

Support Service for Daily Life of Foreign Researchers

UPDATE September 2021

In response to the internationalization of research support system, the following life supports in English are provided for registered foreign users by outsourcing (JISTEC). [The Flow of Support Service in case of Emergency \(pdf\)](#)

Foreign researchers (J-PARC USERS and STAFF) can receive our support service in free.

J-PARC USERS : J-PARC and KEK USERS having registration on the User Support Systems. STAFF : only KEK staff

Registration is required only for first time before getting service.

Registration:

◆ J-PARC Users & KEK users

1. Register to the User Support Systems (J-PARC User Support System, KEK User Support System).
2. Receive the J-PARC Users ID card which Consultation Service (JISTEC) contact information is attached.

◆ KEK Staff

1. Submit Registration form to Users Office ([Format file is downloadable from here](#))
2. Registered staff members receive the Emergency Consultation Service Card.

HOW to APPLY

- Applicant can our receive service **after completing above registration.**
Registered foreign researchers or supervisor/staff in charge write detailed request by e-mail. The request must **contain specific date and time, necessary information, and desired services.**
- **Please be sure to send email to Users Office at a first-contact.** Users Office confirms the request and arrange the first day with the person in charge of Consultation Service (Consultant).
- **On the first day**, applicants will receive email/phone call from Consultant, and get advice/support or make the next appointment. After the second time, applicant can directly communicate with Consultant, please note that if there is no urgency, the reply including email will be on Tuesday.

OUR SERVICES

Following services are available on **EVERY TUESDAY 9:00-17:00.**

Accompanying including travel time for these supports are available.

1. Foreign resident registration, National health insurance, banking matters
2. Renting unit and related procedures
3. Enrolling and using educational institutions etc. for the family
4. Transferring driver's license of your country
5. Treatment in emergencies
6. Accompanying to the consultation with a doctor
7. Purchasing mobile phone, Setting up internet
8. Providing living information
9. Other support related daily life

* Regarding above 1, 2, 3 and 7, applicants are able to submit a power of attorney to get the Consultant performed procedures on your behalf, if it is necessary to take measures against infectious diseases.

OTHERs

TELEPHONE COUNSELING is available on 8:00 am - 12:00 am (only in the morning (A.M.)) in case of **emergency such as sudden illness or accident.** (Excluding Year-end and New Year holidays (from December .29 to January 3)) This does not include accompaniment or rushing to the scene.

Find the mobile phone number on your Emergency Consultation Service Card or User ID tag.