

This manual provides instructions for the following:

1. Logging into e-KOBE, and checking your application history
2. Performing the following actions from the application history page
  - 2-1. [Check the reason\(s\) why your application was returned, make edits, and reapply](#)
  - 2-2. [Check the details and reasons for edits made by Kobe City](#)
  - 2-3. [Check the reason\(s\) why your application was not accepted](#)

## 1. How to log in to e-KOBE and check your application history

*e-KOBE Smart Application System main page:*

<https://lgpos.task-asp.net/cu/281000/ea/residents/portal/home>

- ① Log in to the e-KOBE Smart Application System.

Go to the main page and click/tap on the **Log In**\*1 button in the upper right corner of the screen.

\*1 ログイン



- ② Enter your user ID (email address)\*1 and password\*2, then click/tap **Next**\*3.  
The authentication code required to log in to e-KOBE will be sent to you. Please enter the authentication code on the screen.

\*1 利用者 ID (メールアドレス)

\*2 パスワード

\*3 次へ

- ③ If the authentication code is correct, you can log in.

Scroll down to My Page\*1 and click/tap on **See More**\*2.

\*1 マイページ

\*2 もっと見る



|   |                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                    |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|   |                                                                                                                                                                                                                                                                                                      |  <p>マイページ</p> <p>過去に申請した手続きの内容を確認することができます。申請後の確認もこちらからお願いします。</p> <p>もっと見る &gt;</p>                                                                                                            |
| ④ | <p>Under the User Menu<sup>*1</sup> within My Page, click/tap <u>Application History Summary/Search</u><sup>*2</sup>.</p> <p><sup>*1</sup> 利用者メニュー</p> <p><sup>*2</sup> 申請履歴一覧・検索</p>                                                                                                                | <p>利用者メニュー</p> <p> 申請履歴の確認</p> <p>あなたがこれまでに申請した手続きの内容を確認することができます。</p> <p>申請履歴一覧・検索 &gt;</p>                                                                                                    |
| ⑤ | <p>A list of your past applications will be displayed. Search by application number<sup>*1</sup>, or scroll through the list to find the application you are looking for, and select it.<br/>(You can check the contents of an application by clicking/tapping it)</p> <p><sup>*1</sup> 申込番号から検索</p> | <p> 申請履歴一覧</p> <p>申込番号から検索</p> <p>例：12345678      検索</p> <p>申請履歴一覧</p> <p>該当件数 1 件</p> <p>申込番号：98376904<br/>2021年11月10日 13時04分</p> <p>申請内容を確認中です &gt;</p> <p>【サンプル】事業系一般廃棄物に係る指定袋収納義務除外申請書</p> |

## 2-1. Check the reason(s) why your application was returned, make edits, and reapply

①

From the Application History Summary, select the application number.

\* For how to check the application history summary, please refer to section [1. How to log in to e-KOBE and check your application history](#) of this document.

If your application was returned by Kobe City, it will display, “Please edit your application details” \*1.

\*1 申請内容を修正してください。

*Example of returned application*

申込番号 : 53185384

2022年1月14日 15時57分

申請内容を修正してください

【サンプル】補助金申請

②

Check the reason(s) why your application was returned\*1, and check the sections that read, “Please make edits” \*2.

If you are making edits and reapplying, click/tap **Make Edits to the Application**\*3. If you are not reapplying, and are withdrawing your application, click/tap **Withdraw this Application**\*4.

\*1 差し戻し理由  
\*2 修正してください  
\*3 申請内容を修正する  
\*4 この申請を取下げ

申請内容照会

申請状況

申請内容を修正してください

差し戻し理由

申請された金額に誤りがありますので、[こちら](#)をご確認の上、修正のうえ再申請をお願いいたします。

申請内容

氏名

神戸 太郎

金額

修正してください

50000

カナ氏名

コウベ タロウ

申請内容を修正する

この申請を取下げる

③

Proceed through the screen, and make edits to the sections marked, “Edit Required” \*<sup>1</sup>.

Caution: Do not edit the sections that have not been marked “Edit Required”

After making edits, proceed through the screen and reapply.

\*<sup>1</sup> 要修正

金額 要修正

50000

カナ氏名

コウベ

タロウ

次へ進む



## 2-2. Check the details and reasons for edits made by Kobe City

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                       |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>①</p> | <p>From the Application History Summary, select the application number.</p> <p>* For how to check the application history summary, please refer to section <a href="#">1. How to log in to e-KOBE and check your application history</a> of this document.</p> <p>If your application was edited by Kobe City, it will display messages such as, “Please edit your application details” *<sup>1</sup> or “Your application has been processed” *<sup>2</sup> depending on the progress of the review of your application.</p> <p>*<sup>1</sup> 申請内容を修正してください<br/>*<sup>2</sup> 手続きが完了しました</p> | <p><i>Example of application currently being reviewed by Kobe City</i></p> <div data-bbox="1007 365 1479 600"> <p>申込番号 : 53185384</p> <p>2022年1月17日 12時40分</p> <p>申請内容を確認中です &gt;</p> <p>【サンプル】補助金申請</p> </div>                                                                                                                                                       |
| <p>②</p> | <p>In the sections edited by Kobe City, the edited values are displayed in red text.</p> <p>If you click/tap a checkmark next to <b>Show edited content</b>*<sup>1</sup>, you can see entries from before and after the edits, so please check them.</p> <p>If don't understand the reasons why an edit was made, or if you have any questions, please contact the relevant department listed under <b>For Inquiries</b>*<sup>2</sup>.</p> <p>*<sup>1</sup> 修正内容を表示する<br/>*<sup>2</sup> 問い合わせ先</p>                                                                                            | <div data-bbox="1007 927 1490 1187"> <p>申請内容</p> <p>氏名<br/>神戸 次郎</p> <p><input type="checkbox"/> 修正内容を表示する</p> </div> <p style="text-align: center;">↓</p> <div data-bbox="1007 1305 1490 1713"> <p>氏名<br/>神戸 次郎</p> <p><input checked="" type="checkbox"/> 修正内容を表示する</p> <p>修正前の氏名<br/>神戸 太郎</p> <p>修正理由<br/>申請者のお名前に誤りがありましたので、神戸市にて修正しました。<br/>ご確認ください。</p> </div> |

## 2-3. Check the reason(s) why your application was not accepted

①

From the Application History Summary, select the application number.

\* For how to check the application history summary, please refer to section [1. How to log in to e-KOBE and check your application history](#) of this document

If your application was not accepted, it will display, “We are unable to continue processing your application”<sup>\*1</sup>.

<sup>\*1</sup> 手続きを継続できません

Example of display

申込番号 : 53185384

2022年1月17日 12時40分

手続きを継続できません

【サンプル】補助金申請

②

The reason(s) why your application could not be accepted will be displayed, so please check them.

If don't understand the reasons, or if you have any questions, please contact the relevant department listed under **For Inquiries**<sup>\*1</sup>.

<sup>\*1</sup> 問い合わせ先

申請状況

手続きを継続できません

申請却下理由

この補助金は今年の1月1日時点で神戸市にお住まいの市町村への申請を行っていただく必要があります。  
住所地をご確認のうえ、適切な市町村への申請をお願いいたします。