

## Student Medical Examinations/New Student Medical Examinations Online Reservation FAQ

Q1: How do I change/cancel my reservation?

- During the online reservation period, you can cancel using the URL in the confirmation email you received.
- After canceling your old reservation, you can then make a new one online. You do not need to contact us.

Q2: What should I do if all the days for my faculty are fully booked?

-New Student Medical Examinations (April 1st, 4th, & 5th):

There should be enough time slots for everyone for the New Student Medical Examinations, but if you cannot make a reservation, please make an online reservation for the Student Medical Examinations held on/after April 21 (see the Student Health Care Center website for details).

-Student Medical Examination/Fall Chest X-ray (April, May, October, November)

Make the reservation for any other day/time convenient to you.

Q3: What should I do if I do not receive the confirmation email?

-There are several possible reasons for this:

- A. The message may have been placed in your SPAM folder. Check to see if it is there.
- B. Your account is configured to reject email sent from PCs.
- C. Your email address was entered incorrectly on the online reservation form.

-Solutions for B & C:

Make a new reservation using an account that can receive email from PCs. You do not need to cancel your old reservation.

Q4: I am not sure whether I have a reservation. How can I check? / Can I make multiple reservations?

-You will receive a confirmation email after you make your reservation. If you did not receive this email, please see Q3.

-Please DO NOT make multiple reservations under different email addresses. (Excluding the cases described in Q3.)

Q5: I don't have an email account. Do I have to use my own email address?

-You can use someone else's email address if the address's owner consents. However, please inform the owner that a confirmation email, and any urgent announcements related to the pandemic etc., will be sent to them.

Q6: What should I do if I cannot come on time for my reservation?

-If you do not arrive on time, your reservation will be canceled automatically.

-If you cannot come on the day of your reservation, please make a new reservation. (New undergraduate students should make a reservation for the Student Medical Examinations held on/after April 21.)

Q7: What should I do if I feel unwell on the day of my reservation?

-If you are unwell, DO NOT undergo the medical examination.

-Your reservation will be canceled automatically, so you do not need to contact us.

Q8: What should I do if I want to cancel my reservation but can't?

-If you did not receive the confirmation email, see Q3.

-It is possible to cancel immediately before the reservation date/time.

Q9: What should I do if I forget to make a reservation?

-Please make an online reservation during the designated period.

-Even after the online reservation period, if examination time slots open due to cancellations you can reserve them until midnight, two days before the the date of the examination. Please check availability.

Q10: I do not have a reservation. Can I undergo the examination anyway?

-No. An online reservation is required to undergo the examination.