

# Notification to Spouses and dependents aged 40 and over enrolled in the Tohmatsu Health Insurance association



For security purposes, the Tohmatsu Health Insurance Association issues user IDs and passwords for accessing a range of services related to your health insurance on our website. If you wish to use these services, please obtain your user ID and password as described below.

\*Medical expense statements are accessible only to insured persons.

Tohmatsu Health Insurance Association



First, access the health insurance website!  
(<https://www.tohmatsu-kenpo.jp/>)

## How to obtain a user ID and password

There are two options for obtaining your user ID and password:

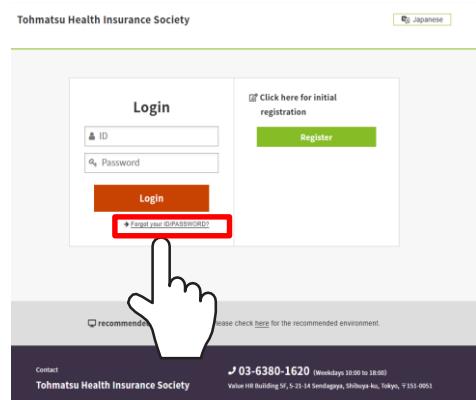
- ① You will be sent a notification email with a URL link to your registered email address, where you can access your user ID and password.
- ② A notification will be sent to you by postal mail.

We recommend that you receive your user ID and password via email, as it provides immediate access. Alternatively, you can choose to have them sent to you by mail.

### step 1

When you access the Tohmatsu Health Insurance website, a login screen will appear.

Click on the “Forgot your ID/PASSWORD?” text.



### step 2

If you choose to receive your user ID and password by email, you will be directed to the 'Forgot your ID/Password' page. The same process is used if you forget your ID or password.

Your ID / PASSWORD will be sent to your email address

The person who has registered an e-mail address

The system will automatically give you a your ID and a reassigned password. Enter your registered email address, and click the [Send] button.

Email address

\* If you have domain specification reception, etc., please "permit" the receipt of emails from "no-reply@apap.jp" and try the procedure again from the beginning.  
\* You may receive the e-mail in your junk box or others.  
Please make sure to check it at your side if it's not reached to your inbox.

The person who has not registered an e-mail address, or who forgot the e-mail address that registered

Enter the required items on the inquiry form.

We will send you a URL for viewing your password, etc., to your registered email address. Access the URL to check your password and other information.

To request a user ID and password to be sent to a specified e-mail address, please [→お問い合わせフォームはこちら](#)  
Click on the button.

### step 2'

If you choose to receive your user ID and password by mail, you will be directed to the 'Forgot your ID/Password' page. The same process is used if you forget your ID or password.

Your ID / PASSWORD will be sent to your email address

The person who has registered an e-mail address

The system will automatically give you a your ID and a reassigned password. Enter your registered email address, and click the [Send] button.

Email address

\* If you have domain specification reception, etc., please "permit" the receipt of emails from "no-reply@apap.jp" and try the procedure again from the beginning.  
\* You may receive the e-mail in your junk box or others.  
Please make sure to check it at your side if it's not reached to your inbox.

The person who has not registered an e-mail address, or who forgot the e-mail address that registered

Enter the required items on the inquiry form.

We will send you a URL for viewing your password, etc., to your registered email address. Access the URL to check your password and other information.

User ID and password notification by mail.  
Click "Inquiry form" if you wish to do so.

## step 3

For users a with registered email address,

You will receive a URL at your registered email address.

Received Your Inquiry

We have duly received your inquiry.

Please make sure to contact us at that time, we will ask for the inquiry number, **so please take a note of the following number.**

Inquiry number

How to check the inquiry results

The URL that enables you to view the inquiry results will be sent to the email address you entered. You can check the inquiry result by accessing the URL described in the email.

\*You can check the your ID and reissued password only when the information can be verified.

\*If you do not access the website within 24 hours, the following URL will no longer be valid.

If you do not receive the inquiry result email

If you do not receive the email, the following reasons may be possible.

1. **It reaches the junk mail folder.**

If the email does not arrive even though the email address has been entered correctly, please check your junk mail folder as it may have been set as junk mail.

2. **The email address is incorrect.**

Please confirm whether the email address is correctly set and try the procedure again from the beginning.

3. **Domain designated reception is set.**

If you have domain specification reception, etc., **please "permit" the receipt of emails from "no-reply@apap.jp" and try the procedure again from the beginning.**

4. **Delayed receipt of email.**

There may be some delays in receiving an email depending on the status of the server.

Email	info@apap.jp
Business hour:	9:30 - 18:00 (Excludes weekends, holidays, and New Year holidays)

Copyright (C) Value HR Co.,Ltd. All rights reserved.

You will receive an email as follows shortly. The sender email address is [no-reply@apap.jp](mailto:no-reply@apap.jp).

Your user ID and password will be displayed when you click on the URL in the email. These credentials are for one-time use only.

## step 3'

For those who have not registered an email address or have forgotten their registered email address, ...

"Please fill in your personal information."

Japanese

Your ID / PASSWORD will be sent to your email address

Enter (verify) the information below, and press [Next].

Employee number	<input type="text"/>	
	*Please do not enter if you do not have it.	
Health insurance(Optional)	<input type="text"/> code	<input type="text"/> number
Full name(kanji)	<input type="text"/>	
Full name(full size katakana)	<input type="text"/>	
The date of birth	<input type="text"/> yyyyymmdd	<input type="button" value="Calendar"/>



"After filling in all the required fields, click the "Next" tab."

Your ID / PASSWORD will be sent to your email address

The system will automatically give you a your ID and a reissued password.

Please select a email address.

Registered address: m\*\*\*\*\*@valuehr.com

Unregistered address

\* If you have domain specification reception, etc., **please "permit" the receipt of emails from "info@apap.jp" and try the procedure again from the beginning.**

\* You may receive the e-mail in your junk box or others.

Please make sure to check it at your side if it's not reached to your inbox.

Please choose an email address.  
Your ID and password will be sent to your chosen email address.

You will receive the following email later.

[Email address sent from : no-reply@apap.jp](mailto:info@apap.jp)

Click on the URL in the e-mail, and your user ID and password will be displayed.

User ID and password can be used only once.



### What can I do with my own ID and password?

- You can make an appointment and apply for a medical checkup.
- You can check the results of your own medical checkup on the Web.