

Welcome  
&  
Welcome back

# To Anyone Entering/Returning to Japan

## Regulations on Mandatory 14-Day Isolation

14 day period  
after entry

- Isolate yourself at your accommodation (registered location of isolation) or home, and do NOT come into physical contact with others.
- Report your location and health condition daily as pledged.

During your stay

- Practice precaution against infection: Use mask, sanitize hands/fingers, avoid the “3Cs” (closed space, crowd, close contact).

- \* During your isolation, Health Monitoring Center for Overseas Entrants (HCO) will conduct follow up.
- \* If you develop any health issue, contact the local Public Health Office.
- \* To comply with the infection control and regulations, you MUST set up and use the app below.

### Daily (for 14 Days) · Your Actions

#### 1. Reporting Your Location with *Overseas Entrants Locator* (OEL) App

##### 1) Log In (Registration for the use of app)

After installation, set up the app for the first use by referring to the email with usage guide which will be sent to you by the next day after your entry to Japan.



##### 2) Check In (Reporting the Location of Isolation)

Check in the app upon arriving at the location of isolation for the 14 day period.



##### 3) "I'm Here!" button (Response to Location Inquiry)

You will receive a notice to confirm your location multiple times daily

→ Tap on the “I'm Here!” button to report/confirm your location.

#### 2. Reporting Your Health Condition

(email/website)

You will receive email to check on your health condition once a day  
→ Follow the prompt in the email and report your health condition from the URL link



**Warning:** If you fail to confirm your location, inspection will be initiated and your name may be subjected to public disclosure.

### At Any Given Time · By Health Monitoring Center for Overseas Entrants (HCO)

#### 3. Confirming Your Location by Video Call App (MySOS, etc.)



##### 1) Log In (Registration)

Install the app from a designated QR code link and set up for the initial use.

##### 2) Answering Video Calls

Answer incoming video calls from HCO to verify your stay at the registered location of isolation.

**Warning:** You MUST answer incoming HCO communications

### Miscellaneous

#### 4. Settings for saving location records in smartphone

Settings to present saved location information to health centers when you become positive.



#### 5. Use of COCOA/Covid Contact Confirming App

Application that you can be notified about the possibility of contact with a positive person.



(For more information)  
**Health Monitoring  
Center for Overseas  
Entrants (HCO)** ⇨



[www.hco.mhlw.go.jp](http://www.hco.mhlw.go.jp)

# Each apps can be installed from the QR code below.

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

**At the time of entry, we will check your smartphone at the airport quarantine. 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.**

**For rental ...Page17**

<p><b>①OEL</b> (a location information confirming app)</p>	<p>In response to an inquiry by HCO, this app will report your current location.</p> <p>Page 3~</p>	<p>Play Store/App Store</p> 
<p><b>②MySOS</b> (video call app)</p>	<p>Persons in charge from HCO will contact you via video call to confirm your location</p> <p>Page 7~</p>	<p><b>【Exclusive use QR code】</b></p> <p><a href="https://mysosp.page.link/sfY2kRrviv4t4eFy7">https://mysosp.page.link/sfY2kRrviv4t4eFy7</a></p>  <p>※ Install by from above URL or QR code</p>
<p><b>③Location Information apps</b> (Setting Google Maps on smartphone)</p>	<p>Settings to present saved location information to health centers when you become positive.</p> <p>Page 1 2 ~</p>	<p>Playstore (for Android)</p> <p>※usually already installed</p>  <p>※ For iPhone, don't need to install the app.</p>
<p><b>④COCOA</b> (COVID 19 Contact Confirming Application)</p>	<p>Application that you can be notified about the possibility of contact with a positive person</p> <p>Page 1 4 ~</p>	<p>Play Store/App Store</p> 

## Required operating system versions;

**iPhone : iOS 13.5 or later, Android : Android 6.0 or later**

※ Updating your device may take a few hours. Please check the OS version information of your device before arriving in Japan.

For information on how to install and set up the apps, please see this link.  
<https://www.mhlw.go.jp/content/000753114.pdf>



# ① Install OEL ( a location information confirming app)

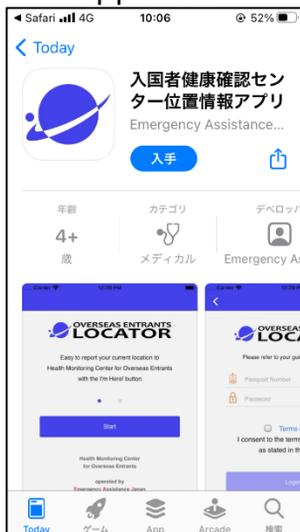
**Please download App and allow notification until the time of entry. It will be checked at the airport quarantine.**

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.

Play Store



App Store



Please use QR code on second page or search for “Entrants” in app stores to find “Overseas Entrants Locator” app.

\*The app’s logo is 



<Please be aware of the following when using OEL>

You will be able to use this app after HCO emails you a detailed usage guide after you arrive in Japan.

**You will not be able to login or use the app until you are sent the usage guide.**

You will receive the usage guide from the following email address: [followup@hco.mhlw.go.jp](mailto:followup@hco.mhlw.go.jp).



Once you have set up and arrived at home or place to quarantine, open the app and tap on “Check In”.

After setup the app, you will receive notifications from HCO requesting your current location information.

You'll need to tap on “今ここ!” button to report your current location.

# ① Use OEL ( a location information confirming app)

**You'll need this after the entrance.**

During your quarantine at your accommodations or home for 14 days after arriving in Japan, HCO will confirm your location.

In response to an inquiry by HCO, this app will report your current location.

**You will receive inquiries from HCO (notification requesting that you confirm your location) daily for 14 days after you arrive in Japan. However, there is no set time period when you will receive these notifications. Make sure to promptly report your location information after you receive a notification.**

<Please be aware of the following when using OEL>  
You will be able to use this app after HCO emails you a detailed usage guide after you arrive in Japan.  
**You will not be able to login or use the app until you are sent the usage guide.**  
You will receive the usage guide from the following email address: [followup@hco.mhlw.go.jp](mailto:followup@hco.mhlw.go.jp).  
You will need to agree to "OEL App Usage Agreement" at initial login.

\*If you cannot log in, contact HCO.  
Email: [app@hco.mhlw.go.jp](mailto:app@hco.mhlw.go.jp)  
(Operating hours: 9:00-18:00 every day)

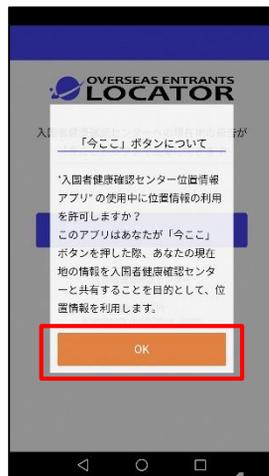
## How to set up OEL. (iPhone and Android)

1) Tap "Start"  
→ Input ID and Password.  
→ Read and agree Terms of use.  
→ Login

\*2) may be displayed first, depending on the type of smartphone, the version of OS.



2) Read about "I'm here" butto.  
→ OK



Go to next page

# ① Use OEL ( a location information confirming app)

You'll need this after the entrance.

## How to set up OEL. (Continued from previous page.)

### <iPhone> Allowing Location Services

① "Setting"

② Turn on "Location Services".

③ "Setting"

④ Allow While Using App.

### <Android> Switch on the place where I am, from App authority

① [Setting]

② Authorization

③ Tap to Turn on Current Location

④ Tap "←" twice to go back to Home

# ① Use OEL ( a location information confirming app)

**You'll need this after the entrance.**

## How to use OEL



After you received a detailed usage guide

If you arrive to your home or the accommodation facility that you stay 14 days from the day described in your pledge, activate App and tap check-in,

If you tap check-in,

- OEL report HCO the place where you are now, (the place of staying)
- Your screen will change from “Chek-in” to “I’m here”.

\* Due to inevitable reason, if you must change your place of staying from the place of first check-in to next check-in, tap check-in again and overwrite the place of your staying.



From the day you received usage guide to the 14<sup>th</sup> day of your entry (every day)

HCO requests you to tap “I’m here” button more than once every day from your App.

**\* Please keep the setting of App when you approved notification settings.**



If you receive a request from HCO, please tap “I’m here” button.

Then, your return message and the place of your staying will be forwarded to HCO.



If your report is completed, then, the date and time of the last report is displayed.

## ② Video Chat App (MySOS) Installation and Account Registration

Please download App and register your account until the time of entry. It will be checked at the airport quarantine.  
Please download App from the dedicated URL or scan QR cord on the bottom right.

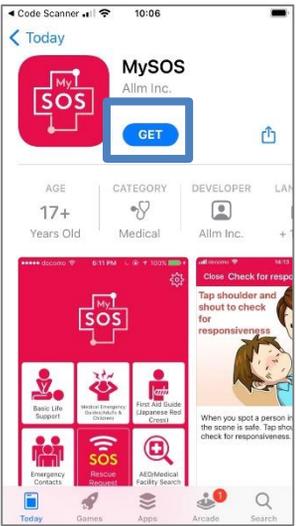
MySOS is a smart phone app to record medical and health information of yourself and your family aiming to provide support in emergency situations. MySOS app works with HCO by using QR Code or tapping on the URL provided to entrants.

HCO (Health Monitoring Center for Overseas Entrants) agent will contact you with MySOS's video calls to confirm your current location during the first 14 days after entry.

### Installing MySOS

Tap on URL (<https://mysosp.page.link/sfY2kRrviv4t4eFy7>), or capture following QR Code to install MySOS app. (Please do not install the app searched in App Store or google Play store.)

iOS



\*Do not uncheck and tap on "OPEN" button.

Tap on "Get".

Tap on "Open"

Android



Tap on "Install".

Tap on "Open".

QR Code for this App

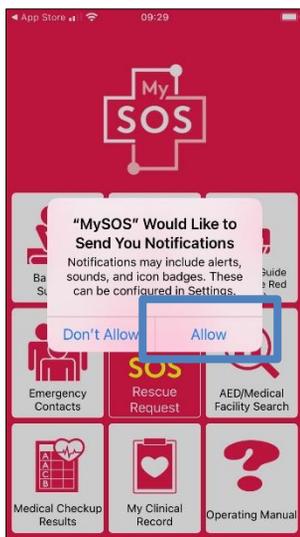


# ② MySOS app Installation and Account Registration

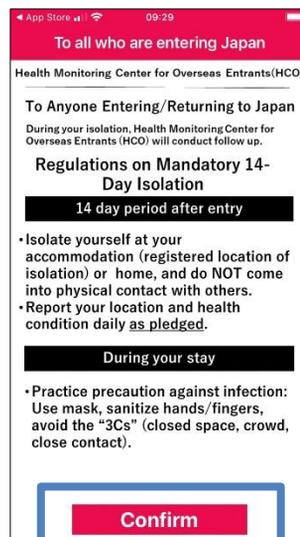
## MySOS Account Registration (iOS)



Tap on "Agree".



Tap on "Allow" for notification.



Tap on "Confirm"



Enter your Passport No., Date of birth, Surname, and Given name, and then tap on "Register".



Tap on "OK" to allow this app to use microphone.



Tap "OK" to allow this app to use camera.

<In case of updating from the the original MySOS>

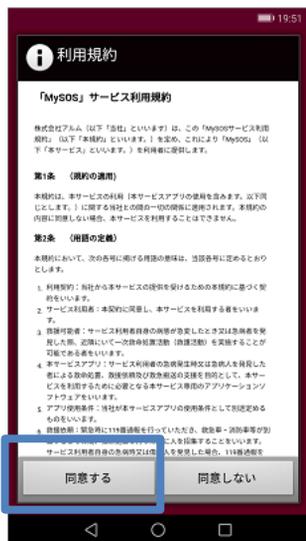


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# ② MySOS app Installation and Account Registration

## MySOS Account Registration (Android)



Tap on "Agree"



Tap on "Confirm"



Enter your Passport No., Date of birth, Surname, and Given name, and then tap on "Register".



Tap on "Allow" for camera use



Tap on "Allow" for microphone use



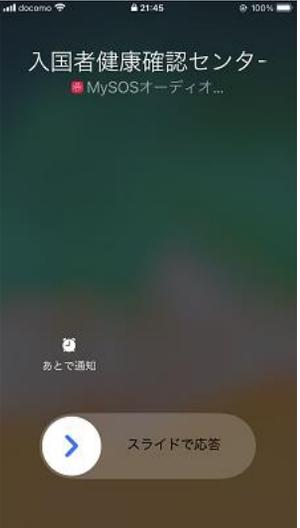
**Please complete the account registration until the time of entry.  
It will be checked at the airport quarantine.**

# ②How to Video Chat with MySOS App

**You'll need this after the entrance.**

## How to Video Chat

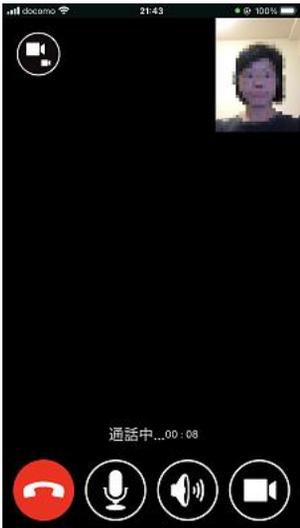
**When iOS device is locked.**



Answering by slide button.



Tap on "Video" icon



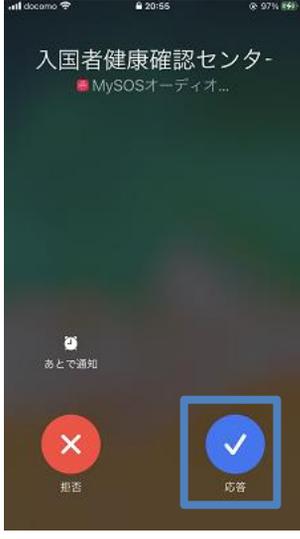
Please include the background to show where you are.

**When iOS device is not locked.**



Tap on "✓"

または



Tap on ✓ to accept the call



Please include the background to show where you are.

# ② How to Video Chat with MySOS App

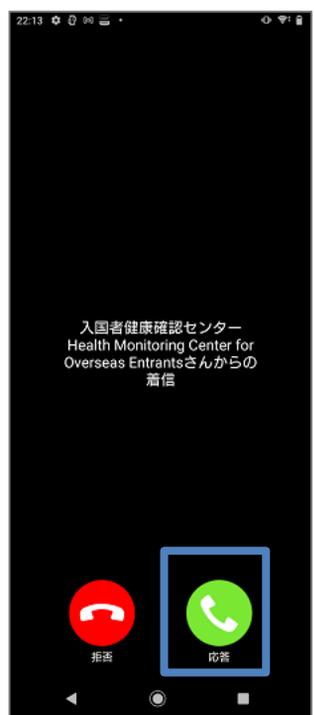
**You'll need this after the entrance.**

## How to Video Chat

**Android**



Tap on "Answer"



Tap on "Accept"



Please include the background to show where you are.

\* Some Android may use different words and icon images by the versions and device models.

# ③ Set your smartphone to save location information

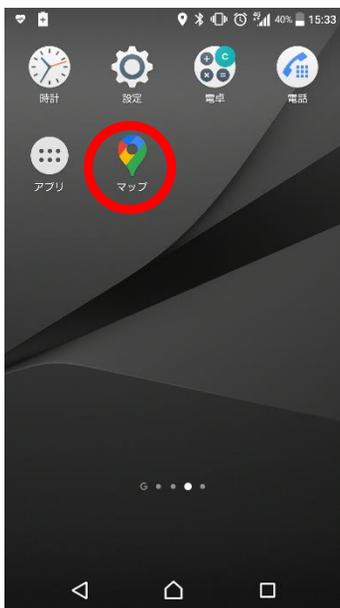
**Please complete the following installation until the time of entry. It will be checked at the airport quarantine.**  
**\*Please keep this setup conditions for 14 days after entry.**

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

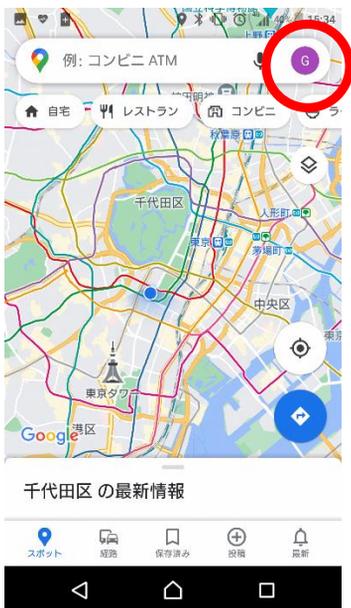
### STEP1

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 until the time of entry.  
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 until the time of entry.  
It will be checked at the airport quarantine.

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

**You'll need this after the entrance.**



<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](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](https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryuu/covid_19_qa_kanrenkigyuu_00009.html)

## ⑤ Reply to our follow-up about your health condition

For their safety and reassurance during the COVID-19 pandemic, everyone coming to Japan from overseas will be contacted by the health center or a comparable facility of the local government where they live via email or phone to confirm their health conditions for 14 days after their arrival.

**You will be contacted to check your health condition via email address and phone number you provided in the quarantine questionnaire and the written pledge.**

※ Following are the basic details about your health condition that we check daily:

- **If your temperature is 37.5°C or higher**
- **If you have a cough, sore throat, extreme fatigue, etc.**

Please be aware of fraudulent attempts using Ministry of Health, Labor and Welfare. We don't ask for credit card numbers or any other fund transfer requests.

■ **Emails will be delivered daily at 11:00 or later.**

Click the URL in the email and send a response from the webpage that is displayed.

Be sure to respond by 14:00 every day.

■ **Emails will be delivered from**

[healthcondition@followup.mhlw.go.jp](mailto:healthcondition@followup.mhlw.go.jp).

Please change your email app settings to allow receiving [@followup.mhlw.go.jp](mailto:@followup.mhlw.go.jp).

※ We will contact you by telephone or other communication methods to check your health condition if you have no email address.

# 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 (as of March 25, 2021)

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](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 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.

You will be requested to sign on the form after the point of entry.

Minister of Health, Labour and Welfare

Minister of Justice

I, (Name) hereby declares the following items at the time of return/re-entry/entry into Japan (hereinafter referred to as "entry"). I understand and accept that, if I violate the pledge, my name (name and nationality in the case of a non-Japanese) and information that contributes to the prevention of the spread of infection may be publicized by the relevant authorities and I may be subject to detention under the provisions of the Quarantine Act. In addition to the above if I am a non-Japanese, I understand and accept that I may be subject to revocation of status of residence and deportation etc. under the provisions of the Immigration Control and Refugee Recognition Act in case of the violation. Moreover, I understand and accept that, if there is an act suspected of violating the pledge, the local government may provide information concerning the act to the relevant authorities.

## 1. Pledged items

- (a) I must take a Covid-19 testing conducted within 72 hours prior to departure time of the flight, and obtain a certificate certifying that the test result is "negative" from a local medical institution etc., and there must be no misrepresentation in the contents. Upon entry into Japan, I must submit the certificate or its copy to the airport quarantine officer or the immigration officer.
- (b) For 14 days after arrival in Japan, (1) I must stay at home or the accommodation listed in 2. below. I must consult the public health center and Health Monitoring Center for Overseas Entrants in advance when I need to change my accommodations due to unavoidable circumstances. (2) I must not have contact with anyone who I do not live with. (3) I must not use public transportation (trains, buses, cabs/taxis, domestic flights, etc.) for 14 days after entering Japan.
- (c) I must report my health condition to the public health center and Health Monitoring Center for Overseas Entrants every day for 14 days after entering Japan via E-mail address listed in 2. below.
- (d) At the time of entry into Japan, (1) I must install a location confirmation application designated by the Ministry of Health, Labour and Welfare on my smartphone, and I must send my location when I receive a push notification from the application for 14 days after entry into Japan. (2) I must install a video calling application designated by the Ministry of Health, Labour and Welfare on my smartphone, and I must respond when I get a call from Health Monitoring Center for Overseas Entrants. And, I must begin retaining my location information through the map application function of the smartphone, and retain the information for 14 days after entry into Japan. In addition, I must send my location information to Health Monitoring Center for Overseas Entrants upon their request. (3) I must install a Covid-19 Contact-Confirming Application designated by the Ministry of Health, Labour and Welfare on my smartphone, and I must ensure that the application remains active for 14 days after entry into Japan.
- (e) At the time of entry into Japan, if my smartphone is not compatible with these applications, or if I do not have a smartphone, I must rent a smartphone at my own expense in the airport quarantine area and carry it with me at all times.
- (f) In case that any symptoms within 14 days of entering Japan are observed, I must immediately contact the "Consultation Center for Covid-19" that has jurisdiction over my home or accommodation, tell them where I have stayed, and go to the designated medical institution to get medical treatment. In addition, if I receive instructions from the public health center or related institutions, I must follow them.
- (g) In case that I am tested positive after entering Japan and the onset date is within 14 days of entry, I must cooperate with the investigation (active epidemiological investigation based on Article 15 of the Act on the Prevention of Infectious Diseases and Medical Care for Patients with Infectious Diseases. Same as below.) by promptly presenting the location information saved on my smartphone or other device after entering Japan (if I am a non-Japanese, in addition to it, my passport number) to the public health center or related institutions with jurisdiction (for the passport number, the public health center or related institutions with jurisdiction and the medical institution). For the purpose of investigation, I agree that the public health center may view my passport number, name, gender, date of birth etc., maintained by the Ministry of Health,

