

# Questions & Answers

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## Category: Registration

**Q: Can I participate even if I am not a railway official or do not work in a related business?**

**A:** The course is targeted for railway officials (People (managers/experts) involved with railways around the world, including railway operators, suppliers, consultants, members of government agencies and educational/research institutes, etc.), but you can still participate even if you are from outside of the industry.

**Q: How can I cancel my registration?**

**A:** Please send your cancellation notification via email to [tokyometro-online-courses@tokyometro.jp](mailto:tokyometro-online-courses@tokyometro.jp) with the registrant's name, the name of the online course, course date, application date, and registration ID.

If the cancellation is at the request of the participant, the participant agrees that the following cancellation fees will be incurred, calculated from the date of the course.

- Cancellation from the date of application acceptance to 30 days before the course start date: 10% of the invoiced amount
- Cancellation 15 to 29 days before the course start date: 50% of the invoiced amount
- Cancellation 14 days before the course start date and later, including the day of the course (no-show): 100% of the invoiced amount (full amount)

[Article 6 of the Terms of Service]

**Q: If I cannot attend the course on its scheduled date due to work, sickness, etc., what should I do?**

**A:** If another session with the same content on a different date as the one you registered for is held within a month, you can instead join that session. If another session with the same content on a different date as the one you registered for is not held within a month, we will provide you with the course material and also accept your questions via email and answer them.

**Q: If the course date is changed by Tokyo Metro, can I cancel my registration?**

**A:** If the course date is changed due to our circumstances, and you wish to cancel your registration for the course, we will refund you in full.

[Articles 6, 7 and 11 of the Terms of Service]

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## Category: Payment

**Q: What is included in the course fee?**

**A:** The online course session and course material (PDF file) is included in the course fee.

**Q: Can I pay by wire transfer from my bank account instead of PayPal?**

**A:** The only payment method we accept is PayPal. If your bank is partnered with PayPal, you should be able to pay via PayPal from your bank account.

**Q: Can I pay by using a credit card instead of PayPal?**

**A:** The only payment method we accept is PayPal. If your credit card company is partnered with PayPal, you should be able to pay via PayPal using your credit card.

**Q: Does the course fee include tax?**

**A:** Applications from outside of Japan are not subject to the consumption tax. Applications from within Japan are subject to the consumption tax.

**Q: Are there any discounts?**

**A:** No, we do not offer any discounts.

**Q: Will an invoice be issued?**

**A:** If you need an invoice, please contact us at [tokyometro-online-courses@tokyometro.jp](mailto:tokyometro-online-courses@tokyometro.jp).

**Q: Will a receipt be issued?**

**A:** Your receipt is the one issued by PayPal, which you can check and print from the Activity section in your PayPal account. We do not issue a separate receipt.

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## Category: System and network requirements

**Q: What are the system and network requirements?**

**A:** Please make sure that your system meets the minimum requirements for Cisco Webex Training.

<https://help.webex.com/en-US/article/nki3xrq/Webex-Meetings-Suite-System-Requirements>

Please make sure that your network environment meets the requirements for Cisco Webex for the use of the service.

<https://help.webex.com/en-US/article/WBX000028782/Network-Requirements-for-Webex-Services>

<https://help.webex.com/en-US/article/WBX22158/What-are-the-Minimum-Bandwidth-Requirements-for-Sending-and-Receiving-Video-in-Cisco-Webex-Meetings>

[Article 2 of the Terms of Service]

**Q: Will I need a microphone and webcam?**

**A:** Without a microphone or webcam, you can communicate with the lecturer via chat, but we recommend preparing a microphone and webcam.

**Q: Can I join the session using my smartphone?**

**A:** You can join the session using your smartphone, but we recommend you use a desktop, laptop, or tablet.

**Q: How do I test the connection to Webex?**

**A:** You can use the following website to test your connection to Webex.

<https://www.webex.com/test-meeting.html>

**Q: How can I check to see if I can use Webex on my system?**

**A:** You can use the following website to test your connection to Webex.

<https://www.webex.com/test-meeting.html>

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## Category: Course

**Q: Will the course material be handed out in advance?**

**A:** The course material will be provided in the form of an electronic file in advance. It will be sent to the registered email address during the application process after the payment is complete and approximately two days before the day of the course.

**Q: Can I share the course material with anyone inside or outside of my company?**

**A:** It is prohibited to use (including reproduction, reprinting, alteration, editing, redistribution, transfer, filming, recording, etc.) any or all part(s) of the content of the material beyond their intended use. [Article 8 of the Terms of Service]

**Q: How will the discussion time be conducted?**

**A:** We will use the chat and voting system to conduct discussion.

**Q: Can I have a recording of the session?**

**A:** We cannot provide a recording of the session.

**Q: Can I join in the middle of the session?**

**A:** You can join in the middle of the session, but unless you have an approved reason, an Attendance Certificate will not be issued.

**Q: Can I leave in the middle of the session?**

**A:** You can leave in the middle of the session, but unless you have an approved reason, an Attendance Certificate will not be issued.

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## Category: Attendance Certificate

**Q: Will some kind of a certificate be issued?**

**A:** We will issue Attendance Certificates (PDF files) to those who have attended the session on the course date.

**Q: What kind of benefits does the Attendance Certificate have?**

**A:** The Attendance Certificate proves that the participant has gained insight in the distinctive initiatives that Tokyo Metro works on in various fields as well as contributes to their career.

**Q: Can the Attendance Certificate be used for a credit program?**

**A:** We do not partner with a credit program, etc. with another organization for the Attendance Certificate.

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## Category: Others

**Q: What should I do if I want to contact the operation office? Is there a phone number?**

**A:** You can contact us only via email at [tokyometro-online-courses@tokyometro.jp](mailto:tokyometro-online-courses@tokyometro.jp).