For Those who Have Been Diagnosed with COVID-19

Request for Registration as Positive on the Contact Confirmation Application (COCOA)

- If you are already using the COCOA and are diagnosed as positive for COVID-19, please register as positive. This allows the COCOA to notify the people whom you have been in contact with quickly.
- The 'processing no.' required for the positive registration can be issued from My HER-SYS. Please cooperate in registering as positive by opening the COCOA and entering the processing no.
  - ※ Registration is anonymous. People who receive notifications will not be informed of any of your personally identifiable information.
  - ※ If you are a person who has been in close contact with a COVID-19 patient but have not received a positive diagnosis , or if you were not using the COCOA at the time of diagnosis, you do not need to register.
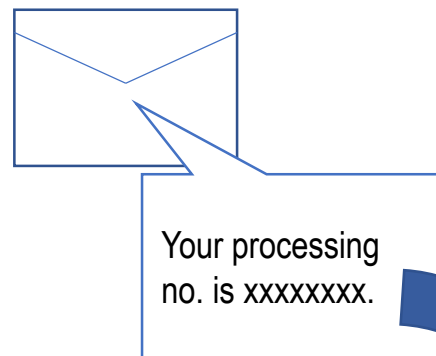
Step 1

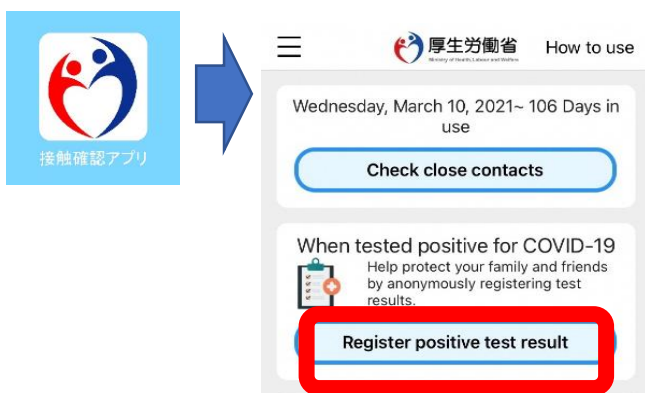On the My HER-SYS screen, select "Yes" for use of the COCOA. (*)

Step 2

Receive an 8-digit processing no. via SMS or email.
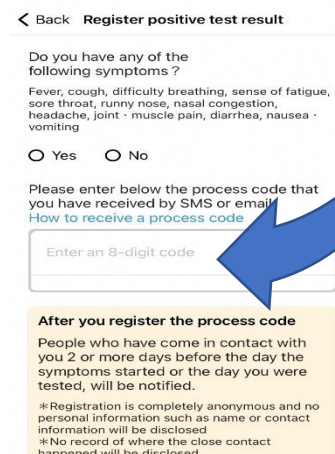

Your processing no. is xxxxxxxx.

Step 3

Open the COCOA and tap "Register positive information."

Step 4

Agree to the terms of agreement, enter necessary information, and then tap "Register ."

If you have any questions about registering as positive on the COCOA, please contact us via the following:
- Menu buttons on the upper left of the COCOA -> 'Inquiry' -> 'Email Inquiry'
- The phone number in the message received in Step 2.