

Frequently Asked Questions (for undergraduate English-medium course applicants)

| No. | Category | Question | Answer |
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| 1 | Register Account | I have completed Ritsu-Mate account registration, but I have not received any confirmation email. What is wrong? | Please check your spam or junk mail folder as you may find it there. If you still cannot find it, please check your email settings and make sure that messages from “@st.ritsumeai.ac.jp” can be received. |
| 2 | Register Account | Can I change my registered email address? | No, you cannot change your email address once registered. |
| 3 | Register Account | I cannot log in to my Ritsu-Mate account even though I have entered my correct Account ID and Password. What is wrong? | Ritsu-Mate is not accessible every week from Wednesday 7:30 PM to Thursday 5:30 AM (Japan Standard Time) due to maintenance. If you cannot access the system other than the period above, please contact the International Admissions Office at: ru-iadm@st.ritsumeai.ac.jp |
| 4 | Register Application | I cannot register my application. What should I do? | Application Registration is available only from 10:00 AM (Japan Standard Time) on the first day of the application period to 11:00 PM (JST) on the last day of the application period, and not accessible every week from Wednesday 7:30 PM to Thursday 5:30 AM (JST) due to maintenance. If you cannot access the system other than the period above, please contact the International Admissions Office at: ru-iadm@st.ritsumeai.ac.jp |
| 5 | Register Application | I have chosen a wrong Admission Method/College. (eg. AO admissions instead of Recommendation Admissions OR vice versa) What should I do? | Please re-register your application with correct admission method/College. If you have already paid the Application Fee with the wrong application, you are not required to pay the application fee again for the new registration. |
| 6 | Register Application | I made some mistakes in my registered information. How can I correct them? | Please refer to P.16 of Ritsu-Mate Registration Manual. |
| 7 | Register Application | I have accidentally registered the same applications multiple times. Is it possible to delete the application registration(s) created by mistake? | No, it is not possible to delete application registration(s). Please make sure to proceed your entire application under the correct registration (and leave other wrong registration(s) as they are.) |
| 8 | Upload Application Documents | I have uploaded documents in the wrong section(s). What should I do? | Please contact the International Admissions Office at: ru-iadm@st.ritsumeai.ac.jp We will remove the document(s) for you, so you can re-upload documents in the correct section(s). |
| 9 | Upload Application Documents | What should I fill in the “Application Number” box of printed “Application sheet”? I don't know my Application Number. | You can leave this section blank. |
| 10 | Upload/Post Application Documents | My Academic Transcript/Graduation Certificate is signed and sealed in an envelope by school, so I can't upload my document. What should I do? | If this is the case, you are not required to upload the document. Please post the document as it is. |
| 11 | Post Application Documents | Should I use the Mailing Label from Ritsu-Mate when posting Application Documents? | No, please DO NOT use the Mailing Label. You should write the mailing address directly on the envelope. |
| 12 | Pay Application Fee | I have paid my Application Fee by wire transfer. However, the Status of Payment still shows as “Unpaid”. How can I prove that I have paid my Application Fee? | RU can only confirm your payment by checking the bank remittance application form/receipt. Please submit the copy by uploading to the “Evidence of Application Fee Payment” section. |
| 13 | Pay Application Fee | I have accidentally paid the Application Fee multiple times. Can I get a refund? | No. The Application Fee will not be refunded under any circumstances including overpayment. |
| 14 | Application Number/Examination Sheet | Where can I find my Application Number? | You can find your application number in the “Examination Sheet” which can be downloaded from your Ritsu-Mate Account. For details, please refer to P.69 of Ritsu-Mate Registration Manual. |
| 15 | Application Number/Examination Sheet | What is Examination Sheet for? | It indicates an applicant's Application Number, which will be used for the result notification. |
| 16 | Application Number/Examination Sheet | How can I get Examination Sheet? | The Sheet can be downloaded from your Ritsu-Mate Account. For details, please refer to P.69 of Ritsu-Mate Registration Manual. |