

To Anyone Entering/Returning to Japan Regulations on Mandatory 14-Day Isolation

**14 day period
after entry**

During your stay

- Self-isolate at your accommodations (home or registered location of isolation), and do NOT come into physical contact with others.
- Report your location and health condition daily as pledged.
- Practice precautions against infection: Use mask, sanitize hands, avoid the “3Cs” (closed spaces, crowds, close contact).

* During your isolation, Health Monitoring Center for Overseas Entrants (HCO) will conduct follow up.

* If you develop symptoms, contact the local Public Health Office, etc.

* To comply with infection controls and regulations, you MUST set up and use the following apps.

Daily for 14 Days · Your Actions

1. Report Your Location and Health Condition using the Health and Location Monitoring App for Overseas Entrants (MySOS)

1) Log In (Register to Start Using the App)

- Install the app from the exclusive QR code
- Upon arrival at an airport in Japan, please enter Passport Number and Date of Birth. You can then start using the app.

2) Register Your Location of Isolation (Accommodations), Report Your Current Location

- Upon arriving at your location of isolation (accommodations), “check in” to register your location.



- Multiple times a day, you will receive a notification asking you to confirm your current location.
→ Tap the “I’m Here!” button to reply.

3) Report your health condition (MySOS)

Once a day, you will receive a notification asking you to confirm your health condition.
→ Follow the prompt in the notification to report your health condition.

IMPORTANT

Be sure to stay logged in.

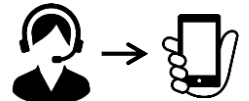


At Any Time · Contact from Health Monitoring Center for Overseas Entrants (HCO)

2. About the Health and Location Monitoring App for Overseas Entrants (MySOS)

Answering Video Calls

- Answer incoming video calls from the HCO to verify that you are staying at the registered location of isolation (your accommodations).



IMPORTANT:
**You MUST answer
incoming HCO video calls.**

Other

3. Settings for saving location records in smartphone

Settings to provide your saved location information to health authorities if you become COVID-19 positive.

4. Use of COVID Contact Confirming App (COCOA)

App to notify you of possible contact with a person who is COVID-19 positive.



(For more information)

Health Monitoring Center for Overseas Entrants (HCO) website:

www.hco.mhlw.go.jp

E-mail:

followup@hco.mhlw.go.jp



Anyone who violates the written Pledge (failing to report health condition or location, etc.) without a valid reason may have their name publicly disclosed (in the case of foreign nationals, name and nationality), as well as other information necessary to help prevent the spread of infection. Foreign nationals may be subject to revocation of their status of residence and deportation under the Immigration Control Act.

You can install the apps from these QR codes.

* To reduce your wait time upon arrival at an airport in Japan, we recommend you install and set up the required apps in advance.

When you enter Japan, the airport quarantine will check to ensure the apps are installed.

If you have no smartphone (or have one that cannot install the apps) you will be required to rent one at the airport when you enter Japan, at your own expense.

Rental info ... Page 27

① Health and Location Monitoring App (MySOS)

To report health condition, report location, and verify location

This app is required to report your location and health condition. It is also required to answer video calls from the HCO to verify your location.

Page 4~

Exclusive QR code

<https://mysos.p.page.link/sfY2kRrviv4t4eFy7>



※ Install from this link or QR code

② Location Information App (Google Maps)

Required to provide your location history to health authorities to track possible exposures in the event you become COVID-19 positive.

Page 23~

Google Play Store (for Android)

※ Not needed for iPhones.



※ Already installed on most phones.

③ COCOA (COVID-19 Contact Confirming App)

An app to notify you of possible contact with someone who is COVID-19 positive.

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Play Store & App Store



Required operating system (OS) versions: iPhone: iOS 13.5 or later.

Android: Version 6.0 or later.

※ Updating your device might take a few hours. Please check your device's OS version prior to your flight to Japan.

Action checklist before and after entry to Japan

Action checklist before flight, when landed, and in airport

| No | | Page | ✓ |
|----|------------------------------------|------------|---|
| 1 | MySOS app: Download and install | P.4 | |
| 2 | MySOS app: Account registration | P. 5 - 10 | |
| 3 | MySOS app: Confirm settings | P. 11 - 12 | |
| 4 | MySOS app: Confirm registrant info | P.13 | |
| 5 | Google Maps: Download and install | - | |
| 6 | Location information settings | P. 23 - 24 | |
| 7 | COCOA: Download, install, settings | P. 25 - 26 | |

Action checklist after entry to Japan

| No | | Page | ✓ |
|----|---|------------|---|
| 1 | MySOS: "Check in" (report quarantine location) | P.15 | |
| 2 | MySOS: Report current location every day | P.15 | |
| 3 | MySOS: Report health condition every day | P.16 | |
| 4 | MySOS: Answer incoming video calls | P. 17 - 20 | |
| 5 | MySOS: Operating Manual (when needed) | P.21 | |
| 6 | MySOS: Update the app (when new versions available) | P. 21 - 22 | |
| 7 | COCOA: User tips | P.26 | |

Health and Location Monitoring App (MySOS): Installation

Please download app and register your account prior to entering Japan.

The airport quarantine will check to ensure the app is installed.

※ Please download from the dedicated link shown, or the exclusive QR code at bottom right.

About MySOS

For the first 14 days after your entry to Japan, the Health Monitoring Center for Overseas Entrants (HCO) will contact you via push notifications and video calls (with AI automated video and/or a human operator) to confirm your current location and health condition.

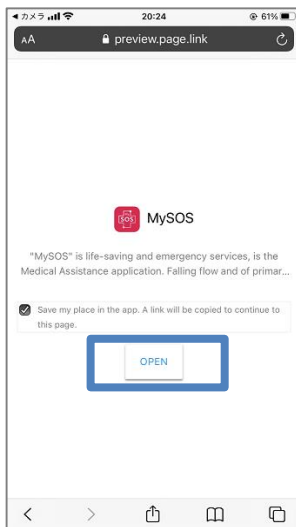
※ MySOS is a smartphone app available for general use to record a person's medical and health information. MySOS functions have been temporarily modified for monitoring the health condition and location of overseas entrants to Japan. Persons who have already been using the app in "Normal Mode" can scan this exclusive QR code or tap on the link to convert to "HCO Mode" for reporting health and location information to the HCO.

Installing MySOS

Tap the dedicated link on page 2 (<https://mysosp.page.link/sfY2kRrviv4t4eFy7>) or scan the exclusive QR code below to install MySOS.

(For your own security please do not search and download the app from the App Store or Google Play Store.)

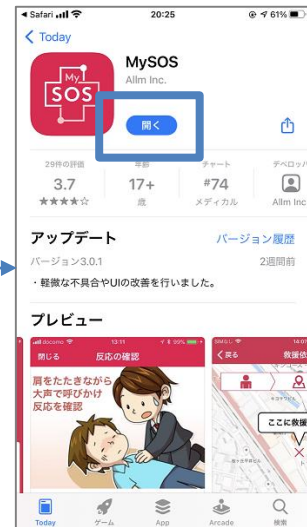
iPhone



* Leave the box checked
Tap "OPEN"



Tap "GET"



Tap "OPEN"

Android



Tap "Install"



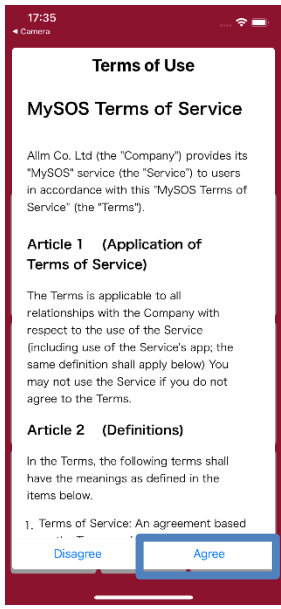
Tap "Open"

exclusive QR code

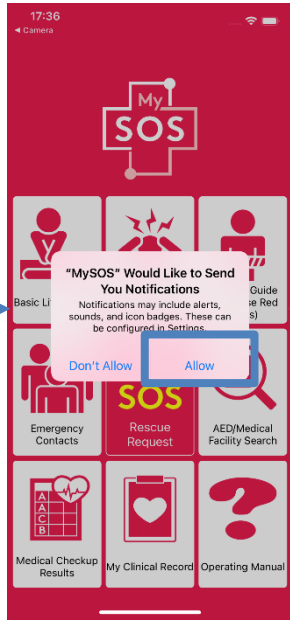


① MySOS Account Registration (iPhone)

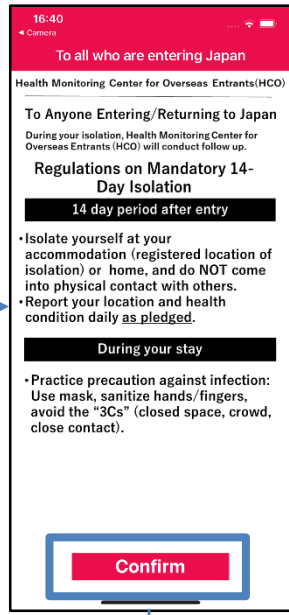
MySOS Account Registration (first time) (iPhone)



Tap "Agree"



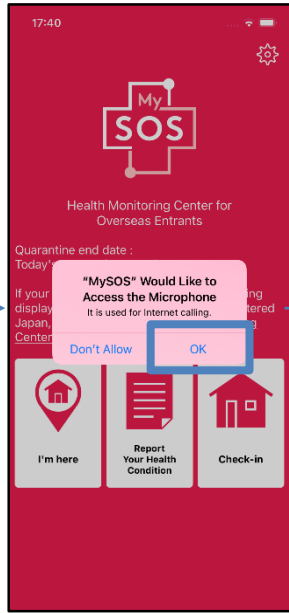
Tap "Allow" for notifications



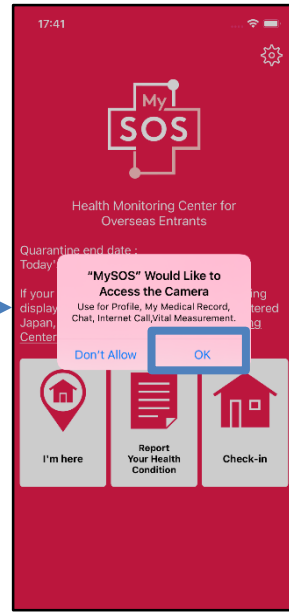
Tap "Confirm" (for 3 pages)



Enter your Passport No. and Date of birth twice each to confirm, and enter Surname and Given name, then Tap "Register."
(Enter all exactly as shown in your passport.)



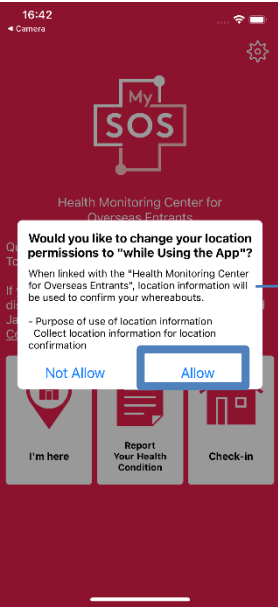
Tap "OK" to allow this app to access the microphone



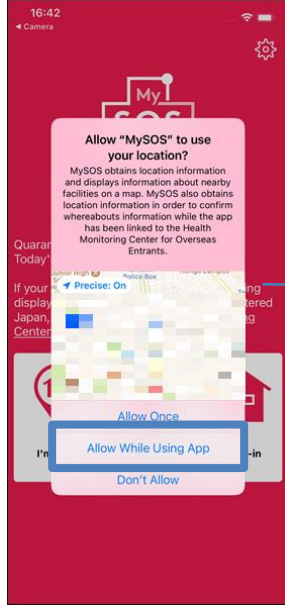
Tap "OK" to allow this app to access the camera

① MySOS Account Registration (iPhone)

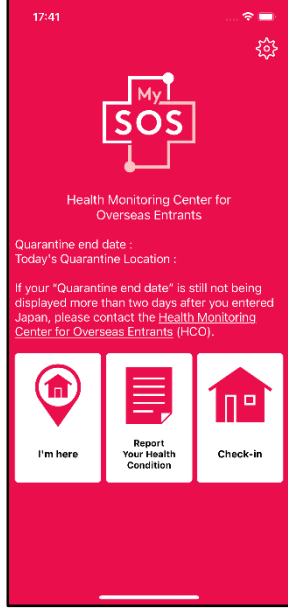
MySOS Account Registration (first time) (iPhone)



Confirm purpose of use of location information. Tap "Allow"



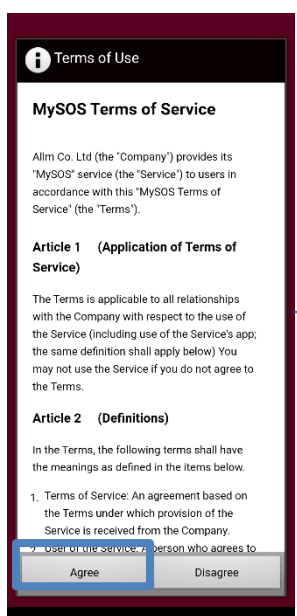
Tap "Allow While Using App"



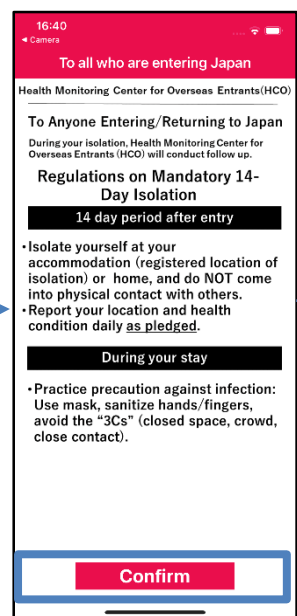
Please complete account registration prior to entering Japan. The airport quarantine will check to ensure the app is installed.

① MySOS Account Registration (Android)

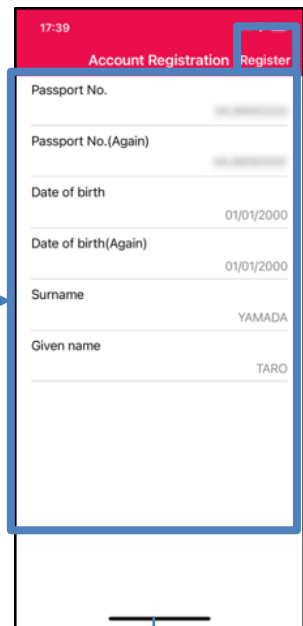
MySOS Account Registration (first time) (Android)



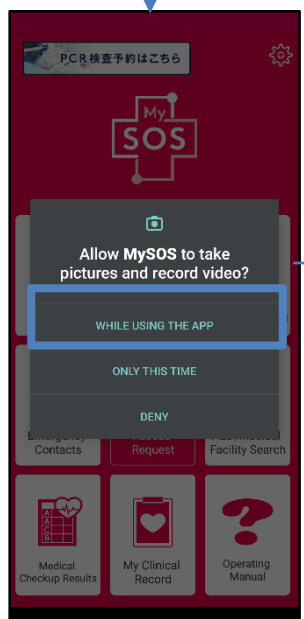
Tap "Agree"



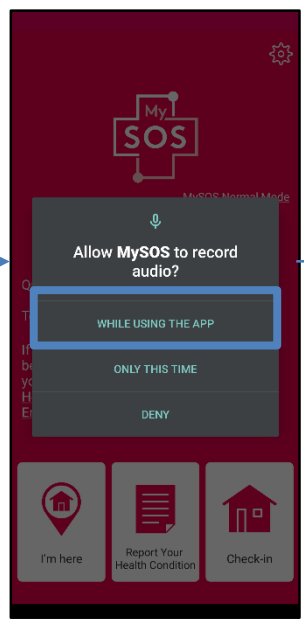
Tap "CONFIRM"
(for 3 pages)



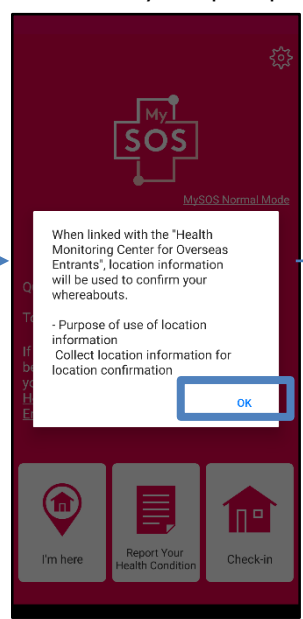
Enter your Passport No. and Date of birth twice each to confirm, and enter Surname and Given name, then Tap "Register."
(Enter all exactly as shown in your passport.)



Tap "ALLOW ONLY WHILE USING THE APP" to allow taking of pictures and recording of video



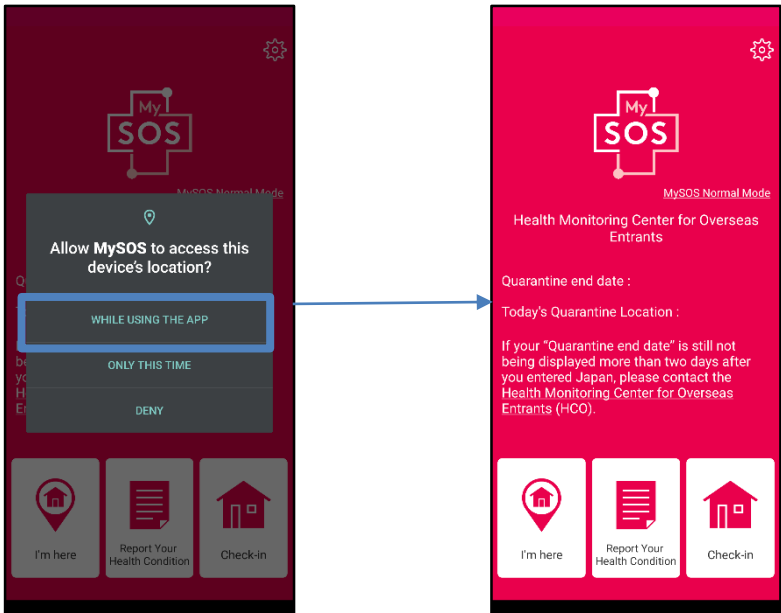
Tap "ALLOW ONLY WHILE USING THE APP" to allow recording of audio



Confirm purpose of use of location information. Tap "OK."

① MySOS Account Registration (Android)

MySOS Account Registration (first time) (Android)



Tap "ALLOW ONLY WHILE USING THE APP" to allow access to device's location

Please complete account registration prior to entering Japan. The airport quarantine will check to ensure the app is installed.

① MySOS Account Registration (only if previously registered)

Persons previously registered (including those re-entering Japan) (iPhone and Android)

For each entry to Japan, the following steps are required of persons who have previously completed account registration from the exclusive QR code, completed their quarantine, and are re-entering Japan. (The app's connection to the HCO is deactivated when a person completes the quarantine period.)

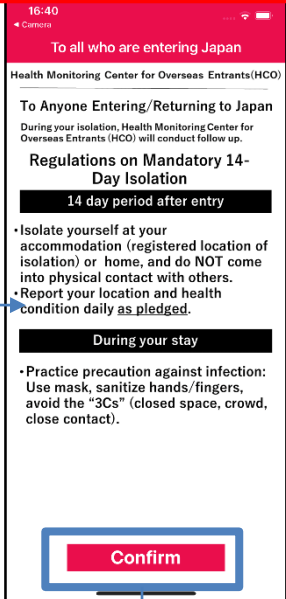


MySOS app is installed

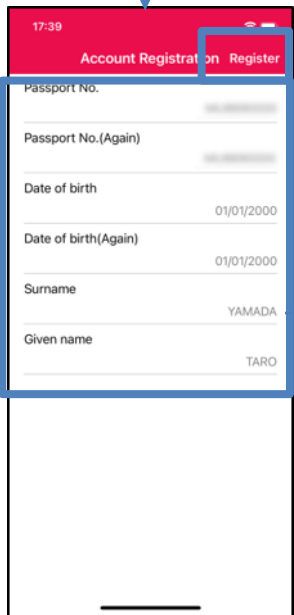
exclusive QR code



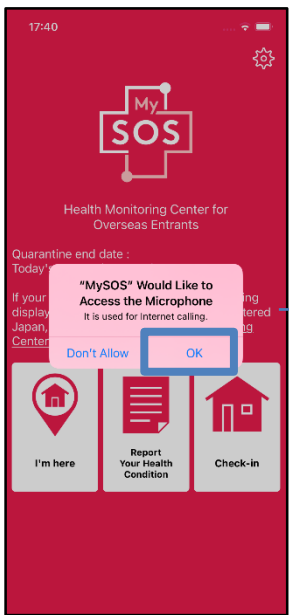
Read this QR code using smartphone camera or QR code reader



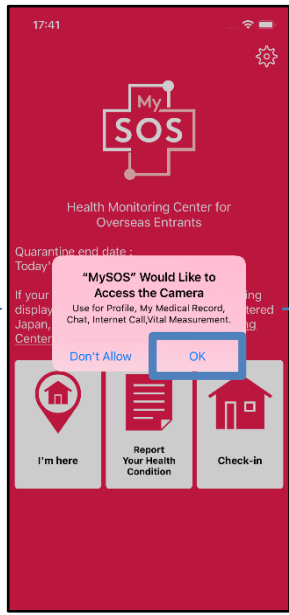
Tap "Confirm" (for 3 pages)



Enter your Passport No. and Date of birth twice each to confirm, and enter Surname and Given name, then Tap "Register."
(Enter all exactly as shown in your passport.)



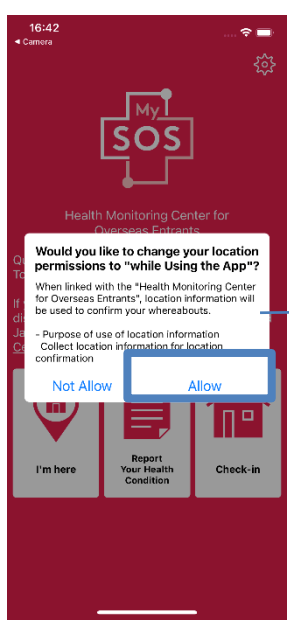
Tap "OK" to allow this app to access the microphone



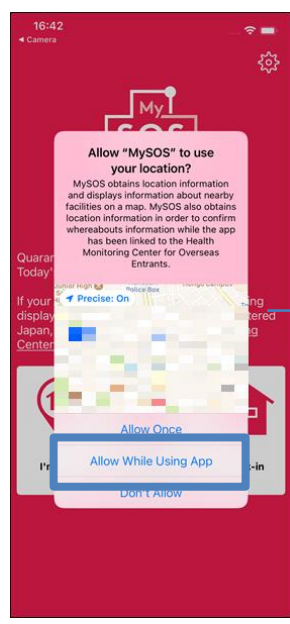
Tap "OK" to allow this app to access the camera

① MySOS Account Registration (only if previously registered)

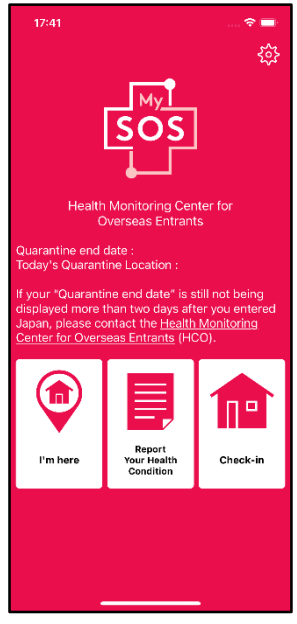
Persons previously registered (including those re-entering Japan) (iPhone and Android)



Confirm purpose of use of location information. Tap "OK."

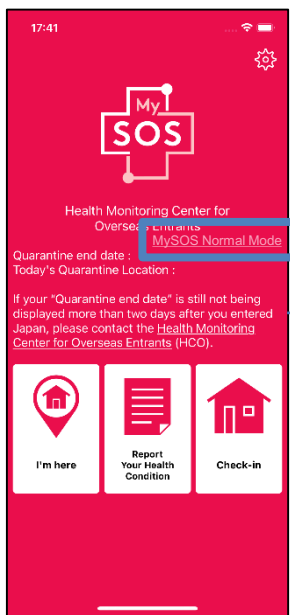


Tap "Allow While Using App" to allow use of location information.



Please complete account registration prior to entering Japan.
The airport quarantine will check to ensure the app is installed.

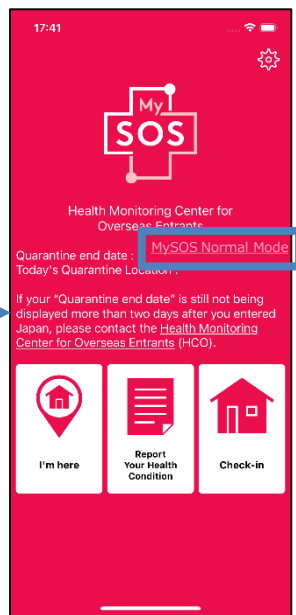
■ How to switch between MySOS Normal Mode (original functions) and HCO Mode (a feature only for previous MySOS users)



Tap "MySOS Normal Mode"



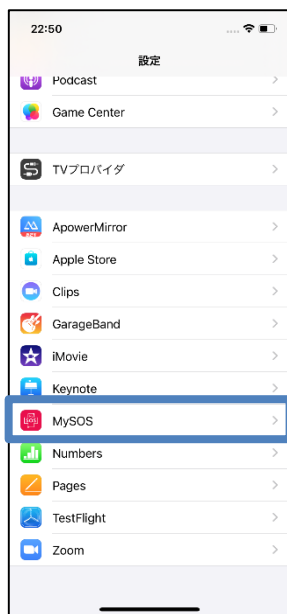
Switch to "MySOS Normal Mode"
 Tap "Health Monitoring Center for Overseas Entrants (HCO)"



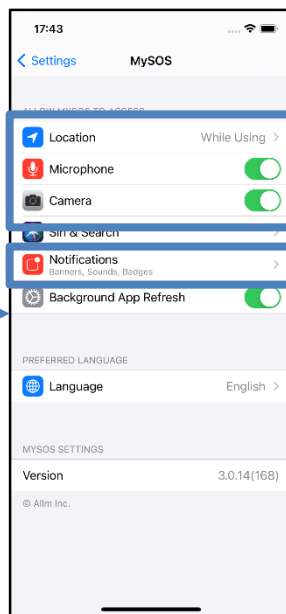
Switch to "Health Monitoring Center for Overseas Entrants (HCO) mode"

Confirm MySOS settings

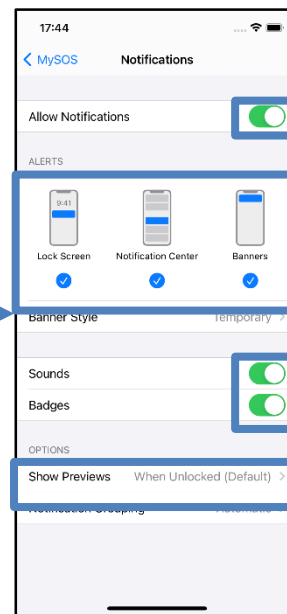
Confirm MySOS settings (all users) (iPhone)



From Settings → Apps scroll down and tap "MySOS"



Confirm "Location" is set to "While Using" or "Always" and "Camera" and "Microphone" are set to ON, then tap "Notifications"

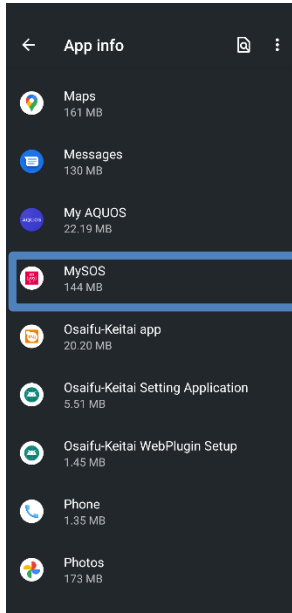


● Allow Notifications (set everything in the blue boxes above to ON)
● Set "Show Previews" to "Always"

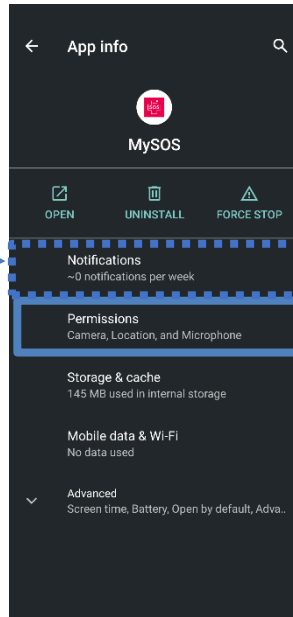
※ Please ensure all notifications are set to ON.
※ Please ensure your device is NOT set to silent mode, quiet mode, or manners mode.

① Confirm MySOS settings

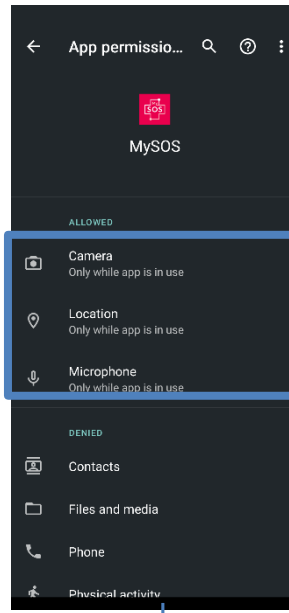
Confirm MySOS settings (all users) (Android)



Go to Settings, tap "Apps" or "Apps and Notifications" then scroll down and tap "MySOS"

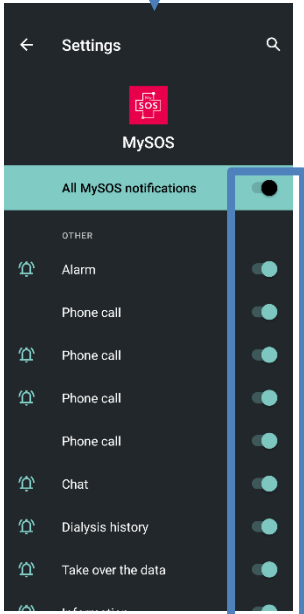


Tap "Permissions"



Confirm that "Camera" "Microphone" and "Your location" are set to "Only when App is in use" or ON

■ Example 1



Tap ← to return to App Info screen, tap "Notifications" and confirm that all notifications are set to ON

■ Example 2



Tap ← to return to App Info screen, then tap "Notifications"

- Confirm that all notifications are set to ON.
- Confirm that "Hide notification content when locked" is turned OFF
- Alternatively, on "Lock screen notifications" confirm that "Show all notification content" is set to ON

※ Screens may differ slightly depending on device model, but please ensure all notifications are set to ON.

※ Please ensure your device is NOT set to silent mode, quiet mode, or manners mode.

① Confirm Registrant Information in MySOS

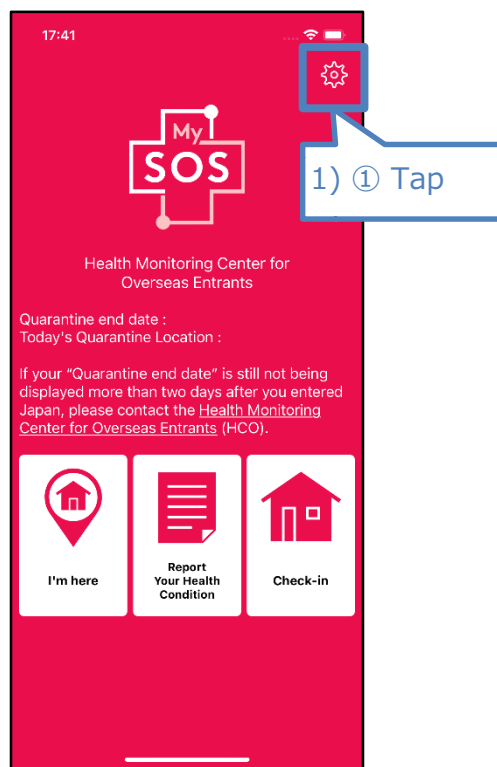
! Confirm Registrant Info (iPhone and Android)

■ **Before leaving airport** and when you receive an e-mail asking you to confirm registration

1) Confirm your Registrant Info in the app

- ① Launch app, log in, tap Settings (gear icon)
- ② Tap "Registrant Info"
- ③ Are your Date of birth and Passport No. correct?

- Yes, correct ⇒ If you are at the airport, this step is complete
If you received an e-mail, see 2) below
- No, not correct ⇒ See 3) below



2) You received an e-mail, but your Registrant Info is correct

* The system will send you an e-mail message if Registrant Info did not match the Overseas Entrant Info HCO have .

If you received an e-mail asking you to confirm the Registrant Info in the app, you checked, and confirmed that it **was correct**, please contact the Health Monitoring Center for Overseas Entrants (HCO).

E-mail: app@hco.mhlw.go.jp

3) Your Registrant Info is not correct

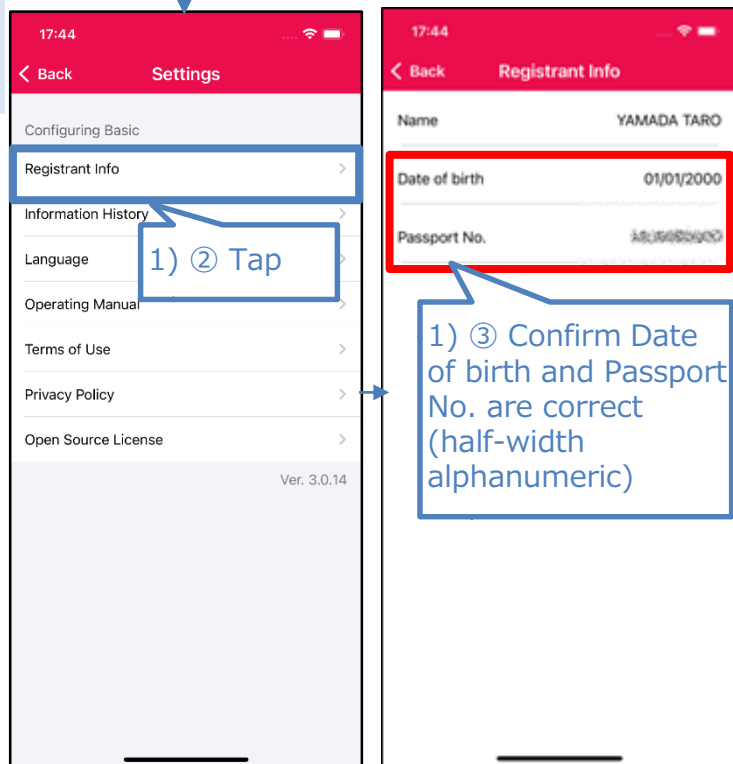
Uninstall the app, then re-install it, enter Registrant Info, and confirm it is correct, then see page 10 "Confirm Settings."

How to Uninstall MySOS

Go back to Home Screen and long press MySOS app, then tap "Uninstall" or "Remove App"

How to Re-install MySOS

<https://mysosp.page.link/sfY2kRrviv4t4eFy7>

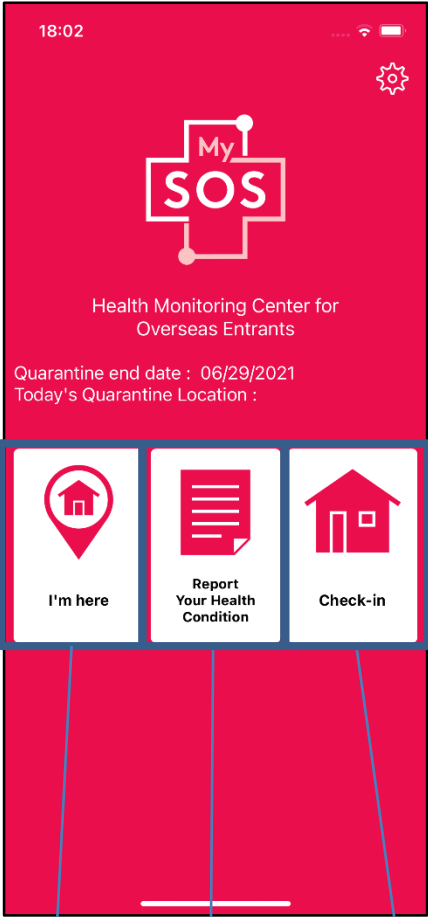


① The MySOS screen

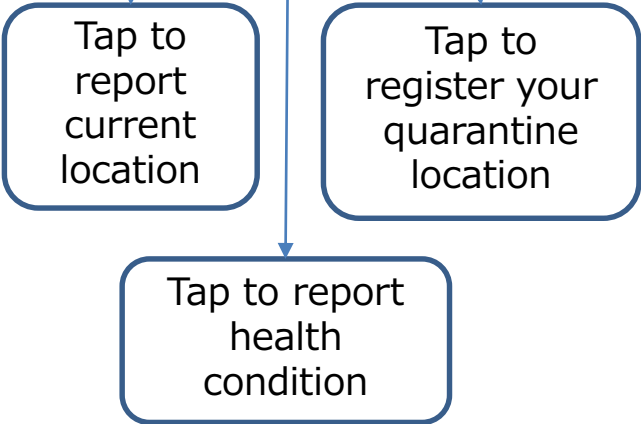
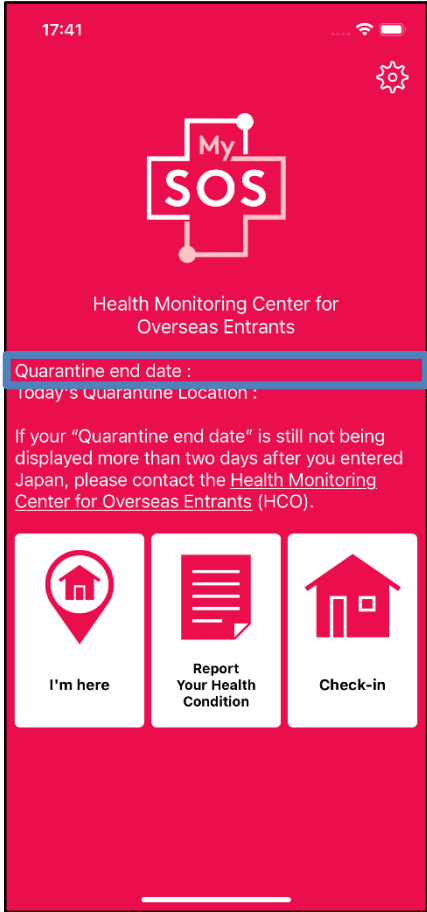
The MySOS screen (iPhone and Android)

The top screen

■ If Registrant Info HAS been confirmed by HCO



■ If Registrant Info has NOT been confirmed by HCO

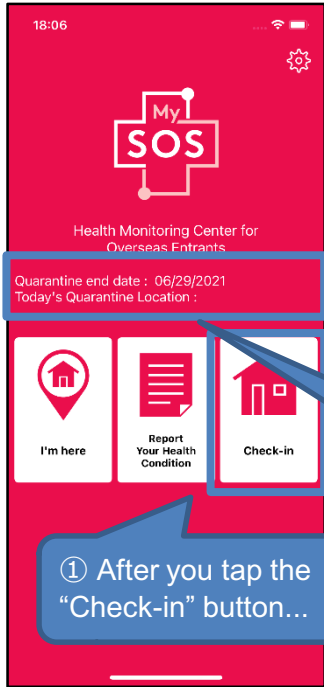


If your "Quarantine end date" is still not being displayed (see example above) more than two days after you entered Japan, please contact the Health Monitoring Center for Overseas Entrants (HCO).

E-mail: app@hco.mhlw.go.jp

① Register quarantine location, report current location with MySOS app

How to register quarantine location and report current location (iPhone and Android)



“Register quarantine location” (“Check-in”) when you arrive at your home or accommodations.

As soon as you have arrived at your home or other quarantine accommodations as stated in **your Pledge**, please launch the app, and tap “Check-in.”

When you tap on the “Check-in” button, your current location data (quarantine location) will be sent to the HCO.

※ If for some reasons you relocate from where you first reported, please tap “Check-in” again as soon as you arrive at the next location.

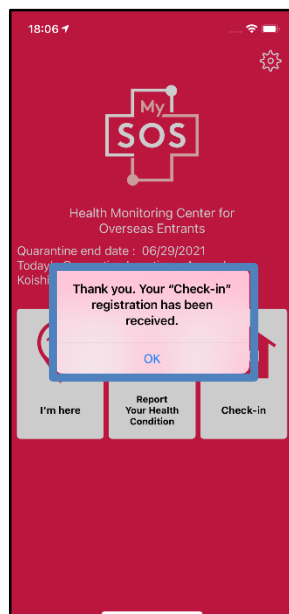
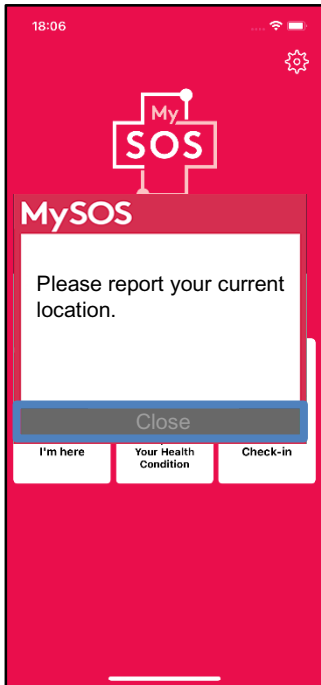
“Report current location” for 14 days after your entry to Japan

For 14 days after you enter Japan you will receive a push notification on your smartphone multiple times each day asking you to “Report current location” (with the “I’m here” button).

※ Please ensure that your smartphone is set to receive notifications (see P.11, P.12).

Please tap the “I’m here” button as soon as you receive a notification.

Your current location information will be reported to the HCO.

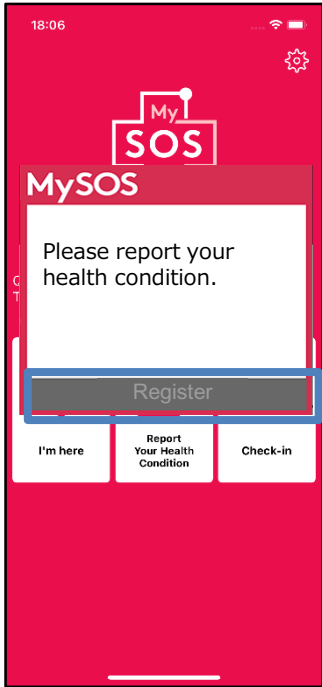


After you report your current location, this message will be displayed: "Thank you. Your current location report has been received."

① Report your health condition with MySOS app

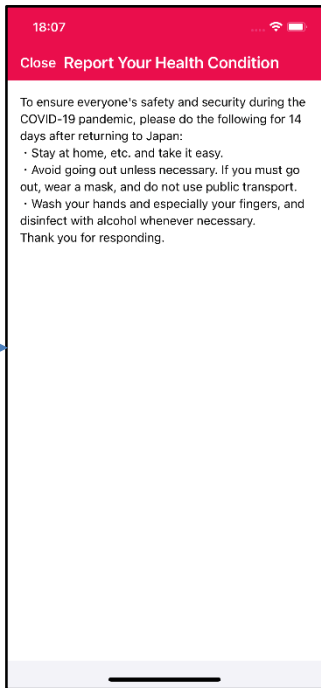
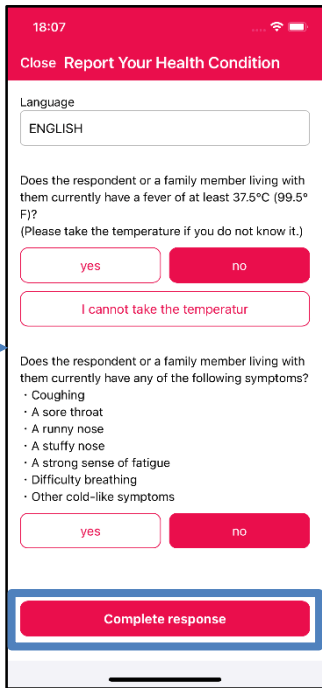
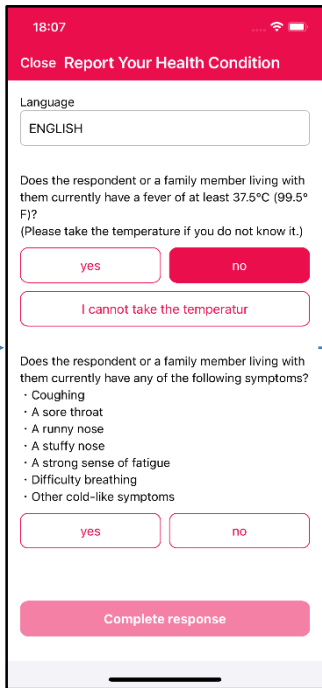
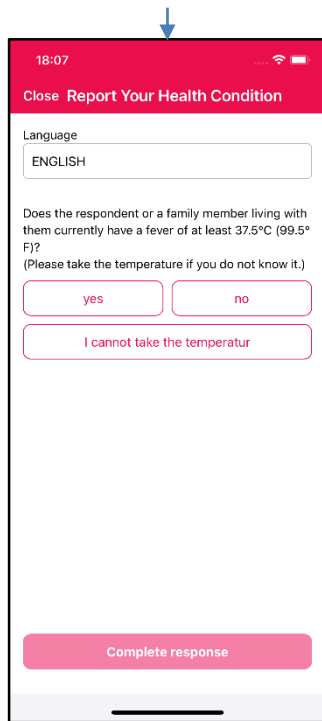
You'll need this after entry into Japan

How to report your health condition (iPhone and Android)



Every day for 14 days after your entry to Japan

- **Every day after 11:00 (11 a.m.) you will receive a push notification.**
After you receive the notification, please respond every day **by 14:00 (2 p.m.)**.
- ※ **Please ensure that your smartphone is set to receive notifications (see P.11, P.12).**



Please tap your answer to each question, and when you've finished tap "Complete response."

① Handle video calls with MySOS app

How to handle video calls (AI automated)

(Same for iPhone and Android)

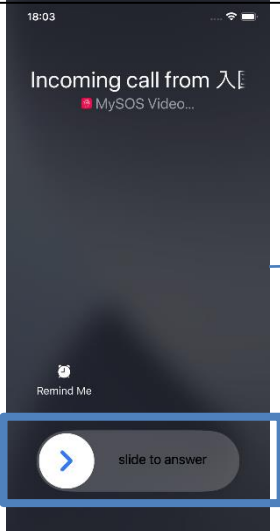
You will receive a notification (shown on left) a minute prior to an incoming video call.
An alert will be displayed if your location information permission is set to OFF. If so, please change setting to ON to permit the app to access location information (see p. 11 and 12.)

You may also receive an AI-powered automated video call rather than from a human operator.
In that case, follow the guides on the screen to include yourself and background in the camera view.
Automated calls are a screen message only with no sound.
There is no need for you to speak.

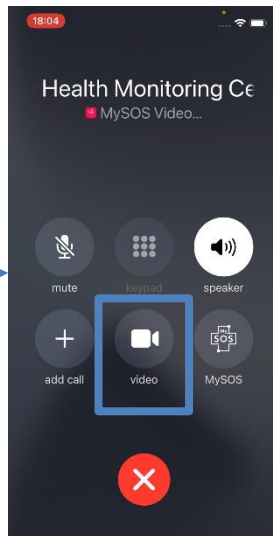
To answer, slide to open or tap on the notification banner.
There is no way to answer by directly launching the app.



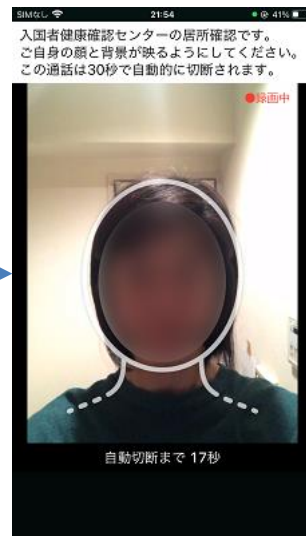
When iPhone is locked



Slide to answer.

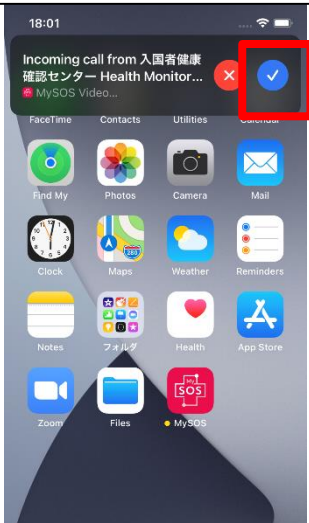


Tap "Video" icon.



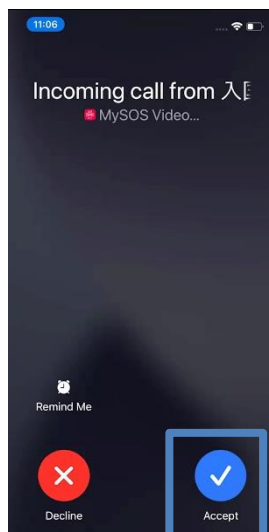
Use head outline and include background to show where you are.

When iPhone is not locked

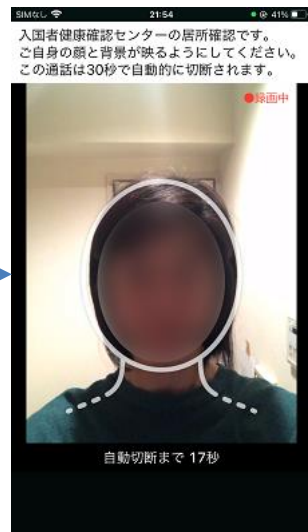


Tap check mark ✓

Or



Tap check mark ✓ to accept



Use head outline and include background to show where you are.

① Handle video calls with MySOS app

How to handle video calls (AI automated)

Android



Tap to answer notification (red box in image)

No need to launch the app. Simply tap on the notification.



Tap "accept."



Use head outline and include background to show where you are.

- Wording and icons may differ for some Android devices, depending on version and model.
- **Automated video calls are screen messages only with no sound. There is no need for you to speak.**

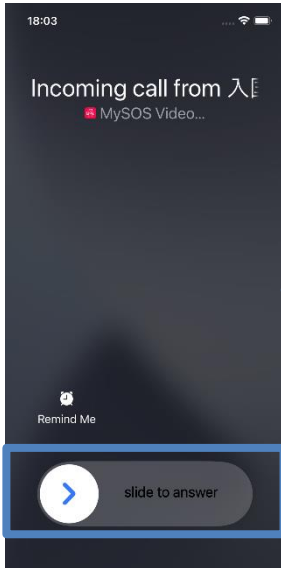
① Handle video calls with MySOS app

How to handle video calls (human operator)

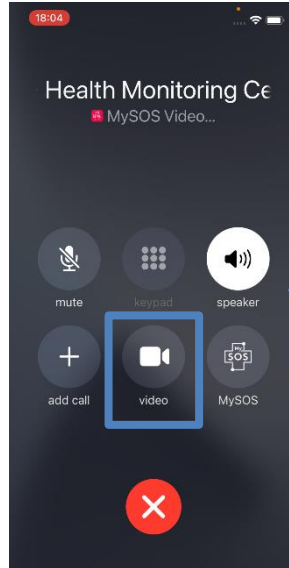
(Same for iPhone and Android)

To answer, slide to open or tap on the notification banner.
There is no way to answer by directly launching the app.

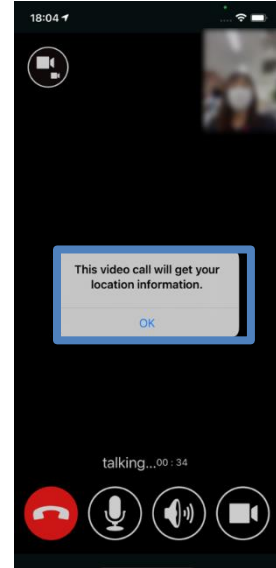
When iPhone is locked



Slide to answer

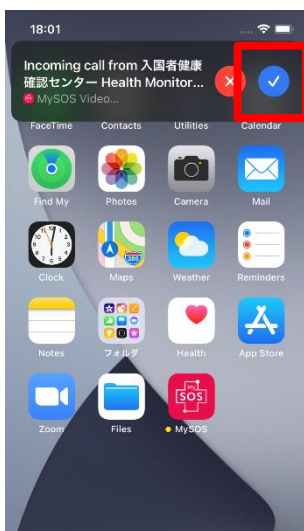


Tap "Video" icon



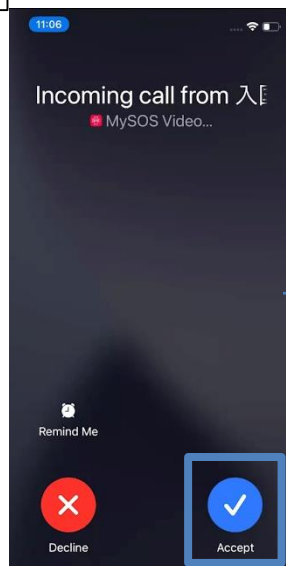
Tap "OK," hold camera to include your head and background, and speak with the operator. The operator's image will not appear on your screen.

When iPhone is not locked

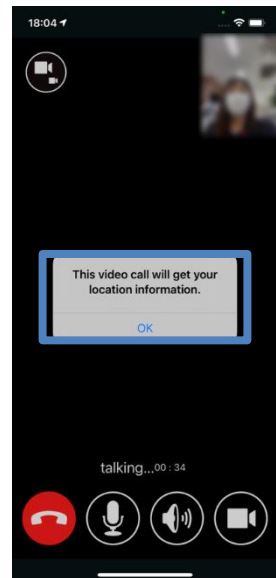


Tap check mark ✓

Or



Tap check mark ✓ to accept



Tap "OK," hold camera to include your head and background, and speak with the operator. The operator's image will not appear on your screen.

① Handle video calls with MySOS app

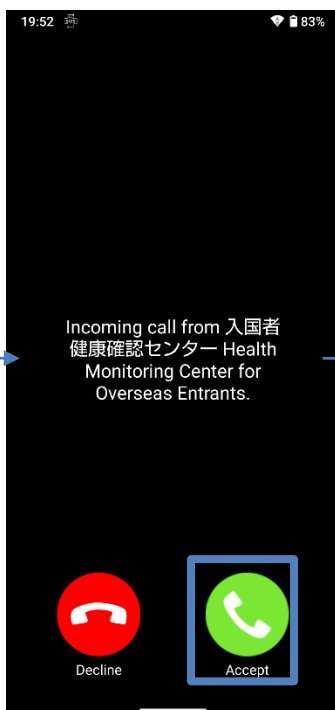
How to handle video calls (human operator)

Android

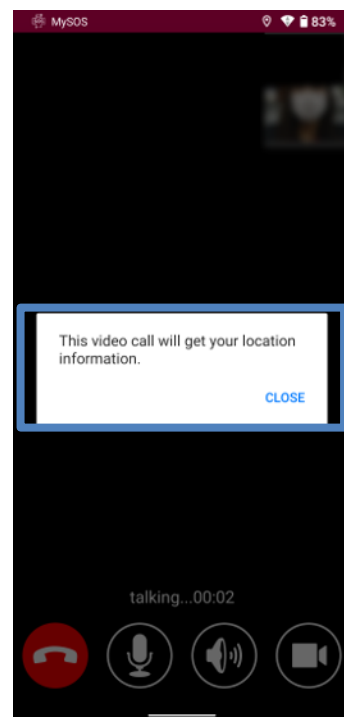


Tap to answer notification.

No need to launch the app. Simply tap on the notification.



Tap "accept"

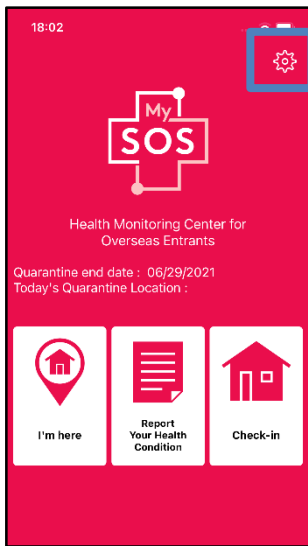


Tap "OK," hold camera to include your head and background, and speak with the operator. The operator's image will not appear on your screen.

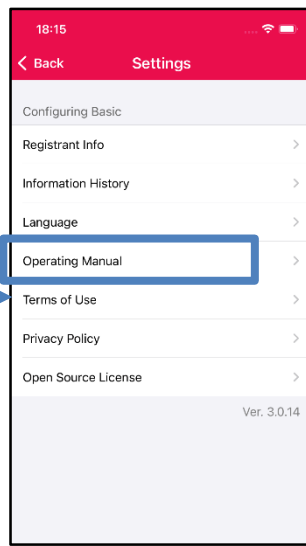
* Wording and icons may differ for some Android devices, depending on version and model.

① MySOS Operating Manual

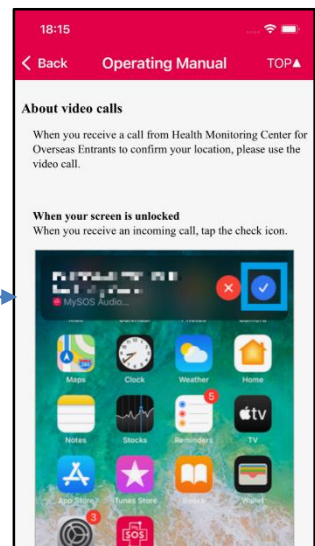
MySOS: Operating Manual



Tap Settings (gear icon)



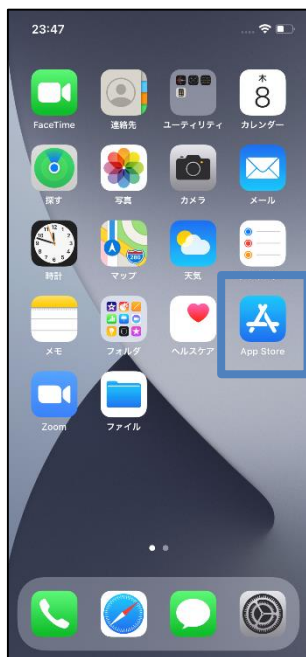
Tap "Operating Manual"



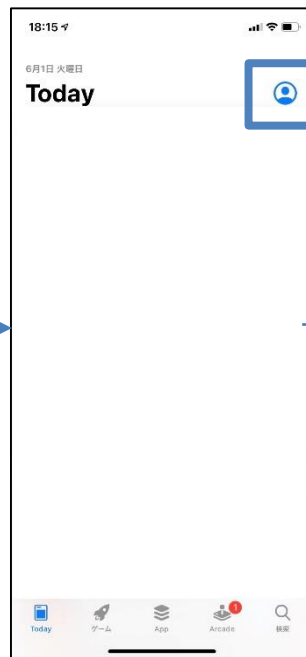
Scroll to see contents

How to Update the App (iPhone)

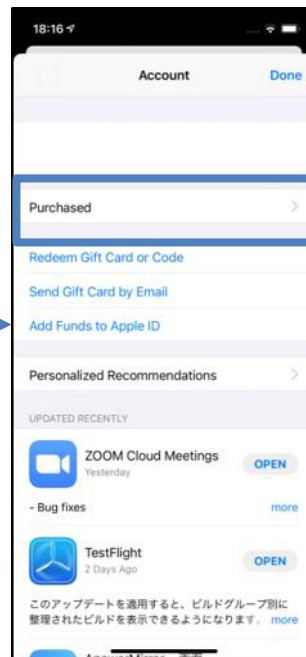
If you do not see the "UPDATE" button in the App Store, you can assume you have the latest version. In that case, no need to update.



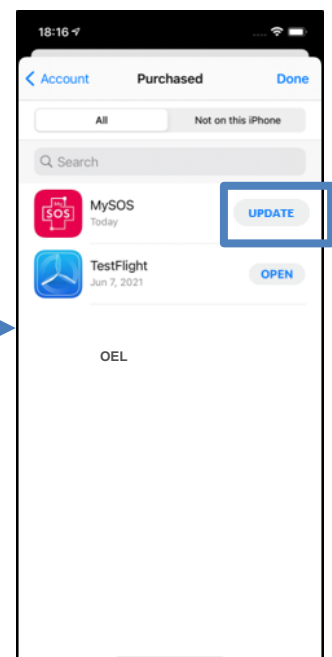
Tap "App Store"



Tap user icon (top right)



Tap "Purchased"



Tap "UPDATE" for MySOS

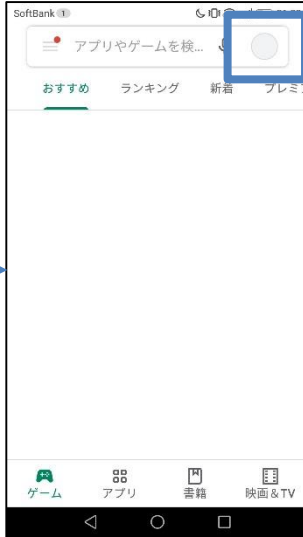
① MySOS Operating Manual

How to Update the App (Android)

If you do not see the “Update” button in the Play Store, you can assume you have the latest version. In that case, no need to update.



Tap “Play Store”



Tap icon (top right)



Tap “My apps & games”,
or “Manage apps & Device”



Tap “Update” to the right
of MySOS

③ Set your smartphone to save location information

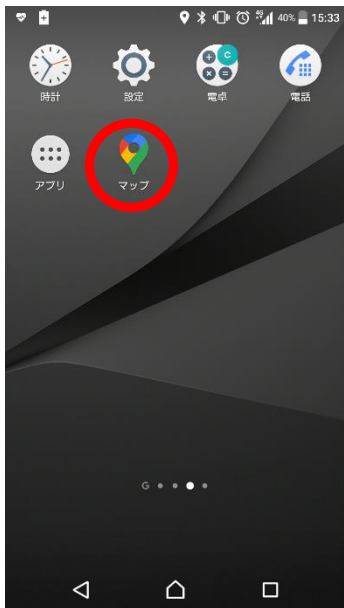
Please complete the following installation prior to entering Japan. It will be checked at the airport quarantine.
***Please keep this setup conditions for 14 days after entry.**

Please set your smartphone's GPS and the following settings to On to save your location information for 14 days after arriving in Japan. This setting is required for presenting a record of your location information to a health center or other facility in case you tested positive during the above period.

Steps for Android users

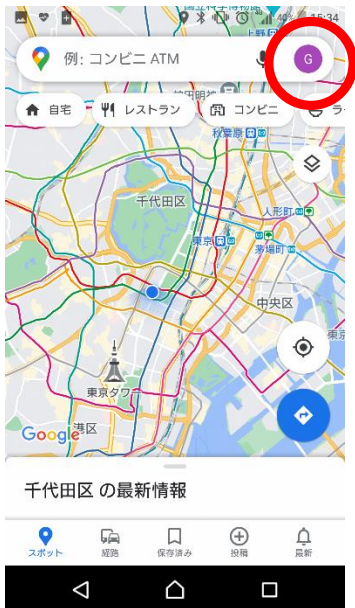
STEP1

Open the "Google Maps" app on an Android smartphone or tablet.



STEP2

Tap your "profile picture" or "initial circular text icon".



STEP3

Tap the "Your timeline" icon.



STEP4

Tap the "More" icon, then tap "Settings and privacy."



STEP5

Confirm that "Location" and "Location History" are on. Turn them on if they are not.



STEP6

Tap "Location history is on," then confirm that a check is in the box under "Devices on this account."



※The precision of your location information may be affected by a poor signal.

③ Set your smartphone to save location information

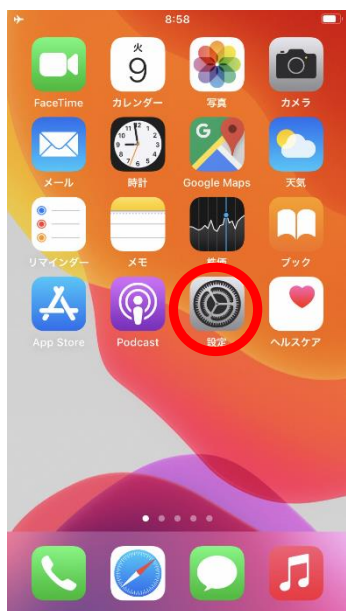
Please complete the following installation prior to entering Japan.
It will be checked at the airport quarantine.
*Please keep this setup conditions for 14 days after entry.

Please set your smartphone's GPS and the following settings to On to save your location information for 14 days after arriving in Japan. This setting is required for presenting a record of your location information to a health center or other facility in case you tested positive during the above period.

Steps for iPhone users

STEP1

Tap "Settings" on your home screen.



STEP2

Tap "Privacy" on the "Settings" screen.



STEP3

Tap "Location Services."



STEP4

Tap "System Services".



STEP5

Confirm whether the "Significant Locations" setting is on.



Reference

About "Location Services & Privacy..."



※ The precision of your location information may be affected by a poor signal .

※ Apple cannot read your Significant Locations. For details, please read the "Location Services & Privacy..." under the "Significant Locations" setting screen.

④ Install COVID-19 Contact-Confirming Application (COCOA)

Please download App prior to entering Japan.
It will be checked at the airport quarantine.

The COVID-19 Contact Confirming Application (COCOA) allows you to receive notifications about possible contact with someone who tested positive for COVID-19.

Google Play Store



App Store



Search for “**COCOA**” and download it from the App store if you are an iPhone user or Google Play Store if you are an Android user.

※The app's logo is



<Attention to COCOA app use>

With your consent, this app uses your smartphone's short-range communication feature (Bluetooth) and will notify you of possible contact with someone who tested positive for COVID-19 while ensuring your and other users' privacy. By understanding whether they have had contact with infected persons, users can get early examinations and support from health centers.



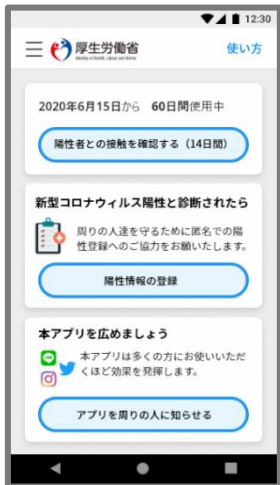
Please complete downloading the app at any time convenient to you, but **please agree on Terms of Use and begin using the app after entering Japan.**

※You will receive "Communication Error" if attempt to use the app outside Japan.

④ Use COVID-19 Contact-Confirming App (COCOA)

The COVID-19 Contact Confirming Application (COCOA) allows you to receive notifications about possible contact with someone who tested positive for COVID-19.

You'll need this after enter into Japan




<Please be aware of the following when using COCOA>
 With your consent, this app uses your smartphone's short-range communication feature(Bluetooth) and will notify you of possible contact with someone who tested positive for COVID-19 while ensuring your and other users' privacy. By understanding whether they have had contact with infected persons, users can get early examinations and support from health centers.

Please begin using the app after reviewing its terms of use and privacy policy when you arrive in Japan.



- ※ After installing the app, you do not need to leave it open.
Always carry your smartphone on you and keep your contact notification and Bluetooth settings on for 14 days after arriving in Japan
- ※ If you have installed a comparable foreign app, set the app you use to receive contact notifications to Japan's contact-confirming app (COCOA). In case the notification of switching app is not showing when you launch COCOA, please follow the procedure below.

For iPhone users: Settings > Exposure Notifications > Active Region > Ministry of Health, Labour and Welfare Japan > Set As Active Region

For Android users: Settings> Google> COVID-19 Exposure Notifications >  > Open app!

Please see below for detailed information on how to use the app:
 Information about COCOA
https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/cocoa_00138.html
 ■ Frequently Asked Questions
https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryoku/covid_19_qa_kanrenkigyuu_00009.html 26

Renting a smartphone

The airport quarantine will check your smartphone whether these apps are installed and set up properly when you arrive in Japan.

If you do not have a smartphone or have a smartphone which you cannot install the app, you will be required to rent a smartphone at the airport at your own expense when you enter Japan.

※ You will be required to pay by credit card.

We advise you to research on costs of renting a smartphone and other mobile devices at service provider's websites prior to your trip.

Smartphones rental service at Quarantine area

Vision Inc. <https://www.vision-net.co.jp/news/20210319002098.html>

Other important things to remember

You are required to submit a written pledge that states your agreement on use of the apps, and 14 days after the entry or at the designated accommodations at the point of entry to Japan.

In case of violation of the above pledge, your name (name and nationality for foreign nationals) may be publicly disclosed, and you maybe subject to detention. You may also be subject to revocation of status of residence and deportation under the Immigration Control Act.

Please refer to the following for other important things you should know when entering Japan.

Acquiring and submitting proof of negative COVID-19 test results and a Written Pledge

https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000121431_00209.html

▶ Contents of the Written Pledge you should submit when entering Japan

https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000121431_00249.html

Completing a questionnaire on the web

<https://arqs-qa.followup.mhlw.go.jp/>

These are the very important practices and knowledges to protect your health and to prevent further spread of COVID-19. Your understanding and cooperation will be appreciated.