

FlexIN operation manual

(For guests)



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1

System Requirements

To ensure proper use of the FlexIN Check-In System, please operate it under an environment that meets the required conditions.

Devices	Smartphones (Android, iOS) or tablets (Android, iPadOS), either a tablet or a smartphone
Peripherals	Built-in camera or webcam, speakers and microphone, or a headset
Browser	Android: Chrome, Firefox, Opera iOS: Safari
Network Environment	Internet connection (mobile data or Wi-Fi connection)

- **FlexIN check-in site URL**
<https://jsk-service.com/flexin>
- **FlexIN check-in site login screen**

Welcome to Self Check-in!

Please select a login method

1

Enter reservation code

or

QR code reading

2

日本語 English 简体中文 繁體中文 한국어

FlexIN ver 1.0
Last Update 20240325-01

FlexIN

1

Login method selection

You can choose between two login methods: entering a QR code or a reservation code/authentication code.

▼ Reservation code / Authentication code

Reservation Code

Enter your reservation code

Authentication Code

Enter your authentication code

Login

▼ QR code

Please enter the QR code to begin the process

SCAN

2

Language selection

You can select from Japanese, English, Chinese (Simplified or Traditional), and Korean.

● FlexIN Check-in Site HOME screen

Please check your reservation details

Facility	検証施設
Room number	Room1
Reservation holder	Alex
Reservation code	123456
Check-in Date and Time	2024/12/16 13:30
Check-out Date and Time	2024/12/20 13:00
Number of People	3名

Back to Login Screen

How to Proceed with This Reservation

Step.1 Register Guest Information
Please register the information of the guests who will be using this facility.

Proceed

Step.2 Check-in
Once you arrive at the facility, please proceed with the check-in process here.
Check-in can be completed after the reserved time.

Proceed

Step.3 Check-out
Please be sure to complete the process when checking out of the facility.

Proceed

Other Features

How to Unlock the Room

Contact Us

※Available to view after check-in

3 Reservation information

Display the basic details of the reservation information.

4 Logout

Back to the login screen.

5 Main menu

A menu button will be displayed to perform the procedure. The display changes depending on the check-in/ check-out date and time and guest check-in status.

Main procedure

- Step.1 Register Guest Information
- Step.2 Check-in
- Step.3 Check-out

6 Submenu

How to Unlock the Room

You can check the information regarding room entry and exit.
※Available after check-in.

Contact Us

You can contact the facility staff via phone or video call.

3 Login method

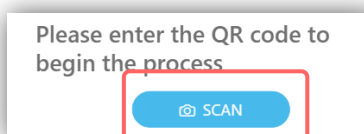
1 Access the FlexIN check-in system (<https://jsk-service.com/flexin>)

2 On the login screen, select the language from the button below.

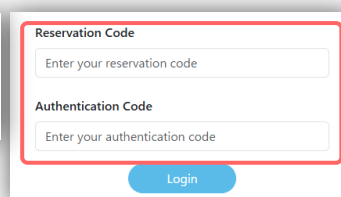


3 Scan the QR code or enter the reservation code/authentication code to log in.

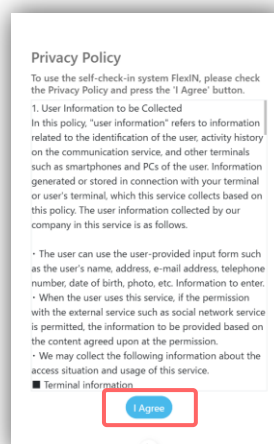
▼ QR code



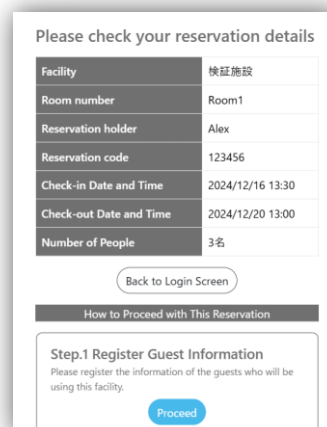
▼ Reservation code / Authentication code

A screenshot of the login screen. It has two input fields: 'Reservation Code' and 'Authentication Code'. Below these fields is a blue 'Login' button. The entire form area is enclosed in a red rectangular border.

4 The privacy policy screen will be displayed. After reviewing the contents, tap 'I Agree'.

A screenshot of the Privacy Policy screen. It contains text about the self-check-in system and user information collection. At the bottom, there is a blue button labeled 'I Agree', which is highlighted with a red rectangular border.

5 The HOME screen will be displayed.

A screenshot of the reservation details screen. It shows a table with reservation information: Facility (検証施設), Room number (Room1), Reservation holder (Alex), Reservation code (123456), Check-in Date and Time (2024/12/16 13:30), Check-out Date and Time (2024/12/20 13:00), and Number of People (3名). Below the table is a 'Back to Login Screen' button. Further down, there is a section titled 'How to Proceed with This Reservation' with a sub-section 'Step.1 Register Guest Information' and a 'Proceed' button. The 'Proceed' button is highlighted with a red rectangular border.

The FlexIN check-in site is equipped with features that flexibly accommodate the guest check-in process.

- **'Register Guest Information'**

Completing guest registration in advance enables a smoother check-in process upon arrival at the facility.

- **'Check-in'**

Guest identity verification and PIN code display.

- **About the HOME screen main menu**

A menu button will be displayed to perform the procedure. The display changes depending on the check-in/ check-out date and time and guest check-in status.

Before the check-in date

Log in before the check-in date and time

The 'Proceed' button displayed under 'Step.1 Register Guest Information' will change in blue.

Step.1 Register Guest Information
Please register the information of the guests who will be using this facility.

Proceed

On the check-in date

Log in between the check-in and check-out dates and times

The 'Proceed' button displayed under 'Step.2 Check-in' will change in blue.

Step.2 Check-in
Once you arrive at the facility, please proceed with the check-in process here.
Check-in can be completed after the reserved time.

Proceed

On the check-out day

Log in after completing the check-in process

The 'Proceed' button displayed under 'Step.3 Check-out' will change in blue.

Step.3 Check-out
Please be sure to complete the process when checking out of the facility.

Proceed

After completing the check-out process

Log in after completing the check-out process

Only reservation information will be displayed.

● Guest information registration

Guest registration can be completed before arriving at the facility. By registering in advance, you can streamline the check-in process upon arrival.

- 1 On the HOME screen, please click the '**Proceed**' button under 'Step 1: Guest Information Registration.'

Step.1 Register Guest Information

Please register the information of the guests who will be using this facility.

Proceed

- 2 Guest registration

1. To register the details of a guest whose name is already registered

- 2-1-1. Tap '**Register**' to begin entering the detailed guest information.

Current Registration Status

■ Representative : Pre-registration

Full Name

Alex

Register

Please complete the definitive registration.

- 2-1-2. Enter the required fields and tap '**Next**'.

Date of Birth 必須
年 / 月 / 日

Age 必須
Age

Age group 必須
▼

Purpose of Travel 必須
▼

Direct Mail 必須
▼

Next

- 2-1-3. Trace over the signature input area, sign your name, and tap '**Next**'.
You can rewrite it by tapping '**Rewrite**'.

Back

Please enter your handwritten signature.

Test

Rewrite Next

- 2-1-4. Tap '**Launch Camera**' and take a picture of your ID. Tap '**Next**' to proceed.

Step.1 Register Guest Information

3/4ページ

Back

Please take a photo of your ID card.

※For non-Japanese nationals, please take a photo of your passport.
※For Japanese nationals, please take a photo of an ID with a photo.
If you do not have an ID, please take a photo of your face.

Activate Camera

- 2-1-5.** Review the registration details, and if any changes are needed, tap 'Edit'.
If there are no changes, tap 'Complete' at the bottom of the screen to complete the guest information registration.

Step.1 Register Guest Information 4/4ページ

Back

Please confirm the details.

■ Registration Details

Full Name	Alex
Email Address	test@test.test
Phone Number	0000000000
Prefecture	日本以外

Edit

Complete

- 2-1-6.** After registering the guest information, if any changes are needed, tap 'Edit' or 'Delete'
- *If the administrator has set any items that cannot be changed, the relevant items will not be able to be changed from the guest screen after they have been entered. If you wish to change the entered information, please contact the administrator via the inquiry menu.

Current Registration Status

■ Representative : Registration Complete

Full Name	Alex	Edit
-----------	------	------

■ Other Guests : Registration Complete 1 人 1 unregistered people remaining

Full Name	Emma	Edit	Delete
-----------	------	------	--------

Proceed to Add Guest

2. To add a guest

- 2-2-1.** Tap 'Proceed to Add Guest'.

Current Registration Status

■ Representative : Registration Complete

Full Name	Alex	Edit
-----------	------	------

■ Other Guests : Registration Complete 1 人 1 unregistered people remaining

Full Name	Emma	Edit	Delete
-----------	------	------	--------

Proceed to Add Guest

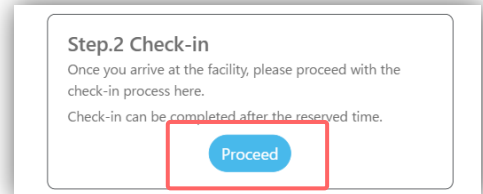
- 2-2-2 ~ 2-2-4.** This is the same as **Steps 2-1-2 to 2-1-6** under [\[p.7 '4. Check-in method'> 'Guest information registration' > '1. To register the details of a guest whose name is already registered'\]](#)

- 3** Please complete the guest registration for all guests by the time of check-in.

● Check-in to PIN code display

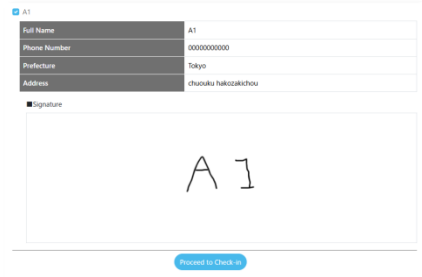
After arriving at the facility, complete the following check-in procedure using either the on-site device or your own smartphone.

- 1 Tap the '**Proceed**' button for Step 2: Check-in.



- 2 Check the information entered in the ledger, and if it is correct, check the box and tap "Proceed to check-in procedure."

Note: The displayed screen may vary depending on the settings.

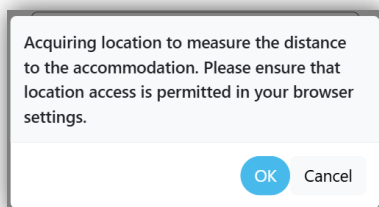


The check-in process flow and order may vary depending on the settings configured in the management screen. Here, we will explain the operation methods for each feature.

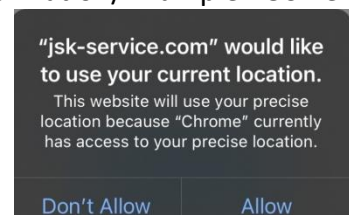
Check-in Settings: When Location Information is Required

A dialog box confirming location information access will appear. Tap 'OK' to close it. Allow the use of location information in the browser dialog.

▼ Location Information Confirmation Dialog

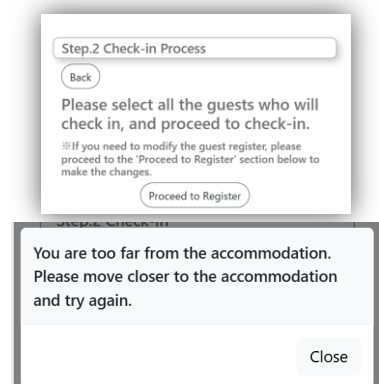


▼ Allow Browser to Use Location Information/ Example: iOS Version



If you are within the allowed range for check-in, you will proceed to the check-in screen.

Note: If you are too far from the facility, a dialog box will appear, and you will not be able to proceed to the check-in screen.



Check-in Setting: Agreement to the Facility Terms of Use

The facility's terms of use will be displayed.
After reviewing the contents, Tap '**I Agree**'
to proceed to the next step.

Note: The content of the facility terms of use must be configured in the management screen.

Please read the following Facility Usage Terms carefully. If you agree, click the 'I Agree' button.

Facility Terms of Use

I Agree

When the registration for all guests has not been completed

1. You cannot proceed with the check-in process.
Tap '**Proceed to Register**' and complete the registration for all guests.

Step.2 Check-in Process

Back

Please select all the guests who will check in, and proceed to check-in.

※There are guests who have not completed their register entry. Please proceed to 'Proceed to Register' below to complete the registration.

Proceed to Register

2. Tap '**Register**' or '**Proceed to Add Guest**' to complete the guest registration.

The method for registering guest details is the same as Steps 2-1-2 to 2-1-6 under [【p.7 '4. Check-in method'> 'Guest information registration' > '1. To register the details of a guest whose name is already registered'】](#)

Check-in Settings : Check-in is possible even if not all guests are present

Select the guests to check in, and tap '**Proceed to Check-in**'.
Please complete the check-in within the number of attempts allowed as displayed.

You have 5 check-ins remaining

Please ensure that all guests check in within the above mentioned number of times.

▲ If not all guests are registered

Even if not all guests are present at the time of check-in, the check-in process can be completed as long as the registration for all guests has been completed.

However, any guests arriving after the first check-in procedure must complete their check-in before the check-out process.

If the number of guests who have completed check-in does not match the reserved number, the facility manager may contact you for verification.

A1

Full Name: A1

Phone Number: 0000000000

Prefecture: Tokyo

Address: chuokyo hakozakichou

Signature

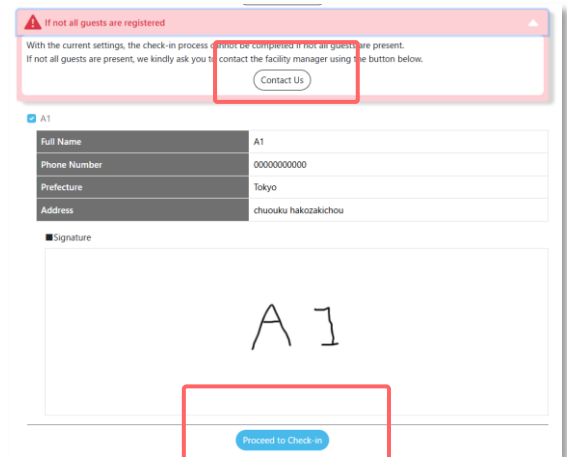
A1

Proceed to Check-in

Check-in Settings : Check-in is only possible when all guests are present

Check all the checkboxes for all guests, and tap '**Proceed to Check-in**'.

Note: If not all guests are present at check-in, please tap 'Contact Us'.



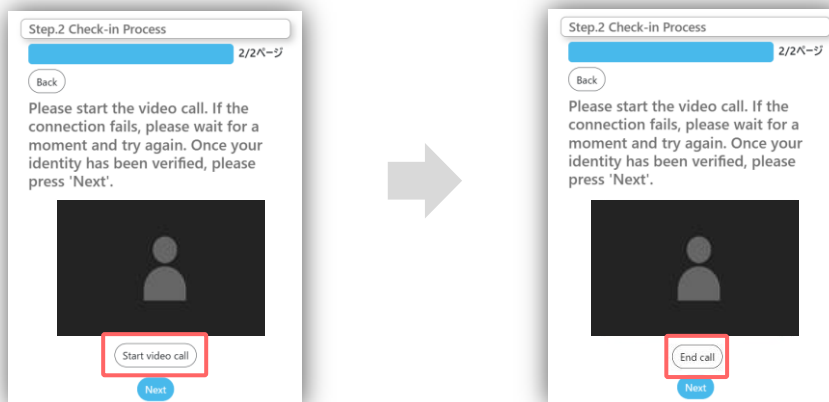
Check-in Settings: Identity Verification

Identity verification of the guest will be conducted via video call or by taking a photo of their face.

● Identity verification via video call

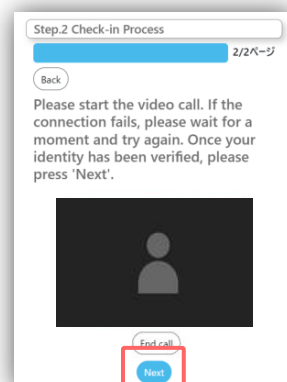
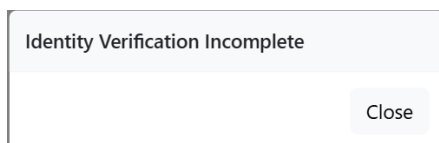
1. Tap 'Start Video Call' to initiate the video call.

After identity verification, tap the '**End call**' button to end the call.



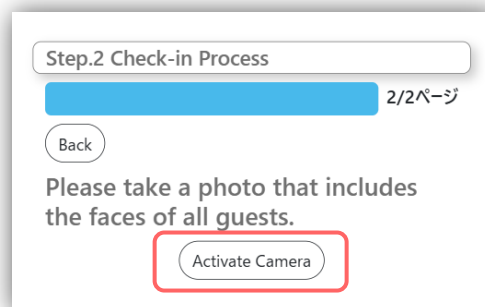
2. Tap 'Next' to proceed.

Note: If the identity verification by the operator is not approved, a dialog box like the one below will be displayed.

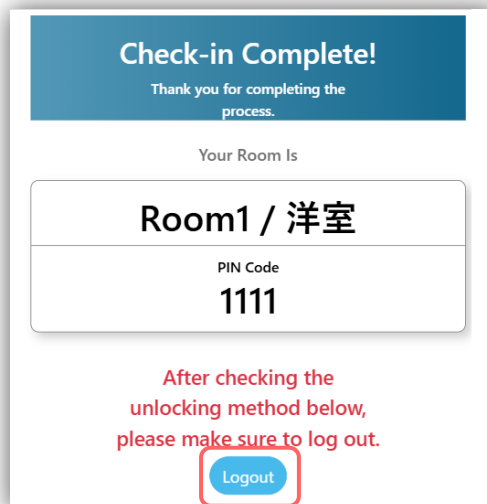


- **Identity verification by taking a photo of the face**

1. Tap '**Activate Camera**' to take a photo of the face. Make sure all guests are visible in the photo, then tap '**Next**' to proceed.

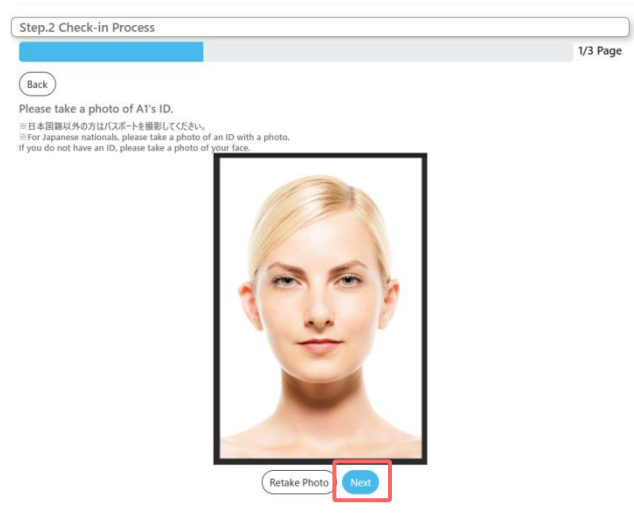


- 5 Once all check-in procedures are completed, the method to unlock the room and the PIN code will be displayed. Please check the information and tap "**Logout**" to log out.



Check-in settings: ID photo

Take a photo of the ID of the person whose name is displayed. You need to take photos for the number of people checking in. If photos have been taken in advance, this step will not be displayed.

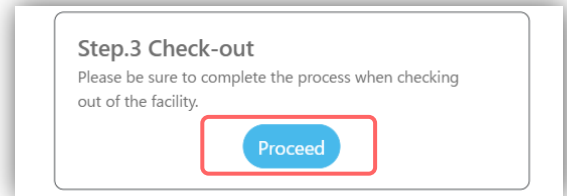


5

Checkout method

Complete the checkout process online.

- 1 Tap '**Proceed**'.

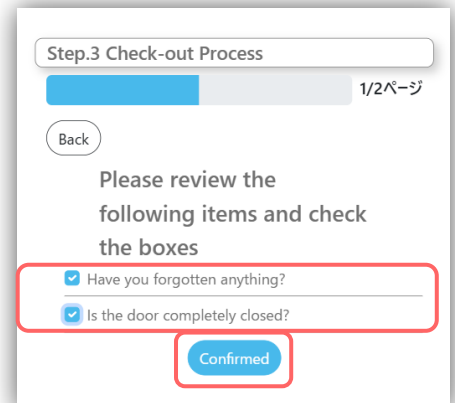


- 2 Proceed with the check-out procedure. Follow the instructions on the screen to continue.

The check-out procedure flow may vary depending on the settings in the management screen. Here, we will explain the operation methods for each feature.

Check-out Settings: Check-out Instructions

1. Check the box for the instructions, then tap '**Confirmed**'.

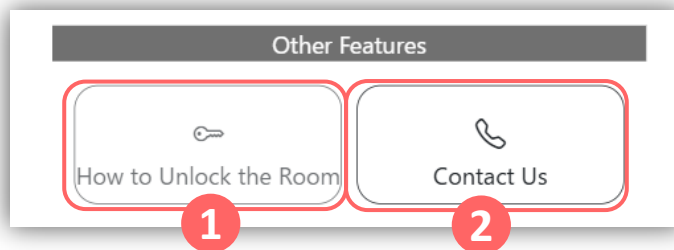


Check-out Settings: Identity Verification

Identity verification of the guest will be conducted via video call or by taking a photo of their face.

The details are the same as the identity verification under [\[p.11 '4. Check-in method' > 'Check-in to PIN code Display' > 'Identity verification via video call'\]](#)

The FlexIN check-in system has the following submenus:



1 How to unlock the room

You can check information about room entry and exit. This information can be accessed between the check-in and check-out procedures.

1. Tap 'How to unlock the room' in the submenu.

2. The unlocking and locking methods for room entry will be displayed.



2

Contact Us

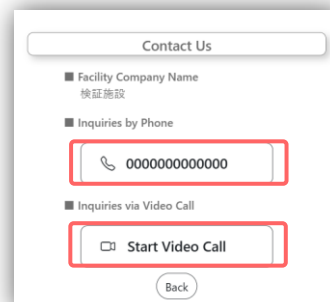
You can contact the facility staff by phone or video call.

1. Tap '**Contact Us**' in the submenu.

2. If you wish to contact by phone, tap the '**Phone Number Button**'.

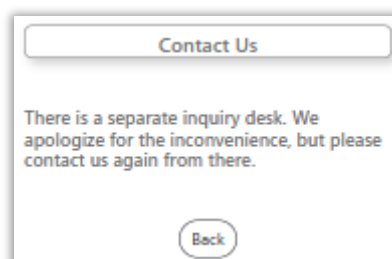
If you wish to make a video call, tap '**Start Video Call**'.

The details are the same as the identity verification under [\[p.11 '4. Check-in method'> 'Check-in to PIN code Display' > 'Identity verification via video call'\]](#)



The screenshot shows a 'Contact Us' screen with a title bar. Below the title bar, there are three sections: 'Facility Company Name' with the text '検証施設', 'Inquiries by Phone' with a phone icon and the number '00000000000000', and 'Inquiries via Video Call' with a video call icon and the text 'Start Video Call'. A 'Back' button is at the bottom.

3. If the inquiry menu is set to "Do not use" on the admin screen, it will be displayed as shown in the image on the right.



The screenshot shows a 'Contact Us' screen with a title bar. Below the title bar, there is a message: 'There is a separate inquiry desk. We apologize for the inconvenience, but please contact us again from there.' A 'Back' button is at the bottom.

