[Frequently Asked Questions]　Accommodation Booking Website

Q. 1　　I cannot register or log in.

Please check the following settings. If checking the settings does not resolve the problem, changing the browser (Internet Explorer or FireFox, Apple Safari) or updating to the latest browser version is recommended.

*Please be aware that there may be slight differences in the item names depending on the version of your browser.

SSL

"TLS *.*" encryption must be enabled to use this system (AMARYS).

Please check your browser settings.

*SSL settings

{For Microsoft Internet Explorer 11}

[Tools] --> [Internet Options] --> [Detailed Settings] --> [Security] --> [Use TLS *.*]

　{Mac OS X}

Macintosh does not have an item for setting SSL.

*The following setting is only required when using a proxy.

When a check has been placed in Menu bar [Safari] --> [Environmental Settings] --> [Details] --> [Proxy] --> [Change Settings] --> [Web proxy (HTTP)]

also put a check in --> [Secure Web proxy (HTTPS)], and make the same setting as for [Web proxy (HTTP)] in [Secure Web proxy server] setting field

Cookies

This system (AMARYS) uses cookies.

To use this system (AMARYS) properly, refer to the following and make sure your browser menu settings allow the use of cookies. (The initial settings allow cookies to be used.)

*Cookie settings

{For Microsoft Internet Explorer 11}

[Tools] --> [Internet Options] --> [Privacy]

{Firefox 36}

[Tools] --> [Options] --> [Privacy]

{Mac OS X}

Macintosh Menu Bar [Safari] --> [Environmental Settings] --> [Security] --> [Accept Cookies] --> Place a check in [Always Accept] or [Accept from servers of visited pages]

A Cookie is information sent by the website to the customer's browser and is registered in the customer's computer.

However, the registered information contains no information that identifies the individual, such as name, address, telephone number, or e-mail address.

In addition, there is no negative impact on the customer's computer.

JavaScript

This system (AMARYS) uses JavaScript.

If your browser is set to disable JavaScript, the site or the screen display might not function properly.

To use this system, please set your browser to enable JavaScript.

*JavaScript settings

{For Microsoft Internet Explorer 11}

[Tools] --> [Internet Options] --> [Security] --> [Internet] --> [Customize Level] --> [Active Script] --> [Enable]

{Firefox 36}

[Tools] --> [Options] --> [Contents] --> [Enable JavaScript]

{Mac OS X}

Macintosh Menu Bar [Safari] --> [Environmental Settings] --> [Security] --> Place a check in [Enable JavaScript]

Plug-ins

Plug-ins must be enabled to use this system (AMARYS).

Please check your browsers settings.

※Plug-ins

{For Microsoft Internet Explorer 11}

[Tools] --> [Internet Options] --> [Security] --> [Internet] --> [Customize Level] --> [Active X Control and Plug-ins --> [Enable]

{Firefox 36}

[Tools] --> [Add On] --> Click on [Enable]

{Mac OS X}

Macintosh Menu Bar [Safari] --> [Environmental Settings] --> [Security] --> Place a check in [Enable Plug-ins]

Flash plug-ins

This system (AMARYS) has contents that use animation.

Use of the following plug-ins and software is recommended to enjoy these contents.

The Adobe® Flash® Player plug-in provided free of charge by Adobe Systems is required to view Flash format files.

Q. 2　The settings are correct, but I cannot log in.

firewalls (a measure for network security) used for LANs might not allow data communication using SSL.

In this case, opening the log-in screen is prevented. For details, check with the network administrator of your organization.

In addition, if accessing via a proxy server, check with the network administrator to make sure the following settings are correct.

*Please be aware that there may be slight differences in the item names depending on the version of your browser.

For Windows

When using Internet Explorer

[Tools] --> [Internet Options] --> [Detailed Settings] --> [Security] --> [Use TLS *.*]

For Macintosh

When using Apple Safari 5.1.10

Macintosh does not have an item for setting SSL.

※The following setting is only required when using a proxy.

Menu Bar [Safari] --> [Environmental Settings] --> [Details] --> [Proxy] --> [Change Settings] --> When a check is in [Web proxy (HTTP)]

Also place a check in --> [Secure Web proxy (HTTPS) and make the settings in [Web proxy (HTTP)] and [Secure Web proxy server] the same.

 Q. 3   The characters do not display correctly so I cannot read the information.

Browsers use multiple character codes, such as [Shift-JIS] or [EUC], to display Japanese. Most characters can be displayed correctly by selecting the correct character code. Please try selecting the character code again.

In addition, if the characters still do not display properly after the following operation, characters for which there is a high possibility of incorrect display on the Internet, such as single-byte katakana or machine dependent characters, might be entered in the webpage or there is a possibility that an unsupported language is being used.

*Please be aware that there may be slight differences in the item names depending on the version of your browser.

For Windows

When using Internet Explorer

[Display] --> [Encode] --> Select [Japanese (Auto Selection)]

When using Firefox

[Display] --> [Character Encoding] --> [Auto Recognition] --> Select [Japanese]

For Macintosh

When using Apple Safari 5.1.10

[Menu] --> [Display] --> [Default Decoding] --> Select [Japanese (Appropriate Item)]

Q. 4   I can no longer display the page after upgrading the operating system.

Be careful of the following when upgrading the version of the operating system, plug-ins, and other software.

-When changing the computer environment from that at the time of purchase, such as by upgrading the equipment, have the computer's manufacturer or support center check the current environment to see if upgrading will cause any problems.

-Please understand that JTB will provide no support for problems caused by downloading or installing software. If such problems occur, please contact the computer manufacturer, store of purchase or a software support center, etc.

Q. 5 The updated information is not reflected in the stored data.

 When the [Back] button is pressed to go back, all the registration information

disappears.

Updated data might not be displayed correctly because there is still prior information remaining in the browser.
In this case, it may be possible to solve the problem by deleting the browser's temporary files.

For Windows
When using Internet Explorer
[Tools] --> [Internet Options] --> [General] --> [Internet Temporary Files] --> Click on the [Delete Files] button --> Place a check in [Delete All Offline Contents] --> [OK]

When using Firefox
[Tools] --> [Options] --> [Details] --> [Network] --> [Cache] --> [Delete Now]

For Macintosh
When using Apple Safari 5.1.10
Menu Bar [Safari] --> [Empty Cache]

Q. 6 I forgot my Login ID.
Click on the link "Forgot your Login ID or password?" below the Login button.
Enter the e-mail address used when registering for this event, leave the Login ID blank, and click the [ID Verification] button. The Login ID will be sent to you.

Q. 7 I forgot my password.
Click on the link "Forgot your ID or password?" below the Login button.
Enter the e-mail address and Login ID used when registering for this event and click the [Reissue Password] button. A temporary password will be sent to you.
Use the temporary password sent to you to login and then change the password.