

# Notification of Current Situation Online Application Procedure

Prepare the necessary documents, fill out the fields on the national Mynaportal, and attach the documents as data.  
You can apply without a My Number card.

Reception  
period

9:00 am April 22, 2026 (Wed.) to  
11:59 pm May 20, 2026 (Wed.)

This guidance is intended for applicants who will submit their application by attaching documents such as employment certificates. If the certification reason listed in Section 3 of the separate document, 'Online Application for the Status Report,' is 'employment' for all guardians, please proceed with the procedure using the QR code provided in the separate document.

## STEP. 1

Prepare the required documents (documents to attach during application), and convert them to a PDF.\*

- Check the documents listed in '2. Documents to Attach When Submitting the Online Application' in the separate document titled 'About the Notification of Current Situation Online Application,' prepare the required documents, and convert them to PDF or other digital formats.
  - \* **You can attach an image (photo). Ensure that the information in the image is clearly legible.**
    - Confirm that it is filled out completely. You must input the number of days/hours worked, period of employment, etc., from the employment certificate into the application form. If there are omissions, you cannot apply.

## STEP. 2

Access the Mynaportal application site from the banner on the Yokohama City website online application page

- Have the 'Notification Regarding the Current Situation' that was sent to you and your certificate of employment at hand (there are items where you will need to enter the information from the employment certificate).
- The Mynaportal is available 24 hours a day.
  - However, it may be down at times for maintenance. Check the Mynaportal site for information on maintenance, etc.

Notification of Current Situation  
Online Application page →



It provides points to keep in mind when filling out the application and a FAQ. Please refer to it.

## STEP. 3

Input the required items, attach the required documents, and submit (apply).

- After applying, you will receive a "[Mynaportal Pittari Service] Electronic Application Receipt Notification", which is automatically sent by Mynaportal.
  - If your registered email address can only receive emails from specific domains, configure it so that you can receive emails from "@mail.oss.myna.go.jp".
  - After completing the application, please download the application data before closing the screen (a button labeled 'Download a copy' will appear after sending).

If you do not apply by the deadline, you may be unable to be certified for the benefit.

- If there are errors or omissions in the application or attached documents, we will contact you by email, post, or phone.
- If you cannot apply online, contact us at the Yokohama City child and childcare system dedicated number shown on the back.

Also check the back side

## Notes

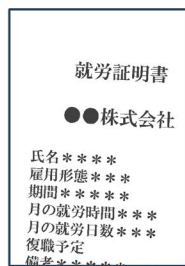
- (1) The application form takes about 30 to 40 minutes to fill out. If no operations are performed for a set time period (around 60 minutes), a timeout will occur. Before filling out the form, prepare the required documents (including PDF conversion/image data).
- (2) The certified guardian for the benefit must submit the application (the person whose name is listed in the "Certified Guardian for the Benefit" section of the "Notification of Current Situation").  
To change the guardian to be certified for the benefit (from mother to father or father to mother), contact the Children and Families Support Division of the ward office where the facility is located. (If you are using an unlicensed nursery facility or nursery school or kindergarten outside of the city, contact the Children and Families Support Division of the office of the ward where you live.)
- (3) Ensure that your attachments are complete and clearly legible.  
If they are difficult to read, you may be requested to resubmit them.

[Exercise caution when attaching certifying documents as image files (photos)]

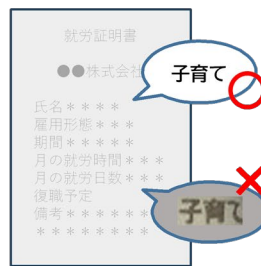
✖✖ Examples that could delay processing ✖✖ ✖✖ ✖✖ ✖✖ ✖✖ ✖✖



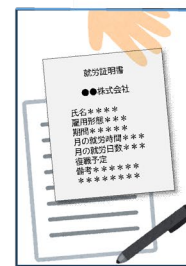
Example 1:  
You can see your shadow in the photo



Example 2: Parts are missing



Example 3: The image is too dark or the letters are too light, smeared, faded, or blurry



Example 4: Other objects are included in the photo, and the document is too small

You can send an image, but PDF files are recommended.

You can convert data to a PDF with a smartphone application.

- (4) If you wish to submit additional documents, you can submit them through the 'Yokohama City Electronic Application and Notification System' indicated on the Yokohama City website that you accessed from Step 2 on the previous page.
- (5) If your application requires corrections, contact the Children and Families Support Division in the office of the ward where the facility is located (or where you live, if you are using an unlicensed nursery facility). You cannot make changes through Mynportal.

## [Inquiries]

### Inquiries regarding Mynportal or My Number

- **FAQ on the Mynportal site**
- **General number regarding My Numbers: 0120-95-0178**
  - \* Hours: weekdays 9:30 am to 8:00 pm / weekends and holidays 9:30 am to 5:30 pm (except during the new year holiday period)
  - \* For inquiries regarding your My Number pin code, etc., contact the Family Registry Division in the ward office where you live.



### Inquiries regarding items in the application

- **Yokohama child and childcare dedicated number: 045-664-2607**
  - \* Hours: 8 am to 8 pm (excluding weekends and holidays)

### Changes to certification or individual concerns

- **If you are using a licensed nursery school or kindergarten:**  
Children and Families Support Division in the office of the ward where the facility is located
- **If you are using an unlicensed nursery facility or nursery school or kindergarten outside of the city:**  
Children and Families Support Division in the office of the ward where you live