

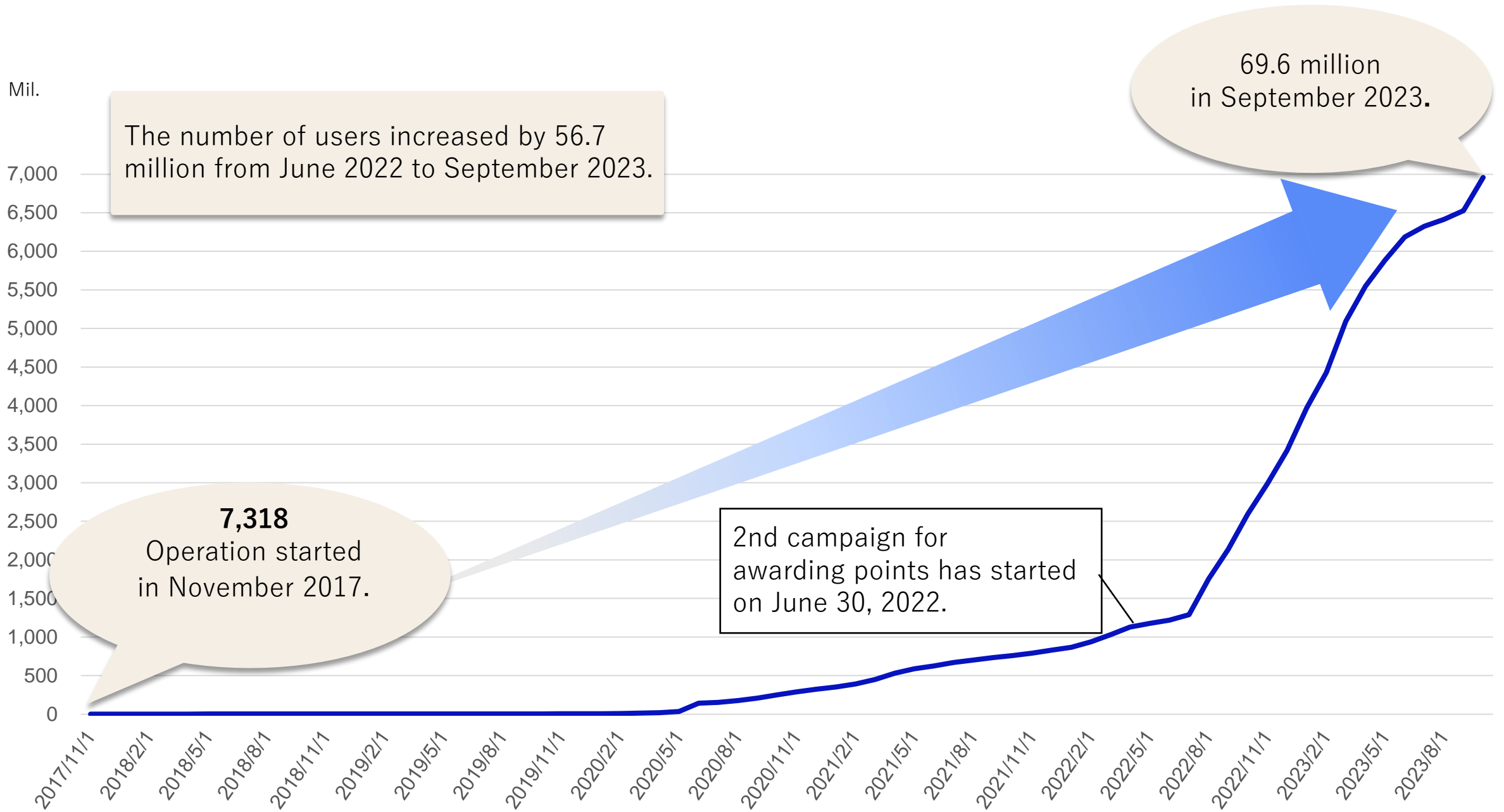
Enhancing Functionality of Mynaportal

As of November 2023



What is Mynaportal?

- Mynaportal is an online platform that provides various administrative services, such as procedures for childcare and nursing care.
- Users can also verify their income, tax, and other information by using this online platform.
- As of the end of September 2023, Mynaportal has around 69.6 million registered users.





Search and e-submission

- Mynaportal offers a digital platform for searching and submitting applications to local governments.
- Users can submit applications for services such as childcare, nursing care, and supporting disaster victims.
- Some local governments also offer their own services such as applications for local events.



Access and check the personal information

By using Mynaportal, users can access and check their personal information stored by government agencies, such as household, income and tax, medical treatment and expenses, health insurance, pension, public benefits and vaccinations.



Receive notifications

- Users can receive various information from government agencies, etc.

History of interaction

- Users can verify how their data related to individual numbers has been shared by administrative services.

Connect to external online services

- Users can sign into e-Tax and other government online services by using the “Motto Tsunagaru (More Connected)” function of Mynaportal.



Improvement of UI/UX

Mynaportal is currently facing the following issues:

1. Overwhelming amount of information on the portal.
2. Difficulty in finding specific functions
3. Complicated operations

To address these issues, we are working on improving the user interface (UI) and user experience (UX) of our services. Our focus is on making procedures easy to perform, while providing sufficient and relevant information to the users.

We launched Alpha versions in December 2022 and March 2023. At the end of August 2023, we began rolling out the Beta versions and have since been dedicated to improving our services based on user feedback.

We have simplified users' access to external online services like e-Tax, allowing them to log in and use them effortlessly.

Ensure transparency of information

2023/08 -

Registration status of bank account and health insurance

Users can check their information and status immediately after login



2023/08 -

Login history

Users can access their login history from the "Home" tab at any time



2023/10 -

Interaction history

Users can easily access their interaction history for quick reference



Roadmap to improve Mynaportal for FY2023

- 2023/08

Alpha version

- Basic was the default setting
- Alpha version was optional
- Alpha version had no unique functions



2023/08 – 2024/03

Beta version

- **Beta version is the default setting**
- Beta version offers several unique functions that differ from the prior version



2024/03 -

New version

- **Integrate Mynaportal into the new version**, while gradually adapting certain functions to the new design



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