
ENC Support

Operating Instructions

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1. System Functions

ENC Support provides the following functions.

- **Update download**
Cell update information can be downloaded.
- **Update information confirmation**
The latest update date can be confirmed.
- **Licensed cell confirmation**
Information regarding licensed cells can be confirmed and printed.
- **Application form download**
Files necessary for additional cell purchases, ongoing contracts, and new license applications can be downloaded.
- **User information confirmation and editing**
User registration information can be confirmed, changed, and printed.
- **Password change**
The password used to log in can be changed.

2. Logging In

To use ENC Support, you must first log in with a registered license.

Latest Update	Issue Date
Japan	2016-05-13
Singapore	2016-05-13
Maracca And Singapore Straits	2016-05-13
South China Sea	2016-05-13

License ID

Password

[Login](#)

-> Forgot Password
Please contact Japan Hydrographic Association or a distributor for which you have a license agreement.

[As to Web-browser](#)

Copyright © Japan Hydrographic Association

1. Access the ENC Support URL (<https://www.enc.jha.jp/enc-support>) using a web browser.
2. Enter the Login ID and Password and click the “Login” button.

- ① The default password is the email address used when registering the license.
- ① If you have forgotten your password, please contact the Japan Hydrographic Association or a distributor for which you have a license agreement.
- ① If the service has been stopped, a message such as the one below will be displayed, and login will not be possible.

• Because system is under maintenance now, please log in later.

License ID

Password

[Login](#)

-> Forgot Password
Please contact Japan Hydrogra

- ① If you are already logged in, the following will be displayed instead of the entry fields.

Latest Update	Issue Date
Japan	2016-05-13
Singapore	2016-05-13
Maracca And Singapore Straits	2016-05-13
South China Sea	2016-05-13

Menu

Click the “Menu” button to switch to the “Download Update File” screen.

If you are logged in with a different license, after clicking the “Menu” button use the “Logout” button at the top of the screen to log out, and log back in again with a different license.

When logged in, a header will be displayed at the top of each screen.

The screenshot shows the ENC Support interface. At the top, there is a header with the title "ENC Support : Download Update File" and a "Logout" button. Below the header is a navigation menu with six items: "Download Update File" (3), "Update Information" (4), "List of Licensed Cells" (5), "License Renewal" (6), "My Page" (7), and "Password Change" (8). The main content area is titled "Update Data for Specified Period" and contains instructions for updating data. A "Creating Update File" button is visible at the bottom right of the main content area.

- ① Click this to download the entire ENC Support manual.
- ② Click this to stop using “ENC Support”.
- ③ Click this to download updates.
- ④ Click this to view update information.
- ⑤ Click this to view information regarding licensed cells.
- ⑥ Click this to download application forms.
- ⑦ Click this to view or change user information.
- ⑧ Click this to change the password.

When the set cells is issued to cell under contract, notification pop-up will open.



If you check the "Don't show next time." checkbox and click "Close", the popup will not appear when you log in until the set cells is issued again.

3. Downloading Update Files

Updates for licensed cells and updates for all cells can be downloaded.

There are two ways to download data: “Update Data for Specified Period” and “Download Whole Data in CD Image”.

“Update Data for Specified Period” is used to download only updates for licensed cells for a specified period.

These download files are small, so this method is recommended for users that regularly use updates.

“Download Whole Data in CD Image” is used to download 12 months of updates for all cells.

These download files are large, so this method is recommended for users that have not applied updates for some time.

Download Update File | Update Information | List of Licensed Cells | License Renewal | My Page | Password Change

- Please select either "Update Data for Specified Period" or "Download Whole Data In CD Image" to download.
- If you use under a different license ID, please "Logout" then logging in with another license ID.
- Please refer to [?](#) on how to download and how to use the download file.

Update Data for Specified Period [?](#) Update data for the licensed cells is available effective after the specified date.

- Click "Creating Update File" after specification of the start date.
- "Download" button is indicate if effective Update data is found. "Download" button is not shown if no data.
- Click "Download" after indicating of the finishing message.

1. Preparation Please click on the calendar, select the issue date, and click "Creating Update File" button.

2. Download When the Update File is created, please click the "Download" button.

Download Whole Data In CD Image [?](#) You can download Base or Update in CD image

	Issue Date	File size(kb)
Japan		
Base CD		
Base	2021-12-10	203,044
Base (.zip)	2021-12-10	186,047
Update CD		
Update CD (No.48)	2021-12-17	89,182
MSS, SG.		
Base & Update CD	2021-11-26	11,150

- Click here to download instructions (by PDF) regarding how to download update data for a specified period.
- You can create an update file for a specified period of time here.
- Download information for the created update file is displayed here.
- Click this to download the update file. If no update files have been created, this button will not be selectable.
- Click this to download instructions (by PDF) regarding how to download all data.
- Click here to download update CD image files.

3.1. Downloading licensed cell updates

Licensed cells for a specified period can be downloaded.

Create the file to be downloaded by following the procedure below.

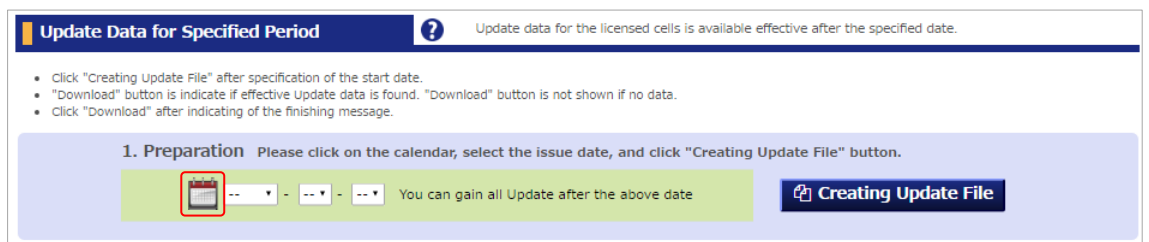
1. [Select the start day of the date range of updates to be downloaded.](#)
2. [Create the update file](#)
3. [Download the created update file](#)

1. Select the start day of the date range of updates to be downloaded.

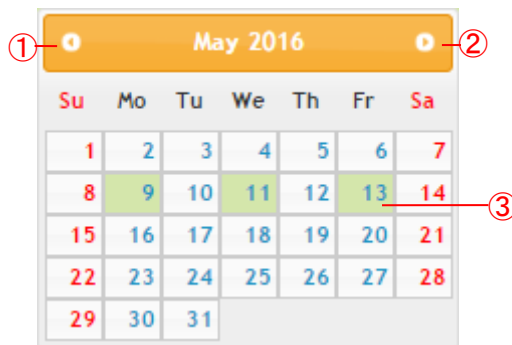
The start date can be specified by selecting it from the calendar or from the pull-down menu. Any date from the 1st of this month of 12 months previous to today can be selected.

- To select a date using the calendar:

1. Click the calendar icon.

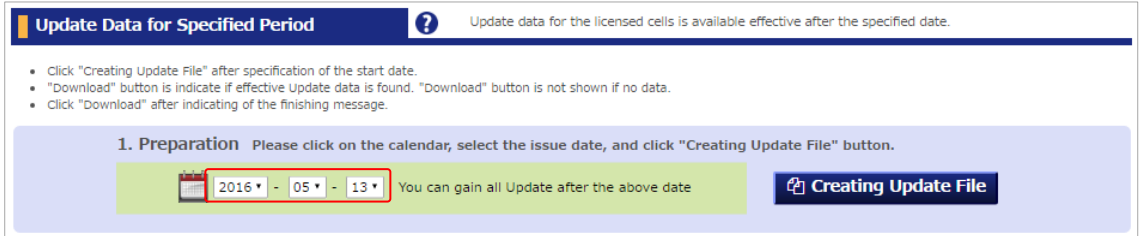


2. Click the desired date on the calendar that is displayed.

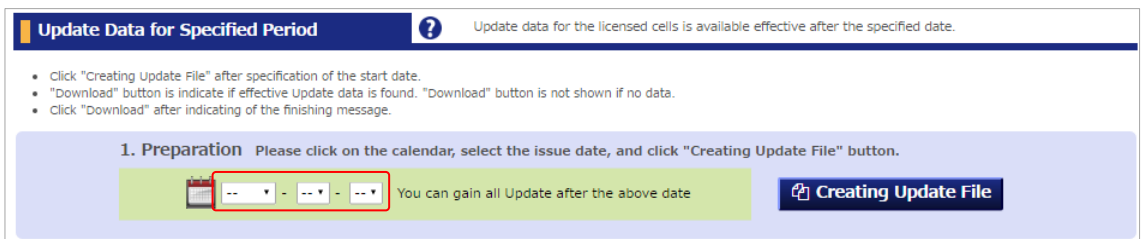


- ① Click this to move to the previous month.
- ② Click this to move to the next month.
- ③ Green dates on calendar are the issue dates of updates.

- The calendar will disappear and the selected date will be displayed in the pull-down menus.



- To select a date using the pull-down menus:

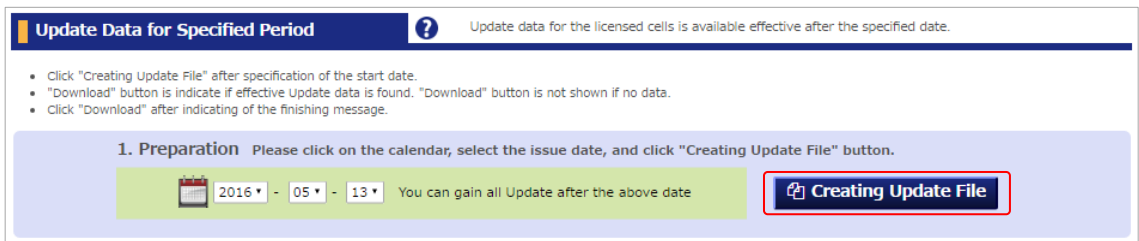


Select the date from the pull-down menus, which are arranged in the following order: Year, Month, Day.

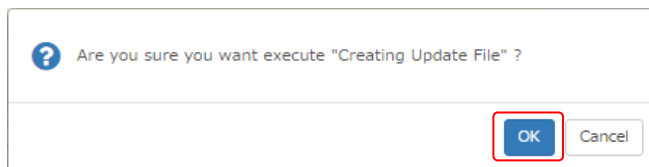
2. Create the update file

Create an update file for the licensed cells from the selected date to the current date.

- Click the "Creating Update File" button.

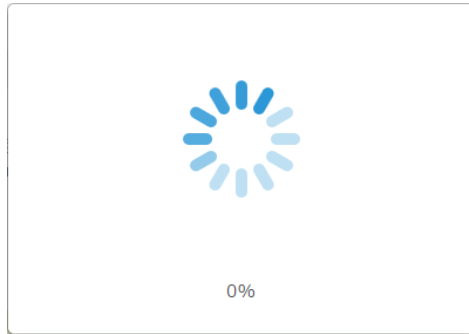


- A confirmation message will be displayed. Click the "OK".

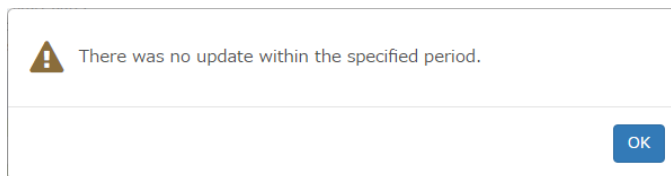


- The update file creation status can be confirmed on the pop-up which is shown while the file is being created.

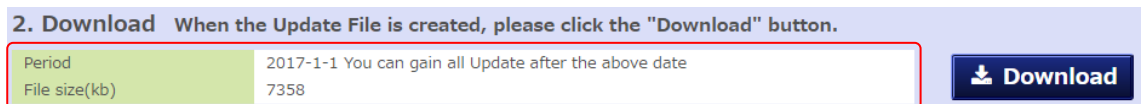
No other operations can be performed while the file is being created.



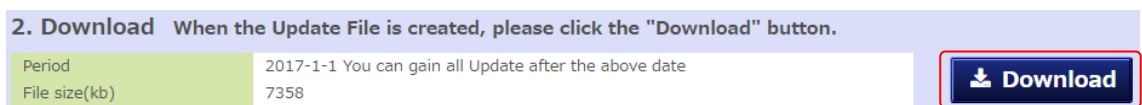
- If there were no updates during the specified period the following message will be displayed. When this occurs, no update file will be created.



- When the update file is created, file information will be displayed.



3. Download the created update file



Click the “Download” button and save the file.

- It will not be possible to click the “Download” button if no update file has been created, the creation process is still in progress, or there were no updates during the specified period.



Download file

- The file will be an archive file using zip formatted compression.

- The file will contain update information issued for licensed cells during the specified period.



How to use the downloaded file

- Have a writable CD ready.
 - Decompress the downloaded file.
 - Write the entire contents of the decompressed file to a CD with the volume name "V01X01".
-
- ※ The CD-writing software will vary depending on what OS is used.
 - ※ Some ECDIS and ENC display software may be able to import update files from USB memory sticks. If this is the case, decompress the downloaded file and save the entire contents of the decompressed file to a USB memory stick.
 - ※ For details, see the instruction manuals of the respective ECDIS or ENC display software.

※ The update download function will not be usable in the following cases.

① The logged in license has expired

If the license is expired, the following will be displayed.

If you wish to continue using the cells, please renew your license.

The screenshot shows the 'ENC Support : Download Update File' page. The navigation bar includes 'Download Update File', 'Update Information', 'List of Licensed Cells', 'License Renewal', 'My Page', and 'Password Change'. A red error message states: 'The license has expired, you can not download Electronic Notice to Mariners. Please renewal the license.' Below this, two sections are visible: 'Update Data for Specified Period' with a message 'Update data for the licensed cells is available effective after the specified date.' and 'Download Whole Data In CD Image' with a message 'You can download Base or Update in CD image'. The main content area displays the error message: 'The license has expired, you can not download Electronic Notice to Mariners.' and 'The license has expired, you can not download CDs.' The footer contains 'Copyright © Japan Hydrographic Association'.

② The update download function has been stopped

If the update download function is not usable, the following will be displayed.

Please wait and try again later.

The screenshot shows the 'ENC Support : Download Update File' page. The navigation bar is identical to the previous screenshot. The error message is: 'Downloading service is under maintenance now, please download later.' This message is displayed in two sections: 'Update Data for Specified Period' and 'Download Whole Data In CD Image'. The main content area also displays the message: 'Downloading service is under maintenance now, please download later.' The footer contains 'Copyright © Japan Hydrographic Association'.

3.2. Downloading updates for all cells

Updates for all cells can be downloaded.

Download Whole Data In CD Image		
	Issue Date	File size(kb)
Japan		
Base CD		
Base	2021-12-10	203,044
Base (zip)	2021-12-10	186,047
Update CD		
Update_CD (No.48)	2021-12-17	89,182
MSS, SG.		
Base & Update_CD	2021-11-26	11,150

1. In the download whole data in CD image section click the name of the CD you wish to download.
2. Save the downloaded CD image file.
 - ※ A CD image file is a file consisting of an image of a CD-ROM of all updates issued over the past 12 months for all cells.



How to use the CD image file

- Right-click the CD image file and click “Burn disc image” on the pop-up menu to write the CD image to a CD-R/RW.
- The written CD-R/RW will be identical to the update CDs issued by the Japan Hydrographic Association.
- ※ For Windows 7 and older operating systems, use CD burning software to write the CD image to a CD-R/RW.

※ The update download function will not be usable in the following cases.

① The logged in license has expired

If the license is expired, the following will be displayed.

If you wish to continue using the cells, please renew your license.

The screenshot shows the 'ENC Support : Download Update File' interface. The top navigation bar includes 'Download Update File', 'Update Information', 'List of Licensed Cells', 'License Renewal', 'My Page', and 'Password Change'. A red error message states: 'The license has expired, you can not download Electronic Notice to Mariners. Please renewal the license.' Below this, two sections are visible: 'Update Data for Specified Period' with a message 'Update data for the licensed cells is available effective after the specified date.' and 'Download Whole Data In CD Image' with a message 'You can download Base or Update in CD image'. The main content area for both sections displays the message: 'The license has expired, you can not download Electronic Notice to Mariners.' and 'The license has expired, you can not download CDs.' respectively. The footer contains 'Copyright © Japan Hydrographic Association'.

② The update download function has been stopped

If the update download function is not usable, the following will be displayed.

Please wait and try again later.

The screenshot shows the 'ENC Support : Download Update File' interface. The top navigation bar is identical to the previous screenshot. The error message is: 'Downloading service is under maintenance now, please download later.' This message is displayed in the main content area for both the 'Update Data for Specified Period' and 'Download Whole Data In CD Image' sections. The footer contains 'Copyright © Japan Hydrographic Association'.

4. Update Information

The latest update date can be confirmed.

Latest Update	Issue Date
Japan	2016-05-13
Singapore	2016-05-13
Maracca And Singapore Straits	2016-05-13
South China Sea	2016-05-13

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① The same update information displayed on the login screen will be displayed.

5. List of Licensed Cells

Information regarding licensed cells can be confirmed and printed.

5.1. Confirming/printing a list of licensed cells

- To print a list of licensed cells, click the “Print Preview” button. The “Print licensed cell list” screen will be displayed.

ENC Support : List of Licensed Cells

[Operation Guide PDF](#)
[Logout](#)

Download Update File
Update Information
List of Licensed Cells
License Renewal
My Page
Password Change

- The underlined cell name is a representative cell composed of multiple cells. Click to display a list of multiple cells. The cost is for one cell.
- Click the "Print Preview" button to display the page for printing.
- For details please refer to [?](#).

Print Preview

License ID		3001TARO
User Permit	Main System	0123456789ABCDEFGHIJKLMNQPQR
License Expiry Date		2017-05-21
Number of Cells	Japan	8
	Singapore	16

Japan

	Cell Name	Title
1	JP34NC90	Southern Part of Honshu 5
2	JP34NC94	Southern Part of Honshu 6
3	JP44NC90	Kumano Nada 2
4	JP44NC92	Ise Wan 1
5	JP54NC90	OwaseWan 1
6	JP54NC91	OwaseWan 2 and Nagashima Ko
7	JP54NC92	Hozaura Wan and Kowaura Wan 1
8	JP54NC93	Fuseda Suido

Singapore [Back to top of page](#)

	Cell Name	Title
1	SG54044A	
2	SG54044B	

2. Click the "Print" button on the "Print licensed cell list" screen.

Close

- Click the "Print" button to open the print dialog.
- For details, please refer to [?](#).

Print

License ID		3001TARO			
User Permit	Main System	0123456789ABCDEFGHIJKLMNPOQR			
License Expiry Date		2017-05-21			
Number of Cells	Japan	8			
	Singapore	16			

Japan

Overview	General	Coastal	Approach	Harbour	
		JP34NC90	JP44NC90	JP54NC90	JP54NC92
		JP34NC94	JP44NC92	JP54NC91	JP54NC93

Singapore

Cell Name					
SG54044A	SG54044B	SG54044C	SG5C4030	SG5C4031	SG5C4032
SG5C4033	SG5C4034	SG5C4035	SG5C4036	SG5C4037	SG5C4038
SG5C4039	SG5C4041	SG5C4043	SG5C4044		

3. Click the "Print" button on the print dialog.
 - ① If the print dialog is not displayed, print using the "Print" or "Print preview" function on the browser menu.
4. Click the "Close" to close the list.

5.2. Confirming set cells

When licensed cells contain set cells, a breakdown of the set cells can be displayed.

1. When there are set cells, the cell names will be links.

Japan		
	Cell Name	Title
1	JP34NC90	Southern Part of Honshu 5
2	JP34NC94	Southern Part of Honshu 6
3	JP44NC90	Kumano Nada 2
4	JP44NC92	Ise Wan 1
5	JP54NC90	OwaseWan 1
6	JP54NC91	OwaseWan 2 and Nagashima Ko
7	JP54NC92	Hozaura Wan and Kowaura Wan 1

2. Click the cell name link to display a breakdown of the set cell.

① Southern Part of Honshu 5

② representative cell : JP34NC90

③ JP34NC90 contains

JP34NC90
JP34NC92
JP34NVQ0
JP34NVQ2

The cost is for one cell.

OK

- ① The cell title is displayed here.
 - ② The representative cell displayed in licensed cell lists, etc., is displayed here.
 - ③ The contents of the set cell are displayed here.
3. Click the “X” at top right or “OK” to close the window.

6. License Renewal

Files necessary for additional cell purchases, ongoing contracts, and new license applications can be downloaded.

ENC Support : License Renewal [Operation Guide PDF](#) [Logout](#)

Download Update File | Update Information | List of Licensed Cells | License Renewal | My Page | Password Change

- If you would like to renew your license or add cells, please contact your distributor.
- Please download "Application form for renewal use of ENC" and "Sheet for cell select" from the bottom of the table.
- For details please refer to [?](#)

①

Distributor Information	
Company Name	日本水路協会販売部
Address	〒144-0041 Tokyo 大田区 羽田空港1-6-6 第一綜合ビル6階
Email Address	enc-support@jha.jp
Phone	
FAX	03-5708-7094
URL	http://www.jha.or.jp

②

- [Term and Conditions for Use of ENC](#)
- [Application form for use of ENC](#)
- [Application form for renewal use of ENC](#)
- [Application form for additional ENC Cells](#)
- [Sheet for cell select \(Previously licensed cells are marked\)](#)

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- ① Distributor information for user licenses is displayed here.
- ② You can download files necessary for renewing licenses here.

6.1. Purchasing new licenses

1. Click the “Application form for use of ENC”, download the “Electronic Navigational Chart (ENC) Application form [new]” file, and fill out all necessary information.
2. Click the “Sheet for cell select”, download the “ENC Cell Selection Sheet” file, and place an “x” or “X” for each cell to be licensed.
3. Submit by email or fax.
[For email] To send an email to the email address indicated in the distributor information. Attach the “Application form for use of ENC” and the “Sheet for cell select”.
[For fax] To print the “Application form for use of ENC” and the “Sheet for cell select” and fax it to the distributor.

6.2. Updating licenses

1. Click the “Application form for renewal use of ENC”, download the “Electronic Navigational Chart (ENC) Application form [renewal]” file, and fill out all necessary information.
2. If you wish to change a licensed cell, click the “Sheet for cell select” and download the “ENC Cell Selection Sheet”. On the “Sheet for cell select” there will be an “X” for each licensed cell. Place an “x” or “X” for each cell to be licensed. Delete the “X” from each cell whose license you wish to cancel.
3. Submit by email or fax.
[For email] To send an email to the email address indicated in the distributor information. Attach the “Application form for renewal use of ENC” (and, if changing licensed cells, the “Sheet for cell select”).
[For fax] To print the “Application form for renewal use of ENC” (and, if changing licensed cells, the “Sheet for cell select”) and fax it to the distributor.

6.3. Licensing additional cells

1. Click the “Application form for additional ENC Cells” and download the “Electronic Navigational Chart (ENC) Application form [additional]” file.

2. Click the “Sheet for cell select” and download the “ENC Cell Selection Sheet”. On the “Sheet for cell select” there will be an “X” for each licensed cell. Place an “x” or “X” for each additional cell to be licensed.

3. Submit by email or fax.
[For email] To send an email to the email address indicated in the distributor information. Attach the “Application form for additional ENC Cells” and the “Sheet for cell select”.
[For fax] To print the “Application form for additional ENC Cells” and the “Sheet for cell select” and fax it to the distributor.

7. My Page

Information regarding the logged in user can be confirmed, printed, and changed.

7.1. Confirming/printing user information

The screenshot shows the 'ENC Support : My Page' interface. At the top, there are navigation tabs: 'Download Update File', 'Update Information', 'List of Licensed Cells', 'License Renewal', 'My Page', and 'Password Change'. The 'My Page' tab is active. Below the tabs, there are two bullet points: 'The latest contract information is displayed.' and 'For details please refer to ?'. There are four numbered callouts: 1 points to the user information table, 2 points to the 'Print' button, 3 points to the 'Download Cell Permit' button, and 4 points to the 'Change' button. The user information table contains the following data:

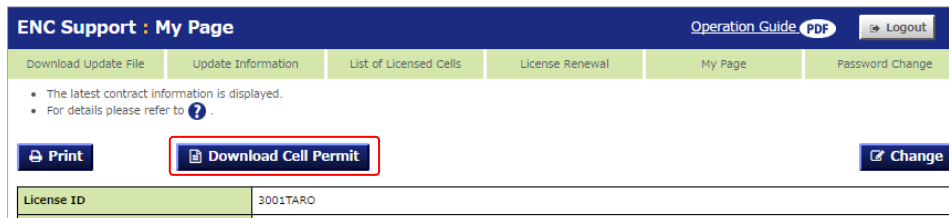
License ID	30018G4Q		
License Expiry Date	2022-12-31		
Vessel Name	Taro-Maru		
	User Permit	Product Name / Model Number / Software Name	Name of Manufacturer
Main System	1A7B0CC525CF98D6069192B73132	TEST	Furuno Finland Oy
Name	Taro Yamada		
Address	1440041 6-6, Haneda Kudo 1-chome, Ohta-ku, Tokyo, Japan		
Phone	08041544240		
FAX			
Email Address	enc-support@jha.jp		
Educational Institution	<input type="checkbox"/> Apply		
Update CD Service	No contract		
Email of Update Information (You can gain a weekly email which informs you whether your licensed cells have been updated or not.) *Update information is only for Japanese cells. For other country's cell, please check at "ENC Support".	not Apply		
Email of Expiration Notification (You can gain a notification email three times such as 60 days , 30 days, and 1 week before your license expiration date.)	<input type="checkbox"/> Apply		

- ① The user information for the logged in license is displayed here.
- ② To print the user information, click the "Print" button.
- ③ To download the cell permit, click the "Download Cell Permit" button.
- ④ To change user information, click the "Change" button.

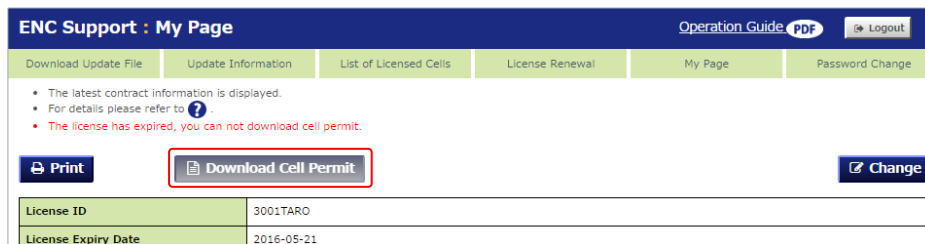
→ [7.3 Changing user information](#)

7.2. Downloading cell permits

1. Click the “Download Cell Permit” button and download the file.



- i The “Download Cell Permit” button will not be clickable if the license has expired.

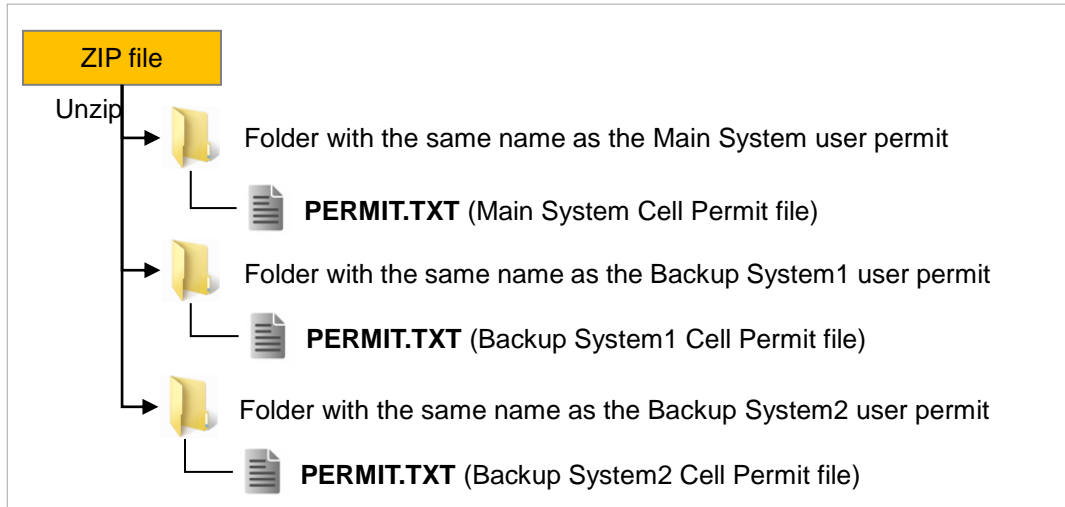


2. When only the Main System has been registered, the cell permit file (PERMIT.TXT) will be downloaded.

When one or more Backup Systems are registered, a zip-formatted archive file will be downloaded.

When the file is decompressed, there will be folders with the same names as the user permits of the Main System and the Backup Systems, with a corresponding cell permit file in each. These cell permit files can be used with the same ENC display software for the user permits that match the folder names.

Ex.) When a Main System and two Backup Systems are registered:



How to use the cell permit files

- Write the cell permit file to a writable CD or USB memory stick.
- ※ Writing the file to a CD will require CD writing software. The CD-writing software will vary depending on what OS is used.
- ※ For details regarding how to apply cell permit files, see the instruction manuals of the respective ENC display software.

7.3. Changing user information

ENC Support : My Page
Operation Guide [PDF](#)
[Logout](#)

Download Update File
Update Information
List of Licensed Cells
License Renewal
My Page
Password Change

- After you change "user information", please click "save".
- For details please refer to [?](#)

2
3

Register
Cancel

License ID	30018G4Q		
License Expiry Date	2022-12-31		
Vessel Name	Taro-Maru		
	User Permit	Product Name / Model Number / Software Name	Name of Manufacturer
Main System	1A7B0CC525CF98D6069192B73132	TEST	Furuno Finland Oy

1
Name Required
Taro Yamada
✖

Address

Country Required

 Japan Overseas

Postal Code Required

Address Required

Phone Required

FAX

Email Address Required

Educational Institution
 Apply

Update CD Service
 No contract

Email of Update Information
(You can gain a weekly email which informs you whether your licensed cells have been updated or not.)
*Update information is only for Japanese cells. For other country's cell, please check at "ENC Support".
 not Apply Apply Apply (only if there are updates)

Email of Expiration Notification
(You can gain a notification email three times such as 60 days , 30 days, and 1 week before your license expiration date.)
 Apply

2
3

Register
Cancel

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- ① These are the user information entry fields. The registration information for the user is displayed.
- ② Click this to change the user information to the entered contents.
- ③ Click this to discard the entered contents and leave the user information unchanged.

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7.3.1. Changing the user/company name

To change the user/company name, change the information in the corresponding entry field.

※ The displayed content will vary depending on whether the license is registered as “Individual” or “Corporate”.

[For individual licenses]

Name Required	<input type="text" value="Taro Yamada"/>
---	--

[For corporate licenses]

Company Name Required	<input type="text" value="Kumamoto Company"/>
Department Name	<input type="text" value="Manager"/>
Name of Person in Charge Required	<input type="text" value="Yamad Taro"/>

7.3.2. Changing the address

To change the address, change the information in the address field.

The contents of the entry field will change depending on whether the country is set to “Japan” or “Overseas”.

[For Japan]

Address	Country Required	<input type="radio"/> Japan <input type="radio"/> Overseas ①
	Postal Code Required	<input type="text"/> <input type="button" value="Search address from postal code"/> half-width e.g.123-4567 · 1234567
	Prefecture Required	Tokyo -
	City Required	<input type="text"/>
	Town Name / Street No Required	<input type="text"/>
	Building Name	<input type="text"/>

- ① Entering the postal code and clicking the “Search address from postal code” button will cause the corresponding address to be automatically filled in down to the “Town Name” level.

[For Overseas]

Country Required	<input type="radio"/> Japan <input checked="" type="radio"/> Overseas
Postal Code	<input type="text"/>
Address Required	<input style="height: 40px;" type="text"/> ①

- ① A multiple lines address field can be entered.

7.3.3. Changing update notification email settings

If you wish to receive licensed cell update notification emails, check the box next to “Apply” or “Apply (only if there are updates)”.

When you select other than “not Apply”, the following email delivery settings can be configured.

Email of Update Information (You can gain a weekly email which informs you whether your licensed cells have been updated or not.) *Update information is only for Japanese cells. For other country's cell, please check at "ENC Support".	<input type="radio"/> not Apply <input checked="" type="radio"/> Apply <input type="radio"/> Apply (only if there are updates)
	① Language <input type="radio"/> Japanese <input type="radio"/> English
	② Email Address <input type="checkbox"/> Send to registered email address too
③ <input type="text"/> <input type="text"/> <input type="text"/>	

- ① Use this to set the language of the notification email.
- ② Check this if you wish the email to be sent to the email address registered in the user information.
- ③ Up to three notification email addresses can be registered.

7.3.4. Changing expiration notification email settings

If you wish to receive notification emails when license expiry dates are approaching, check the box next to “Apply”.

Notification emails will be sent 60 days, 30 days, and 1 week before license expiration.

When checked, the following email delivery settings can be configured.

Email of Expiration Notification (You can gain a notification email three times such as 60 days , 30 days, and 1 week before your license expiration date.)	<input checked="" type="checkbox"/> Apply ① Language <input type="radio"/> Japanese <input type="radio"/> English ② Email Address <input type="checkbox"/> Send to registered email address too ③ <input type="text"/> <input type="text"/> <input type="text"/>
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- ① Use this to set the language of the notification email.
- ② Check this if you wish the email to be sent to the email address registered in the user information.
- ③ Up to three notification email addresses can be registered.

8. Password Change

The password used to log in can be changed.

ENC Support : Password Change

Operation Guide PDF Logout

Download Update File Update Information List of Licensed Cells License Renewal My Page Password Change

- You can change your password.
- For details please refer to ? .

Old Password ①

New Password ②

Confirm Password ③

Change

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Fill in all fields and click the “Change” button.

- ① Enter the current password.
 - The default password is the email address used when registering the license.
 - ② Enter the desired new password.
 - The password must consist of single-byte characters, including symbols, and must be between 8 and 60 characters long.
 - Only symbols which can be used in email addresses can be used.
 - ③ Enter the new password again to confirm.
- ① If you have forgotten your password, please contact the Japan Hydrographic Association or a distributor for which you have a license agreement.

9. Logging Out

You can log out of the ENC Support system.

The screenshot shows the 'ENC Support : Download Update File' page. At the top right, there is a navigation bar with 'Operation Guide PDF' and a 'Logout' button. The 'Logout' button is highlighted with a red box and a circled '1'. Below the navigation bar, there are several tabs: 'Download Update File', 'Update Information', 'List of Licensed Cells', 'License Renewal', 'My Page', and 'Password Change'. The main content area contains instructions for downloading update files and a section for 'Update Data for Specified Period' with a 'Creating Update File' button.

① Click the “Logout” button at the top of the screen.

You will be logged out of the ENC Support system and returned to the “Login” screen.