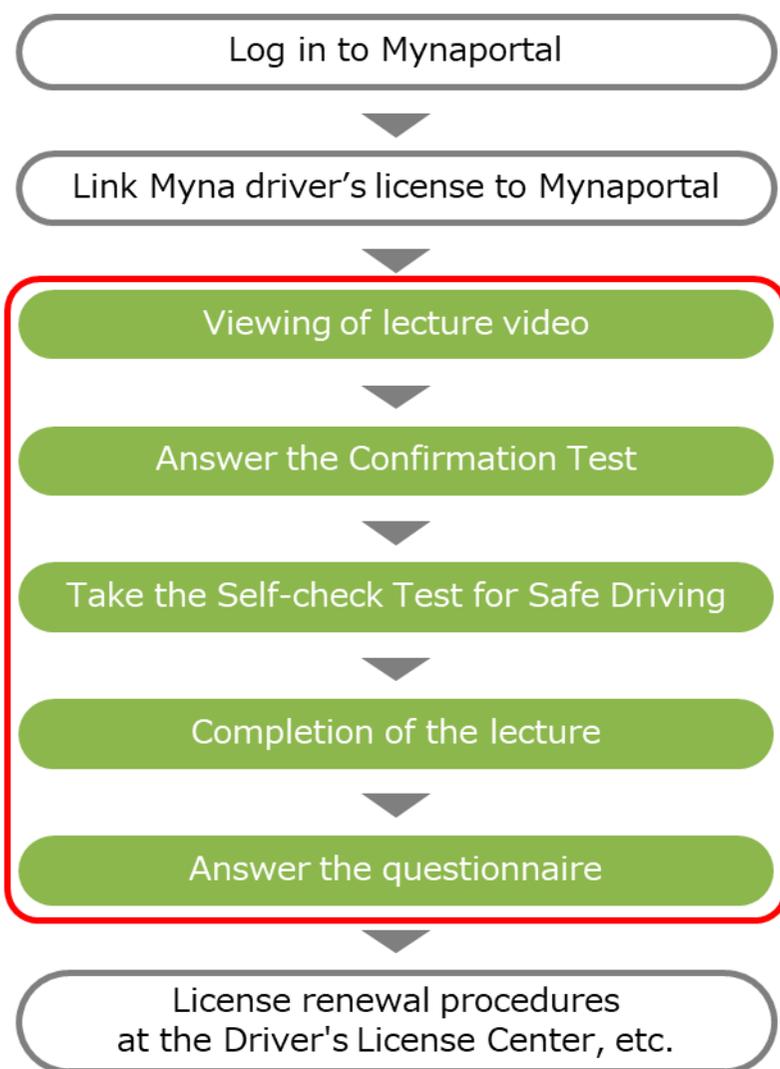
To take the Online Lecture, you must link your Myna driver's license to Mynaportal.

Please read "[Manual for using driver's license-related services through Mynaportal](#)" for operations on linking your license to Mynaportal. The manual is only available in Japanese.

Once the linkage between Mynaportal and Myna driver's license is completed, you can take the Online Lecture during the renewal period of the driver's license, etc.

This manual describes the operations in the area circled in red.

Flow of Taking the Online Lecture



The above flow is an example for a driver with a satisfactory record. For more information, see "Online Lecture Procedures" on p.9.

3 What You Need for the Online Lecture

To take the Online Lecture, you must prepare the following.

Smartphone or PC

● If using iOS

OS	iOS 16.0 or higher
Browser	Safari latest version Chrome latest version

● If using Android

OS	Android 11.0 or higher
Browser	Chrome latest version

● If using Windows

OS	Microsoft Windows 11
Browser	Microsoft Chromium version Edge latest version Chrome latest version Firefox latest version

● If using Mac

OS	MacOS Tahoe (version 26.0 or higher) MacOS Sequoia (version 15.0 or higher) MacOS Sonoma (version 14.0 or higher) MacOS Ventura (version 13.0 or higher)
Browser	Safari latest version Chrome latest version Firefox latest version

Webcam

If your smartphone or PC has a built-in camera, please use the built-in camera.

If your smartphone or PC does not have a built-in camera, you will need an externally connected webcam.

IC card reader

For PCs, please prepare an IC card reader compatible with your Individual Number Card.

Internet environment

Wi-Fi is recommended

Individual Number Card

Individual Number Card with driver's license information recorded
(Myna driver's license)

Check the driver's license renewal notice (renewal notice postcard)

Check the classification of lecture on the driver's license renewal notice
(renewal notice postcard).

Reference

You can check if your terminal or device is compatible with your Individual Number Card on Mynaportal.

Please check on the following websites.

- List of models compatible with Individual Number Card
https://faq.myna.go.jp/faq/show/2587?category_id=10&site_domain=default
- IC card reader compatible with Individual Number Card
https://www.jpki.go.jp/prepare/reader_writer.html
- Mynaportal operating environment
<https://img.myna.go.jp/html/dousakankyoku.html>

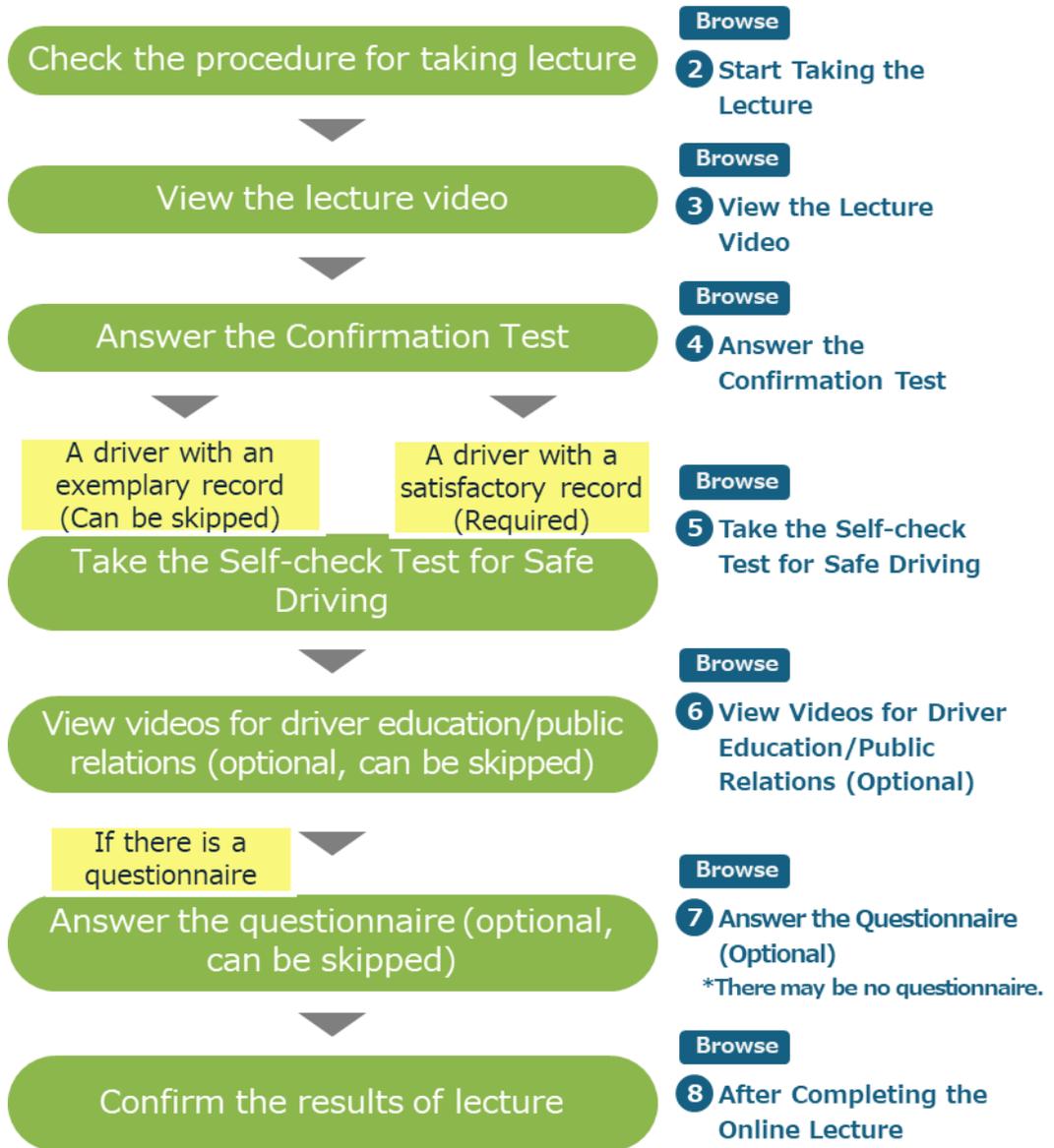
4 Notes on Taking the Online Lecture

- ▶ To confirm attendance, the system automatically takes a picture of the attendee's face during the lecture, and the system checks the identity of the attendee against the ID photo on the currently registered driver's license, etc. and checks that the attendee is not holding up a photo, etc., in front of the camera.
Only in cases where the system fails to confirm the attendee's face, their facial image will be saved in the system, and the staff will confirm their attendance at the Driver's License Center, etc. when they are going through the procedures. Once the renewal procedures are complete, the facial image data will be deleted. Those who do not agree to be photographed or to have their facial images stored cannot take the lecture.
- ▶ Video playback will stop if the attendee's face is not within the picture-in-picture frame on the screen.
- ▶ If there is any violation, such as the Online Lecture being taken by someone other than the attendee, the attendee will not be considered to have taken the Online Lecture. These violations may also be punishable by law.
- ▶ If the attendance in the Online Lecture cannot be confirmed, the attendee may be required to attend the in-person lecture separately.
- ▶ Personal information collected through this system, such as the name of the attendee, will be managed in accordance with the laws and regulations concerning the protection of personal information. Please note that we do not collect or store individual numbers.
- ▶ If you are unable to take the Online Lecture due to system failure or other reasons, please take the in-person lecture at the Driver's License Center, etc.
- ▶ When taking the Online Lecture, it is recommended to use a Wi-Fi environment. Please note that data traffic increases when watching the videos. Data communication costs are to be borne by the attendee.
- ▶ It may take some time before the results of the lecture are reflected in the system.

2 Take the Online Lecture

1 Online Lecture Procedures

For operating method of each step, please see the page displayed by clicking "Browse."



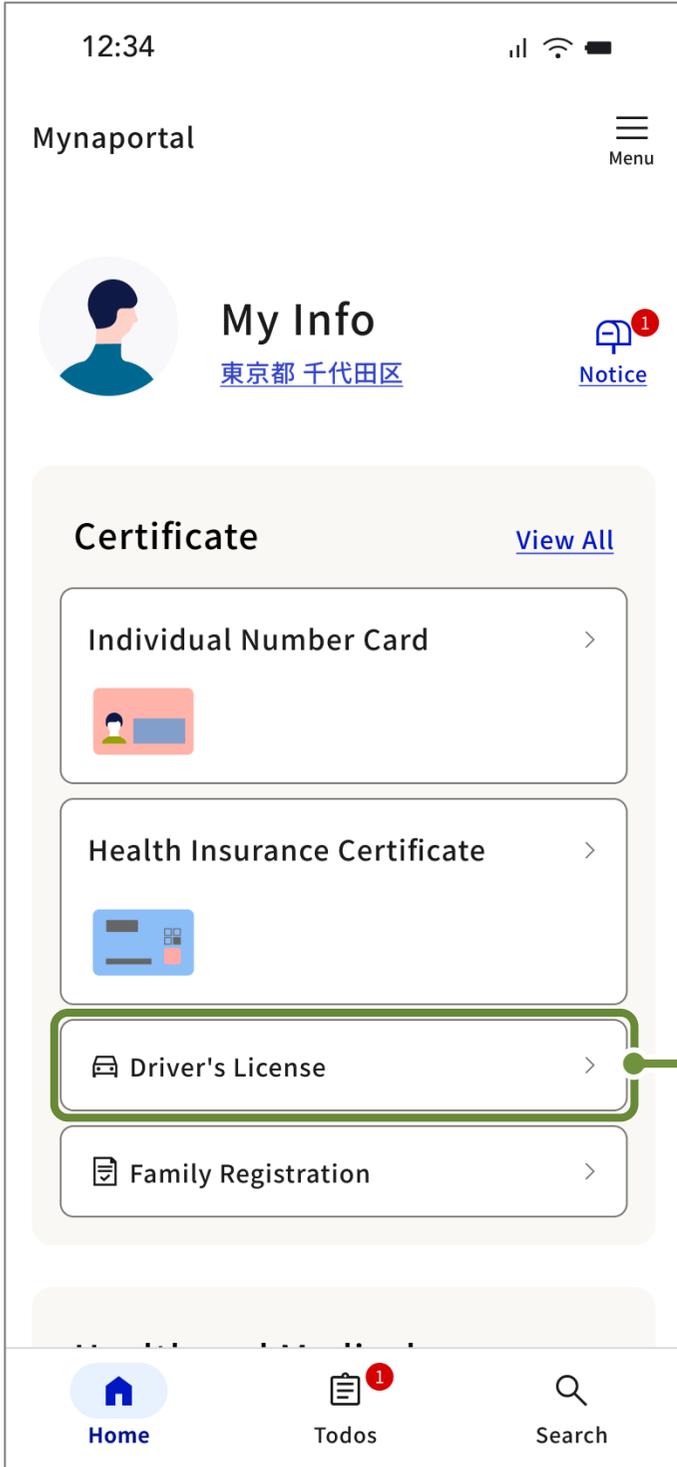
Important

Taking the Online Lecture alone does not mean you have completed the renewal of your driver's license, etc.

Other renewal procedures (self-check test, photographing, etc.) for the driver's license, etc. must be completed at the Driver's License Center, etc., the same way as before.

2 Start Taking the Lecture

1. On Mynportal, click "Driver's License."



The "Driver's License" screen will be displayed.

2. Go to "Procedures" at the bottom of the Driver's License screen, and then click on "Take the Online Lecture."

The screenshot shows the Mynaportal Driver's License interface. At the top, the header reads "マイナポータル 運転免許" (Mynaportal Driver's License). Below this is a user profile icon. The main heading is "運転免許" (Driver's License). A prominent warning box states: "免許情報記録の有効期限が近づいています" (Expiry date of license information record is approaching), with a sub-note: "免許情報記録の有効期間：2024年03月01日まで" (Validity of license information record: until March 1, 2024). A blue button below the warning says "オンライン講習について確認する" (Check about the Online Lecture). Below the warning box is a wavy line separator. Underneath, the "手続き" (Procedures) section is visible. The first item, "オンライン講習の受講" (Take the Online Lecture), is highlighted with a red box and a green callout bubble containing the number "1" and the text "Click here". Other items in the list include "本籍のオンライン変更の申請" (Apply to change permanent domicile online), "基本情報の自動変更" (Automatically change basic information), and "住所変更ワンストップサービス等" (One-stop service for change of address, etc.). At the bottom of the procedures list is a link for "連携解除" (Unlink).

Mynaportal Driver's License

運転免許

免許情報記録の有効期限が近づいています

免許情報記録の有効期間：2024年03月01日まで

オンライン講習について確認する

Expiry date of license information record is approaching

Validity of license information record: until March 1, 2024

Check about the Online Lecture

Procedures

1 Click here

オンライン講習の受講 Take the Online Lecture

本籍のオンライン変更の申請 Apply to change permanent domicile online

基本情報の自動変更 Automatically change basic information

住所変更ワンストップサービス等 One-stop service for change of address, etc.

連携解除 Unlink

The "Take the Online Lecture" screen will be displayed.

Reference

- If the link for "Take the Online Lecture" is not displayed, please see the ["Manual for using driver's license-related services through Mynaportal"](#) to link your Myna driver's license to Mynaportal. The manual is only available in Japanese.
- If you are not eligible for the Online Lecture, the "Driver's License" screen will be displayed as follows.

The screenshot shows a warning message in Japanese. The main text reads: "免許情報記録の有効期限が近づいています" (The validity period of the license information record is approaching). Below this, it states: "免許情報記録の有効期間：2024年03月01日まで" (Validity of license information record: until March 1, 2024). There is a link: "オンライン講習について確認する" (Check about the Online Lecture). The word "手続き" (Procedures) is visible at the top left of the lower section.

Expiry date of license information record is approaching

Validity of license information record: until March 1, 2024

Check about the Online Lecture

Procedures

Take the Online Lecture

Cannot take the lecture

オンライン講習の受講

受講不可 >

3. Click "Take the lecture."

マイナポータル 運転免許 🔔

オンライン講習の受講

Take the Online Lecture

⚠️ 受講後は、運転免許センター等で更新手続きが必要です

After taking the lecture, you need to follow the renewal procedures at the Driver's License Center, etc.

オンライン講習とは

免許更新時に必要な講習をオンラインで受講できます。事前に受講することで、運転免許センター等での当日の受講が不要になります。講習の内容や所要時間は講習区分により異なります。

受講の流れ

Lecture Flow
Please check the Online Lecture procedures in advance and begin taking the lecture.

事前にオンライン講習の手順を確認して受講をはじめてください。

Flow of the Online Lecture

[オンライン講習の流れについて](#)

1 **Click here**

受講する [🔗](#) **Take the lecture**

[運転免許ページへ](#)

Driver's License Page

What is Online Lecture?
You can take the required lectures for license renewal online.
If you take the lecture in advance, it is not necessary to attend the lecture on the same day at the Driver's License Center, etc.
Lecture content and time required will vary depending on the lecture category.

You will be redirected to the Online Lecture site and the "Information on the Person Taking the Lecture" screen will be displayed.

Online Lecture

Information on the Person Taking the Lecture



Name	免許 太郎
Public Safety Commission	Tokyo Metropolitan
By Lecture	Renewal lecture for driver's license
Classification of Lecture	Lecture for drivers with satisfactory records

言語選択 / Language selection

English ▼

Start to taking the lecture

- > Operating manual 
- > Frequently Asked Questions (FAQ) 

Confirm that the information displayed is correct.

You can check the Operating manual and Frequently Asked Questions.

Reference

If you receive an "Error on Required Qualification for Taking the Lecture" message, you will not be able to take the Online Lecture. Please check the explanation displayed on the screen.

4. Click "Start to taking the lecture."

Online Lecture

Information on the Person Taking the Lecture



Name 免許 太郎

Public Safety Commission Tokyo Metropolitan

By Lecture Renewal lecture for driver's license

Classification of Lecture Lecture for drivers with satisfactory records

言語選択/Language selection

English 

Start to taking the lecture

> Operating manual 

> Frequently Asked Questions (FAQ) 

Corporate Number: 8000012130001
Online Lecture

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1
To change the language displayed on the screen, click ▼.
You can select Japanese or English.

2
Click here

The "Agreement to Notes" screen will be displayed.

5. Click "Terms of use."

Online Lecture

Agreement to Notes

In case where you agree to the contents after confirming them, place a check mark in the check box below and press "Agree" button.

! Notes

This service shall provide the lecture on renewal of driver's license (hereinafter in the check box below and press down "Agree" button.

- > Terms of use
- > Privacy policy
- > Explanation on photographing face image

**You will be able to place a check mark once you have confirmed the above link.*

Confirmed terms and use.

Confirmed privacy policy.

Confirmed explanation on photographing face image.

Agree

Close

1
Click here

The "Terms of use" screen will be displayed.

Important

You must confirm the "Terms of use," "Privacy policy," and "Explanation on photographing face image" before you can place check marks on the corresponding checkboxes.

6. After confirming the content, click "Back."

The screenshot shows a mobile application interface for 'Online Lecture'. At the top, there is a blue header with the text 'Online Lecture'. Below this is a dark blue bar with the text 'Terms of use'. The main content area has a white background with the title 'Terms of use' on the left and a 'Download' button with a downward arrow icon on the right. A large green-bordered box highlights the text of the terms of use, which is divided into three numbered sections: 1. Purpose, 2. Agreement on terms of use, and 3. Service hours. A blue 'Back' button is located at the bottom of the screen. Three callout boxes provide instructions: one points to the 'Download' button, another points to the highlighted text area with the number '1', and a third points to the 'Back' button with the number '2'. A wavy line is drawn across the bottom of the highlighted text area.

Online Lecture

Terms of use

Terms of use Download

1. Purpose
These terms of use shall set forth the requirements to take the lecture that the Prefectural Public Safety Commissions provide for excellent driver or and general driver (hereinafter referred to as "Lecture"), via the Internet by using the system for the online renewal lecture (hereinafter referred to as "this System").

2. Agreement on terms of use
In order to take the lecture by using this System, you need to agree to these Terms of Use.
The users of this System shall be requested to agree to these Terms of Use. If you are not able to agree to these Terms of Use for any reason, you may not use this System.

3. Service hours.

1
Review the content

2
After confirming, click here

Back

The content on the displayed screen can be downloaded.

You will return to the "Agreement to Notes" screen.

7. In the same manner, confirm the "Privacy policy" and "Explanation on photographing face image" as well.

Online Lecture

Agreement to Notes

In case where you agree to the contents after confirming them, place a check mark in the check box below and press "Agree" button.

!Notes

This service shall provide the lecture on renewal of driver's license (hereinafter referred to as "Online Lecture").

This Service is available only for those who "Agree" button.

- > Terms of use
- > Privacy policy
- > Explanation on photographing face image

*You will be able to place a check mark once you have confirmed the above link.

Confirmed terms and use.

Confirmed privacy policy.

Confirmed explanation on photographing face image.

Agree

Close

1

Click here to confirm the content

8. Place check marks on the items you have confirmed and click "Agree."

The screenshot shows a mobile application interface for an 'Online Lecture'. At the top, there is a title 'Online Lecture' and a sub-header 'Agreement to Notes'. Below this, a text block explains that users should place a check mark in a checkbox and press the 'Agree' button. A section titled 'Notes' contains two paragraphs of text. Below the text are three links: 'Terms of use', 'Privacy policy', and 'Explanation on photographing face image'. Underneath these links are three checkboxes, each with a blue checkmark, corresponding to the links. At the bottom of the screen are two buttons: a blue 'Agree' button and a white 'Close' button. Two callout boxes are present: callout 1 points to the three checked checkboxes and says 'Place check marks on the items you have confirmed'; callout 2 points to the 'Agree' button and says 'Click here if you agree'.

Online Lecture

Agreement to Notes

In case where you agree to the contents after confirming them, place a check mark in the check box below and press "Agree" button.

Notes

This service shall provide the lecture on renewal of driver's license (hereinafter referred to as "Online Lecture").

This Service is available only for those who "Agree" button.

- > Terms of use
- > Privacy policy
- > Explanation on photographing face image

- Confirmed terms and use.
- Confirmed privacy policy.
- Confirmed explanation on photographing face image.

Agree

Close

1 Place check marks on the items you have confirmed

2 Click here if you agree

The "Confirmation of Operation Environment in Terminal" screen will be displayed.

Important

You cannot click "Agree" unless all three items are marked with .

9. Confirm operation environment in terminal.

Online Lecture

Confirmation of Operation Environment in Terminal

Confirm operation environment in your terminal. OS and browser are automatically determined. Otherwise, conduct self-check and place a check mark in "Confirmed" column and press down "Next" button.

OS/Browser

Results of confirmation : supported
OS : iOS 17.5.1
Browser : Safari 17.5
[Supported terminal](#) 

Camera

Confirm if the camera operates properly in your terminal.

Confirmation of camera operation 

Confirmed

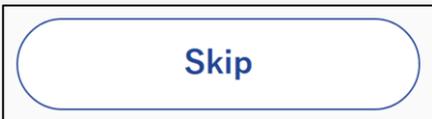
OS/Browser

Results of confirmation : **unsupported**
OS : iOS 17.5.1
Browser : Microsoft Edge
131.0.2903.68 [Supported terminal](#) 

If the message "unsupported" is displayed, please check the supported terminals.

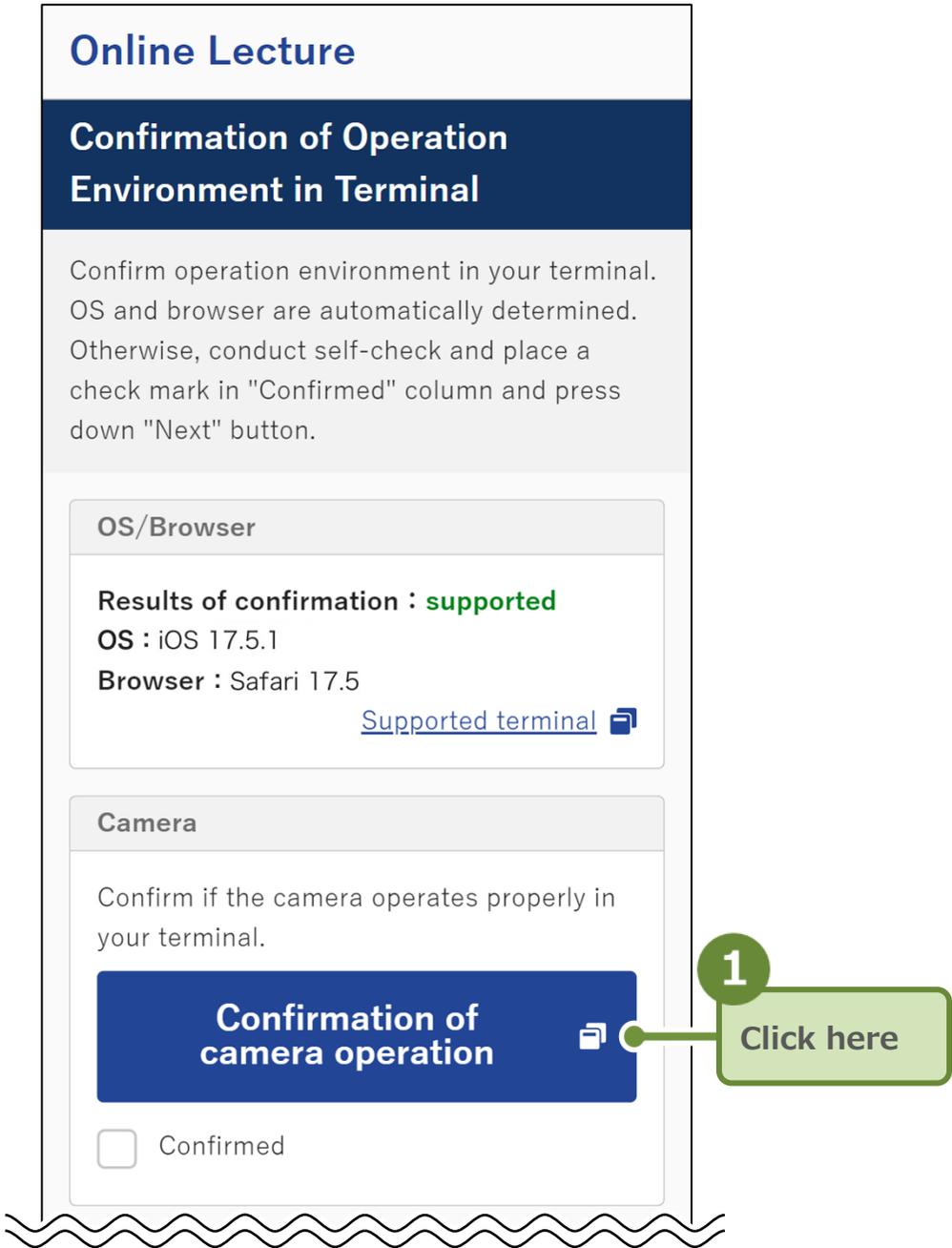
Reference

If this is your second or subsequent lecture and confirmation of operation environment in terminal is fully completed, a "Skip" button will be displayed at the end of the screen.



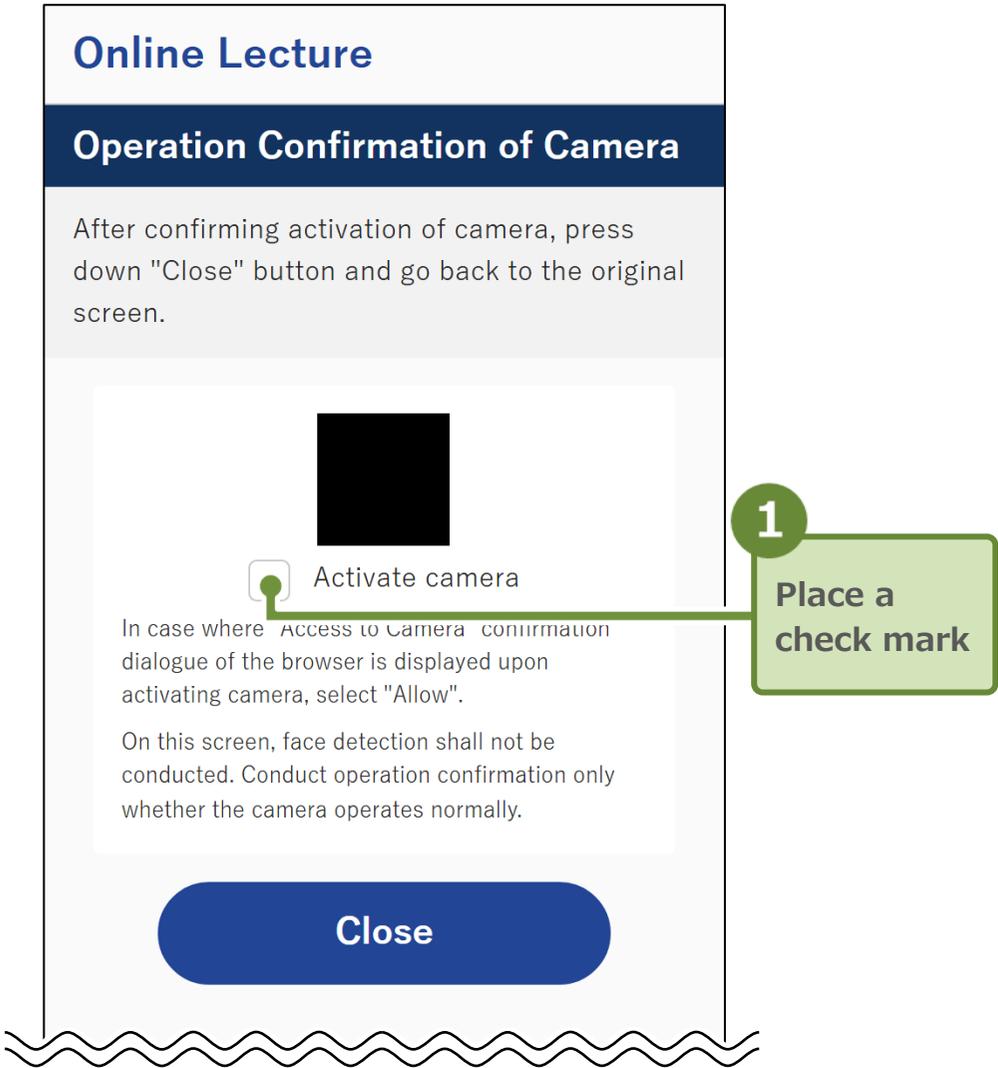
Click the "Skip" button, and the screen for starting the lecture will be displayed.

10. Click "Confirmation of camera operation."



The "Operation Confirmation of Camera" screen will be displayed.

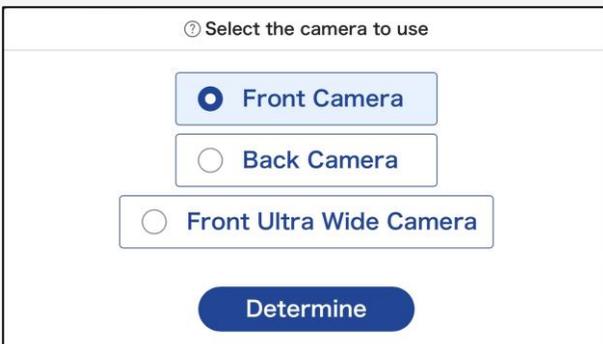
11. Place a check mark on "Activate camera."



The "Access to Camera" confirmation dialogue will be displayed.

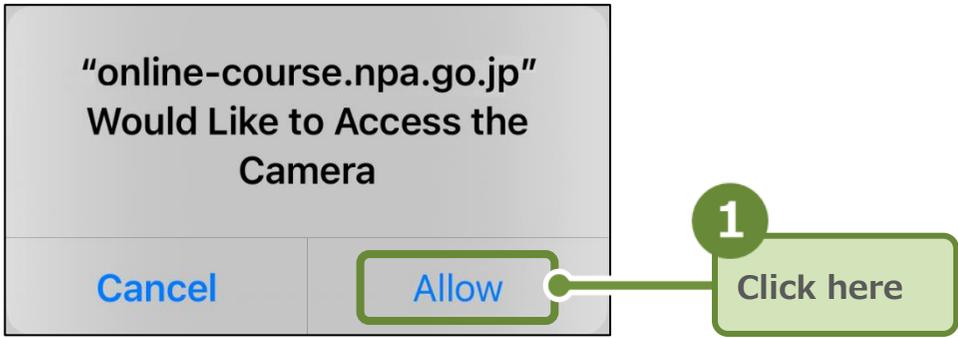
Reference

If multiple cameras are connected to the PC, a screen will be displayed to select the camera you are going to use.



Place a check mark on the camera you are going to use and click "Determine."

12. Click "Allow."



The above is an example for iOS (Safari).

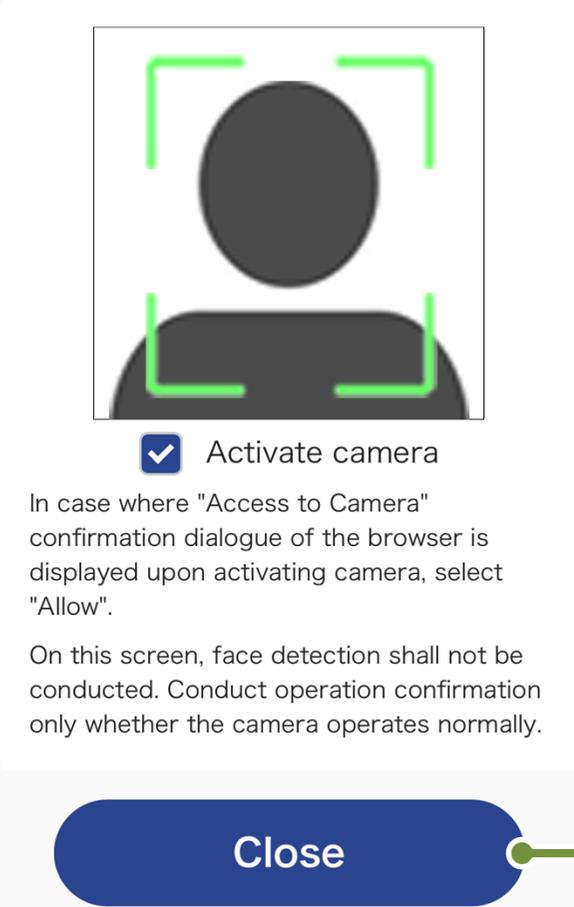
Depending on the browser you are using, the "Access to Camera" confirmation dialogue screen will look different.

13. After confirming that the camera is activated, click "Close."

Online Lecture

Operation Confirmation of Camera

After confirming activation of camera, press down "Close" button and go back to the original screen.



Activate camera

In case where "Access to Camera" confirmation dialogue of the browser is displayed upon activating camera, select "Allow".

On this screen, face detection shall not be conducted. Conduct operation confirmation only whether the camera operates normally.

Close

1
Click here

You will return to the original screen.

Important

When the camera is activated, check the area to be captured and adjust the camera so that the face of the attendee is front-facing and centered.

14. Place a check mark on "Confirmed."

Online Lecture

Confirmation of Operation Environment in Terminal

Confirm operation environment in your terminal. OS and browser are automatically determined. Otherwise, conduct self-check and place a check mark in "Confirmed" column and press down "Next" button.

OS/Browser

Results of confirmation : **supported**

OS : iOS 17.5.1

Browser : Safari 17.5

[Supported terminal](#) 

Camera

Confirm if the camera operates properly in your terminal.

Confirmation of camera operation 

Confirmed

1

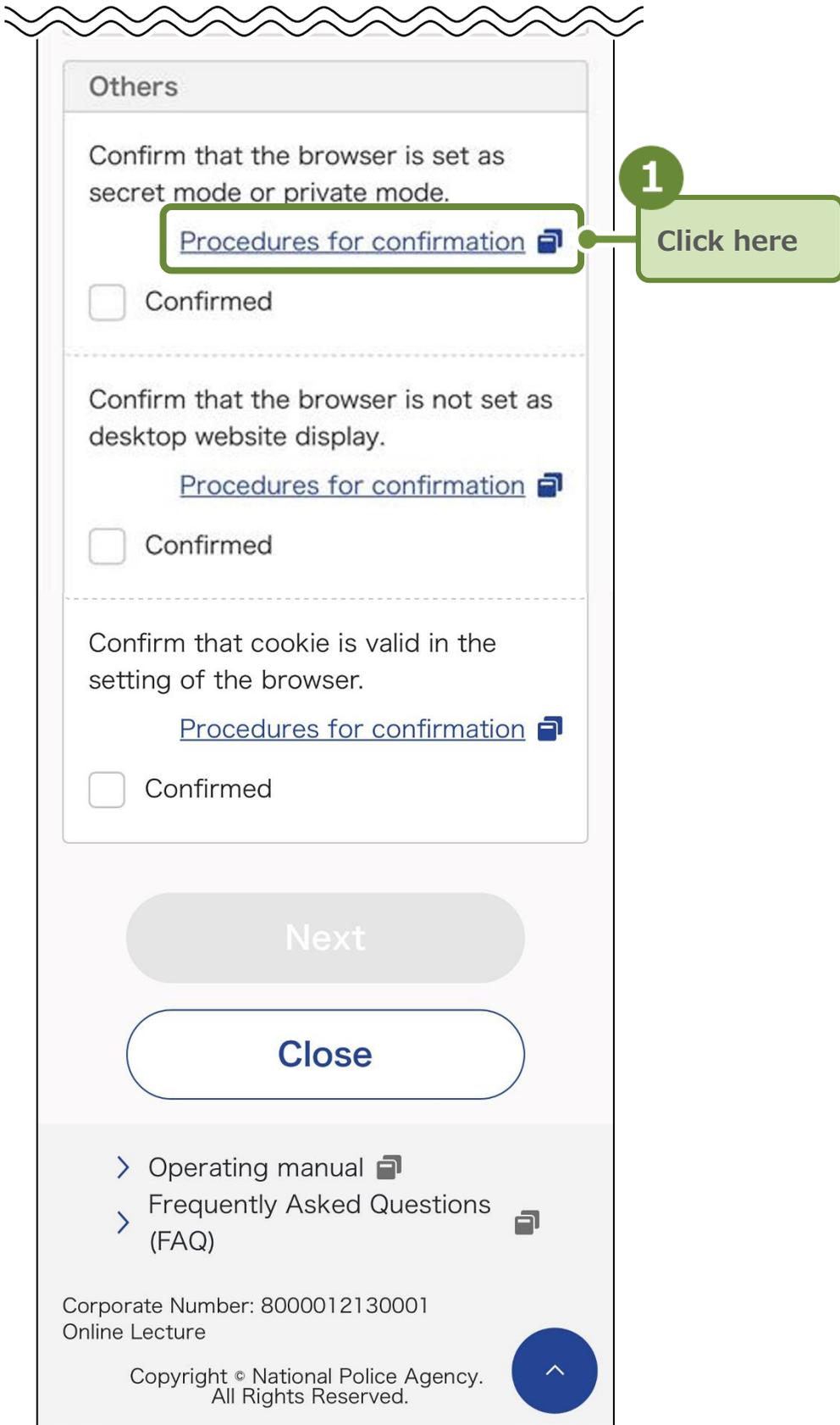
Place a check mark after confirming

Others

Confirm that the browser is set as secret mode or private mode.

[Print document for confirmation](#) 

15. Click on the link "Procedures for confirmation" under Others.



The "Procedures for Confirmation of Device Setting" screen will be displayed.

16. Confirm the contents and click "Close."

Online Lecture

Procedures for Confirmation of Device Setting

After confirming the contents, press down "Close" button and go back to the original screen.

Confirmation of private mode and secret mode, and response procedures

■ **In case of smartphone**

- **Confirmation and modification when using Safari (standard browser of iPhone)**
In case where private mode is on, the part of address bar is displayed in black.
Method to cancel private mode:
① Tap bottom right tab of Safari.
② Tap "Private" below.
- **Confirmation and modification when using Firefox (common to Windows and Mac)**
From Firefox menu, in "Setting" → "Privacy and Security" → "Enhanced Tracking Protection", select "Custom" and uncheck "Cookie".

1 Confirm how to set up the browser

2 After confirming, click here

Close

You will return to the "Confirmation of Operation Environment in Terminal" screen.

17. Place a check mark on "Confirmed."

Others

Confirm that the browser is set as secret mode or private mode.

[Procedures for confirmation](#) 

Confirmed

Confirm that the browser is not set as desktop website display.

[Procedures for confirmation](#) 

Confirmed

Confirm that cookie is valid in the setting of the browser.

[Procedures for confirmation](#) 

Confirmed

Next

Close

> Operating manual 

> Frequently Asked Questions (FAQ) 

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Online Lecture

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1
Place a check mark after confirming

18. In the same manner, confirm the content and place a check mark on "Confirmed."

The screenshot shows a mobile application interface with a wavy border at the top. The main content area is titled "Others" and contains three confirmation items. Each item has a text prompt, a link for "Procedures for confirmation" with a document icon, and a "Confirmed" checkbox. The first two items have their checkboxes checked. A green callout box with the number "1" in a circle points to the checked checkbox of the second item. The callout box contains the text "Place a check mark after confirming". Below the confirmation items are two large buttons: "Next" (dark blue) and "Close" (white with blue border). At the bottom, there are links for "Operating manual" and "Frequently Asked Questions (FAQ)", both with document icons. The footer contains the text "Corporate Number: 8000012130001", "Online Lecture", and "Copyright © National Police Agency. All Rights Reserved." along with a blue circular button containing a white upward-pointing arrow.

Others

Confirm that the browser is set as secret mode or private mode.

[Procedures for confirmation](#) 

Confirmed

Confirm that the browser is not set as desktop website display.

[Procedures for confirmation](#) 

Confirmed

Confirm that cookie is valid in the setting of the browser.

[Procedures for confirmation](#) 

Confirmed

Next

Close

> Operating manual 

> Frequently Asked Questions (FAQ) 

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Online Lecture

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1

Place a check mark after confirming

19. After completing all the confirmations, click "Next."

The image shows a confirmation dialog box with a wavy border at the top. It contains three sections, each with a confirmation message, a link to 'Procedures for confirmation', and a checked 'Confirmed' checkbox. Below these sections are two buttons: 'Next' (highlighted with a green callout box labeled '1' and 'Click here') and 'Close'. At the bottom, there are links for 'Operating manual' and 'Frequently Asked Questions (FAQ)', along with corporate information and a copyright notice for the National Police Agency.

Others

Confirm that the browser is set as secret mode or private mode.

[Procedures for confirmation](#)

Confirmed

Confirm that the browser is not set as desktop website display.

[Procedures for confirmation](#)

Confirmed

Confirm that cookie is valid in the setting of the browser.

[Procedures for confirmation](#)

Confirmed

Next

Close

> Operating manual

> Frequently Asked Questions (FAQ)

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1
Click here

Important

You cannot click "Next" unless all items are marked with (Confirmed).

The "Home" screen will be displayed.

20. Click "Start to taking the lecture."

Online Lecture 

Home

Name 免許 太郎

Public Safety Commission Tokyo Metropolitan

By Lecture Renewal lecture for driver's license

Classification of Lecture Lecture for drivers with satisfactory records

[If you are to perform renewal procedures at the place other than your domicile, click here.](#)

Notice

Notice of reception hours 

In order to enable those who have taken t...

Start to taking the lecture

Confirm the status of taking the lecture

> Operating manual 

> Frequently Asked Questions (FAQ) 

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Online Lecture

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The "Procedures for Taking Lectures" screen will be displayed.

Reference

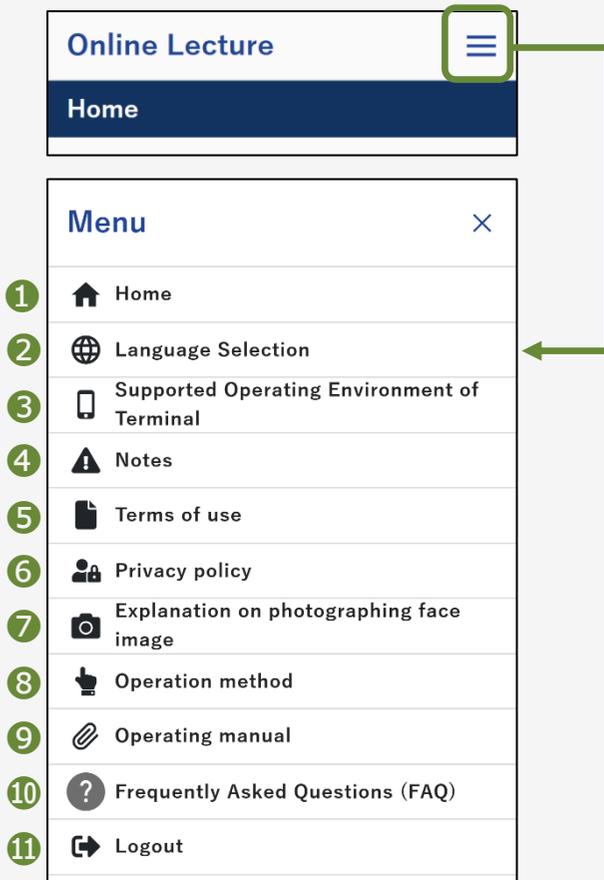
The "Home" screen displays the following information.



- 1 Various menu items are displayed.
For more information, see p.33.
- 2 Information on the person taking the lecture will be displayed.
- 3 If you are planning to renew at the place other than your domicile, please click here to read the instructions.
For more information, see "What are renewal procedures outside the place of residence?" under "Troubleshooting" (p.75).
- 4 Notices from the system will be displayed.
Click on the notice you want to check to see the full content.
- 5 You will be redirected to the "Procedures for Taking Lecture" screen (p.34).
- 6 You will be redirected to the "Lecture completed" screen (p.70).
*You cannot click this button unless you have completed the lecture.

Reference

In the Online Lecture screen, click the icon in the upper right corner to display the various menu items as shown below.



- 1 You will be redirected to the "Home" screen.
- 2 You will be redirected to the "Language Selection" screen.
- 3 You will be redirected to the "Confirmation of Operation Environment in Terminal" screen.
- 4 You will be redirected to the "Notes" screen.
- 5 You will be redirected to the "Terms of use" screen.
- 6 You will be redirected to the "Privacy policy" screen.
- 7 You will be redirected to the "Explanation on photographing face image" screen.
- 8 You will be redirected to the "Operating Method" screen.
- 9 You will be redirected to the screen where you can browse the "Operating manual."
- 10 You will be redirected to the screen where you can browse "Frequently Asked Questions (FAQ)".
- 11 You will be logged out.

3 View the Lecture Video

1. Confirm the notes and the flow of the lecture, and click "Start to taking the lecture."

Online Lecture ☰

Procedures for Taking Lecture

Download

! Notes on Procedures for Taking Lecture

As you need to view multiple videos, upon taking the Online Lecture, it is recommended to do it with Wi-Fi connection.

While taking the lecture (viewing the video etc.), in case the face of yourself within the

Additionally, Self-Check Test for Safe Driving is also available for a driver with an exemplary record at his/her will.

1 **Check the notes**

Materials distributed

The following materials are available for browsing and download.

[Monthly Traffic Accident Information in the Jurisdiction](#)

[Traffic Violation Enforcement Status in the Jurisdiction](#)

Displayed when materials distributed are available.

: The materials distributed will be displayed.

: You can download the materials distributed.

Flow of the lecture

Step1 **Required** **Completed**

▶ Viewing of lecture video

View the lecture video. Make sure to view the video until the end.

Flow of the lecture

Step1 Required Completed

▶ Viewing of lecture video
View the lecture video. Make sure to view the video until the end.

Step2 Required Being performe

☑ Self-Check Test for Safe Driving
Perform Self-Check Test for Safe Driving.

Step3 Optional Not completed

🚗 Video for driving education/public relations
While viewing the video is optional, we hope you to view it.

Step4 Required Not completed

✍ Questionnaire
Answer the questionnaire.

Step5

🏆 Completion of lecture
The lecture is completed.

Start to taking the lecture

Go back to home screen

2
Check the flow of the lecture

For each step, the following symbols will be displayed.

- Type of lecture
Required: Red
Optional: Blue
- Completion status of taking the lecture
Completed: Green
Being performe: Light blue
Not completed: Gray

3
Click here

The "Confirmation of Start to Take the Lecture" screen will be displayed.

Reference

The "Procedures for Taking Lecture" screen allows you to check the flow and status of the lecture.

Below is an example of a case that has a questionnaire.

Flow of the lecture

Step1 Required Completed

Viewing of lecture video
View the lecture video. Make sure to view the video until the end.

Step2 Required Being performe

Self-Check Test for Safe Driving
Perform Self-Check Test for Safe Driving.

Step3 Optional Not completed

Video for driving education/public relations
While viewing the video is optional, we hope you to view it.

Step4 Required Not completed

Questionnaire
Answer the questionnaire.

Step5

Completion of lecture
The lecture is completed.

[Start to taking the lecture](#)

[Go back to home screen](#)

The status of the viewing of lecture video will be displayed.

- Not completed: Not viewed
- Being performe: Being viewed (paused halfway through)
- Completed: Viewing completed

The status of the implementation of the Self-check Test for Safe Driving is displayed. This is required for drivers with satisfactory record.

- Not completed: Not tested
- Being performe: Being tested (paused halfway through)
- Completed: Test completed

The status of viewing the videos for driver education/public relations will be displayed.

- Not completed: Not viewed
- Being performe: Being viewed (paused halfway through)
- Completed: Viewing completed

The status of the questionnaire will be displayed.

- Not completed: Unanswered
- Completed: Answered

2. Confirm that the Public Safety Commission for the lecture video to be viewed is correct, and click "Start."

Online Lecture

Procedures for Taking Lecture

Confirmation of Start to Take the Lecture

Start to view the lecture video. After pressing the "Start" button, you cannot change the lecture video viewed.

For those performing the renewal procedures in a prefecture other than your place of residence, please start the lecture as it is.

If you desire to perform the renewal procedures in a prefecture other than your place of residence, start the lecture after changing the Public Safety Commission at "For those who are to perform the renewal procedures in a prefecture other than your place of residence, click here."

Lecture Video to Be Viewed :
Tokyo Metropolitan

Start

Cancel

1 Confirm

2 After confirming, click here

(FAQ)

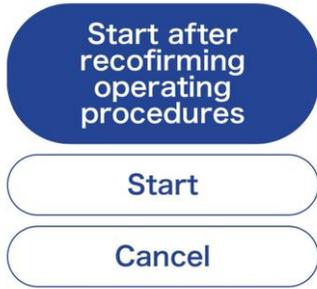
Corporate Number: 8000012130001
Online Lecture

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The "Operating Method" screen will be displayed.

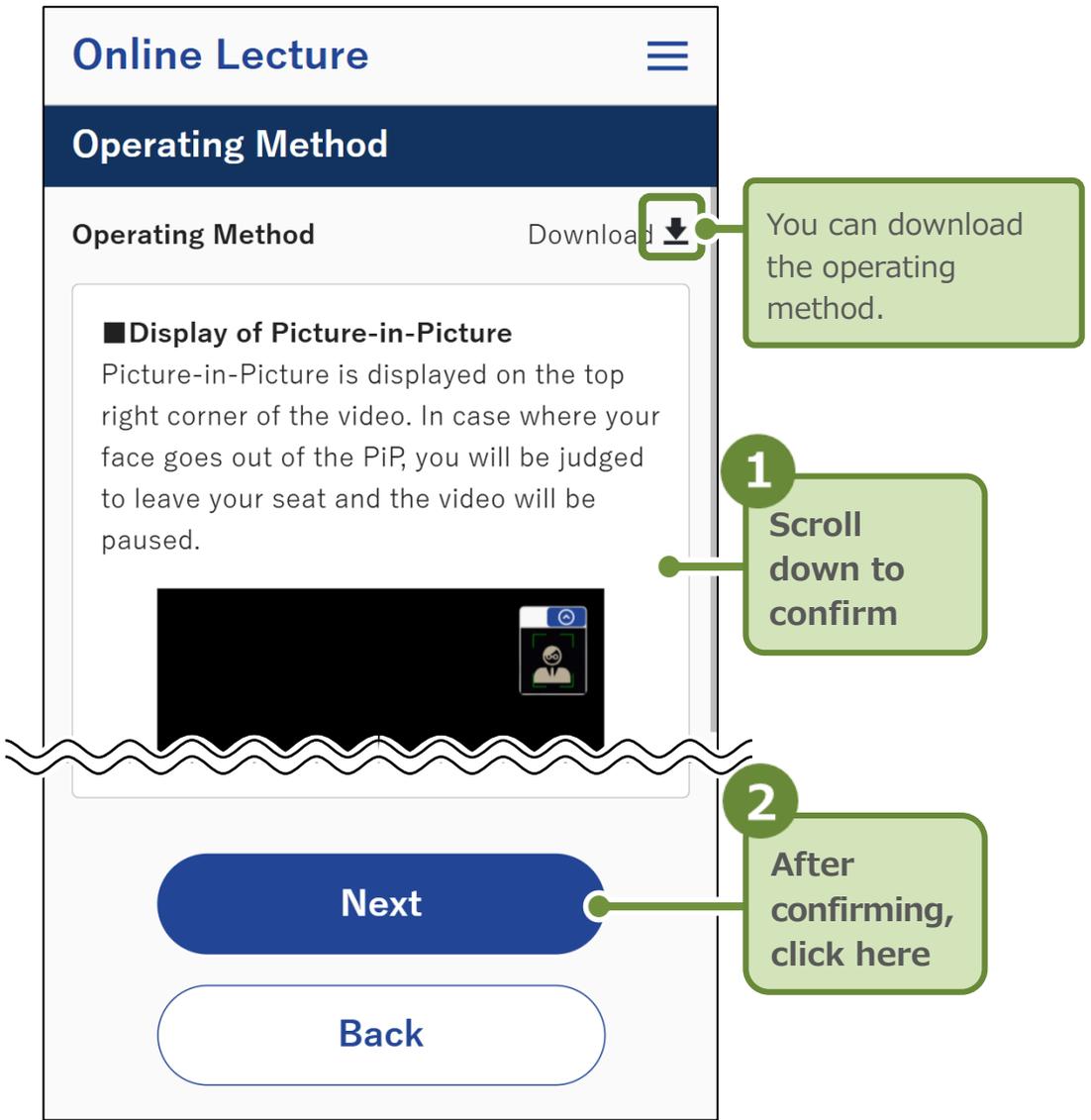
Reference

If this is your second or subsequent lecture and you have already confirmed the operating method, the "Start after reconfirming operating procedures" button and the "Start" button will be displayed.



If you wish to skip the confirmation of the operating method and start the lecture, click the "Start" button and go to Step **4.** (p.40).

3. After confirming the operating method, click "Next."



The "Language selection for lecture video" screen will be displayed.

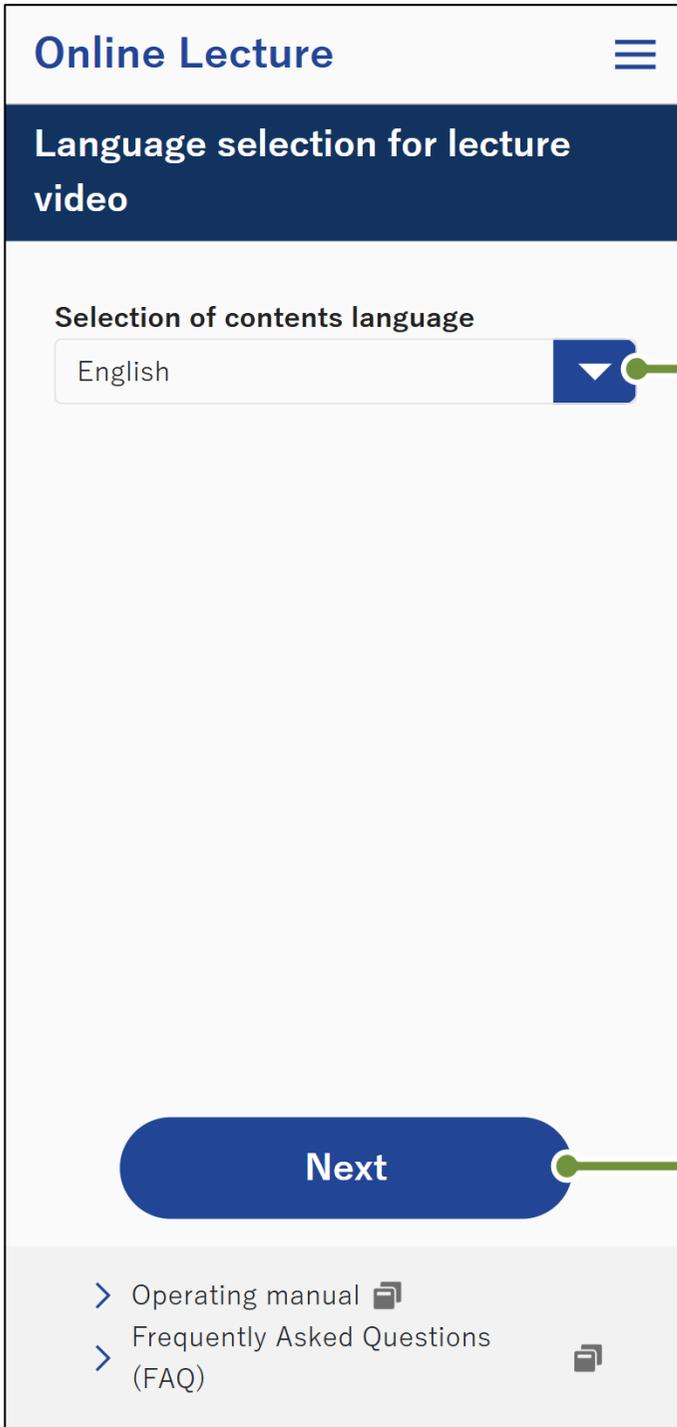
While viewing the lecture video, facial detection, facial verification, and biometric determination are randomly performed.

Important

While viewing the lecture video, the system detects whether the attendee's face is in the picture-in-picture frame (facial detection), matches the attendee's ID photo on the currently registered driver's license, etc. (facial verification), and determines whether the attendee is holding a photo, etc. in front of the camera (biometric determination).

Make sure your face is always facing the screen while viewing. If a face cannot be recognized within the picture-in-picture frame due to the attendee leaving the seat during the lecture, video playback will stop and an error screen will be displayed.

4. Select the language of the lecture video and click "Next."



To change the language displayed below, click ▼.

- Languages in video content
- Language of the questions and explanation in the Confirmation Test
- Language of the questions in the Self-check Test for Safe Driving

Choose from up to 21 languages, including Japanese, and sign language.

1

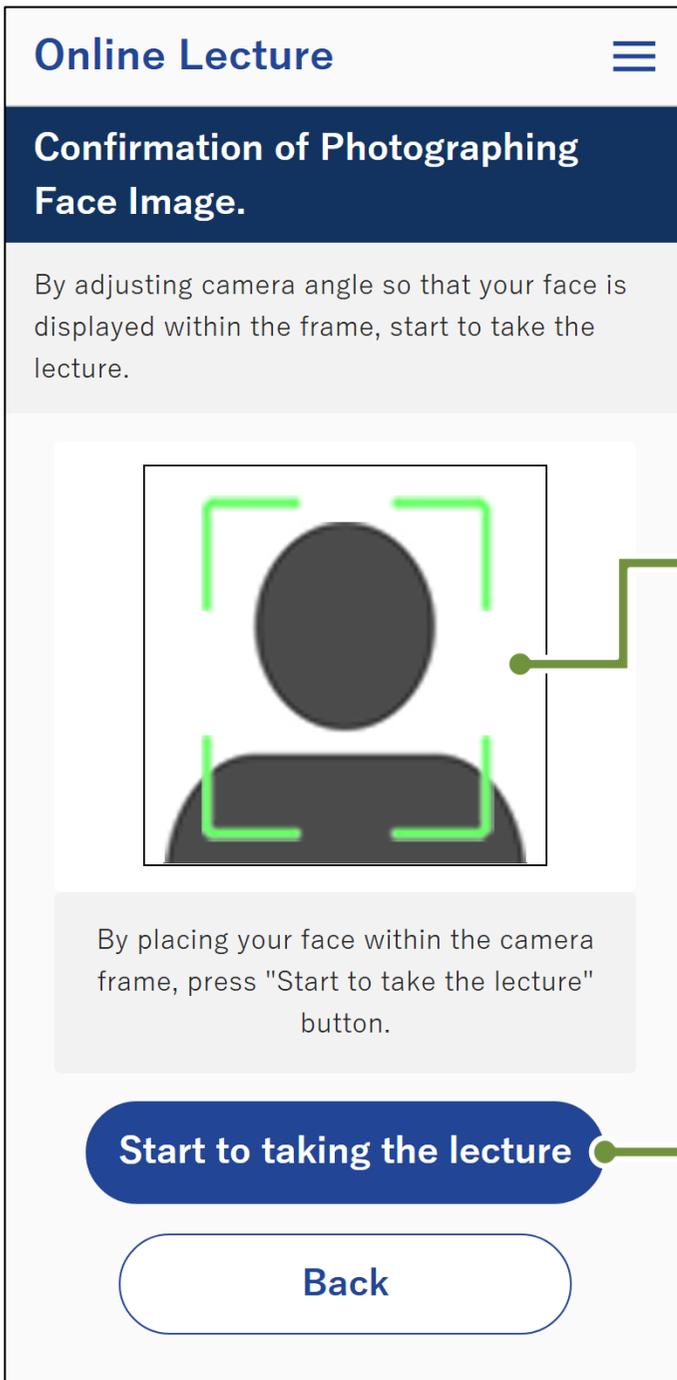
Click here after selecting the language for the lecture video

Reference

Since the language supported by each lecture video is different, you may be asked to select the language again during the lecture.

When you take the lecture for the first time, the "Confirmation of Photographing Face Image" screen will be displayed. For the second and subsequent lectures, the "Viewing the lecture video" screen will be displayed. Go to Step 6. (page 43).

5. Adjust the camera angle so that your face appears within the frame, and click "Start to taking the lecture."



Adjust the camera so that the face appears in the center of the frame.

1

Click here

Facial detection begins.

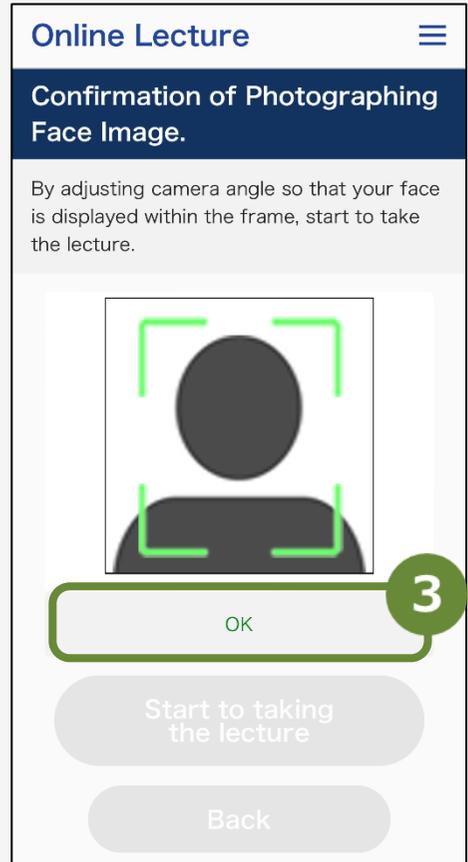
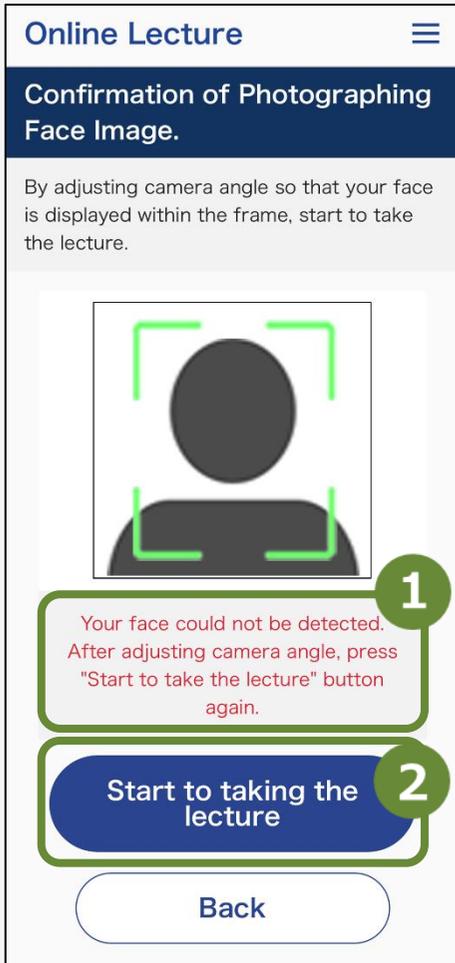
If the facial detection is successful, the "Viewing the lecture video" screen will be displayed.

Reference

If facial detection is unsuccessful, an error message as seen in ① will be displayed.

Adjust the camera and click the ② "Start to taking the lecture" button again.

When facial detection is performed, ③ "OK" is displayed and you will be redirected to the "Viewing the lecture video" screen.



6. Click the play button ► to view the lecture video.

The screenshot shows a web interface for an online lecture. At the top, the text "Online Lecture" is displayed in blue. Below it, a dark blue header contains the text "Viewing the lecture video". A progress bar with four segments is shown, with the first segment filled and labeled "1/4". A video player is in the center, showing a black screen with a white play button icon. Below the video player is a "Skip" button. At the bottom, there are two links: "Operating manual" and "Frequently Asked Questions (FAQ)", each with a right-pointing chevron and a document icon. The footer contains the text "Corporate Number: 8000012130001", "Online Lecture", and "Copyright © National Police Agency. All Rights Reserved.".



If you do not know how to operate it, check "Operation method" from this menu.

1

Click here

Skip

This button will be displayed on the second and subsequent viewings. You will be redirected to the "Viewing Lecture Video Completed" screen.

Reference

The items displayed at the bottom of the lecture video during playback are as follows.

Icons that cannot be operated are displayed in gray.



- 1 The playback starting point of the video being viewed is indicated by a red bar. It cannot be operated on the first viewing. When reviewing the video, the playback starting point can be changed by moving the bar left or right.
- 2 ▶ (Play) or || (Pause).
- 3 The time passed/total time of the video currently being viewed is displayed.
- 4 You can rewind or fast forward 15 seconds at a time.
- 5 After rewinding the playback starting point for 15 seconds, you can forward up to the point you already viewed in the video. This operation is available only for the first viewing.
- 6 You can go back to the previous video or move on to the next video.
- 7 [] (Full-screen display) or ≡ (Normal display, with full-screen display disabled).

Important

You can change the playback starting point and move forward 15 seconds, only up to the position you have already viewed. You can move to the next video only from videos you have already viewed. You cannot skip videos you have not viewed yet.

Reference

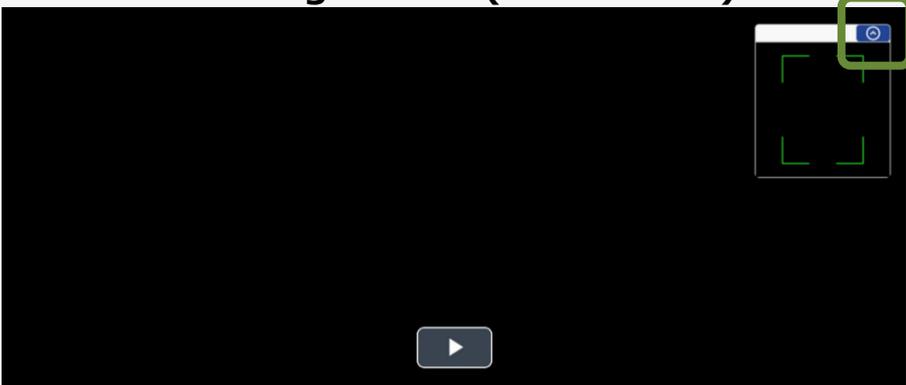
The viewing screen during playback on a PC is shown below. The icons displayed at the bottom of the screen are equivalent to the smartphone screen in the previous page.

Viewing screen (Initial display)

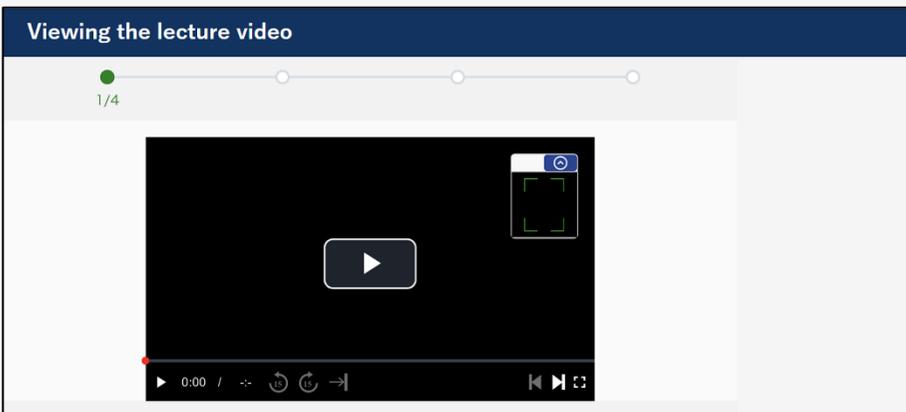


Click the  button in the upper right corner of the picture-in-picture camera to show/hide the picture-in-picture camera.

Viewing screen (Full-screen)



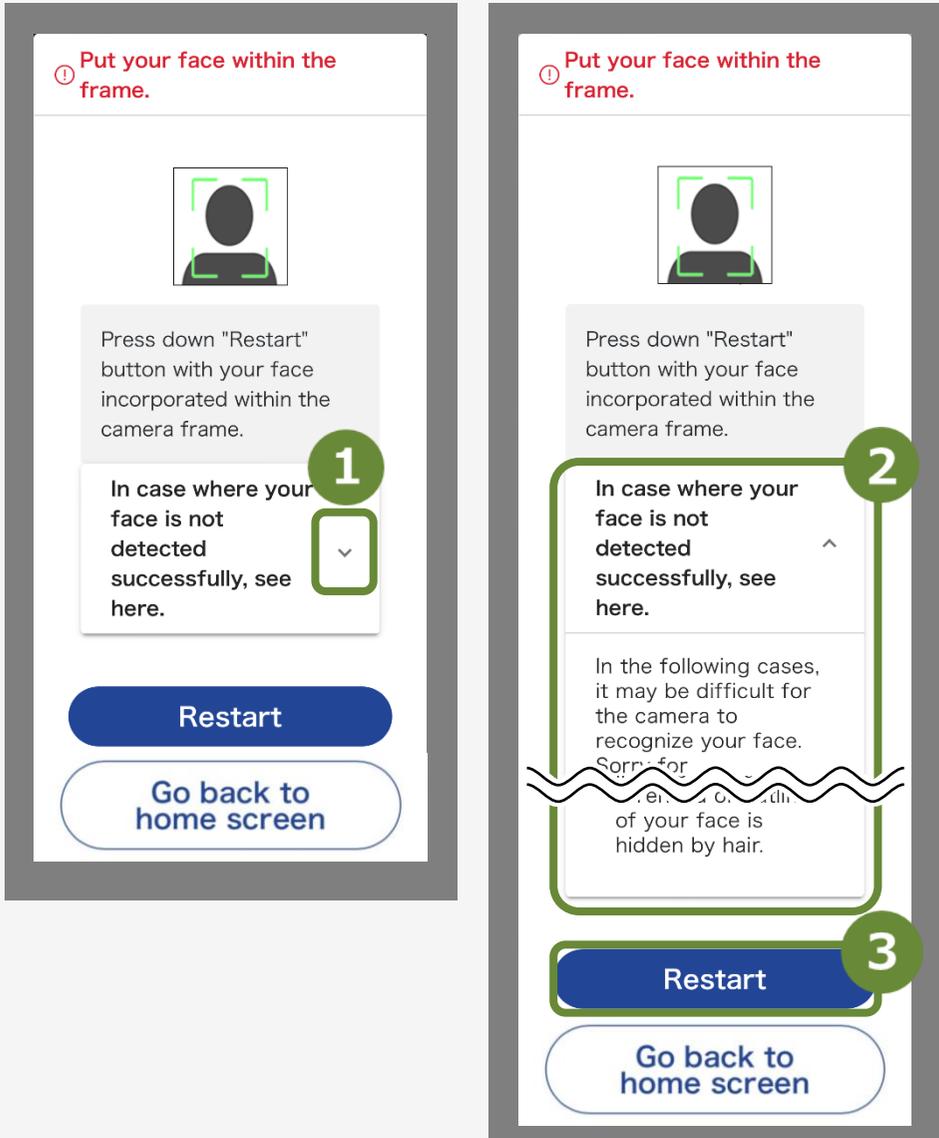
The viewing screen when the smartphone is placed horizontally is shown below.



Reference

If the following error screen is displayed while viewing the lecture video, please click ①  on the screen, read ② the explanation and make adjustments.

③ Click "Restart" to return to the screen for viewing the lecture video.



In the following cases, it may be difficult for the camera to recognize the face.

- In the case where the lighting is dark or backlit
- In the case where light is reflected by the lenses of glasses
- In the case where the face is not facing the camera
- In the case where the photographing angle of the camera is upward or downward
- In the case where the outline of your face is hidden by hair

4 Answer the Confirmation Test

At the end of each chapter of the video, the Confirmation Test will be displayed.

If you wish to check the video again, you can also review it.

1. Click the option you think is correct and click "Answer."

The screenshot shows a mobile application interface for an "Online Lecture" Confirmation Test. At the top, there is a progress bar with a green dot indicating the current question, labeled "2/4". Below the progress bar is a "Question" section with the text: "Even if you use a mobile phone or smartphone while driving, it is not a violation if you do not cause an accident." There are two radio button options: "O Right" and "X Wrong". The "X Wrong" option is selected. Below the options are four buttons: "Answer" (dark blue), "Review" (light blue), and "Next" (grey). Three callout boxes provide instructions: Callout 1 points to the radio buttons with the text "Select from the options and click". Callout 2 points to the "Answer" button with the text "Click here". Callout 3 points to the "Review" button with the text "You can view the video again."

Answers and explanations for the Confirmation Test will be displayed.

2. Confirm the explanation and click "Next."

Online Lecture ☰

Confirmation Test

2/4

Question

Even if you use a mobile phone or smartphone while driving, it is not a violation if you do not cause an accident.

Right

Wrong

Correct
Explanation
In response to the frequent occurrence of traffic accidents while using mobile phones, etc., penalties for "violation of mobile phone use, etc. (retention)" were strengthened in December 2019 (the first year of Reiwa).

Review

Next

> Operating manual

> Frequently Asked Questions (FAQ)

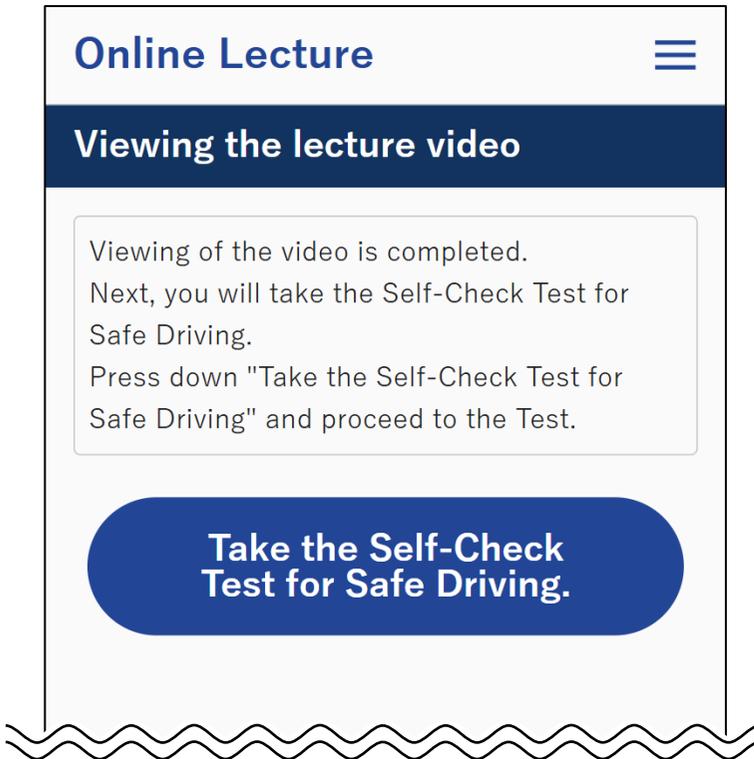
Check the results of your answers and the explanations.

1
Click here

The next lecture video will be displayed. After completing all of the viewing of the lecture videos and the Confirmation Tests, the "Take the Self-check Test for Safe Driving" screen will be displayed.

5 Take the Self-check Test for Safe Driving

After completing all of the viewing of the lecture videos and the Confirmation Tests, the "Take the Self-check Test for Safe Driving" screen will be displayed.



Reference

If you are a driver with an exemplary record, you can skip the Self-check Test for Safe Driving. You can skip even if you are in the middle of the Self-check Test for Safe Driving.

When a driver with an exemplary record skips the Self-check Test for Safe Driving, they will be redirected to the screen to start viewing the videos for driver education/public relations.

This section describes the procedures for taking the Self-check Test for Safe Driving without skipping.

Important

If the classification of lecture is "A driver with a satisfactory record," facial detection and facial verification will be performed while answering the Self-check Test for Safe Driving. Facial detection and facial verification will not be performed if they are exercise questions or when the classification of lecture is "A driver with an exemplary record."

1. Click "Take the Self-check Test for Safe Driving."



If the language is reselected halfway through the video, a screen will be displayed to select the language to be used in the Self-check Test for Safe Driving.

Reference

If the language selection screen is displayed again during the lecture, the Self-check Test for Safe Driving Language Selection screen will be displayed here as well.

Select the language and click "Next."

Online Lecture 

Language Selection for Self-Check Test for Safe Driving

Selection of contents language

English 

Next **1**

- > Operating manual 
- > Frequently Asked Questions (FAQ) 

Corporate Number: 8000012130001
Online Lecture

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The language selected halfway through the video will be displayed. If you want to change it, click here.

The Self-check Test for Safe Driving screen will be displayed.

2. Click "Example."

Online Lecture

Self-Check Test for Safe Driving

Self-Check Test for Safe Driving will be started now.

Several sentences appear on the screen. Read these sentences and select one of the options most suitable for your daily behavior and thoughts while driving.

By answering your daily behavior and thoughts during driving as it really is, more accurate results can be communicated.

Your response to the Self-Check Test will never be recorded, nor will it affect the procedures for driver's license renewal, so please provide frank answers.

1 Confirm

2 After confirming, click here

Example

Start

- > Operating manual
- > Frequently Asked Questions (FAQ)

Corporate Number: 8000012130001
Online Lecture

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First, you will be given one exercise question.

Reference

Exercise questions are done to gain a good understanding of how to operate the screen.

If you do not answer the exercise questions, you will not be able to proceed to the real questions.

3. Read the exercise question and click the option.

Online Lecture 

Self-Check Test for Safe Driving

✔ This screen is for an example question.

Read following sentences and choose one option: "Agree", "Disagree", or "Cannot say either way". If you agree to what each sentence says, choose "Agree". If you disagree, choose "Disagree".

1/1

I always wear a seatbelt while driving.

Agree >

Disagree >

Cannot say either way >

1 Select from the options

Important

The buttons for the options will not become available for clicking until 3 seconds after the question is displayed.

If 10 minutes have passed without any selection being made, the "Self-check Test for Safe Driving Error (Forced Shutdown (Timeout Due to Inactivity))" screen will be displayed.

If the timeout occurs, you will return to the "Home" screen. Please start over from "Start to taking the lecture."

Once you have answered the exercise questions, you can begin the Self-check Test for Safe Driving.

4. Click "Start."

Online Lecture 

Self-Check Test for Safe Driving

Self-Check Test for Safe Driving will be started now.

Several sentences appear on the screen. Read these sentences and select one of the options most suitable for your daily behavior and thoughts while driving.

By answering your daily behavior and thoughts during driving as it really is, more accurate results can be communicated.

Your response to the Self-Check Test will never be recorded, nor will it affect the procedures for driver's license renewal, so please provide frank answers.

[Example](#)

Start 1 Click here

- > [Operating manual](#) 
- > [Frequently Asked Questions \(FAQ\)](#) 

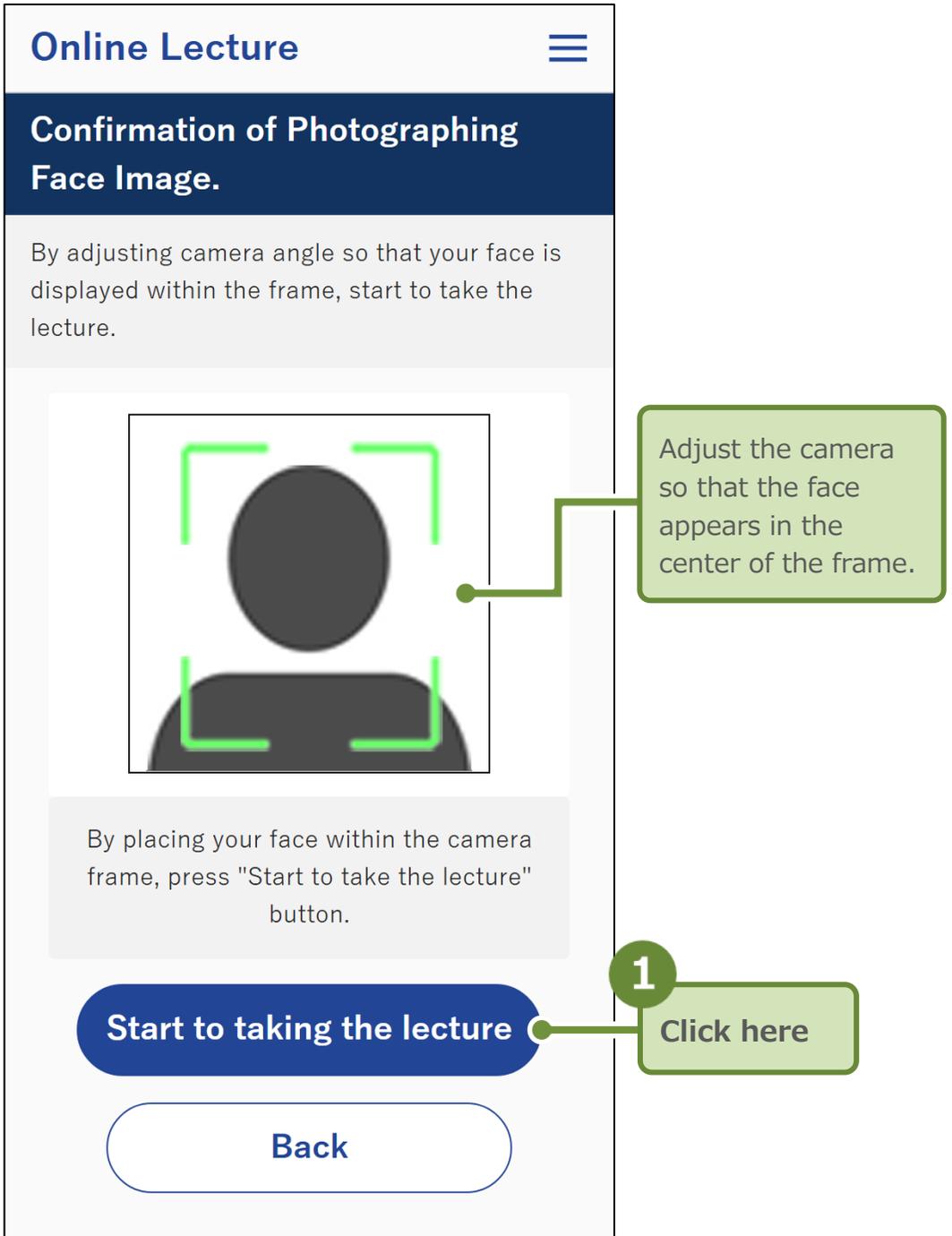
Corporate Number: 8000012130001
Online Lecture

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The question is displayed.

5. Adjust the camera angle so that your face appears within the frame, and click "Start to taking the lecture."

If the classification of lecture is "A driver with a satisfactory record," facial detection and facial verification will be performed while answering the Self-check Test for Safe Driving.



Facial detection begins.

If the facial detection is successful, the "Self-check Test for Safe Driving" screen will be displayed.

6. Read the question and click the option.

The screenshot shows a mobile application interface for an online lecture. At the top, the text "Online Lecture" is displayed in blue, next to a hamburger menu icon. Below this is a dark blue header with the title "Self-Check Test for Safe Driving" in white. The main content area contains instructions: "Read following sentences and choose one option: 'Agree', 'Disagree', or 'Cannot say either way'. If you agree to what each sentence says, choose 'Agree'. If you disagree, choose 'Disagree'." Below the instructions is a green progress bar and the text "1/14". The question text is "Driving behind the dilly-dallying car makes me irritated." Below the question are three selectable options, each in a white box with a blue border and a right-pointing chevron: "Agree", "Disagree", and "Cannot say either way". A green callout box with a white border and a green circle containing the number "1" points to the options. The callout box contains the text "Select from the options and click". The bottom of the screenshot is decorated with a wavy line.

Once you have answered the question, the next question will be displayed.

After answering the final question, the completion screen for the Self-check Test for Safe Driving will be displayed.

7. Click "View" to view the video for explanation of the Self-check Test for Safe Driving.

Online Lecture

Self-Check Test for Safe Driving

You have completed to answer the questions. Next, you will view the video for explanation. Press down "View" button and proceed to view the video for explanation.

View

Skip

- > Operating manual
- > Frequently Asked Questions (FAQ)

Corporate Number: 8000012130001
Online Lecture

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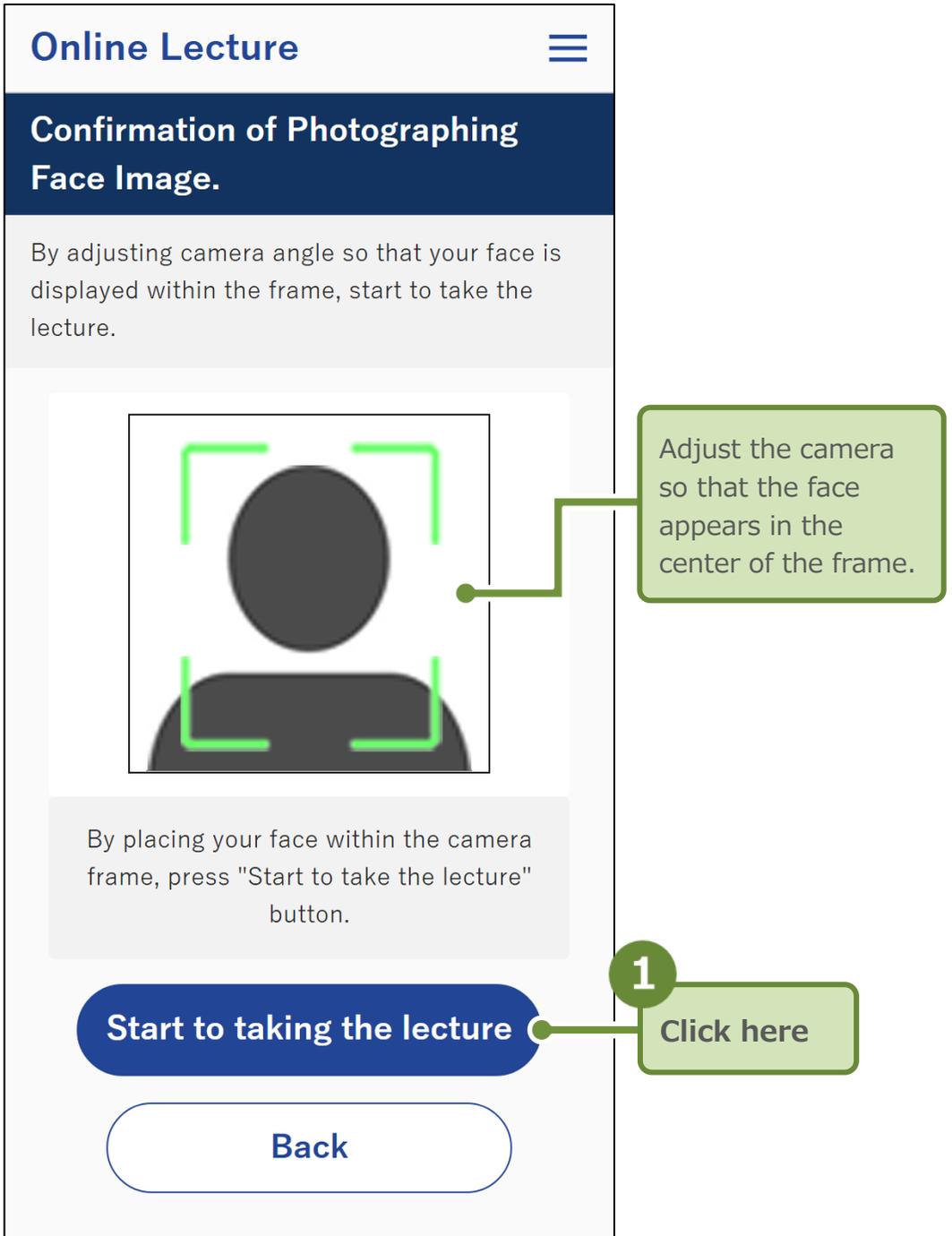
1
Click here

It will only be displayed to drivers with exemplary record. You will be redirected to the screen to start viewing the videos for driver education/public relations. Go to Step **1**. (p.63).

A screen with the video for explanation of the Self-check Test for Safe Driving will be displayed.

- Adjust the camera angle so that your face appears within the frame, and click "Start to taking the lecture."

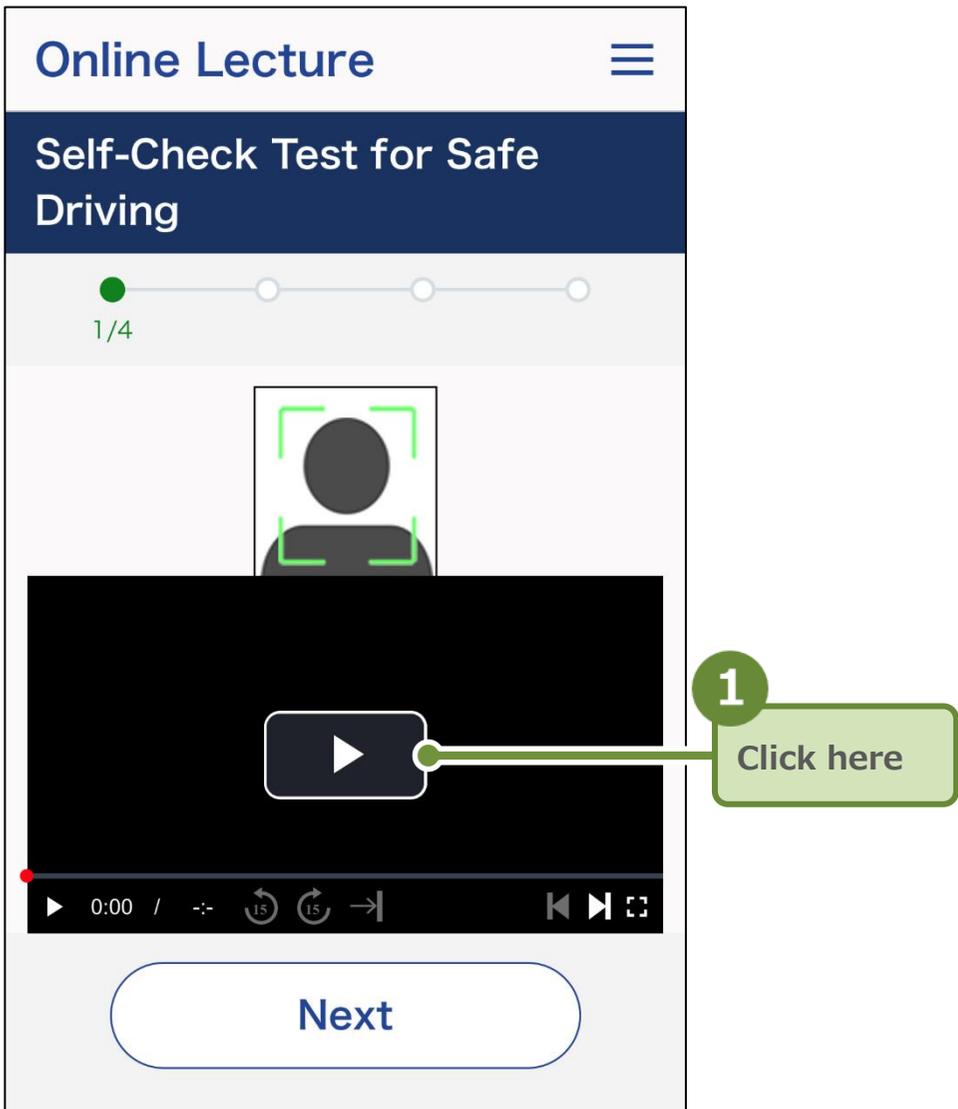
If the classification of lecture is "A driver with a satisfactory record," facial detection and facial verification will be performed while answering the Self-check Test for Safe Driving.



Facial detection begins.

If the facial detection is successful, the "Self-check Test for Safe Driving" screen will be displayed.

9. Click the play button ► to view the video for explanation of the Self-check Test for Safe Driving.



After you finish viewing the video for explanation, the completion screen for the Self-check Test for Safe Driving will be displayed.

Important

If the classification of lecture is "A driver with a satisfactory record," while viewing the video for explanation, the system detects whether the attendee's face is in the picture-in-picture frame (facial detection), and whether the image matches the attendee's ID photo on the currently registered driver's license, etc. (facial verification). Make sure your face is always facing the screen while viewing. If a face cannot be recognized within the picture-in-picture frame due to the attendee leaving the seat during the lecture, video playback will stop and an error screen will be displayed.

Reference

The items displayed at the bottom of the video for explanation during playback are as follows.

Icons that cannot be operated are displayed in gray.



- 1 The playback starting point of the video being viewed is indicated by a red bar. The playback starting point can be changed by moving the bar left or right. For drivers with satisfactory record, the bar cannot be operated on the first viewing.
- 2 ▶ (Play) or || (Pause).
- 3 The time passed/total time of the video currently being viewed is displayed.
- 4 You can rewind or fast forward 15 seconds at a time.
- 5 After rewinding the playback starting point for 15 seconds, you can forward up to the point you already viewed in the video. This operation is available only for the first viewing.
- 6 You can go back to the previous video or move on to the next video.
- 7 [] (Full-screen display) or ≡ (Normal display, with full-screen display disabled).

Important

If you are a driver with a satisfactory record, you can change the playback starting point and move forward 15 seconds only up to the position you have already viewed. You can only move to the next video from videos you have already viewed. You cannot skip videos you have not viewed yet.

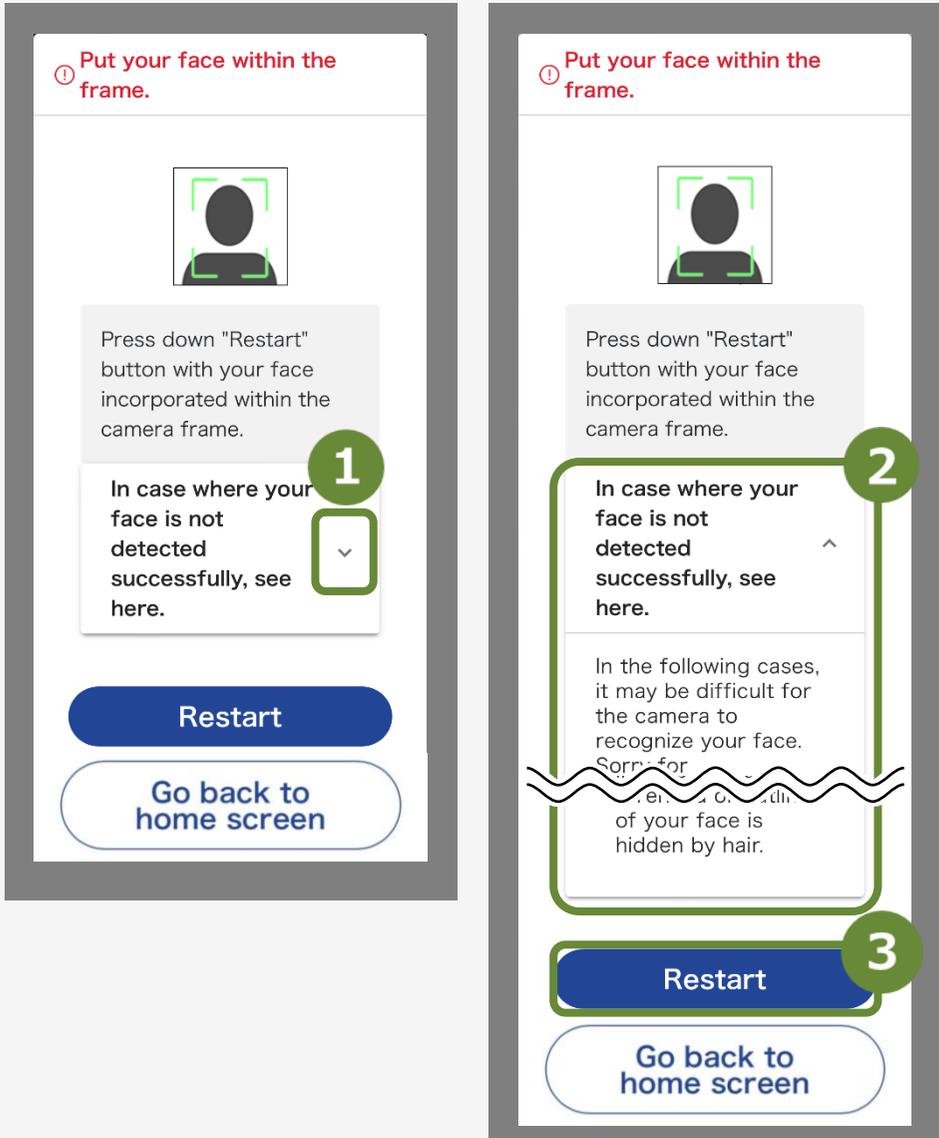
Reference

The viewing screen during playback on a PC is the same as the viewing screen of the lecture video.

Reference

If the following error screen is displayed while viewing the video for explanation, please click ① ▾ on the screen, read ② the explanation and make adjustments.

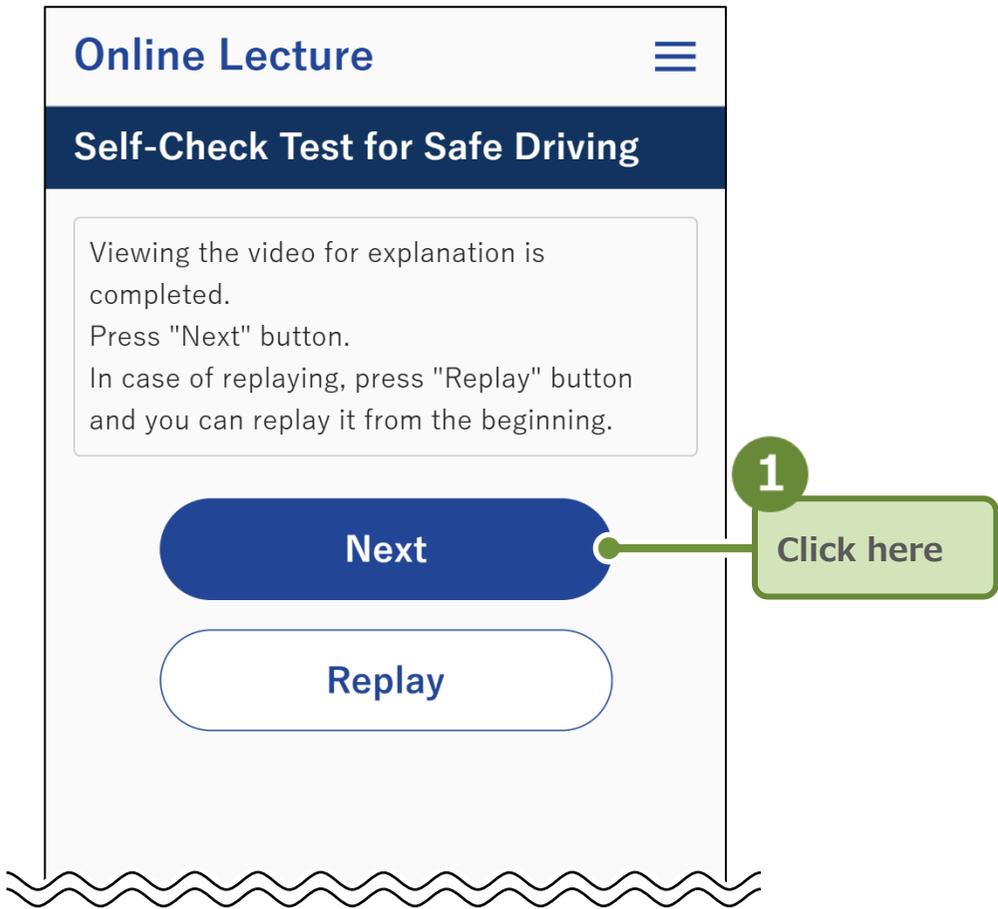
③ Click "Restart" to return to the screen for viewing the lecture video.



In the following cases, it may be difficult for the camera to recognize the face.

- In the case where the lighting is dark or backlit
- In the case where light is reflected by the lenses of glasses
- In the case where the face is not facing the camera
- In the case where the photographing angle of the camera is upward or downward
- In the case where the outline of your face is hidden by hair

10. Click "Next."



The completion screen for the Self-check Test for Safe Driving will be displayed.

6 View Videos for Driver Education / Public Relations (Optional)

View videos for driver education/public relations.

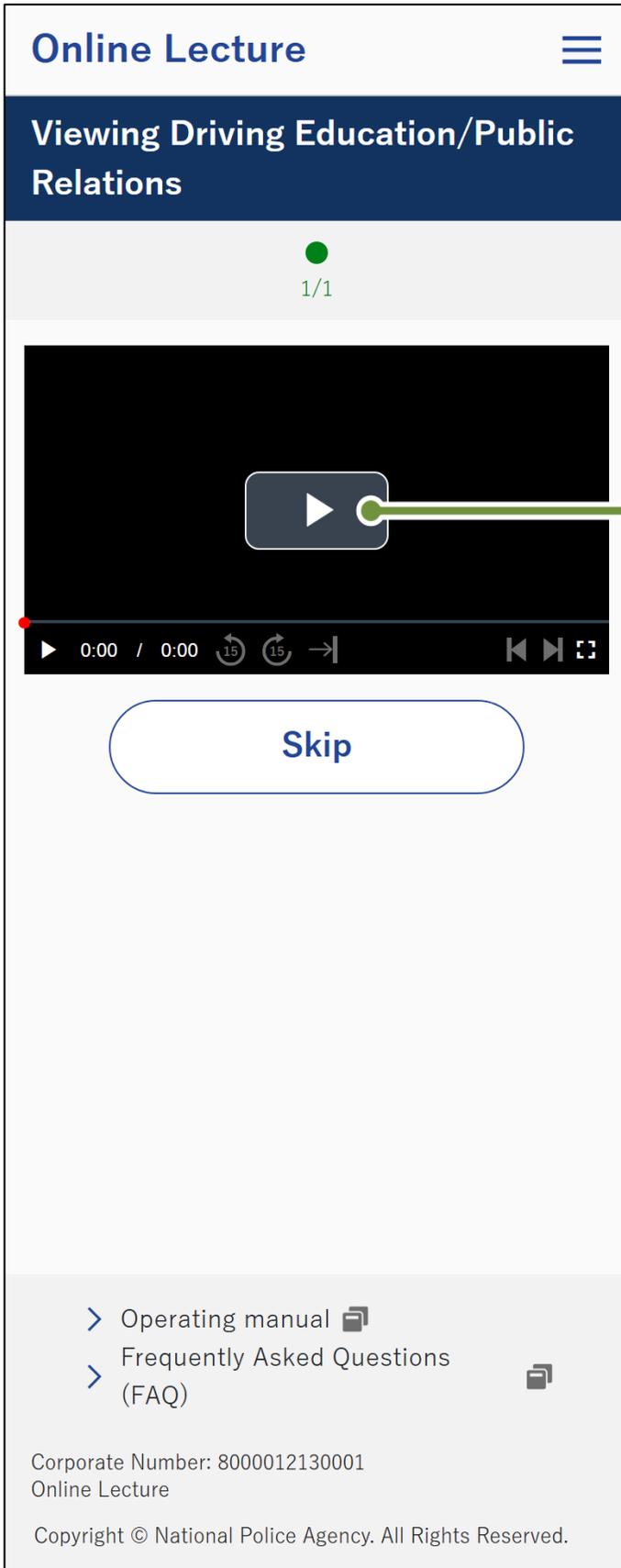
If you skip the viewing, you will be redirected to the screen to proceed to answering the questionnaire or to the "Lecture completed" screen.

1. Click "View."

The screenshot shows a mobile application interface. At the top, the title 'Online Lecture' is displayed in blue, with a hamburger menu icon to its right. Below this is a dark blue header with the text 'Self-Check Test for Safe Driving' in white. The main content area is a light gray box containing the following text: 'Thank you for taking the Self-Check Test for Safe Driving. The Self-Check Test for Safe Driving is completed. This is the end of online renewal lecture. Next, you may optionally view the video for driving education/public relations. If you desire to view the video for driving education/public relations, press down "View" button. If you do not, press down "Skip" and go to next. Finally, the screen for completion of taking the lecture will be displayed.' Below the text are two buttons: a dark blue 'View' button and a light blue 'Skip' button. A green callout box with a '1' in a circle points to the 'View' button with the text 'Click here'. Another green callout box points to the 'Skip' button with the text 'If you do not want to view the video, you can skip it.'

The "Viewing Driving Education/Public Relations" screen will be displayed.

2. Click the play button ▶ to start viewing.



When viewing is complete, a screen for proceeding to answering the questionnaire or the "Lecture completed" screen will be displayed.

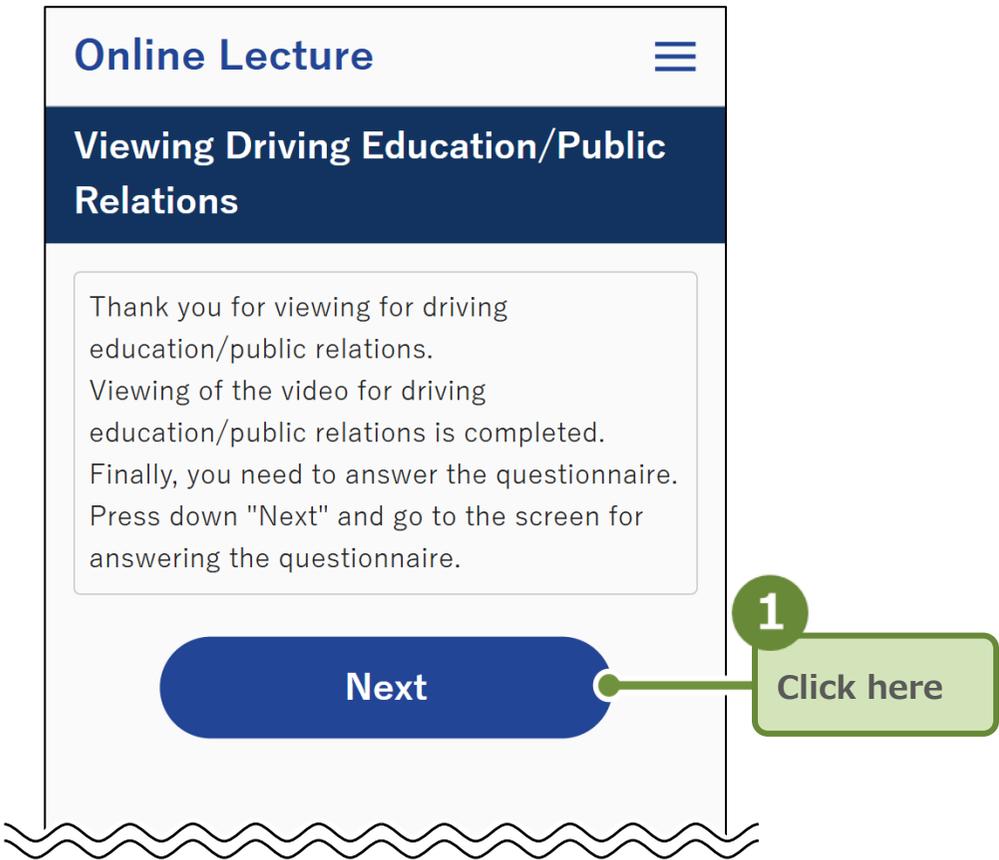
Reference

The items displayed at the bottom of the videos for driver education/public relations during playback are as follows. Icons that cannot be operated are displayed in gray.



- 1 The playback starting point of the video being viewed is indicated by a red bar. The playback starting point can be changed by moving the bar left or right.
- 2 ▶ (Play) or || (Pause).
- 3 The time passed/total time of the video currently being viewed is displayed.
- 4 You can rewind or fast forward 15 seconds at a time.
- 5 You can go back to the previous video or move on to the next video.
- 6 □ (Full-screen display) or ≡ (Normal display, with full-screen display disabled).

3. Click "Next."



The "Questionnaire" screen will be displayed. If there is no questionnaire, the "Lecture completed" screen will be displayed.

7 Answer the Questionnaire (Optional)

The questionnaire explanation and answer screen will be displayed. Since the questionnaire is optional, you can skip the questionnaire by clicking the "Skip" button.

1. Answer the questionnaire and click "Confirm the contents of entry."

The screenshot shows a mobile application interface for an "Online Lecture" questionnaire. The title bar at the top says "Online Lecture" with a hamburger menu icon on the right. Below the title bar is a dark blue header with the word "Questionnaire" in white. The main content area has a light gray background and contains the following text: "As we would like to refer to your answer of the questionnaire for the future, cooperate in answering the questionnaire." Below this text is a section titled "Questions1" with a blue "Optional" button to its right. The question is "Was online lecture more convenient compared to face-to-face lecture?". There are four radio button options: "Convenient." (selected), "Somewhat convenient.", "Somewhat inconvenient.", and "Inconvenient.". A green callout box with the number "1" points to the "Convenient." option and contains the text "Confirm the content and make your selection". Below the question options is a dark blue button with the text "Confirm the contents of entry". A second green callout box with the number "2" points to this button and contains the text "If you are satisfied with your entry, click here". At the bottom of the screen is a light gray button with the text "Skip".

The questionnaire registration screen will be displayed.

2. Check the questionnaire content and register.

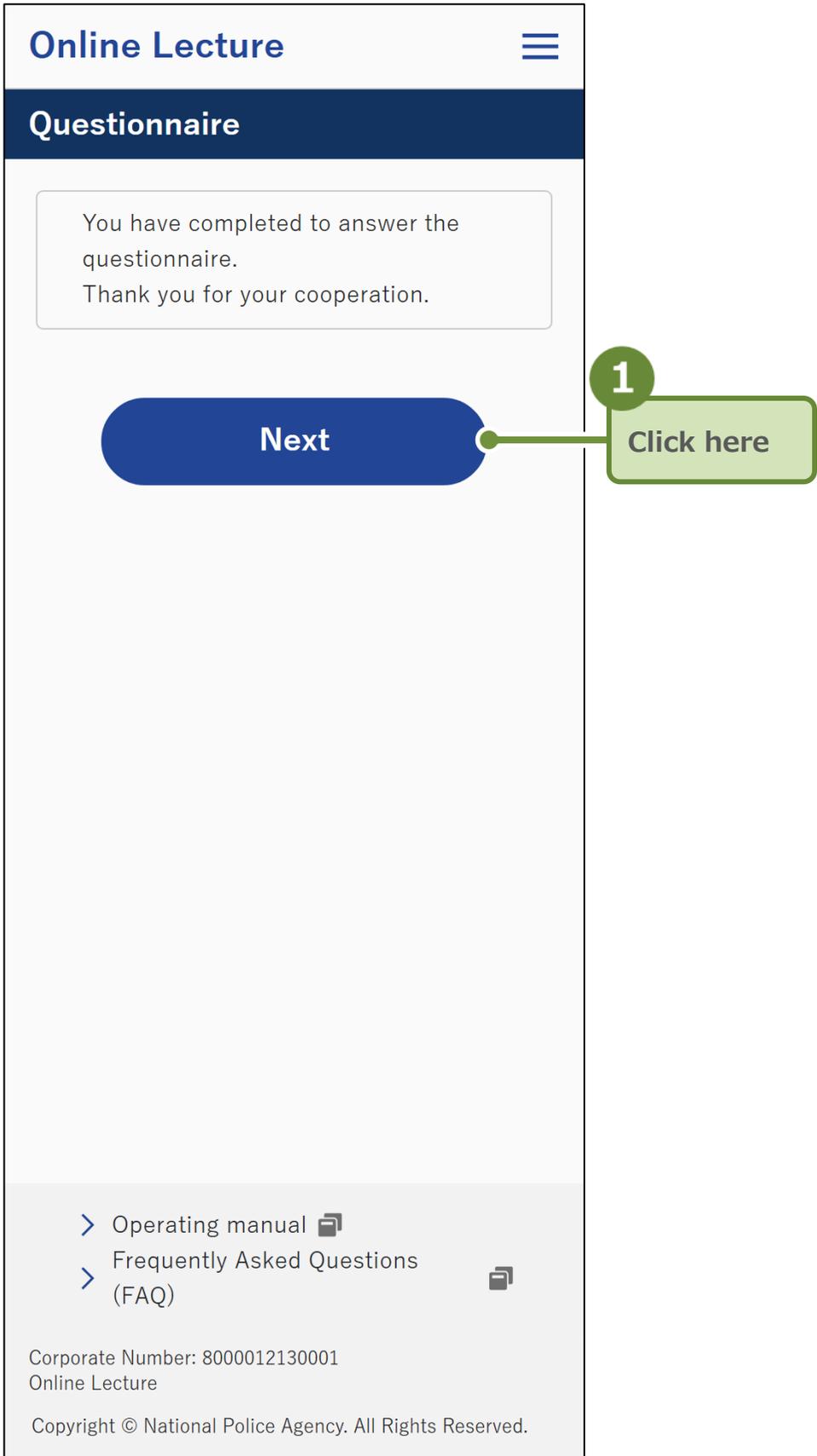
The screenshot shows a mobile application interface for an 'Online Lecture' questionnaire. At the top, the title 'Online Lecture' is displayed in blue, with a hamburger menu icon to its right. Below this is a dark blue header with the word 'Questionnaire' in white. The main content area has a light gray background and contains the text 'Confirm the contents of the questionnaire.' Below this, there are two question blocks. The first block, titled 'Questions1', contains the question 'Was online lecture more convenient compared to face-to-face lecture?' and the answer 'Convenient.'. The second block, titled 'Questions2', contains the question 'Was it easy to take Driver's Aptitude Test?' and the answer 'Easy.'. Below the questions, there are two blue buttons: 'Answer the questions with the following contents' and 'Modify the contents of the answers'. A green callout box with the number '1' and the text 'Click here' points to the 'Answer the questions with the following contents' button. Another green callout box with the text 'You can go back to the previous screen and re-enter the questionnaire.' points to the 'Modify the contents of the answers' button. At the bottom of the screen is a gray button labeled 'Skip'.

The completion screen for the questionnaire will be displayed.

Important

Once registered, a questionnaire cannot be completed again.

3. Click "Next."



The "Lecture completed" screen will be displayed.

8 After Completing the Online Lecture

The "Lecture completed" screen will display the procedures to be taken at the Driver's License Center, etc. in the future.

Please read carefully the contents of "❗ Notes after Completing to Take the Lecture" and "Information on recommended visit."

You can check the results of the lecture from the "Lecture completed" screen.

1. Click "Confirm the results of lecture."

The screenshot shows a mobile application interface titled "Online Lecture" with a hamburger menu icon in the top right. Below the title is a dark blue header with the text "Lecture completed." The main content area is divided into two sections. The first section is titled "❗ Notes After Completing to Take the Lecture" and contains the text: "It does not mean that renewal of driver's license is completed by completing this may be judged as 'the lecture not completed'." The second section is titled "Information on recommended Visit" and contains the text: "In order to enable those who have taken this lecture to conduct the renewal procedure quickly, the reception period is" followed by a table. The table has two rows: "For Kumihama Police Box, Tuesdays and Thursdays" and "13 : 00 to 16 : 00". At the bottom of the screen are two buttons: a dark blue button labeled "Confirm the results of lecture" and a white button with a blue border labeled "Go back to home screen". Three callout boxes are present: a green box on the right pointing to the first section header with the text "Notes on renewal procedures for driver's license, etc. will be displayed."; a green box on the right pointing to the second section header with the text "Information on recommended visit, such as peak traffic hours, will be displayed. This will not be displayed if not registered with the designated Public Safety Commission."; and a green box on the right pointing to the "Confirm the results of lecture" button with the text "1 Click here".

Notes on renewal procedures for driver's license, etc. will be displayed.

Information on recommended visit, such as peak traffic hours, will be displayed. This will not be displayed if not registered with the designated Public Safety Commission.

1 Click here

The "Results of Lecture" screen will be displayed.

2. Confirm that the content displayed is correct.

The screenshot shows a mobile application interface for 'Online Lecture'. At the top, there is a header 'Online Lecture' with a hamburger menu icon. Below it is a dark blue bar with the text 'Results of Lecture'. The main content area features a blue laurel wreath icon with a crown, followed by the text 'You have completed to take the lecture.' Below this is a rounded rectangular box containing the following information:

Name	免許 太郎
Public Safety Commission	Tokyo Metropolitan
By Lecture	Renewal lecture for driver's license
Classification of Lecture	Lecture for drivers with satisfactory records

Below the table, there is a line of text: 'Lecture for drivers with satisfactory records' and a placeholder 'XXXX/XX/XX XX:XX'. A green callout box with the number '1' points to the 'Classification of Lecture' field and contains the text 'Review the content'. At the bottom of the main content area is a large blue button labeled 'Back'. A green callout box points to this button with the text 'Returns to the "Lecture completed" screen.'. At the very bottom, there is a light gray footer with two links: '> Operating manual' and '> Frequently Asked Questions (FAQ)', each with a document icon.

You have now completed the Online Lecture.

Important

Taking the Online Lecture alone does not mean you have completed the renewal of your driver's license, etc. Other renewal procedures (self-check test, photographing, etc.) for the driver's license, etc. must be completed at the Driver's License Center, etc., the same way as before.

1 Troubleshooting

For error screens during operation or anything else you want to know or don't understand, please refer to the following items.

No.	Question	Displayed screen
-----	----------	------------------

1 "Error on Required Qualification for Taking the Lecture" screen is displayed

"Error on Required Qualification for Taking the Lecture" Screen

When the message "Outside the period available for taking the lecture." is displayed

➡ You cannot renew your license yet.

When the message "Not available for taking the lecture as the application is already accepted." is displayed

➡ You cannot take the lecture because the renewal procedures have been completed at the automatic reception machine at the Driver's License Center, etc.

When the message "Not a targeted person for taking the lecture." is displayed

➡ You cannot take the lecture because you are not eligible to take the Online Lecture.

The following causes are possible:

1. The classification of lecture on the driver's license is not a driver with an exemplary record or a driver with a satisfactory record.

→ Please check The classification of lecture on the driver's license renewal notice (renewal notice postcard).

2. You tried to take the online lecture immediately after linking your Myna driver's license to Mynaportal.

→ Please try again after some time has passed since linking.

3. Your driver's license has been suspended.

If a message other than the above is displayed and you are unsure how to respond, please call the Help Desk at 0570-000-679 after writing down the "Inquiry Number" displayed on the screen.

Please note that inquiries at the Help Desk will be supported in Japanese only.

2 Want to change the language of the lecture

All

To change the language in which the Online Lecture screens are displayed, click the menu (≡) in the upper right corner of each screen and select "Language Selection."

You can change the language to either Japanese or English.

*If you change the language during the lecture, information on completed steps will be saved.

If you wish to change the language of the lecture video, Confirmation Test, or Self-check Test for Safe Driving, click the "Selection of contents language" button in the "Language selection for lecture video" screen and select the desired language.

- Lecture Video
- Video for explanation of the Self-check Test for Safe Driving

For the above content, choose from up to 21 languages including Japanese, and sign language.

- Questions and explanations for the Confirmation Test
- Questions of the Self-check Test for Safe Driving

For the above content, choose from up to 21 languages (Japanese and Japanese sign language are the same).

The languages that can be changed using the "Selection of contents language" button are as follows.

Japanese, Japanese (sign language), Chinese, Vietnamese, English, Portuguese, Indonesian, Thai, Nepalese, Tagalog, Khmer, Myanmar, Mongolian, Spanish, Persian, Korean, Russian, Ukrainian, Sinhalese, Urdu, Arabic, Hindi

3 Want to check the following again

- Supported Operating Environment of Device
- Notes
- Terms of use
- Privacy policy
- Explanation on photographing face image
- Operating method

All

Click the menu (≡) in the upper right corner of each screen to browse the items you wish to check.

4 Cannot click "Agree"

"Agreement to Notes" Screen

You will be able to click once you have confirmed three items above "Agree" and placed check marks () on all of them.

5 "Results of confirmation: unsupported" is displayed in "OS/Browser"

"Confirmation of Operation Environment in Terminal" Screen

The Online Lecture does not support the operation environment in terminal.

After you click "Close" to exit the lecture, please prepare an OS and browser compatible with the Online Lecture and start the lecture again.

For more information, see "What You Need for the Online Lecture" on p.6.

6 Cannot click "Next"

"Confirmation of Operation Environment in Terminal" Screen

You will be able to click once you have confirmed the "Camera" and four items in "Others," and placed check marks () on all of them.

7 "Access to Camera" confirmation dialogue is displayed when "Activate Camera" is executed ()

"Operation Confirmation of Camera" Screen

Click the "Allow" button and you will be able to take the Online Lecture.

*This will allow the use of the camera for the lecture.

8 What are renewal procedures outside the place of residence?

"Renewal procedures in a prefecture other than your place of residence" Screen

These are the procedures for renewing a license in a prefecture other than your place of residence.

The screenshot shows a mobile application interface for online lectures. The title is "Online Lecture" with a menu icon. Below it is a dark blue header with the text "Renewal procedures in a prefecture other than your place of residence". A "Notes" section contains a message: "You may also perform the renewal". The main content area is titled "Selection of Public Safety Commission" with a red "Required" tag. It lists "Public Safety Commission with jurisdiction over one's domicile" with options for "Tokyo" and "Metropolitan". Below this is a section for "Public Safety Commission for Renewal Procedures" with a dropdown menu currently set to "Shizuoka Prefecture". Another dropdown menu for "Lecture Video to Be Viewed" is also set to "Shizuoka Prefecture". At the bottom are two buttons: a blue "Register" button and a white "Back" button. Four green callout boxes with numbers 1 through 4 point to specific elements: 1 points to the "Notes" section, 2 points to the "Public Safety Commission" selection area, 3 points to the "Public Safety Commission for Renewal Procedures" dropdown, and 4 points to the "Register" button.

- 1 Check the notes and messages
- 2 Select the Public Safety Commission where you would like to complete the renewal procedures
- 3 Select the Public Safety Commission to view the lecture video
- 4 Click here

*The lecture video to be viewed can be selected from either "the lecture video of the Public Safety Commission at your place of residence" or "the lecture video of the Public Safety Commission where you are performing renewal procedures." After you have started viewing, you cannot change or review the lecture video.

Important

Renewal procedures on this screen will not complete the renewal of your driver's license, etc. Please go to the Driver's License Center, etc. of the Public Safety Commission where you will complete the renewal procedures.

9 What are materials distributed?

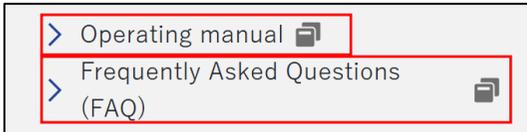
"Procedures for Taking Lecture" Screen

These materials (data) will be used as a reference for taking the Online Lecture. Viewing these materials is optional.

10 Want to see the Operating manual and Frequently Asked Questions (FAQ)

All

Click "Operating manual" or "Frequently Asked Questions (FAQ)" at the bottom of each screen.



11 「システムメンテナンス ("System Maintenance")」 Screen is displayed

"System Maintenance" Screen

The system is under maintenance. Please try again outside the indicated maintenance period.

12 "Operation of Public Safety Commission of lecture video is currently being suspended." is displayed

"Renewal procedures in a prefecture other than your place of residence" Screen

The lecture video provided by the Public Safety Commission is under suspension of operation. Please execute intermediate renewal after a while.

13 "Forced Shutdown (Timeout Due to Inactivity)" screen is displayed

"Lecture Video Error" Screen

"Self-check Test for Safe Driving Error" Screen

If 60 minutes have passed without any operation the video, it will go into Forced Shutdown (Timeout Due to inactivity).

please return to the Home screen and start over from "Start to taking the lecture".

However, the Self-Check Test for Safe Driving aptitude test will be forced to stop (Timeout Due to inactivity) after 10 minutes of inactivity.

14 "Forced Shutdown (Manipulation Detected)" screen is displayed

"Lecture Video Error" Screen

"Self-check Test for Safe Driving Error" Screen

Forced Shutdown (Manipulation Detected) is triggered when unauthorized operation is detected.

Please return to the Home screen and start over from "Start to taking the lecture."

15 "System error" screen is displayed

"System error" Screen

Failure has occurred with the system. Please try again after a while.

16 "Application error" screen is displayed

"Application error" Screen

Please check the "Frequently Asked Questions (FAQ)" in the message and take action accordingly.

If the problem persists, please call the Help Desk at 0570-000-679 after writing down the "Inquiry Number" displayed on the screen.

Please note that inquiries at the Help Desk will be supported in Japanese only.

17 On MacOS, when stopping a video that is on full-screen, another button is displayed above the Minimize button

All video viewing screens

If the standard MacOS Live Text function is enabled, the Live Text button will overlap with the Minimize button when the video that is on full-screen is stopped.

When the video is played, the Live Text function is deactivated.

You can also turn off the "Live Text" button by going to the "Apple Menu" and selecting "System Settings" > "General" > "Language and Region" > turning the "Live Text" option off.

*Operation may differ depending on the OS version.

18 The camera image is no longer visible

"Viewing the lecture video" screen

"Self-check Test for Safe Driving" screen

Return to the home screen and try again from "Start to taking the lecture."

If you resume the lecture and press the play button on the video, it will play from where you left off.

If the problem persists, restart your browser and try the lecture again.

2 Inquiries

Help Desk : 0570-000-679

Please note that inquiries at the Help Desk will be supported in Japanese only.

Reception hours: 9:00 AM to 6:00 PM(Excluding Saturdays, holidays, and year-end and New Year holidays (December 29 to January 3))

Revision history

Version number	Revision date	Revised content						
Edition 1.0	Mar 24, 2025	First edition						
Edition 2.0	Jun 20, 2025	<p>Replaced the order of the following items and added explanations:</p> <p>1) 3.1 Troubleshooting Swap the contents of No. 1 and No. 10 The following are the possible causes for the two messages being displayed on the screen:</p> <ul style="list-style-type: none"> • "Error on Required Qualification for Taking the Lecture" screen is displayed • "Not a targeted person for taking the lecture." is displayed <p>2) 3.2 Inquiries Add the reception hours for the Help Desk</p>						
Edition 2.1	Feb 12,2026	<p>Updated System Requirements :</p> <p>1.3 What You Need for the Online Lecture Smartphone or PC</p> <ul style="list-style-type: none"> ●If using iOS <table border="1" data-bbox="754 1301 1185 1424"> <tr> <td data-bbox="754 1301 849 1424">OS</td> <td data-bbox="849 1301 1185 1424">Updated iOS15.0 or higher to iOS16.0 or higher</td> </tr> </table> ●If using Windows <table border="1" data-bbox="754 1464 1185 1547"> <tr> <td data-bbox="754 1464 849 1547">OS</td> <td data-bbox="849 1464 1185 1547">Removed Microsoft Windows10</td> </tr> </table> ●If using Mac <table border="1" data-bbox="754 1588 1185 1968"> <tr> <td data-bbox="754 1588 849 1968">OS</td> <td data-bbox="849 1588 1185 1968">Removed MacOS Monterey(version12.0 or higher) Added MacOS Tahoe(version26.0 or higher) and MacOS Sequoia(version15.0 or higher)</td> </tr> </table> 	OS	Updated iOS15.0 or higher to iOS16.0 or higher	OS	Removed Microsoft Windows10	OS	Removed MacOS Monterey(version12.0 or higher) Added MacOS Tahoe(version26.0 or higher) and MacOS Sequoia(version15.0 or higher)
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