



## To Everyone Entering Japan (Regarding the use of apps following your arrival)

**Based on the written pledge you submitted when you arrived in Japan, please do the following for 14 days. Refer to the written pledge on page 11 for details.**

1. Stay at home or the accommodation, and refrain from contact with others.
2. Report your health condition daily.
3. Use the location-information and contact-confirming apps.
4. Follow instructions from a health center or other facility if you receive them.
5. To prevent infections, cooperate by (1) wearing a mask, (2) thoroughly disinfecting your hands and fingers, and (3) avoiding the Three Cs (closed spaces, crowded places, and close-contact settings).

**Additionally, install the apps and follow the related measures below to ensure you adhere to the above.**

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**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.**

# (1) Use OSSMA (a location information-confirming app)

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.

**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 OSSMA>

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 log in or use the app until you are sent the usage guide.**

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

The first time that you log in, you will be required to agree to the "OSSMA App Terms of Use."

\*If you cannot log in, contact HCO.

Phone: 03-6757-1038

Email: [followup@emergency.co.jp](mailto:followup@emergency.co.jp)

(Operating hours: 9:00-18:00 every day)

## Steps to report your location information



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

安否をお知らせください

「今ここ」ボタンで今すぐ応答してください。  
応答がない場合は安否不明者となり、搜索を開始することになります。

\* A push notification will be displayed as in the image on the left requesting that you confirm your "safety," but that is just the wording used in this app. What you are reporting is your location, not your safety (the wording is currently being revised).

2) Once you confirm the details, please tap the "I'm Here!" button. Upon doing so, your current location will be transmitted to the app server, allowing you to report your location.

3) After you finish your report, the date and time of your last report will appear below the "I'm Here!" button.

\*After you tap "I'm Here!" your transmission will be terminated if you tap the "Cancel" button while it displays. Additionally, the icons below,, which are displayed on the bottom of the app's screen, cannot be used to report your residence. Please do not tap them to do so.



## (2) Use Skype (video-call app)

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

### <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 on and respond.

**(2) HCO's account is only for making calls.**

The center will not be able to respond if you call the account.

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

**(3) HCO cannot respond to chat messages.**

The center will not be able respond to any messages that you send it.


**(4) You will be contacted by email or phone if your account cannot be found using the email address that you reported.**

# (2) Use Skype (video-call app)

## Steps to respond to a call while your screen is unlocked

When a call is incoming, the following notifications will appear. So, please respond by tapping "answer" or "video" or the like.

\* There may be a slight difference depending your smartphone model. It should not be an issue if the app has not been opened.

\* **To respond, tap either "video" or the  icon.**

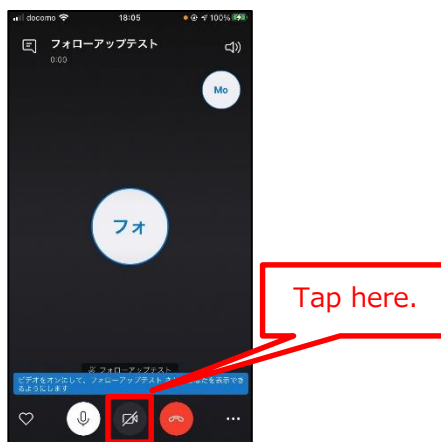
In the notification, the name "Health Monitoring Center for Overseas Entrants" will display.

## Steps to answer a call for iPhone users

1) Tap the "✓" mark of your notification.



2) Tap the video icon.



## Steps to answer call for Android users

1) Tap the video icon: 



2) Begin the video call.

\* If your speaker and video do not turn on automatically, please turn them on manually.



: the speaker is on



: the video is on

## (2) Use Skype (video-call app)

### Steps to respond to a call while your screen is locked

When a call is incoming, the following notifications will appear. So, please respond by tapping "answer" or "video" or the like.

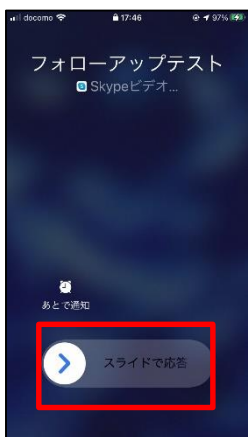
\* There may be a slight difference depending your smartphone model.

\* **To respond, tap either "video" or the  icon.**

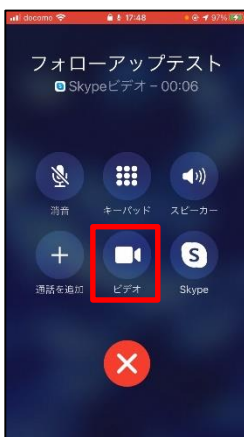
**On the lock screen, the name "Health Monitoring Center for Overseas Entrants" will display.**

### Steps to answer a call for iPhone users

1) "slide to answer"



2) Tap the video icon.



3) Unlock the screen.

4) Begin the video call.

### Steps to answer call for Android users

1) Tap the video icon: 



2) Begin the video call.

\* If your speaker and video do not turn on automatically, please turn them on manually.



: the speaker is on



: the video is on

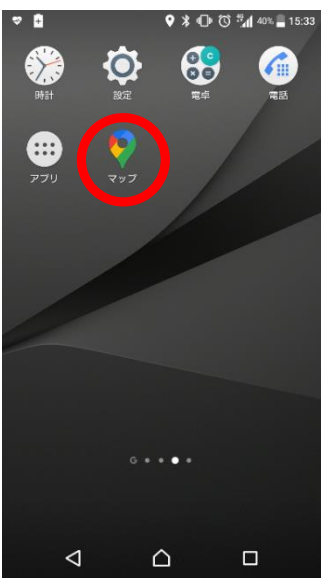
# (3) Set your smartphone to save location information

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. Be sure to respond if a health center or other facility requests that you show your data.

## Steps for Android users

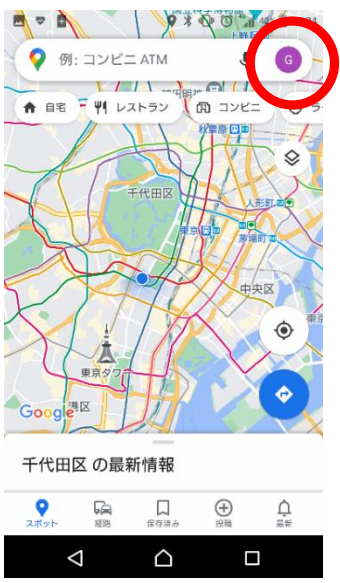
### Step 1

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, then tap "Settings and privacy."



### Step 5

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



### Step 6

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.

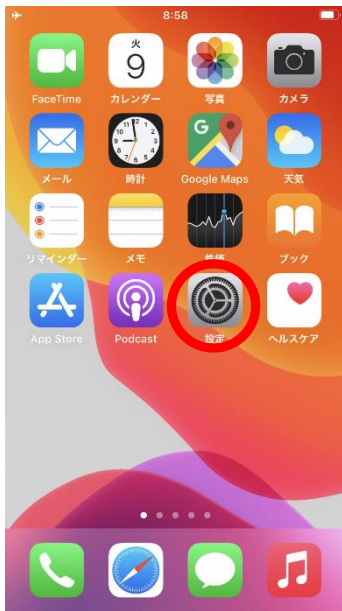
# (3) Set your smartphone to save location information

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

## Steps for iPhone users

### Step 1

Tap "Settings" on your home screen.



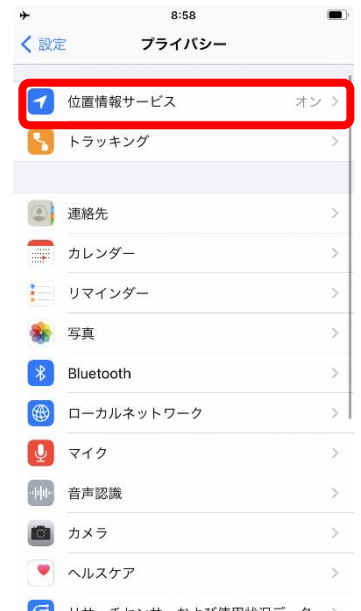
### Step 2

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) 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 the email address and phone number you provided in the quarantine questionnaire and written pledge by one of methods 1-3.**

\* Following are the basic details about your health condition that we will check daily:

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

**We will not ask you any questions about your credit card number or receipt of a payment.**

**Be informed that there may be scams claiming to be from the Ministry of Health, Labour and Welfare.**

### 1. Confirm your current state of health by email

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

Click the URL linked in the email, and send a response from the webpage that is displayed. Be sure to send a response by 14:00 every day.

#### ■ **Emails will be delivered from [healthcondition@followup.mhlw.go.jp](mailto:healthcondition@followup.mhlw.go.jp).**

If the settings of the email app you use restrict the domains of the emails that you receive, please change your settings so that you can receive emails from the [@followup.mhlw.go.jp](mailto:@followup.mhlw.go.jp) domain.

### 2. Check your current state of health using LINE

#### ■ **If, on the quarantine questionnaire, you agreed to receive our follow-up via LINE, you will be contacted by LINE (from the app or an automated voice phone call).**

Refer to [the next page](#) for details.

### 3. If we do not have your email address, and you did not agree to use Line:

#### ■ **We will give you a phone call, etc. to confirm your health condition.**



# (4) Reply to our follow-up about your health condition

If you agreed to receive follow-ups via LINE

If you have installed the LINE app, you will receive a message checking your health condition from MHLW's LINE account for overseas returnees.

## Steps to respond via LINE

1) After you enter Japan, a message will be delivered via the official Line account requesting SMS authentication. Please complete it.

\* If you have not completed your SMS authentication or your message cannot be sent, we will switch to contact via an automated voice phone call.

You will receive a notification from the official LINE account.

Press "Send an SMS."

An authentication number will be delivered by SMS through LINE.

Read the notification, then tap "Next."

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Enter the authentication number, then tap "Next."

2) A notification from MHLW's LINE account for overseas returnees will inform you that a message was delivered.

3) Check the notification received from MHLW's LINE account for overseas returnees, then respond by detailing your daily health condition.

\*Please add MHLW's LINE account for overseas returnees to your friends list.

(Reference) How to receive a LINE message▶

<https://guide.line.me/ja/services/notification-message.html>



**If you have not installed LINE, you will receive an automated voice phone call to confirm your health condition.**

Every morning at **11:00** or later, you will receive a call from either **050-3132-0005** or **050-3132-0004**. So, please be sure to answer it.

# (5) Use COVID-19 Contact-Confirming Application (COCOA)

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

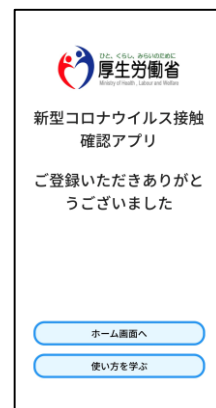
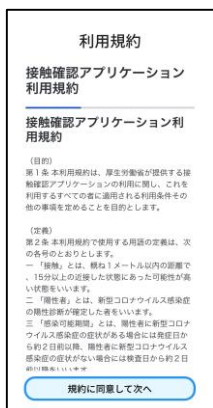


<Please be aware of the following when using COCOA>

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 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/covid19\\_ga\\_kanren\\_kengigyou\\_00009.html](https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryuu/covid19_ga_kanren_kengigyou_00009.html)

# (Reference) The Written Pledge You Submitted When You Arrived in Japan

The traveler must submit a copy of this “Written Pledge” to the airport quarantine office when entering Japan. 確認欄

(Updated on March 6, 2021)

Minister of Health, Labour and Welfare

Minister of Justice

## Written pledge (Individual)

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, and not have contact with unspecified persons. (2) I must not use of public transportation (trains, buses, cabs/taxis, domestic airplanes, etc.) for 14 days after entering Japan.
- (c) Upon entry into Japan, I must report my health condition to the public health center or related institutions that has jurisdiction over my home or accommodation location every day for 14 days after entering Japan via (1) E-mail address listed in 2. below or (2) the “LINE” application installed on my smartphone. If it is unavoidable that I am unable to report my health condition via E-mail address etc., I must agree to respond to the demands of the public health center or related institutions for following up on my health condition every day for 14 days. In this case, if there is a specific follow-up method designated by the public health center or related institutions (e.g. daily reporting of health condition to an email address set up for reporting purposes), I must follow it.
- (d) At the time of entry into Japan, (1) 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. And, (2) 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 respond to a demand of the public health center or related institutions to provide the location information.
- (e) 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.
- (f) 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) 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). In addition, if I receive instructions from the public health center or related institutions, including the designation of a medical treatment place, I must follow them.
- (g) The following infection prevention measures must be taken:

(1) Wear masks. (2) Thoroughly disinfect hands. (3) Avoid sharing small spaces and poorly ventilated spaces with many people.

2. Personal information of the traveler.

Name (write in alphabet)		Nationality	Passport number	Country / Region where you have stayed for 14 days prior to entering Japan
Address (If you stay at the address on your residence card, fill in the address listed. If not, fill in the place where you plan to stay.)			Transportation from the airport to the address	
			Check the appropriate checkbox below. <input type="checkbox"/> Your car/Private car offered by your company <input type="checkbox"/> Rental car <input type="checkbox"/> Hired car <input type="checkbox"/> Private train/bus for the travelers: (                                  ) <input type="checkbox"/> Others:(                                  )	
Age	E-mail*			
			@	
Cell phone number* (the number of your device in which “LINE” app is installed)				
-				
Phone (the number to contact when the above phone is disconnected)				
-				

\*E-mail and cell phone number are used for contact from the health center or related institutions. Therefore, those need to be operable in Japan. In addition, those must be the same as the questionnaire reported to the Japanese quarantine officer.

**If you breach the written pledge regarding stay at home or the accommodation and use of location information-confirming apps,etc. during the 14-day period after you land in Japan, your name (name and nationality for foreign nationals) and other information may be publicized.**

Foreign nationals may be subject to procedures for the revocation of their residence status and deportation under the Immigration Control Act.

These matters are required to safeguard your health and prevent the spread of COVID-19.

Thank you for your understanding and cooperation.

