



To Everyone Entering Japan

(Installing apps required for preventing the spread of COVID-19)

Please install the following apps on your smartphone and use them to ensure implementation of stay at home or the accommodation, etc. for 14 days after arriving in Japan.

* When you arrive in Japan, you will be asked to submit a written pledge regarding stay at home or the accommodation and use of location information-confirming apps, etc. for the 14-day period after landing in Japan. If you breach the pledge, your name and other information may be publicized. Foreign nationals may be subject to procedures for revocation of residence status and deportation under the Immigration Control Act.

(1) Install Overseas Entrants Locator (OEL) (Location information-confirming app)	Required for reporting your location information.	Page 3
(2) Install and sign up for Skype or WhatsApp (Video call app)	Required for answering video calls from persons in charge to confirm your location.	Page 4
(3) Set your smartphone to save location information (Settings on GoogleMaps, etc.)	Required for presenting a record of your location information to the health center or other facilities in case you tested positive after arriving in Japan.	Page 9
(4) Install COVID-19 Contact-Confirming Application (COCOA) (Contact-confirming app)	Receive notifications about the possibility of contact with COVID-19 infected persons.	Page 11

* If you do not have the required apps installed and set up in advance, your airport waiting time may be longer than others'.

The airport quarantine will check your smartphone when you arrive in Japan.
If you do not own a smartphone or if you own a smartphone that does not allow the installation of apps, please rent a smartphone at the airport at your expense upon arriving in Japan.

Scan these QR codes to download apps.

(1) Install **Overseas Entrants Locator (OEL)**

(Location information-confirming app)

Google Play Store/App Store



(2) Install and sign up for **Skype**
(Video call app)

*If you install WhatsApp, you can communicate with WhatsApp.

Google Play Store/App Store



(3) Set your smartphone to **save location information**

(Settings on GoogleMaps, etc.)

Google Play Store(Android)

*Usually installed as a standard feature



*For iPhone, no app needed.

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

(Contact-confirming app)

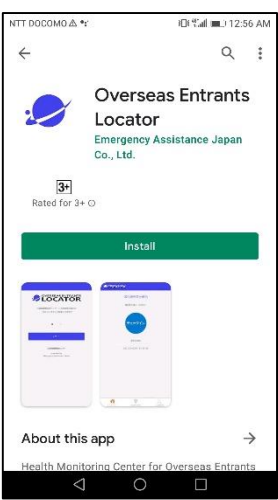
Google Play Store/App Store



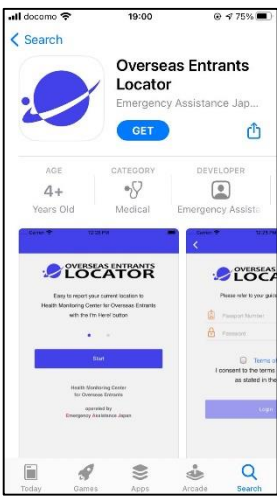
(1) Install OEL

During your quarantine at your accommodations or home for 14 days after arriving in Japan, the Health Monitoring Center for Overseas Entrants (hereinafter referred to as “HCO”) will confirm your location.
In response to an inquiry by HCO, this app will report your current location information.

Google Play Store

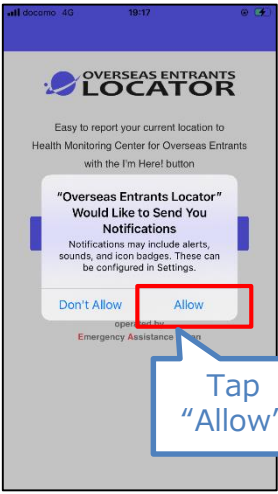


App Store



Search for “Overseas Entrants Locator” and download it from the Google Play Store/App Store or scan QR cord printed in page 2.

※This is OEL’s logo. 

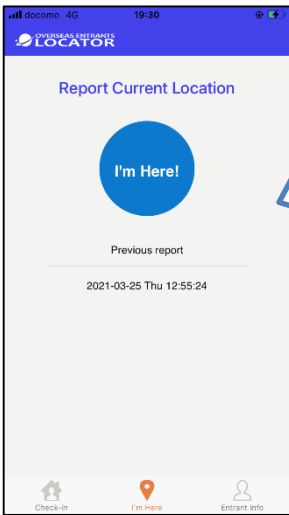
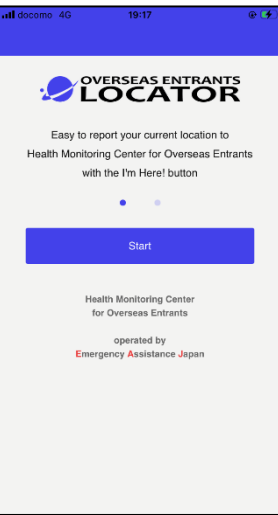


<Please be aware of the following when using OEL>

You will be able to use this app after HCO emails you a usage guide detailing how to use it after your arrival in Japan.

You will not be able to login or use the app until you are sent the usage guide. However, please download the app when you arrive in Japan.

You will receive the usage guide from the following email address: followup@emergency.co.jp.



After you begin using the app, HCO will send a notice requesting confirmation of your current location information.

Tap the “I’m Here!” button to report your location.

(2) Install and sign up for Skype or WhatsApp

Persons in charge from HCO will contact you by video call to confirm your location for 14 days after arriving in Japan.

If you install WhatsApp and you wish to communicate with WhatsApp, HCO will contact you to confirm your whereabouts after your arrival.

If you wish to communicate with WhatsApp, please write telephone number set out in your WhatsApp in your questionnaire that you submitted to quarantine station of airport of your entry.

An officer of quarantine station will **reconfirm your telephone number** set out in your WhatsApp at the quarantine station of airport of your entry. The officer of quarantine station will transmit message to your account to reconfirm as to whether your WhatsApp is working. Please **set the notification "ON"** so that you can receive the message from App.

When you use WhatsApp, HCO will transmit you a message from their mobile phone to confirm your whereabouts. (The name of HCO will not be displayed in your screen).

How to install and setup Skype

Please install Skype and set up an account if you cannot use Skype now.

(Please refer to the steps on the following pages.)

Please use the same email address that you use for health follow-ups after you arrive in Japan.

The **email address** that you set for Skype will be confirmed at the airport quarantine station when you arrive in Japan. Additionally, an employee at the quarantine station will send an email to your account and confirm its receipt.

* If you already use Skype, please check the email address that you registered under your "Skype Profile" to make sure that it is the same as the email address that you use for the health follow-ups after arrival in Japan.

If the email address registered under your "Skype Profile" differs from the email address used for health follow-ups after arrival in Japan, please go to "Email" > "Edit" and then "Profile" > "Add email address" to add the email address that you use for health follow-ups.

<Please be aware of the following when using Skype>

1) Calls to confirm your location will be sent from HCO.

(The name of the center will be displayed in the notification)

When you receive a call, turn your camera and respond.

2) Please set Skype status "Active".

3) HCO 's is only for making calls. The center will not be able to respond if you call it.

If you could not answer a call HCO, you will be contacted at a later time. Please wait until then.

4) HCO can not respond to chat messages. The center will not be able respond to any messages that you send it.

5) You will be contacted by email or phone.

(2) Install Skype and sign up.

How to set up Skype.

1. Download and install Skype APP.

Search “Skype” in the following URL or scan QR code on page 2 to download.

*There are several similar named APPs, please install “Skype”. NOT “Skype for Business”.

■ For iPhone

APP Name: Skype for iPhone

<https://apps.apple.com/app/apple-store/id304878510>

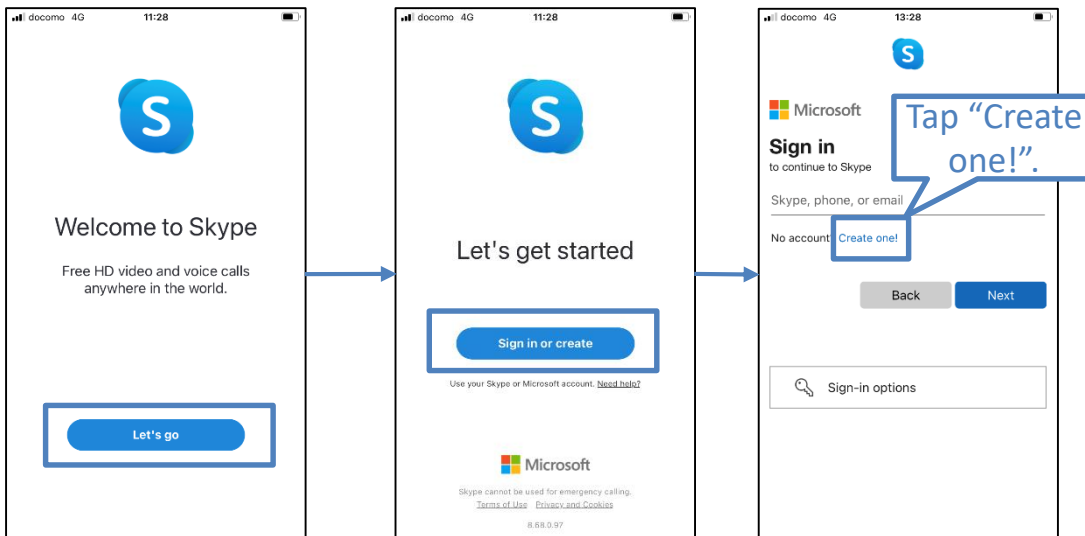
■ For Android

APP Name: Skype – free IM & video calls

<https://play.google.com/store/apps/details?id=com.skype.raider>

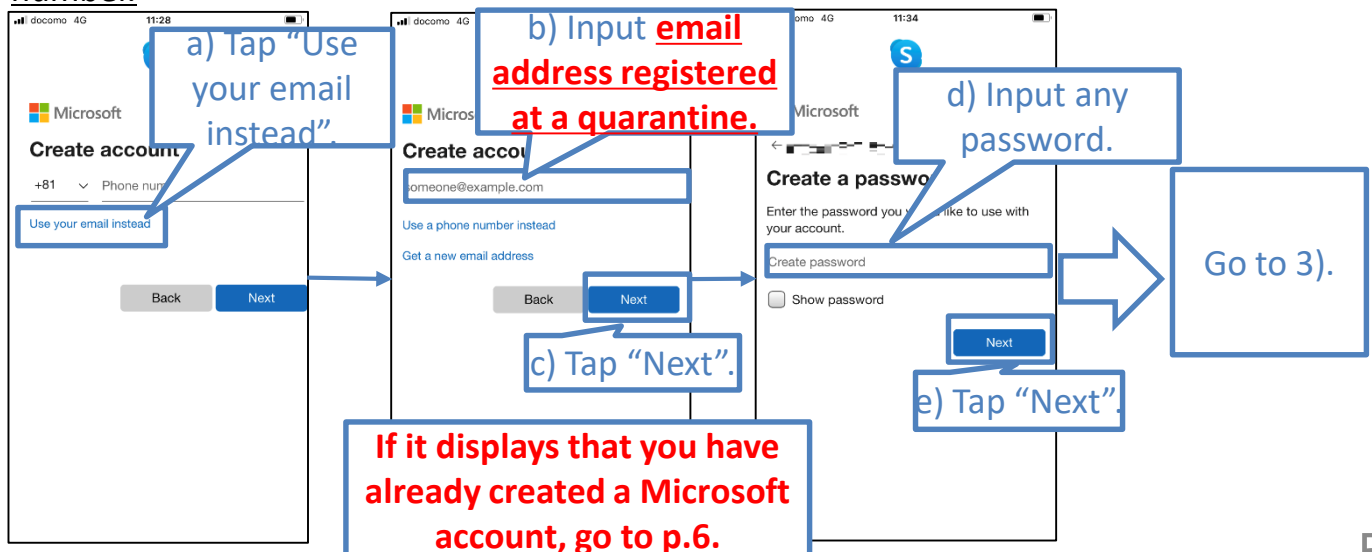
2. Create Skype Account. (If you already have an account, go to **p.8-4.**)

1) Start Skype APP.



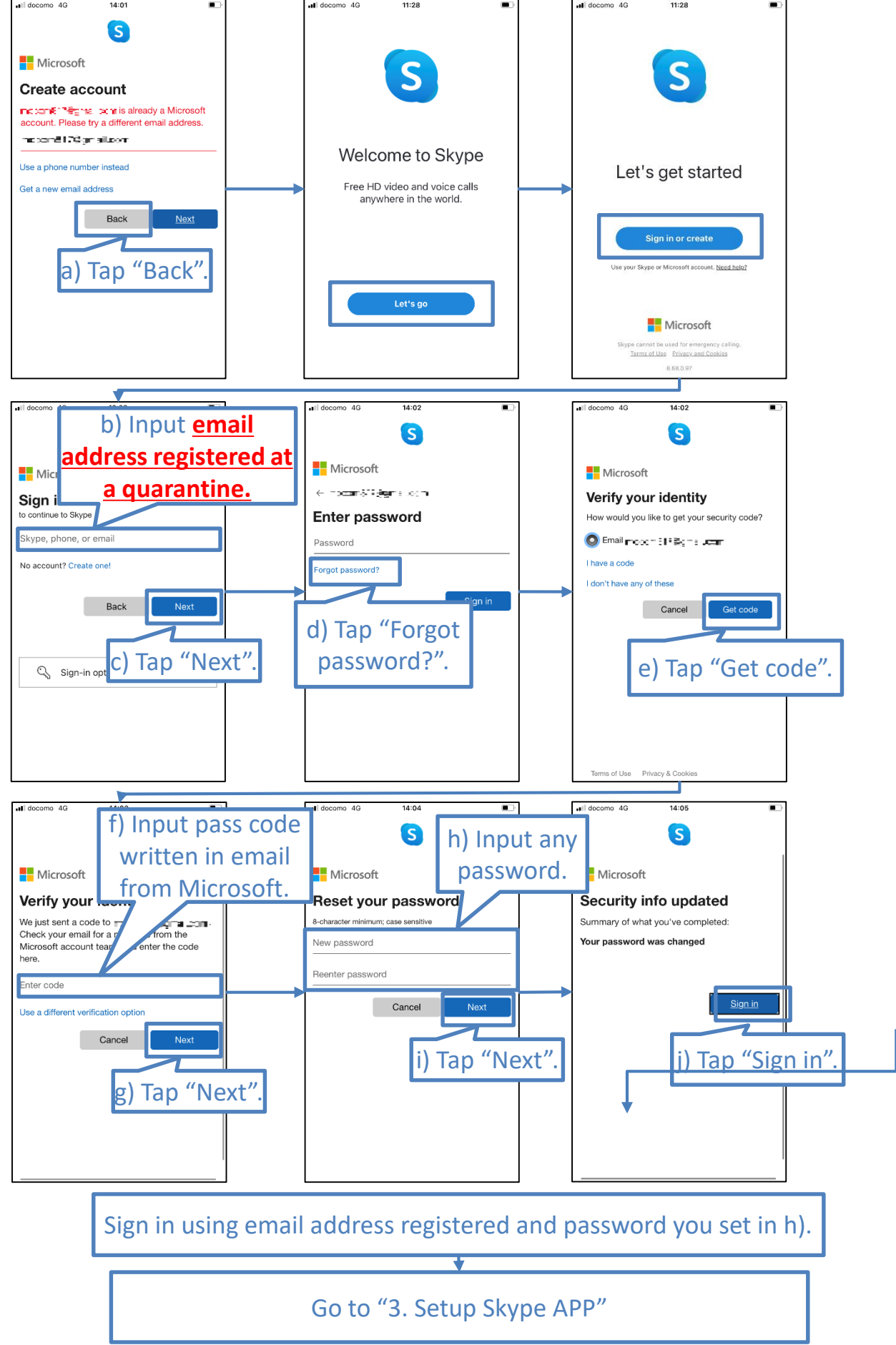
2) Input your email address.

*Use your **email address registered at a quarantine station of entry**, instead of phone number.



(2) Install Skype and sign up.

2)-1 If it displays that you have already created a Microsoft account



3) Input your name and verification code.

4) Solve some quizzes and finish creating account

[Quiz sample] *There are several types of quizzes.

a) Input your name.

c) Tap "Next".

c) Input verification code you received in email.

d) Tap "Next".

Tap "Next".

3. Setup Skype APP. Choose "OK" or "Allow" for Access Permissions.

a) Tap "Skip".

b) Tap "Continue".

c) Tap "OK".

d) Tap "OK".

e) Tap "Allow".

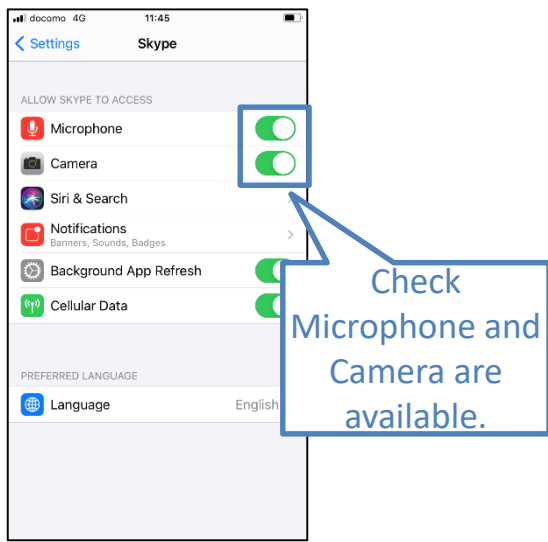
(2) Install Skype and sign up.

4. Use account you already have

1) Open “Settings”

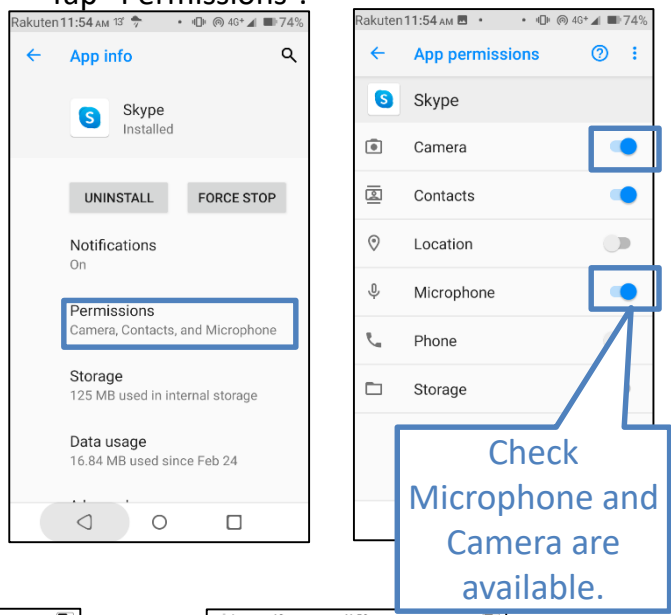
■ iPhone

- Settings > Input “Skype” into search box and tap Skype APP.



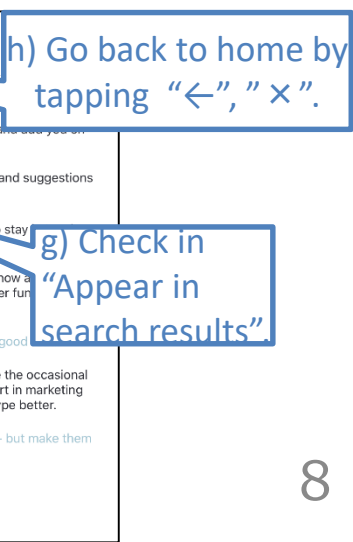
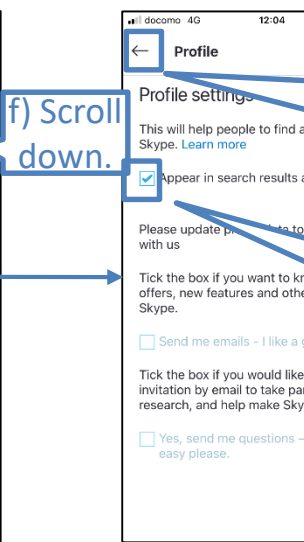
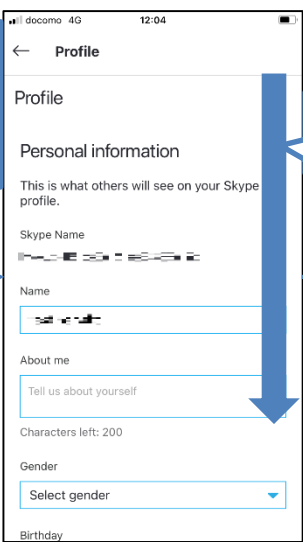
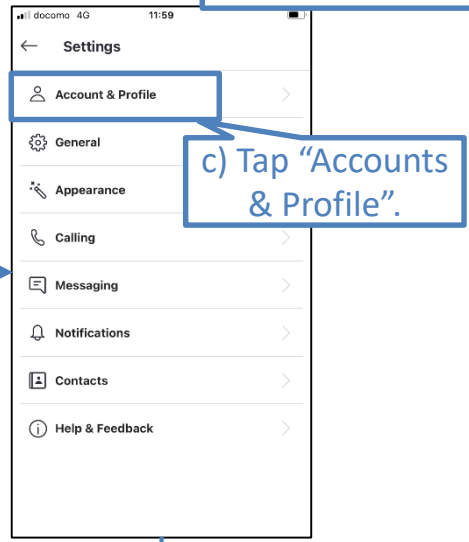
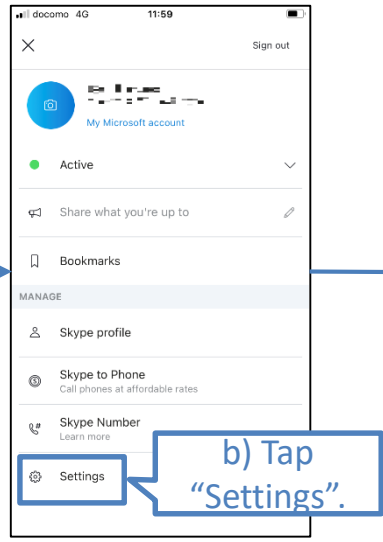
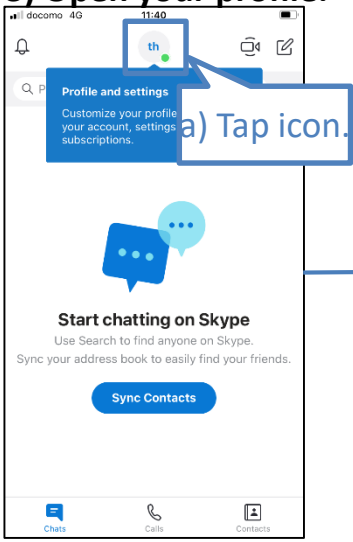
■ Android

- Settings > Input “Skype” into search box and tap Skype APP.
- Tap “Permissions”.



2) Start Skype APP and sign in.

3) Open your profile.



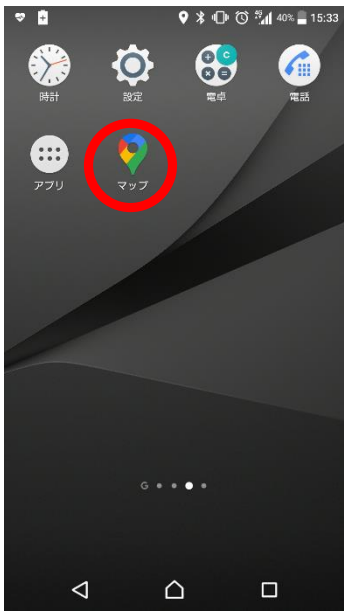
(3) Set your smartphone to save location information

This setting is required for presenting a record of your location information to the health center or other facilities in case you tested positive within 14 days of arriving in Japan.

1. Please follow the steps below if you use an Android to complete your set up.

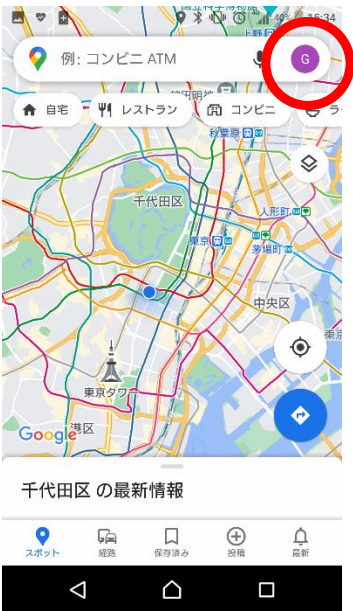
Step 1

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



Step 2

Tap your profile picture or initial circular text icon.



Step 3

Tap the "Your timeline" icon.



Step 4

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



Step 5

Confirm that "Location" and "Location History" are on. If they are not, turn them on.



Step 6

Tap "Location history is on" and 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.

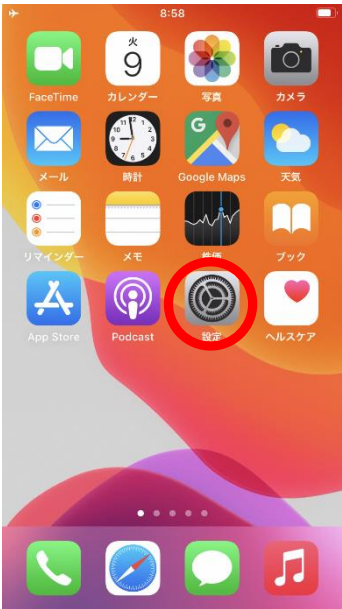
(3) Set your smartphone to save location information

This setting is required for presenting a record of your location information to the health center or other facilities in case you tested positive within 14 days of arriving in Japan.

2. Please follow the steps below if you use an iPhone to complete your set up.

Step 1

Tap "Settings" on your home screen.



Step 2

Tap "Privacy" on the "Settings" screen.



Step 3

Tap "Location Services."



Step 4

Tap "System Services."



Step 5

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)

COVID-19 Contact Confirming Application

An app that allows you to receive notifications about the possibility of contact with COVID-19 infected persons.

Google Play Store



App Store



Search for "COCOA" and download it from the App Store if you use an iPhone or Google Play Store if you use an Android.

*This is COCOA's logo



<Please be aware of the following when using COCOA>

This app uses the near field communication (Blueetooth) of its users' smartphones with their consent, protects privacy so they cannot identify each other, and allows them to receive notifications about the possibility of contact with COVID-19 infected persons. By understanding whether they have had contact with infected persons, users can get early examinations and support from health centers.



After downloading the app, **please accept the terms of use and begin using it after you arrive in Japan.**

*If you try to start using the app while outside of Japan, you will receive a "signal error" message.

Renting a smartphone

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

If you do not own a smartphone or if your installation or settings cannot be checked because you own a smartphone that is not compatible with these apps, you are required to rent a smartphone at the airport at your expense.

* You will be required to prepare a credit card.

Smartphones rental service at Quarantine area (as of March 26, 2021)
Vision Inc. <https://www.vision-net.co.jp/news/20210319002098.html>

Other noteworthy matters

When you arrive in Japan, you will be asked to submit a written pledge regarding stay at home or the accommodation and use of location information-confirming apps, etc. for the 14-day period after landing in Japan.

If you breach the pledge, your name (name and nationality for foreign nationals) and other information may be publicized. Foreign nationals may be subject to procedures for revocation of residence status and deportation under the Immigration Control Act.

Please check here for other matters that will be necessary when you arrive in Japan.

Acquiring and Submitting Proof of Negative COVID-19 Test and Submitting a Written Pledge:
https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000121431_00209.html

Completing a questionnaire on the web:
<https://arqs-qa.followup.mhlw.go.jp/>

These matters are required for safeguard your health and preventing the spread of COVID-19.

Your understanding and cooperation will be appreciated.