item number	Category	Question	Answer
1	Create Account	Can anyone register?	Yes, if you agree to the terms of use, anyone can register.
2	Create Account	I don't have a mobile phone or smartphone, can I register?	No. As two-step authentication by phone number (SMS) is required, those who do not have a device that can receive SMS cannot register.
3	Create Account	E-mail/SMS is not delivered.	Please check if your email address or phone number is correct. If sending e-mail or SMS results in an error, please try again later. Also, if you cannot receive e-mail or SMS, check the site of your mobile phone company, provider, or terminal manual.
4	Create Account	I don't know how to register, can you help me?	No. We do not provide individual support.
5	Create Account	My last/first name has changed. Please tell me how to change them.	Change from the User Information page. Refer to the user's manual for how to edit account information.
6	Create Account	I registered wrong first/last name mistakenly. Please tell me how to change	Change from the User Information page. Refer to the user's manual for how to edit account information.
7	Create Account	I want to change my username.	Change from the User Information page. Refer to the user's manual for how to edit account information.
8	Create Account	I want to change my email address.	Change from the User Information page. Refer to the user's manual for how to edit account information.
9	Create Account	I want to change my phone number.	Change from the User Information page. Refer to the user's manual for how to edit account information.
10	Create Account	I want to change my user ID.	No. The user ID is assigned a random value (UUID) when the user is created and cannot be changed by the user.
11	Create Account	Can I get multiple IDs by myself?	Yes, there is no problem. However, since the registration of the same e-mail address is restricted, prepare multiple e-mail addresses.
12	Create Account	Can I share my ID with multiple people?	Please create an individual account and do not share or transfer the ID.
13	Create Account	Can I transfer my ID to someone else?	Please create an individual account and do not share or transfer the ID.
14	Create Account	The checkbox for consent to the privacy statement is not displayed on the screen.	Please be sure to scroll down to the bottom of the screen and check the explanation regarding the handling of personal information. If it still does not appear, please delete your browser cache and try again. If the issue persists, please report it through the
15	Create Account	The account creation screen is not displayed properly and registration cannot proceed.	Please delete your browser cache and try again. If the issue persists, please report it through the inquiry form.
16	Delete Account	I don't use the portal anymore, please tell me how to delete the account.	Change from the User Information page. Refer to the user's manual for how to delete accounts.
17	Delete Account	If I delete my user, will all my personal information be deleted?	When you delete your user, all personal information associated with the account is deleted. For input data for individual technologies, please see the Frequently Asked Questions (FAQ) for each technology.
18	Delete Account	Why do I delete two accounts (AD account and Portal account) when I delete my account?	We apologize for the inconvenience. When the account was created, two accounts were automatically generated: one is for logging in (Portal account) and the other is for issuing API access tokens (AD account). Currently, we are not able to provide the ability to delete two accounts at the same time, so you have to delete two accounts in order.
19	Operation	Where is the server running?	The Fujitsu Research Portal User Account Management service runs in the Microsoft Azure Japan region.
20	Operation	Too much maintenance	We apologize for the inconvenience. This portal is free, so there is no service level setting. If you want paid support, please contact us from Service ML.
21	Operation	Can't I use the service during maintenance?	No. You cannot use the service during maintenance.
22	Operation	Is it possible to change the maintenance time?	No. We do not provide individual support.
23	Technology	What kind of technology is XXX (ex, Tr3)?	For questions about each technology, please refer to the description page, how to use each technology, and frequently asked questions (FAQ).
24	Technology	What is the difference between XXX (ex, Tr3) and ZZZ (ex, Data e-TRUST)?	For questions about each technology, please refer to the description page, how to use each technology, and frequently asked questions (FAQ).
25	Technology	What is system requirements for each technology?	For questions about each technology, please refer to the description page, how to use each technology, and frequently asked questions (FAQ).
26	Technology	I want to know the details of the technology.	No. We do not provide individual support. Please check the published documents.
27	Technology	The application seems to be broken.	Please check the explanation page of each application and the user's manual for how to use it. If an error occurs when you invoke the API as described in the user's manual, please contact us using the contact form, including the API request information, the error message that is occurring, and where to look in the user's manual.
28	Personal Information	I'm worried about personal information (last name, first name, phone number, e-mail address, etc.) leaking out.	Personal information will be handled appropriately in accordance with the Personal Information Protection Policy (https://www.fujitsu.com/global/about/resources/privacy/).
29	Personal Information	Who manages personal information?	Fujitsu Limited manages the data. The personal information management of this portal is not entrusted to a third party. The personal information is managed on Microsoft Azure.
30	Personal Information	Why do I need to set my first and last name?	This is for identification at the time of inquiries about personal information and to prevent prank registration.
31	Personal Information	Why do I need to set my phone number?	This is to prevent prank registration by confirming personal identification and valid contact information when making inquiries about personal information.
32	Personal Information	Why do I need to set my email address?	This is to prevent prank registration by confirming personal identification and valid contact information when making inquiries about personal information.
33	Services	Why can I use it for free?	We want to get a lot of feedback from you by publishing our technologies through the Fujitsu Research Portal. Please feel free to give us feedback if you are interested in the technologies.

34	Services	Is it really free?	Yes, you can use the technologies published through Fujitsu Research Portal for free. Fujitsu does not charge for the use of this portal, although actual costs may be incurred in connection with some external services.
35	Services	I would like you to support me even if I pay for it.	Yes, please contact Service ML.
36	Services	Can I use it in my own product?	Yes, please contact Service ML.
37	Services	Is it okay to profit from a third party using the technologies?	Yes, please contact Service ML.
38	Services	Is it possible to remove the API restrictions?	Yes, please contact Service ML.
39	Services	Can you do interviews about	Yes, please contact Service ML.
40	Services	Can I use it for free forever?	Yes, there is no charge for the published technology on this portal and you can use it for free. However, changes to this published technology and the Portal may be made or terminated without notice.
41	Services	Doesn't the service end suddenly?	Changes to the published technology and this portal may be made or terminated without notice.
42	Services	Can I use it from overseas?	Yes, you can use it. However, it is provided from Japan.
43	Services	Is the XXX technology (not listed in the portal) not open to the public?	Please make your request from the contact form. However, it is free of charge, so we may not be able to meet your request. If you want paid support, please contact Service ML.
44	How to use	I don't know how to use the API.	For general information how to use the API on this portal site, please refer to the "How to Use" page. If you have questions about the APIs that each technology provides, please refer to the description page, how to use each technology, and frequently asked
45	How to use	I don't know how to use the sample application.	For questions about each technology, please refer to the description page, how to use each technology, and frequently asked questions (FAQ).
46	How to use	I don't know how to get the API token	For information on how to obtain API tokens on this portal site, please refer to the How to Obtain API Tokens page.
47	How to use	Can I use it from smartphone or tablet?	A web-browsable device may be available, but has not been tested.
48	How to use	What OS is supported?	It seems to be available if it is a web-browsing OS, but we have not checked its operation outside of Windows.
49	How to use	Is there any possibility of getting infected by viruses?	The content published on this portal is virus checked. For general antivirus measures, please check "Cyber Security Site for Citizens (https://www.soumu.go.jp/main_sosiki/cybersecurity/kokumin/index.html)" published by Ministry of Internal Affairs and Communications, etc.
50	How to use	I don't know how to open the document	It can be viewed in browsers that support PDF formats by default, such as Google Chrome and Microsoft Edge. If you are using a browser that does not support PDF, use a PDF reader.
51	How to use	Can I ask how to use it by e-mail or	No. We do not provide individual support.
52	How to use	Is it possible for you to make the XXX function available?	Please make your request from the inquiry form. However, it is free of charge, so we may not be able to meet your request.
53	How to use	I can't use the features on the press release or the website.	Please make your request from the inquiry form. However, it is free of charge, so we may not be able to meet your request.
54	How to use	It suddenly became unavailable.	Please check the situation by following the procedure below if you have trouble such as this portal is not available. 1.Please check the information page (https://portal.research.global.fujitsu.com/en/news) of this portal for maintenance and failure status. 2.Check the Microsoft Azure Status page (https://azure.status.microsoft/en-us/status) for any faults. 3.Please try again later. 4. If the problem persists, please use the inquiry form to report the status of the problem (Which page, which API, and what error message are displayed?).
55	How to use	API call results in an error.	Check the user's manual. If an error occurs when you invoke the API as described in the user's manual, contact us using the contact form, including the API request information, the error message that is occurring, and where to look in the user's manual.
56	How to use	Does the API token have an expiration date?	The API token expires 24 hours after it is issued. The expiration date of the issued API token cannot be extended, so please reissue it.
57	How to use	How do I get an account?	Please check the account creation procedure.
58	How to use	I'm an employee of Fujitsu. Can I use it without registration?	No. We are currently considering a system to make it easier for Fujitsu employees to use. Please create an account in the same way as an external user.
59	How to use	I am a member of a competitor of Fujitsu, but is there no problem to use it?	Yes, you can.
60	How to use	Isn't the data I sent seen by a third party?	Some technologies share data areas with other users. Do not enter data that could cause problems if it is shared with a third party.
61	How to use	Please tell me how to implement an app using API.	No. We do not provide individual support. Please check the published documents.
62	How to use	An error occur even if I operate according to the user's manual.	Please check the situation by following the procedure below if you have trouble such as this portal is not available. 1.Please check the information page (https://portal.research.global.fujitsu.com/en/news) of this portal for maintenance and failure status. 2.Check the Microsoft Azure Status page (https://azure.status.microsoft/en-us/status) for any faults. 3.Please try again later. 4. If the problem persists, please use the inquiry form to report the status of the problem (Which page, which API, and what error message are displayed?).

63	How to use	Error does not disappear	Check the user's manual. If an error occurs when you invoke the API as described in the user's manual, contact us using the query form, including the API request information, the error message that is occurring, and where to look in the user's manual.
64	How to use	I don't know how to use the downloaded file.	Check the user's manual associated with the downloaded file.
65	How to use	Not accessible from a specific environment	Use the query form to provide information about your specific environment (OS, network settings, etc.) and the status of the problem (What URL or API and what error message is being displayed?).
66	How to use	It seems to be an error in a specific environment.	Use the query form to provide information about your specific environment (OS, network settings, etc.) and the status of the problem (What URL or API and what error message is being displayed?).
67	How to use	Can I search for other users?	Provides an API that allows you to retrieve account information from a user name. For details, refer to the user's manual for how to search for accounts. Note that only the user name and user ID can be acquired.