

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 OEL App

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

Upon arrival at an airport in Japan, please enter Passport No. and Date of birth, then you can start using the app .



2) Check In (Reporting the Location of Isolation)

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

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

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

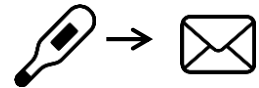
→ Tap the "I'm Here!" button to report/confirm your location.



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

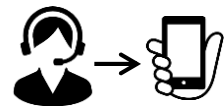


At Any Given Time · By Health Monitoring Center for Overseas Entrants (HCO)

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

1) Log In (Registration)

Install the app from an exclusive use 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





※Anyone breaching the pledge (failing to report health condition or location, etc.) may face disclosure of name (also nationality if foreign nationals) and other information to the public to prevent spread of infection. Revocation of residence status and deportation from Japan may result for foreign nationals under the Immigration Control Act.

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 on 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 ...Page26

<p>① OEL (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>② MySOS (Video Call App)</p>	<p>Persons in charge from HCO will contact you via video call to confirm your location</p> <p>Page 8~</p>	<p>【Exclusive use QR code】</p> <p>https://mysosp.page.link/sfY2kRrviv4t4eFy7</p>  <p>※ Install by from above URL or QR code</p>
<p>③ Location Information apps (Setting Google Maps on smartphone)</p>	<p>Settings to present saved location information to health centers when you become positive.</p> <p>Page 21~</p>	<p>Playstore (for Android)</p> <p>※ usually already installed</p>  <p>※ For iPhone, you don't need to install the app.</p>
<p>④ COCOA (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 23~</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 entering Japan.

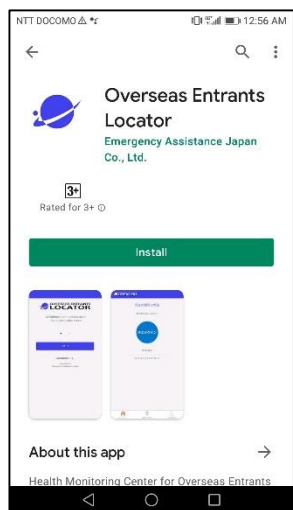
① Install OEL (a Location Information Confirming App)

Please download App prior to entry in Japan, and complete the login and accept notifications setting upon arrival at the airport. This will be checked at the airport quarantine.

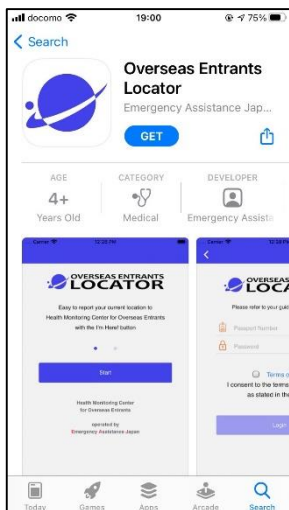
During your quarantine at your accommodations or home for 14 days after arriving in Japan, the Health Monitoring Center for Overseas Entrants (hereinafter referred to as "HCO") will confirm your location.

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

Play Store



App Store

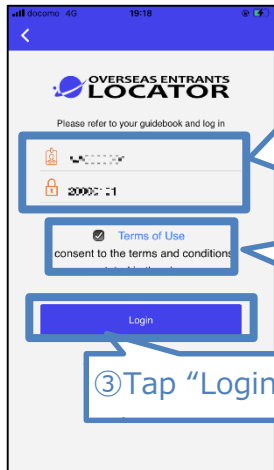


Please use QR code on second page or search for "OEL" in app stores.

*The app's logo is



How to login and setup OEL (iOS and Android)

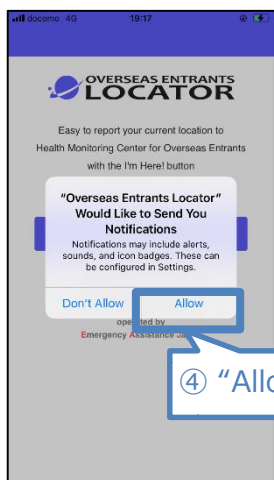


① Enter your Passport No and Date of birth (alphanumeric)

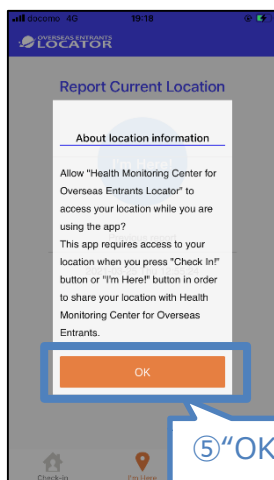
*Do not confuse zero and letter "O".

② Check ✓ after reading to accept "Terms of Use".

③ Tap "Login".



④ "Allow".



⑤ "OK".

● Login

- Passport no. (Alphanumeric, exactly as in your passport) e.g.: XS1234567
- Date of birth (YYYYMMDD) e.g.: May 26, 1980 →19800526

* Prior to entry into Japan, the app cannot login or send location information.

* Prior to being checked at airport quarantine, please download, log in, and set app to accept notifications.

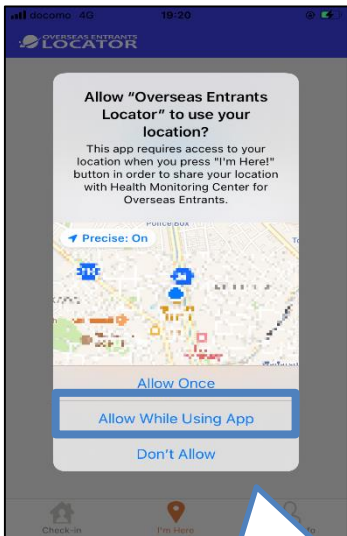
* Upon first login, you must accept OEL app Terms of Use.

① Using OEL (a location information confirming app)

You'll need this after entry into Japan

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

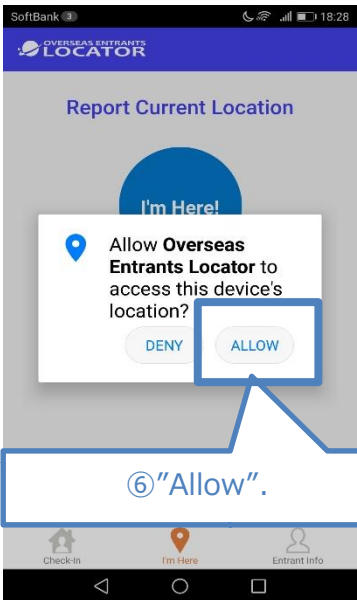
<iOS> Allowing Location Services



Prior to being checked at airport quarantine, please download, log in, and set app to accept notifications.

⑥ "Allow While Using App".

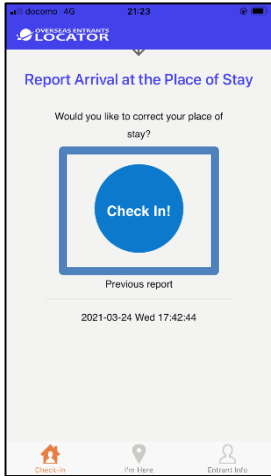
<Android> Allowing Location Services



Prior to being checked at airport quarantine, please download, log in, and set app to accept notifications.

⑥ "Allow".

How to use OEL (a Location Information Confirming App)



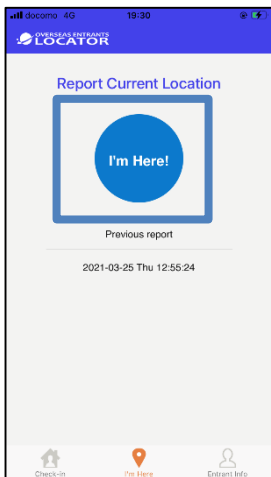
After you have arrived at your home or accommodation facility

If you arrive at your home or the accommodation facility that you stay 14 days from the day described in your pledge, then 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 " Check-in" to " I'm here".

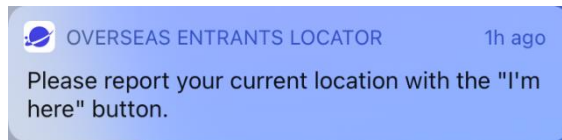
* Due to inevitable reason, If you relocate from where you first did "Check-in" to your place of staying, as soon as arrive at the next location, please tap "Check-in" again.



From your date of entry until the 14th day (every day)

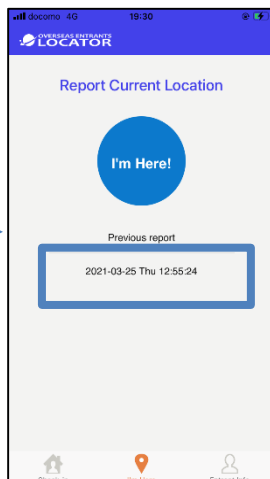
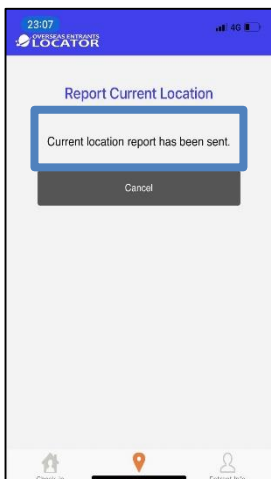
HCO requests you to tap "I'm here" button more than once every day from your App.

* Please keep the setting of App when you approved notification settings.(p. 3 and p. 6)



If you receive a request from HCO, please tap "I'm here" button.

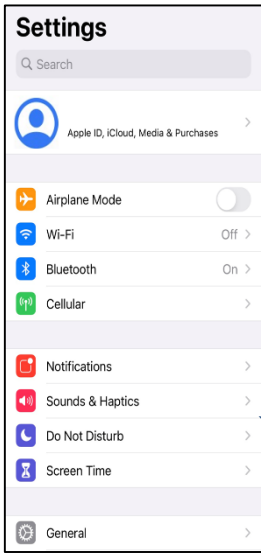
Then, your return message and the place of your staying will be forwarded to HCO.



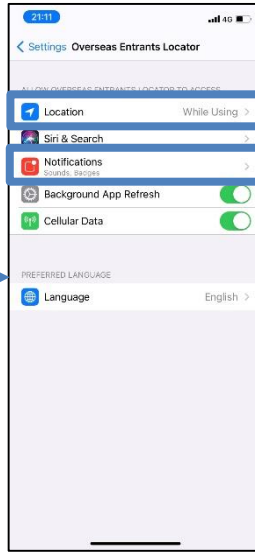
If your report is completed, then, the date and time of the last report is displayed.

① Using OEL App

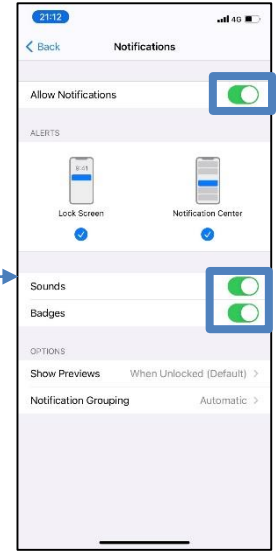
Confirming settings for OEL App (iOS)



From "Settings" → Scroll down to find "Overseas Entrants Locator" then tap it.

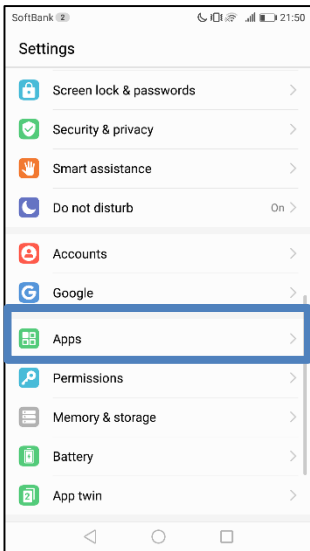


Confirm "Location" is "While Using" or "Always", then tap "Notifications".

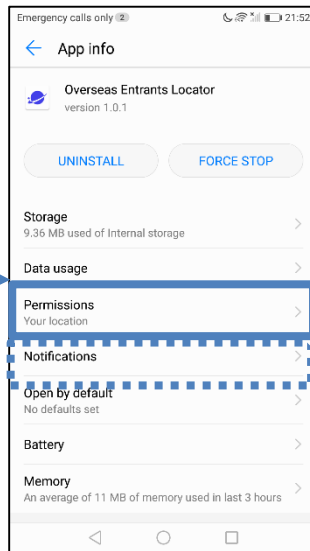


Allow notifications.

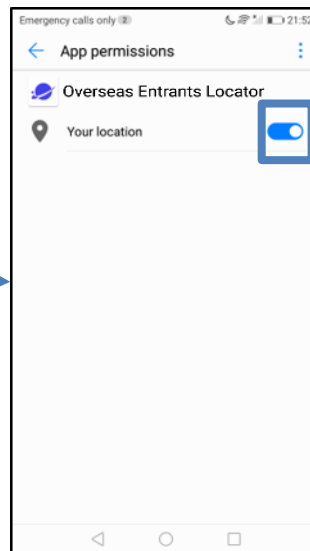
Confirming settings for OEL App (Android)



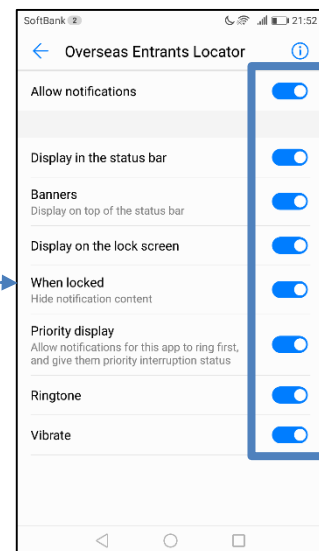
From "Settings" → tap "Apps" then "Overseas Entrants Locator".



Tap "Permissions".



Confirm "Your Location" is set to ON. Then, go back to previous screen and tap "Notifications".



Confirm all notification settings are ON.

① Confirming registered information for OEL App

You'll need this after entry into Japan

! IMPORTANT ! (both iPhone and Android)

■ If you receive an e-mail asking you confirm registration details:

* **Launch the app and confirm the registered information.**

1) Launch app and click "Entrant Information"
Check to ensure the displayed Passport No. is correct.

- Yes, correct ⇒ 2)
- No, not correct ⇒ 3)

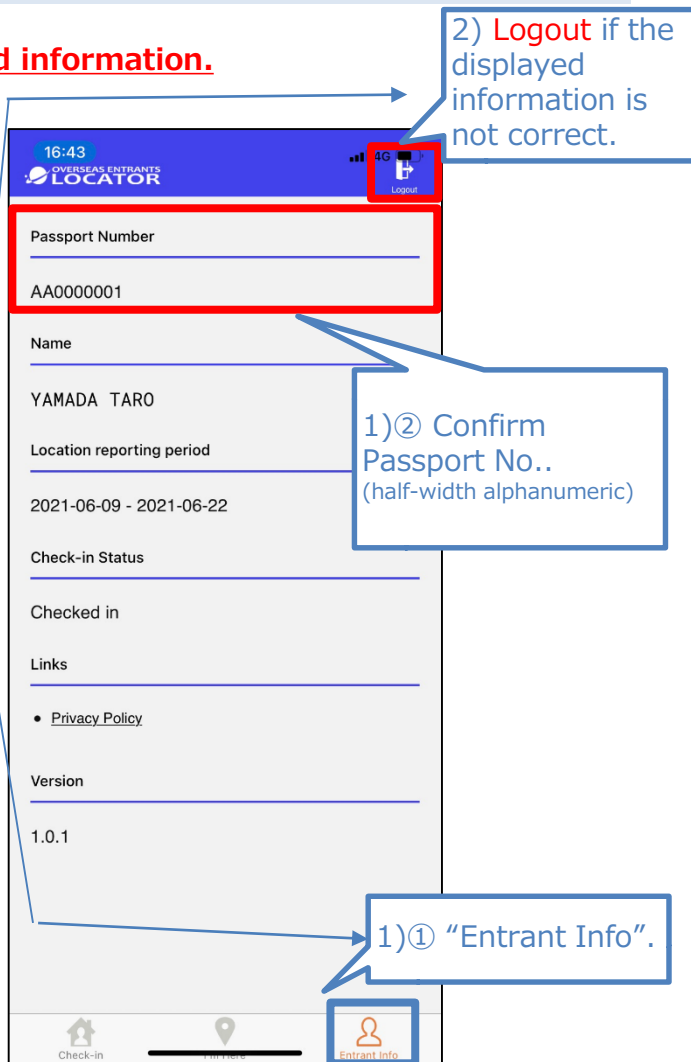
2) If the displayed information **is correct**, please contact the Health Monitoring Center for Overseas Entrants (HCO).

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

*Even if you have tapped the "I'm here!" button, the location reporting continues.

3) If the displayed information **is not correct**, please **logout by tapping "Logout" button and enter the correct information after re-login.**

*In this case, even if you have tapped the "I'm here!" button, the location reporting does not continue.



② Video Call 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.

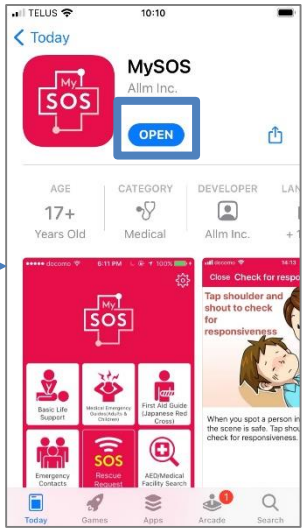
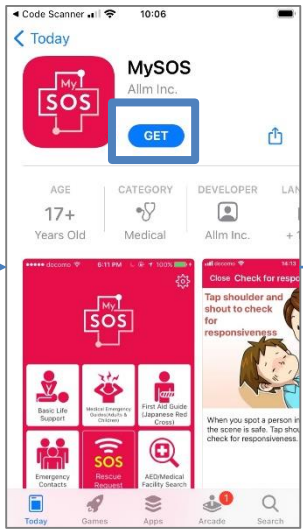
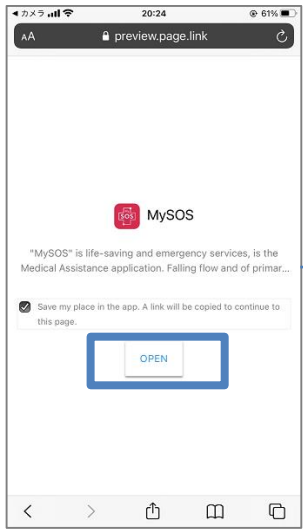
HCO (Health Monitoring Center for Overseas Entrants) agent will contact you with MySOS's video calls to confirm your current location during the first 14 days after entry.

MySOS is a smartphone 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.

Installing MySOS

Tap 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

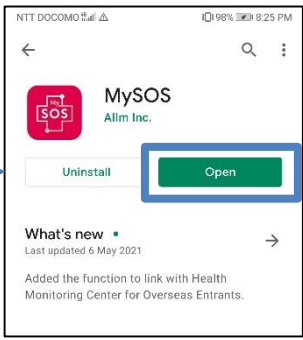
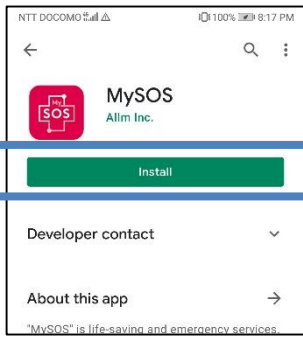


Tap "GET".

Tap "OPEN".

***Do not uncheck and Tap "OPEN" button.**

Android



Tap "Install".

Tap "Open".

QR Code for this App

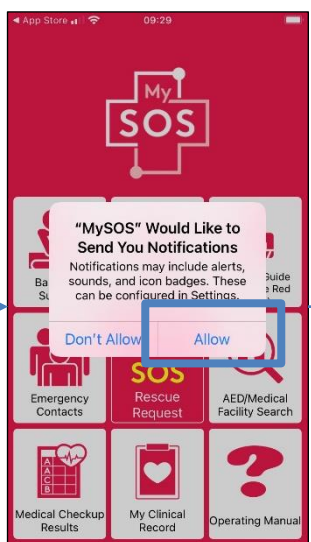


② MySOS App Installation and Account Registration

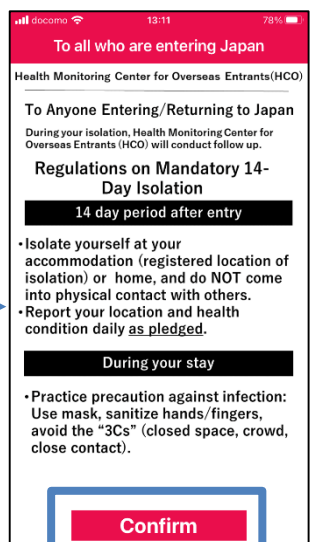
MySOS Account Registration (iOS)



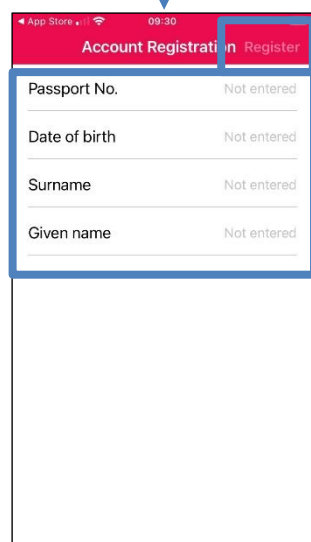
Tap "Agree".



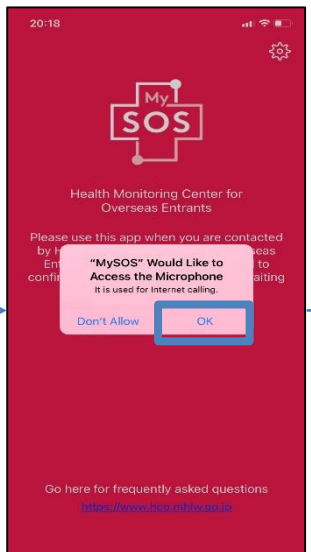
Tap "Allow" for notification.



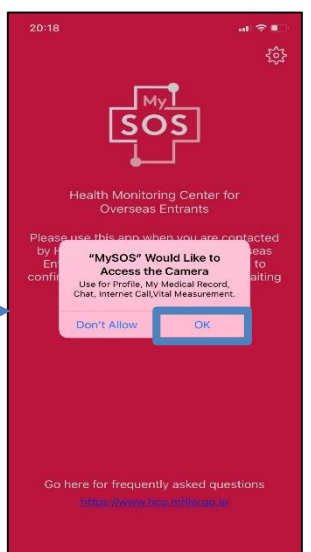
Tap "Confirm" for 3 pages.



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



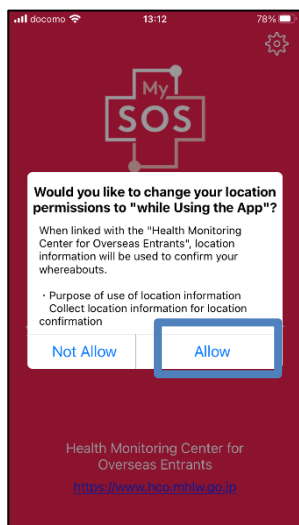
Tap "OK" to allow this app to use microphone/record audio.



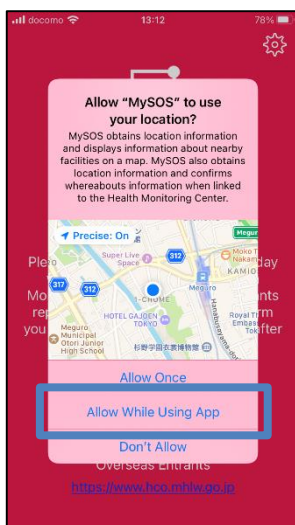
Tap "OK" to allow this app to use camera/pictures and record video.

② MySOS App Installation and Account Registration

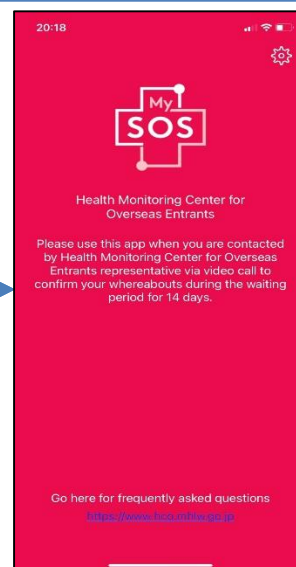
MySOS Account Registration (iOS)



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



Tap "Allow While Using App".

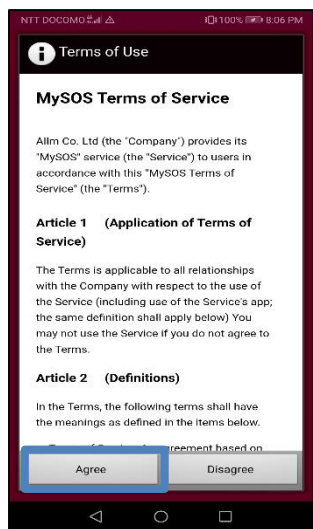


Please complete the account registration until the time of entry.

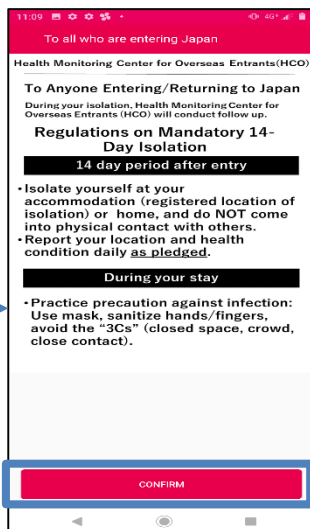
It will be checked at the airport quarantine.

② MySOS App Installation and Account Registration

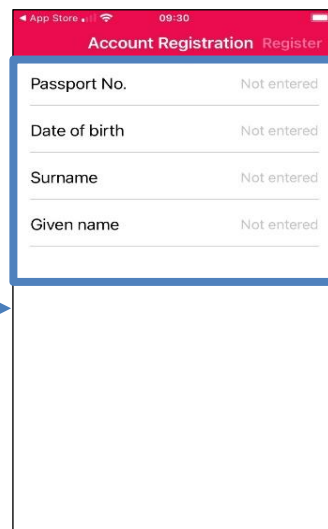
MySOS Account Registration (Android)



Tap "Agree".



Tap "CONFIRM" for 3 pages.



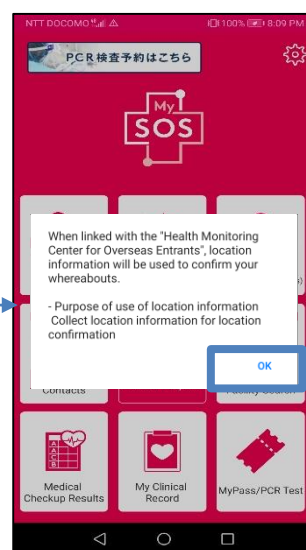
Enter your Passport No., Date of birth, Surname, and Given name, and then Tap "Register".
(Enter all exactly as shown in your passport.)



Tap "ALLOW" for pictures/camera use.



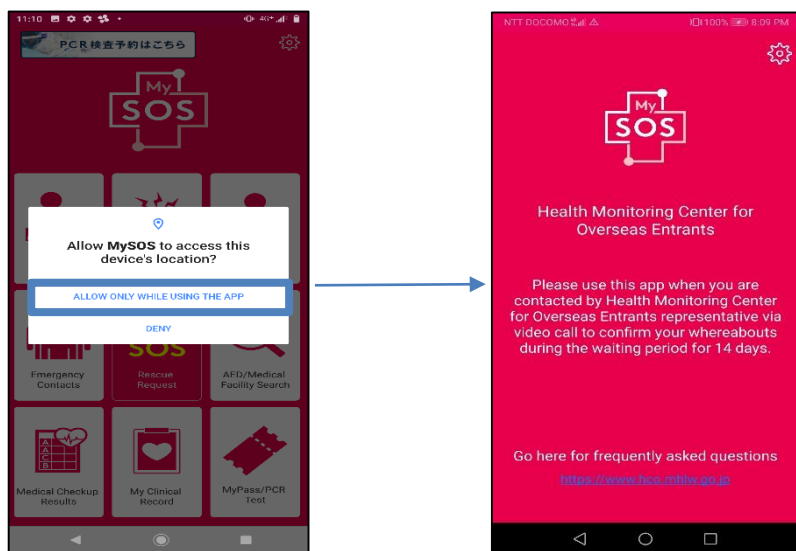
Tap "ALLOW" for microphone/record audio use.



Tap "OK".

② MySOS App Installation and Account Registration

MySOS Account Registration (Android)



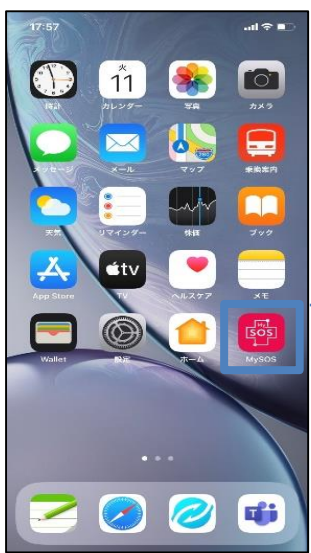
Tap "ALLOW ONLY WHILE USING THE APP" to permit access to location information.

Please complete the account registration until the time of entry.

It will be checked at the airport quarantine.

② MySOS App Installation and Account Registration

If you already use MySOS (both iOS and Android)

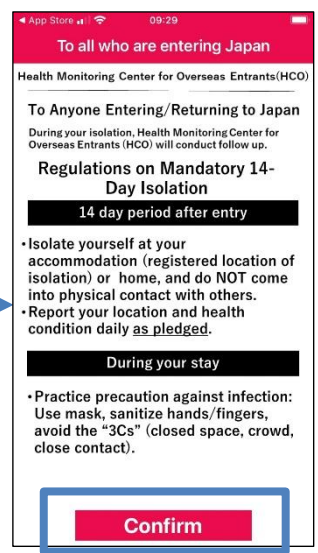


MySOS app is installed.

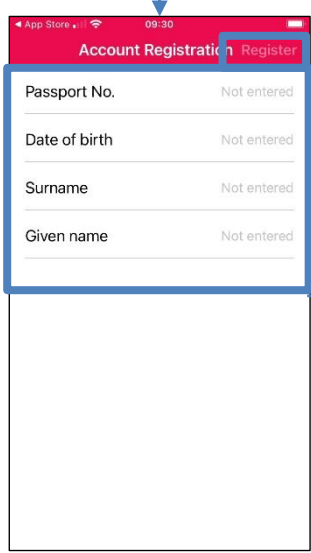
QR Code for this App



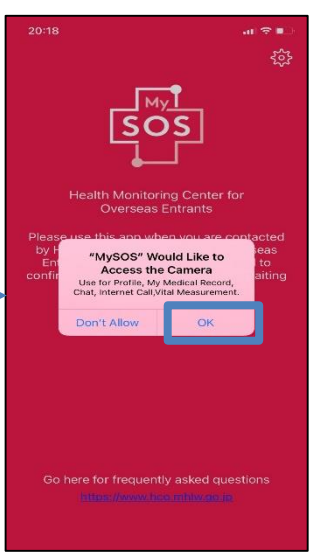
Read this QR code.



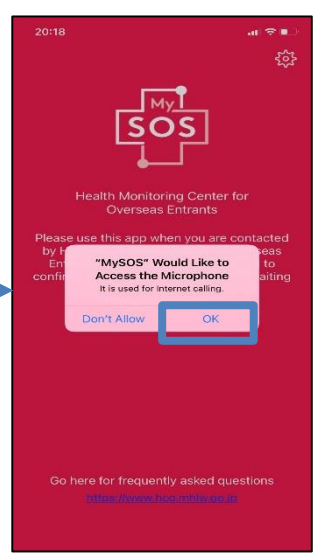
Tap "Confirm" (for 3 pages).



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



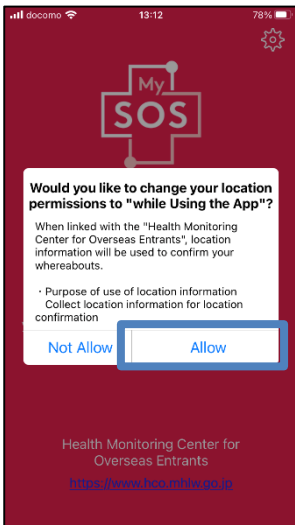
Tap "OK" for camera use.



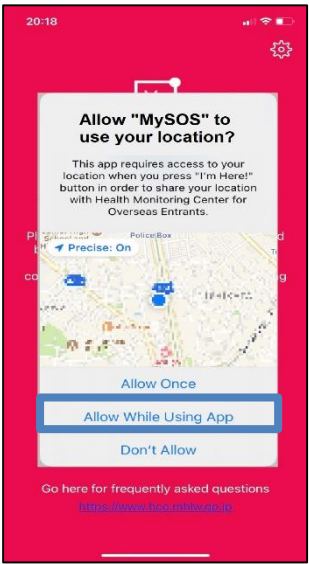
Tap "OK" for microphone/record audio use.

② MySOS App Installation and Account Registration

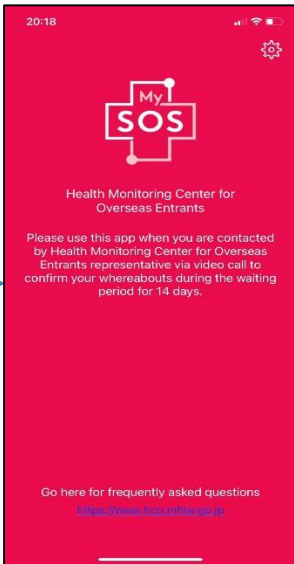
If you already use MySOS (both iOS and Android)



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



Tap "Allow While Using App" to permit access to location information.



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

You'll need this after entry into Japan

②How to Video Call with MySOS App

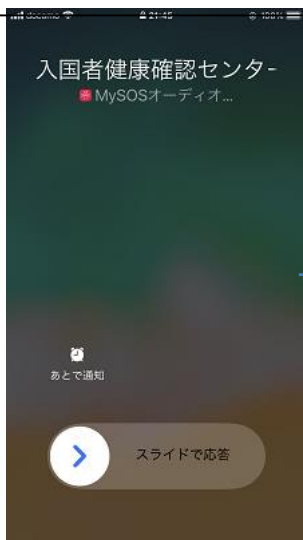
How to Video Call

Same for both iPhone and Android
You will receive a notification (shown on left) a minute prior to an incoming call.
An alert will be displayed if your location information permission is set to OFF at that time. If so, please change setting to ON for access to location information (see p18).

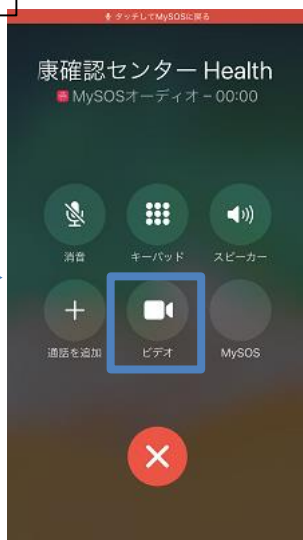
You may also receive an AI-powered automatic video call rather than from the operator. In that case, follow the guide displayed on the screen and project yourself so that you can see the background.



When iOS device is locked.



Answering by slide button.



Tap "Video" icon.



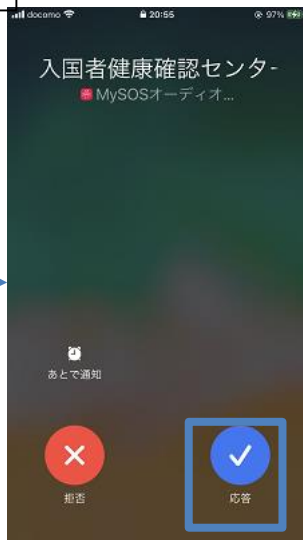
Please include the background to show where you are.

When iOS device is not locked.



Tap "✓".

or



Tap ✓ to accept the call.



Please include the background to show where you are.

② How to Video Call with MySOS App

How to Video Call

Android



Tap "Answer".



Tap "Accept".

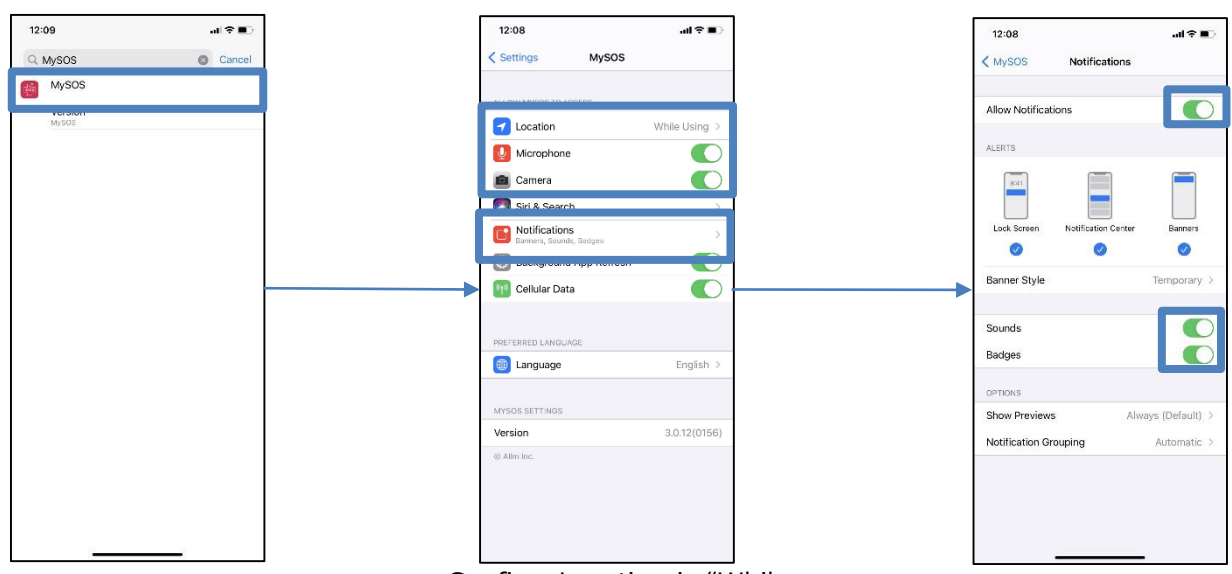


Please include the background to show where you are.

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

② MySOS App Installation and Account Registration

Confirming settings for MySOS App (iOS)

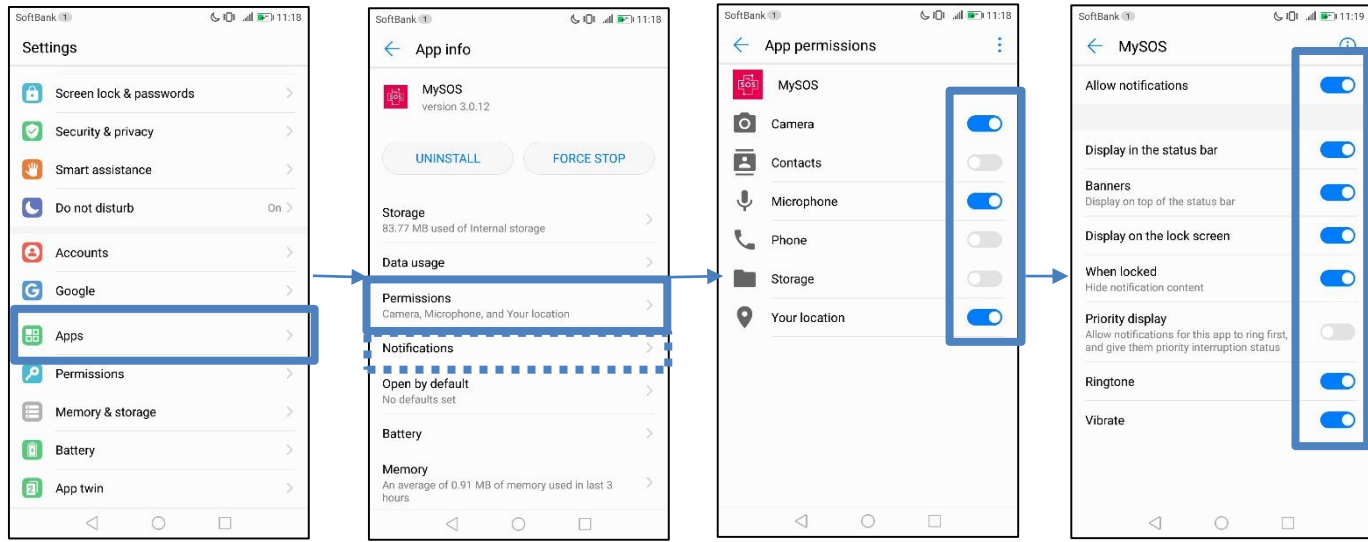


From "Settings" → enter "MySOS" in search box, then tap "MySOS".

Confirm Location is "While Using" or "Always". And "Camera", "Microphone" are set to ON. Then tap "Notifications".

Allow notifications.

Confirming settings for MySOS App (Android)



From "Settings" → tap "Apps" then "MySOS".

Tap "Permissions".

Confirm "Camera" "Microphone" and "Your location" are set to ON.

By tapping ←, go back to previous screen, tap "Notifications"

Confirm all notification settings are ON.

② Confirming registered information for MySOS App

! IMPORTANT ! (both iPhone and Android)

1) Check your registered information.

Launch app and click "Settings" gear icon.
Check to ensure the displayed Passport No. and Date of birth are correct.

- Yes, correct ⇒ Complete
- No, not correct ⇒ 2)

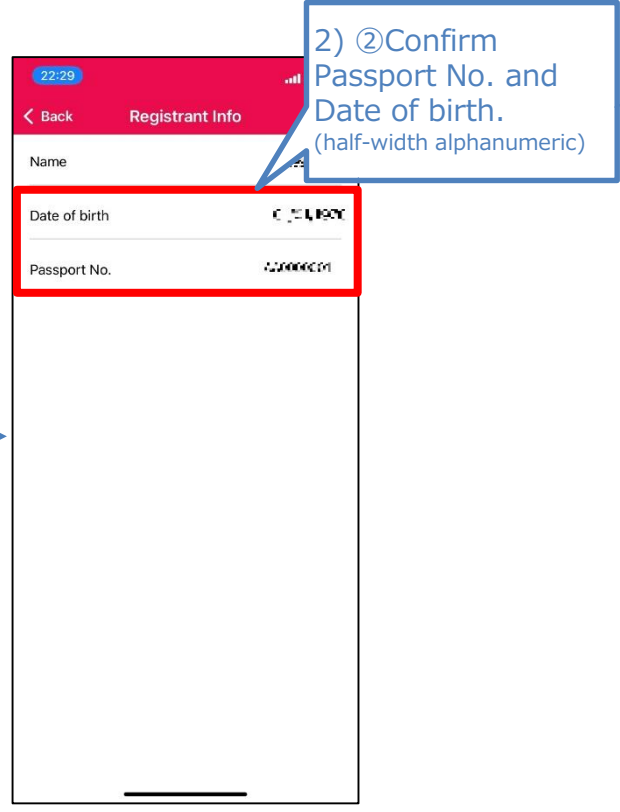
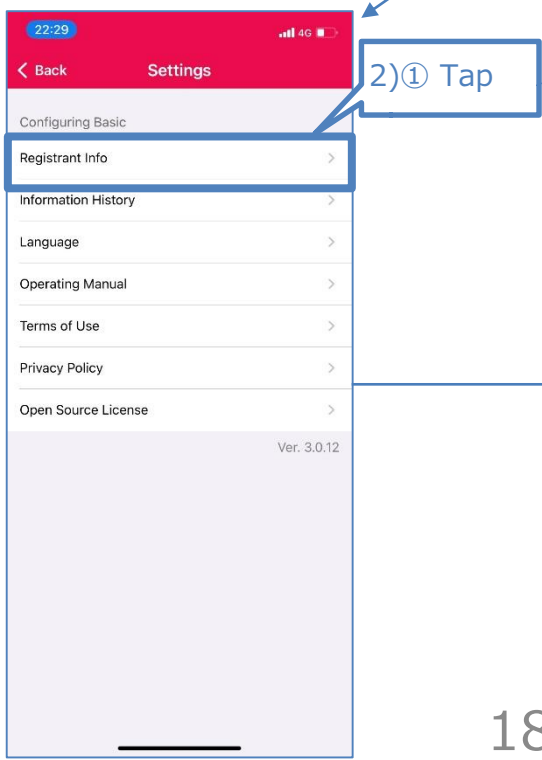
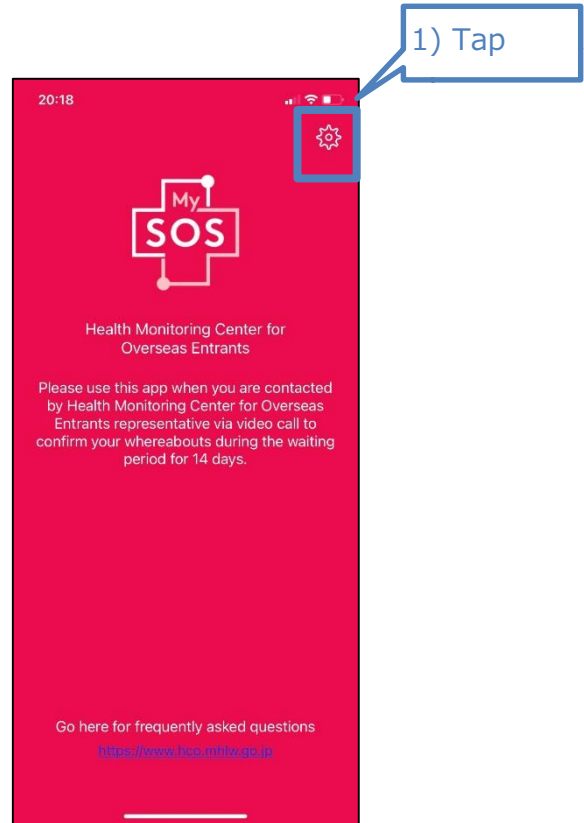
2) If the displayed information **is not correct**, **please uninstall app and re-install app**, then register with the correct information.

[How to Uninstall app]

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

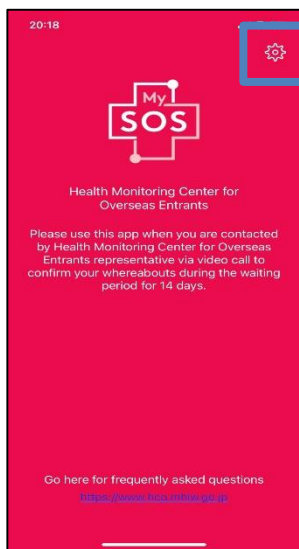
[How to Re-install app]

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

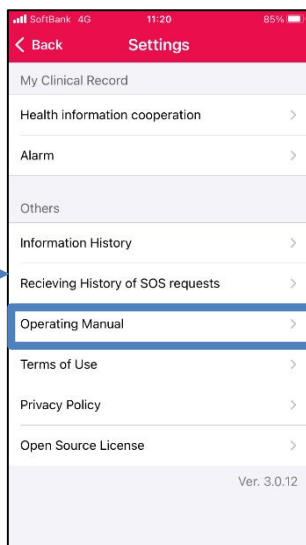


② Operating Manual for Video Call with MySOS App

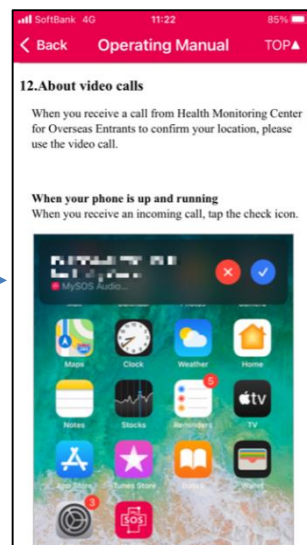
MySOS App Operating Manual



Tap "Settings" gear icon.



Tap "Operating Manual".



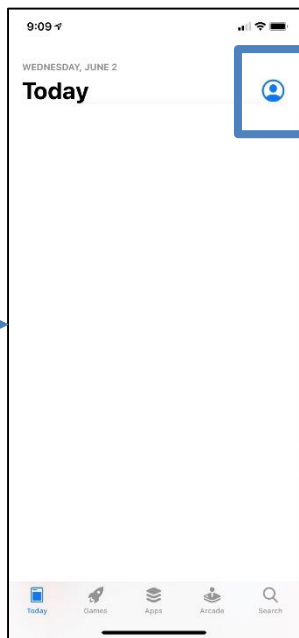
Scroll to see contents.


How to Update the App (iOS)

The App should be the latest version at the moment if you are not seeing UPDATE button for the app in app store.



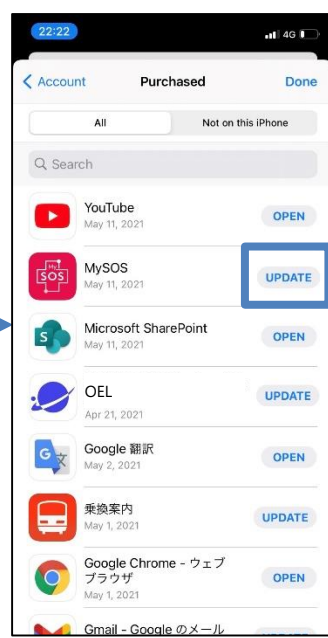
Tap "App Store".



Tap user icon  at the top right corner.



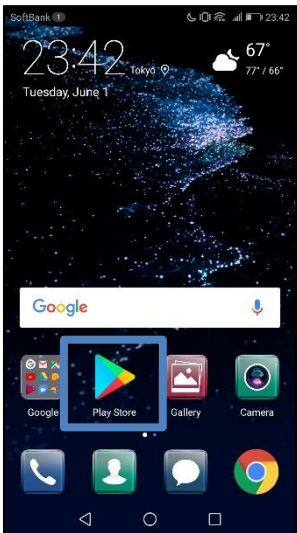
Tap "Purchased".



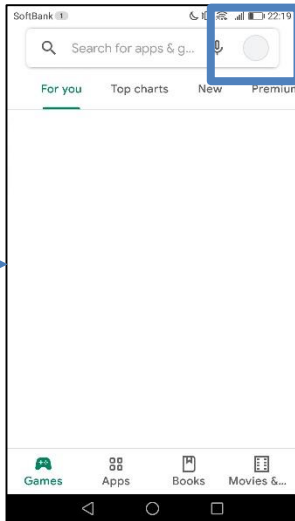
Tap "UPDATE" button for MySOS app.

② Operation Guide for Video Call App (MySOS)

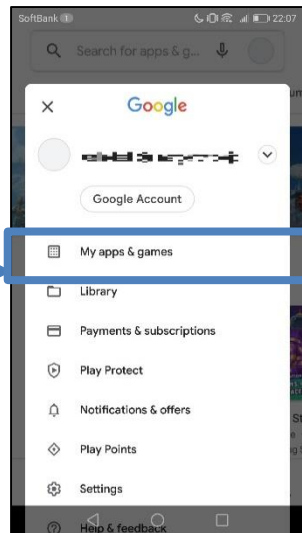
How to Update the App (Android)



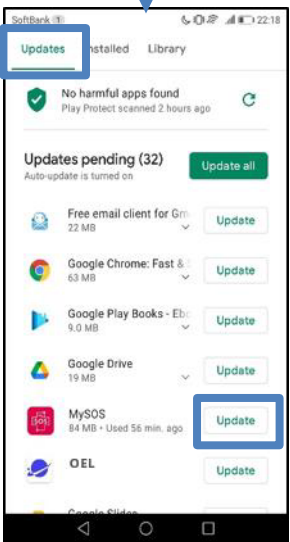
Tap "Play Store".



Tap an icon showing at the top right corner.



Tap "My apps & games".



Tap "Update" button for MySOS app.

③ Set your smartphone to save location information

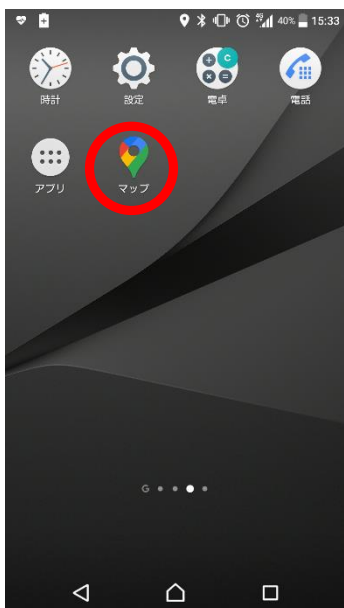
Please complete the following installation until the time of entry. It will be checked at the airport quarantine. *Please keep this setup conditions for 14 days after entry.

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

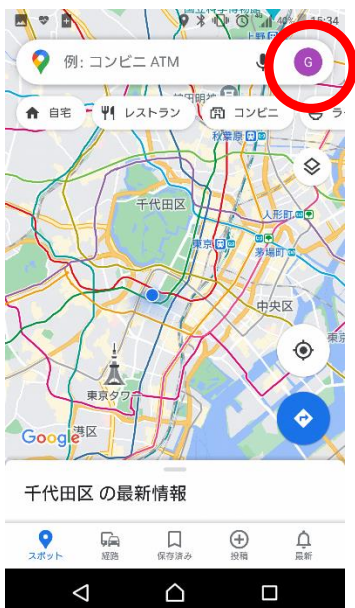
STEP1

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

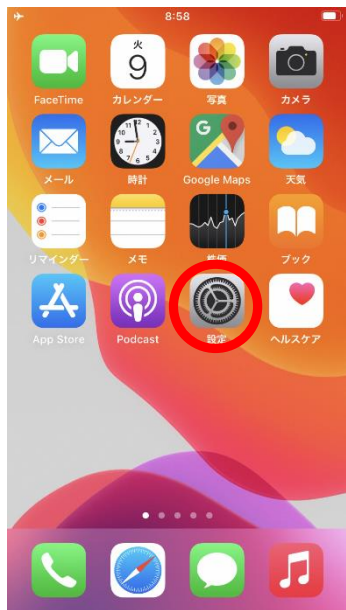
Please complete the following installation until the time of entry.
It will be checked at the airport quarantine.
*Please keep this setup conditions for 14 days after entry.

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

Google Play Store



App Store



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

※The app's logo is



<Attention to COCOA app use>

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

このアプリでできること



本アプリをスマートフォンに設定した人どうしの接触を記録します。

新型コロナウイルスに陽性と判定されたら本アプリに匿名で登録することができます。



最近接触した人の中に陽性登録した人がいたら、通知と適切な行動をお知らせします。

次へ

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

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

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

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

You'll need this after enter into Japan



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

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



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

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

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

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

⑤ Reply to our follow-up about your health condition

You'll need this
after entry into
Japan

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, Labour 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.

Please change your email app settings to allow receiving @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

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

Other important things to remember

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

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

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

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

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

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

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

Completing a questionnaire on the web

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

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