

To Anyone Entering/Returning to Japan Regulations on Mandatory 14-Day Isolation

**14 day period
after entry**

During your stay

- Self-isolate at your accommodations (home or registered location of isolation), and do NOT come into physical contact with others.
- Report your location and health condition daily as pledged.
- Practice precautions against infection: Use mask, sanitize hands, avoid the “3Cs” (closed spaces, crowds, close contact).

* During your isolation, Health Monitoring Center for Overseas Entrants (HCO) will conduct follow up.

* If you develop symptoms, contact the local Public Health Office, etc.

* To comply with infection controls and regulations, you MUST set up and use the following apps.

Daily for 14 Days · Your Actions

1. Report Your Location and Health Condition using the Health and Location Monitoring App for Overseas Entrants (MySOS)

1) Log In (Register to Start Using the App)

- Install the app from the exclusive QR code
- Upon arrival at an airport in Japan, please enter Passport Number and Date of Birth. You can then start using the app.

2) Register Your Location of Isolation (Accommodations), Report Your Current Location

- Upon arriving at your location of isolation (accommodations), “check in” to register your location.



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

3) Report your health condition (MySOS)

Once a day, you will receive a notification asking you to confirm your health condition.
→ Follow the prompt in the notification to report your health condition.

IMPORTANT
Be sure to stay logged in.

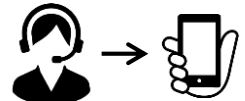


At Any Time · Contact from Health Monitoring Center for Overseas Entrants (HCO)

2. About the Health and Location Monitoring App for Overseas Entrants (MySOS)

Answering Video Calls

- Answer incoming video calls from the HCO to verify that you are staying at the registered location of isolation (your accommodations).



IMPORTANT:
You MUST answer
incoming HCO video calls.

Other

3. Settings for saving location records in smartphone

Settings to provide your saved location information to health authorities if you become COVID-19 positive.

4. Use of COVID Contact Confirming App (COCOA)

App to notify you of possible contact with a person who is COVID-19 positive.



(For more information)

Health Monitoring Center for Overseas Entrants (HCO)

Website:

www.hco.mhlw.go.jp

E-mail:

followup@hco.mhlw.go.jp

Phone:

03-6757-1038

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



Anyone who violates the written Pledge (failing to report health condition or location, etc.) without a valid reason may have their name publicly disclosed, as well as other information necessary to help prevent the spread of infection. Foreign nationals may be subject to revocation of their status of residence and deportation under the Immigration Control Act.

You can install the apps from these QR codes.

* To reduce your wait time upon arrival at an airport in Japan, we recommend you install and set up the required apps in advance.

When you enter Japan, the airport quarantine will check to ensure the apps are installed.

If you have no smartphone (or have one that cannot install the apps) you will be required to rent one at the airport when you enter Japan, at your own expense.

① Health and Location Monitoring App (MySOS)

To report health condition, report location, and verify location

This app is required to report your location and health condition. It is also required to answer video calls from the HCO to verify your location.

Exclusive QR code

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



※ Install from this link or QR code

Be sure to stay logged in to MySOS

② Location Information App (Google Maps)

Required to provide your location history to health authorities to track possible exposures in the event you become COVID-19 positive.

Google Play Store (for Android)

※ Not needed for iPhones.



※ Already installed on most phones.

③ COCOA (COVID-19 Contact Confirming App)

An app to notify you of possible contact with someone who is COVID-19 positive.

Play Store & App Store



Required operating system (OS) versions:

iPhone: iOS 13.5 or later. Android: Version 6.0 or later.

※ Updating your device might take a few hours. Please check your device's OS version prior to your flight to Japan.

Actions required before flight, when landed, and in airport

No.		✓
1	MySOS app: Download and install	
2-1	MySOS app: Account registration (first time)	
2-2	MySOS app: Account registration (if previously registered)	
2-3	Switch MySOS modes (persons already using MySOS)	
3	MySOS app: Confirm settings	
4	Registration and verification of an accompanying child	
5	MySOS app: Confirm registrant info	
6	Set smartphone to save location information	
7	COCOA app: Install	

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

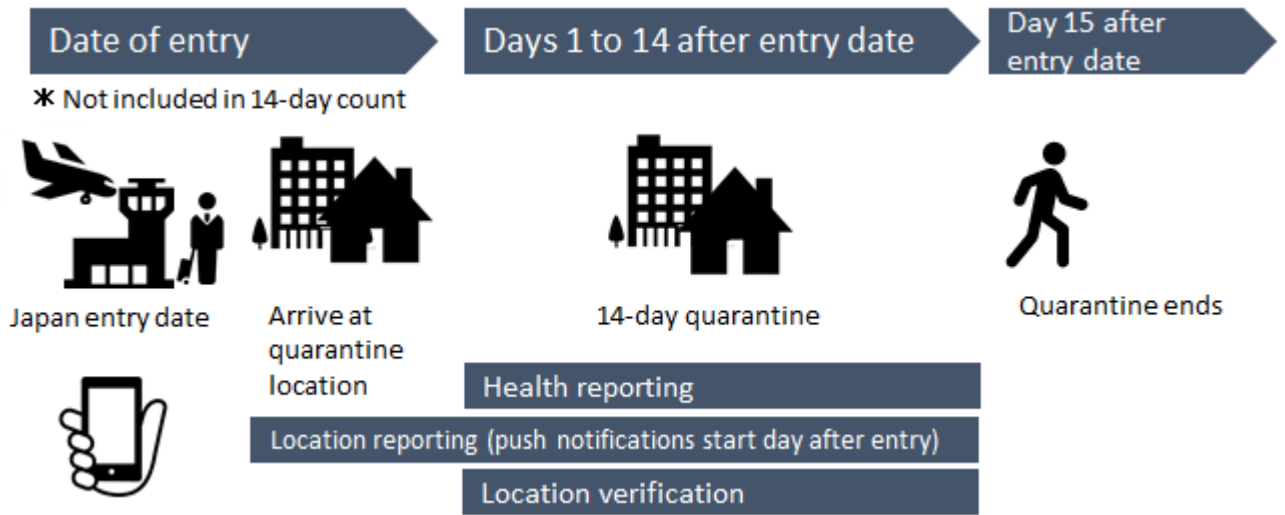
Action checklist after entry to Japan

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

Action checklist after entry to Japan



The day of arrival is not included in 14-day count



** Anyone intending to leave Japan during the 14-day quarantine period must register documentation. Please check this link for how to register.

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



Follow-up for children

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