

To Anyone Entering/Returning to Japan Requirements During Designated Quarantine Period

During
quarantine
period

- 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 stay

* 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 (During Your Designated Quarantine Period) · 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.

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

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.



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

Phone:

03-6757-1038

Due to heavy call volume, we strongly encourage you to use e-mail.



Anyone who violates the written Pledge (failing to report health condition or location, etc.) without a valid reason may have their name publicly disclosed, 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 32

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 5-18, 22-30

Exclusive QR code

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



※ Install from this link or QR code

Be sure to stay logged in to MySOS

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 19-20

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.

Page 21, Page 31

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.

Actions required before flight, when landed, and in airport

No.		Page	✓
1	MySOS app: Download and install	P.5 P.8	
2-1	MySOS app: Account registration (first time)	P.6-7 P.9-10	
2-2	MySOS app: Account registration (if previously registered)	P.11 –12	
2-3	Switch MySOS modes (persons already using MySOS)	P. 13	
3	MySOS app: Confirm settings	P. 14 – 15	
4	Registration and verification of an accompanying child	P. 16 – 17	
5	MySOS app: Confirm registrant info	P. 18	
6	Set smartphone to save location information	P. 19 – 20	
7	COCOA app: Install	P. 21	

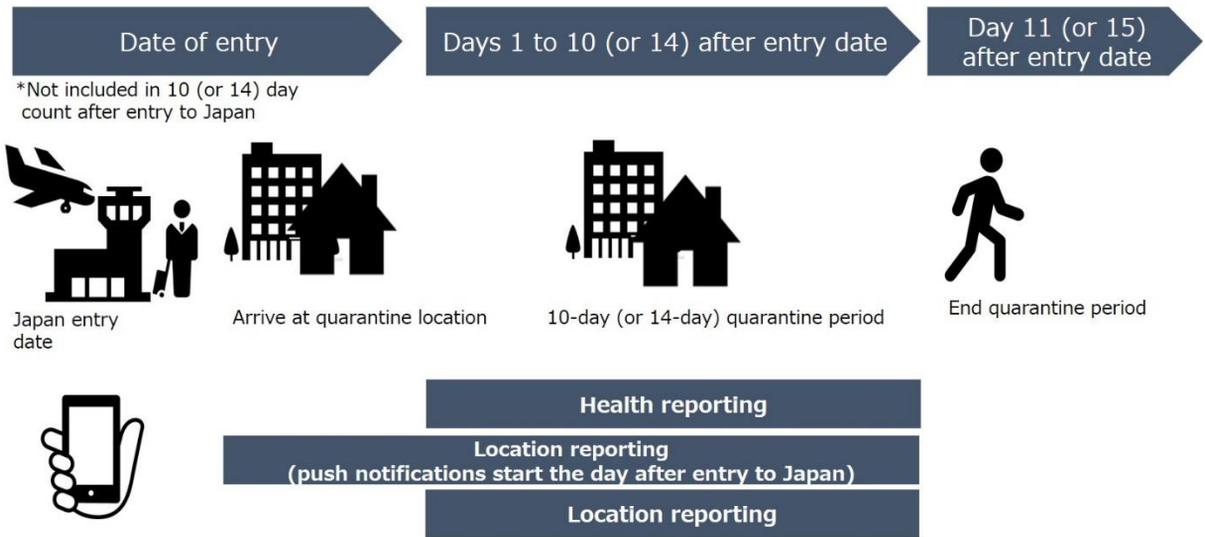
**Please download MySOS and register your account ,
set your smartphone to save location information and install COCOA
prior to entering Japan.
The airport quarantine will check to ensure the app is installed.**

Action checklist after entry to Japan

No.		Page	✓
8	Check the home screen of MySOS	P.23	
9	Register quarantine location, report current location with MySOS	P.24	
10	Report your health condition with MySOS	P.25	
11-1	How to handle video calls with MySOS (AI automated)	P. 26 -27	
11-2	How to handle video calls with MySOS (human operator)	P. 28 -29	
12	How to update the MySOS app	P.30	
13	How to use the COCOA app	P.31	

Action checklist during your designated quarantine period

 **The day of arrival is not included in the quarantine period**



** Anyone intending to leave Japan during the designated quarantine period must register documentation. Please check this link for how to register.

⇒ <https://www.hco.mhlw.go.jp/faq/en.php>



Follow-up for children

1. Anyone aged 13 years and older who does not have a smartphone that can install the MySOS app is required to rent one.
2. Any child aged 12 years and younger who does not have a smartphone that can install the MySOS app must be registered by an accompanying guardian (see details on pages 16 and 17).
3. The guardian is requested to report location information and health condition on behalf of the accompanying child. To verify location (by video call), please ensure that the guardian's smartphone used to register the accompanying child shows the child's face in the camera screen.

[1] MySOS app: Download and install

iPhone

During your designated quarantine period after your date of 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.

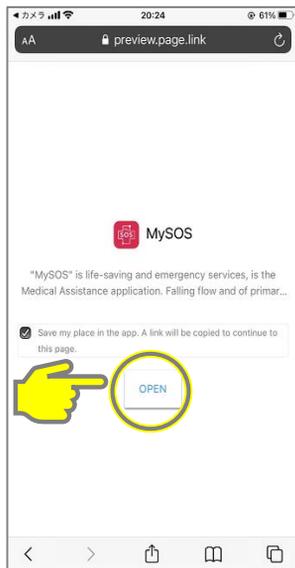
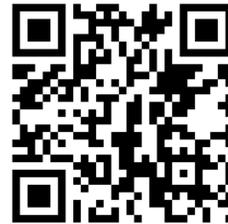


Please do not search and download the app from the App Store or Google Play Store. Install via this link or exclusive QR code.

Install MySOS

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

Exclusive QR code



* Leave the box checked
Tap "OPEN"

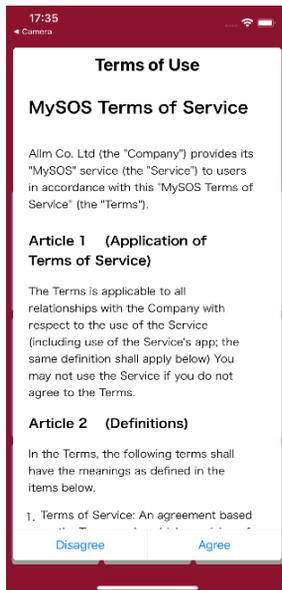


Tap "GET"

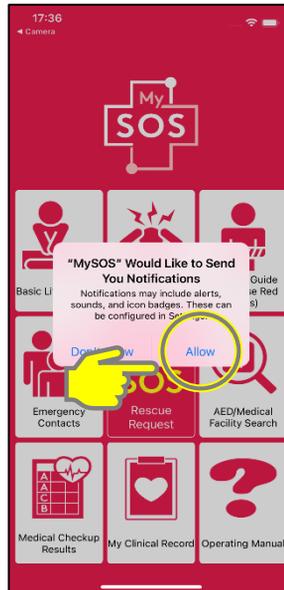


Tap "OPEN"

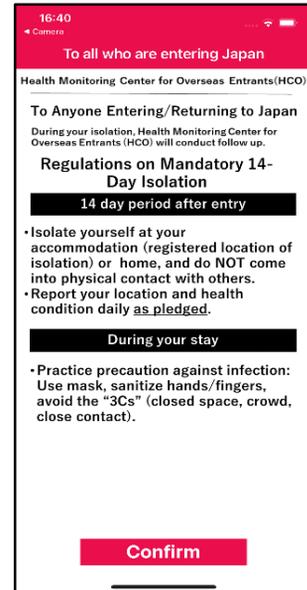
MySOS is a smartphone app available for general use to record a person's medical and health information. MySOS functions have been temporarily modified for monitoring the health condition and location of overseas entrants to Japan. Persons who have already been using the app in "Normal Mode" can scan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



Tap "Agree"



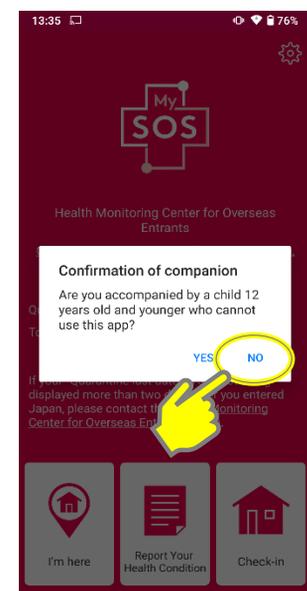
Tap "Allow" for notifications



Tap "Confirm" (for 3 pages)



Enter your Passport No. and Date of Birth twice each to confirm, and enter Surname and Given name, and then tap "Register".



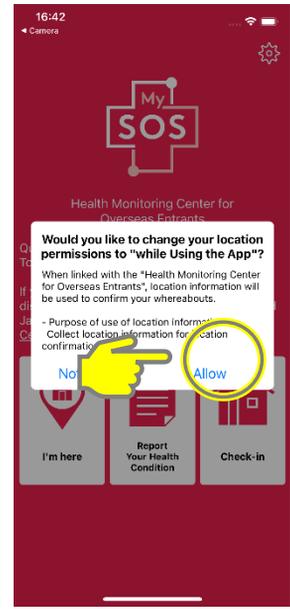
If no, tap "No"
(If yes, tap "Yes" and follow instructions on Page 16)



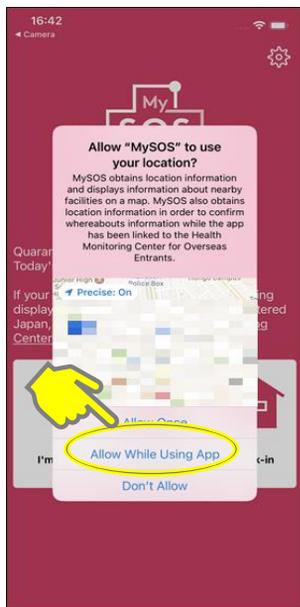
Tap "OK" to allow this app to access the microphone



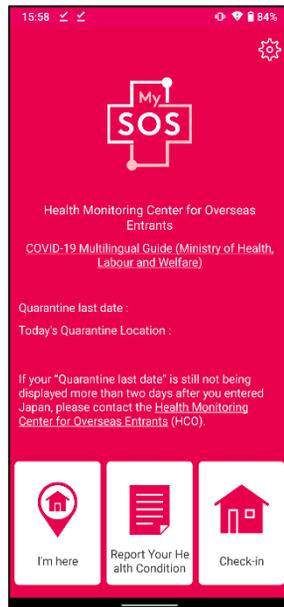
Tap "OK" to allow this app to access the camera



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



Tap "Allow While Using App"



Registration Complete

During your designated quarantine period after your date of 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.



Please do not search and download the app from the App Store or Google Play Store. Install via this link or exclusive QR code.

Install MySOS

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

Exclusive QR code

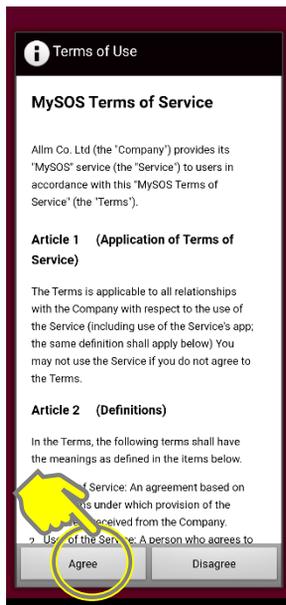


Tap "Install"

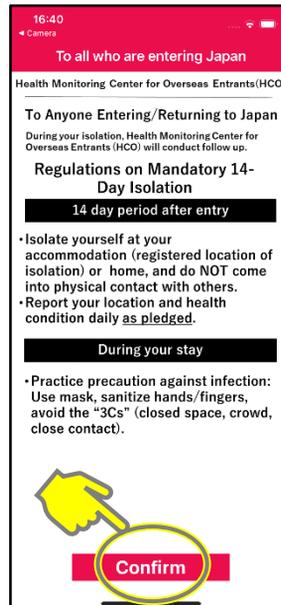


Tap "Open"

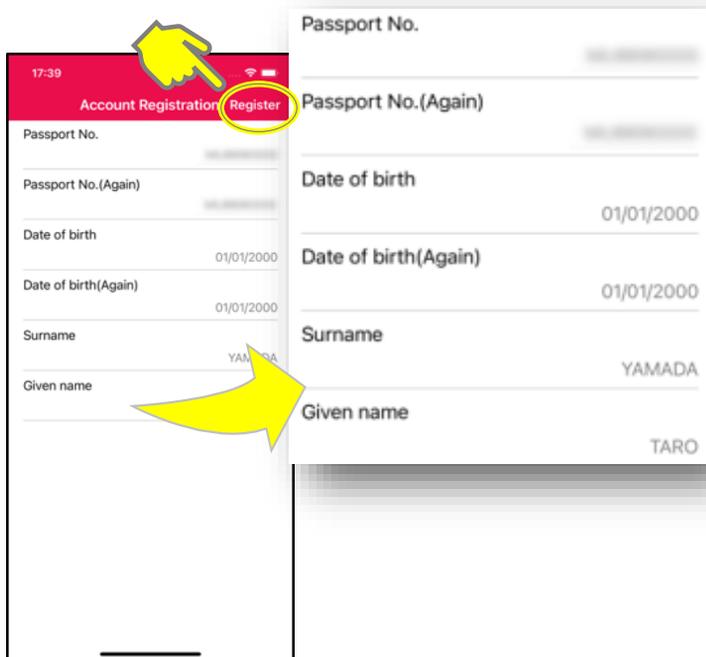
MySOS is a smartphone app available for general use to record a person's medical and health information. MySOS functions have been temporarily modified for monitoring the health condition and location of overseas entrants to Japan. Persons who have already been using the app in "Normal Mode" can scan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



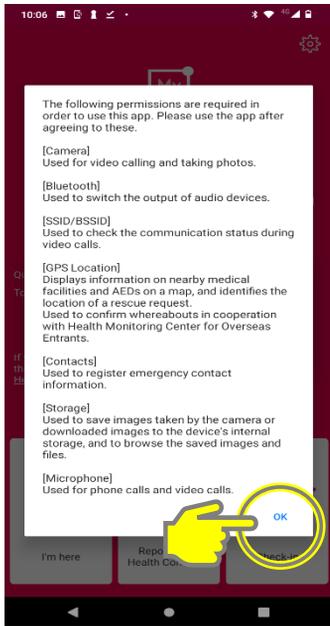
Tap "Agree"



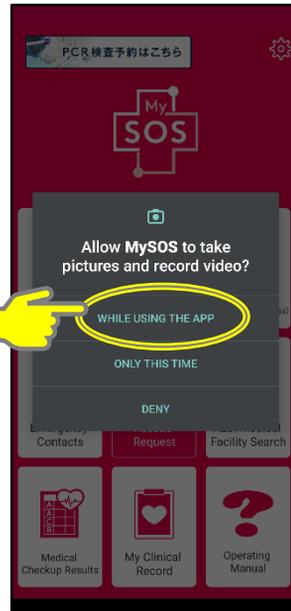
Tap "Confirm"
(for 3 pages)



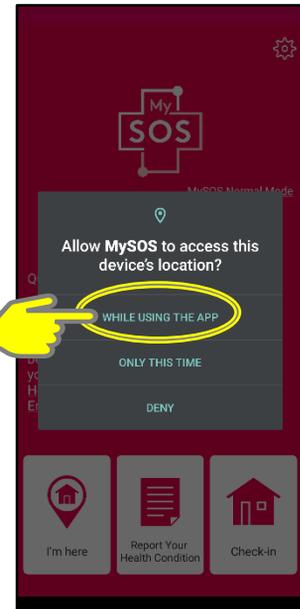
Enter your Passport No. and Date of Birth twice each to confirm, and enter Surname and Given name, and then tap "Register".



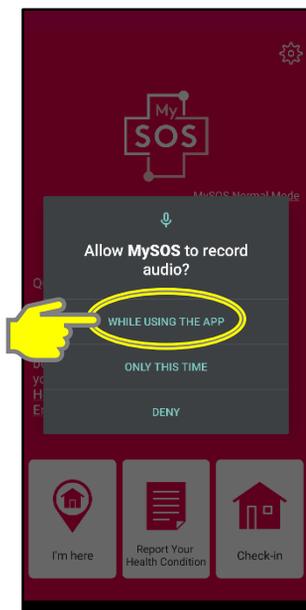
Tap "OK"



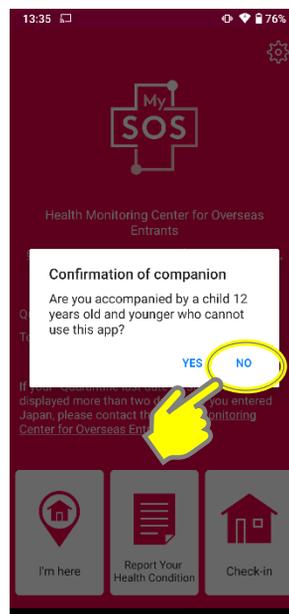
Tap "WHILE USING THE APP" to allow taking of pictures and recording of video



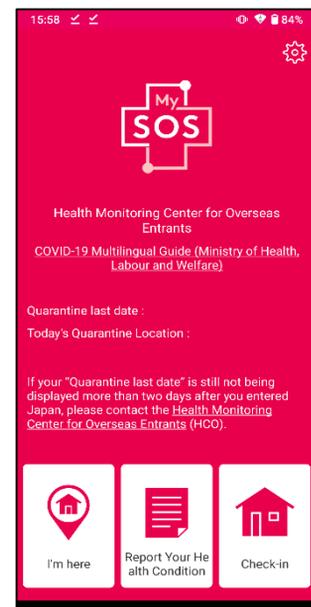
Tap "WHILE USING THE APP" to allow access to device's location



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



If no, tap "No"
(If yes, tap "Yes" and follow instructions on Page 16)



Registration Complete

[2-2] MySOS app: Account Registration (if previously registered)

iPhone

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.)

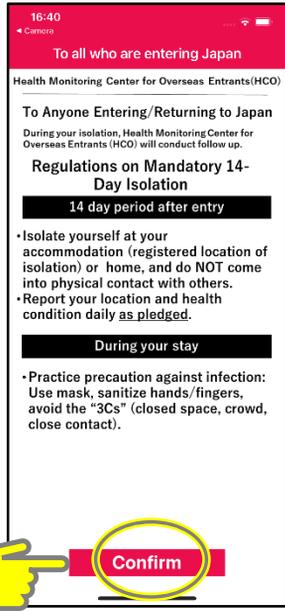


MySOS app is installed

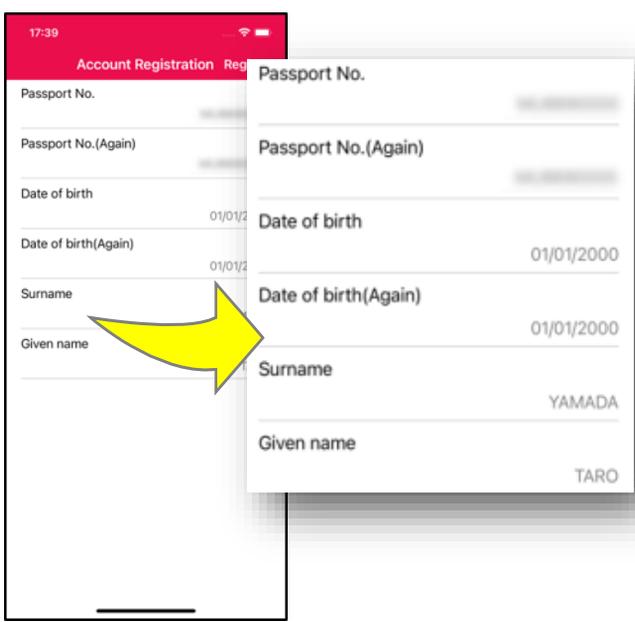
Exclusive QR code



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



Tap "Register"

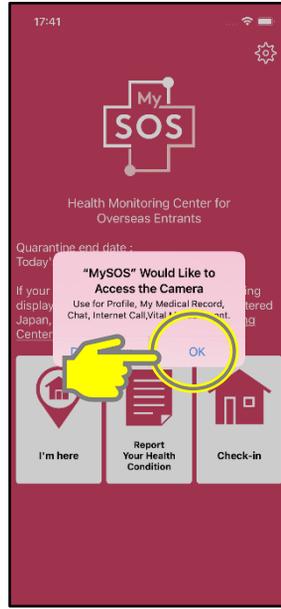
[2-2] MySOS app: Account Registration (if previously registered)

iPhone

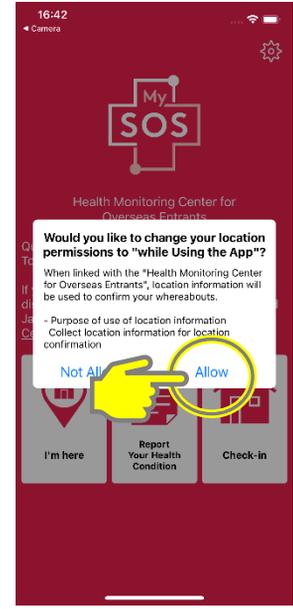
Android



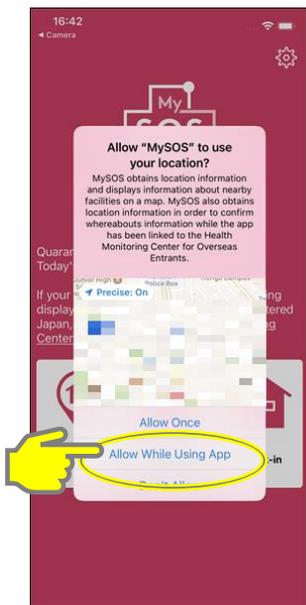
Tap "OK" to allow this app to access the microphone



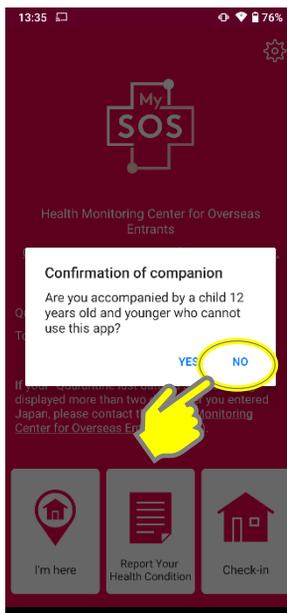
Tap "OK" to allow this app to access the camera



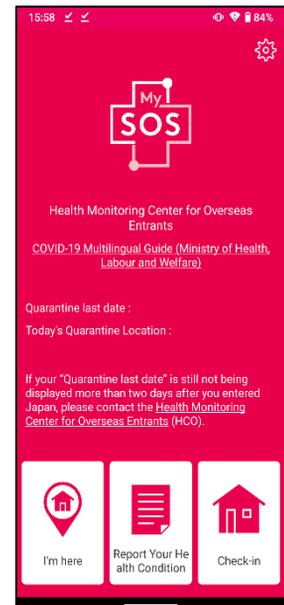
Confirm purpose of use of location information. Tap "OK"



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



If no, tap "No" (If yes, tap "Yes" and follow instructions on Page 16)



Registration Complete

[2-3] Switch MySOS modes (persons already using MySOS)

iPhone

Android

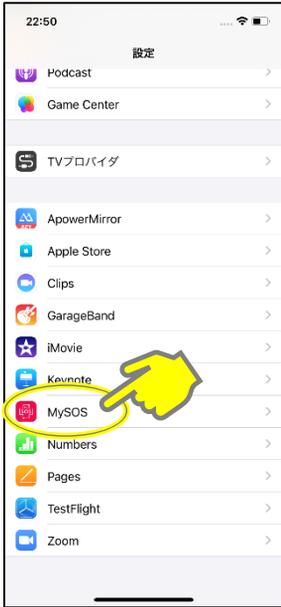
How to switch between MySOS Normal Mode (original functions) and HCO Mode (a feature only for previous MySOS users)



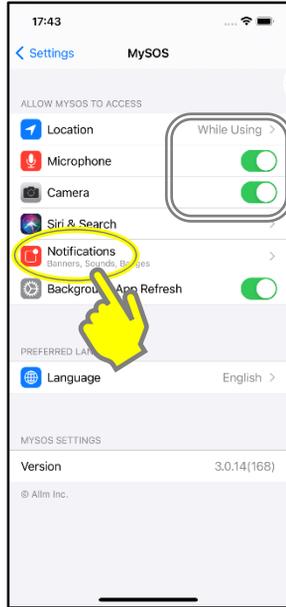
[3] MySOS app: Confirm settings



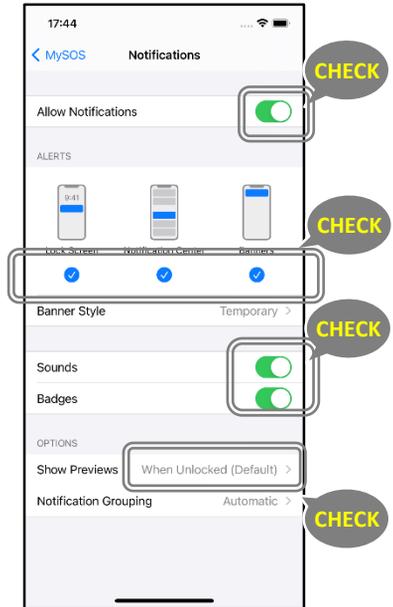
Please ensure all notifications are set to ON.
Please ensure your device is NOT set to silent mode, quiet mode, or manners mode.



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, then set “Show Previews” to “Always”

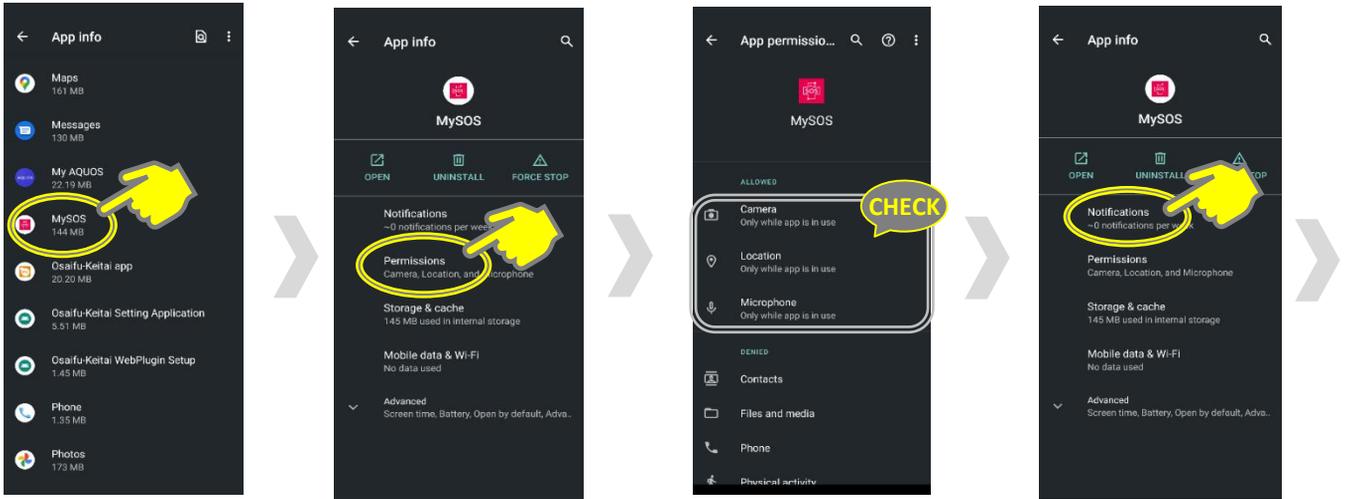
[3] MySOS app: Confirm settings

Android



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.

※Setting method may differ depending on device model. Please check the frequently asked questions in HCO homepage for details.



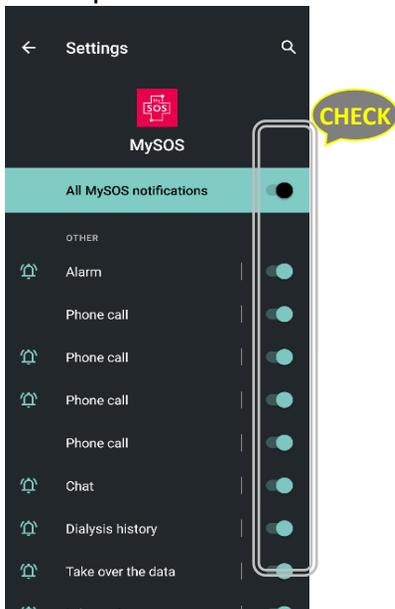
Go to Settings, tap "Apps" or "Apps and Notifications" then scroll down and tap "MySOS"

Tap "Permissions"

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

Go back to MySOS screen, tap "Notifications"

■ Example 1



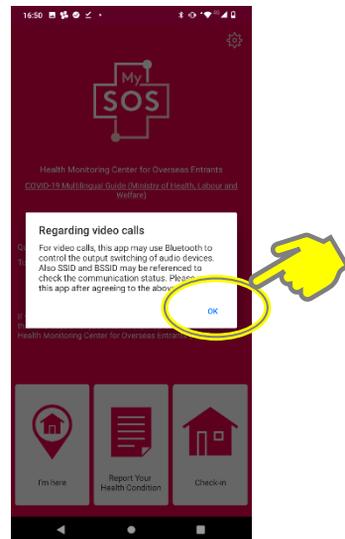
Confirm that all notifications are set to ON

■ Example 2



Go back to MySOS 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

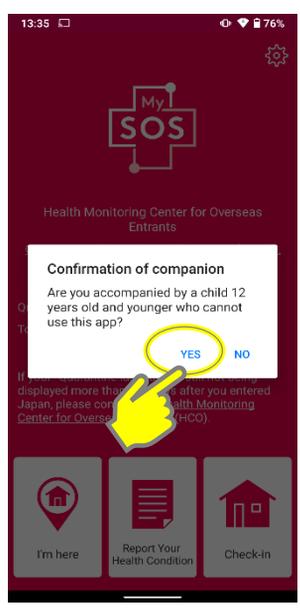


Tap "OK"

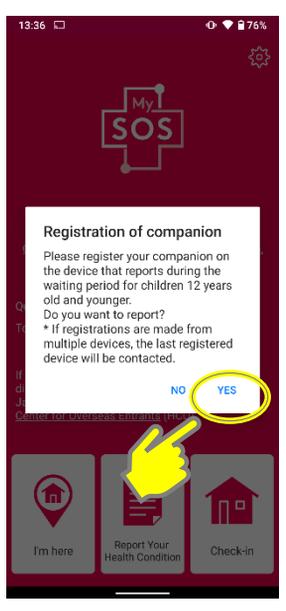
[4] Registration/verification of accompanying child iPhone Android



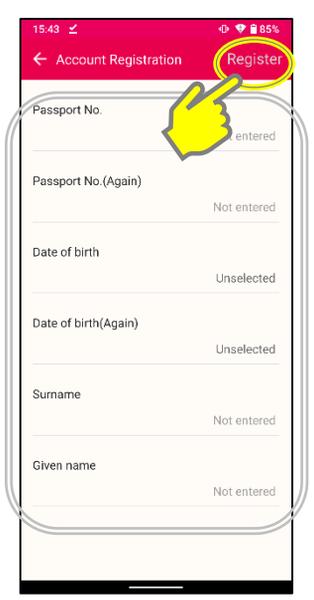
For an accompanying child aged 12 years and younger who does not have a smartphone, the guardian is requested to do the registration and operations described below.



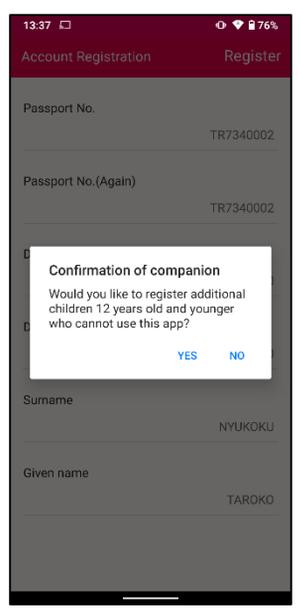
If yes, tap "Yes"



To register, tap "Yes"



On the account registration screen, enter Passport No., Date of Birth, Surname and Given name, then tap "Register"



To add, tap "Yes" to proceed to the account registration screen and then continue.

If not adding, tap "No" to return to the top screen.

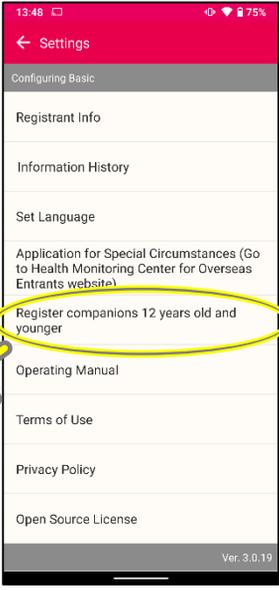
To register later

To register later, in "Settings" tap "Register companions 12 years old and younger."

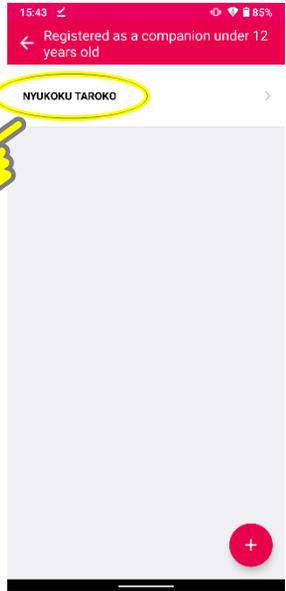
Tap the plus sign (+) to go to the account registration screen.



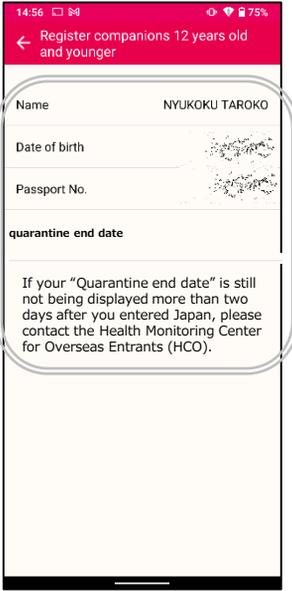
When a child is registered via a guardian’s smartphone, the child’s registration is linked with the guardian.



In “Settings,” tap “Register companions 12 years old and younger.”



The name(s) registered will be displayed and you can tap to open.



You can confirm the details registered. If your “Quarantine final date” is not being displayed please contact the Health Monitoring Center for Overseas Entrants (HCO) at the link indicated.



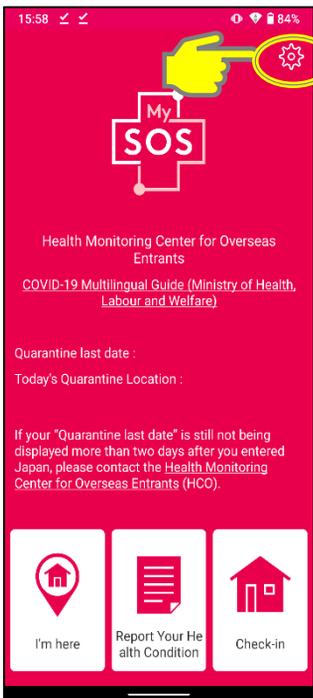
In principle, only one guardian can register each child.

If more than one guardian registers the same child, only the last guardian to register will be linked to that child.

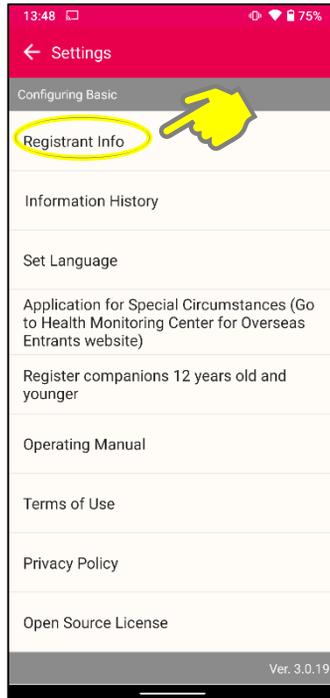


Before leaving airport and when you receive an e-mail asking you to confirm registration.

* The system will send you an e-mail message if Registrant Info does not match the Overseas Entrant Info as listed at the HCO.



Launch app, log in, tap Settings (gear icon)



Tap "Registrant Info"



Are your Date of Birth and Passport No. correct?



● If your Registrant Info is not correct

Uninstall the app, then re-install it, enter Registrant Info, and confirm it is correct, then see page 14.15 "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

Install from exclusive QR code on the right



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

[6] Set your smartphone to save location information

iPhone

Please set **your smartphone's GPS** and **the following settings** to ON to save your location information during the designated quarantine period 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 this period.



Tap "Settings" on your home screen



Tap "Privacy" on the "Settings" screen



Tap "Location Services"



Tap "System Services"



Confirm whether the "Significant Locations" setting is on

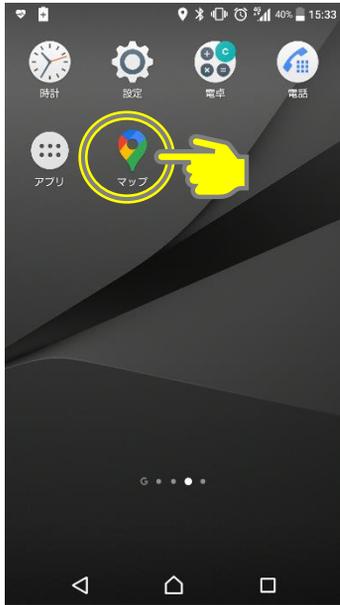


Reference About "Location Services & Privacy..."

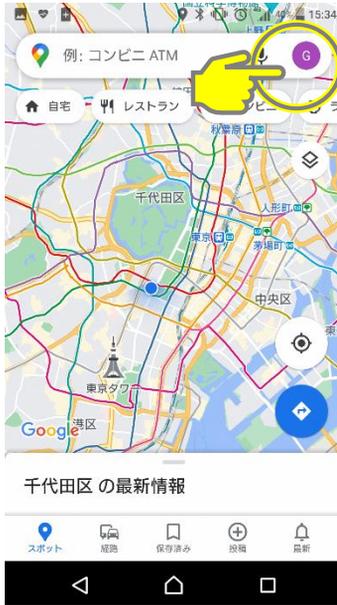
- ※ The precision of your location information may be affected by a poor signal.
- ※ Apple cannot read your Significant Locations. For details, please read the "Location Services & Privacy..." under the "Significant Locations" setting screen.

[6] Set your smartphone to save location information Android

Please set **your smartphone's GPS** and **the following settings** to ON to save your location information during the designated quarantine period after you arrive 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 this period.



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



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



Tap the "Your timeline" icon



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



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



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.

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

▼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.



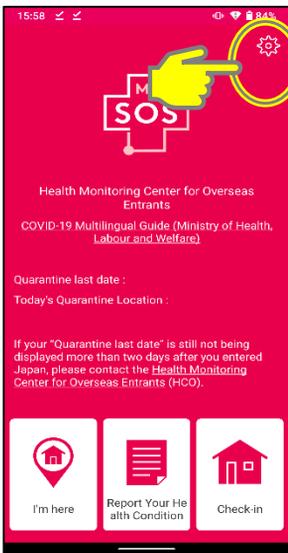
Please complete downloading the app at any time convenient to you, but please agree on Terms of Use and begin using the app after entering Japan.

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

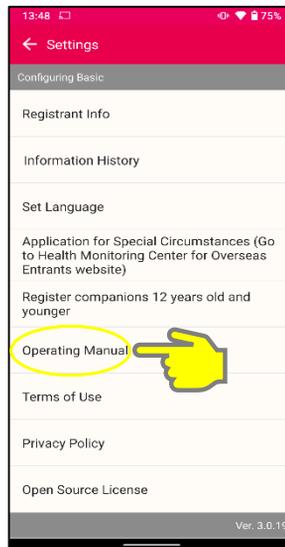
Action checklist after entry to Japan

No.		Page	✓
8	Check the home screen of MySOS	P.23	
9	Register quarantine location, report current location with MySOS	P.24	
10	Report your health condition with MySOS	P.25	
11-1	How to handle video calls with MySOS (AI automated)	P. 26 – 27	
11-2	How to handle video calls with MySOS (human operator)	P. 28 - 29	
12	How to update the MySOS app	P. 30	
13	How to use the COCOA app	P.31	

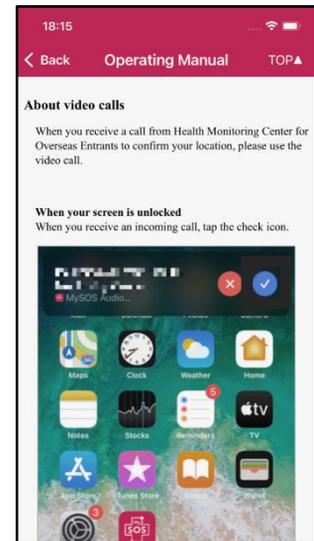
(Reference) MySOS Operating Manual



Tap Settings (gear icon)



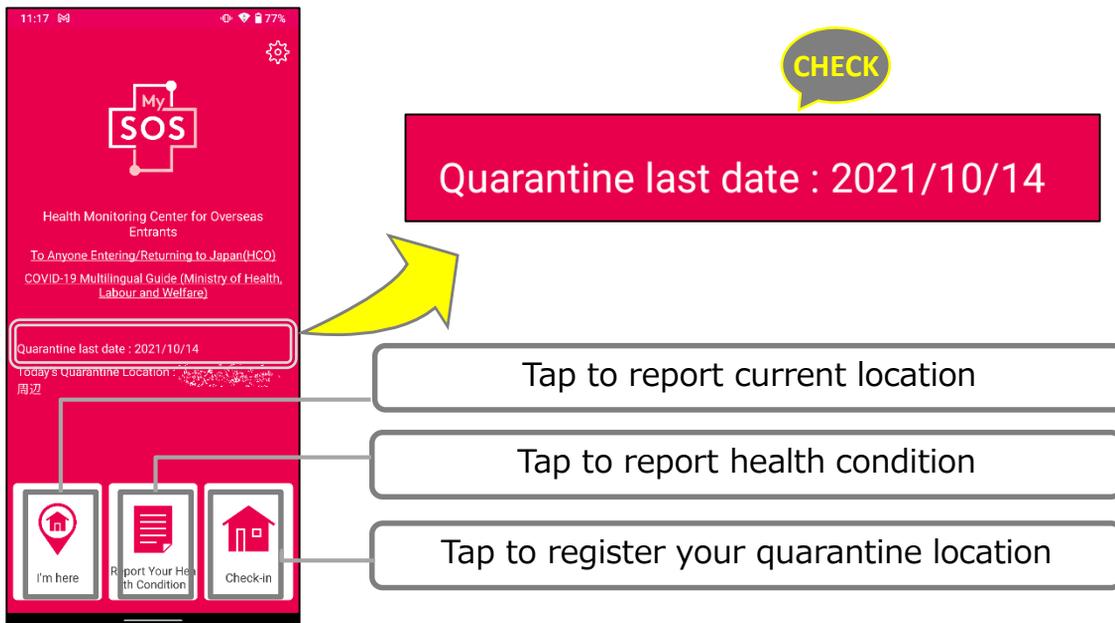
Tap "Operating Manual"



Scroll to see contents

Check to see if Registrant Info has been matched **by the HCO**

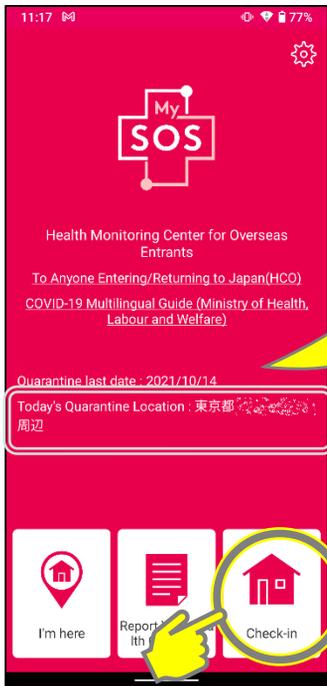
▼If Registrant Info HAS been matched by HCO.



▼If Registrant Info has NOT been matched by HCO.



“Check-in” upon arrival at your home or quarantine 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 (quarantine location) will be sent to the HCO.

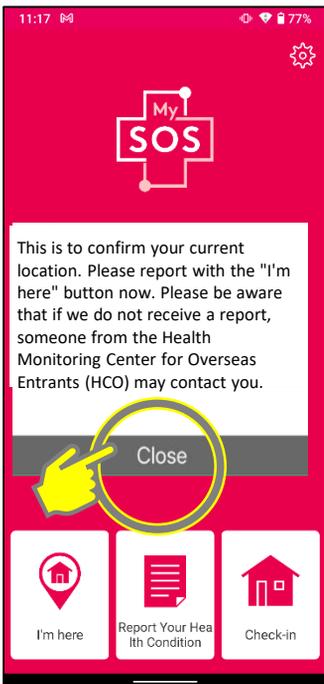
CHECK

Today's Quarantine Location : 東京都周辺



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

“Report current location” every day of quarantine period after entry to Japan



During the designated quarantine period 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 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 “Check-in” registration has been received.

OK



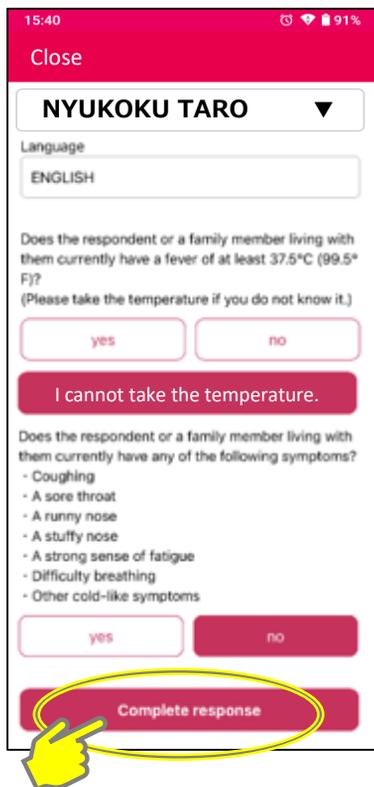
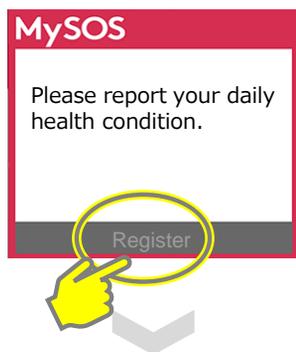
Please ensure that your smartphone is set to receive notifications (see P.14, P.15).

“Report health condition” every day during quarantine period after date of entry to Japan

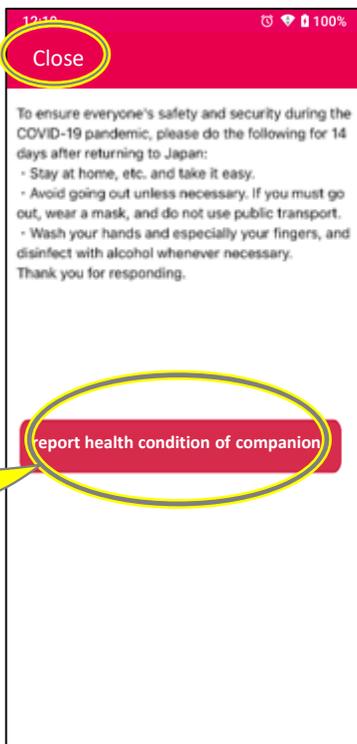
During your designated quarantine period after you enter Japan you will receive a push notification on your smartphone each day asking you to “Report your health condition.” Please tap the “Register” button and respond the same day, following instructions on the notification screen.



Please ensure that your smartphone is set to receive notifications (p. 14, p. 15)



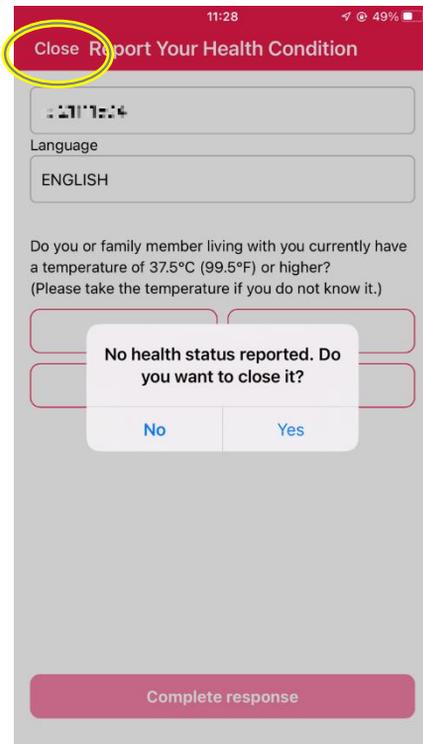
Your name and some questions will be displayed. Please tap the buttons with your responses, and when done tap “Complete response.”



When this message is displayed, please read the details and then tap “Close” to close the screen.

※ If someone is registered as accompanying you, a button will be displayed to let you report for that person.

After you tap the report button, you will see a screen to report health condition. Please select the name of the accompanying person and report the health condition.



※ If someone is registered as accompanying you, and you tap the “Close” button without reporting for that person, you will see a screen asking you to confirm your choice.

※ “Yes” will close the report health condition screen.

※ “No” will return you to the report health condition screen.

[11-1] How to handle video calls with MySOS (AI automated)

iPhone

Android

In the case of an incoming AI automated video call, you will receive the following notification one minute before the call.

Example 1. Notification



Example 2.

If someone is registered as accompanying you, the screen will indicate who the video call is for.



Automated calls are a screen message only with no sound, and there is no need for you to speak.



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. 14 and 15).

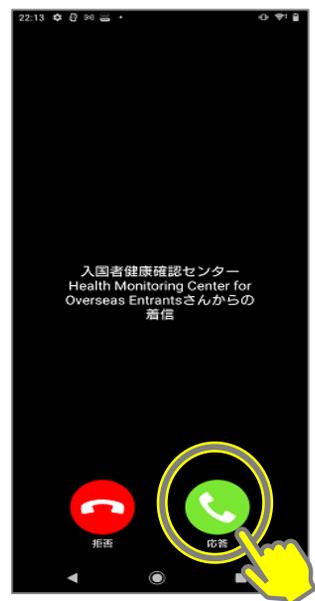


To answer, slide to open or tap on the notification banner. You cannot answer by launching the app separately.

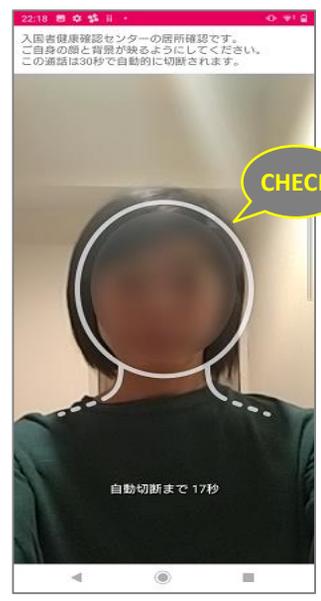
Android (Wording and icons may differ for some Android devices, depending on version and model.)



Tap to answer notification



Tap "Accept"



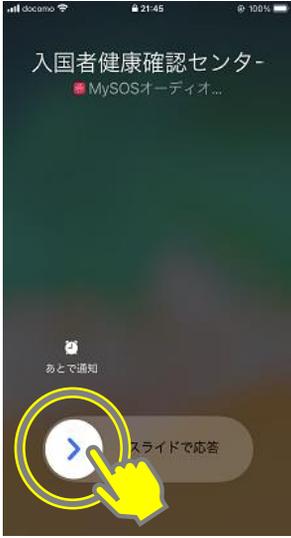
Use head outline and include background to show where you are

[11-1] How to handle video calls with MySOS (AI automated)

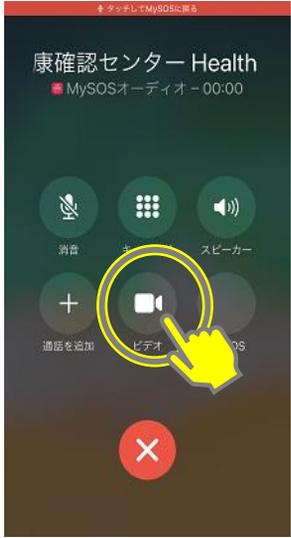
iPhone

Android

When iPhone is locked



Slide to answer



Tap "Video" icon



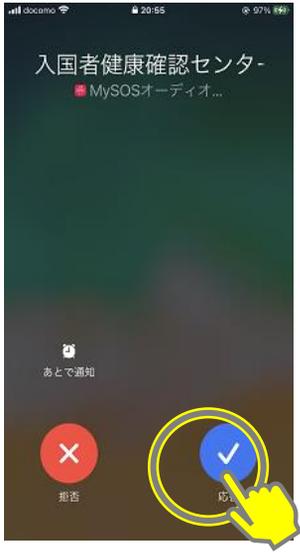
Use head outline and include background to show where you are

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

[11-2] How to handle video calls with MySOS (human operator)

iPhone

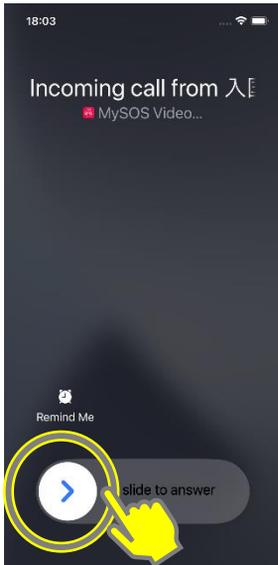
Android

In the case of an incoming video call from a human operator, your screen display will be as shown below.

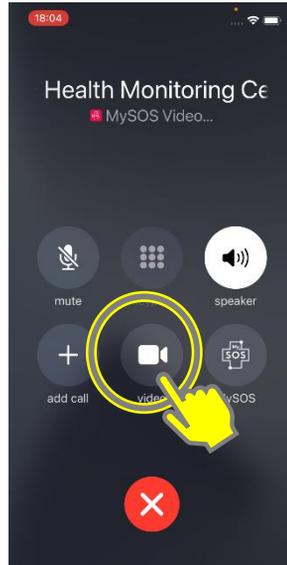
The operator's image will not appear on your screen.

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

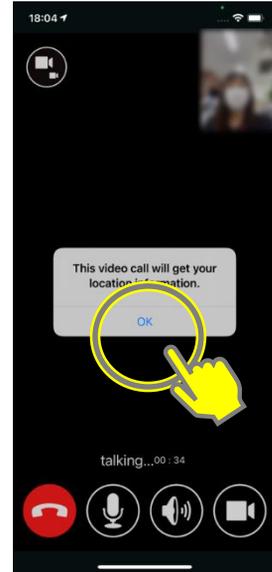
When iPhone is locked



Slide to answer



Tap "Video" icon



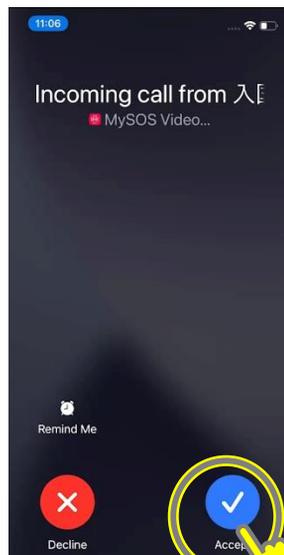
Tap "OK," hold camera to include your head and background, and speak with the operator

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

[11-2] How to handle video calls with MySOS (human operator)

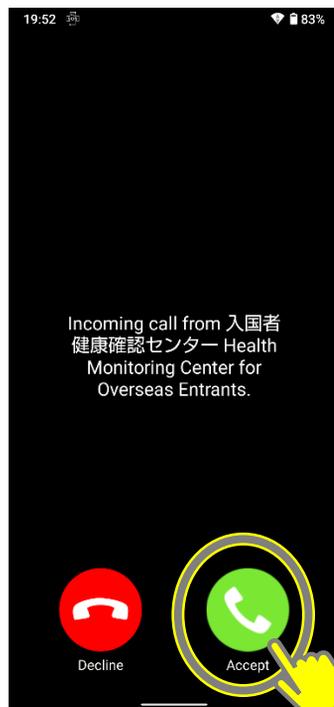
iPhone

Android

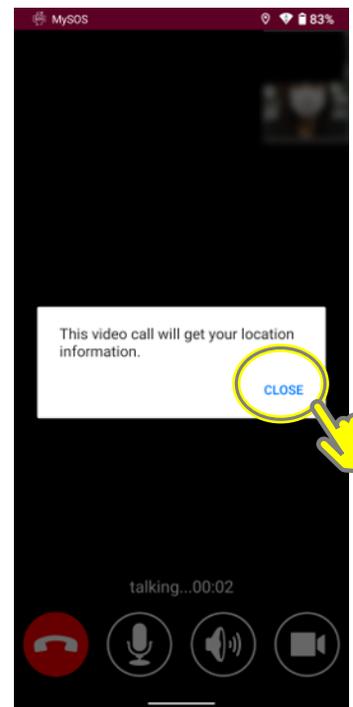
Android (Wording and icons may differ for some Android devices, depending on version and model.)



Tap to answer notification



Tap "Accept"



Tap "CLOSE," hold camera to include your head and background, and speak with the operator

[12] How to update the MySOS app

iPhone

Android

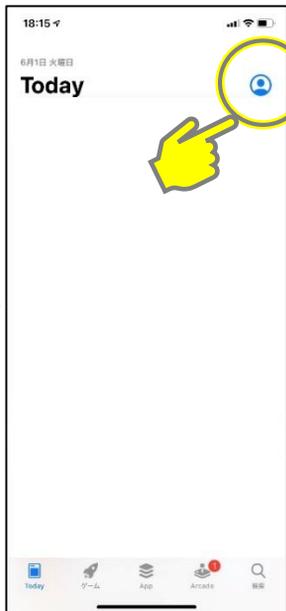
If you get an alert saying "The new version has been released.", please do the following.

※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.

iPhone



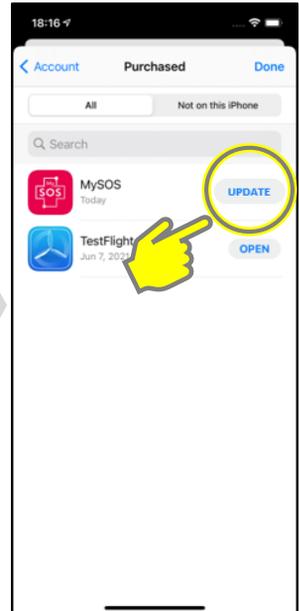
Tap "App Store"



Tap user icon (top right)



Tap "Purchased"

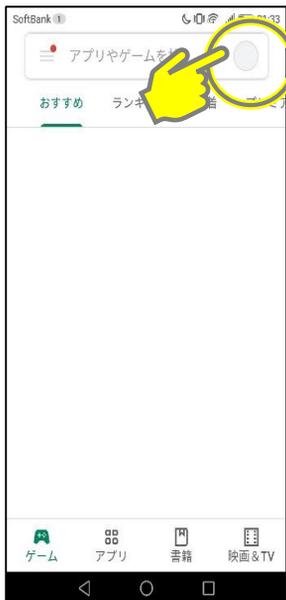


Tap "UPDATE" for MySOS

Android



Tap "Play Store"



Tap icon (top right)



Tap "My apps & games", or "Manage apps & Device"



Tap "Update" to the right of MySOS

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



<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 the designated quarantine period 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_iryuu/covid_19_qa_kanrenkigyuu_00009.html

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 certain apps, and to remain in quarantine at home or other accommodations during the designated quarantine period after entry to Japan, etc.

In case of violation of the above pledge, your name may be publicly disclosed, and you may be 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 matters 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.