

Parent Portal Site Tsubasa (for Niigata City) User Registration Guide

① What is Parent Portal Site Tsubasa?

It is a tool to communicate with schools and the Board of Education. You can check your payment status, such as school lunch fees and other school fees, and register for direct debit. Important information will be delivered via the portal, so please be sure to register.



② What you can do with Parent Portal Site Tsubasa

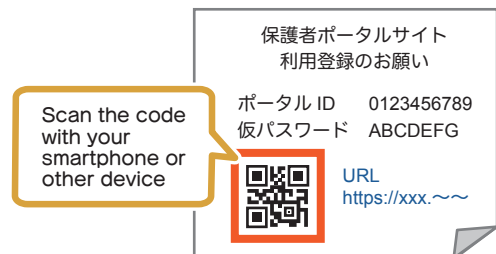
- You can apply for school lunch, etc., and register for direct debit.
- You can check the payment status for school lunch fees and other school fees, etc.
- You will receive information about school lunch fees and other school fees, etc.

Niigata City Parent Portal Site Tsubasa
Service hours

6:00 – 24:00

③ How to register

1. Scan the code printed on the attached paper entitled “新潟市学校給食費・学校徴収金等の納付【保護者ポータルサイト つばさ】利用登録のお願い (Request to register for Parent Portal Site Tsubasa to pay for school lunch fees and other school fees, etc.)” with your smartphone, or other device to access the registration page. (If you can't read the code, type in the URL or access via the Niigata City website.)
2. Enter the portal ID and temporary password written on the attached paper entitled “新潟市学校給食費・学校徴収金等の納付【保護者ポータルサイト つばさ】利用登録のお願い (Request to register for Parent Portal Site Tsubasa to pay for school lunch fees and school fees, etc.)” and click “Confirm (確認)”.



Access the “Parent portal site user registration” page

When registering an additional child in the portal, such as the sibling of a child already attending school, please refer to the “How to register additional eligible children” section on the reverse side.

Inquiries for Parent Portal Site Tsubasa (for Niigata City)

Tel: 050-2030-3209 (Hours: 9:00–17:00 Closed: Sat., Sun., and holidays)

E-mail: support@niigata-gakko.portal-tsubasa.ne.jp

How to register an account on Parent Portal Site Tsubasa (for Niigata City)

STEP 1

Check in the box after reading the Terms and Conditions and Privacy Policy.

Enter your e-mail address and click "Send e-mail (メールを送信)".

STEP 2

An e-mail entitled "仮登録完了のお知らせ (Notice of temporary registration completion)" will be sent to your e-mail address. Click on the URL written in the e-mail.

STEP 3

Read the displayed information and fill in the required fields.

STEP 4

Review your registration details. If everything is correct, click "Register (登録する)" to complete registration.

Required application for initial registration

STEP 5

Niigata City school lunch application

Review the information displayed, check in the box and click "Apply (申込み)".

STEP 6

Request to have school lunch fees deducted from Child Allowance

Select "Agree (同意します)" or "Disagree (同意しません)" and click "Apply (申込み)".

STEP 7

Enrolling in Japan Sport Council's (JSC) Injury and Accident Mutual Aid Benefit System

Select "Agree (同意します)" or "Disagree (同意しません)" and click "Apply (申込み)".

STEP 8

Other notes

Review the information displayed, check in the box and click "Apply (申込み)".

STEP 9

Direct debit registration

If you wish to register for direct debit online, click "Proceed to direct debit registration for school lunch fees and other school fees, etc. (external site) (学校給食費・学校徴収金等口座振替の手続きへ進む(外部サイト))". If you wish to register for direct debit by paper application or pay by payment slip, click "Go to my page (マイページへ移動)".

Your registration is completed. We hope you will make good use of the site.

* From the second login and onward, a one-time password will be provided.

How to register additional eligible children

If you have other children, you can register them by following the steps below.

1

Login with the registered ID (e-mail address) and password, and click "Settings (設定)" in the upper right of the screen

2

Click "Additional registration for eligible children (対象者追加登録)"

3

Enter the portal ID and temporary password of the eligible child you want to add and click "Confirm (確認)". Additional registration is now complete

4

Login once again and complete the required application for initial registration

* You can check the information of registered children by clicking "Child information (eligible person) (子ども(対象者)情報)" on the menu shown in step 2

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