Frequently Asked Questions about the Drone/UAS Information Platform System

We will answer frequently asked questions about the Drone/UAS Information Platform System.

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1. Drone/UAS Information Platform System (DIPS)

What is the Drone/UAS Information Platform System (DIPS)?

The Drone/UAS Information Platform System (DIPS) is a generic term for systems with which you can make permission and approval applications, reports, etc. for flights of unmanned planes based on the Civil Aeronautics Act using the Internet.

Can anybody use it?

Anybody can use the services of DIPS.

Is it charged?

You do not have to pay any system usage fee for using the Drone/UAS Information Platform System. However, if you request the mailing of a permission slip issued in an application procedure, the corresponding fee will be charged.

For what kinds of procedures is it available?

It is available for the following procedures:

(1) Applications for a flight of unmanned planes based on Article 132 and Article 132-2 of the Civil Aeronautics Act

(2) Reporting of flight results of unmanned planes based on permission of (1), etc.

(3) Reporting of accidents, etc. of unmanned planes

Is it available at any time?

In principle, it is available 24 hours a day, every day. However, it may become temporarily unavailable for maintenance, etc. When suspending this service as planned, we will make prior notice in "Information" on the top page.

2. Usage environment

What is the environment necessary for usage?

The recommended environment for the operation of this system is as follows.

○PC

	Recommended environment
OS	Windows10
Browser	Internet Explorer11.0
CPU	2.50Ghz or more
Memory	2.00GB or more

*As for the OS and browser, only the Japanese versions are recommended

○Mobile Phone・Tablet

・Android

OS	Android 10.0
Browser	Google Chrome 88

・iOS, iPadOS

OS	iOS 14.3 / iPadOS 14.3
Browser	Safari 14.0.2

Is it available for any other languages than Japanese?

Use and inquiries of the Drone/UAS Information Platform System are available only in Japanese.

The operation is slow or the screen freezes.

The operation may become slow such as when access to the system is concentrated. Access again after a while.

3. Registration and change of applicant information

I have not received the registration notification e-mail. What should I do?

If you have not received the notification e-mail though you entered an e-mail address when registering applicant information, any of the following situations may have occurred:

[1] The e-mail has been sorted into the spam folder

If you use a spam filter, the e-mail may have been sorted into the spam folder. Confirm the spam folder.

[2] The e-mail has been rejected with settings

Review the settings and enable to receive e-mails with the domain "@dips.mlit.go.jp."

[3] The e-mail address entered in the application is wrong

Register applicant information again and enter the correct e-mail address.

I forget the applicant ID. What should I do?

If you forget the applicant ID, contact the unmanned plane help desk.

Can I register multiple applicant IDs?

You can register multiple applicant IDs.

How can I change the registered applicant information?

Perform the following procedure:

(1) Log in to DIPS and click "Confirmation/Change of the applicant information" on the "Common to business/Menu" screen.

(2) Click "Edit" on the applicant information reference screen, and enter the details of the change.

Can I register the e-mail address of my cell phone?

Yes, you can. However, a message may be cut partially depending on the receivable number of characters.

4. Password

I forget the password. What should I do?

Perform the following procedure:

(1) Click "Initialization of the password" in "If you have an account" on the top screen of DIPS

(2) Enter "Applicant ID" and "Answer to the secret question" on the password initialization screen.

If you forget "Answer to the secret question," register applicant information again.

How can I change/update the password?

Perform the following procedure:

(1) Log in to DIPS and click "Confirmation/Change of the applicant information" on the "Common to business/Menu" screen.

(2) Click "Edit" on the applicant information reference screen, and change/update the password.

5. Application procedure

Can I make an application in writing as before?

Yes, you can.

By when should I make an application?

Applications shall be made no later than 10 days (excluding Saturday, Sunday, public holidays, etc.) before the planned flight start date. However, if there is any flaw in the application, the review may take longer, so if you have never made an application, allow enough time for the application procedure.

How can I correct errors in the contents of the submitted application?

You cannot correct an application once it is sent. Perform the following procedure:

(1) To correct any entered contents before application, select "Copy the application" on the "Business common/Menu" and enter the correct contents.

(2) Cancel the unnecessary original application.
For the cancellation method, confirm the answer for the frequently asked question "How can I cancel an application?"

How can I cancel an application?

Perform the following procedure:

(1) After logging in to DIPS, on the "business common/Menu" screen, click the "Application list" button to display the "Application information management/Application list"

(2) From the "Application information management/Application list" screen, click the "Inquiry edit" button of the application to cancel to display the "Application information management/Application details" screen.

(3) The "Cancel" button is displayed on the "Application information management/Application details" screen, so perform cancellation. Note that you cannot restore any canceled application.

My PC froze while sending an application. How can I confirm whether the application was sent?

Confirm the status of the application on the "Application information management/Application

list" screen.

If the application has been sent, the status will be "Under review."

If not, the status will be "Under creation." Press the "Inquiry edit" button and send the application again.

How can I confirm the progress of the application process?

Confirm the status of the application on the "Application information management/Application list" screen. The details of the status are as follows:

(1) "Under creation": The application is under creation or interrupted creation and yet to be submitted

(2) "Under creation of a corrected application": A correction instruction has been received from the submission destination

(3) "Under review": The application is under review in the submission destination

(4) "Review finished": The review has been finished and the issuance procedure of a permission slip is in progress in the submission destination

(5) "Procedure finished": All procedures including the issuance procedure of a permission slip has been finished

(6) "Procedure finished (canceled)": The application has been canceled

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A correction instruction has been notified. How should I correct the application?

Perform the following procedure:

(1) After logging in to DIPS, on the "business common/Menu" screen, click the "Application list" button to display the "Application information management/Application list"

(2) From the "Application information management/Application list" screen, click the "Inquiry edit" button of the application to correct to display the "Application information management/Application details" screen. "Application state" of the application applicable to the correction instruction is "Under corrected creation."

(3) Click the "Confirmation of the correction contents" button on the "Details of the application" screen and confirm the displayed contents of the correction instruction.

(4) Click the "Edit of the application" button on the "Details of the application" screen to display "Application creation screen." Perform the same procedure as that for a new application, and correct and submit the application.

However, if it is necessary to correct the following contents, the procedure will be different from the above, so perform the following procedure.

[In the case of correction of applicant information (company name, representative name, phone number, and e-mail address)]

(1) Correct application information.

(2) Copy the application for which you received a correction instruction.

    * Even if you change the applicant information, it will not be reflected in the submitted application. Copy the submitted application and submit it as a new application.

(3) Cancel the application for which you received a correction instruction.

    * Note that if you cancel the application before copying it, you will not be able to copy it.

[In the case of correction of the basic information (other than the conformity to the additional standards) of a plane]

(1) Correct the plane information.

(2) Start to edit the application for which you received a correction instruction.

(3) Display the Creation of an application (3/4) Plane/operator selection screen.

(4) Delete and reselect the plane subject to correction.

    * To reflect the contents corrected in (1) in the application, it is necessary to delete and reselect the selected plane information.

[In the case of correction of the information of the knowledge, skills, and background of an operator]

(1) Correct the operator information.

(2) Start to edit the application for which you received a correction instruction.

(3) Display the Creation of an application (3/4) Plane/operator selection screen.

(4) Delete and reselect the operator subject to correction.

    * To reflect the contents corrected in (1) in the application, it is necessary to delete and reselect the selected operator information

What is the electronic permission slip?

Permission slip electronically signed instead of an official seal. Unlike a paper permission slip, it does not require mailing of a return envelope to the submission destination of the application, so you can complete all procedures from application to permission online.

To request an electronic permission slip, request "Electronic permission slip" on the "Creation of an application (4/4) Entry of other details, etc." screen in the creation of an application.

Can you issue a paper permission slip as before?

We can also issue a paper permission slip. Request "Paper permission slip" on the "Creation of an application (4/4) Entry of other details, etc." screen in the creation of an application.

Note that if you request a paper permission slip and it is issued, you will have to mail a return envelope to the submission destination of the application.

If you have issued an electronic permission slip, you cannot request the re-issuance of the a paper permission slip. To request a paper permission slip, make another application.

I received an electronic permission slip, but it had no seal of the director of the Regional Civil Aviation Bureau (director of airport administrative office).

It is electronically signed, so you cannot confirm a seal.

You can confirm whether a permission slip is electronic by displaying the survey document file (xml file). For confirmation of validity, see the frequently asked question "Can I confirm whether the signature of an electronic permission slip is valid (authentic)?."

How can I "carry an electronic permission slip or its copy"?

Carry a printed "survey document" and "permission slip" (including Exhibit, if any), or electronically carry the data stored in the zip file.

To carry such data, be prepared to visually show it whenever asked by an administrative organ.

Can I confirm whether the signature of an electronic permission slip is valid (authentic)?

You can confirm it by verification with the e-Gov electronic application system whether an electronic permission slip has not been modified and whether the granted electronic signature is valid.

Access the following URL and verify it by "Official document signature verification."

e-Gov electronic application system: http://www.e-gov.go.jp/shinsei/index.html

6. Flight result and accident report

Can I report flight results and accident information for permission not applied for with DIPS, etc. through DIPS?

Yes, you can. Reporting requires the applicant ID.

7. Attachment

What are the available file types (extensions)?

The available file types (extensions) are as follows.

[1]   Material which shows specifications of a plane (design drawing or photo): .jpg, .jpeg, .png, and .gif

[2]   Design drawing or photo of flight controls: .jpg, .jpeg, .png, and .gif

[3]   Instruction manual: .xls, .xlsx, .doc, .docx, .pdf, .jpg, .jpeg, .png, and .gif

[4]   Skill certification: .xls, .xlsx, .doc, .docx, .pdf, .jpg, .jpeg, .png, and .gif

[5]   Material, photo, etc. for entry of conformity to additional standards of a plane: .xls, .xlsx, .doc, .docx, .pdf, .jpg, .jpeg, .png, and .gif

[6]   Flight manual to be used: .xls, .xlsx, .doc, .docx, .pdf, .jpg, .jpeg, .png, and .gif

[7]   Other attachments: .xls, .xlsx, .doc, .docx, .pdf, .jpg, .jpeg, .png, and .gif

[8]   Flight date and time of a flight result: .xls, .xlsx, .doc, .docx, .pdf, .jpg, .png, and .gif

[9]   Flight location of a flight result: .xls, .xlsx, .doc, .docx, .pdf, .jpg, .png, and .gif

[10] Map of the occurrence location of accident information: .xls, .xlsx, .doc, .docx, .pdf, .jpg, .png, and .gif

[11] Photo of the damage state of accident information: .xls, .xlsx, .doc, .docx, .pdf, .jpg, .png, and .gif

Is there any upper limit for the size of an attachment, etc.?

The maximum sizes of an attachment, etc. are as follows.

[1]   Material which shows the plane specifications (design drawing or photo): 2MB

[2]   Design drawing or photo of flight controls: 2MB

[3]   Instruction manual: 30MB

[4]   Skill certification: 1MB

[5]   Material, photo, etc. for entry of conformity to additional standards of a plane: 2MB

[6]   Flight manual to be used (other): 500KB

[7]   Other attachment: 10MB

[8]   Flight date and time of a flight result: 4MB

[9]   Flight location of a flight result: 1MB

[10] Map of the occurrence location of accident information: 1MB

[11] Photo of the damage state of accident information: 4MB

For inquiries about the operation method of DIPS, the details of the regulations of the Civil Aeronautics Act, and procedures, contact "Unmanned plane help desk" below.

Unmanned plane help desk	+81 -50-5445-4551
Business hours	Monday through Friday, 9 a.m. to 5 p.m.
	(excluding public holidays and December 29th to January 3rd)