



JapanQuest

Official user manual

JapanQuest Creator User Manual

From registration to applications, posts, and reporting

On this page

Red numbers mark controls in a screenshot. Match each number to the explanation beside or below it.

1. Getting started

01 Sign in, choose a role, and register

02 Identity, business verification, and safe use

2. Shared operations

03 Notifications, chat, and schedule messages

04 Settings, language, and account management

4. Creator journey

05 Find and compare campaigns

06 Apply to a campaign

07 After selection: chat, schedule, and visit

08 Submit posts, report results, and track payment

09 Profile, social accounts, Creator Kit, and quests

5. FAQ and troubleshooting

10 Frequently asked questions

11 Troubleshooting

How to read this manual

01

Steps

Read each chapter in order: Before you start, Steps, Completion signal, Screen guide, then Checklist.

02

Screen guide

Red numbers mark controls in a screenshot. Match each number to the explanation beside or below it.

03

Checklist

After the task, compare the completion signal and checklist. Return to the relevant step for any gap.

Caution

Screens use test data for explanation. Labels may differ by app version and account state.

Sign in, choose a role, and register

Complete your first sign-in, register as a company or creator, and reach the correct home screen.

Covered screens [/login](#) [/role-selection](#) [/register/creator](#) [/register/company](#)

Before you start

- Have an email address or one of the social sign-in methods shown on screen ready.
- Companies need business and contact details; creators need a display name and location.

Steps

1 Choose a sign-in method

Select an available social sign-in method and finish authentication. Available methods can vary by device and service settings.

2 Confirm the display language

Use the language menu to switch among Japanese, English, Korean, and Chinese. You can change it later in Settings.

3 Select one role

Choose Company to publish and manage opportunities, or Creator to find and apply to them. This choice sets your account journey.

4 Enter required details

Resolve missing or invalid fields before submitting. Use the same phone and address details that you will use for verification.

5 Read and accept required documents

Open and review the Terms, Privacy Policy, third-party data provision, cross-border processing, electronic delivery and logs, role rules, and company direct-payment documents before accepting each required item.

6 Review your setup tasks

After registration, follow the setup card for profile, phone, document, and social-account tasks that are not yet complete.

Screen guide

Screens use test data for explanation. Labels may differ by app version and account state.



Choose a sign-in method

- 1 **Authentication panel**
Choose the account used for authentication, then use the same sign-in method on future visits.
- 2 **Available social sign-in**
Select one of the methods shown and complete the provider's authentication screen.
- 3 **Pre-use notice and support**
If you cannot continue, note the error and time, then use the support route shown here.



Choose role and language

- 1 **Display language**
Choose the interface language before registration. You can change it later in Settings.
- 2 **Register as creator**
Choose Creator to find campaigns, apply, publish content, and submit results.
- 3 **Register as company**
Choose Company to create campaigns and manage applicants, deliverables, and billing.

クリエイター登録

クリエイタープロフィールを作成する

キャンペーン参加の準備に必要な情報を入力してください。この入力内容はプロフィール画面にも反映されます。

1/2

1 本人確認と滞在情報

公開する活動名、国籍、日本での活動都市、SMSを受信できる携帯電話番号、使用言語を入力します。

表示名

Manual New

実名ではなく、SNSで使用している活動名やチャンネル名を入力してください。

国籍

日本

日本での活動する都市

電話番号

+81 90 0000 0000

日本の番号は090から、その他の国は+82など国番号から入力してください。

使用言語

使用言語

事業者向け

事業者アカウントを作成

店舗やホテルを登録し、クリエイター募集と応募管理を一つのアプリで行えます。

1/3

1 公開アカウント情報

事業者確認書類と同じ企業名、アカウント担当者、SMSを受信できる連絡先を入力します。

会社名

事業者確認書類に記載された会社名

事業者確認書類と同じ正式名称を入力してください。

業種

業種

担当者名

Manual Company New

このアカウントを管理し、連絡を受ける担当者名を入力してください。

担当者電話番号

+81 75 000 0000

日本の番号は090から、その他の国は+82など国番号から入力してください。

Creator registration

- 1 Display and basic details**
Enter the display name and basic details companies will see, checking spelling and consistency.
- 2 Nationality and location**
Select nationality and current area of residence; these can affect campaign eligibility and travel.
- 3 Contact details**
Use a reachable phone number and email that match the information used for verification.
- 4 Language and submit**
Confirm supported languages and required consents, then submit only when no required field is missing.

Company registration

- 1 Company and contact**
Enter the public company name and operator, matching the names used for billing and verification.
- 2 Location**
Enter the registered or operating address accurately, including building and unit details.
- 3 Contact details**
Register a phone number and email monitored by the operator, and update them when ownership changes.
- 4 Business details and submit**
Review business details and required consents before completing registration.



You are done when

Your company dashboard or creator home appears and your registration details are saved in Settings.

Caution On a shared device, close authentication pages after signing in and never share a verification code.

Checklist

- ☐ The correct role is selected
- ☐ Names and phone number are accurate
- ☐ The preferred language is active

Identity, business verification, and safe use

Complete the checks required for applications or company operations and protect sensitive information.

Covered screens [/verification-gate](#) [/settings/verification](#) [/settings/verification-task](#)
[/settings/verification-asset-preview](#) [/settings/sns-connections](#)

Before you start

- Update the name, company name, and phone number in your profile.
- Prepare a valid verification document on your device.

Steps

1 Open Verification

Open Verification from Settings to see progress and the tasks required for your intended action.

2 Verify your phone

Enter the six-digit SMS code sent to the saved number. Never disclose it to support, a company, or another person.

3 Submit a document

Companies submit business documents; creators submit identity documents. PDF, JPEG, PNG, HEIC, and HEIF files up to 15 MB are supported.

4 Connect a social account

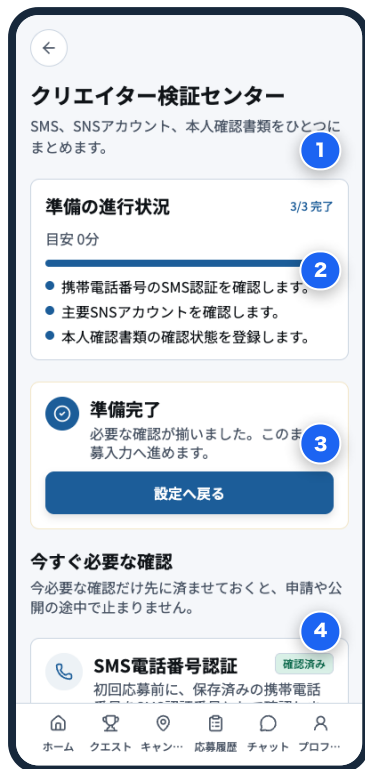
Creators connect the social account they will use. If direct connection is unavailable, register the public profile URL manually.

5 Follow the status

Follow the displayed ready, pending, approved, or resubmission state. If asked to resubmit, correct only the stated issue.

Screen guide

Screens use test data for explanation. Labels may differ by app version and account state.



Creator verification progress

- 1 **Overall progress**
Use completed and remaining counts to estimate what must be done before applying.
- 2 **Application readiness**
Check whether applications are currently enabled and which requirement is blocking readiness.
- 3 **Required checks**
Complete outstanding phone, identity, profile, and social checks from the top down.
- 4 **Task actions**
Open each action to submit or correct it, then return and confirm the status changed.



Company verification progress

- 1 **Overall progress**
Review setup progress and assign any unfinished requirement to the responsible operator.
- 2 **Operating readiness**
Check whether campaign operations are enabled and whether a requirement is blocking publication.
- 3 **Phone and document tasks**
Open phone and business-document tasks and verify names, addresses, and expiry dates match.
- 4 **Submission and status**
Submit in the requested format and track Pending, Approved, or Resubmission Required.



You are done when

Required verification tasks show as complete and the relevant application or company action is available.

Caution Never send a password, SMS code, or card number through chat or support email.

Tip

Standalone face-photo verification is not currently used. Follow the active document steps shown in the app.

Checklist

- | | |
|---|---|
| ☐ All document corners and text are readable | ☐ Profile and document details match |
| ☐ The connected profile is public and yours | |

03 · Shared

Notifications, chat, and schedule messages

Open the right activity, keep a record of agreements, and confirm schedule proposals after selection.

Covered screens [/notifications](#) [/chat](#) [/chat/\[conversationId\]](#)

Before you start

- Confirm that the related application or campaign exists.
- Even without push permission, check the in-app notification list regularly.

Steps

1 Open the linked activity

A notification opens its related application, campaign, approval, or chat. Confirm the final state on that screen.

2 Select the correct conversation

Check the participant, campaign, latest message, and unread count before opening a thread.

3 Review a schedule proposal

Check date, start and end time, timezone, and proposer. Once accepted, verify that both sides see it as confirmed.

4 Record material changes

Keep changes to venue, benefits, deadline, and direct-payment date in chat so both parties have a record.

Attach a file if needed

Attach PDF or JPEG/PNG/WebP/HEIC/HEIF images up to 15 MB. Remove sensitive information first.

UI

Screen guide

Screens use test data for explanation. Labels may differ by app version and account state.



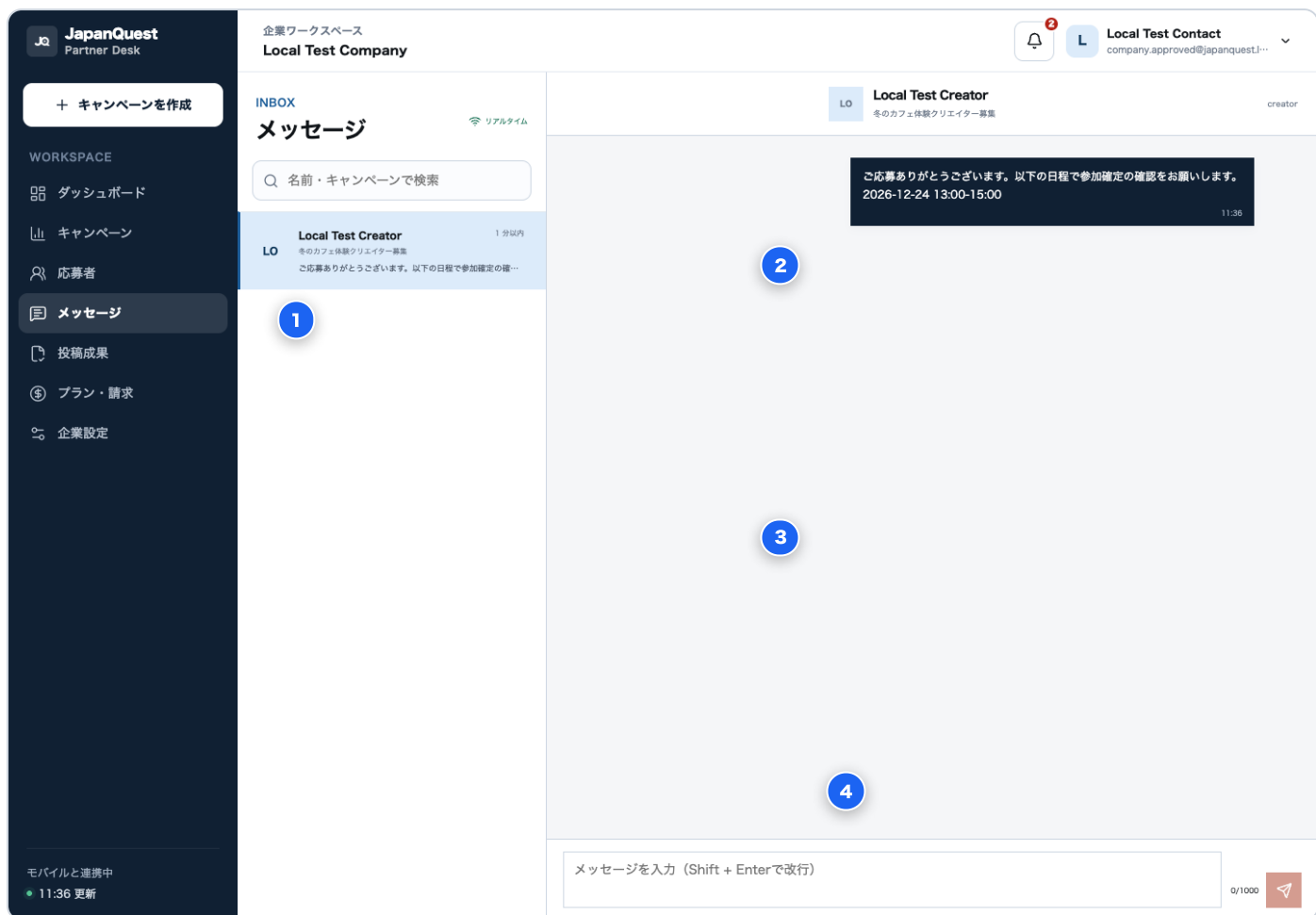
Chat list

- 1 Unread and latest message**
Prioritize conversations with unread messages, schedule changes, or approaching deadlines.
- 2 Campaign and participant**
Match the participant and campaign before opening a thread to prevent cross-campaign messages.
- 3 Bottom navigation**
Use the bottom navigation to leave chat after checking that no urgent unread item remains.



Chat detail

- 1 Participant and campaign**
Confirm the participant and campaign at the top before writing or approving anything.
- 2 Schedule proposal**
Review date, start time, end time, and timezone before accepting or requesting a change.
- 3 Agreement messages**
Record venue, benefits, posting deadline, and payment date so both parties retain the agreement.
- 4 Compose, attach, and send**
Attach only necessary files, review the message, send once, and wait for confirmation.



Partner Desk chat

1 Conversation list Select work by unread state and update time, and check the list for conversations without an owner.	2 Selected participant Verify the creator and campaign shown here before responding on behalf of the company.
3 Message history Review prior agreements, schedule changes, and files to avoid duplicate or contradictory guidance.	4 Compose and send Remove internal or sensitive data, then send only the information needed by the creator.



You are done when

Unread activity is cleared and both parties can see the agreed schedule and important terms in the thread.

Caution

Save evidence and contact support if someone asks you to move off-platform, remove ad disclosure, reveal excessive personal data, or accept changed payment terms.

Checklist

☐ The conversation belongs to the correct campaign

☐ Date, time, and timezone match

☐ Important terms are not only agreed verbally

Settings, language, and account management

Manage the display language, legal documents, guides, sign-out, and account deletion safely.

Covered screens </settings> </settings/language> </settings/legal> </settings/tutorials>
</settings/delete-account>

Before you start

- Confirm that you are signed in to the correct account and role.
- Before considering deletion, review active transactions and outstanding obligations.

Steps

1 Open Settings

Open Settings from your profile or navigation. Companies can also launch Partner Desk from mobile Settings.

2 Change the display language

Choose Japanese, English, Korean, or Chinese under Language. After the interface changes, recheck dates and important terms in the selected language.

3 Review guides and legal documents

Open role guides or the complete manual under Tutorials and guides. Under Legal documents, review the Terms and Privacy Policy that apply to your current role.

4 Log out

Log out after using a shared device. The saved session ends and the login screen returns.

5 Resolve obligations before deletion

Companies should review active campaigns, unreviewed UGC, billing, and payments. Creators should review applications, accepted work, unsubmitted deliverables, Wallet claims, and direct payments. Deletion does not cancel outstanding obligations.

6 Delete the account

Read the retention notice, acknowledge that deletion cannot be undone, and complete the final confirmation. If prompted for an Apple-linked account, also finish Apple verification.

Screen guide

Screens use test data for explanation. Labels may differ by app version and account state.



Creator settings

- 1 Social account connection**
Connect active social accounts and public URLs, removing or updating obsolete connections.
- 2 Identity verification**
Track phone and identity checks, correcting only the item named in a resubmission notice.
- 3 Delete account**
Resolve active campaigns, submissions, and payments before starting irreversible account deletion.
- 4 Display language**
Change the interface language and recheck important dates and conditions after switching.
- 5 Legal and policies**
Read the terms, privacy notice, and direct-payment notice that apply to the current role.

JapanQuest
Partner Desk

+

キャンペーンを作成

WORKSPACE

ダッシュボード

キャンペーン

応募者

メッセージ

投稿成果

プラン・請求

企業設定

モバイルと連携中

11:36 更新

企業ワークスペース

Local Test Company

ACCOUNT SETTINGS

企業設定

企業情報とキャンペーン公開に必要な認証を管理します。

COMPANY PROFILE

企業情報

キャンペーンと応募者への表示に使用されます。

1

企業プロフィール画像

正方形のロゴまたは店舗写真をアップロードします。

画像を変更

企業名 必須

Local Test Company

法人名

Local Test Company LLC

業種

Cafe / Roastery

担当者名 必須

Local Test Contact

連絡先メール

company.approved@japanquest.local

請求先メール

3

example@local-test-company.example

電話番号

+81-75-555-0101

Webサイト

https://example.com/local-test-company

対応地域（カンマ区切り）

Kyoto, Osaka

対応言語（カンマ区切り）

Japanese, English, Korean

企業紹介

Specialty coffee roastery running creator-friendly tasting sessions and neighborhood walking campaigns.

保存

TRUST & VERIFICATION

企業認証

キャンペーン公開には電話番号と事業者確認が必要です。

2

電話番号

+81-75-555-0101

SMS認証

法人・事業者確認書類

登記簿、営業許可証などの画像またはPDF

書類を提出

提出履歴

company-registration.pdf

2026年4月08日 · company_registration

承認済み

Company settings

- Basic profile**
 Keep the public company name, description, and category accurate and current.
- Business verification**
 Check legal name, address, and document status; correct only the item named in a resubmission notice.
- Branch and contact details**
 Maintain active locations and operator contacts, removing closed branches and obsolete details.

You are done when

The selected language and settings take effect, and any requested sign-out or deletion is handled according to the confirmation shown.

Caution

Account deletion cannot be undone. Records needed for legal compliance, fraud prevention, accounting, or dispute resolution may be retained or anonymized under the Privacy Policy and applicable law.

Tip

For printing or offline use, download the complete or role-specific PDF in your current language from the guide download page.

JapanQuest · User Manual

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Checklist

- ☐ The terms match the current role
- ☐ Campaign, deliverable, billing, and payment obligations were reviewed before deletion
- ☐ You logged out on a shared device

05 · For creators

Find and compare campaigns

Use Home and Map to find opportunities and compare requirements before applying.

Covered screens [/home](#) [/campaign-catalog](#) [/campaign-map](#) [/campaign/\[campaignId\]](#)
[/company-profile/\[campaignId\]](#)

Before you start

- Add your working region and languages to your creator profile.
- Browsing is available first; applying requires the shown verification and social setup.

Steps

- 1 Review Home**
See recommendations, application status, wallet summary, and setup tasks. Use the bottom navigation to switch areas.
- 2 Search with Map and filters**
Filter by keyword, region, category, and date. Map pins and list cards refer to the same campaigns.
- 3 Read every condition**
Check company, venue, benefits, reward, eligibility, capacity, application deadline, result date, schedule, and posting deadline.
- 4 Review the company profile**
Open the company profile from campaign details and check business information, branches, languages, and active campaigns. If you open a Home announcement, read its context and destination before continuing.

5 Confirm content requirements

Check platform, format, video duration, keywords, hashtags, ad disclosure, and submission method.

6 Understand your costs

Review travel, reimbursement, excluded items, companions, tax, and invoicing. Ask before applying if anything is unclear.

UI

Screen guide

Screens use test data for explanation. Labels may differ by app version and account state.



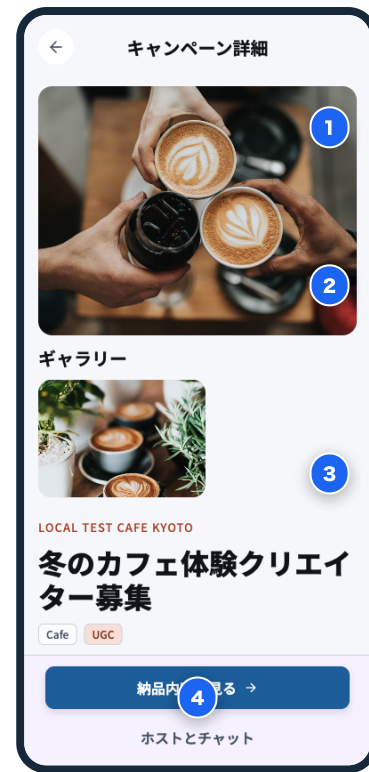
Creator home

- 1 New notification**
Prioritize new selection, schedule, chat, and submission-deadline notifications.
- 2 Activity and readiness**
Complete identity, profile, or other readiness items that still block applications.
- 3 Application summary**
Review active, selected, and submission-due counts and open the next required action.
- 4 Wallet and recommendations**
Review compensation tracking and recommendations; actual payment comes directly from the company.
- 5 Creator navigation**
Move to discovery, applications, chat, or profile from the creator navigation.



Find campaigns on the map

- 1 Search**
Search by venue, area, or keyword to narrow the available campaigns.
- 2 Filters**
Apply category, schedule, and eligibility filters, and remember which filters are active.
- 3 Map and campaign card**
Match the map pin to its campaign card and check location and travel distance before opening details.
- 4 Bottom navigation**
Move to home, applications, chat, or profile from the primary navigation.



Campaign detail

- 1 Company, venue, and opening**
Check company, venue, recruitment period, and activity date to confirm you can participate.
- 2 Benefits and reward**
Review the benefits, reward amount, direct-payment method, and agreed payment date.
- 3 Eligibility and deliverables**
Check eligibility, required social network, format, ad disclosure, and submission deadline one by one.
- 4 Apply action**
Read every condition before applying and confirm the campaign is still open and not full.



You are done when

You can explain the schedule, required work, benefits, compensation, and your own costs for the campaign.

Tip

Do not decide from a recommendation score alone. Always read the full campaign detail.

Checklist

- | | |
|---|---|
| ☐ Application and posting deadlines are not confused | ☐ Payment method and date are understood |
| ☐ The required platform is available | ☐ Travel is safe and feasible |

Apply to a campaign

Confirm readiness, enter a preferred schedule and motivation, submit, and track the result.

Covered screens [/campaign/\[campaignId\]](/campaign/[campaignId]) [/campaign/\[campaignId\]/apply](/campaign/[campaignId]/apply) </applications>

Before you start

- Complete required identity, phone, and social-account checks.
- Review campaign and direct-payment terms and choose feasible times.

Steps

1 Open the application

Read the full detail page and confirm applications are still available before opening the form.

2 Choose a schedule

Select a fixed slot, or enter a date and start/end time when scheduling is negotiated.

3 Write your motivation

Explain your audience, content idea, and fit with this campaign. Avoid a generic one-line answer.

4 Acknowledge direct payment

Confirm that the company pays you directly and JapanQuest does not hold, transfer, or guarantee compensation.

5 Review and submit once

Check campaign, schedule, motivation, and social account. Submit once and wait for confirmation.

6 Track it in Applications

Watch Applied, Reviewing, Confirmation requested, Accepted, Rejected, and Completed status and notifications.

Screen guide

Screens use test data for explanation. Labels may differ by app version and account state.



Campaign detail

- 1 **Company, venue, and opening**
Check company, venue, recruitment period, and activity date to confirm you can participate.
- 2 **Benefits and reward**
Review the benefits, reward amount, direct-payment method, and agreed payment date.
- 3 **Eligibility and deliverables**
Check eligibility, required social network, format, ad disclosure, and submission deadline one by one.
- 4 **Apply action**
Read every condition before applying and confirm the campaign is still open and not full.



Application status

- 1 **Status filter**
Filter by Applied, In Review, Selected, or Completed to focus the list.
- 2 **Application card**
Verify campaign, company, date, and current state before opening an application.
- 3 **Schedule, chat, and deliverable actions**
Use the action shown for the current state: schedule response, chat, or deliverable submission.
- 4 **Bottom navigation**
Before leaving, check for unread or time-sensitive actions on the application.



You are done when

The campaign appears in Applications with an Applied or Reviewing state.

Checklist

- | | |
|--|---|
| ☐ Schedule is feasible | ☐ Motivation is campaign-specific |
| ☐ Direct-payment terms are understood | ☐ No duplicate submission was made |

After selection: chat, schedule, and visit

Move from acceptance to a confirmed schedule, safe fulfillment, and content preparation.

Covered screens [/applications](#) [/chat/\[conversationId\]](#)

Before you start

- Confirm Accepted or Confirmation requested in Applications.
- Reread the campaign terms and company messages.

Steps

1 Recheck the acceptance

Verify campaign, company, reward, benefits, and posting deadline match what you applied to.

2 Respond to the schedule

Check date, start/end times, and timezone. Accept or request an adjustment, then verify the confirmed state.

3 Keep operating terms in chat

Confirm meeting point, contact, emergency method, filming area, companions, excluded costs, and payment date.

4 Attend as registered

The registered creator attends or receives the item at the confirmed time and follows venue and safety rules.

5 Report changes early

For delay, illness, or disruption, message the reason and an alternative. Avoid no-shows.

6 Recheck before posting

Confirm ad disclosure, prohibited claims, required assets, publishing deadline, and URL submission method.

Screen guide

Screens use test data for explanation. Labels may differ by app version and account state.



Application status

- 1 **Status filter**
Filter by Applied, In Review, Selected, or Completed to focus the list.
- 2 **Application card**
Verify campaign, company, date, and current state before opening an application.
- 3 **Schedule, chat, and deliverable actions**
Use the action shown for the current state: schedule response, chat, or deliverable submission.
- 4 **Bottom navigation**
Before leaving, check for unread or time-sensitive actions on the application.



Chat detail

- 1 **Participant and campaign**
Confirm the participant and campaign at the top before writing or approving anything.
- 2 **Schedule proposal**
Review date, start time, end time, and timezone before accepting or requesting a change.
- 3 **Agreement messages**
Record venue, benefits, posting deadline, and payment date so both parties retain the agreement.
- 4 **Compose, attach, and send**
Attach only necessary files, review the message, send once, and wait for confirmation.



You are done when

Both sides see the confirmed schedule and can review fulfillment and posting terms in chat.

Caution

If you face danger, harassment, or requirements that differ from the listing, prioritize safety and report with evidence.

Checklist

☐ Schedule is in your calendar

☐ Filming rules are known

☐ Changes are recorded

☐ Ad disclosure is included

08 · For creators

Submit posts, report results, and track payment

Submit public URLs and files, report metrics, and review direct-payment status.

Covered screens `/application/[applicationId]/ugc` `/wallet`

Before you start

- Publish with the required ad disclosure and confirm the post is public.
- Check the deadline, required links/files, and metric reporting time.

Steps

1 Open the correct submission

Open Deliverables from the application or chat and verify the campaign title.

2 Add public URLs

Add an HTTPS public URL with a platform label. Up to 10 public links are supported.

3 Add deliverable files

Add PDF, image, MP4, or MOV files up to 50 MB each and up to 10 deliverables. Wait for upload completion.

4 Review notes and content

Add publication time and context, then open every URL and file before submitting.

5 Report performance

Enter requested reach, impressions, likes, saves, shares, comments, or clicks and add up to five evidence images.

Review Wallet

Track estimated, reviewing, or paid labels and campaign details. Payment is made directly by the company; ask after the agreed date if overdue.

UI

Screen guide

Screens use test data for explanation. Labels may differ by app version and account state.



Submit deliverables

- Campaign and submission state**
Confirm campaign, due date, and whether the submission is Draft, Saved, or Submitted.
- Note to company**
Add only the publication time and information the company needs to review.
- Public URL and results**
Enter public URLs and metrics, then test every link in a signed-out browser.
- Add files, save, and submit**
Upload the correct files, wait for completion, review the saved result, and submit once.

Compensation tracker

- Reward summary**
Review expected, pending, and paid compensation totals.
- Amounts by state**
Compare amounts by state and identify campaigns that have passed the agreed payment date.
- Campaign detail**
Match each campaign amount with the company and agreed payment date and method.
- Ask company or report an issue**
Ask the company in chat first; if unresolved, report with the application ID and evidence.



You are done when

URLs, files, and required metrics are visible in the submission for company review.

Caution Wallet is a campaign compensation record. JapanQuest does not hold or transfer the funds.

Checklist

- | | |
|--|--|
| ☐ URLs work while signed out | ☐ Ad disclosure is visible |
| ☐ Files belong to this campaign | ☐ Metric capture time is recorded |

09 · For creators

Profile, social accounts, Creator Kit, and quests

Maintain the profile companies review, social connections, Creator Kit, application readiness, and quest evidence.

Covered screens [/profile](#) [/settings/profile/edit](#) [/settings/sns-connections](#) [/settings/verification](#)
[/creator-kit](#) [/quests](#)

Before you start

- Prepare your display name, bio, location, languages, categories, and primary social profiles.

Steps

1 Review the public profile

Make sure image, display name, bio, region, languages, categories, and experience help a company evaluate fit.

2 Keep social accounts current

Check connected platforms, public profile URLs, and follower information. Remove or update obsolete connections.

3 Use Creator Kit

Review saved assets and quality-checked work. Open the photo, blog, caption, short-video, application, or disclosure starter template, confirm its intended use, and adapt it to your own experience.

4 Resolve setup gaps

Use Verification to complete missing phone, identity, profile, and social tasks.

5 Complete quests

Read the goal, deadline, mission code, and evidence requirement, then submit the requested URL or image. Images support JPEG/PNG/WebP/HEIC/HEIF up to 12 MB.

6 Recheck privacy

Do not expose home address, identity documents, private phone, or unrelated personal data in public profiles, Kit assets, or evidence.

UI

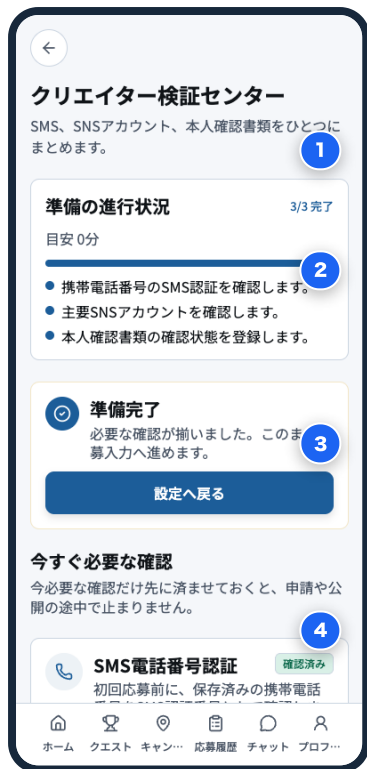
Screen guide

Screens use test data for explanation. Labels may differ by app version and account state.



Creator profile

- 1 Public profile**
Check the photo, display name, bio, location, languages, and categories visible to companies.
- 2 Edit and share**
Edit or share the profile, then review the public result for layout and content errors.
- 3 Experience and wallet**
Open experience and compensation records, and confirm only appropriate achievements are public.
- 4 Settings and verification**
Open social connections, verification, language, and legal settings from here.



Creator verification progress

- 1 **Overall progress**
Use completed and remaining counts to estimate what must be done before applying.
- 2 **Application readiness**
Check whether applications are currently enabled and which requirement is blocking readiness.
- 3 **Required checks**
Complete outstanding phone, identity, profile, and social checks from the top down.
- 4 **Task actions**
Open each action to submit or correct it, then return and confirm the status changed.



Creator Kit

- 1 **Saved, template, and verified counts**
Review counts for saved assets, available templates, and quality-checked work.
- 2 **Ready-to-use starter kit**
If starting for the first time, choose only the materials needed from the starter kit.
- 3 **Templates grouped by use**
Find a template that matches the intended photo, video, copy, or application task.
- 4 **Open the template details**
Read its purpose and cautions, then adapt it to the real experience before using it.



You are done when

Companies can review a current profile and social presence, Creator Kit assets support production, and required application setup is complete.

Checklist

- | | |
|--|---|
| ☐ Image and bio are current | ☐ Social links open |
| ☐ Kit templates were adapted to the actual experience | ☐ Personal data is minimized |
| ☐ Quest evidence matches the requirement | |

Frequently asked questions

Answers about accounts, applications, campaigns, payments, posts, and languages.

01 Can I use both roles?

Your selected role determines the account journey. If you need the other role, contact support with your current registration details.

02 Can I change the language?

Yes. Choose Japanese, English, Korean, or Chinese in app Settings or the Help Center header. Japanese is the source edition.

03 How do I withdraw an application?

Check its state and schedule, then notify the company in chat when available. If no action is shown, contact support with the application ID.

04 Can a confirmed schedule change?

Before confirmation, respond to the proposal. After confirmation, contact the other party early and preserve the new agreement in chat.

05 Does JapanQuest pay creator rewards?

No. The company pays the creator directly. JapanQuest does not hold, transfer, or guarantee the reward.

06 A company requested a post revision. What should I do?

Compare it with the original requirements. Fix in-scope omissions, but preserve evidence and do not accept undisclosed extra work or removal of ad disclosure.

07 What files can I upload?

Verification accepts PDF/JPEG/PNG/HEIC/HEIF up to 15 MB; chat accepts PDF/images up to 15 MB; UGC accepts PDF, images, MP4/MOV up to 50 MB. Follow the latest screen.

08 Why can't my company publish?

Check business and phone verification, required fields, moderation feedback, subscription status, and remaining publishing quota.

09 Can I delete my account?

Use account deletion in Settings, or the public account deletion page if you cannot sign in. Follow any retention notice for active transactions or legal obligations.

10 I received an inappropriate request.

Get to safety, preserve chat, time, campaign, and URL evidence, and contact support@jp-quest.com. Use local emergency services for immediate danger.

Checklist

- ☐ If the answer is not enough, use the troubleshooting guide and the related task guide.

11 · Reference

Troubleshooting

A safe diagnostic order for sign-in, SMS, stale data, uploads, applications, publishing, schedules, and payment.

01 Cannot sign in

Check connectivity → fully close and reopen the app → choose the same sign-in method → enable automatic device time → save the error and time if it persists.

02 SMS code did not arrive

Check country code and number → signal and spam settings → do not send repeatedly → enter only the newest code. Never share it.

03 A screen or list is stale

Check connectivity → refresh → visit another screen → sign in again. Do not repeat a submit action before checking its state.

04 A file will not upload

Check supported format, size, file integrity, and device permission. Use a simple filename and reduce media size while preserving required quality.

05 Application button is unavailable

Check whether the campaign is closed or full, then verify identity, phone, social connection, eligibility, and any existing application.

06 Company cannot publish

Check business verification, phone, plan, remaining quota, required fields, and moderation feedback. Save a draft first.

07 The schedule differs

Compare the latest proposal, confirmed state, and timezone in chat. Confirm both parties accepted the same slot.

08 Company cannot open the post URL

Check post visibility, copied URL, and login requirements. Test in a signed-out browser and resubmit.

09 Direct payment is overdue

Check agreed amount, date, and method → ask the company in chat → if unanswered, contact support with application ID and evidence.

10 Suspected compromise or danger

Change sign-in credentials and end sessions where possible. Stop sharing data or sending money, preserve evidence, and report. Contact police or local emergency services when urgent.



You are done when

You avoid repeated risky actions and can provide a clear diagnosis and safe evidence for the next step.

Checklist

☐ App version, device, OS, and time recorded

☐ No duplicate submission or payment

☐ Sensitive data hidden in screenshots

JAPANQUEST SUPPORT

Still need help?

Contact us with your registered email, campaign name, time of the issue, and a screenshot. Never send a password or verification code.

support@jp-quest.com

<https://app.jp-quest.com/en/support/>