CUSTOMER GUIDE 1 OF 2

How to Create an Account & Log In

Halal Okayama Ordering System

You need an account to place an order. It takes about 2 minutes. You can look at products and fill your cart **without** logging in, but you must log in before you check out.

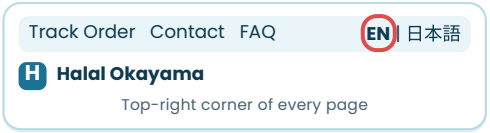
Red frame on a picture = tap or type here. The pictures are simple examples; your screen may look a little different.

What you need

- Your **email address** (this is your login name)
- A **password** with at least 6 characters (easy for you to remember, hard for others to guess)
- Your **name**
- Your **phone number** (optional)

★ First: change the website to English

The website may open in Japanese. At the top-right corner, tap **EN** and the page changes to English. (On a phone, scroll to the very top of the page if you cannot see it.) All button names in this guide are the English ones.



A Create your account (first time only)

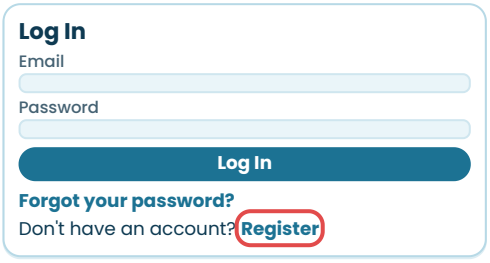
1 Tap Sign In

At the top-right of the page, tap the 👤 person icon with the words **Sign In**.



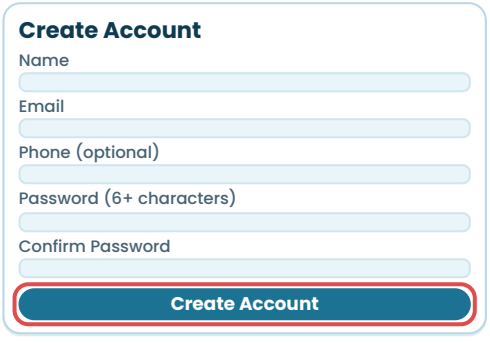
2 Tap Register

You are on the Log In page. Under the box you will see "Don't have an account?" Tap **Register**.



3 Fill in the form

- **Name**
- **Email**
- **Phone** (optional)
- **Password** (at least 6 characters)
- **Confirm Password** (type the same password again)



4 Tap Create Account

Your account is created and you are logged in automatically. You will see your **My Account** page.

> Type your email carefully. Your order and password-reset emails are sent to it. Next: save your delivery address (Guide 2, step 9).

B Log in (every next visit)

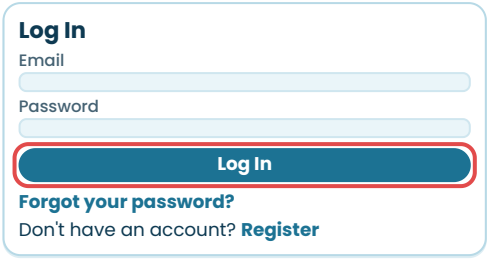
1 Tap Sign In

Tap **Sign In** at the top-right of the page.



2 Type your Email and Password, then tap Log In

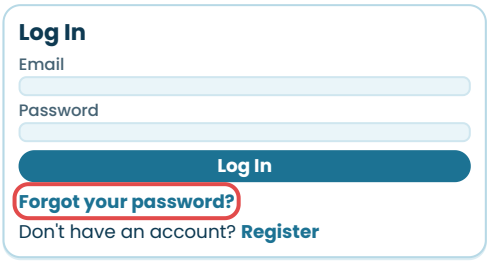
You will see "Welcome back" with your name. The button at the top-right now says **Account** instead of Sign In. To continue shopping, tap **Shop** in the menu.



C Forgot your password?

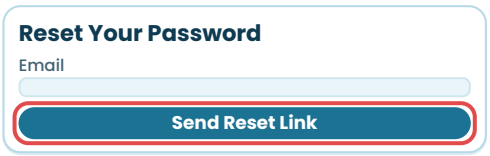
1 Tap Forgot your password?

It is on the Log In page, under the Log In button.



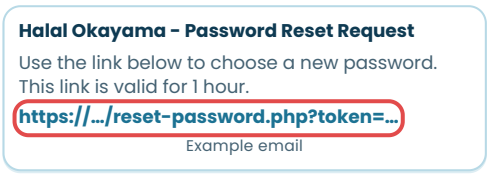
2 Type your Email and tap Send Reset Link

Use the same email address you used when you registered.



3 Open your email and tap the link

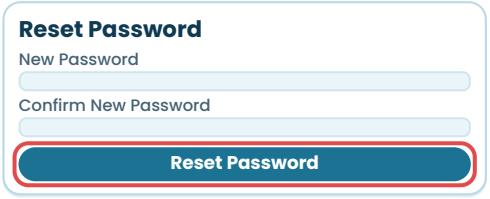
Look for the email from **Halal Okayama** (subject: "Password Reset Request"). If you cannot find it, check your **Spam / Junk** folder.



4 Type a new password twice, then tap Reset Password

Fill in **New Password** and **Confirm New Password** (at least 6 characters). Then log in with your new password.

> The link works for **1 hour** and only **once**. If it says the link is invalid or expired, start again from step 1.



Good to know

Staying safe

- **Automatic log out:** if you do not touch the screen for **7 minutes**, you are logged out to protect your account. A warning appears first; tap the screen to stay logged in. If you are logged out, log in again and check that your cart is still full.
- **Log out:** tap **Account**, then **Log Out** in the left-hand list. Always log out on a shared or public phone or computer.
- **Change your password later:** **Account** → **Profile** → New Password → **Save Changes**.
- Never tell your password to anyone.

If you see this message…	What to do
Invalid email or password.	Check the spelling of your email and password (capital letters, Caps Lock). Or use “Forgot your password?”.
An account with this email already exists.	You already have an account. Tap Log In instead.
Password must be at least 6 characters.	Choose a password with 6 or more characters.
Passwords do not match.	Type exactly the same password in both boxes.
Your session has expired. Please sign in again.	You were logged out after some time without activity. Just log in again.

If your screen is in Japanese

English	日本語
Sign In / Log In	ログイン
Register / Create Account	新規登録はこちら / 新規登録
Forgot your password?	パスワードをお忘れですか？
Send Reset Link	再設定リンクを送信
Reset Password	パスワードを再設定する
Account	マイページ
Log Out	ログアウト

Need help? Ask the store

Phone: **086-255-5511** · Open **12:00–19:00**, closed Mondays (open if a Monday is a public holiday)

Address: 9-26 Ekimotocho, Kita-ku, Okayama City 700-0024 / 岡山県岡山市北区駅元町9-26