Personal Health Portal MY HEALTH WEB User's Guide

Functions for Users

04 07, 2025
Hitachi, Ltd.

Contents

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1. Overview of MHW

This chapter describes how to log in to My Health Web (hereinafter *MHW*) and provides an overview.
This chapter describes the following items:

You can use MHW from a PC, smartphone app, or smartphone browser. If you are using a PC or smartphone browser, use the Hitachi Health Insurance Society website to log in.

To use MHW, you need one of the following:

- Email address and password for logging in to the Hitachi Group authentication platform (hereinafter, *HUID*)
- Hitachi Health Insurance Society Authentication ID

If you do not have an ID, you must apply for one.
The age at which dependents can use MHW is 20 years or older at the end of the current fiscal year.

1.1 Logging in for the first time

This section describes how to log in to MHW for the first time.
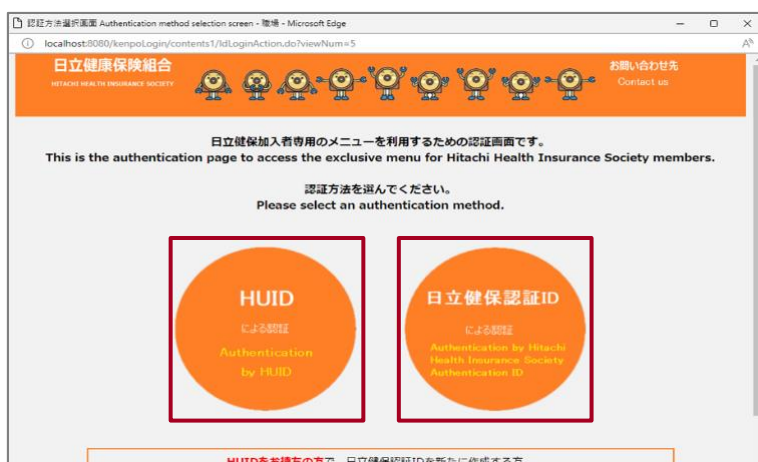
1. Access the Hitachi Health Insurance Society website.

URL: https://www.hitachi-kenpo.or.jp/

2. Click the [MY HEALTH WEB] banner displayed on the left side of the website.

The authentication window appears.

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3. Select and click the authentication method.

- If you have an HUID, click **[HUID による認証]**.

- If you do not have an HUID, click **[日立健保認証 ID による認証]**.

- Users of the MHW app must log in by clicking **[日立健保認証 ID による認証]**. App users cannot use an HUID to log in.

- When you click either item, a window appears in which you can enter your ID.

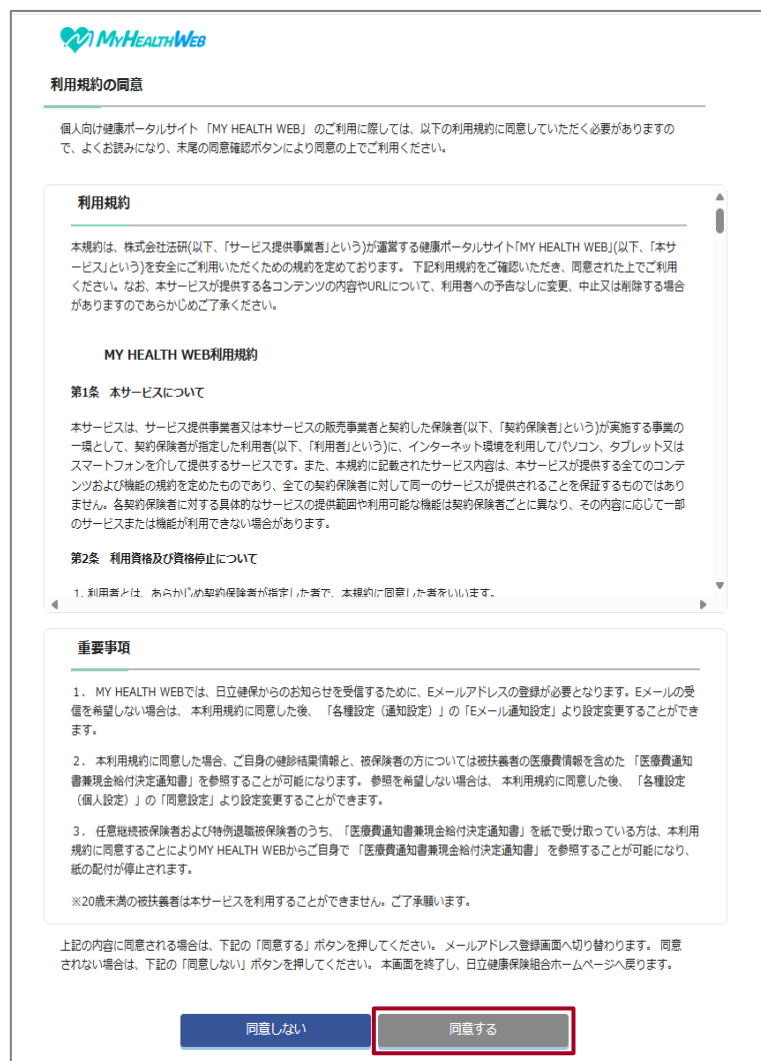### 4. Enter your ID and password and then click [ログイン].

If you have an HUID

If you do not have an HUID

- If you have an HUID, enter your username and password in **[ユーザー名]** and **[パスワード]**, enter any other requested information, and sign in.

- If you do not have an HUID, enter your Hitachi Health Insurance Society Authentication ID in **[日立健保認証 ID]**, and enter your password in **[パスワード]**. After entering your ID and password, click **[ログイン]**.

- If you do not have an ID or have forgotten your ID or password, please follow the instructions on the screen.

- When you click **[ログイン]**, a window appears asking you to agree to the terms of use (first visit only).
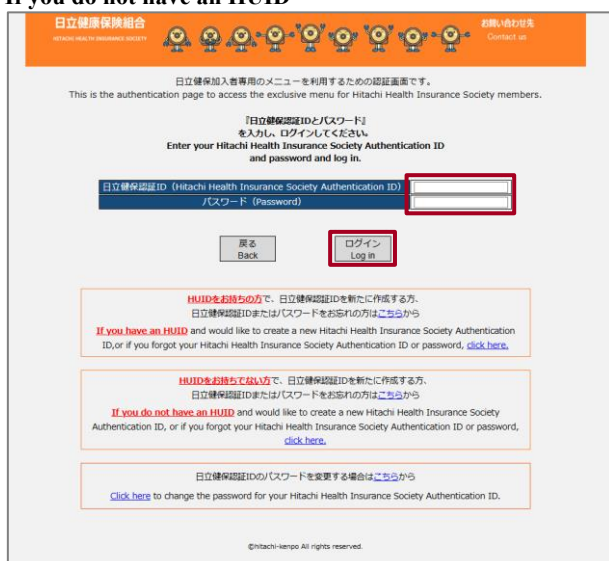
5. Carefully read the terms of use and important information displayed on the window, and if you agree to the content, click [同意する].

After clicking **[同意する]**, proceed to step 6. A window appears in which you can register your email address.

ℹ️ **Supplementary information: About the terms of use**

- If you click **[同意しない]**, you are returned to the window in step 2. Note that you will be unable to use MHW if you do not agree to the terms of use.
- After agreeing to the terms of use, you can use various settings to change whether you agree to the results of health checkups or the "Notice of Medical Costs/Notice of Cash Benefit Decision" being shown in MHW. For details on how to change the settings, see 2.2(3) Checking the consent settings for the display of personal information.
- If you have already agreed, this window does not appear.

6. Carefully read the notes regarding email address registration, and enter your email address in [登録用メールアドレス] and [登録用メールアドレス（確認用）]. After entering your email address, click [登録する].

個人向け健康ポータルサイト・マイ ヘルス ウェブ

本ポータルサイトをご利用になるには、メールアドレスの登録が必須となります。

健保組合からのお知らせを、ご登録いただいたメールアドレス宛てに通知いたしますのでご了承ください。

なお、職場や家族など、複数の方々で共同利用しているメールアドレスでのご登録はお勧めできません。

また、携帯電話、スマートフォンのメールアドレスでご登録いただく場合には、こちらからお送りするメールが迷惑メールフォルダに入る場合がございます。

下記ドメインが受信できるように設定をお願いいたします。

「@hitachi-mhweb.jp」

各携帯キャリアのメール受信設定方法は、リンクよりご確認いただけます。 docomo / au / SoftBank

登録用メールアドレス [　　　　　　]
登録用メールアドレス（確認用）[　　　　　　]

登録する

毎日が楽しくなる♪ちょっと健康マスター!!

日立健康保険組合

MY HEALTH WEBヘルプデスク

電話番号：03-5213-4467
平日 9:00〜17:00
（※土・日・祝日、年末年始を除きます）
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- You will receive an email containing a verification code.
- After registering your email address in this window, you can change it by using the settings. For details on how to change your email address, see 2.2(2) Configuring your email address for MHW. A window appears in which you can enter your ID.

🔸 **Note**

You cannot share your email address with other users. You must register your own email address.

ℹ️ **Supplementary information: If an error message appears**

Check the following and then enter your email address again:

- Did you enter your email address correctly?

- Did you enter the same information in **[登録用メールアドレス]** and **[登録用メールアドレス（確認用）**]?

- Does the email address contain 100 or fewer characters?

- Did you use only single-byte characters?

- Did you remember to include the part after the @ sign?

7. Open the email you received and obtain the verification code.
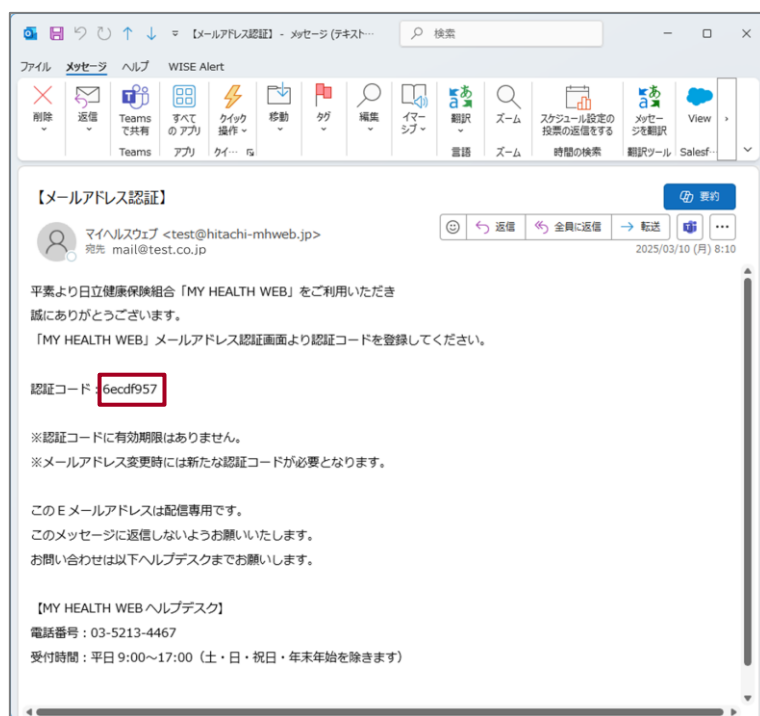
- The email might not arrive immediately. Please wait a while.
- Copy the verification code, as you will need to enter it in the next step.

ℹ️ **Supplementary information: If the registered email address is incorrect**

Enter the correct email address in **[新しいメールアドレス]** and **[新しいメールアドレス（確認用）]** and then click **[変更する]**.

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8. Enter the verification code contained in the email received in step 7, and click [登録する].

- For **[認証コード]**, enter the verification code contained in the email received in step 7.
- The MHW home page appears.
- For the next and subsequent logins, see

ⓘ Supplementary information: If you enter an incorrect verification code

If you enter an incorrect verification code, the message **認証コードが一致しません** appears. Enter the correct verification code.

ⓘ Supplementary information: To obtain a verification code again (only if you want to obtain it again)

To obtain a verification code again, click the **[認証コード送信]** button.

When you click **[認証コード送信]**, the message **送信しました。** appears, and an email containing the verification code is sent to the registered email address. After receiving the verification code, register the verification code again.

1.2 Logging in for the second or subsequent times

This section describes how to log in to MHW for the second or subsequent times.

1. **Access the Hitachi Health Insurance Society website.**

URL: https://www.hitachi-kenpo.or.jp/

2. **Click the [MY HEALTH WEB] banner displayed on the left side of the website.**

The authentication window appears.

3. **Select and click the authentication method.**

- If you have an HUID, click **[HUID による認証]**.

- If you do not have an HUID, click **[日立健保認証 ID による認証]**.

- Users of the MHW app must log in by clicking **[日立健保認証 ID による認証]**. App users cannot use an HUID to log in.

- When you click either item, a window appears in which you can enter your ID.

4. Enter your ID and password and then click [ログイン].

If you have an HUID

以下に接続中 ⚙
Hitachi Group - Prod アカウントでサインインして JP-ITD-
Umbrella-Proxy にアクセスしてください

HITACHI
Inspire the Next

サインイン

✓ Okta FastPass でサインインする

または

ユーザー名

☐ サインイン状態を維持する

次へ

アカウントのロックを解除しますか？

If you do not have an HUID

日立健康保険組合
HITACHI HEALTH INSURANCE SOCIETY

お問い合わせ先
Contact us

日立健保加入者専用のメニューを利用するための認証画面です。
This is the authentication page to access the exclusive menu for Hitachi Health Insurance Society members.

『日立健保認証IDとパスワード』
を入力し、ログインしてください。
Enter your Hitachi Health Insurance Society Authentication ID
and password and log in.

日立健保認証ID（Hitachi Health Insurance Society Authentication ID）
パスワード（Password）

戻る
Back

ログイン
Log in

HUIDをお持ちの方で、日立健保認証IDを新たに作成する方、
日立健保認証IDまたはパスワードをお忘れの方は<u>こちら</u>から
<u>If you have an HUID</u> and would like to create a new Hitachi Health Insurance Society Authentication
ID, or if you forgot your Hitachi Health Insurance Society Authentication ID or password, <u>click here.</u>

HUIDをお持ちでない方で、日立健保認証IDを新たに作成する方、
日立健保認証IDまたはパスワードをお忘れの方は<u>こちら</u>から
<u>If you do not have an HUID</u> and would like to create a new Hitachi Health Insurance Society
Authentication ID, or if you forgot your Hitachi Health Insurance Society Authentication ID or password,
<u>click here.</u>

日立健保認証IDのパスワードを変更する場合は<u>こちら</u>から
<u>Click here</u> to change the password for your Hitachi Health Insurance Society Authentication ID.

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- If you have an HUID, enter your username and password in **[ユーザー名]** and **[パスワード]**, enter any other requested information, and sign in.
- If you do not have an HUID, enter your Hitachi Health Insurance Society Authentication ID in **[日立健保認証 ID]**, and enter your password in **[パスワード]**. After entering your ID and password, click **[ログイン]**.
- If you do not have an ID or have forgotten your ID or password, please follow the instructions on the screen.
- If you selected **[日立健保認証 ID による認証]** as the authentication method, use a one-time password to log in. Proceed to step 5. The ワンタイムパスワード通知・認証 window appears.

5. **To receive a one-time password by email, click [メールで受け取る].**

To receive it via a push notification, click [プッシュ通知で受け取る].

- To receive a one-time password via a push notification on your smartphone or other device, you need to specify the settings in advance. See 2.3(1) Receiving a one-time password via a push notification when logging in, and specify the settings.
- If you cannot use your email address due to expiration or other reasons, see 2.3(2) Canceling the registered email address (if the email address for receiving one-time passwords cannot be used), and set a new email address.

6. **Check the one-time password received by email or via a push notification.**

If you clicked [メールで受け取る]

If you clicked [プッシュ通知で受け取る]

7. **Enter the one-time password code you received in [ワンタイムパスワード OTP], and click [認証する].**

- If you click [認証する], the MHW home page appears.
- You cannot reuse a one-time password. Please request a new one.

2.　Settings

This chapter describes the following items:

2.1　Overview of [各種設定]

(1)　Overview

For **[各種設定]**, configure the following items to use MHW:

- **[個人設定]** (profile, email address, whether to consent to the display of personal information in MHW)
- **[ログイン設定]** (one-time password reception setting)
- **[日々の記録設定]** (display of record items, height, target weight)
- **[通知設定]** (push notifications, emails)

[ログイン設定] (one-time password reception setting) and **[通知設定]** (push notifications) are displayed only on the MHW app on your smartphone.

(2)　Accessing settings from the MHW home page

The following describes how to access the settings page from the MHW home page.

Click [MENU].

On [MENU], click an item from [各種設定].

A window for [各種設定] appears.

(3)　What you can do on [各種設定]-[個人設定]

On the 個人設定 window displayed by clicking **[個人設定]** from **[各種設定]**, you can perform the following operations.

№	Item	Description
1	**[プロフィール設定]**	Enter your nickname and self-introduction for use when using MHW. For details on how to specify settings, see 2.2(1) Configuring your profile in MHW.
2	**[メールアドレス設定]**	Register or change the email address to be used in MHW. For details on how to specify settings, see 2.2(2) Configuring your email address for MHW.
3	**[同意設定]**	Specify the setting for whether to agree to the display of medical care costs and health check results in MHW, and the display of health check results in the risk simulator. For details on how to specify settings, see 2.2(3) Checking the consent settings for the display of personal information.

(4)　What you can do on [各種設定]-[ログイン設定] (only for the MHW app on smartphones)

If you are using the MHW app on your smartphone, you can use **[ログイン設定]** to specify settings for receiving one-time passwords.

For details on how to specify settings, see 2.3 Specifying settings for receiving one-time passwords ([ログイン設定]).

(5) What you can do on [各種設定]-[日々の記録設定]

On the 日々の記録設定 window displayed by clicking **[日々の記録設定]** from **[各種設定]**, you can perform the following operations.

№	Item	Description
1	**[記録項目表示設定]**	Configure the items to be displayed on **[日々の記録]** in MHW. For details on how to specify the settings, see 2.4 Configuring daily records ([日々の記録設定]).
2	**[身長設定]**	Register your height. On the window displayed by clicking **[身長設定]**, enter your height, and then click **[設定する]**. The entered height is used to calculate the BMI for **[日々の記録]**.
3	**[目標体重設定]**	Based on the BMI calculated from your height and the appropriate weight, calculate and register your target weight. On the window displayed by clicking **[目標体重設定]**, specify the settings by using the following procedure: 1. Use **[身長設定]** to register your height. 2. Enter the BMI in **[適正体重 BMI]**, and then click **[計算]**. The target weight appears. 3. If necessary, modify your target weight, and click **[設定する]**. The specified target weight is used as the target weight of **[日々の記録]**.

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(6)　What you can do on [各種設定]-[通知設定]

On the 通知設定 window displayed by clicking **[通知設定]** from **[各種設定]**, you can perform the following operations.

№	Item	Description
1	**[プッシュ通知設定]**	Configure push notifications from the MHW app on your smartphone. For details on how to specify the settings, see 2.5(1) Configuring push notifications for announcements, missions, and other items (only for the MHW app on smartphones).
2	**[E メール通知設定]**	Register or change the email address to be used in MHW. For details on how to specify the settings, see 2.5(2) Configuring email notifications.

2.2　Configuring your profile and email address ([個人設定])

This section describes the following operations.
(1) Configuring your profile in MHW
(2) Configuring your email address for MHW
(3) Checking the consent settings for the display of personal information

(1)　Configuring your profile in MHW

Target user	Insured person, dependent

The following describes how to configure your profile (image, nickname, self-introduction) in MHW.

> 🛈 **Note**
>
> The image, nickname, and self-introduction you configure in your profile will be disclosed to other users, so please be careful when handling personal information.

1.　**On the MHW home page, click [MENU].**

The MENU appears.

2.　**Click [各種設定]-[個人設定].**

The 個人設定 window appears.

3. Click [プロフィール設定].

The プロフィール設定 window appear.

4. Specify an image, enter a nickname and self-introduction, and then click [保存する].

You must enter a nickname.

This completes the setup of your profile in MHW.

(2) Configuring your email address for MHW

Target user	Insured person, dependent

The following describes how to configure your email address for MHW.

1. On the 個人設定 window, click [メールアドレス設定].

- For details on how to display the 個人設定 window, see steps 1 and 2 in (1) Configuring your profile in MHW.
- If you click [メールアドレス設定], the メールアドレス設定 window appears.

2. Enter your email address in [新しいメールアドレス] and [新しいメールアドレス（確認用）], and then click [確認コードを送信する].

An email containing a confirmation code is sent to the email address you entered.

> ⚠️ **Note**

You cannot share your email address with other users. You must register your own email address.

3. Enter the confirmation code contained in the email you received, and then click [次へ].

A setup completion message appears.

This completes the setup of your email address in MHW.

(3) Checking the consent settings for the display of personal information

| Target user	Insured person, dependent

The following describes how to view your consent settings for the display of personal information in MHW.

1. On the 個人設定 window, click [同意設定].

- For details on how to display the 個人設定 window, see steps 1 and 2 in (1) Configuring your profile in MHW.
- If you click **[同意設定]**, the 同意設定 window appears.

2. Check and configure your consent setting for each item.
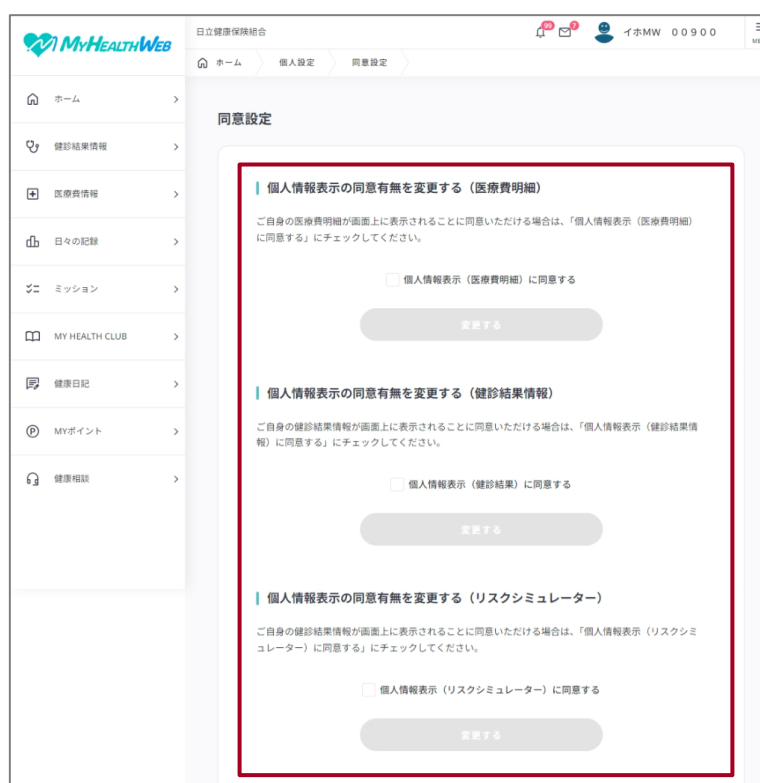
- For the following items, check and configure whether to consent to having the following display in MHW:
  - Medical care costs
  - Results of health checkups
  - The risk simulator
- To change your consent, select or clear the checkboxes, and then click **[変更する]**.
- For dependents, the medical care costs are displayed together with those of the insured person regardless of the consent status.

This completes the consent confirmation for displaying personal information in MHW.

2.3 Specifying settings for receiving one-time passwords ([ログイン設定])

When logging in via **[日立健保認証 ID による認証]**, you use a one-time password. You can receive a one-time password by email or via a push notification on your smartphone or other device.

To register the device you want to use for receiving push notifications, use the MHW app on your smartphone.

Note that if you receive a one-time password by email, it will be sent to your registered email address. To change your email address, see 2.2(2) Configuring your email address for MHW.

🛑 **Note**

You can register a new device for receiving push notifications only by using the MHW app. Note that you cannot register a new device from a smartphone browser or PC.

This section describes the following operations:
(1) Receiving a one-time password via a push notification when logging in
(2) Canceling the registered email address (if the email address for receiving one-time passwords cannot be used)

(1) Receiving a one-time password via a push notification when logging in

Target user	Insured person, dependent

The following describes how to specify settings for receiving a one-time password via a push notification when logging in.

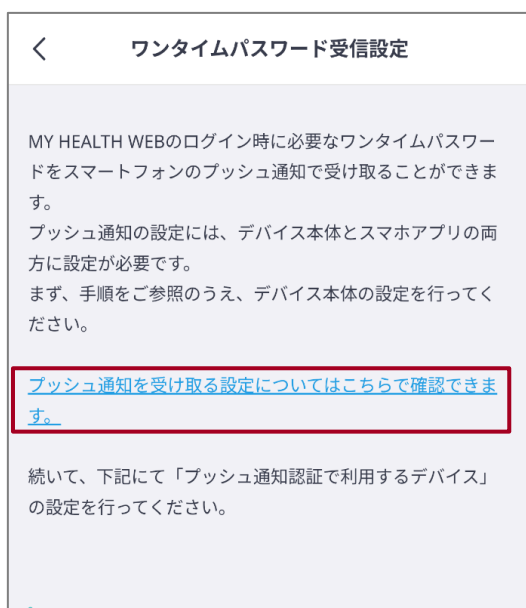**1. Use the MHW app to display the menu, and tap [各種設定]-[ログイン設定].**

The ログイン設定 window appears.

2. Tap [ワンタイムパスワード受信設定].

The ワンタイムパスワード受信設定 window appears.

3. Tap [プッシュ通知を受け取る設定についてはこちらで確認できます。] to check the details, and use your smartphone device to specify the settings for receiving push notifications.

If you tap **[プッシュ通知を受け取る設定についてはこちらで確認できます。]**, the manual will be downloaded. See the manual, and use your smartphone device to specify the settings for receiving push notifications.

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4. **To use the device you are currently using for receiving a one-time password, tap [現在使用 しているデバイスで受信する].**

- The model and the setting start date and time are displayed in **[現在設定されている機種]**.
- To cancel the setting of the device used for receiving push notifications, tap **[設定解除]**.

This completes the setting for receiving one-time passwords.

(2)　Canceling the registered email address (if the email address for receiving one-time passwords cannot be used)

Target user	Insured person, dependent

If you cannot use the verified email address for one-time password authentication when logging in due to one of the following reasons, you can cancel the registered email address:
- The company email is no longer available due to resignation.
- You changed your smartphone carrier and your email address was changed.
- You forgot your email address password and can no longer access it.

1.　**To change your email address because you cannot receive a one-time password, click [登録メールアドレスが利用できない場合はこちらより登録されたメールの解除].**

ワンタイムパスワード通知・認証画面
One-time password (OTP) notification/authentication

メールもしくはプッシュ通知で、ワンタイムパスワードを受け取って、認証を行ってください。
Please authenticate with a one-time password received by email or push notification

登録メールアドレス　xxxx@xxxx.comaaaaaaa
registered email

メールで受け取る
OTP by email

プッシュ通知で受け取る
OTP by push notification

プッシュ通知先が未登録です。
登録にはアプリからログインし、各種設定画面より登録してください。
To receive push notifications, please log in to the mobile app and register from the settings screen.

ワンタイムパスワード
OTP

認証する
Done

登録メールアドレスが利用できない場合はこちらより登録されたメールの解除を行ってください。
If you can no longer use your registered email address, please cancel it here

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2. Enter values in [記号], [番号], and [生年月日], and then click [解除する].

- If you cancel authentication, for confirmation, a cancel notification email is sent to the email address for which authentication was canceled. The subject of the email is 【メールアドレスの解除通知】.

- If you do not recognize this email, please contact the helpdesk at the bottom of the email.

3. Enter your email address in [新しいメールアドレス] and [新しいメールアドレス（確認用）], and click the [変更する] button.

An email containing a verification code is sent to the email address you registered. Open the email you received and obtain the verification code.

ⓘ Supplementary information

The email might not arrive immediately. Please wait a while.

⚠ Note

You cannot share your email address with other users. You must register your own email address.

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4. In [認証コード], enter the verification code contained in the email you received, and click [登録する].

The MHW home page appears.

ℹ️ **Supplementary information**

If you enter an incorrect verification code, the message **認証コードが一致しません** appears. Enter the correct verification code.

This completes the removal of the email address.

2.4　Configuring daily records ([日々の記録設定])

Target user	Insured person, dependent

This section describes the following operations for configuring the items to be displayed on **[日々の記録]** in MHW.

(1)　Configuring the display of record items, your height, and the target weight

Specify whether to display the following items:

- **[アクティビティ]** (**[移動距離]**, **[エクササイズ時間]**, **[上がった階数]**, **[睡眠時間]**)

- **[身体測定値]** (**[体重]**, **[BMI]**, **[体脂肪率]**, **[腹囲]**)

- **[バイタル]** (**[血圧]**, **[体温]**)

Note that **[歩数]** is always displayed on **[日々の記録]**.

1.　On the MHW home page, click [MENU].

The menu appears.

2.　From [各種設定], click [日々の記録設定].
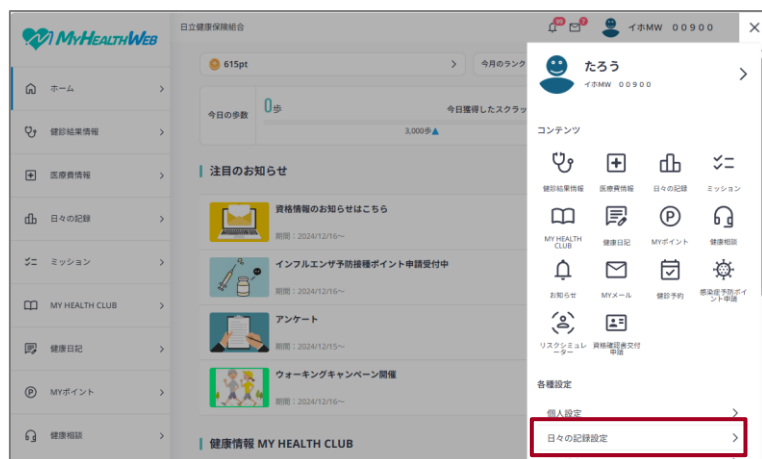
The 日々の記録設定 window appears.

3. Click [記録項目表示設定].

The 記録項目表示設定 window appears.

 Supplementary information

To register your height or target weight in MHW, click **[身長設定]** or **[目標体重設定]** and complete the registration on the displayed screen.

4. Configure whether to display items on [日々の記録] in MHW.
To display an item on [日々の記録], turn it on. To hide an item, turn it off.

- To turn on an item, click to move the ○ to the right.
- To turn off an item, click to move the ○ to the left.

This completes the configuration of **[日々の記録]** in MHW.

(2) Configuring data syncing (only for the MHW app on smartphones)

Target user	Insured person, dependent

The following describes how to configure a device that syncs data such as the number of steps you have taken.

1. Use the MHW app to display the menu, and tap [各種設定]-[日々の記録設定].

The 日々の記録設定 window appears.

2. Tap [データ連携設定].

The データ連携設定 window appears.

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3. Tap [スマートフォン側の設定方法についてはこちらで確認できます。] to check the details, and use your smartphone device to configure data syncing.
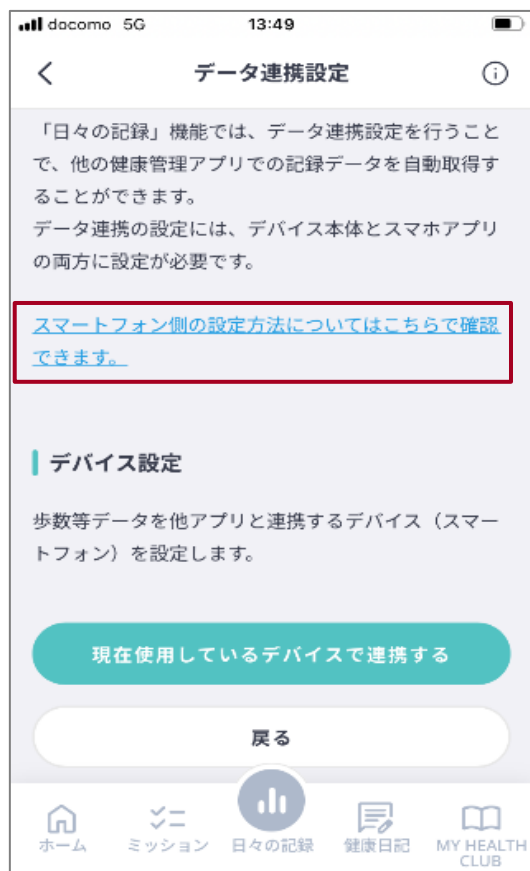
If you tap **[スマートフォン側の設定方法についてはこちらで確認できます。]**, the manual will be downloaded. See the manual, and use your smartphone device to configure data syncing.

4. To sync the device you are currently using, tap [現在使用しているデバイスで連携する].
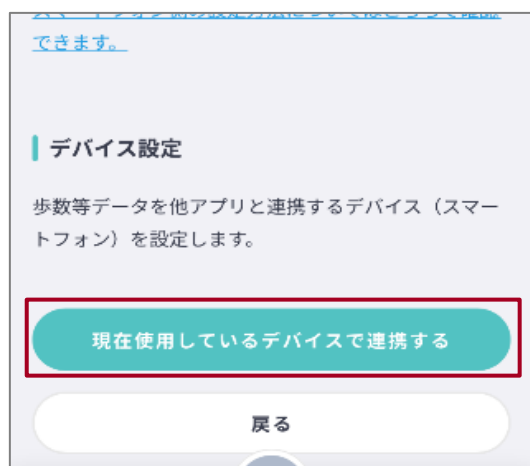
- The model and the syncing start date and time are displayed in **[現在設定されている機種]**.

- To cancel the device syncing, tap **[連携解除]**.

This completes the configuration of data syncing.

2.5   Configuring notifications ([通知設定])

This section describes the following operations:
(1) Configuring push notifications for announcements, missions, and other items (only for the MHW app on smartphones)
(2) Configuring email notifications

(1)   Configuring push notifications for announcements, missions, and other items (only for the MHW app on smartphones)

Target user	Insured person, dependent

The following describes how to use the MHW app on your smartphone to configure push notifications for announcements, mission, and other items.

1.   Use the MHW app to display the menu, and tap [各種設定]-[通知設定].

The 通知設定 window appears.

2.   Tap [プッシュ通知設定]を押します。

The プッシュ通知設定 window appears.

3. Specify items for which you want to receive push notifications.

- To receive notifications, tap to move the ○ to the right.
- If you do not want to receive notification, tap to move the ○ to the left.

This completes the configuration of push notifications.

(2)　Configuring email notifications

Target user	Insured person, dependent

The following describes how to configure email notifications in MHW.

1.　On the MHW home page, click [MENU].

The menu appears.

2.　From [各種設定], click [通知設定].

The 通知設定 window appears.

3.　Click [E メール通知設定].

The E メール通知設定 window appears.

4. **To enable email notifications from MHW, turn on the item. To disable email notifications, turn off the item.**

- To turn on the item, click to move the ○ to the right.
- To turn off the item, click to move the ○ to the left.

This completes the configuration of email notifications in MHW.

3. MY Points

This chapter describes the following items:

3.1 Overview of MY Points

(1) Overview

You can use **[MY ポイント]** to see your current points, how to earn points, and your point history. In addition, you can redeem MY Points for digital gifts or products.
If you redeem points for products, the products will be shipped to the address you enter.

If you redeem points for digital gifts, you can receive the digital gifts via **[MY メール]** after a certain period of time has elapsed since your application. You can check **[MY メール]** by clicking on the MHW home page.

🟠 **Note**

• Please note that digital gifts have an expiration date.
• Products can be shipped only in Japan. (Overseas shipping is not possible.)

(2) Accessing the page from the MHW home page

The following describes how to access the MY Points page from the MHW home page.

Click [MY ポイント].   **The MY ポイント window appears.**

(3)　What you can do from the MY ポイント　window

You can use the MY ポイント　window to perform the following operations.
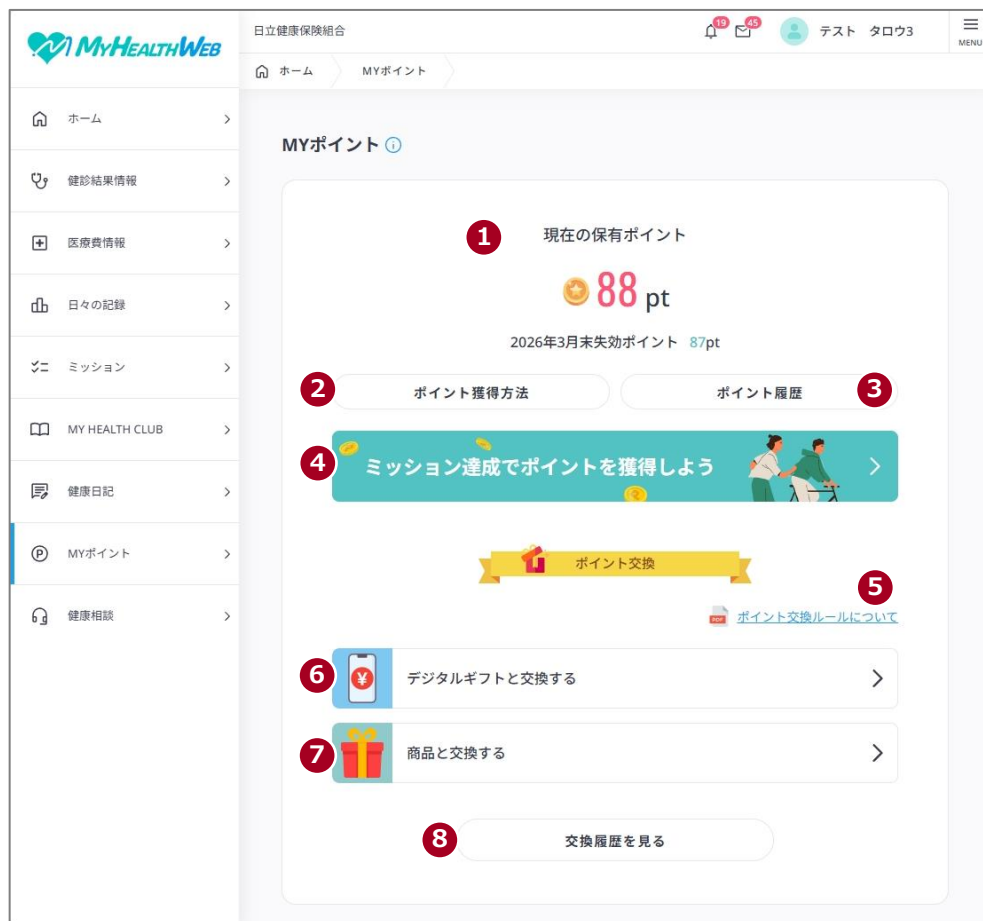
№	Item	Description
1	**[現在の保有ポイント]**	Displays your current points and the points that will expire at the end of the fiscal year.
2	**[ポイント獲得方法]**	Click this item to see how to earn points. The ポイント獲得メニュー window will appear.
3	**[ポイント履歴]**	Click this item to see the history of points that were earned and used. The ポイント履歴　window will appear.
4	**[ミッション達成でポイントを獲得しよう]**	Click this item to view missions to earn points. The ミッション　window will appear.
5	**[ポイント交換ルールについて]**	Click this item to see the points redemption rules and the notes on redeeming points for items.
6	**[デジタルギフトと交換する]**	Click this item to redeem MY Points for digital gifts. For details on the operation, see 3.2 Spending MY Points.
7	**[商品と交換する]**	Click this item to redeem MY Points for products. For details on the operation, see 3.2 Spending MY Points.

№	Item	Description
8	**[交換履歴を見る]**	Click this item to see your history of redeeming points for digital gifts or products. The 交換履歴 window will appear. For details on how to view or cancel your application for points redemption, see 3.3 Viewing or canceling your application for points redemption.

3.2   Spending MY Points

Target user	Insured person, dependent

This section describes how to spend MY Points.

1.   On the MHW home page, click [MY ポイント].

The MY ポイント window appears.

2.   Click [デジタルギフトと交換する] or [商品と交換する].

• When you click **[デジタルギフトと交換する]**, the デジタルギフトと交換する window appears.

• When you click **[商品と交換する]**, the 商品と交換する window appears.

3. View the digital gifts or products.

- To filter and search for products, proceed to step 4.
- To redeem points without filtering products, proceed to step 5.
- You cannot narrow down to digital gifts. Proceed to step 5.
- The list of digital gifts and products spans several pages.
- Digital gifts and products might be added or removed from time to time.

4. Click [絞り込む]. After selecting the filtering conditions, click [この内容で絞り込む].

- For the filtering conditions, select the following items:

  - **[ポイント数]**

    Select lower and upper limits to specify the range of point values.

    You can select the lower and upper limits in increments of 2000 from **[2000]** to **[18000]**. In addition, you can also filter products by selecting only the lower or upper limit.

  - **[商品カテゴリ]**

- If you click **[この内容で絞り込む]**, products will be displayed based on the specified conditions.

5. Click [詳しく見る] for the digital gift or product you want to redeem your points for.

The details for the digital gift or product will be displayed.

6. Be sure to check the description and the number of points required. To redeem your points for the product, click [この商品と交換する].

- To change the selected digital gift or product, click **[デジタルギフトに交換]** or **[商品に交換]** on the right side of the window.
- To redeem your points for the product, click **[この商品と交換する]**, and then proceed to step 7.
- To redeem your points for the digital gift, click **[この商品と交換する]**, and then proceed to step 8.

ℹ **Supplementary information**

- You cannot change digital gifts and products for which the redemption procedure has already been completed. Please be sure to confirm the product description.

- If you do not have enough MY Points, **[この商品と交換する]** is not displayed.

- Digital gifts and products might be added or removed from time to time.

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7. Check the product name, and if correct, enter the recipient information. After entering the information, click [確認画面へ].

When you click **[確認画面へ]**, a window appears in which you can confirm the address of the recipient.

The following table lists the items you need to enter on the 送付先住所入力 window.

№	Item	Description
1	**氏名（必須）**	Enter the name of the recipient.
2	**郵便番号（必須）**	Enter the postal code of the recipient's address by using 7 halfwidth numerals (without hyphens).
3	**都道府県（必須）**	Select the prefecture of the recipient's address. This item is automatically entered if you enter a value in **[郵便番号]** and then click **[住所自動入力]**.
4	**市区町村（必須）**	Enter the city, town, or village of the recipient's address. This item is automatically entered if you enter a value in **[郵便番号]** and then click **[住所自動入力]**.
5	**番地以下（必須）**	Enter the street address of the recipient's address.
6	**建物名・部屋番号（任意）**	Enter the building name and room number of the recipient's address.
7	**電話番号（必須）**	Enter the telephone number of the recipient by using 10 to 15 halfwidth numerals (without hyphens). If the number is a landline, start with the area code.

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8. Reconfirm that the digital gift or product name and the recipient are correct, and then click [この内容で申し込む].

- To change the recipient's address, click **[修正]**.

- When you click **[この内容で申し込む]**, the 申込完了 window appears.

- You will receive a notification of the completion of your application in **[MY メール]**.

This completes the procedure for spending MY Points.

3.3 Viewing or canceling your application for points redemption

Target user	Insured person, dependent

You can view or cancel your application for points redemption.

⓵ Note

- In most circumstances, you will be refunded the points you redeemed. Please keep in mind that points that have since expired cannot be refunded.
- You can cancel your application while its status is **[申込済]**. Any points you spent on products will be refunded.

1. On the MHW home page, click [MY ポイント].

The MY ポイント window appears.
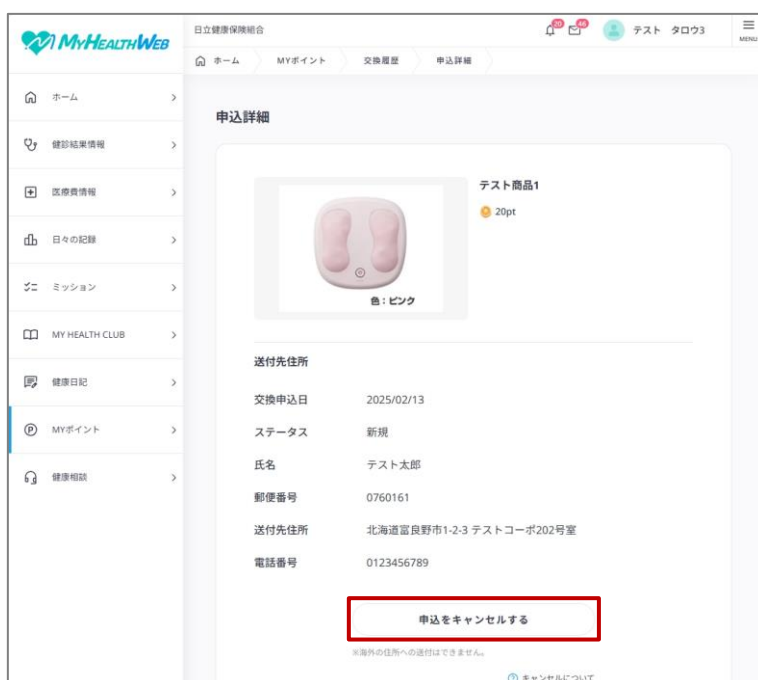
2. Click [交換履歴を見る].

The 交換履歴 window appears.

3. Click [詳しく見る] for the product you want to view or cancel.

- The history of your ten most recent redemptions appears. To see additional redemptions, click **[>]**.
- When you click **[詳しく見る]**, the 申込詳細 window appears.

### 4. Check the details. To cancel the application, click [申込をキャンセルする].

[ステータス] shows the status of the redemption as follows:

- **[申込済]**: The redemption application has been submitted.
- **[申込受付済]**: The process of dispatching the product has begun (from this point, the application can no longer be canceled).
- **[キャンセル]**: The application has been canceled on the 申込詳細 window (you cannot cancel an application that has already been canceled).

5. Click [キャンセルする].

- The 申込キャンセル完了 window appears.
- You will receive a cancellation notification in **[MY メール]**.
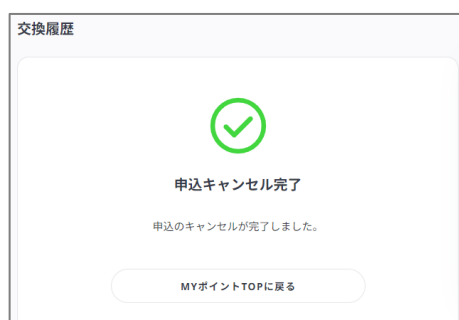
This completes the procedure for viewing or canceling your application for points redemption.

Revision History

№	Ver.	Change	Description	Date	Changed by
1	1.0	Manual created		04 07, 2025	Hitachi
2					
3					
4					
5					
6					
7					
8					
9					
10					