

Support Service for Daily Life of Foreign Researchers

In response to the internationalization of research support system, the following life supports in English are provided for registered foreign users by outsourcing (JISTEC).

After registering to the User Support System, please use services when the need arises.

[The Flow of Support Service in case of Emergency \(pdf\)](#)

Contact: JISTEC or J-PARC Users Office

Please contact the user's office for the first consultation.

Object Person: Registered Foreign Users and Staff Registration is needed to receive support.

Registration:

For Users

1. Register to the User Support System.
2. Registered foreign users receive the J-PARC Users ID card attached Consultation Service (JISTEC) contact information.
3. Call the Consultation Service (JISTEC) number or J-PARC Users Office during the mentioned hours on the J-PARC Users ID card.

For Staff

1. Submit Registration form to Users Office [\(Format file is downloadable from here\)](#)
2. Registered staff members receive the Emergency Consultation Service Card.
3. Call the Consultation Service (JISTEC) number or J-PARC Users Office during the mentioned hours on the J-PARC Users ID card.

Consultation desk

Date: every Tuesday 9:00-17:00

Services:

1. Following services are available on the request of registered foreign users or supervisor/staff in charge (including accompanying for these supports)
2. VISA application (including extending a visa)
3. Foreign resident registration, National health insurance, banking matters
4. Renting unit and related procedures
5. Enrolling and Using educational institutions etc. for the family
6. Transferring driver's license of your country
7. Treatment in emergencies
8. Accompanying to the consultation with a doctor
9. Purchasing mobile phone, Setting up internet
10. Providing living information
11. Other support related daily life

Contact:

Phone 029-284-3398

E-mail: Users Office

Support by consultation Service Staff, JISTEC inside J-PARC Users Office

For Emergency

Basically on 8:00 - 24:00, without the year-end and New Year holidays (Dec.29-Jan.3))

Support:

In case of emergency such as sudden illness or accident, registered foreign users or supervisor/staff in charge can ask the "Consultation Service Staff" for a support by calling.

Contact:

"Consultation Service Staff" (JISTEC)'s mobile phone number which is written on the Emergency Consultation Service Card or User ID tag.