

Category	No.	Question	Answer
Preparation and confirmation before applying	1	Tell me the appropriate PC configuration for Internet application.	Please refer to : http://exam.52school.com/guide/hosei-jlp-en/
	2	May I use a PC at school or in the office to apply for?	Yes, you can apply wherever you want as long as the PC connected internet and printer.
	3	May I use my free email account (e.g. Yahoo,Hotmail,Gmail etc.) to apply for?	Yes, you can use free email account (e.g. Yahoo,Hotmail,Gmail etc.) as long as you can receive notification emails from Hosei University.
	4	May I use my mobile phone's email account for registration?	No, you may not. Please use email accounts can be viewed on your PC.
Registration for application	5	Can I change the information to enter after registration?	No, registered information can not be changed after registration. Should you realize the mistake, please contact below email address. <Contact>Global Education Center, Hosei University Email:h-jlp@ml.hosei.ac.jp
	6	Can I change "Program Period" after registration?	No, you can not change after registration.
	7	I registered my email address but haven't received reply of "completion of registration".	Please confirm whether your typed email address is correct or not. Then check "inbox folder" and "spam mail folder" as well.
	8	Entering my official name in Japanese(Kanji) or Chinese, an error occurs. What should I address?	Please use alternative common character when you type name or address. e.g. 高木→高木 山崎→山崎 (Roman figure)Ⅲ→("I" of alphabet)Ⅲ
	9	I'd like to know whether my information has been registered or not, because my PC has frozen before completion of registration.	When the registration has been completed,"reference number" and "security code (password)" are sent to your registered email address. Please check your incoming mail box and confirm the registered information from "my page".
	10	I can't log in to "my page (Confirmation of your Application Info)".	Please check your incoming mail box. Then confirm whether the reference number, security code (password) and a date of birth are correctly typed.
Payment	11	Is the screening fee (25,000JPY) included the comission?	No, you will be separately charged 900 JPY as a comission fee.
	12	I'd like to confirm whether a screening fee paid without problems.	You will receive the reference number and security code(password) after completion. This means that screening fee has been paid.
	13	Can I cancel after paying a screening fee?	No, you can't refund it, once you paid the fee.
	14	Entering the incorrect information for credit card repeatedly, I cannot pay for it. What should I do?	Please contact below email address. <Contact>Global Education Center, Hosei University Email:h-jlp@ml.hosei.ac.jp
Application documents	15	Where can I get the required forms to apply for?	Please refer to the following : http://exam.52school.com/guide/hosei-jlp-en/
	16	I'd like to confirm whether my application materials reached Hosei University or not.	Please go to : https://trackings.post.japanpost.jp/services/srv/search . You will see the present status. In case of finding incomplete documents, we will contact you.