オクレンジャー

User Site Manual

For Smartphone users

Help Desk

0267-66-1383

Japanese-speaking staff only
Service hours: 9:00 – 17:00 on weekdays

ocrenger@pasmail.jp

After-hours emails will be answered later during our service hours

PASCAL

v1.36.1.0-0401

Web Manual

We provide a web manual that can be viewed from your browser.
We recommend that you check the latest contents from the following URL.

https://docs.ocrenger.jp/manual/user-sp_en

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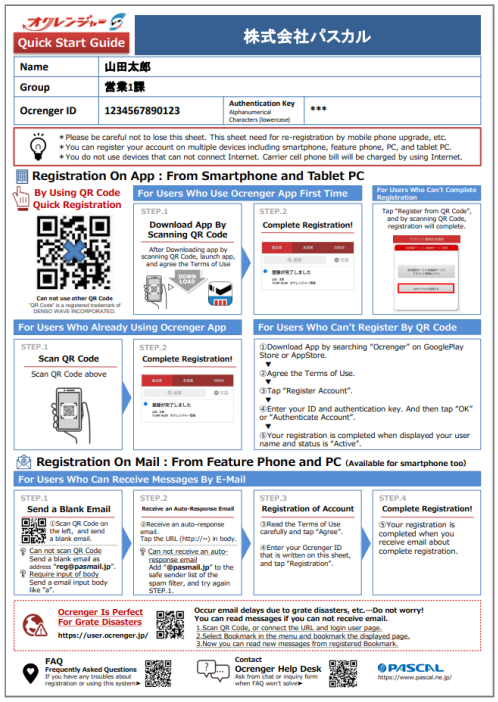
1. Before Using Ocrenger

1.1 Before using Ocrenger



- You need your ID to make inquiries to our Help Desk, to request reregistration, or for many other purposes. Please be careful not to lose your Quick Start Guide (see the picture on the right).
- You can register your account on multiple devices with one ID, including cellphones, smartphones, and computers.

  *You can also register by scanning the QR code for quick registration.

  * Your devices need to be connected to the Internet.

  * You don't need your ID to register for the Free Information Delivery Service.

1.2 If you don't know your ID

- If your administrator to reissue a Quick Start Guide.
- IDs are you have lost the registration completion email or your Quick Start Guide, request personal information. Pascal Corporation, including the Ocrenger Help Desk, does not have a record of IDs.

  * You can confirm your ID on the Ocrenger User Site. (Please refer the page Menu item Description).

1.3 To be notified of message arrival

- Make necessary registration to be notified of message arrival.
  If you have a smartphone (Android or iPhone), you can use the app, email, or both for registration.
  * It is not compulsory to register by both means.
  * It is recommended that you register both the account and email address(es) in case some trouble occurs such as delay in email transmission. As both the app and your email system will try to notify you of message arrival (ringtone, vibration, etc.), you will notice message arrival sooner.

  ① App: The Ocrenger App receives messages.
  As the app adopts push technology to receive messages (Android adopts pull technology as well), it would not be affected by email transmission delay caused by a large-scale disaster.
  ② Email: You will receive emails notifying you of message arrival.
  * Your email address will not be displayed on the Ocrenger Administration Site.
- Bookmark the User Menu page on the Ocrenger User Site so that you can readily check and read messages, schedules, bulletin boards, etc.
  * As the website does not notify you of the arrival of messages, be sure to register your account on the app or register your email address(es).

1.4 If you no longer need to receive messages

When you no longer need to receive messages from your organization due to graduation, changing schools, retirement, etc., your organization (sender of messages) will delete your ID. You do not usually have to go through any procedures.
* If you keep receiving messages, please unregister you email address(es) (Please refer the page Deletion of Email Address) or delete your account (Please refer the page Deletion of Account(Android) or Deletion of Account(iOS)).

1.5 When you changed your phones

- App users:
  Download the Ocrenger App at Google Play or App Store and register your account.
  * You cannot transfer messages you received in the past to your new phone. Go to the User Menu on the Ocrenger User Site to read past messages.
- Email users:
  If your email address has been changed, register your new email address referring to the Quick Start Guide (Please refer the page Registration of Email Address).
  * If your email address has not be changed, you don't have to register your email address again.

1.6 Ocrenger Help Desk

Phone number 0267-66-1383
Japanese-speaking staff only
Service hours: 9:00 – 17:00 on weekdays

E-Mail ocrenger@pasmail.jp
After-hours emails will be answered later during our service hours

2. How to Operate App (Android)

2.1 Downloading App

2.1.1 Downloading App at Google Play

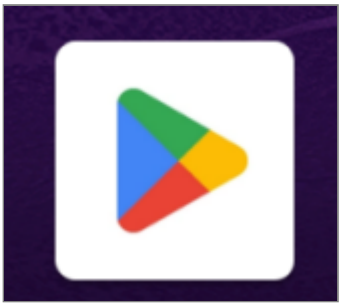
1. Enter “ocrenger” to search at Google Play and download the app.
   * You need to have a Google account to download the app.
   * The app is free.

You can also go to the downloading page by reading the QR code.

Google Play

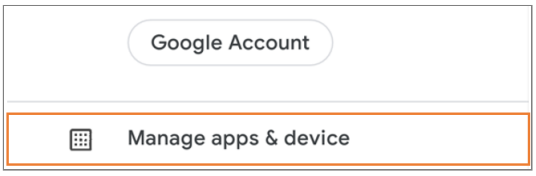
2.1.2 Updating App at Google Play

1. Launch the Google Play Store.

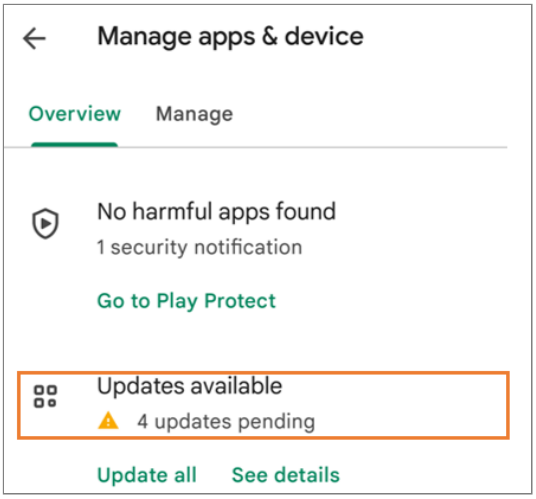


2. Tap your account in the top right corner of the screen.

3. Select "Manage apps & devices".



4. Tap "Update Available". A list of apps that can be updated is displayed.



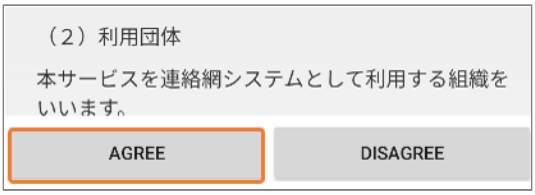
5. Tap "Update" to the right of the ocrenger app. (If you don't see the ocrenger app, try connecting again in a few hours)

2.2 Manage account

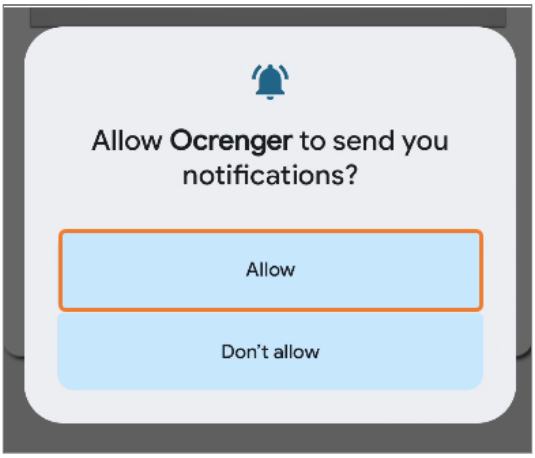
2.2.1 Registration of Account

1. When downloading is complete, launch the app.

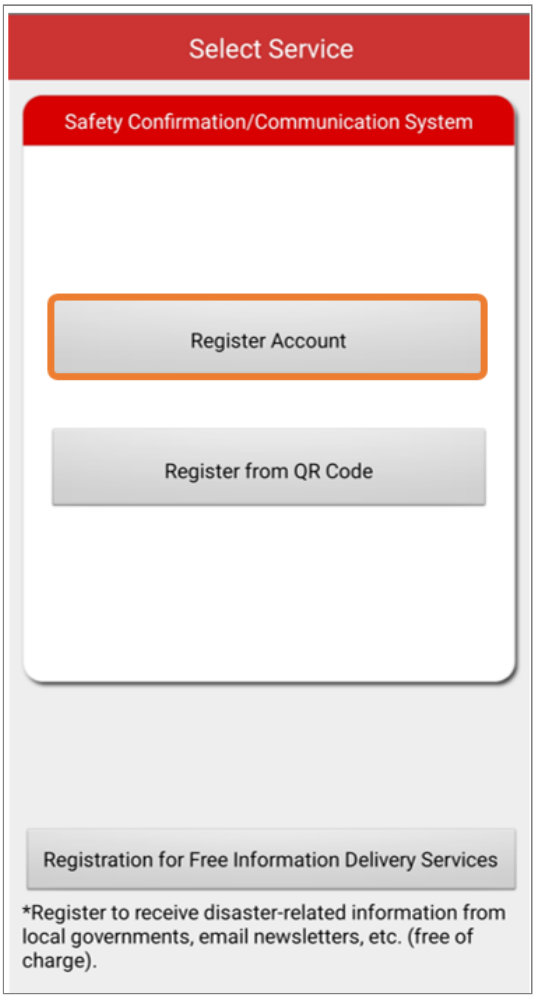
2. Confirm the details of the consent form and tap AGREE.



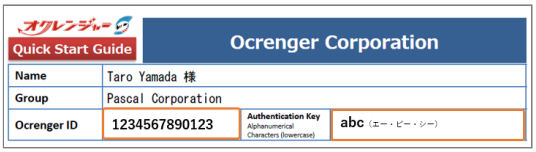
3. If a notification dialog box appears, press "Allow".

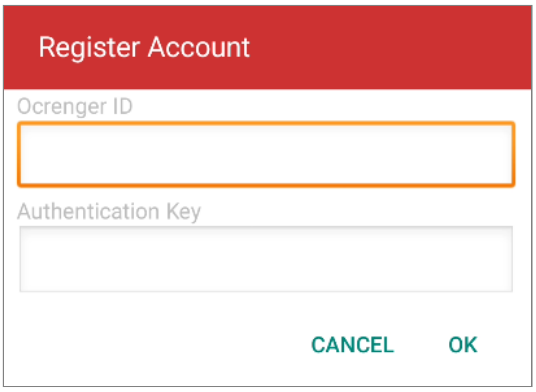


4. Tap "Register Account".

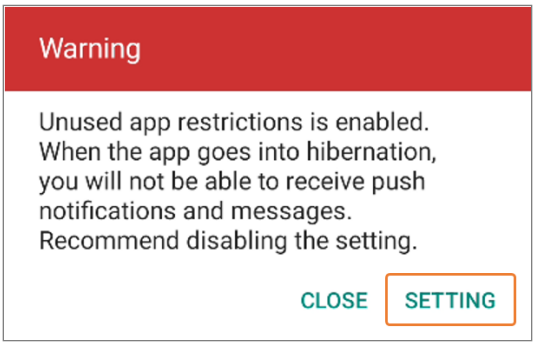


5. Enter your ID and authentication key stated in your Quick Start Guide and tap OK.



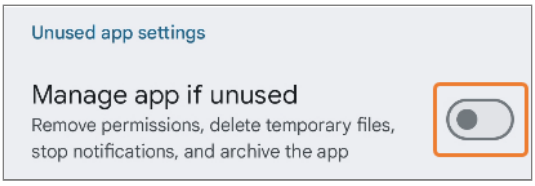


6. If a dialog box regarding automatic hibernation settings appears, click "SETTING".



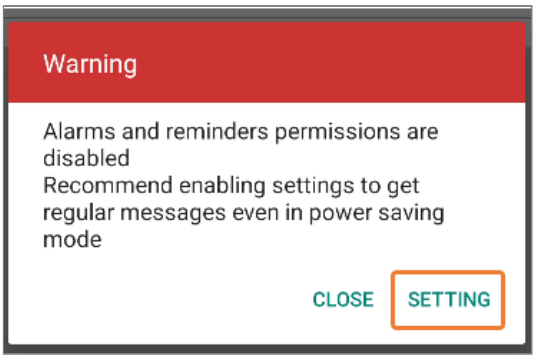
If you are using Android 11 or later, the system may automatically apply restrictions to apps that have not been used for a certain period of time.
This setting may limit the background activity of this app, which may result in unexpected performance.

On the settings screen, look for a setting item called "Unused apps," "Unused app management," or something similar. (The name may vary depending on the model.) Switch this setting to "Disabled."



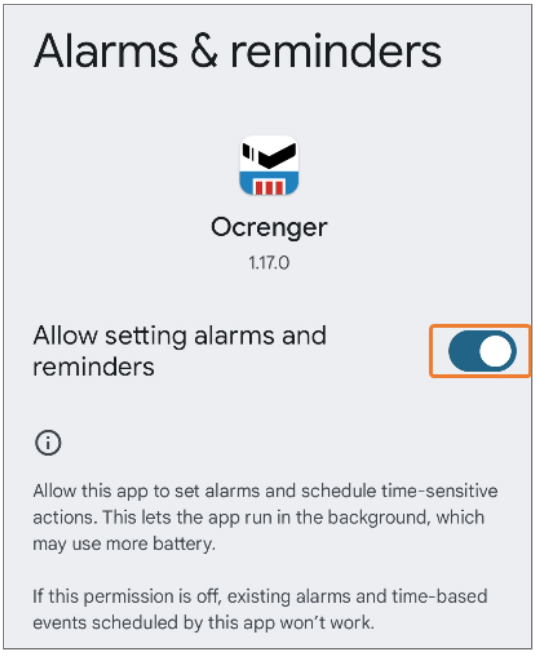
Please also see How to disable auto-pause

7. If a dialog box about alarm and reminder permissions appears, press "SETTING".



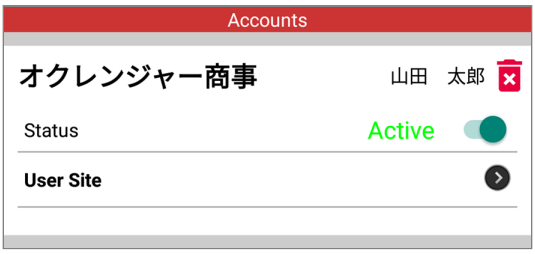
If you are using Android 13 or later, the system may automatically disable alarm and reminder permissions.
This setting may limit the background activity of this app, which may result in unexpected performance.

On the settings screen, switch the alarm and reminder permissions to "Allow."



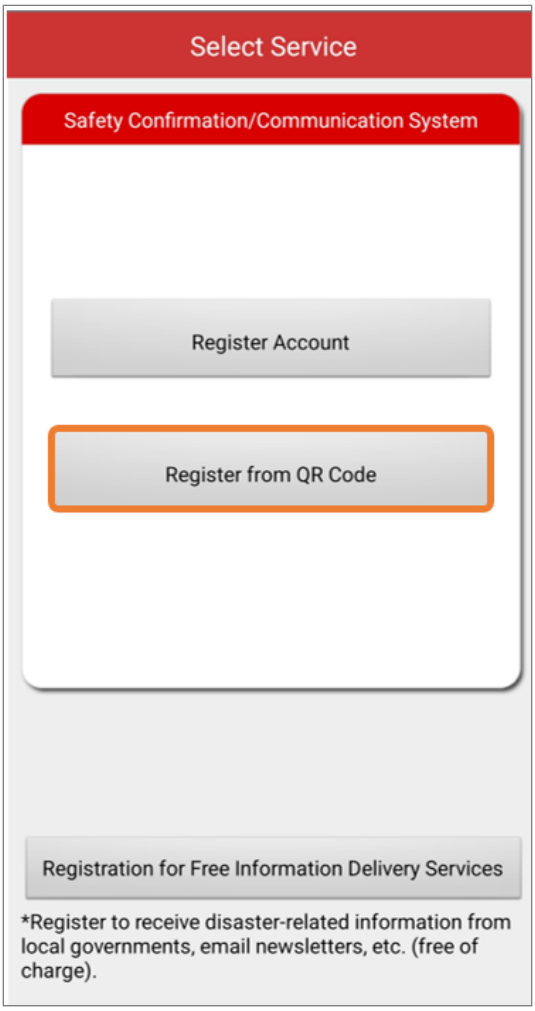
Please also see How to enable Alarm and Reminder permissions

8. Your registration is complete when Active, the user name, etc. are displayed.



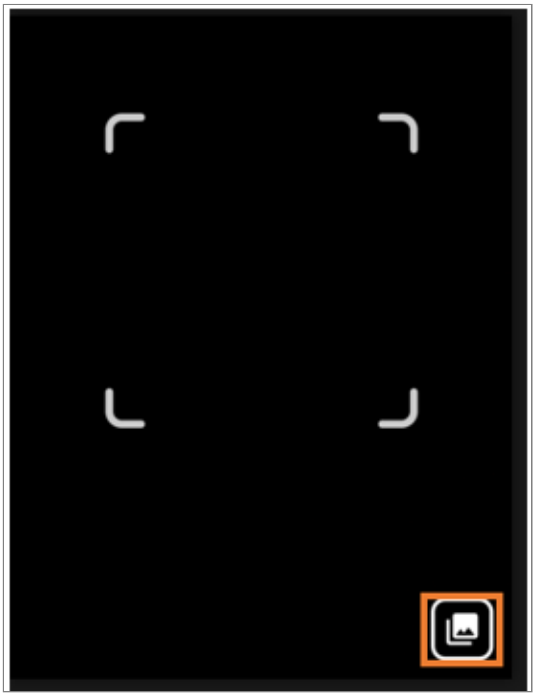
2.2.2 Registration of Account by Scanning QR Code

1. Tap "Register from QR Code".

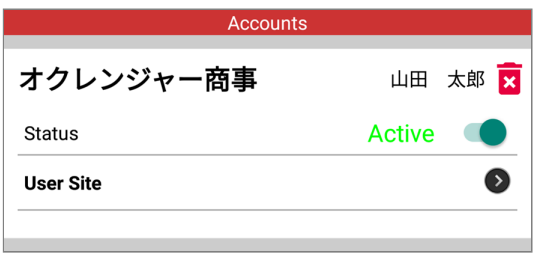


2. Your smartphone's camera will be started. Please scan QRcode in white frame.

3. You can select QRcode from your picture's folder.



4. Your registration is complete when Active, the user name, etc. are displayed.



2.2.3 When "authentication NG" is displayed

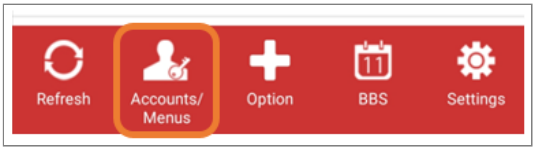
The causes of the error message are as follows.

- Incorrect input.
  All ID/authentication keys must be entered in half-width characters.
  Please be careful of similar alphanumeric characters such as the number "1" alphabet "l (l)" and the number "0" alphabet "o (o)".
- "Google Play Developer Services" for Android application is not installed. Or, it has not been updated.
  Please install or update it from the Google Play.
  https://play.google.com/store/apps/details?id=com.google.android.gms&hl=ja
- You are not properly connected to the Internet.
  An Internet connection is used for account authentication. If the connection environment is poor, account information may not be obtained correctly.
  Please check if there are any problems with the signal conditions, such as antenna display on the device. Please also try switching between mobile communication and Wi-Fi.
- ID/authentication key has been changed or deleted.
  Please check with your organization administrator.

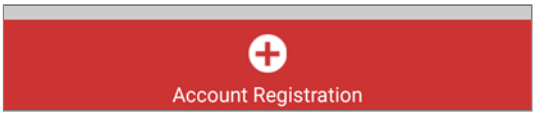
2.2.4 Registration for Free Information Delivery Service

It is a service for receiving email newsletters, disaster-related information from local governments, etc. This is a free service for everyone.

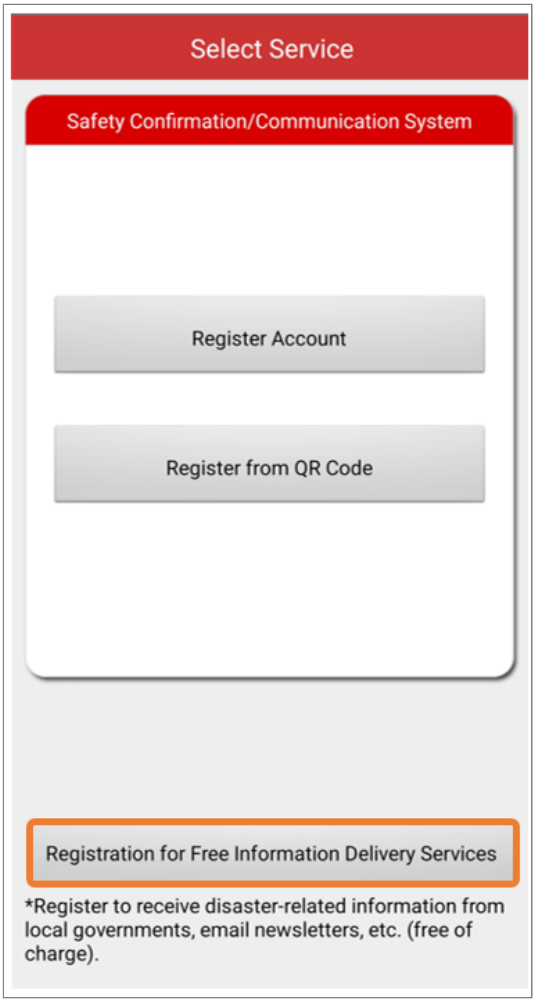
1. Tap Account/Menu in the app menu at the bottom of the screen.



2. Tap Account Registration.

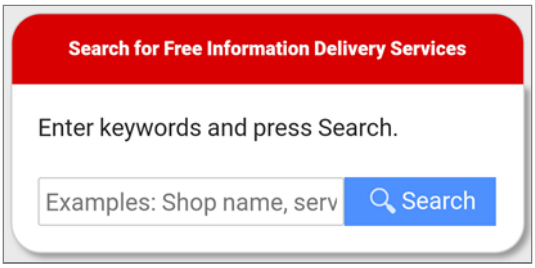


3. Tap Registration for Free Information Delivery Services.



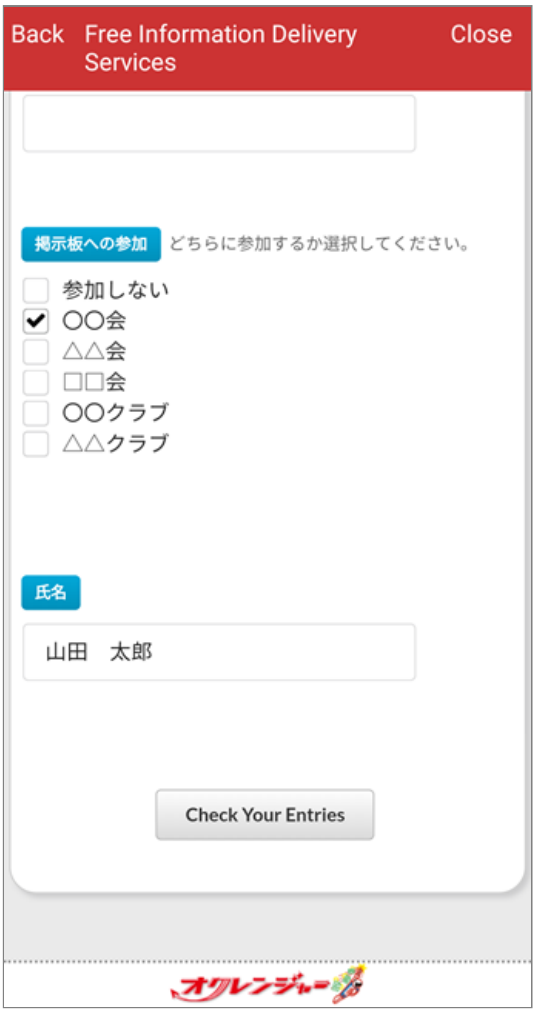
4. Enter a search keyword and tap Search.
   * If you don't enter any keywords and tap

Search, all the available Free Information Delivery Services are displayed.

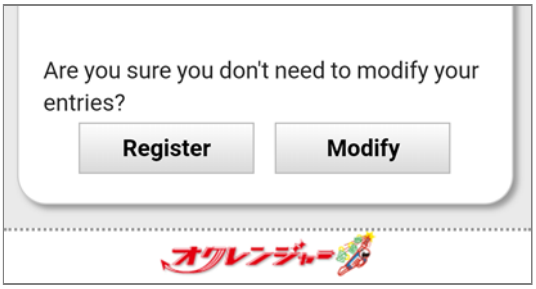


5. Tap Register for this service below the service you want to register for.

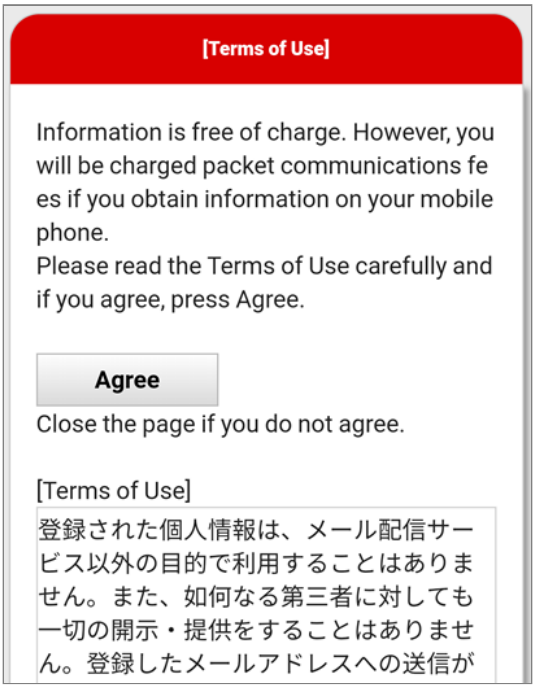
6. After registering your information by selecting the relevant option in each box, tap Check Your Entries.
   * Information to be entered differs depending on the service.



7. The page to confirm your entries will appear. Confirm the details and tap Register at the bottom of the screen.
   * If you need to correct any of the information, tap Modify.



8. After confirming the Terms of Use, tap Agree.

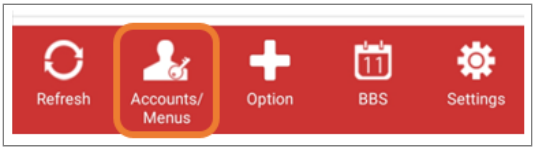


9. Your registration is complete when Active, the name of the service, etc. are displayed.

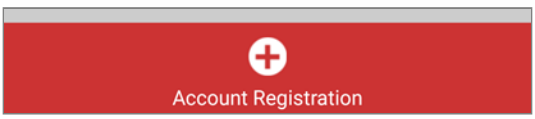
2.2.5 Registration of Additional Account

You can register multiple accounts in the app.

1. Tap Account/Menu in the app menu at the bottom of the screen.



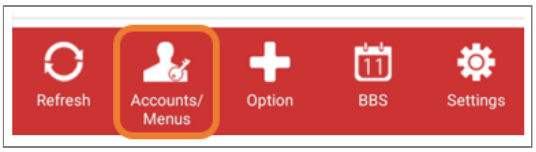
2. Tap Account Registration.



3. Next steps, See Registration of Account.

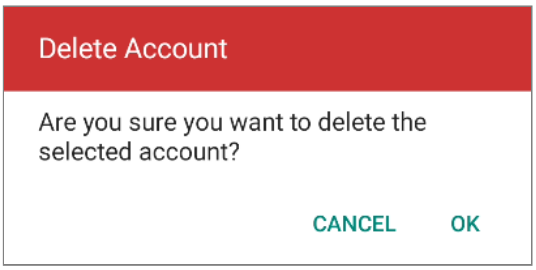
2.2.6 Deletion of Account

1. Tap Account/Menu in the app menu at the bottom of the screen.



2. Tap the icon of recycle bin for the account you want to delete.

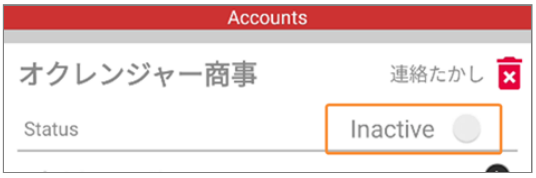
3. If you are sure to delete, tap OK.
If you want to cancel deletion, tap Cancel.



4. Deletion of the account is complete when the account no longer appears on the Accounts.

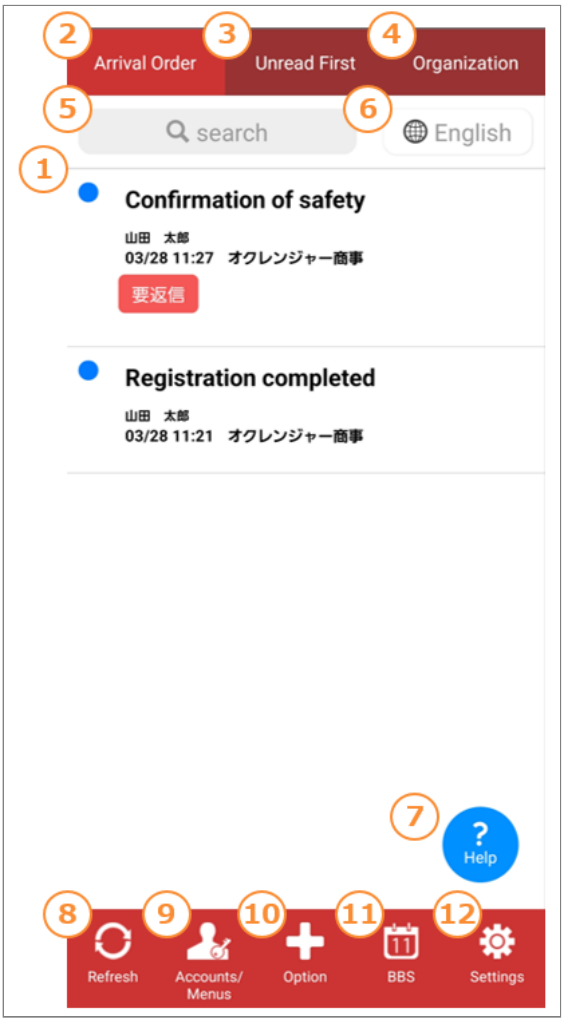
2.2.7 Invalidation of Account

1. Tap the button next to Active to invalidate the account. Ocrenger will no longer receive messages to the account. Tap the button next to Disabled to validate the account. The app will start receiving messages again.



2.3 Control item Description

2.3.1 Home Page



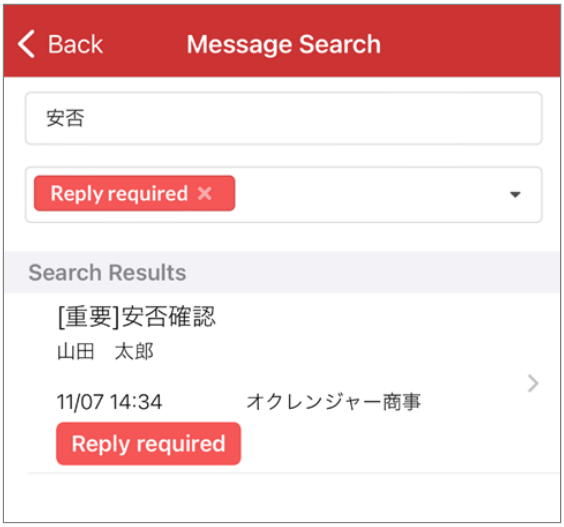
① **Timeline (message list)**
A list of messages received is displayed.
* Messages received after the registration of your account on the phone are displayed.
To read messages delivered before registration, tap Account/Menu > User Site > Messages.
* You cannot read messages whose posting periods have expired or that have been deleted by an administrator.

② **Arrival Order**
Tap it to list the messages in the order of arrival.

③ **Unread First**
Tap it to list unread messages at the top of the list.

④ **Organization**
Tap it to read messages from a particular organization.

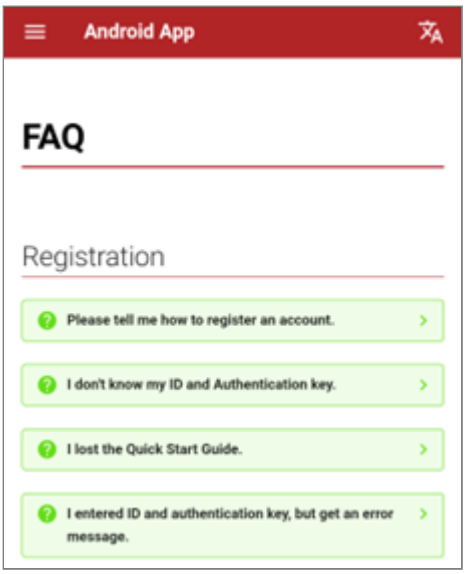
⑤ **Message Search**
Tap the button to display the search screen.



Word : Messages that contain the entered word in the subject, body, or attachment name will be displayed in the search results column.
Tag : Messages containing the selected tag will be displayed in the search results column.
* If you select multiple tags, messages containing all selected tags will be filtered.
* You can also search for messages by combining word search and tag search.

⑥ **Language**
Displays translations in the selected language.

⑦ **Help**
Tap to go to the FAQ screen.



⑧ **Refresh**
Tap it to update the message list.

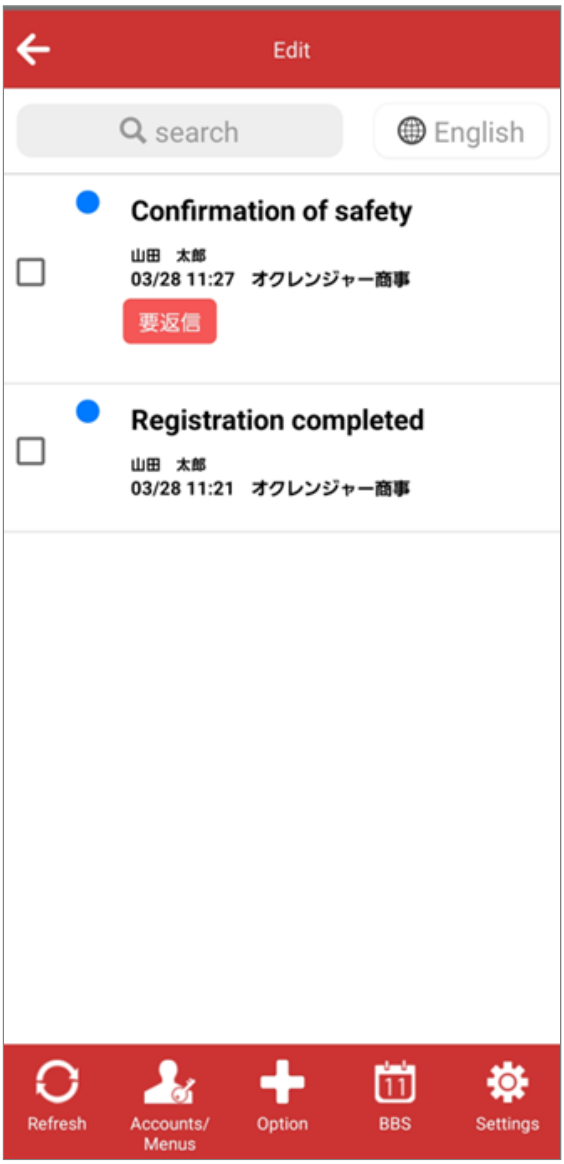
⑨ **Account/Menu**
Tap it to register, confirm, or delete an account.
Tap User Site on the page to move to the Ocrenger User Site.

⑩ **Option**
Tap it to view options.
There are "form", "alcohol check", and "private delivery" for options.

⑪ **BBS**
Tap it to view schedules/bulletin boards.

⑫ **Settings (Please refer the page Setup Page)**
Tap it to change settings of the app.

If you want to edit messages
* A long press on a message will reveal a checkbox.



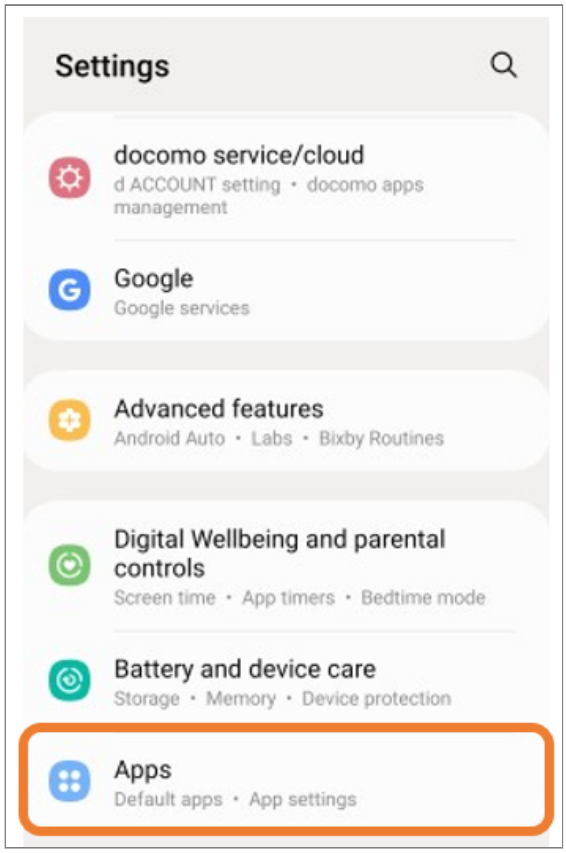
Check the box to change the message status to Read, Unread, Protected, or Cancel protection.
You can also delete selected messages from the Timeline (message list) by tapping delete.

* Even if you change the message status to Read or Unread, the status shown on the Administration Site does not change.
* Even if you select to protect some messages, you cannot read messages whose posting periods have expired or those that have been deleted by an administrator.
Only the subjects of the protected messages will remain in the Timeline (message list).

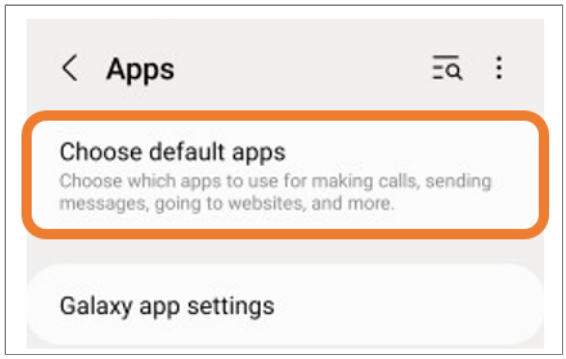
* Deleted messages cannot be displayed in the Timeline (message list) again.

2.3.2 Setting and Switching of Default Browser

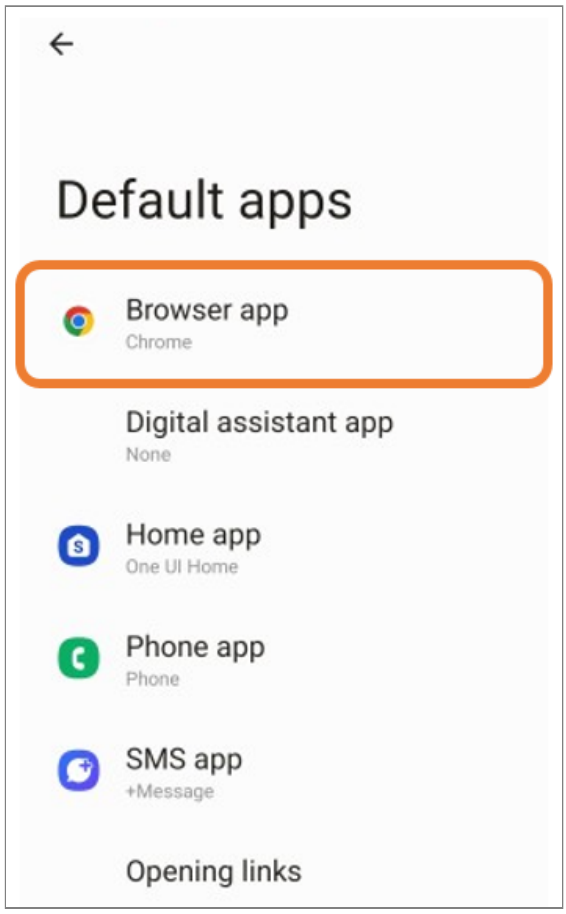
1. Tap "Apps" on your smartphone's setting.



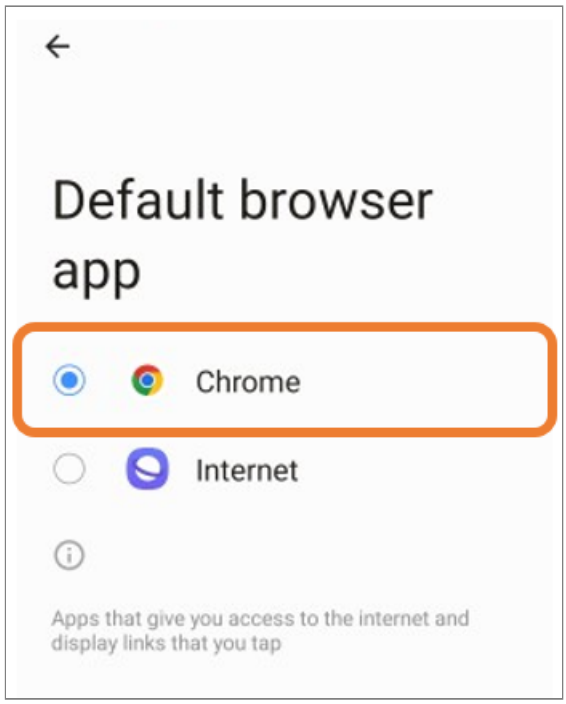
1. Tap "Choose default apps".



1. Tap "Browser app".

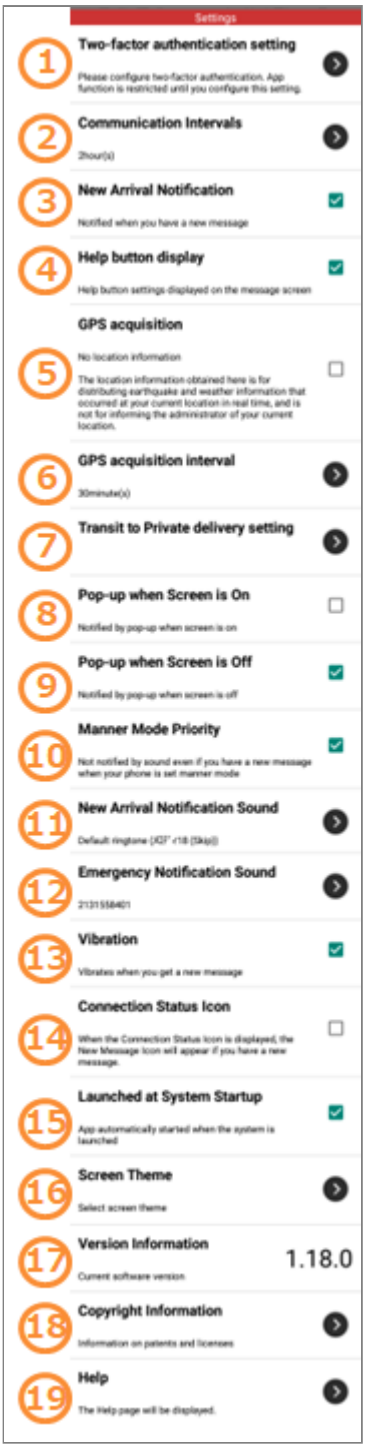


1. Choose browser that you want to set for default.



2.3.3 Setup Page

For Android 8.0 and below.



① Two-factor authentication setting
This can only be set when two-factor authentication is enabled.

② Communication intervals
Tap it to set intervals for checking message arrival.

③ New message notification
Check the box if you want to be notified of message arrival.

④ Help Button Display
Show/hide settings for timeline help buttons.

⑤ GPS acquisition
GPS functionality can be turned on or off only when the "Private Delivery Settings" option is enabled.

⑥ GPS acquisition interval
Setting the interval for acquiring GPS information.

⑦ Transit to Private Delivery Setting
Tap to go to the Private Delivery Settings screen.

⑧ Pop-up when the screen is on
Check the box if you want to be notified of message arrival by a pop-up when the screen is on.

⑨ Pop-up when the screen is off
Check the box if you want to be notified of message arrival by a pop-up when the screen is off.

⑩ Manner mode priority
When the box is checked and your mobile phone is set manner mode, you will not be notified of message arrival by a ringtone or a vibrating alert, regardless of your settings in ⑥ to ⑧.

⑪ New message notification sound
Tap it to select a ringtone notifying you of message arrival.

⑫ Emergency notification sound
Tap it to select a ringtone notifying you of emergency message arrival.

⑬ **Vibration**
Check the box if you want to be notified of message arrival by a vibrating alert.

⑭ **Connection Status Icon**
Check the box to display notification icons on the status bar of your smartphone. If you do not want the Connection Status Icon to be displayed, uncheck the box.
* It is recommended, however, to keep the Connection Status Icon displayed so that you can readily check the connection status.

New Message Icon
The app has received a new message

Connection Status Icon
The app is connected to the server. This is the icon that is usually displayed on the status bar.

⑮ **Launched at System Startup**
When this box is checked, the app will automatically start when your smartphone is switched on even if you have quit the app before switching off your smartphone.

⑯ **Screen Theme**
Tap it to select a theme color for the app screen.

⑰ **Version information**
The version of the Ocranger app you are currently using. You can confirm the latest version at Google Play.

⑱ **Copyright information**
Tap it o confirm the copyright information of the app.

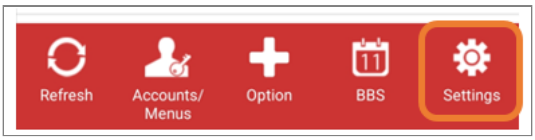
⑲ **Help**
Check this page if you need any help with the operation of the Ocrenger App.

2.4 Change the app settings

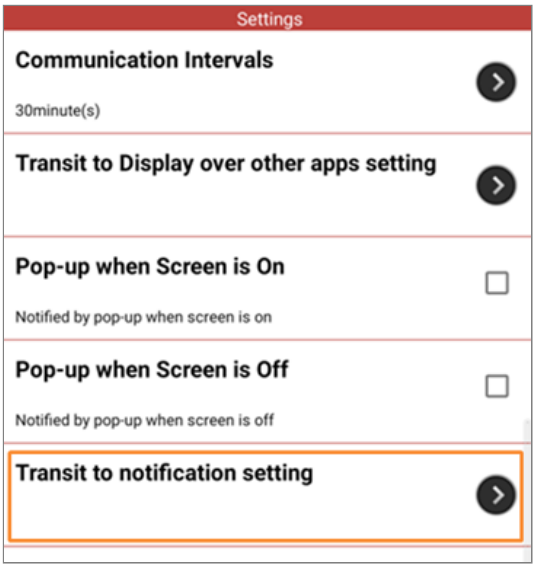
2.4.1 How to set up a notification settings

Notification settings cannot be changed in the app for devices running Android 8.0 and above. Please following steps to move to notification setting screen from "Transit to notification setting" and configure the notification settings. For other settings, please refer to the contents of “Setup Page”.

1. Tap Settings.

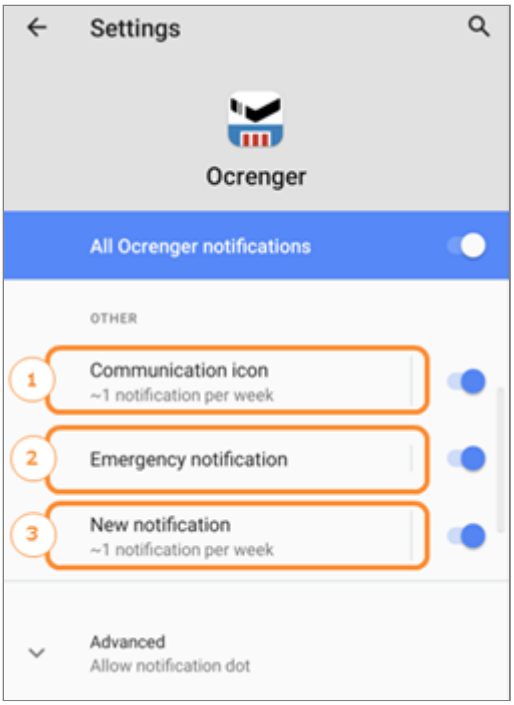


2. Tap “Transit to notification setting”.



3. The ocrenger notification settings screen will be displayed.

* The screen will vary depending on your device.



① **Communication icon**
This is setting for the icon always displayed when app is running.

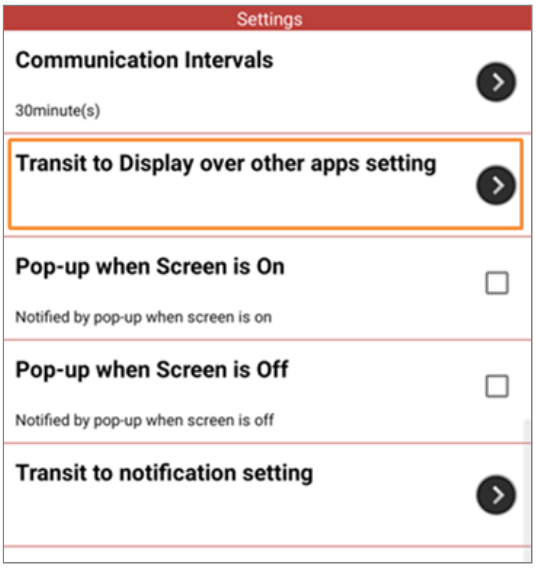
② **Emergency message**
Notification settings for emergency messages.

③ **Notify new message**
Notification settings for normal messages.

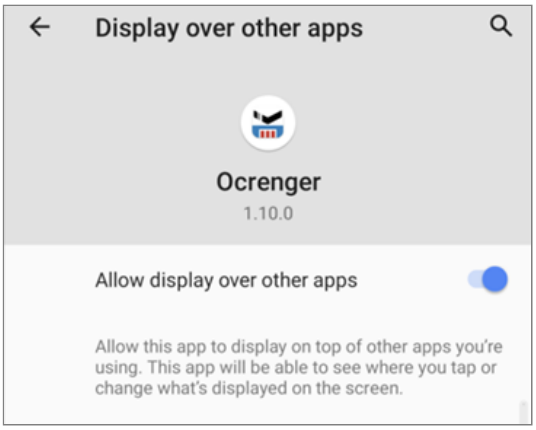
2.4.2 How to set up a pop-up display

1. Tap Settings.

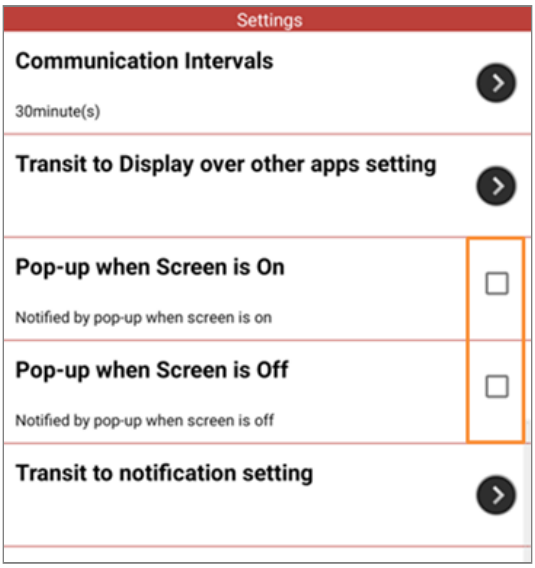
2. Tap “Transit to Display over other apps setting”.



3. “Transit to Display over other apps setting” Please turn on.



4. Press "Display Pop-Ups when Screen ON" and "Display Pop-Ups when Screen OFF".

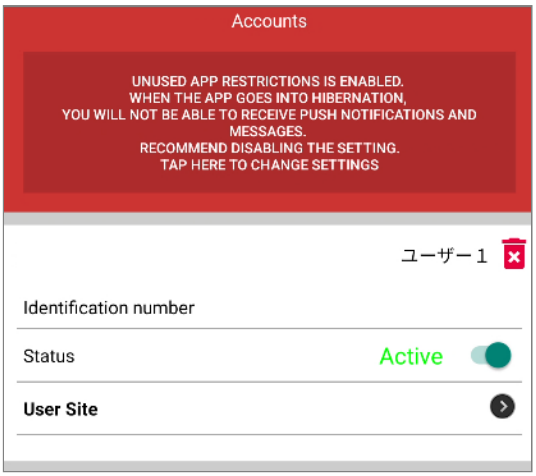


5. When the app has received a message, a pop-up will appear.

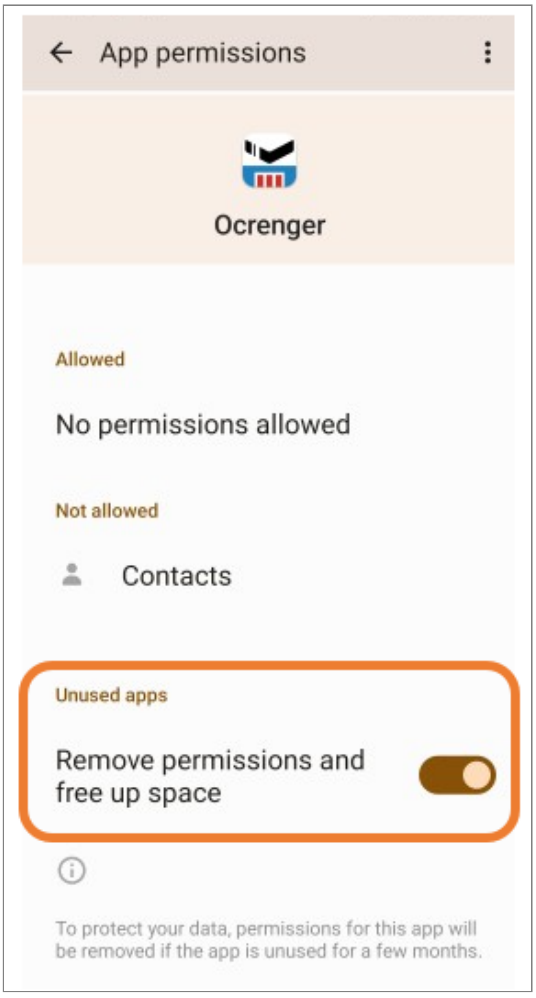
2.4.3 Disable “Unused App” function

The function to delete permissions and temporary data granted to an application when it has not been used for a long period of time. Since the deletion of data by this function may affect the reception of Push notifications/ messages, it is recommended to disable.

1. After registering an account, a warning message will appear on the device has this function.
   Tap the warning message.



2. The settings screen will be displayed.
   Turn off "Unused Apps".

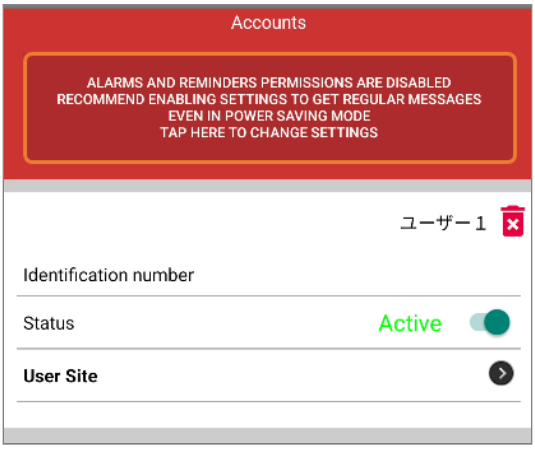


The image is in the activated state.
The settings screen can be displayed from the OS settings screen -> Ocrenger as well as from the Warning dialog.

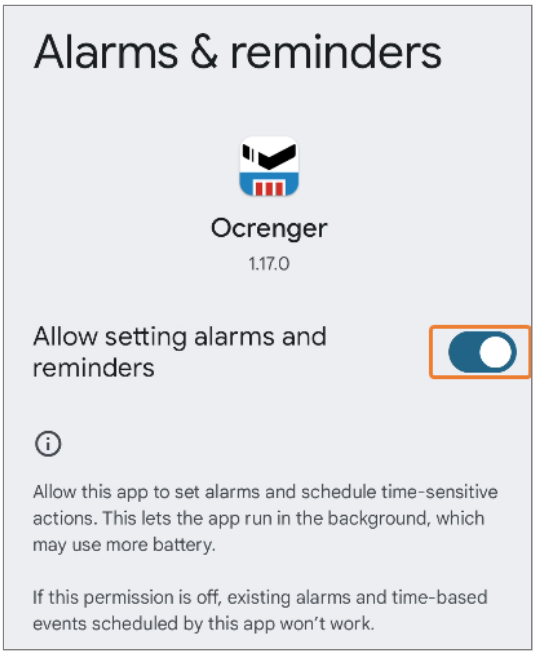
2.4.4 Enable "Alarms and Reminders" permission

This is a function to ensure that the app works properly even when it is not active. If this permission is disabled, it may affect background operation, so we recommend enabling it.

1. After registering an account, a warning message will be displayed on devices with OS versions that have the target function. Tap the warning message.



2. The settings screen will be displayed. Enable the "Alarms and Reminders" permission.



*The settings screen can be displayed not only from the warning message, but also from the OS settings screen → Ocrenger.

3. How to Operate App (iOS)

3.1 Downloading App

3.1.1 Downloading App at App Store

1. Enter “ocrenger” to search at App Store and download the app.
   * You need to have an Apple ID to download the app.
   * The app is free.

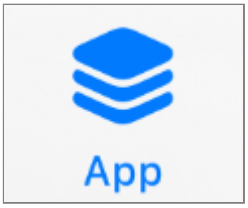
You can also go to the downloading page by reading the QR code.

App Store

3.1.2 Updating App at App Store

1. Launch the App Store.

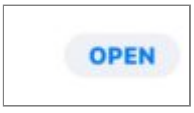
2. Tap "App" at the bottom of the App Store screen.



3. Tap the icon in the figure below at the top right of the screen.

4. The update app will appear. Tap "Update All" or "Update" to the right of the Ocrenger app. (If you don't see the Ocrenger app, try connecting again in a few hours)

5. When "Open" appears to the right of the Ocrenger app, the update is complete.



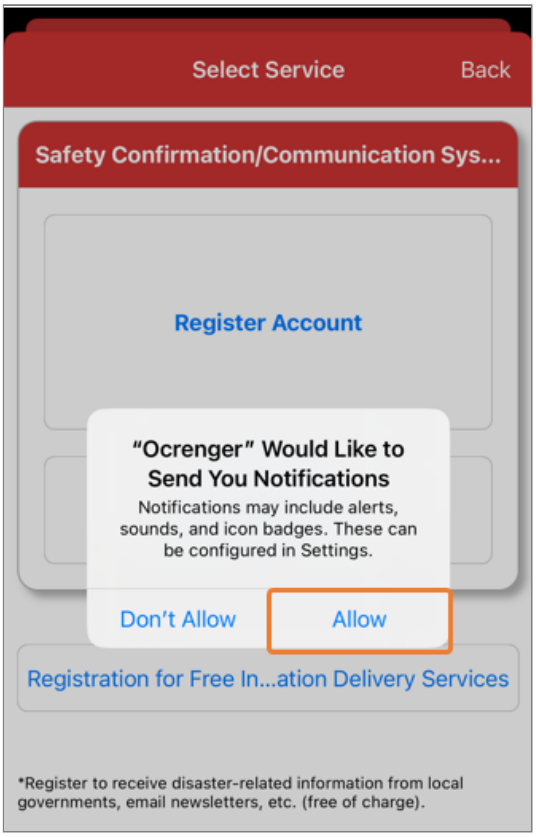
3.2 Manage account

3.2.1 Registration of Account

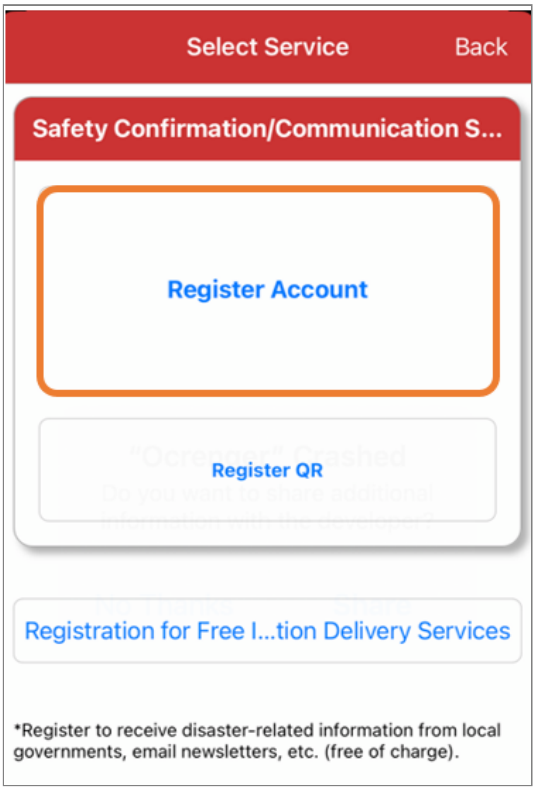
1. When downloading is complete, launch the app.

2. Confirm the details of the consent form and tap Agree.

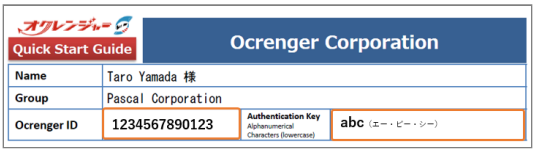
3. If a notification dialog box appears, press "Allow".



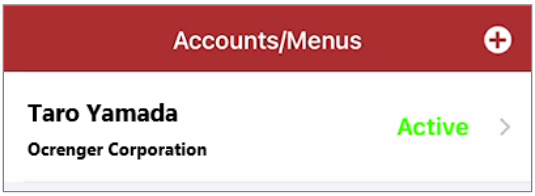
4. Tap "Register Account".



5. Enter your Ocrenger ID and authentication key stated in your Quick Start Guide and tap Authenticate Account.

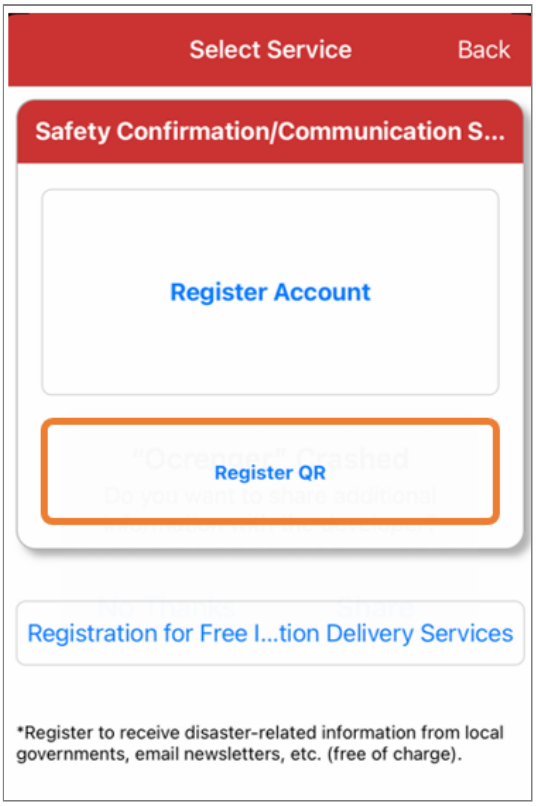


6. Your registration is complete when Active, the user name, etc. are displayed.



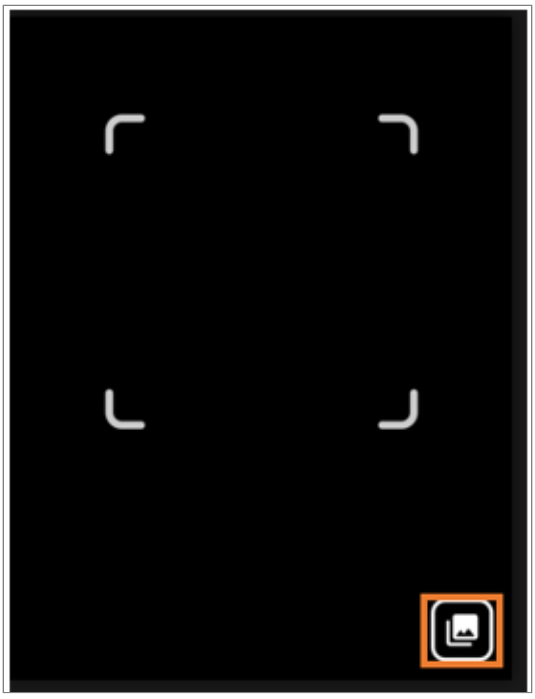
3.2.2 Registration of Account by Scanning QR Code

1. Tap "Register QR".



2. Your smartphone's camera will be started. Please scan QRcode in white frame.

3. You can select QRcode from your picture's folder.



4. Your registration is complete when Active, the user name, etc. are displayed.

3.2.3 When "authentication NG" is displayed

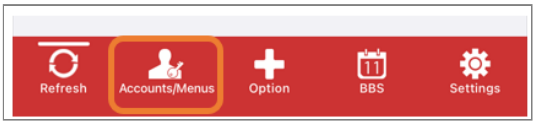
The causes of the error message are as follows.

- Incorrect input.
  All ID/authentication keys must be entered in half-width characters.
  Please be careful of similar alphanumeric characters such as the number "1" alphabet "l (l)" and the number "0" alphabet "o (o)".
- You are not properly connected to the Internet.
  An Internet connection is used for account authentication. If the connection environment is poor, account information may not be obtained correctly.
  Please check if there are any problems with the signal conditions, such as antenna display on the device. Please also try switching between mobile communication and Wi-Fi.
- ID/authentication key has been changed or deleted.
  Please check with your organization administrator.

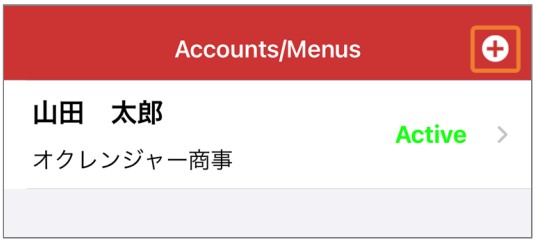
3.2.4 Registration for Free Information Delivery Service

It is a service for receiving email newsletters, disaster-related information from local governments, etc. This is a free service for everyone.

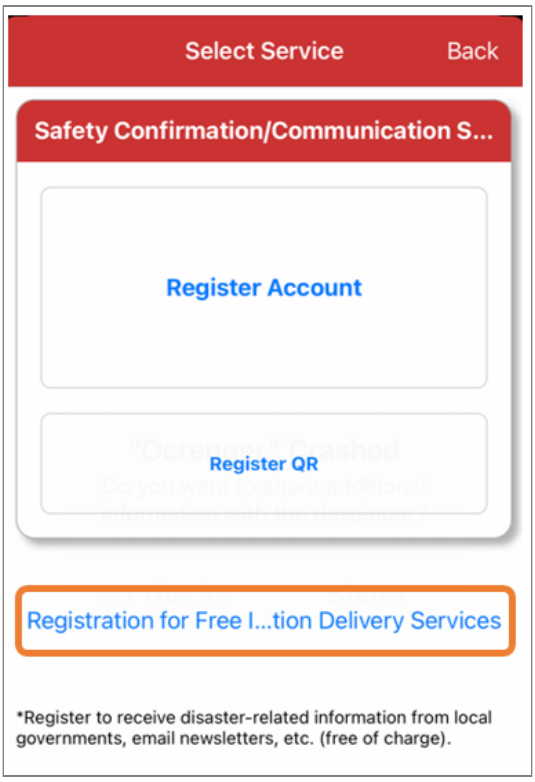
1. Tap Account/Menu in the app menu at the bottom of the screen.



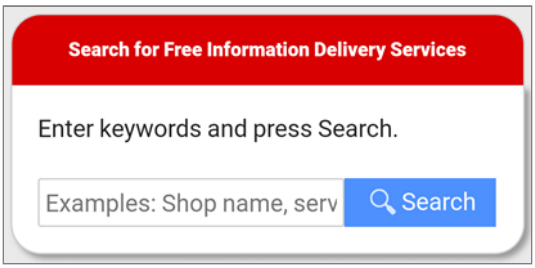
2. Tap ＋ at the upper right of the screen



3. Tap Registration for Free Information Delivery Services.

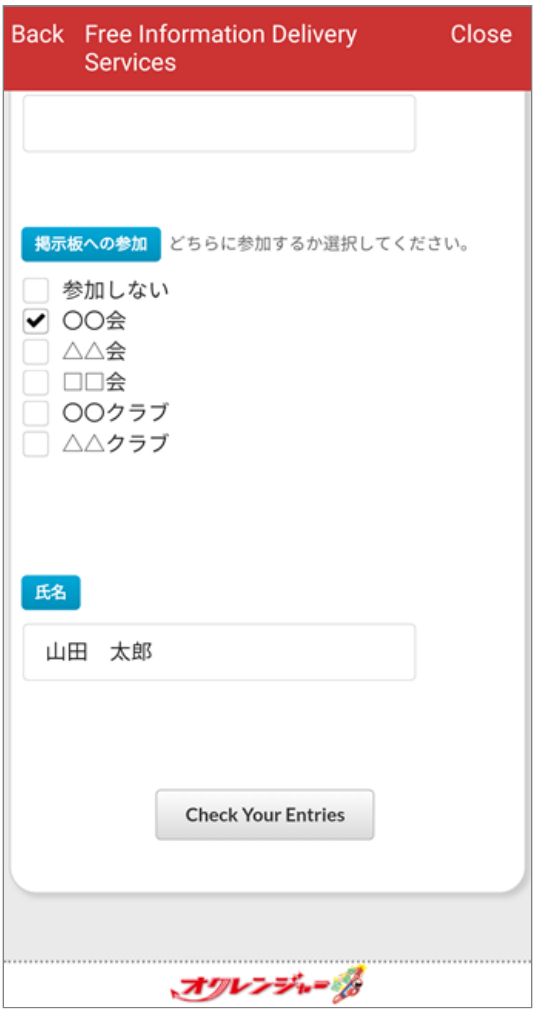


4. Enter a search keyword and tap Search.
   * If you don't enter any keywords and tap Search, all the available Free Information Delivery Services are displayed.

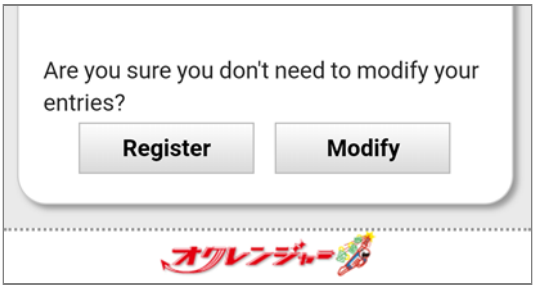


5. Tap Register for this service below the service you want to register for.

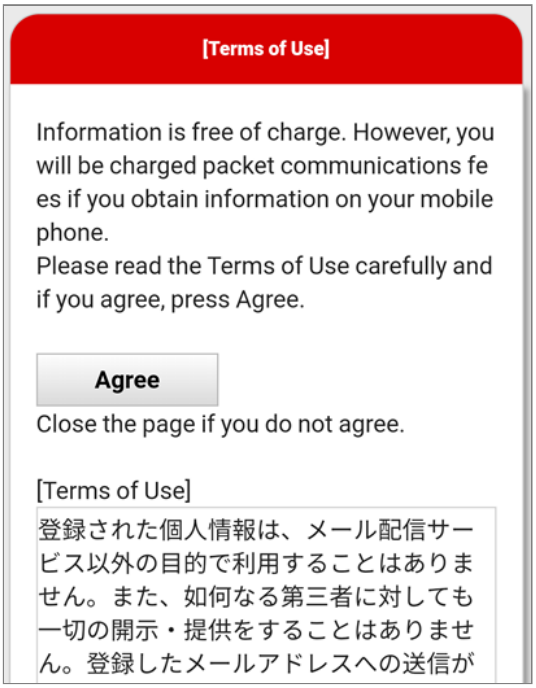
6. After registering your information by selecting the relevant option in each box, tap Check Your Entries.
   * Information to be entered differs depending on the service.



7. The page to confirm your entries will appear. Confirm the details and tap Register at the bottom of the screen.
   * If you need to correct any of the information, tap Modify.



8. After confirming the Terms of Use, tap Agree.

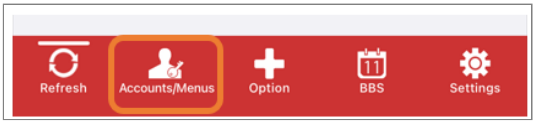


9. Your registration is complete when Active, the name of the service, etc. are displayed.

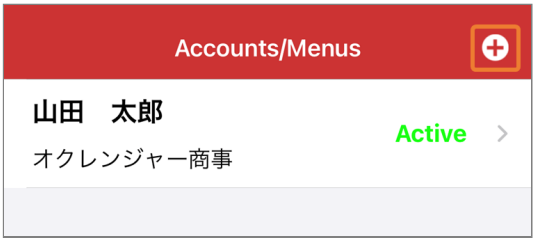
3.2.5 Registration of Additional Account

You can register multiple accounts in the app.

1. Tap Account/Menu in the app menu at the bottom of the screen.



2. Tap ＋ at the upper right of the screen



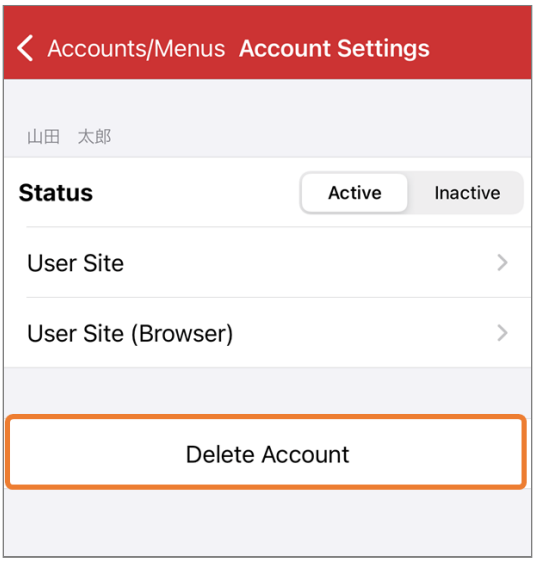
3. Next steps, See Registration of Account.

3.2.6 Deletion of Account

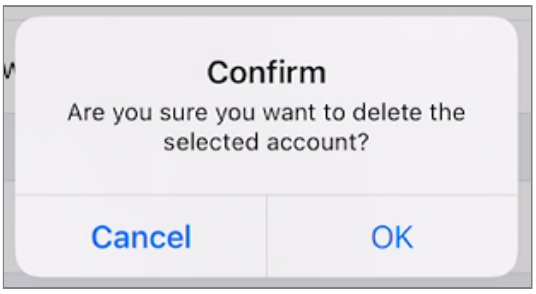
1. Tap Account/Menu in the app menu at the bottom of the screen.

2. Select the account you want to delete.

3. Tap Delete Account.



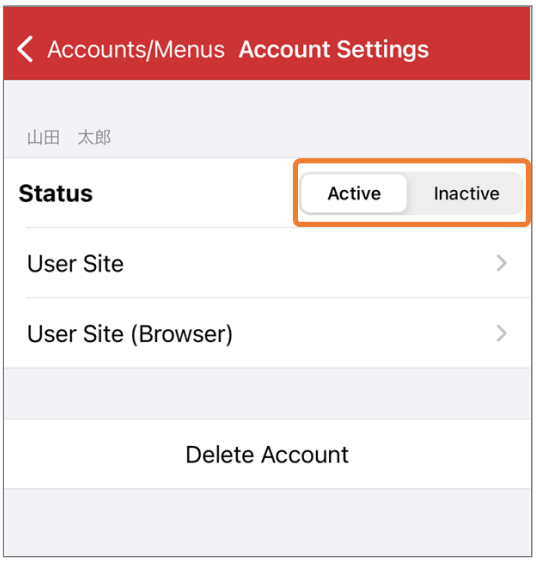
4. If you are sure to delete, tap OK. If you want to cancel deletion, tap Cancel.



5. Deletion of the account is complete if the account no longer appears on the Account/Menu page.

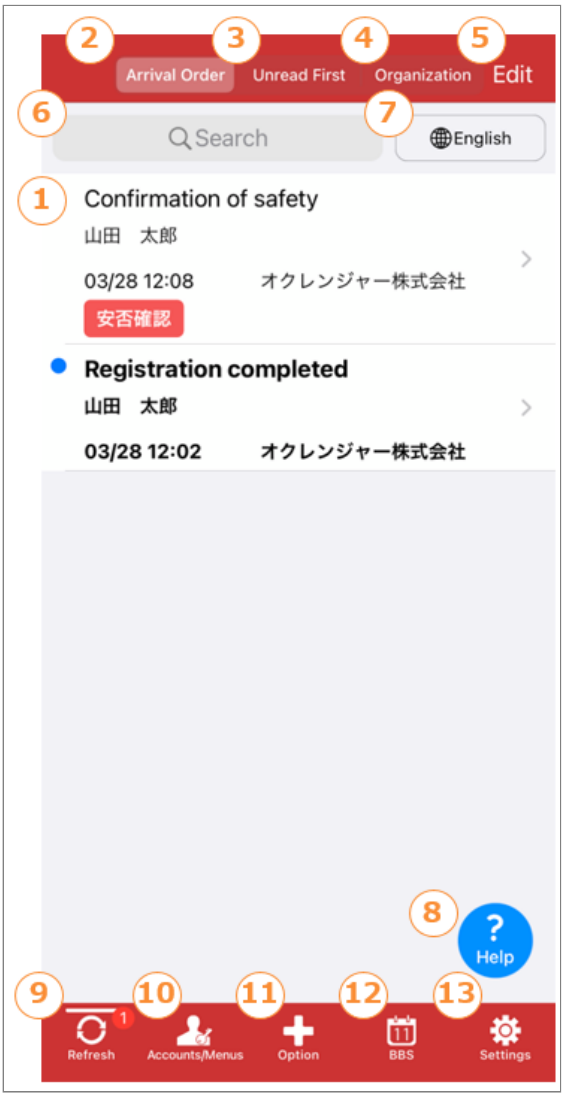
3.2.7 Invalidation of Account

1. Select Inactive to invalidate the account. The Ocrenger App will no longer receive messages to the account. Set it back to Active to validate the account.



3.3 Control item Description

3.3.1 Home Page



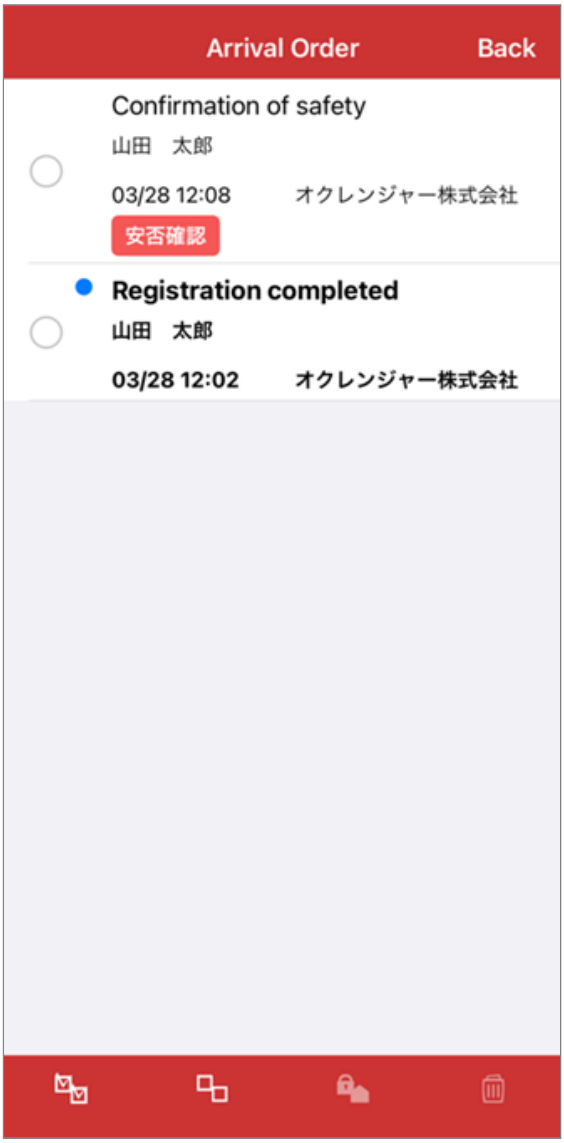
① Timeline (message list)
A list of messages received is displayed.
* Messages received after the registration on the phone of your account are displayed.To read messages delivered before registration, tap Account/Menu > User Site > Messages.
* You cannot read messages whose posting periods have expired or that have been deleted by an administrator.

② Arrival Order
Tap it to list the messages in the order of arrival.

③ Unread First
Tap it to list unread messages at the top of the list.

④ Organization
Tap to read messages from a particular organization

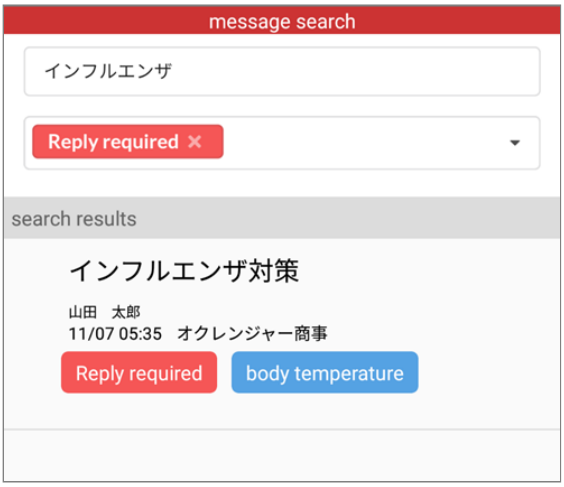
⑤ Edit



Check the box to change the message status to Read, Unread, Protected, or Cancel protection. You can also delete selected messages from the Timeline (message list) by tapping Delete. * Even

if you change the message status to Read or Unread, the status shown on the Administration Site does not change.
* Even if you select to protect some messages, you cannot read messages whose posting periods have expired or those that have been deleted by an administrator. Only the subjects of the protected messages will remain in the Timeline (message list).
* Deleted messages cannot be displayed in the Timeline (message list) again.

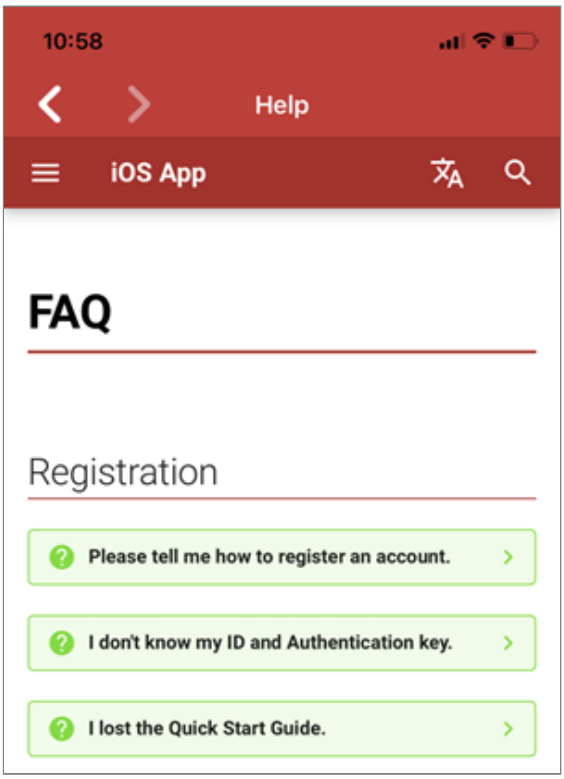
⑥ **Message Search**
Tap the button to display the search screen.



Word : Messages that contain the entered word in the subject, body, or attachment name will be displayed in the search results column.
Tag : Messages containing the selected tag will be displayed in the search results column.
* If you select multiple tags, messages containing all selected tags will be filtered.
* You can also search for messages by combining word search and tag search.

⑦ **Language**
Displays translations in the selected language.

⑧ **Help**
Tap to go to the FAQ screen.



⑨ **Refresh**
Tap it to update the message list.

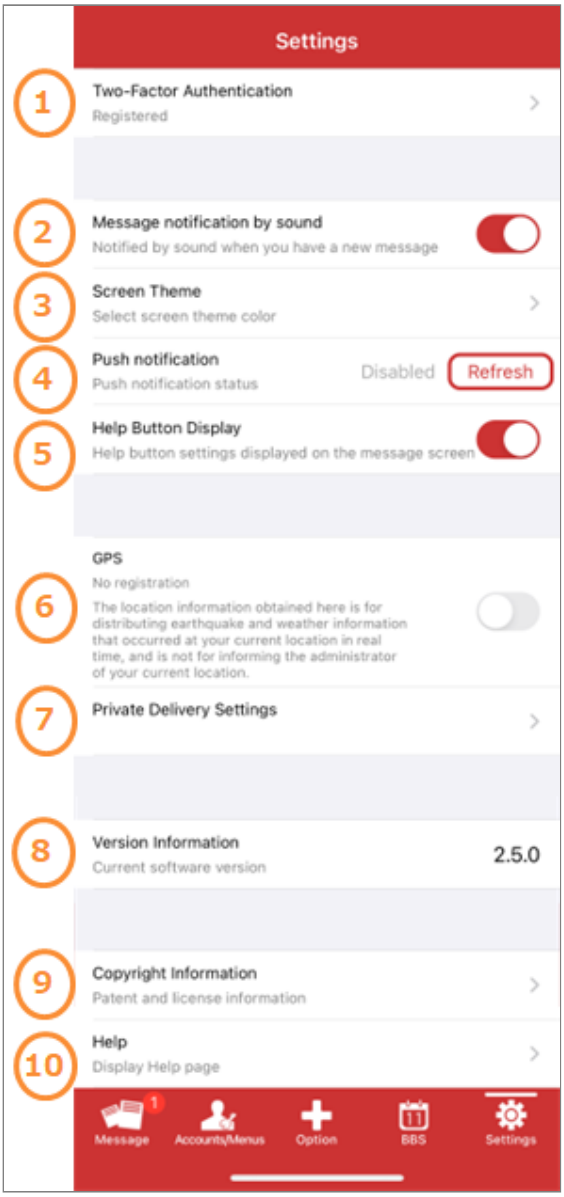
⑩ **Account/Menu**
Tap it to register, confirm, or delete an account.
Tap User Site on the page to move to the Ocrenger User Site.

⑪ **Option**
Tap it to view options.
There are "form", "alcohol check", and "private delivery" for options.

⑫ **BBS**
Tap it to view schedules/bulletin boards.

⑬ **Settings(Please refer the page Setup Page)**
Tap it to change settings of the app.

3.3.2 Setup Page



① **Two-factor authentication setting**
This can only be set when two-factor authentication is enabled.

② **Message notification by sound**
When this function is on (green means on), the Ocrenger App will automatically check message arrival at the server when the app starts.

③ **Screen theme**
Tap it to change theme colors of the app screen.

④ **Push notification**
When this function is Active, you will be notified of message arrival even if you have not launched the app. When this function is Inactive, you will not be notified of the arrival of a message.Tap the refresh button displayed next to it, and follow the instructions in the message.

⑤ **Help Button Display**
Show/hide settings for timeline help buttons.

⑥ **GPS**
GPS functionality can be turned on or off only when the "Private Delivery Settings" option is enabled.

⑦ **Private Delivery Settings**
Tap to go to the Private Delivery Settings screen.

⑧ **Version information**
The version of the Ocranger app you are currently using. You can confirm the latest version at App Store.

⑨ **Copyright information**
Tap it to confirm the copyright information of the app.

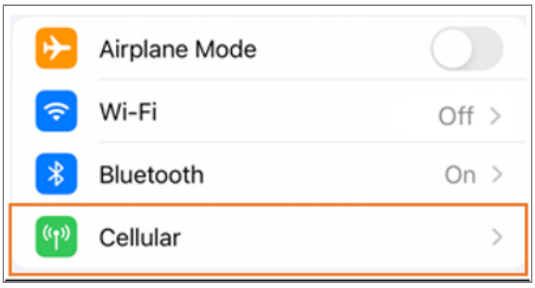
⑩ **Help**
Check this page if you need help with the operation of the Ocrenger App.

3.4 Device Settings

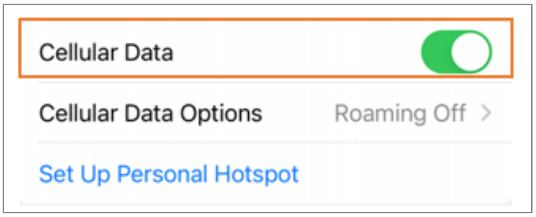
3.4.1 Enable Cellular Data

If a communication error is displayed, “Cellular Data” may not be allowed. Please enable the Ocrenger app.

1. Launch Settings and tap Cellular.



2. Make sure cellular data is turned on. (If it is OFF, turn it ON)



3. Scroll down the screen and turn on Ocrenger in the list of mobile data communication applications.

4. Email Address Registration/Bookmarking

4.1 Introduction

Set up your smartphone as stated below, so that you can receive the notification of message arrival without fail.
* You may not be able to receive notifications even if you do not use a email filter, so be sure to follow the procedure stated below.

Add “pasmail.jp” to the safe sender list of the email filter of your smartphone and cancel the function to reject emails including URLs.
As for details, visit our website at the URL below.
https://www.ocrenger.jp/method/index.html

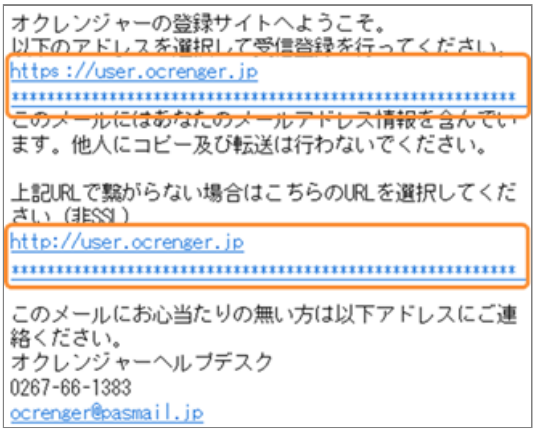
4.2 Mail

4.2.1 Registration of Email Address

1. Read the QR code, or enter “reg@pasmail.jp” in the addressee box and send a blank email.

   * No need to enter a subject or text. If you cannot send a blank email, enter a character in the text box and send it.
   * Use your own smartphone to send a blank email so that your email address will be properly registered.

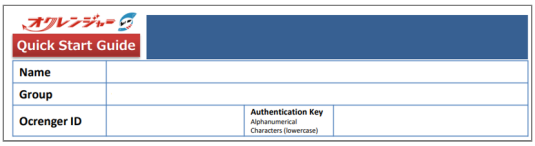
2. In about five minutes after sending a blank email, you will receive a reply. Tap the URL shown in the text to move to the Ocrenger User Site.
   * If your phone is not SSL compatible, tap the URL in the lower part of the message.

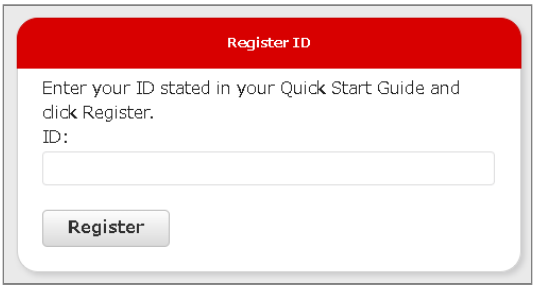


If you do not receive a reply in five minutes: The reply may have been blocked by the email filtering function of your smartphone. After changing the setting of your smartphone, go back to the first step of the procedure.

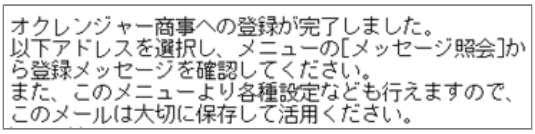
3. After confirming the Terms of Use, tap Agree.

4. Enter your ID , Authentication key and tap Log in.



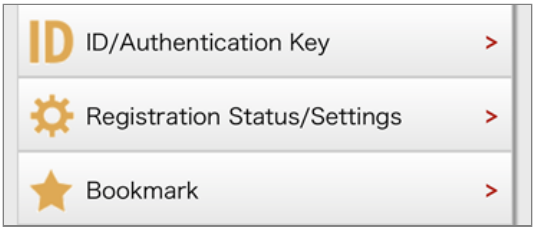


5. The registration of your email address is complete when you receive the message shown below.
   * The email includes the URL of the Ocrenger User Site. It is recommended you protect the email or bookmark the User Site.

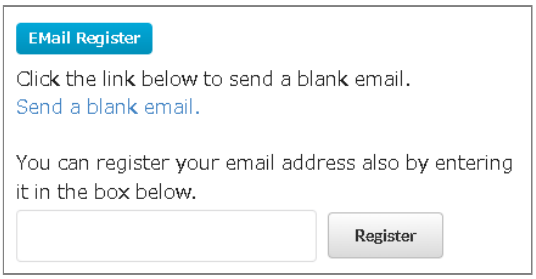


4.2.2 Registration of Additional Email Address

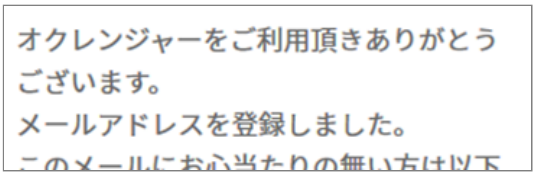
1. After logging in to the Ocrenger User Site, tap Registration Status/Settings.



2. Tap Send a blank email or enter the email address to be registered and tap Register.

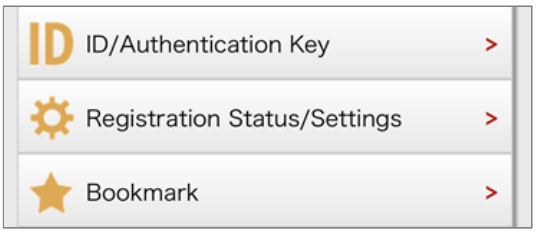


3. The registration of your additional email address is complete when you receive the message shown below.



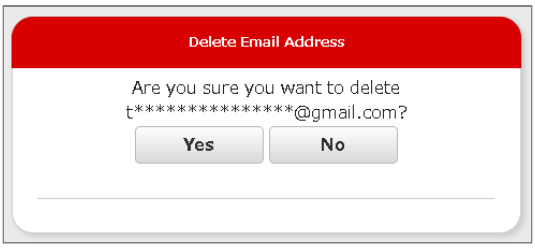
4.2.3 Deletion of Email Address

1. After logging in to the Ocrenger User Site, tap Registration Status/Settings.



2. The registered addresses for the relevant ID are shown below Registered Email Addresses. Tap Delete at the bottom of the relevant email address.

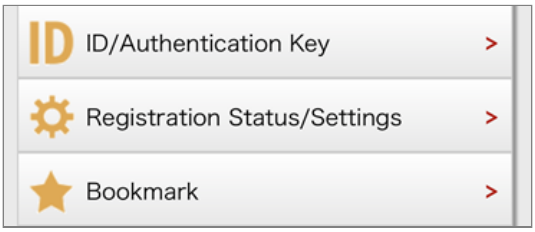
3. If you are sure to delete the displayed email address, tap Yes.



4. If the relevant email address no longer appears in the Registered Email Address list, the deletion of the address is complete.

4.2.4 Selection URL type to be included in Email (encrypted/unencrypted)

1. Tap Registration Status/Settings in the User Menu at the Ocrenger User Site.



2. Switches will appear on the bottom of registered email address. Turn on the switch for the relevant email address(es) to receive emails include URL starts with "https:".

* When unencrypted transmission has been selected by the administrator, these switches will not appear on users' screens and users cannot choose to receive emails include URL starts with "https:".

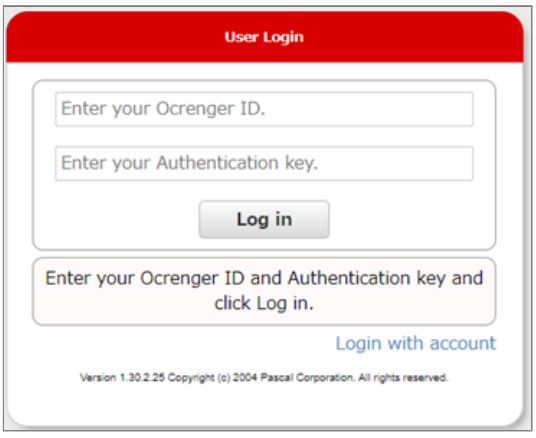
4.3 Bookmarking in Web Browser

Bookmark the Ocrenger User Site, you can readily check messages and schedules/bulletin boards.

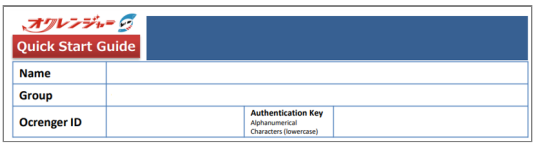
4.3.1 Bookmarking

1. Read the QR code on or enter the URL below in the address bar to access the Ocrenger User Site. https://user.ocrenger.jp/
   * If you cannot access the URL above, replace "https" with "http" and try again.

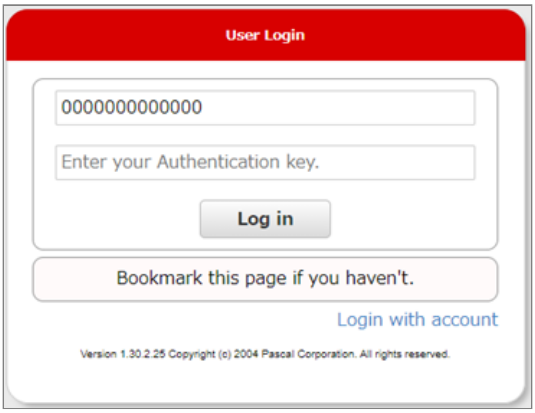
2. The user login page will appear.



3. Enter your ID , Authentication key and tap Log in.



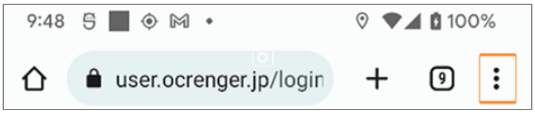
4. The User Menu page will appear. Tap Bookmark.



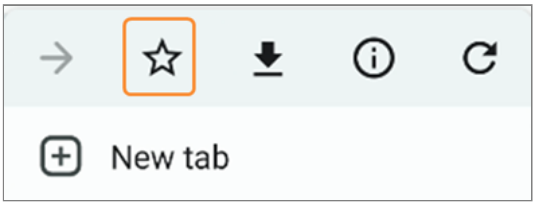
5. Confirm that the page has been bookmarked, and log in again.

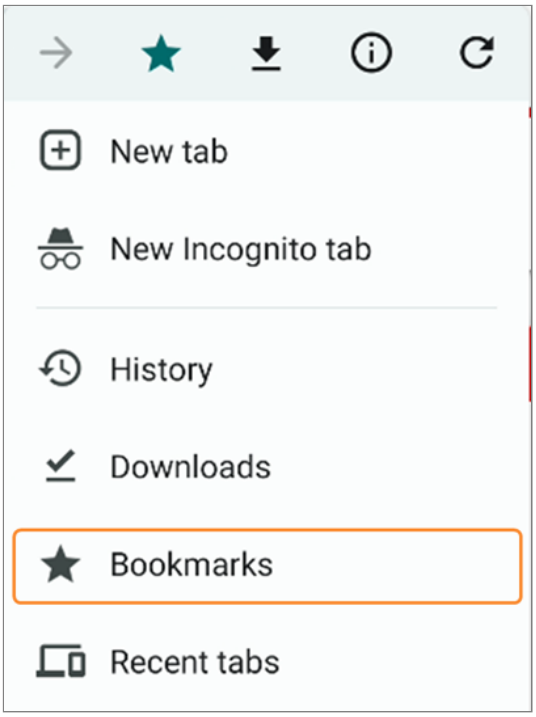
How to bookmark on Google Chrome（Android)

1. Tap the menu button.
   * How and where it appears may be different on some types of smartphones.



2. Tap ☆ button.

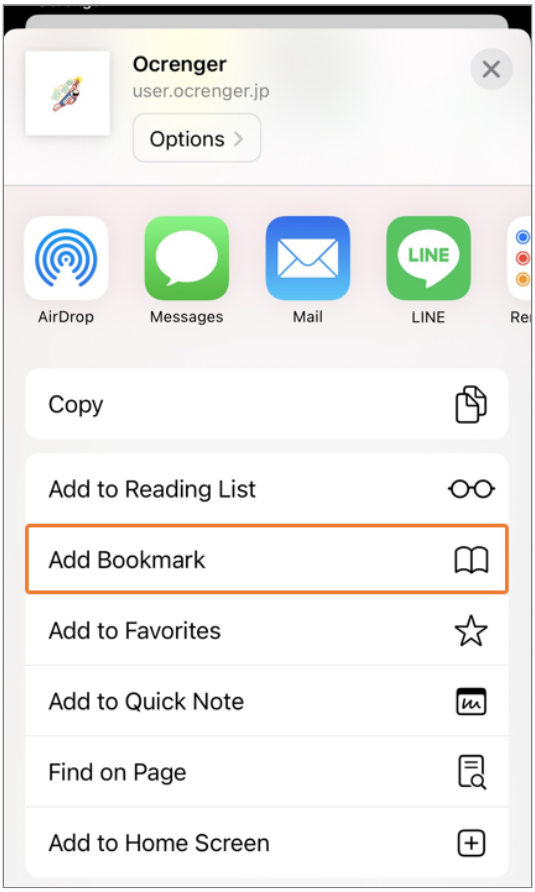




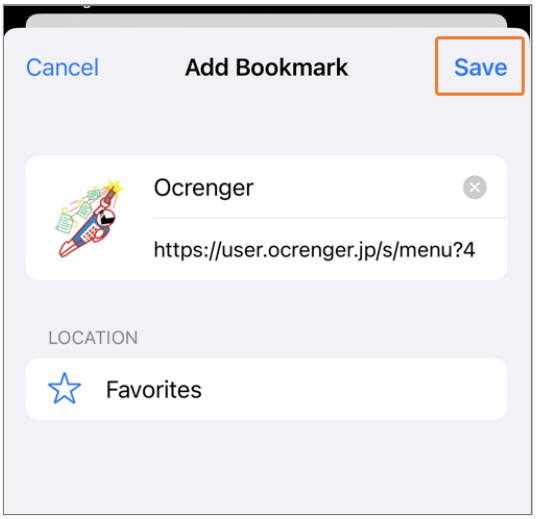
How to bookmark on Safari（iOS)

1. Tap the menu button of your smartphone. * How and where it appears may be different on some types of smartphones.

2. Tap Add Bookmark.



3. Tap Save.



5. Reading Messages and Answering Questions

5.1 Reading Messages

5.1.1 Access from EMail

Tap the URL in the notification email to move to the Ocrenger User Site.
* If your cellphone or smartphone is not SSL compatible, tap the URL shown in the lower part of the message.

5.1.2 Access from App

Tap the subject of the message appearing in the timeline to move to the Ocrenger User Site.

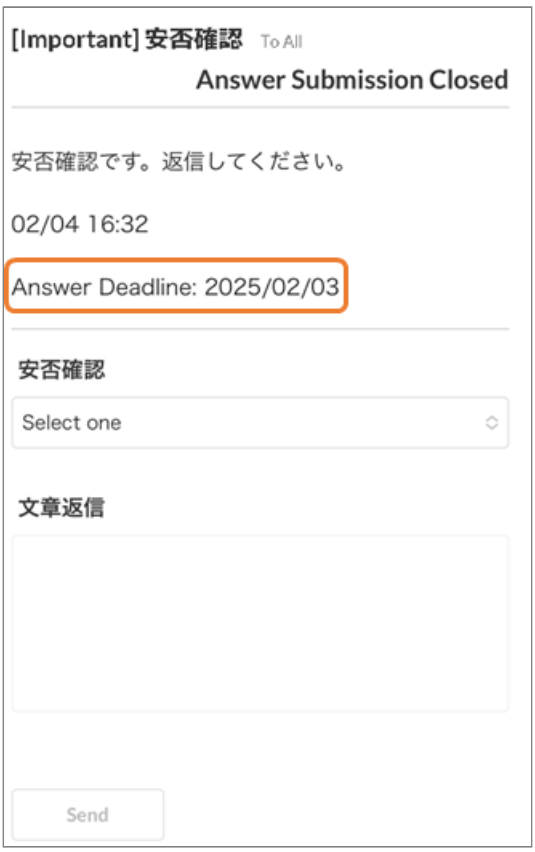
5.2 With Questions

A message with a question may be delivered. This section explains how to enter questions.

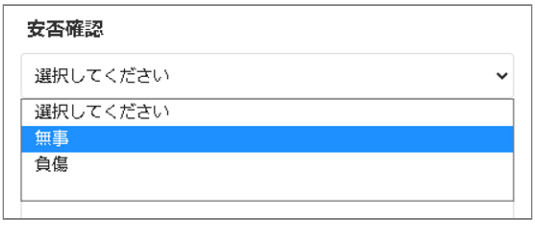
5.2.1 Answering Questions

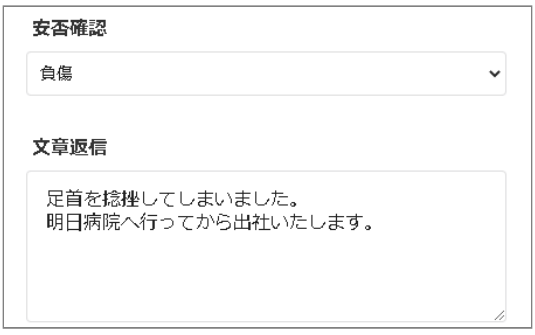
1. Message details and an answer field will appear.
   * You cannot answer a message without an answer field.

* If there is a set deadline for answers, responses will no longer be possible after that date has passed.



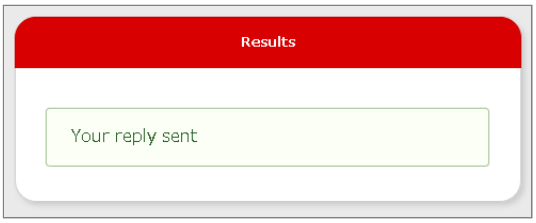
2. Select or enter answers.





3. Tap Send.

4. When the result is displayed, the answer is complete.



5.2.2 Answering Conditional Questions

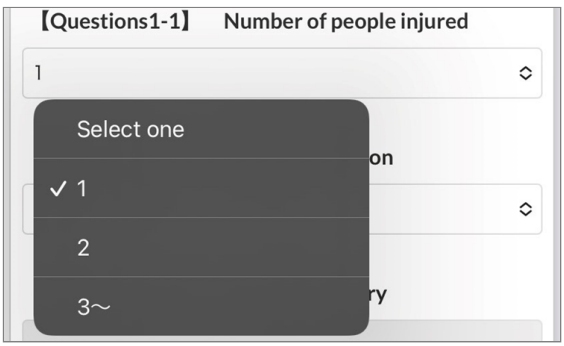
Answer options for a question are sometimes different according to your answer for the previous question.

Please note that if you have answered a question that is related to the previous question but later changed your answer for the previous question, your choice for the later question may be cancelled.

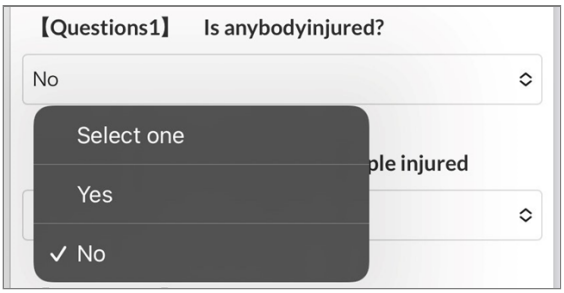
Multiple choice format (single answer)

If Yes is selected

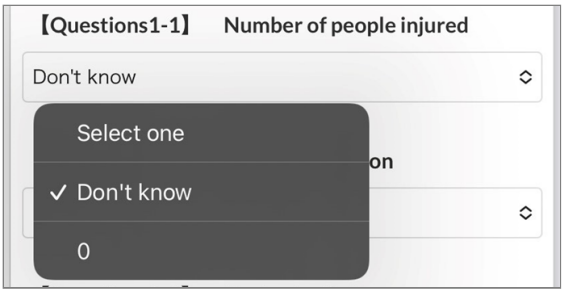
Options of Number of peaple injured is limited to 1, 2, and 3~.



If No is selected



Options of Number of peaple injured is limited to Don't know and 0.

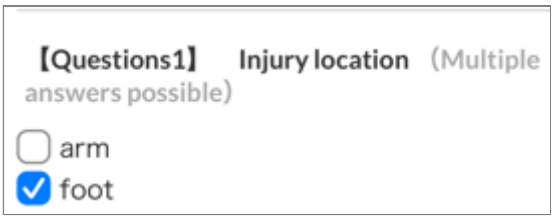


Multiple choice format (multiple answers)

If you selected Arm in Question 1

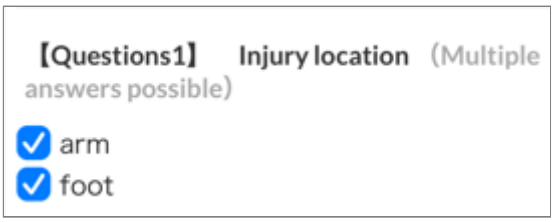
In the following questions 1-1 for the answer Arm, the options for the arm situation are set.

If you chose "feet" in question 1

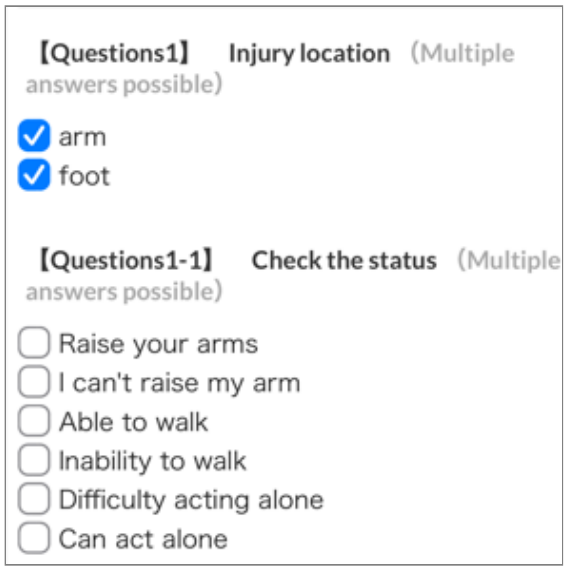


In the next question 1-1 for the answer Feet, the options for the situation of the feet are set.

If you select both questions 1 and 2

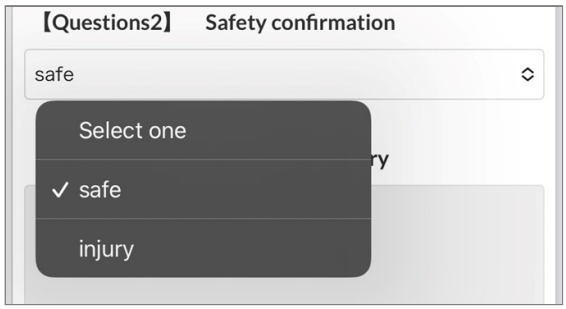


For the answers "arms" and "legs", the next question sets the options for the situation of the arms and legs and whether you can act.



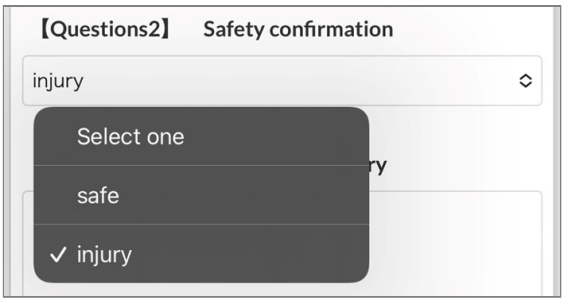
Description format

If safe is selected



The description field is limited so that you can not give unnecessary answers.

If injury is selected

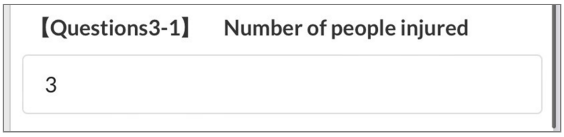


Description fields are limited so that injuries can be described.

Numeric format

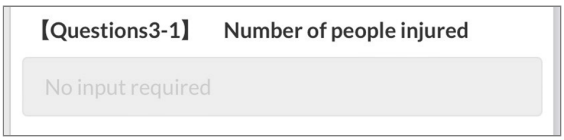
If Yes is selected

Responses will be limited so that you can be specific about the number of people injured.



If No is selected

Response fields are limited so that the number of injured people cannot be stated.



5.3 Send with location information

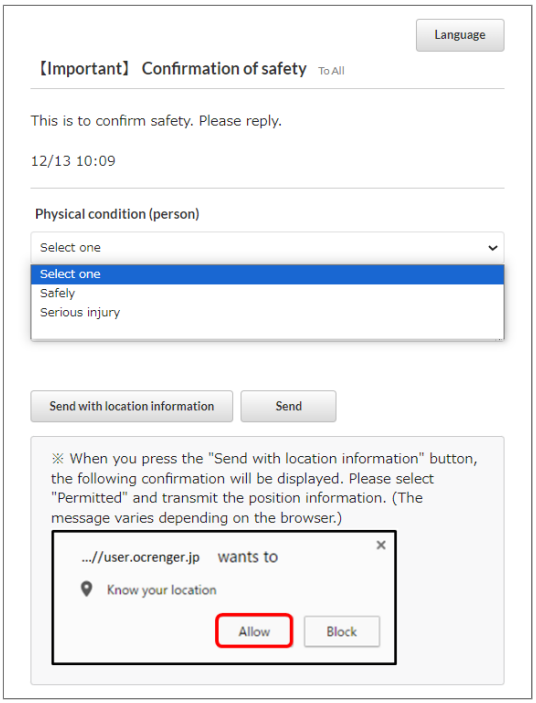
A message requesting your location information may be delivered.

5.3.1 Answering with location information

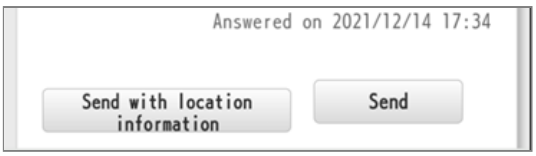
Depending on the message to be sent, location information can be sent optionally along with the answer to question.

* Location information (GPS) linkage is an optional feature.
* If your device is not equipped with a GPS function, it may not be able to acquire accurate location information.
* Location information cannot be sent if the connection is made in a non-SSL environment.

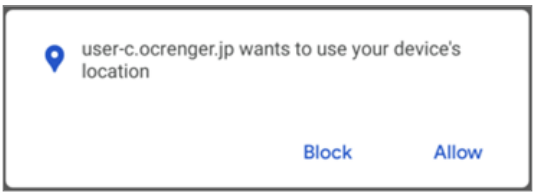
1. Select and enter your answer in the response field of the message.



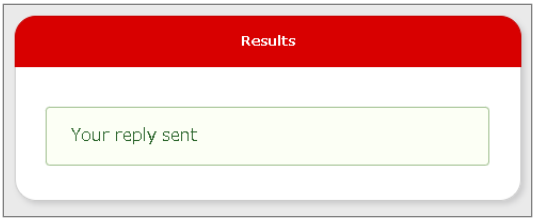
2. Tap “Send with location information”.



3. If seeing the following message, please select "Allow".
   * The message will vary depending on your browser.

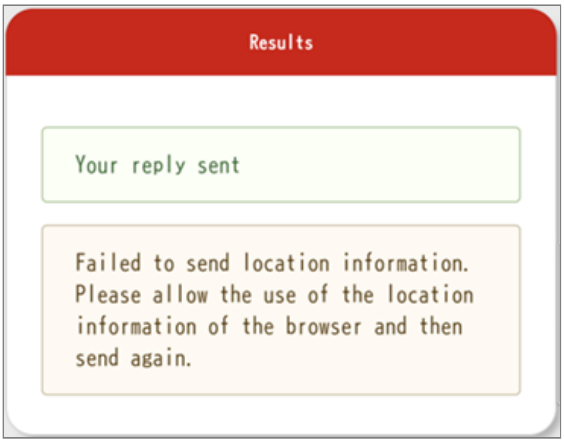


4. When the result is displayed, the answer is complete.



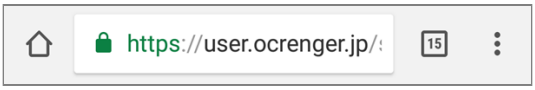
When sending location information fails

The following message may appear and sending location information may fail. In such a case, you need to allow sending of location information.

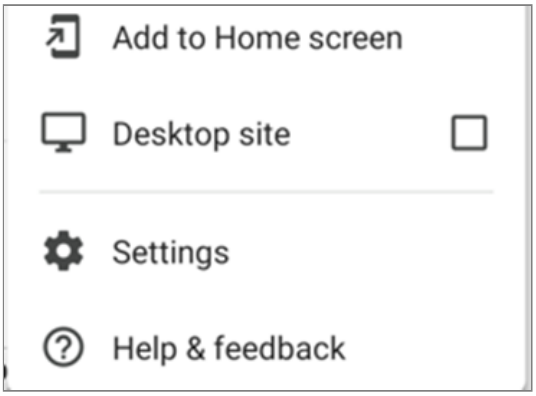


5.3.2 If using Google Chrome (Android)

1. Click on ⋮ at the top of screen.

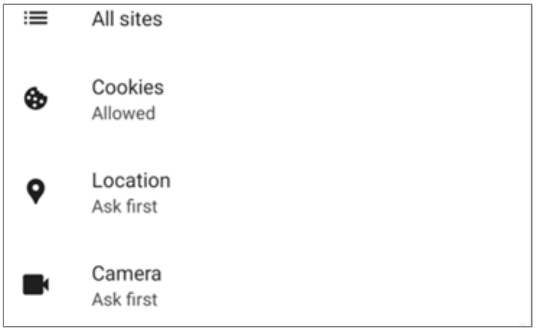


2. Tap Setting.

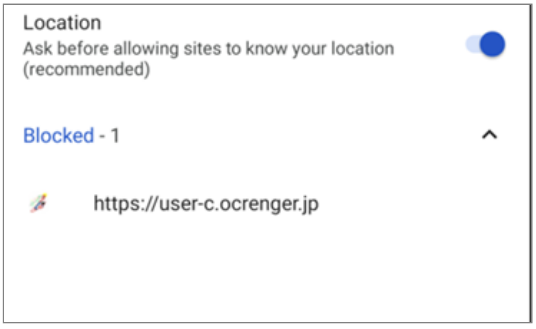


3. Tap Site settings.

4. Tap Location.



5. Select the ocrenger site (https://user.ocrenger.jp) that is blocked.



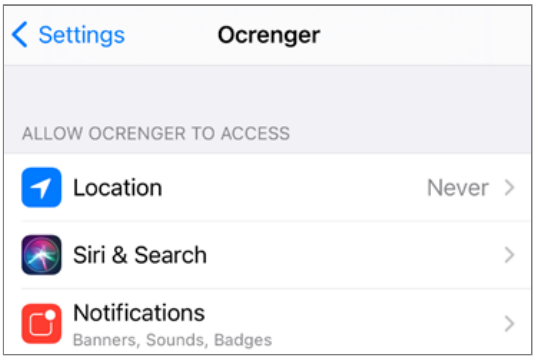
6. Select "Allow. The setting is now complete. Please open message again and press the "Send with location information button."

5.3.3 If using iOS

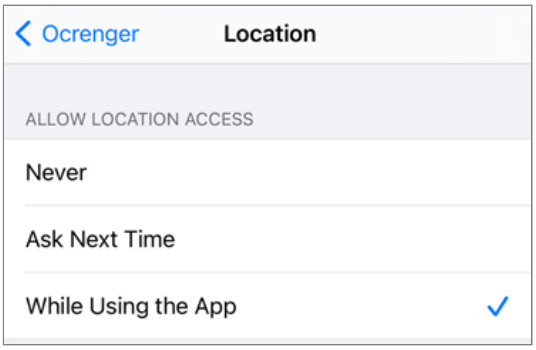
1. Press the Settings icon on your home screen.

2. Tap “Ocrenger”.

3. Tap “Location”.



4. Tap “While Using the App”.
   The setting is now complete. Please open message again and press the "Send with location information button."

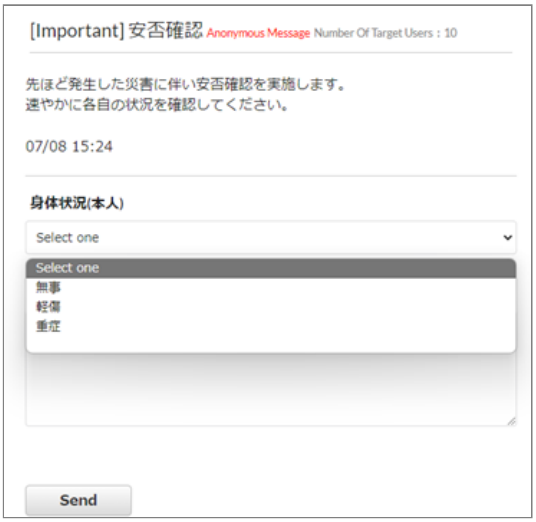


5.4 Anonymous message

The administrator cannot determine that the content of your response is yours. You must set a passcode on your first response.

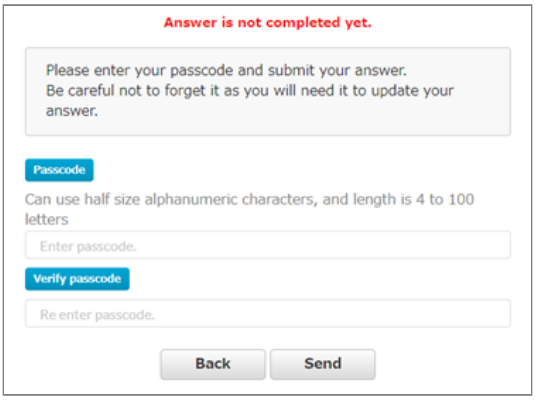
5.4.1 Answering to anonymous messages

1. Please select and enter your answer in the response field of the message and Tap send.



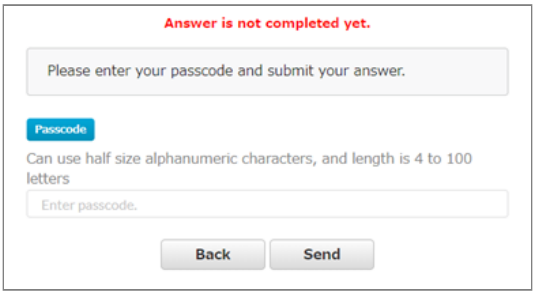
2. The screen for setting and entering the passcode is displayed. At this step, the answering has not yet been completed.

   When the first answer (passcode not set)
   Enter the passcode you want to set in the passcode field and the confirmation passcode field, and press "Send".
   * Please enter the passcode using 4 to 100 single-byte alphanumerical characters.
   * Please note that the set passcode cannot be confirmed or changed later.

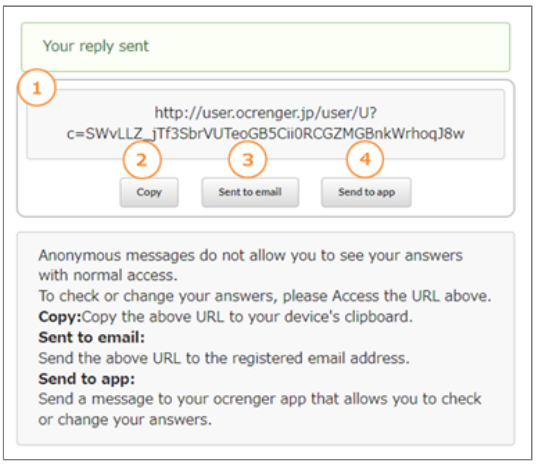


   When the answer modify (passcode has been set)

   Enter the passcode you set when you answered for the first time in the passcode field and press "Send".



3. The answer will be sent and the completion screen will be displayed. This completes the send.
   Anonymous messages do not allow you to see the answer with normal access. When you check the answer, please access from the URL displayed on this screen.



① Anonymous message URL for confirming the content of the reply
You can check your answer by accessing the displayed URL. You can skip entering the passcode when modifying your answer.

② Copy
Copy the URL of ① to the clipboard of your terminal.

③ Send e-mail
The URL of ① will be sent to the registered e-mail address.
* If you have not registered your e-mail address, it will not be displayed.

④ Send application
Send the URL of ① to the Ocrenger app you are using.
* If you are not using the Ocrenger app, it will not be displayed.

5.5 Message status

5.5.1 Answered message

Details of your answers and the reply time will be shown below an answered message. If necessary, you can overwrite your answers and send the overwritten answers by tapping Send. Anonymous messages cannot be confirmed by the access method on this page. If you would like to see the answer, please refer to page 30.

5.5.2 What does “Deleted message” mean?

The message has been deleted by an administrator, or its posting period has expired. You cannot read the message.

6. Opening User Menu

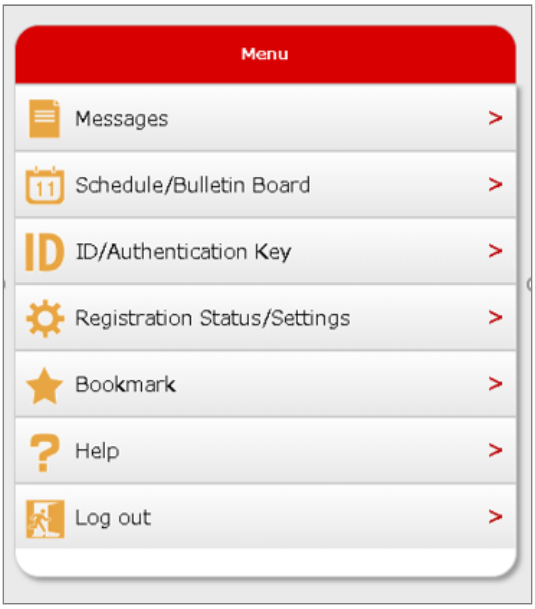
6.1 Opening User Menu (App)

6.1.1 If using Android

1. Launch the app and tap Account/Menu in the app menu.

2. Tap User site for the relevant account.

3. You will move to the Ocrenger User Site and the User Menu will appear.

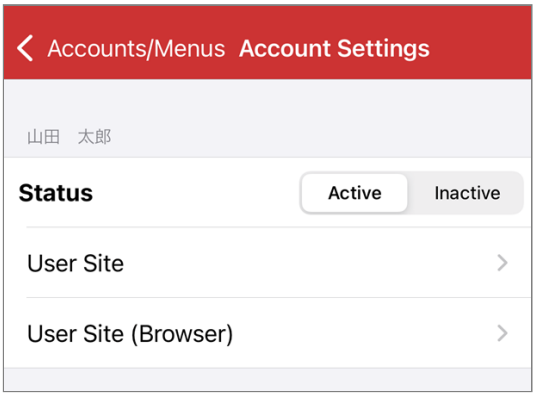


6.1.2 If using iOS

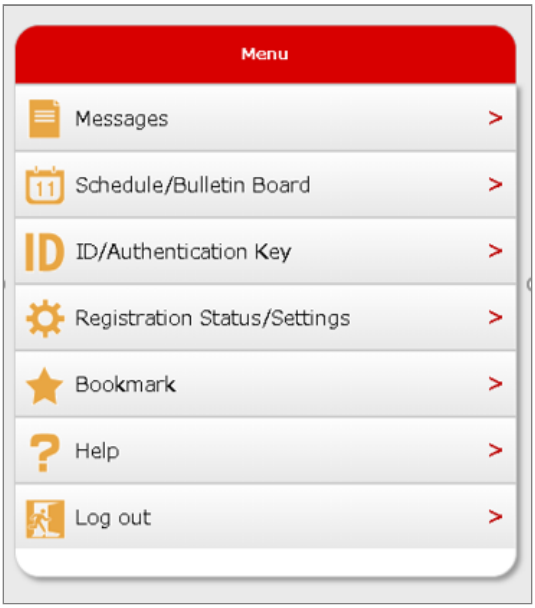
1. Launch the app and tap Account/Menu in the app menu.

2. Select an account.

3. Tap User site for the relevant account.



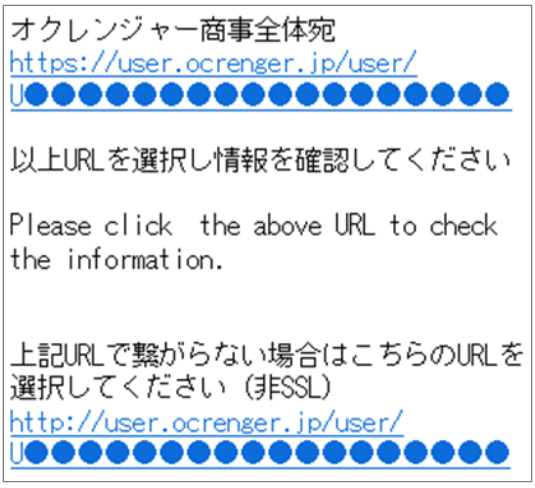
4. The User Menu will appear.



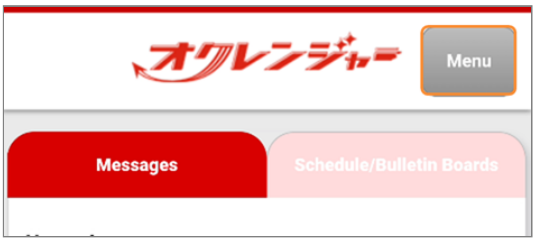
6.2 Opening User Menu (EMail)

6.2.1 Opening User Menu (EMail)

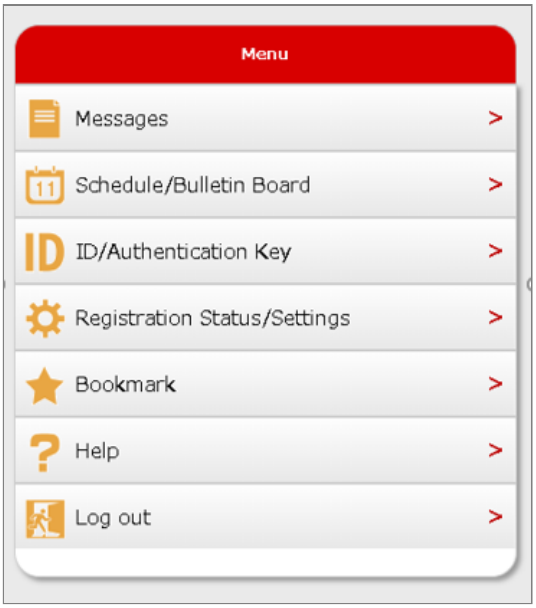
1. Tap one of the URLs in an email notifying you of the arrival of a new message, a schedule, etc. to move to the Ocrenger User Site.
   * If your phone is not SSL compatible, tap the URL in the lower part of the message.



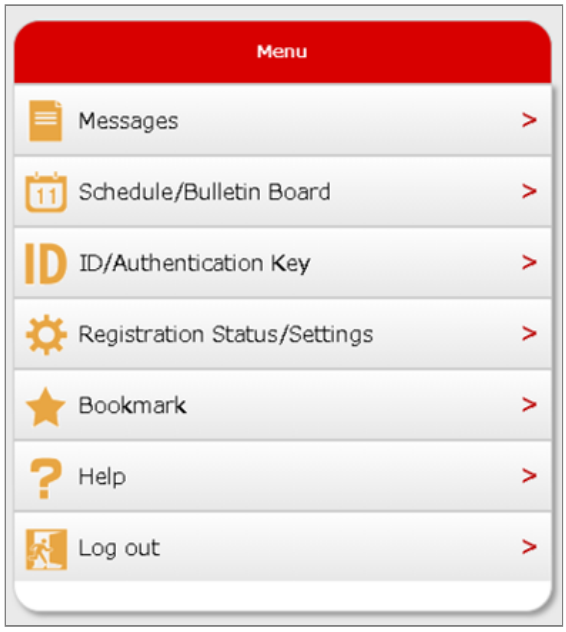
2. The message page or the schedule/bulletin board page will appear. Tap Menu.



3. The User Menu will appear.



6.2.2 Menu item Description



Messages
Tap it to view delivered messages.
* You cannot read messages whose posting periods have expired or that have been deleted by an administrator.

Schedule/Bulletin Board
Tap it to view schedules or bulletin boards.
* You cannot view schedules or bulletin boards whose posting periods have expired or that have been deleted by an administrator.

ID/Authentication Key
Tap it to confirm your ID and authentication key.

Registration Status/Settings
Tap it to confirm your registered email addresses and the registration status of the app. You can also cancel or register email addresses.
For organizations using two-factor authentication, you can also set up the destination for one-time password delivery.

Bookmark
Tap it to bookmark the login page so that you can readily log in to the site.

Help
Check this page if you need any help with Ocrenger operation.

Log out
Tap to log out from the Ocrenger User site.

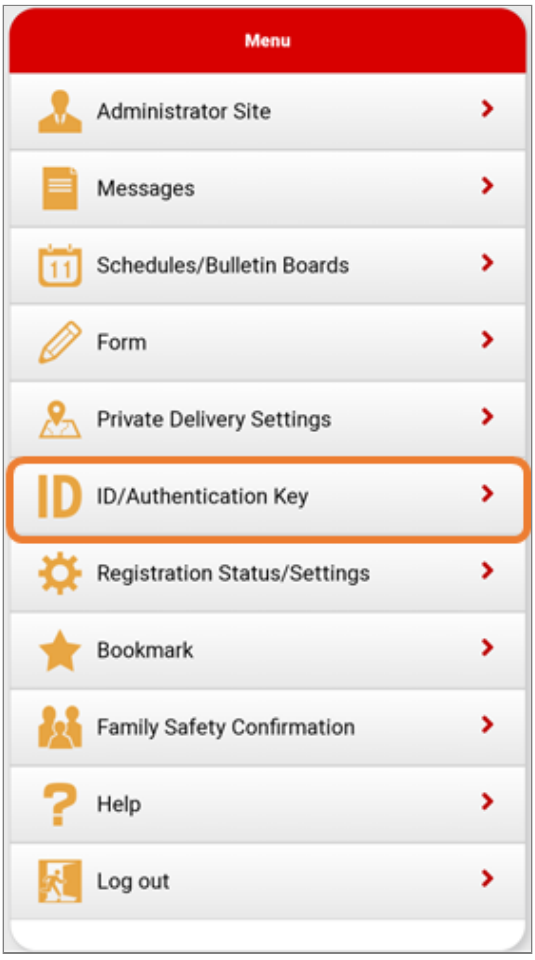
7. Account Registration / Password Change

7.1 Account

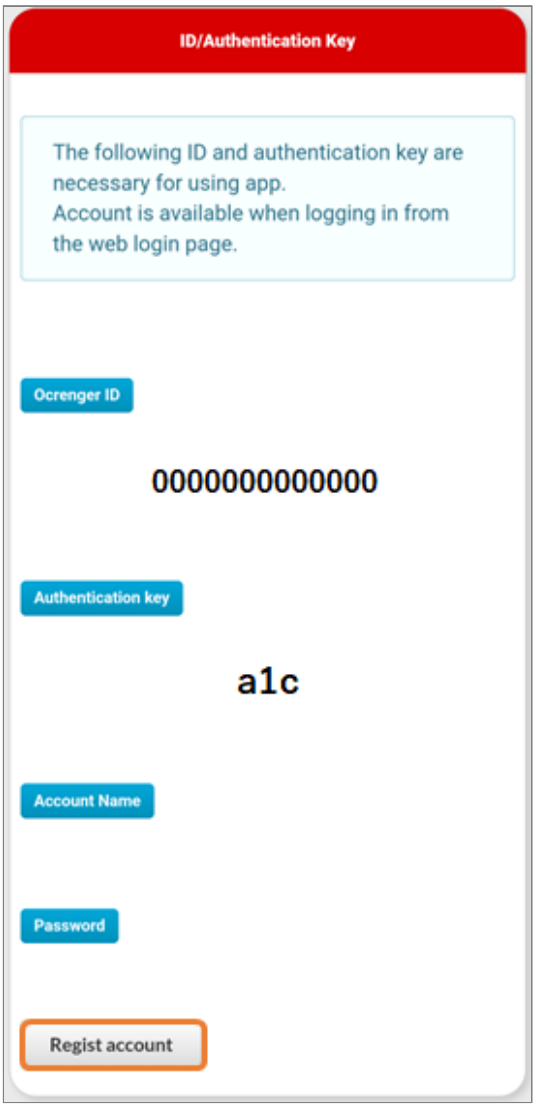
7.1.1 Register an account

Once you register an account, you will be able to log in with any account and password you set up instead of your Ocrenger ID and authentication key.
* If you have already registered to receive via app or e-mail, you do not need to log in.

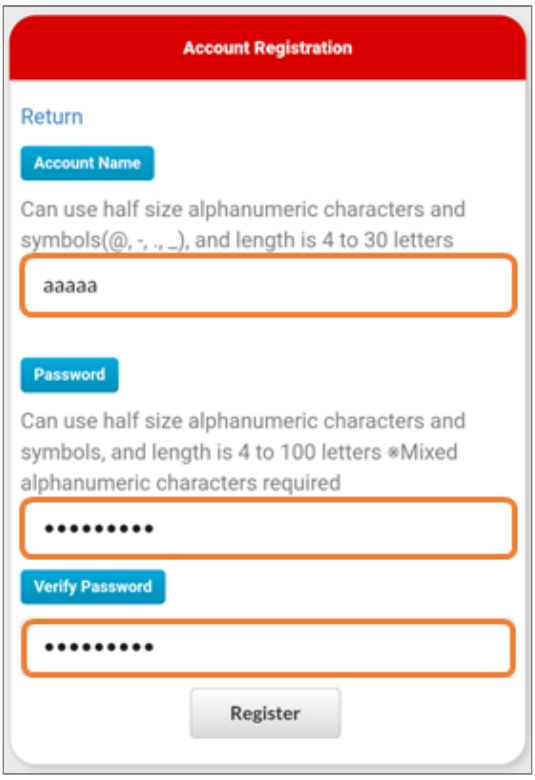
1. Tap ID/Authentication Key in the User Menu.



2. Tap Regist account.

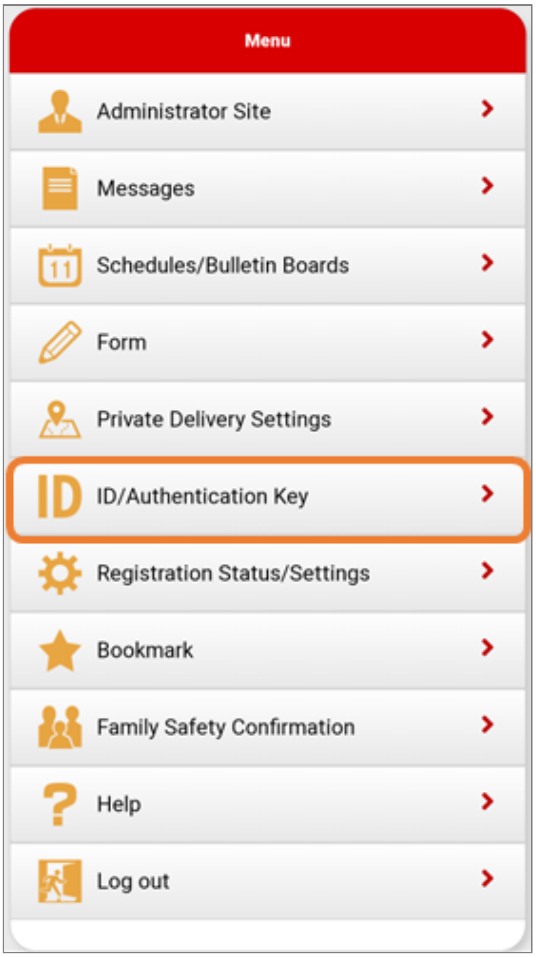


3. Enter your account name and password to register your account.

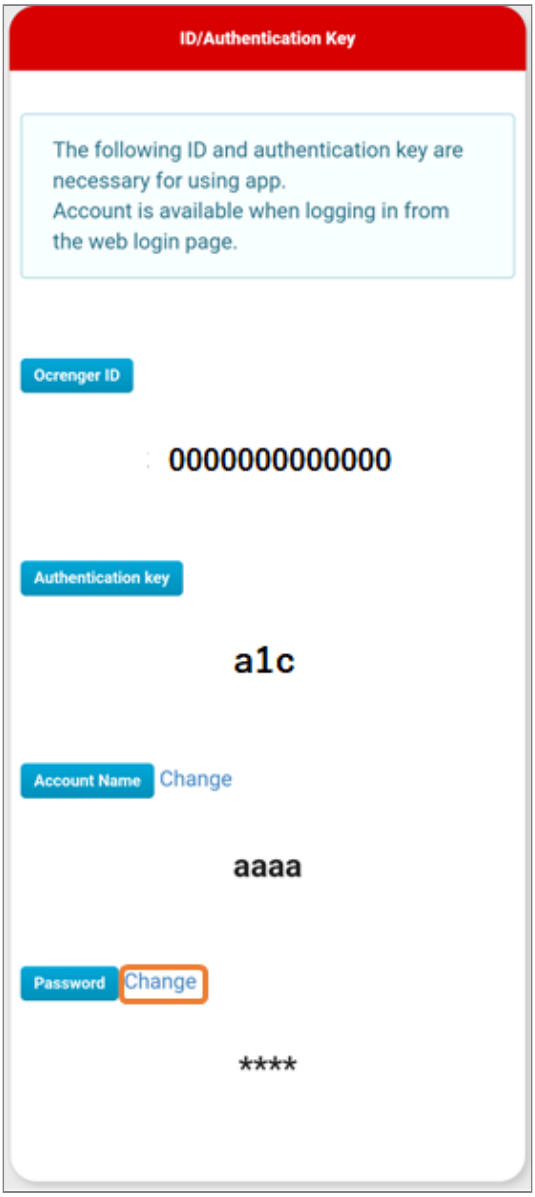


7.1.2 Password Change

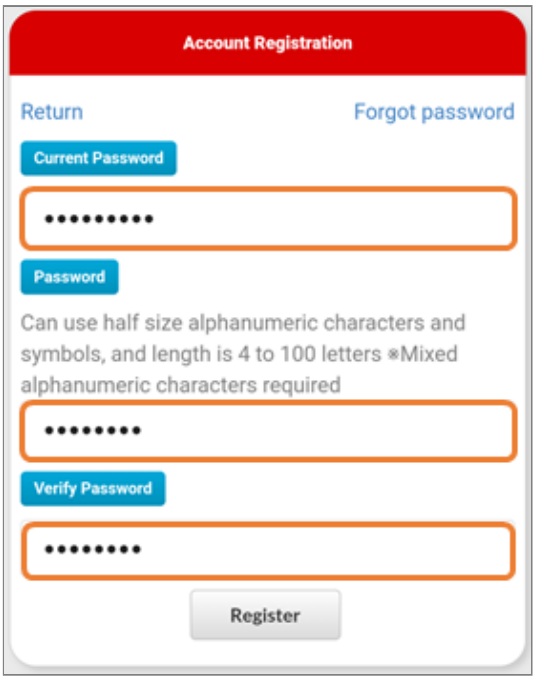
1. Tap ID/Authentication Key in the User Menu.



2. Tap the Change button next to the password.

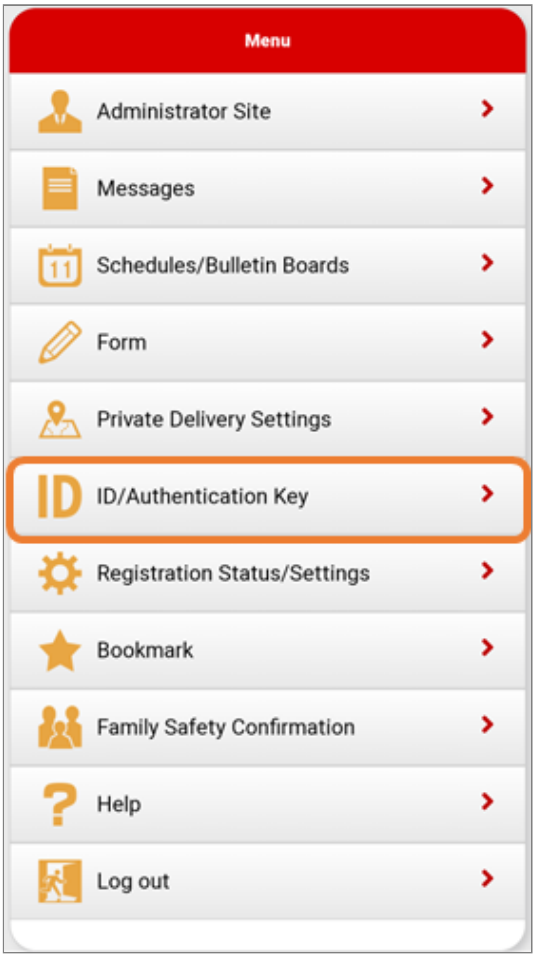


3. Enter your current password and the new password you wish to register and tap Register.

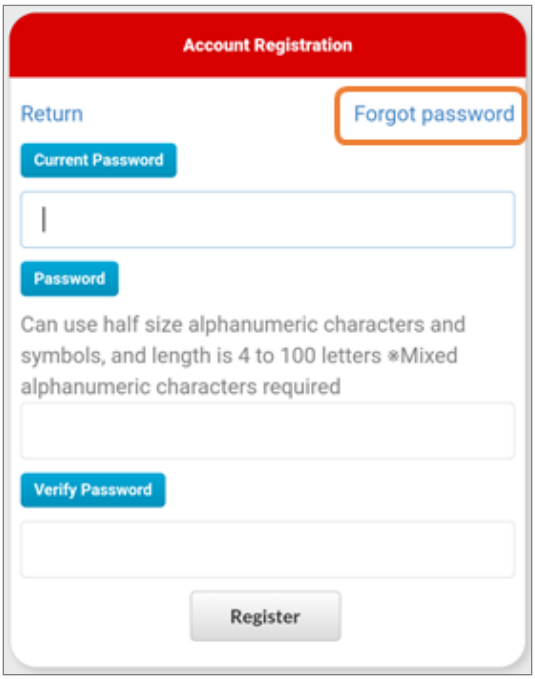


7.1.3 Forgot password

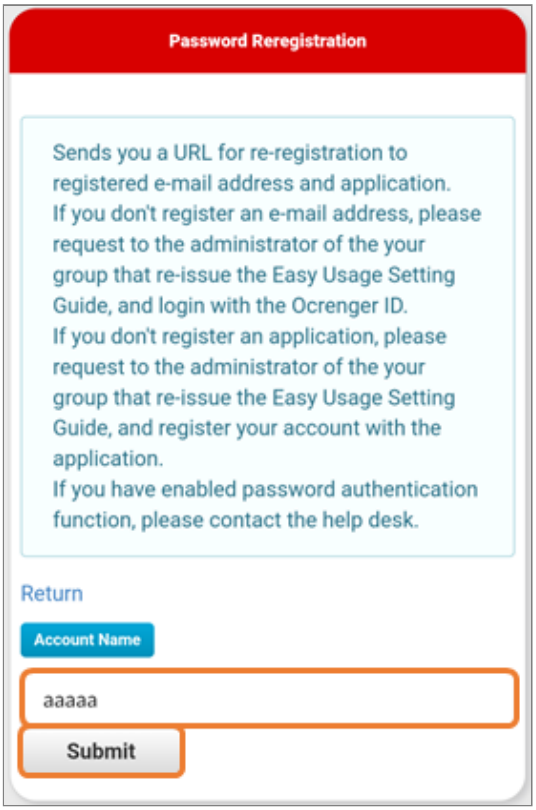
1. Tap ID/Authentication Key in the User Menu.



2. If you forget your password, tap Forget password in the upper right corner.



3. Enter your account name and tap Submit.



4. A message will be sent to your registered email address or application.
   Follow the instructions in the message to Reregistration.
   * Messages will not be sent if your email address or application is not registered.

8. Schedules

8.1 Checking Schedules

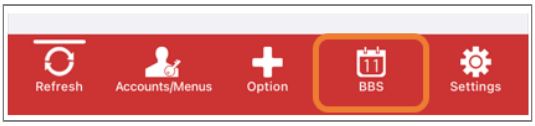
8.1.1 Checking Schedules (Posting notifications)

1. If you have a notification of schedule posting, tap スケジュール-新着 in the timeline.

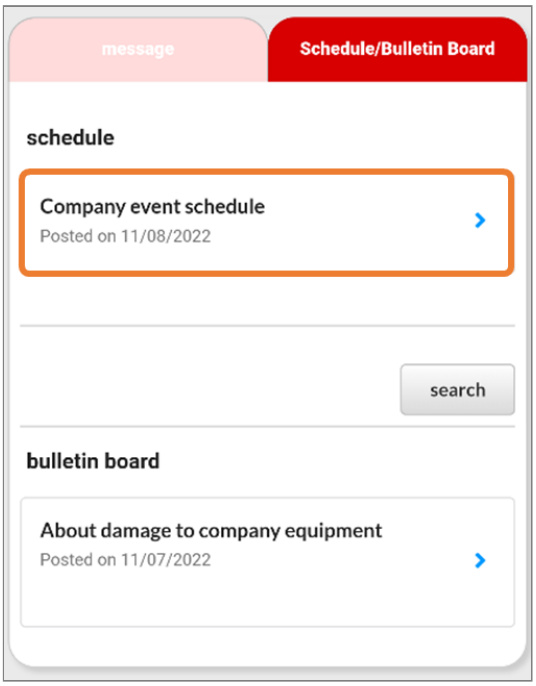
2. Details of the schedule will appear.

8.1.2 Checking Schedules (App Menu)

1. If you don't have any posting notifications, tap BBS in the app menu.



2. Tap the title of the schedule.



3. Details of the schedule will appear.

8.1.3 Checking Schedules (Email)

If you have registered your email address, you will receive emails to notify you of the posting of new schedules.
* If the administrator has selected not to notify users of the posting of a particular schedule, you will not be notified of the posting of the

schedule. Tap the URL in the message to check the schedule.

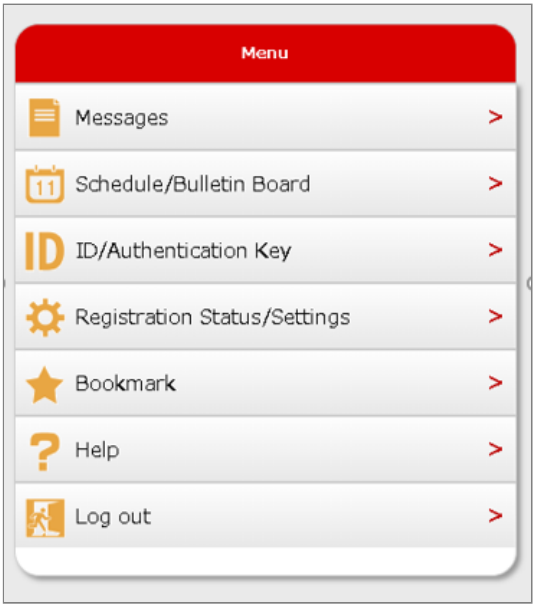
1. If you have an email notifying you of schedule posting, tap one of the URLs in the message to get connected to the Internet.

   * If you don't have such an email, log in to the Ocrenger User Site. * If your phone is not SSL compatible, tap the URL in the lower part of the message.

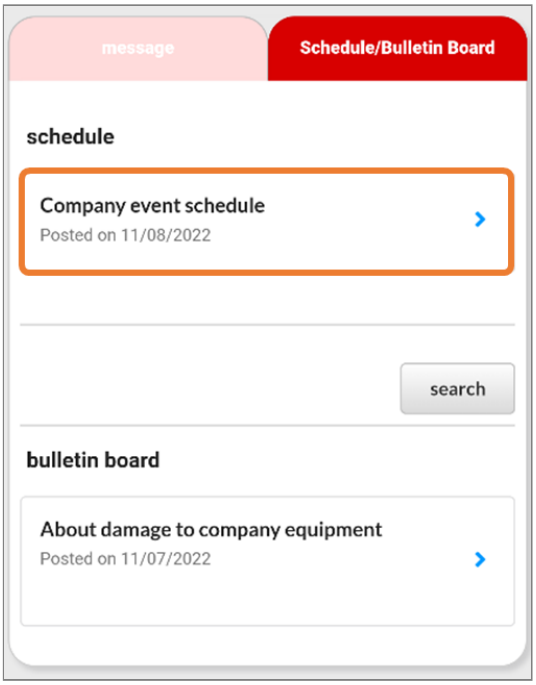
2. Details of the schedule will appear.

8.1.4 Checking Schedules (User Menu)

1. Tap Schedule/Bulletin Board in the User Menu.



2. Tap the title of the schedule.



3. Details of the schedule will appear.

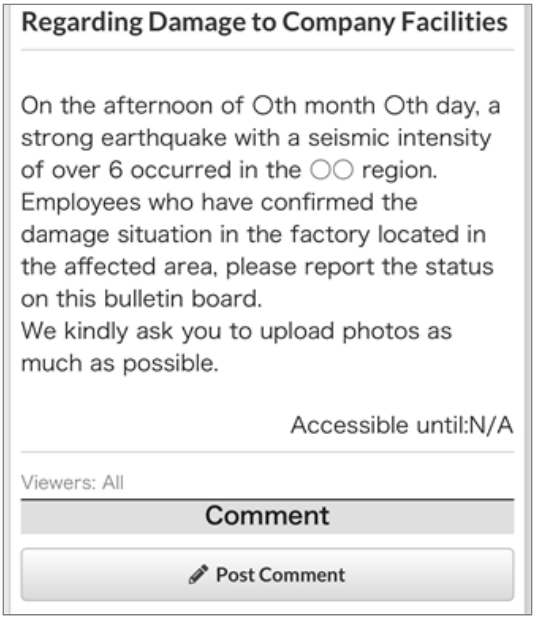
9. Bulletin Boards

9.1 Checking Bulletin Boards

9.1.1 Checking Bulletin Boards (Posting notification)

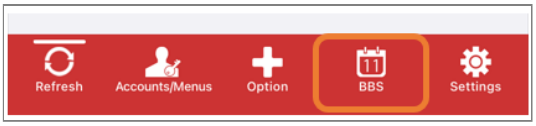
1. If you have a notification of bulletin board posting, tap 掲示板-新着 in the timeline.

2. Details of the bulletin board will appear.

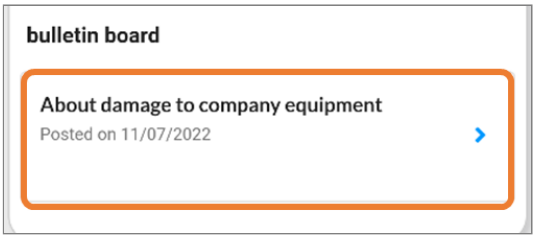


9.1.2 Checking Bulletin Boards (App Menu)

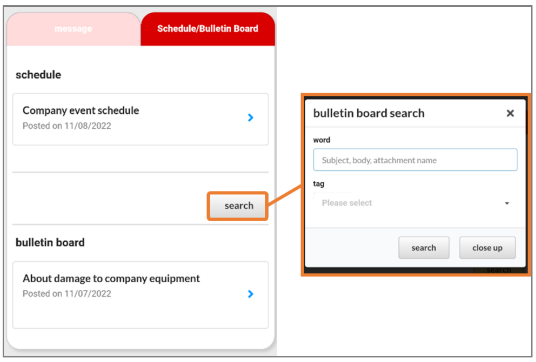
1. If you don’t have any new posting notifications, tap BBS in the app menu.



2. Tap the title of the bulletin board.



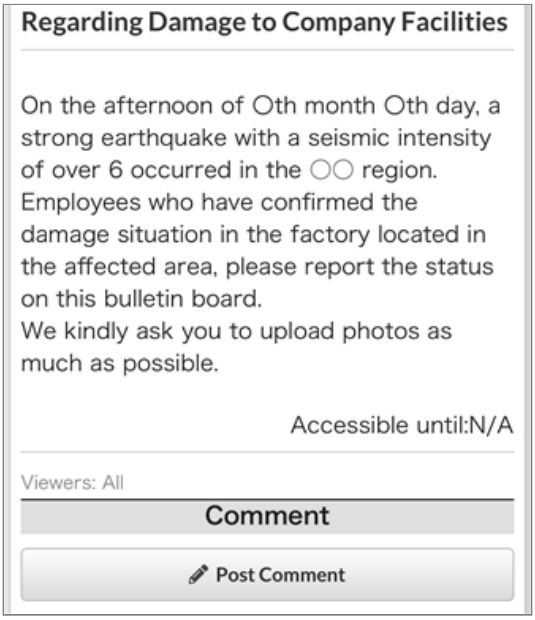
Bulletin Boards Search



When you press the "Search" button in the bulletin board list, the bulletin board search dialog is displayed.
Word : Bulletin boards that contain the entered word in either the subject, text, or attachment name will be displayed in the search results column.
Tag : Bulletin boards containing the selected tag will be displayed in the search results column.
* If multiple tags are selected, bulletin boards that include all the selected tags will be filtered.
* It is also possible to search the bulletin

board by combining word search and tag search.

3. Details of the bulletin board will appear.



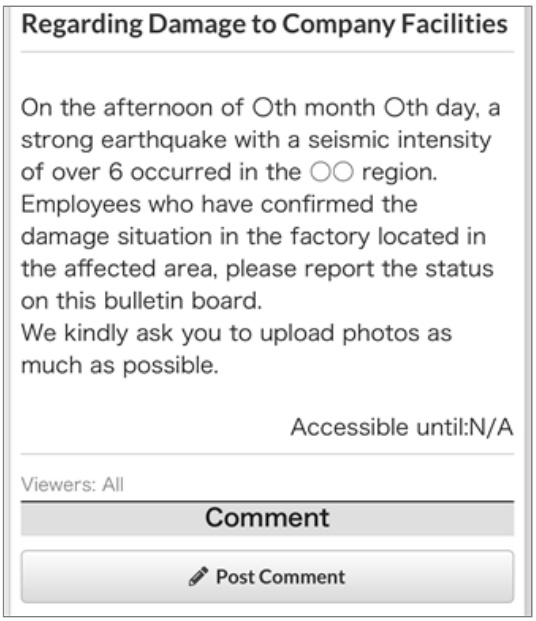
9.1.3 Checking Bulletin Boards (Email)

If you have registered your email address, you will receive emails to notify you of the posting of new bulletin boards.
* If the administrator or another user has selected not to notify the posting of a particular bulletin board, you will not be notified of the posting of the bulletin board.

Tap the URL in the message to check schedules.

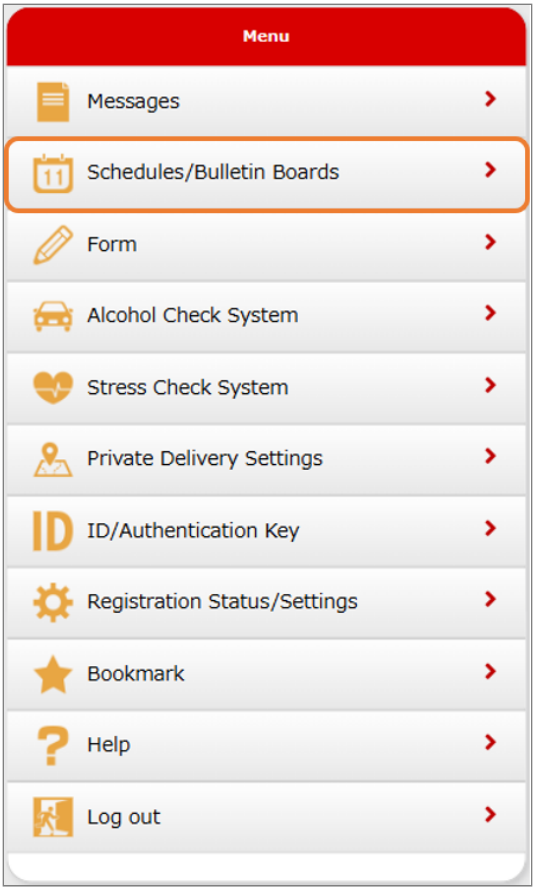
1. If you have an email notifying you of bulletin board posting, tap one of the URLs in the message to get connected to the Internet.
   * If you don't have such an email, log in to the Ocrenger User Site.
   * If your phone is not SSL compatible, tap the URL in the lower part of the message.

2. Details of the bulletin board will appear.

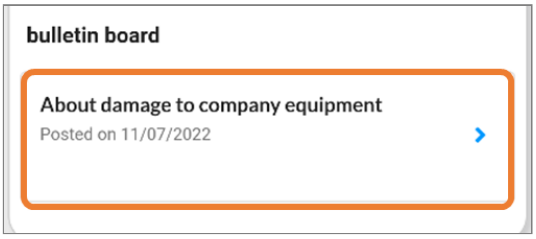


9.1.4 Checking Bulletin Boards (User Menu)

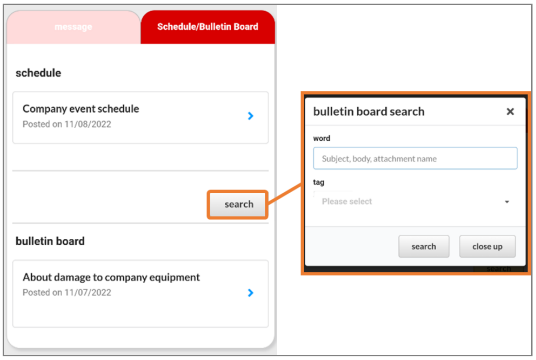
1. Tap Schedule/Bulletin Board in the User Menu.



2. Tap the title of the bulletin board.

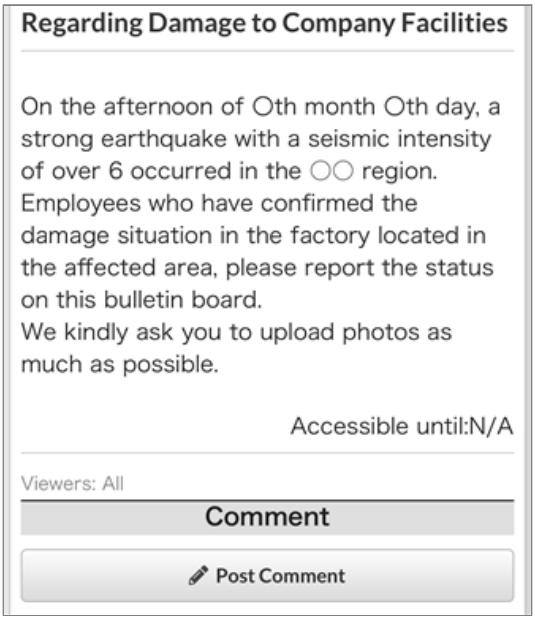


Bulletin Boards Search



When you press the "search" button in the bulletin board list, the bulletin board search dialog is displayed.
Word : Bulletin boards that contain the entered word in either the subject, text, or attachment name will be displayed in the search results column.
Tag : Bulletin boards containing the selected tag will be displayed in the search results column.
* If multiple tags are selected, bulletin boards that include all the selected tags will be filtered.
* It is also possible to search the bulletin board by combining word search and tag search.

3. Details of the bulletin board will appear.



9.2 Posting Comment on Bulletin Board

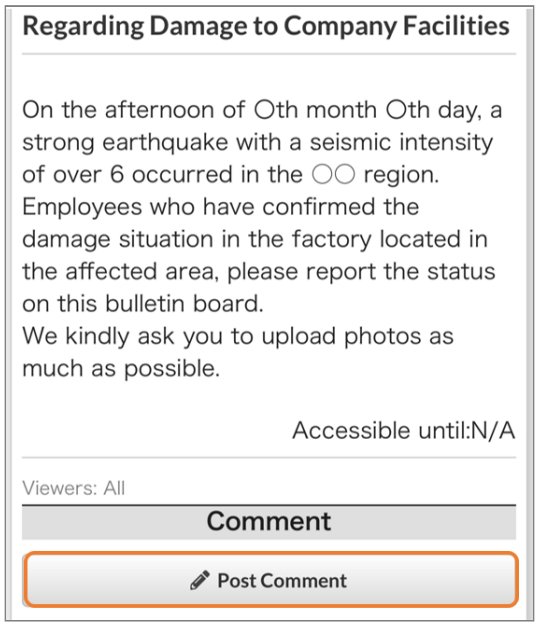
You can post a free comment if the bulletin board has Post Comment at the bottom.
You can also attach up to one JPG, PDF, Excel, Word, PowerPoint, txt and/or Movie(avi, mp4, mov, wmv, mkv) file (up to 100 MB).
* You cannot post a comment if the bulletin board does not have a Post Comment button.
* The file formats that can be attached and viewed depend upon the type of your phone. It is recommended that you use a computer to attach and view files.
* Video files may not be previewed depending on the browser.
* Please make sure the "About video Preview" link for details.

9.2.1 Posting Comment

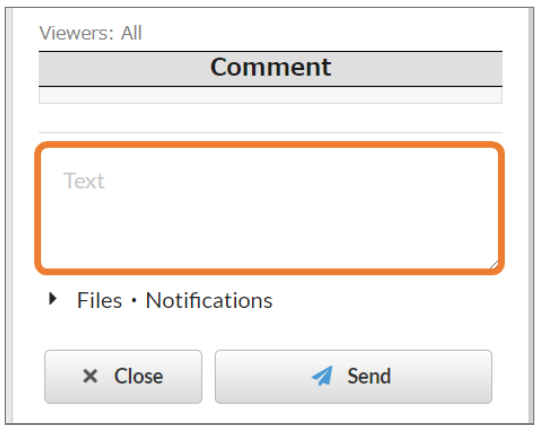
1. Open the relevant bulletin board (Please refer the page Checking Bulletin Board). Tap Post Comment below the message.

9.2.1 Posting Comment

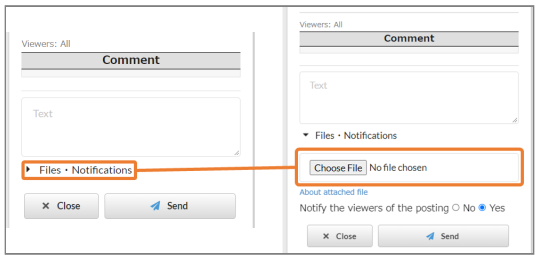
1. Open the relevant bulletin board (Please refer the page Checking Bulletin Board). Tap Post Comment below the message.



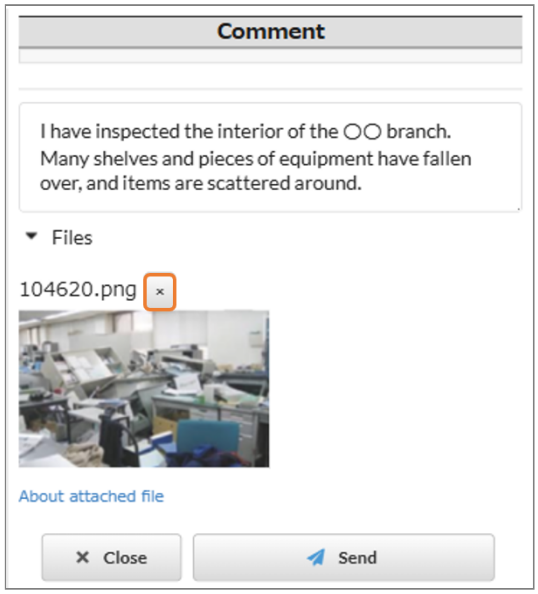
2. The comment entry field will appear. Enter your comment.



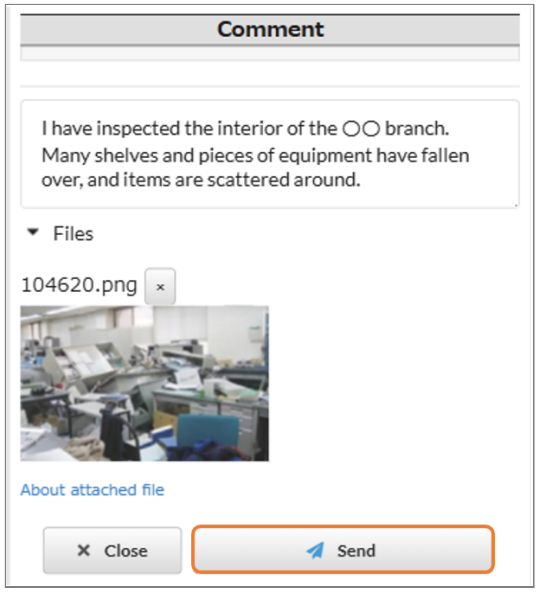
3. If you want to attach files, tap Choose File to select files.



Tap × to delete a file, if necessary.



4. Tap Send when you have finished writing a comment.



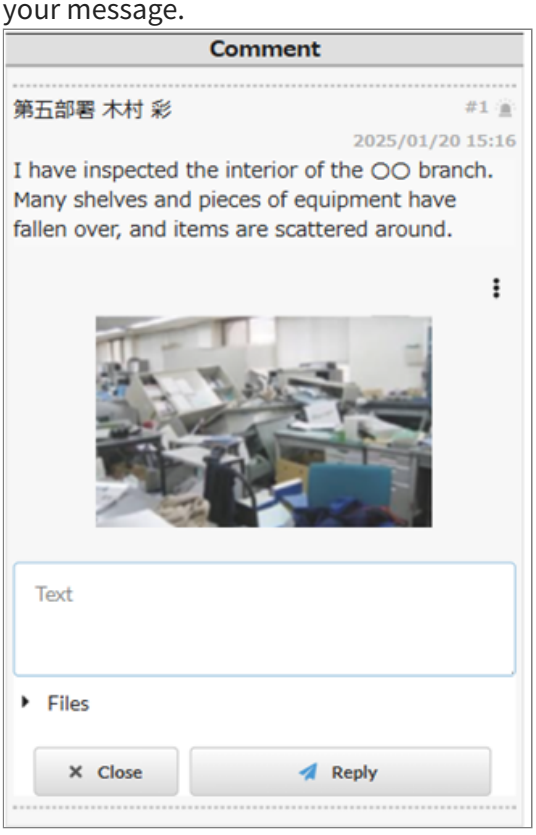
5. The posting of your comment is complete when your comment appears on the screen.

9.2.2 Reply to a Comment on the Bulletin Board

1. Open the menu of the comment you want to reply to.

2. Click on "Post Reply" in the menu.

3. A reply input screen will appear. Please enter your message.

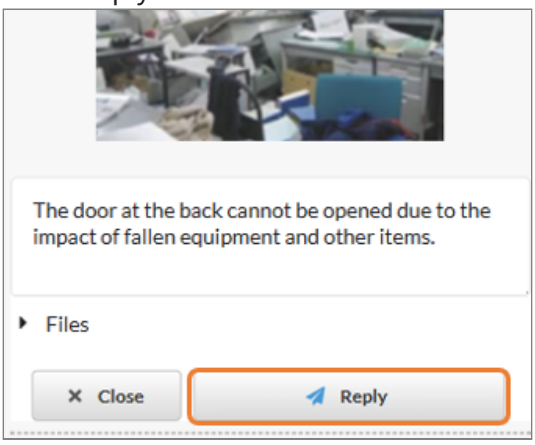


4. If you want to attach a file like posting a comment, click "Attach File" and select the file

you wish to attach.

5. You can notify other users that you have replied. Choose "Yes" to distribute a notification message or email.
   * Note that depending on the administrator's settings, notifications may not be available on some boards.

6. Once you have finished entering your reply, click "Reply."

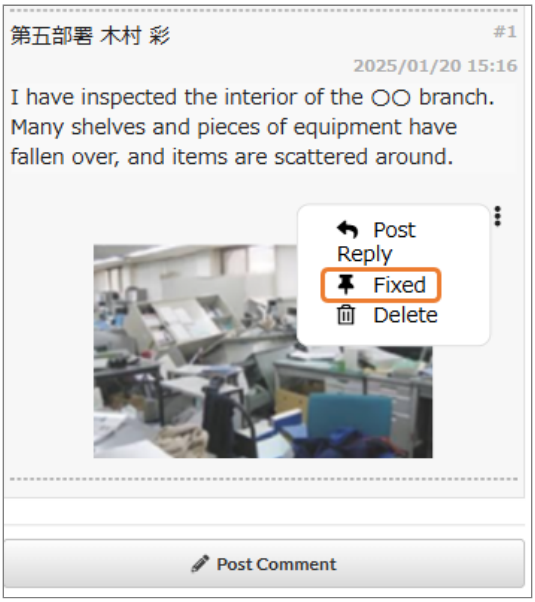


7. When your posted comment is reflected, the comment posting is complete.

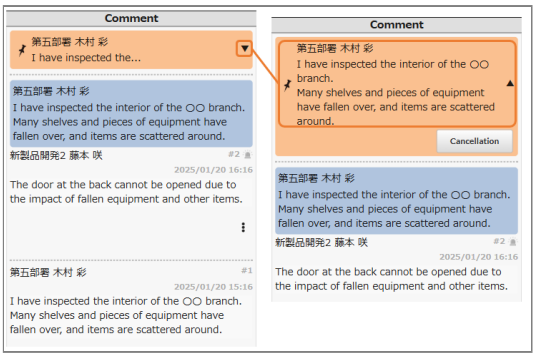
9.2.3 Pin a Comment on the Bulletin Board

1. Open the menu of the comment you want to pin.

2. Click on "Fixed" in the menu.



3. The selected comment will be pinned to the top of the comment section.
   If the text is long, you can click ▼ to display the full text.

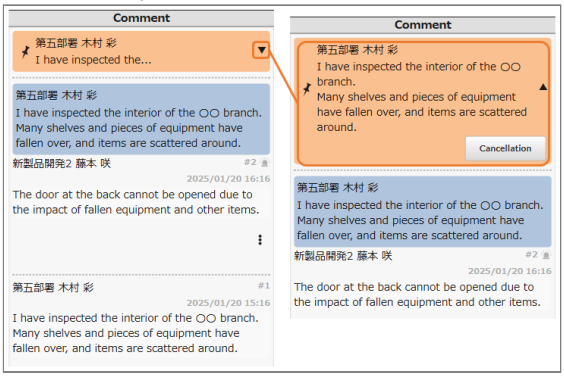


*If there are multiple pinned comments, clicking "View other announcements" will display all pinned comments.

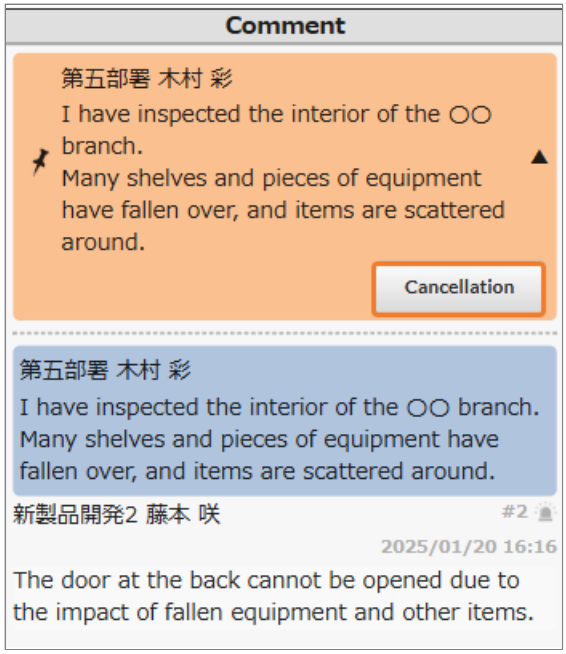
9.2.4 Unpin a Comment on the Bulletin Board

* Only administrators and the user who originally pinned the comment can unpin it.

1. Click on the ▼ of the pinned comment you want to unpin.



2. Click "Cancellation".



1. The comment will be unpinned from the top of the comments section.

* You can also unpin by pressing "Unpin" from the menu of the original comment that was pinned.

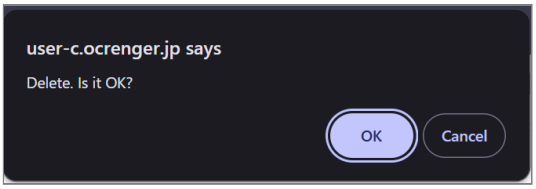
9.2.5 Deleting comment

You can delete only your own comments.
* The person who has created the bulletin board is authorized to delete any comment.

1. Please open the menu for the comment you want to delete.

2. Click "Delete".

3. Click "OK" to execute deletion.
   * Click "Cancel" to cancel deletion.

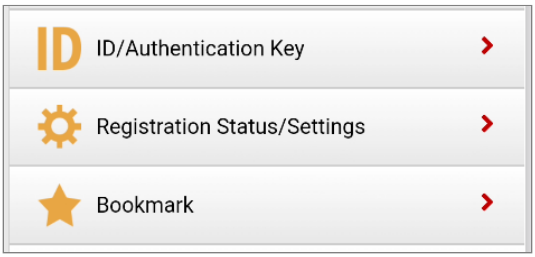


10. How to set up

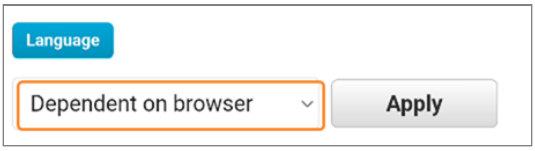
10.1 Setup

10.1.1 Select Language

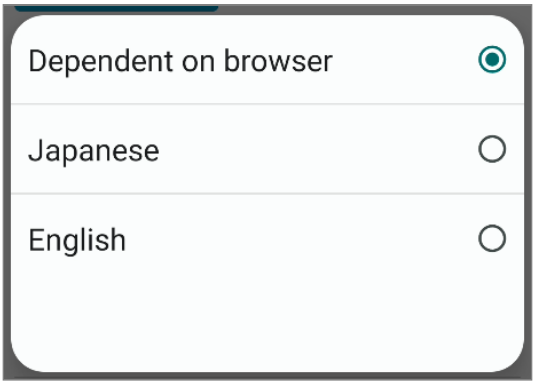
1. After logging in to the Ocrenger User Site, tap Registration Status/Settings in the User Menu.



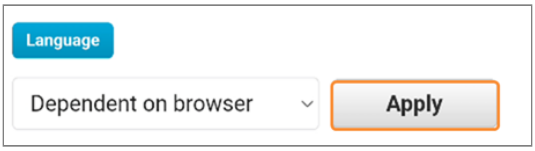
2. Tap the box below Language.



3. Select your language.



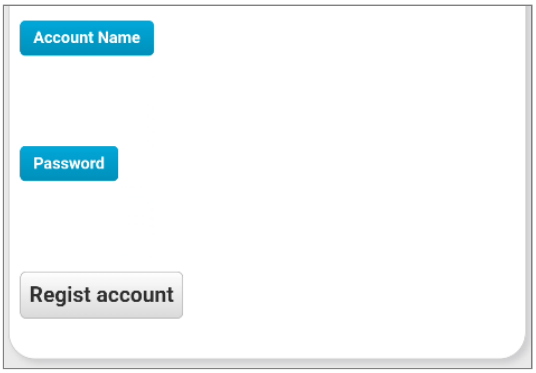
4. Tap Apply to reflect the change.
   * If you select Dependent on browser, log out and log in again to reflect the language.



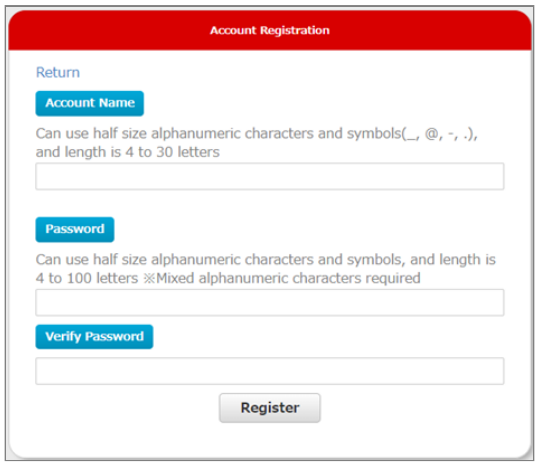
10.1.2 Creation an account

1. Press Change in the "Registration Status/ Settings" screen.

2. Tap Register account, the "Account Registration" screen will appear.



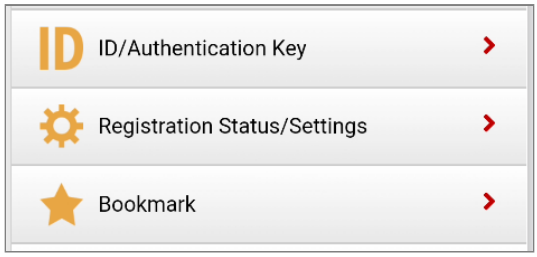
3. Please register your Account Name and Password.
   * The Account Name can be used from the Web Login screen.
   * Use ocrenger ID/Authentication Key for the app."



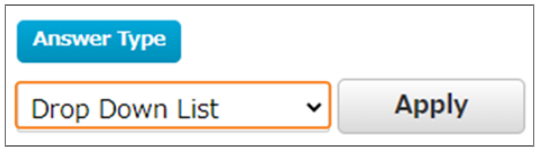
10.1.3 Change the way how questions are answered

You can change the way you answer messages with questions.
* If using an iPhone, please note that if you select "Drop Down List", the long sentences may not be displayed in full.

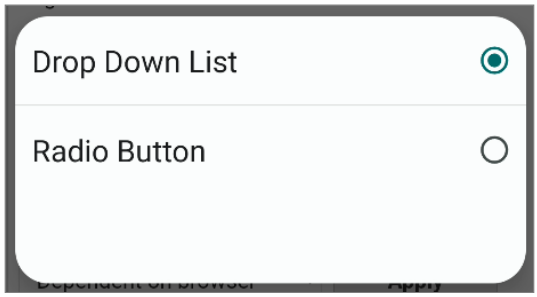
1. After logging in to the Ocrenger User Site, tap Registration Status/Settings in the User Menu.



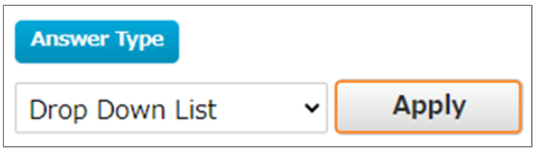
2. Please press the answer method.



3. Select the response method you wish to use.

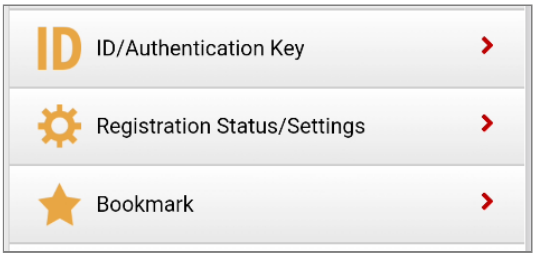


4. Press the "Apply" button to reflect the answer method you have chosen.

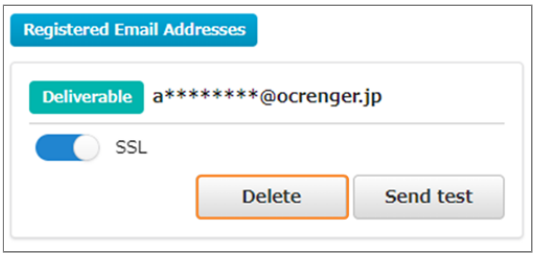


10.1.4 Delete to registered email address

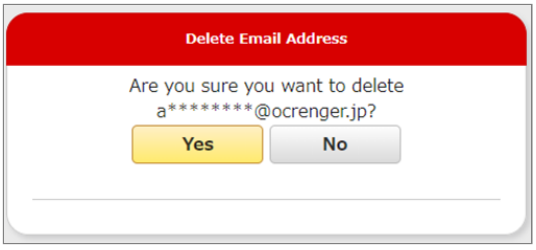
1. After logging in to the Ocrenger User Site, tap Registration Status/Settings in the User Menu.



2. Tap "Delete" in "Registered Email Addresses".



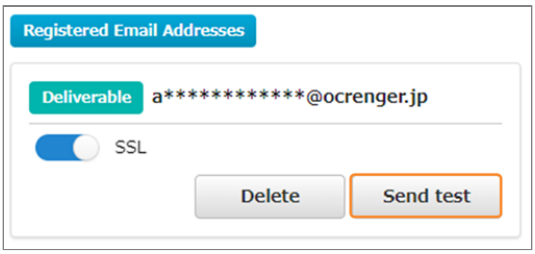
3. Tap "Yes" on the confirmation screen to cancel the email address.



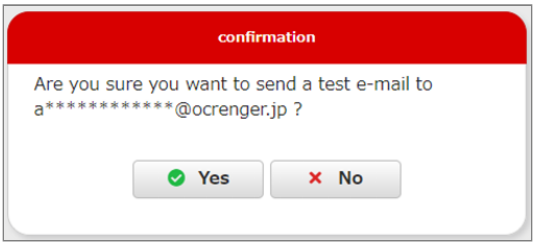
10.1.5 Test delivery to registered email address

If the email address can be delivered

1. You can either send an email to the registered address or you can test it yourself.



2. Click "Yes" on the confirmation screen to send the test email.

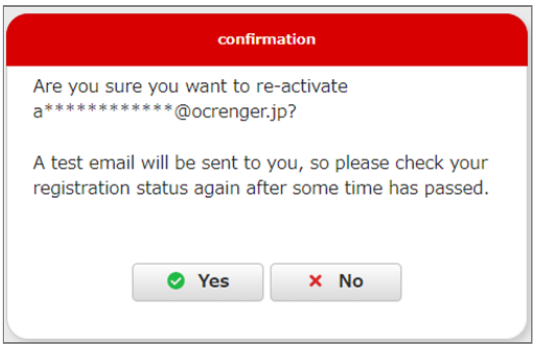


3. Make sure you have received the test email from the Ocrenger. If you do not receive the test email, it may have been sorted into your spam folder.

If the email address Undelivered

1. Please confirm the registered address, review the junk e-mail settings, and click "Validate".

2. Click "Yes" on the confirmation screen to send the test email.



3. Make sure you have received the test email from the Ocrenger.
   * If you have rejected your e-mail due to an incorrect e-mail address or filter settings, the registered e-mail address may be in the status of "Undeliverable". In that case, please review your e-mail address and filter settings, and then click "Validate".

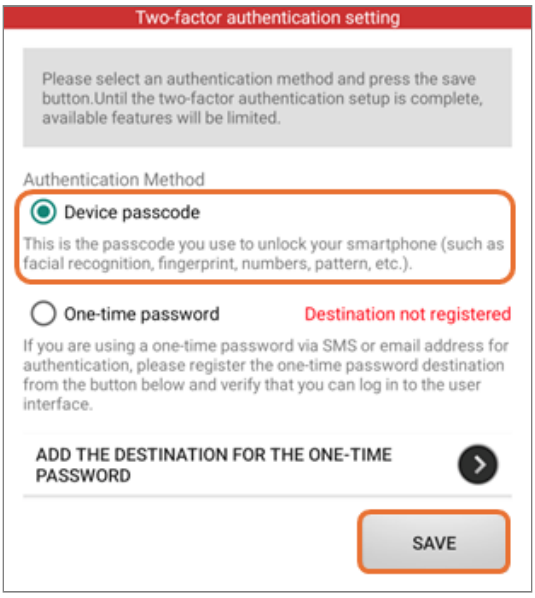
10.1.6 Set up two-factor authentication

If your organization is using two-factor authentication, you will be required to configure your authentication method.
Until the setup is complete, the features you can use will be limited.
After completion of the settings, if two-factor authentication is required, please authenticate using the method you have set up.

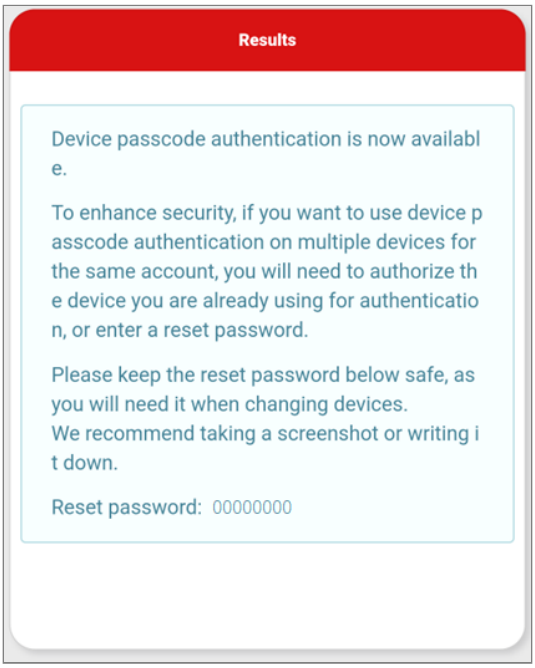
If you choose to set up your authentication method using a device passcode

This authentication method uses the passcode (such as facial recognition, fingerprint, numerical, or pattern) that you use to unlock your smartphone.
※ You can set this up if the device passcode on your device is enabled.

1. Please press the Two-factor authentication setting in the settings.
2. When the two-factor authentication setup screen appears, please select your Device passcode and press the SAVE button.



3. Once you receive the device passcode permission message, your setup is complete.

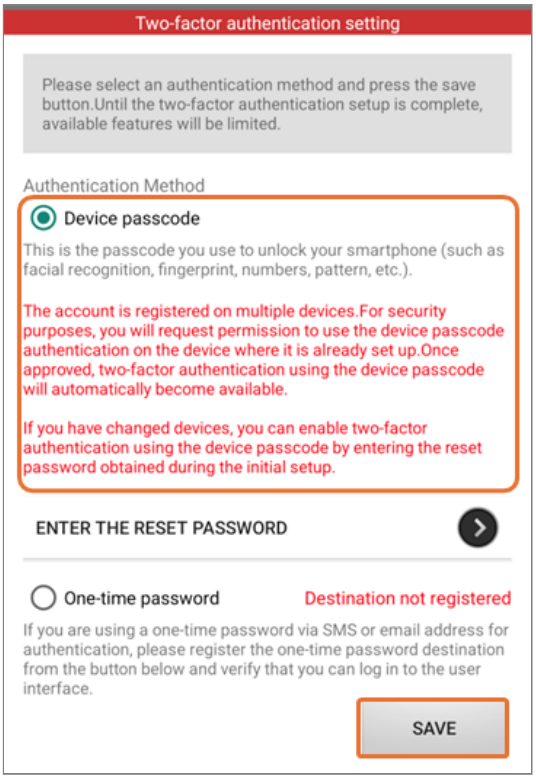


We recommend keeping this because it contains the Reset password needed to reset your device passcode when changing devices or similar situations.
* If you reset the device passcode, the passcodes for all devices registered under the same account will also be reset.

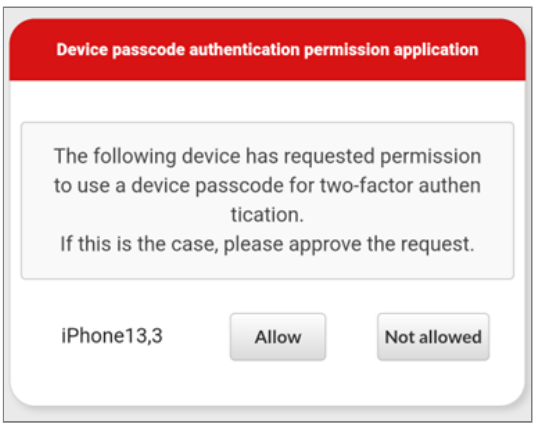
When using a device passcode on multiple devices.

If set up on multiple devices, a caution notice will appear on the authentication method selection screen.
If you wish to use the device passcode, you must first submit a usage permission application for the device initially registered.

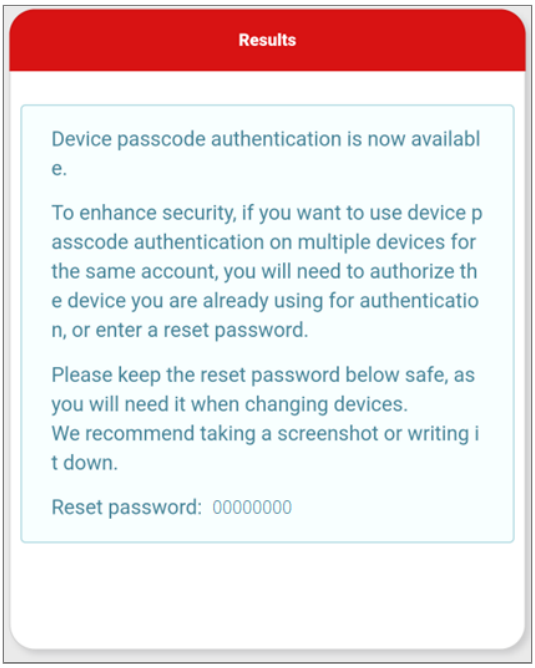
1. Please select the Device passcode and press the SAVE button.



2. The Device passcode authentication permission application will be sent to the device that was first registered.



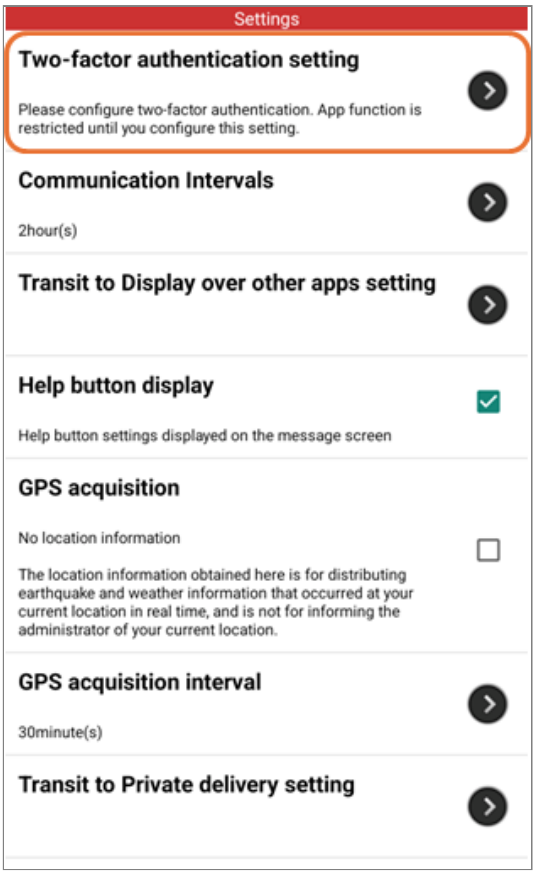
3. If the application is approved, a device passcode authorization message will be delivered to the applied device, allowing it to be used.



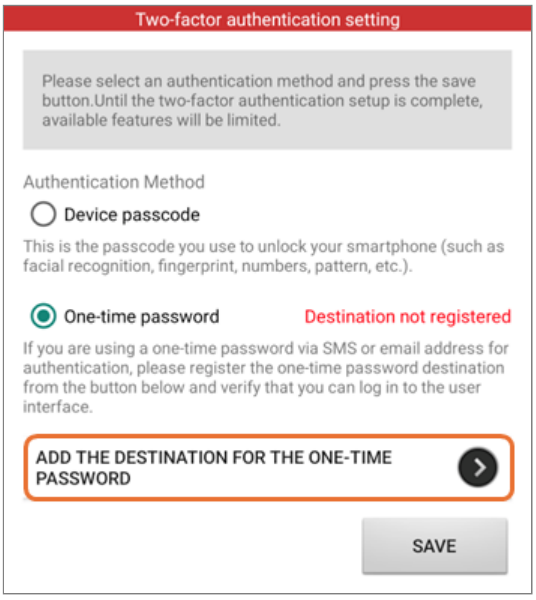
When setting up the authentication method with a one-time password

This is an authentication method using a one-time password through SMS or email. If you choose to set up a one-time password as your authentication method, it is necessary to configure the destination for the one-time password using the button below.

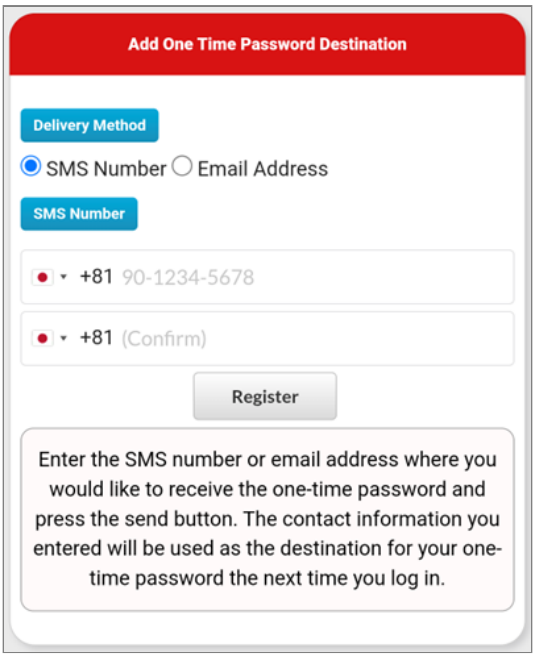
1. Please press the Two-factor authentication setting in the settings.



2. The Two-factor authentication settings screen will appear, so please press to ADD THE DESTINATION FOR THE ONE-TIME PASSWORD.

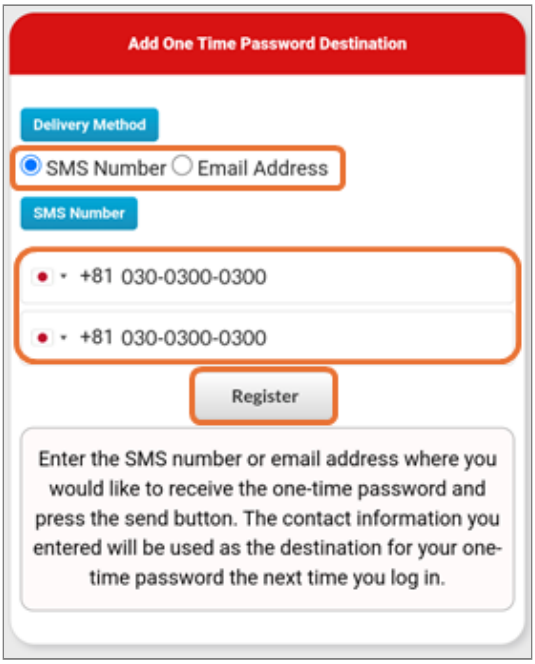


3. The screen to Add One Time Password Destination will be displayed.

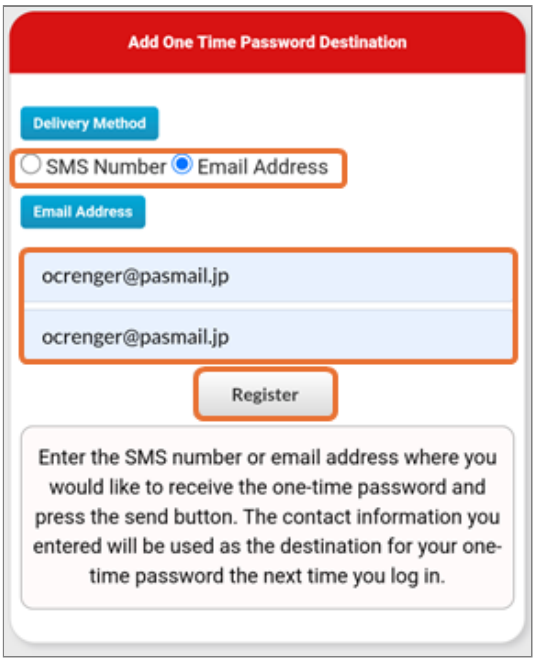


4. Please enter the destination for the One-Time Password and press the Register button.

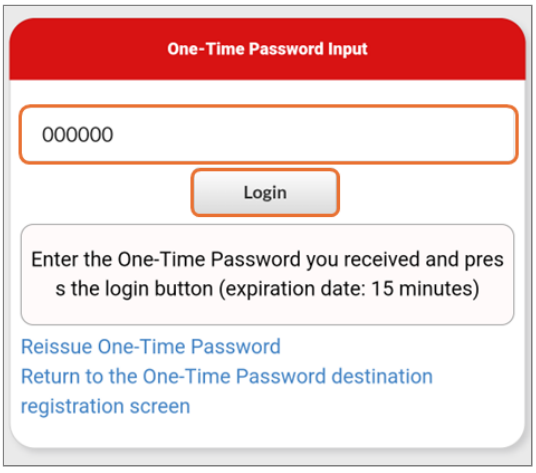
- SMS



- Email Address



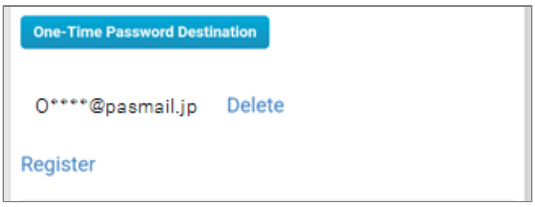
5. When the one-time password input screen appears, please enter the one-time password that was sent to the destination you set up, and then press the login button to proceed.



If you do not receive the one-time password, please reissue it or verify that the destination you set is correct.

6. Once you successfully log in, your registration will be completed.

The recipient of the one-time password can be registered or deleted from the One-Time Password Recipient section in the Registration Registration Status/Settings screen.


One-Time Password Destination
O****@pasmail.jp
Delete
Register

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