

I have not received a notification email from Epigeum yet!

Q 1 : I accidentally deleted a notification email form Epigeum.

→ We need to re-register your account, so please contact Student Affairs Planning Division. After we re-register your account, you will receive an email from Epigeum.

Q 2 : I created my own account before I receive a notification email from Epigeum.

→ We need to contact Epigeum to delete your account, so please contact Student Affairs Planning Division. After your account is deleted, we will re-register your account. Then you will receive a notification email from Epigeum.

Q 3 : None of the above.

→ Your mail box might be full or you may be experiencing a different problem, so please refer to the link below to find out what is wrong.

<http://www.icts.nagoya-u.ac.jp/en/media/faq.html>

Please contact Student Affairs Planning Division after you solve the problem.

We will re-register your account.

Contacts

<e-learning>

Student Affair Planning Division Tel: 052-789-2162 E-mail: gak-reform@adm.nagoya-u.ac.jp

<Re-issuing your NU ID password>

Information Media Office Tel : 052-789-3903 E-mail : e-office@media.nagoya-u.ac.jp

<Other inquiries regarding NU mail>

IT Help Desk Tel : 052-747-6389 E-mail : it-helpdesk@icts.nagoya-u.ac.jp

I can not activate my account!!

Can you sign in with the username and password Epigeum provided?

YES

Go on taking the course

NO

Can you get your password re-issued?

YES

Can you sign in with the new password?

YES

Go on taking the course

NO

Contact Student Affairs Planning Division (Please let us know the error message.)
We will contact Epigeum to re-issue your password

NO

Contact Student Affairs Planning Division (Please let us know the error message)
We will contact Epigeum to re-issue your password.

Sign in (Top right of the screen)

Username:
Password:

[Create an account / Forgot your password?](#)

Please note the change to use email address in place of username.

Note

- (1) When you first sign in, you will be asked to reset your password to one of your own choosing. Please do not forget the new password.
- (2) **If you enter the wrong password 4 times, your account will be locked. Therefore, if you enter the wrong password 3 times, you should get your password re-issued.** Please click "Forgot your password?" at the top right of the screen to re-issue a new password. If your account is locked, please contact Student Affairs Planning Division.