au WALLET Point Program

"WALLET Points" are accumulated per au ID by setting up an "au ID".
You can also use previous "au Points" in combination with "WALLET Points".

Targets	Customers who made an individual contract for an au device (smartphone, tablet, mobile phone, Wi-Fi router, etc.) Customers who made an individual contract for "au HIKARI", "au HIKARI Chura" or au one net (excluding ASDL and dial up)
Accumulate points*1	● Points are accumulated according to the above services' monthly usage charge. ⇒ **10 points per ¥1,000 (excluding tax)** ● Points are accumulated by using "au WALLET Card". ⇒ **1 point per ¥200 (including tax)*2**
Use points*3	● Points can be used for accessories such as cases, devices, and content or for shopping with "au Easy Payment". ● Points can be used for repairing a device and receiving service when losing a device (excluding iPhone and iPad). ● Points can be used for exchanging items such as home appliances, commodities and foods.

Setting up an au ID with Android™ smartphone/tablet

❶ Tap "アプリアイコン (app icon)".

❷ Tap "auお客さまサポート (au Customer Support)"*4

❸ Tap "au ID設定 (Set up an au ID)" icon.

❹ Tap "au IDの設定・保存 (Set up and save an au ID)".

❺ Enter your "暗証番号 (PIN number)" and tap "OK".
⦿ The initial PIN number is a four-digit number you set up when making a contract with au.

❻ Enter "パスワード (Password)*5" and tap "設定 (Set up)".

❼ au ID setting is complete.
⦿ Please be sure to remember your password.

Setting up an au ID with iPhone

Getting an au Customer Support app

Download the au Customer Support app for super-easy logging in via au ID.

❶ Tap "Safari".

❷ Enter "auお客さまサポート (au Customer Support)" in the search field and tap the app.

❸ Tap "無料 (Free)" and install the app. After the installation, tap "開く (Open)" to launch the app.

Please set up an au ID after launching "auお客さまサポート (au Customer Support)" app.

Operation procedures differ depending on customers who have or do not have an au ID.

Setting up an au ID – For customers who already have an au ID –

au ID can be set up by sending a blank message.

Please start the procedure from the screen after launching "auお客さまサポート (au Customer Support)" app.

Please perform the same procedure as in steps ❶ to ❸ of "Getting an au Customer Support app".

❶ Tap "au IDログイン (Log in with an au ID)".

❷ Tap "空メール送信画面へ (Go to a blank message screen)".

❸ Tap "送信 (Send)" in new message screen.

❹ au ID setting is complete.

Setting up an au ID – For customers who do not have an au ID –

After sending a blank mail, enter your PIN number to set up password.

Please start the procedure from the screen after launching "auお客さまサポート (au Customer Support)" app.

Please perform the same procedure as in steps ❶ to ❸ of "Getting an au Customer Support app".

❶ Tap "au IDログイン (Log in with an au ID)".

❷ Tap "空メール送信画面へ (Go to a blank message screen)".

❸ Tap "送信 (Send)" in new message screen.

❹ Enter your "暗証番号 (PIN number)" and tap "OK".
⦿ The initial PIN number is a four-digit number you set up when making a contract with au.

❺ Enter "パスワード (Password)*5" and tap "同意して次へ (Agree and next)".

❻ au ID setting is complete.
⦿ Please be sure to remember your password.

*1: Some services do not add points.
*2: Points will be added at a later date. It may take up to two months. Number of points differs depending on usage. Some points cannot be added.
*3: Conditions of use points differ depending on your current services and contract.
*4: If there is no "au ID設定 (au ID setting)" icon in "お客様サポートアイコン (Customer Support icon)", tap "au ID" app from the list of app screen or "設定 (Settigs)".
*5: Password must consist of one-byte alphanumeric characters and numbers from 8 to 32 (inclusive).

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au WALLET Point Program

Setting up an au ID with iPad

Step1 | Obtain new au ID and reset a password •Customers who already have an au ID can go to Step 2.

⚠ Turn off Wi-Fi network ("設定(Settings)" ▶"Wi-Fi" ▶"オフ (Off)") to perform this procedure.

❶ Tap "Safari".

❷ Enter "https://r.auone.jp/id" in an address bar at the top of the screen and tap "開く (Go)".

❸ Enter your "au電話番号 (au phone number)" and the "暗証番号 (PIN number)" of your iPad and tap "au ID の新規登録・パスワードの再設定 (Register new au ID and reset a password)".
•To check your phone number of your iPad, go to "設定 (Settings)" ▶"一般 (General)" ▶"情報 (Information)" ▶"データ通信契約番号 (Data communication contract number)".

⚠The initial PIN number is a four-digit number you set up when making a contract with au.

❹ Select whether to use your "au電話番号 (au phone number)" or "お好きなau ID (Preferred au ID)" for an au ID. Enter your preferred "パスワード (Password)"*1 and tap "設定してログイン (Set up and log in)".

❺ au ID registration is complete.

⚠ Please be sure to remember your password.

Step2 | Set up your au ID for "au Customer Support app" It is easy to log in to au Customer Support app once you set up your au ID.

❶ Tap "App Store".

❷ Tap the search field in upper right corner of the page, enter "auお客さまサポート (au Customer Support)" and search.

❸ Once au Customer Support app is displayed, tap "無料 (Free)" and "インストール (Install)".

❹ Tap "既存のApple IDを使用 (Use Existing Apple ID)".

❺ Enter your "Apple ID" and "パスワード (Password)" and tap "OK".

❻ The above screen appears when setting up an au ID for the first time. Tap "レビュー(Review)".

❼ Select your country and tap "次へ (Next)".

❽ Tap "同意する (Agree)" to the terms and conditions. Tap "同意する (Agree)" again in the next screen.

❾ Select billing information, enter all the information for billing address and telephone number and tap "次へ (Next)". (Select "なし (None)" if you do not want to register a credit card.)

❿ ⚠ When registering au WALLET Card, select "MasterCard" and enter the 16 numbers on the front of your card.

⓫ Tap "終了 (Done)".

⓬ Enter your "Apple IDのパスワード (Apple ID's password)" and tap "OK".

⓭ Once the installation is complete, the text changes to "開く (Open)". Tap "開く (Open)".

⓮ Tap "au IDログイン (Log in with an au ID)".

⓯ Enter "au ID*2" and "パスワード (Password)"*1 and tap "設定する (Set up)".

⓰ au ID setting is complete.

*1: Password must consist of one-byte alphanumeric characters and numbers from 8 to 32 (inclusive). *2: You can also set up your au ID obtained with an iPhone/au smartphone. If you incorporate an au ID, enter the incorporated au ID.

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au WALLET Point Program

Setting up an au ID with mobile phone

❶ Read the above barcode to access to the setting screen.

❷ Click "au IDの設定 (Set up an au ID)" button.

❸ au ID setting is complete.

Please set up an au ID from the following procedure if the barcode cannot be read properly.
EZ button → Select "トップメニュー・検索 (Top menu and search)" or "auポータル (au portal)" → "au ID" at the bottom of "auポータル (au portal)" top. → au ID → au IDガイド (au ID guide) → 今すぐau ID登録 (Register an au ID now)

Setting up an au ID with PC

❶ Click "新規登録 (New registration)" in au WALLET website (https://wallet.auone.jp).

❷ • Click "au IDの登録 (Register an au ID)" in "auをご利用の方 (current au users)" for people who use au data communication devices.
• Click "au IDのログイン (Log in with an au ID)" in "固定通信サービスをご利用の方 (fixed communication service users)" for people who use fixed communication services such as au HIKARI.

au data communication device users[1]

❸ Click "au IDを取得する (Obtain an au ID)".

❹ Enter your "au電話番号 (au phone number)" and "暗証番号 (Password)" and click "au IDの新規登録・パスワードの再設定 (Register new au ID and reset a password)".

⚠ The initial PIN number is a four-digit number you set up when making a contract with au.

❺ Enter your au ID's "パスワード (Password)[2]" and click "パスワードを設定する (Set up a password)".

⚠ Please be sure to remember your password.

au HIKARI, au HIKARI Chura and au one net (excluding ADSL, dial up) users

❸ Enter "au ID (Personal ID)[3]" and "パスワード (Password)[2]" and click "ログイン (Log in)".

[1]: Please access via data communication device. au ID cannot be registered via devices other than data communication device.
[2]: Password must consist of one-byte alphanumeric characters and numbers from 8 to 32 (inclusive).
[3]: Can be checked in "ご利用開始のご案内 (Start guide)" sent at the time of application.

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