Notice: Microsoft 365 Service Disruption

Embassy of Japan

Despite the large-scale disruption to Microsoft 365 services that began in the early hours of 13th November, we have confirmed that, as of now, there has been no impact on the systems used to manage consular services.

However, emails concerning various inquiries and other matters addressed to the Embassy may not be reaching us properly.

Accordingly, if your matter is urgent, please contact us through alternative means, such as by telephone. For non-urgent matters, we kindly ask that you contact us again once the system has been restored.

We apologize for any inconvenience this may cause and appreciate your understanding and cooperation.

Please also be aware that malicious parties may take advantage of this disruption to impersonate the Embassy, Consulates-General, or officials of the Ministry of Foreign Affairs and attempt to direct you to fraudulent email addresses (such as taishikan@gmail.com). Please exercise caution when dealing with suspicious emails.