



FreeiD Mansion User's Manual

Notes on creating FreeiD account

Reception settings of email and SMS

- | Depending on your email settings, emails sent from FreeiD may end up in your spam folder.
- | Please follow the instructions of your mobile network operator to allow reception so that you can receive emails from the "freeid.jp" domain and SMS from overseas phone numbers.

Camera settings

- | Please allow FreeiD web site to access the camera.

Account information settings

- | Each person can create only one FreeiD account.
If you are registering multiple properties (as shown on page 7), please use the same account to register each property instead of creating a new account for every property.
- | User ID cannot be changed after registration.
Please note that if you wish to change your user ID, you will need to cancel your account and create it again, as well as re-register for FreeiD services (including receiving an invitation from administrators to use them).
- | Password requirements are as follows:
 - Half-width alphanumeric characters (uppercase letters are acceptable) and symbols below
^ \$ * . [] { } () ? " ! @ # % & / ¥ , > < ' : ; | _ ~ ` = + -
 - 10 to 15 characters
 - Include at least one lowercase letter
 - Include at least one number

Access FreeiD web site

Login page

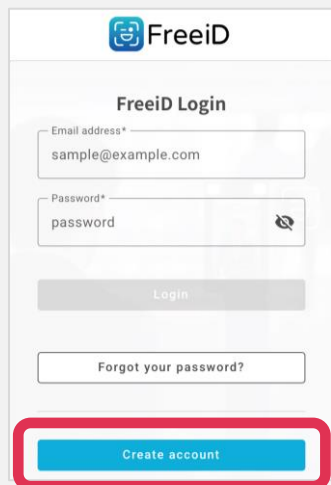
- Access <https://web.freeid.jp/auth/login>
- Tap “Create account”

Terms of Service

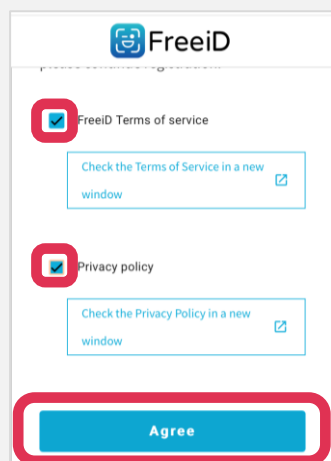
- Read the terms of service and privacy policy
- Tap “Agree”

Email authentication

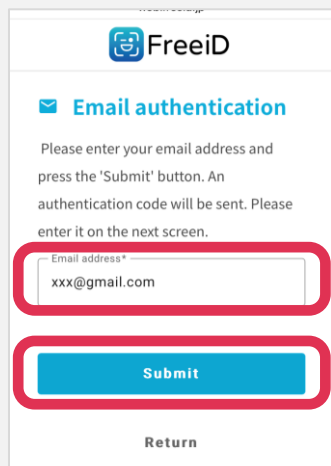
- Enter your email address
- Tap “Submit”



The screenshot shows the FreeiD Login page. At the top is the FreeiD logo. Below it is the title "FreeiD Login". There are two input fields: "Email address*" with the placeholder "sample@example.com" and "Password*" with the placeholder "password" and an eye icon. Below these is a "Login" button. At the bottom is a link "Forgot your password?". A red box highlights the "Create account" button at the very bottom of the page.



The screenshot shows the FreeiD Terms of Service page. At the top is the FreeiD logo. Below it are two sections: "FreeiD Terms of service" and "Privacy policy". Each section has a checked checkbox and a link "Check the [Terms of Service / Privacy Policy] in a new window". A red box highlights the "Agree" button at the bottom of the page.



The screenshot shows the FreeiD Email authentication page. At the top is the FreeiD logo. Below it is the title "Email authentication" with a checkmark icon. The text says: "Please enter your email address and press the 'Submit' button. An authentication code will be sent. Please enter it on the next screen." There is an input field "Email address*" with the placeholder "xxx@gmail.com". A red box highlights the "Submit" button. At the bottom is a "Return" link.

Register your face

Email authentication

- Authentication code will be sent to your email address
- Tap “Skip phone number registration and continue”

Notes

- Depending on your email settings, emails sent from FreeiD may end up in your spam folder.
- Please follow the instructions of your mobile network operator to allow reception so that you can receive emails from the "freeid.jp" domain and SMS from overseas phone numbers.

Instructions when taking a photo of your face

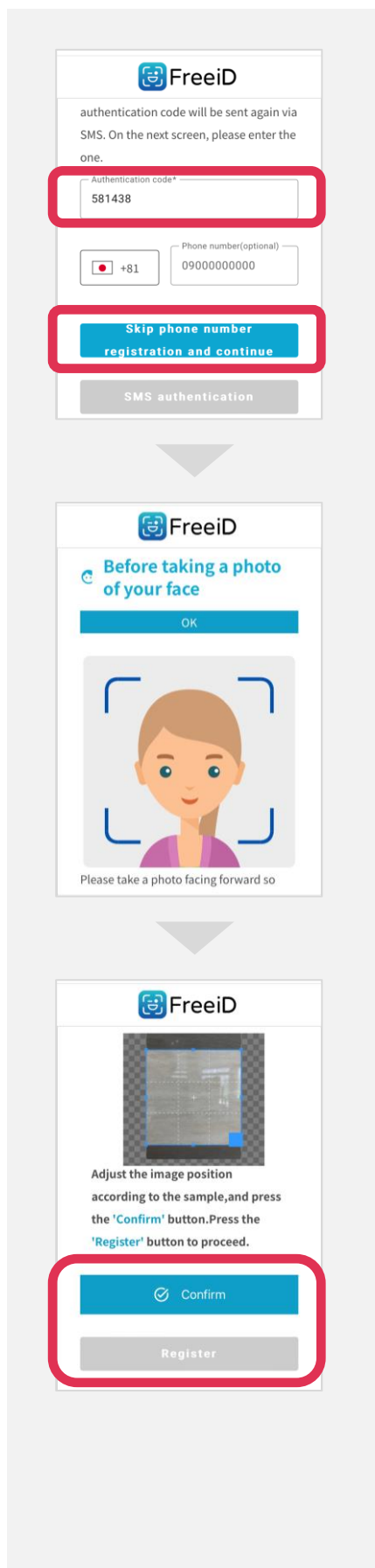
- Check remarks and proceed to taking a photo

Registration of your face

- Take a photo of your face
- Tap “Confirm” and “Register” respectively

Notes

- Please take off your mask and hat.
- You can keep your glasses on.
- Please take a photo in a well-lit place.
- Please make sure your eyes and eyebrows are not covered by your hair.



Register account information

Account information

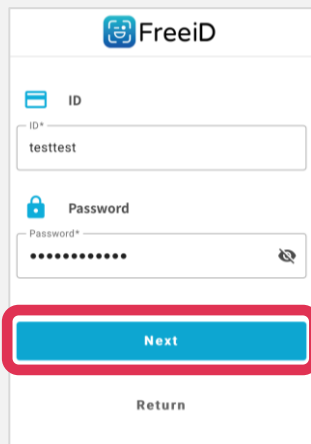
- Fill in account information listed below
Name / Birthday / User ID / Password
- Tap “Next”

Notes

- User ID cannot be changed after registration.
- Password requirements are as follows:
 - Half-width alphanumeric characters (uppercase letters are acceptable) and symbols below
^ \$ * . [] { } () ? " ! @ # % & / ¥ , > < ' : ; | _ ~ ` = + -
 - 10 to 15 characters
 - Include at least one lowercase letter
 - Include at least one number
- Review your account information and tap “Submit”

Top page

- Now your FreeiD account is successfully created



FreeiD

ID

ID*

testtest

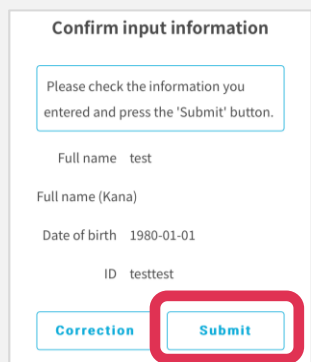
Password

Password*

.....

Next

Return



Confirm input information

Please check the information you entered and press the 'Submit' button.

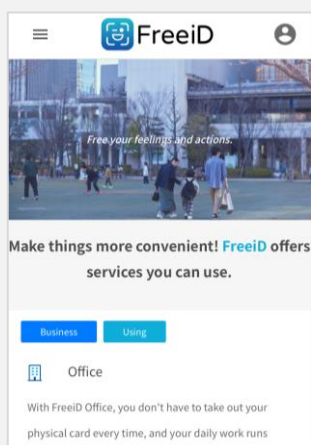
Full name test

Full name (Kana)

Date of birth 1980-01-01

ID testtest

Correction Submit



FreeiD

Free your feelings and actions.

Make things more convenient! FreeiD offers services you can use.

Business Using

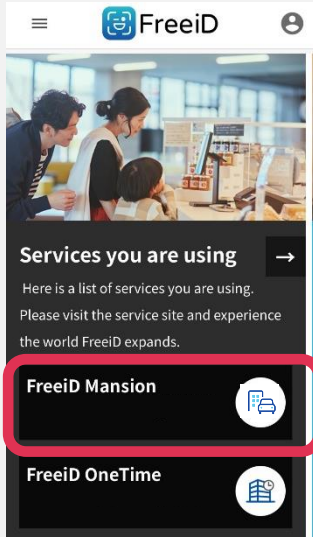
Office

With FreeiD Office, you don't have to take out your physical card every time, and your daily work runs

Add FreeiD Mansion service

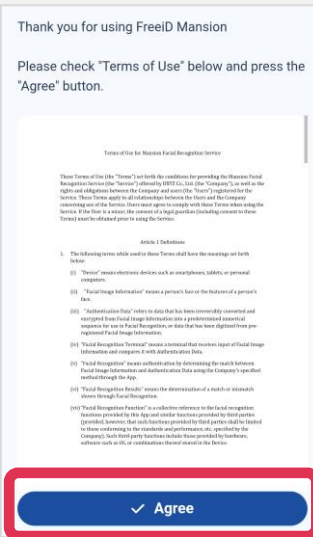
Top page

- Tap “FreeiD Mansion”



Terms of use

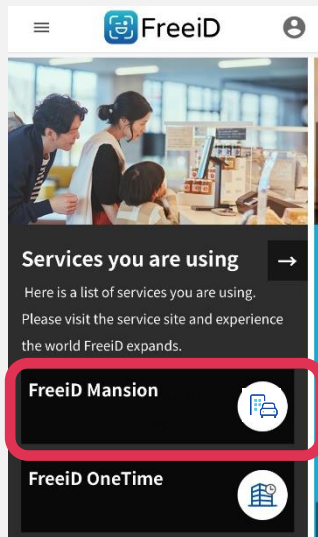
- Read the terms of use and tap “Agree”
- Now the FreeiD Mansion service setup is complete.



Register Property

Top page

- Tap “FreeiD Mansion”

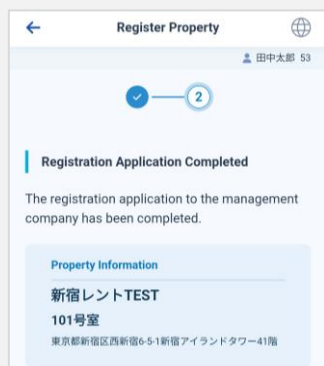
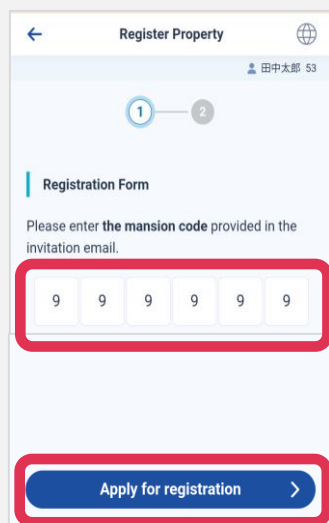


Register property

- Enter the code in the invitation mail
- Tap “Apply for registration”

Note

- If you have contracts for multiple properties, you may receive invitation emails at different email addresses depending on how the property management company handles resident information.
- Since each person can only create one FreeiD account, please use the same account to register all of your properties, even if you receive invitations at different addresses.

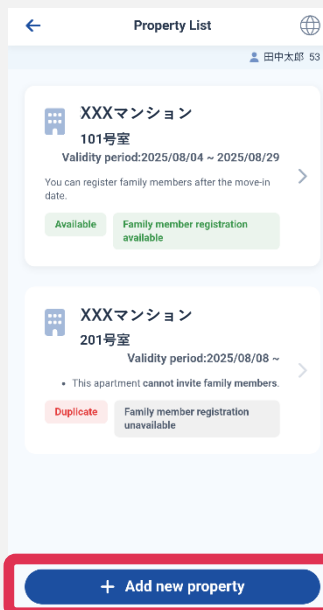
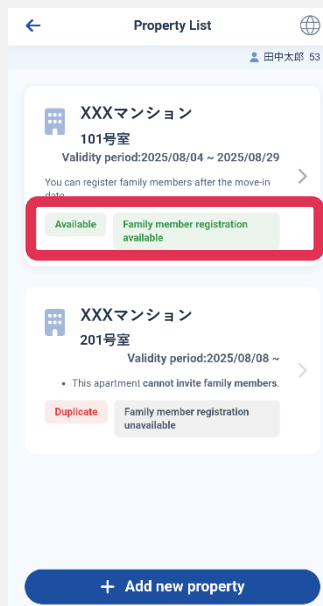


- Now you can use the facial recognition service from the move-in date

Check properties' status

Property list

- If the status is “Available”, you can use the facial recognition service at the applicable property



- To register an additional property, tap "Add new property"
You will be redirected to the property registration page

Add family member (1/2)

Property list

- Tap a property with a status of "Family member registration available"

Note

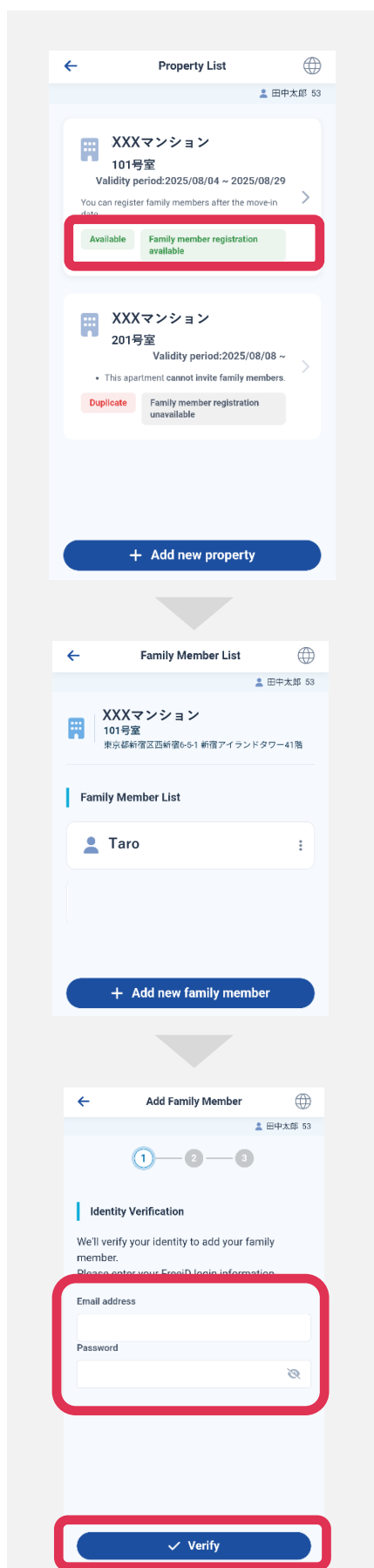
- You can add up to 5 family members.

Family member list

- Tap "Add new family member"

Add family member

- Enter your FreeiD account's email address and password
- Tap "Verify"



Add family member (2/2)

Add family member

- Enter the name
- Tap “Take a photo”

Registration of family member's face

- Take a photo of a family member's face

Family member list

- Now your family member can also use the facial recognition service

← Add Family Member 田中太郎 53

1 2 3

Family Member Information

Name

Take a photo >

Instructions when taking a photo

Good

- Please face forward and take a photo so that the face can be clearly seen.
- Adjust the face so that the entire of it fits within the frame.
- Only a color photo is available.

Sample

Take a photo >

← Family Member List 田中太郎 53

XXXマンション
101号室
東京都新宿区西新宿6-5-1 新宿アイランドタワー41階

Family Member List

Taro

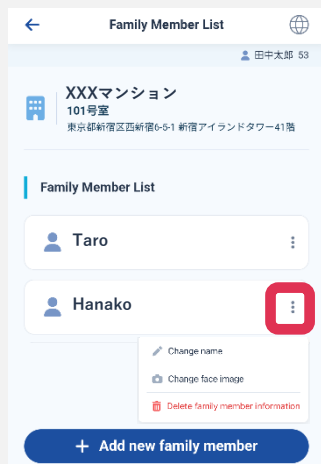
Hanako

+ Add new family member

Change settings

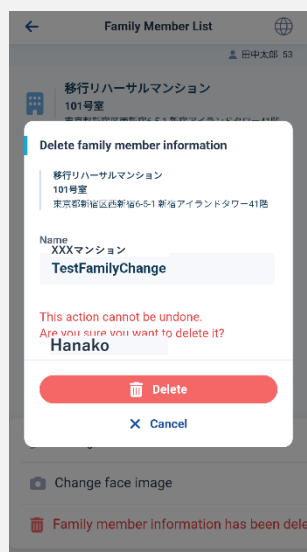
Family member list

- Tap the three dots next to the family member whose settings you want to change



Settings

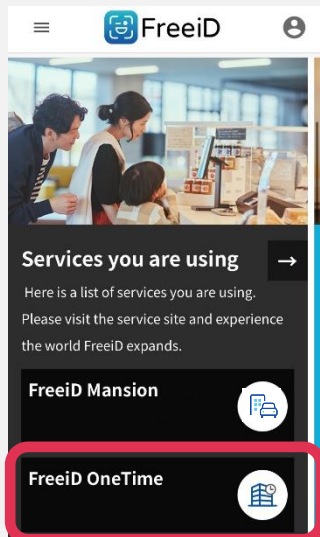
- Change name
 - Tap “Change name”
 - Enter the new name
 - Tap “Change”
- Change face image
 - Tap “Change face image”
- Delete family member information
 - Tap “Delete family member information”



Add guest (1/2)

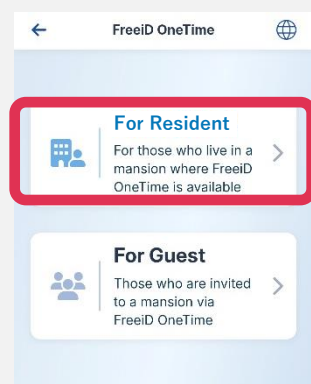
Top page

- Tap “FreeiD OneTime”



FreeiD OneTime top page

- Tap “For Resident”



OneTime invitation management

- Tap “Add guest” when inviting a new guest
- If you invite a registered guest, tap “Invite” (Please find p.14 for the invitation process)



Add guest (2/2)

Add guest

- Enter the user ID and passcode of guest's FreeiD account
- Tap "Add"

※ User ID and passcode can be checked from guest page of FreeiD OneTime service (Please find p.16 for details)
Please ask your guest to share this information and enter it

← Add Guest

Regident

1 — 2

Guest Information

Please enter the FreeiD user ID and passcode shared by the guest.

FreeiD user ID *

test123456789

Passcode *

.....

How to view guest information

Please ask your guest to do the following

1. Tap "FreeiD OneTime" on the FreeiD app home screen
2. Tap "For Guest"
3. Tap "Generate passcode" on the top right of the screen

+ Add

← Add Guest

Regident

✓ — 2

If you would like to invite the guest, tap "Proceed to invitation settings".

Name 安永郁哉

FreeiD user ID test123456789

Proceed to invitation settings >

Return to guest list >

- Tap "Proceed to invitation settings" (Please find p.14 for the invitation process)
- If you tap "Return to guest list", you will be taken to the OneTime invitation management page

Invite guest

OneTime Invitation settings

- This page will be displayed when you select a guest and tap “Invite” on the OneTime invitation management page or tap “Proceed to invitation settings” on the guest registration page
- Enter the apartment and room number the guest will visit, the period of use, etc., and tap “Confirm”

Note

- Maximum period of use is 24 hours.

- Check the information you entered and tap “Register”

The image displays two screenshots of the 'OneTime Invitation Settings' app interface. The top screenshot shows the input form with fields for Name (安永郁哉), Mansion (新宿レントTEST), Property (103号室), Start date and time (00:00), End date and time (00:00), and a Message box containing the text: 'Guests will be able to use facial recognition during the usage period.' The 'Confirm' button is highlighted with a red rectangle. The bottom screenshot shows the summary screen with the same information: Name (安永郁哉), Property information (新宿レントTEST 103号室), Usage period (2025/08/12 00:00 ~ 2025/08/13 00:00), and Message (None). The 'Register' button is highlighted with a red rectangle, and the 'Confirm' button is visible at the bottom.

Check invitation status

Invitation management

- Tap the "Inviting" tab to see the invited guests who are currently using or scheduled to use the service
- To change the invitation details, tap the applicable guest
- Tap the "History" tab to check your past invitation history



Create a passcode (For guests)

Top page

- Tap “FreeiD OneTime”

FreeiD OneTime top page

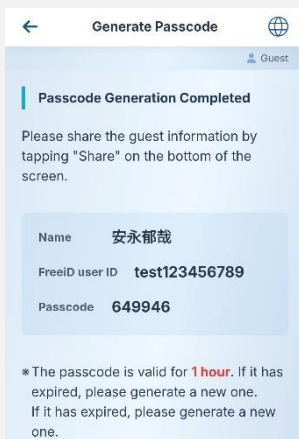
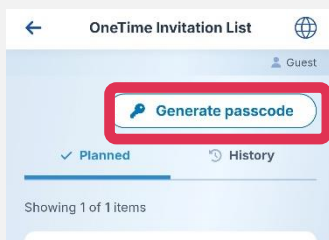
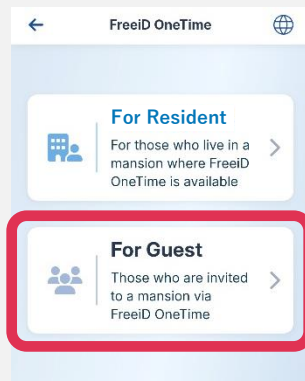
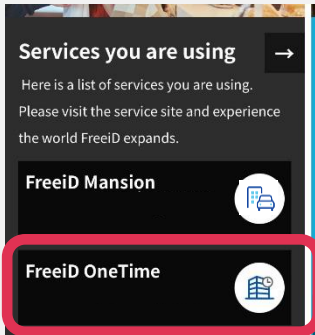
- Tap “For Guest”

Invitation list

- Tap “Generate passcode”

Passcode

- By sharing the user ID and passcode displayed on this page, the host can register and invite you



User support service

Available on weekdays from 10:00 AM to 6:00 PM



Users



DXYZ

| Note

| This service is available only in Japanese.

| Service contents

| WEB site : <https://dxyz.zendesk.com/hc/ja>

| You may have and reduce communication with the management company.

※ Depending on the content of your inquiry, we may ask you to contact the management company.