To Anyone Entering/Returning to Japan
Requirements During Designated Quarantine Period

During quarantine period	• **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.**
During your stay	• **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.

First Time ・ Your Actions

1. Register with the Health and Location Monitoring App (MySOS)

1) Account registration (first time you use the app)

- Install app using **exclusive QR code**
- When you arrive at the airport in Japan, register your passport number and date of birth.

2) Register your quarantine location

- When you arrive at your quarantine location, register it via MySOS

Ongoing ・ From the Health Monitoring Center for Overseas Entrants (HCO)

2. Confirm location and report health condition with the MySOS app

1) Report your current location

- You will receive a notification multiple times a day asking for your "current location information."
→ Respond by tapping the "I'm Here!" button.

3) Report your health condition

- Once each day you will receive a notification asking you to "Report health condition."
→ Follow its instructions to report your health condition.

2) Respond to video calls

- Answer video calls from the Health Monitoring Center for Overseas Entrants (HCO) to confirm that you are at your registered quarantine location.
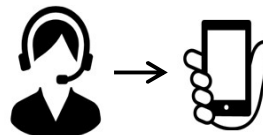
IMPORTANT:
You MUST answer incoming HCO video calls.

Other

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.

Rental info ... Page 33

| 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.

Page 5-21, 23-31 | Exclusive QR code

https://mysosp.page.link/sfY2kRrviv4t4eFy7

※ Install from this link or QR code |
| COCOA (COVID-19 Contact Confirming App) | An app to notify you of possible contact with someone who is COVID-19 positive.

Page 22, Page 32 | 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.		Page	✔
1	MySOS app: Download and install	P.5 P.9	
2-1	MySOS app: Account registration (first time)	P.6-8 P.10-12	
2-2	MySOS app: Account registration (if previously registered)	P.13 –15	
2-3	Switch MySOS modes (persons already using MySOS)	P. 16	
3	MySOS app: Confirm settings	P. 17 – 18	
4	Registration and verification of an accompanying child	P. 19 – 20	
5	MySOS app: Confirm registrant info	P. 21	
6	COCOA app: Install	P. 22	

**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.		Page	✔
7	Check the home screen of MySOS	P.24	
8	Register quarantine location, report current location with MySOS	P.25	
9	Report your health condition with MySOS	P.26	
10-1	How to handle video calls with MySOS (AI automated)	P. 27 -28	
10-2	How to handle video calls with MySOS (human operator)	P. 29 -30	
11	How to update the MySOS app	P.31	
12	How to use the COCOA app	P.32	

Action checklist during your designated quarantine period

⚠️ **The day of arrival is not included in the quarantine period**

Date of entry	Days 1 to 7 after entry date	Day 7 after entry date
*Not included in 7 day count after entry to Japan		

Japan entry date — Arrive at quarantine location — 7-day quarantine period — End quarantine period

Health reporting

Location reporting
(push notifications start the day after entry to Japan)

Location reporting
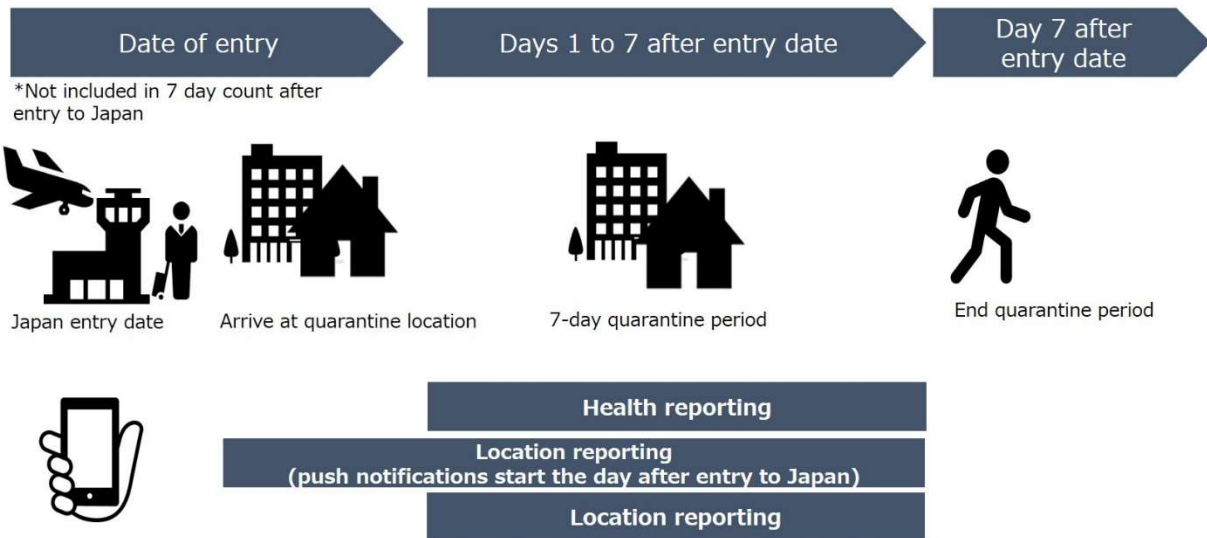
⁂ Anyone intending to leave Japan during the designated quarantine period must register documentation. Please check this link for how to register.
⇒https://www.hco.mhlw.go.jp/faq/en.php

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 (see details on pages 19 and 20).

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.

[1] MySOS app: Download and install

During your designated quarantine period after your date of entry to Japan, the Health Monitoring Center for Overseas Entrants (HCO) will contact you via push notifications and video calls (with AI automated video and/or a human operator) to confirm your current location and health condition.

⚠️ **Please do not search and download the app from the App Store or Google Play Store. Install via this link or exclusive QR code.**

Install MySOS

https://mysosp.page.link/sfY2kRrviv4t4eFy7

Exclusive QR code
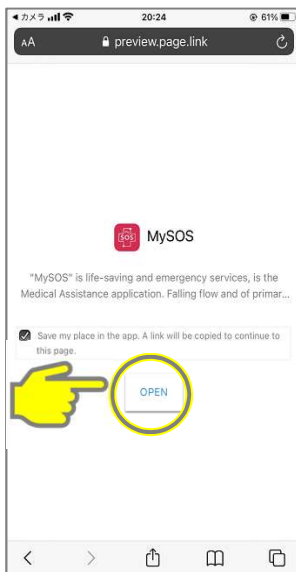
* Leave the box checked
Tap "OPEN"

Tap "GET"

Tap "OPEN"

 MySOS is a smartphone app available for general use to record a person's medical and health information. MySOS functions have been temporarily modified for monitoring the health condition and location of overseas entrants to Japan. Persons who have already been using the app in "Normal Mode" can scan the exclusive QR code or tap on the link on the previous page to convert to "HCO Mode" for reporting health and location information to the HCO.

Scroll to the bottom
and tap "Agree"

Scroll to the bottom
and tap "Agree"

Tap "Confirm"
(for 3 pages)

Scroll to the bottom
and tap "Agree"

Enter your Passport No. and Date of Birth twice each to confirm, and enter Surname and Given name. After all is entered, tap "Register."

Confirm details and tap "Yes"

Tap "OK" to allow this app to access the microphone
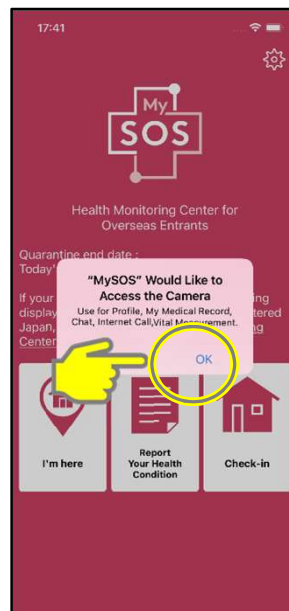
Tap "OK" to allow this app to access the camera
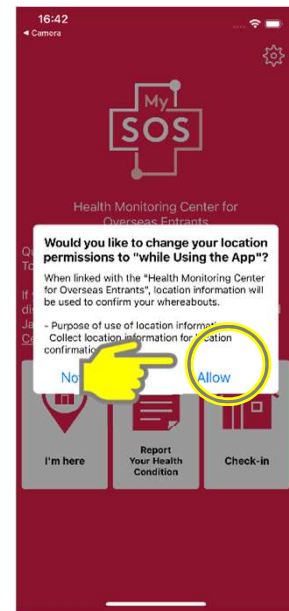
Confirm purpose of use of location information. Tap "Allow"
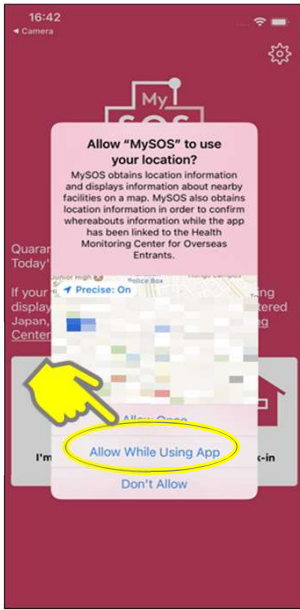
Tap "Allow While Using App"

If no, tap "No"
(If yes, tap "Yes" and follow instructions on Page 19)

If you intend to use pre-registration for quarantine procedures (Fast Track) please tap "Yes." The Fast Track screen will open.

If you do not intend to use it, tap "No." The top screen of the Health Monitoring Center for Overseas Entrants (HCO) website will open.

For more details about Fast Track, please visit this website.
https://www.hco.mhlw.go.jp/fasttrack/

Registration complete

Note: When your MySOS app is connected with the Health Monitoring Center for Overseas Entrants (HCO), your screen will display "Quarantine last date."
After connecting, you will receive a notification about health follow-up. Please see page 25 and onward for details.

⚠️ What to do if you don't see this screen

Tap the icon in the upper right to open the settings screen. You can restart the installation of the mode for "Entrants to Japan" by tapping "To all are using MySOS for the purpose of entering Japan" at the bottom and then tapping the "START USING" button.

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[1] MySOS app: Download and install

During your designated quarantine period after your date of entry to Japan, the Health Monitoring Center for Overseas Entrants (HCO) will contact you via push notifications and video calls (with AI automated video and/or a human operator) to confirm your current location and health condition.

⚠️ **Please do not search and download the app from the App Store or Google Play Store. Install via this link or exclusive QR code.**

Install MySOS

https://mysosp.page.link/sfY2kRrviv4t4eFy7

Exclusive QR code

Tap "Install"

Tap "Open"

MySOS is a smartphone app available for general use to record a person's medical and health information. MySOS functions have been temporarily modified for monitoring the health condition and location of overseas entrants to Japan. Persons who have already been using the app in "Normal Mode" can scan the exclusive QR code or tap on the link on the previous page to convert to "HCO Mode" for reporting health and location information to the HCO.

Scroll to the bottom
and tap "Agree"

Scroll to the bottom
and tap "Agree"

Tap "Confirm"
(for 3 pages)

Scroll to the bottom
and tap "Agree"

10

[2-1] MySOS app: Account registration (first time) Android
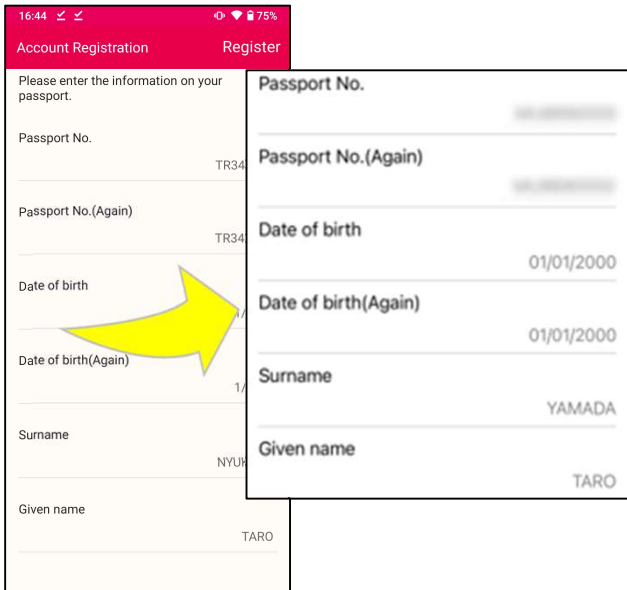
Enter your Passport No. and Date of Birth twice each to confirm, and enter Surname and Given name. After all is entered, tap "Register."
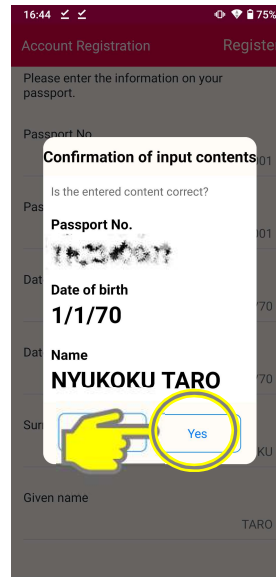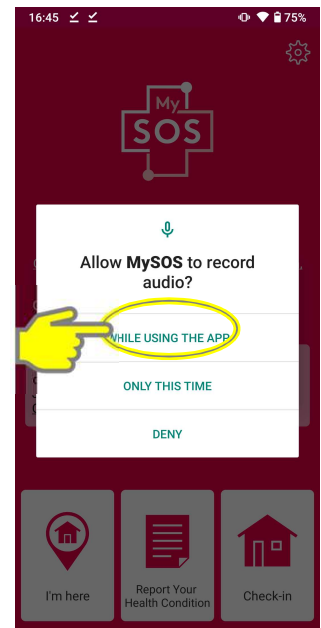

Confirm details and tap "Yes"
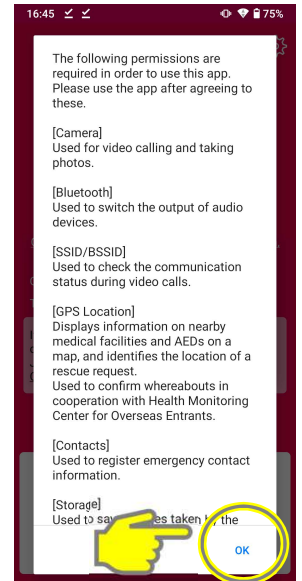
Tap "OK"
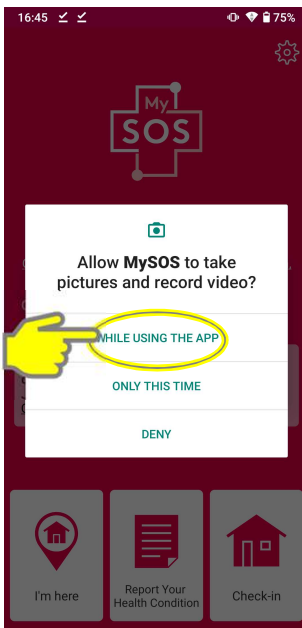
Tap "WHILE USING THE APP" to allow taking of pictures and recording of video

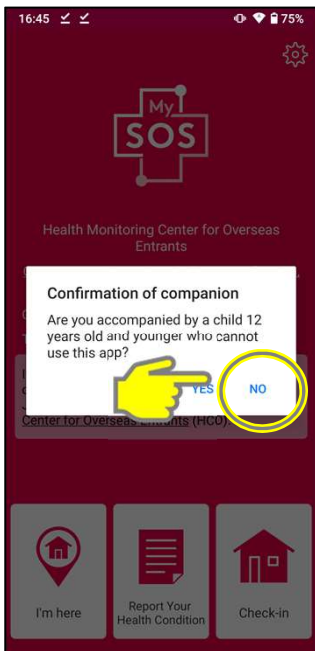Tap "WHILE USING THE APP" to allow access to device's location
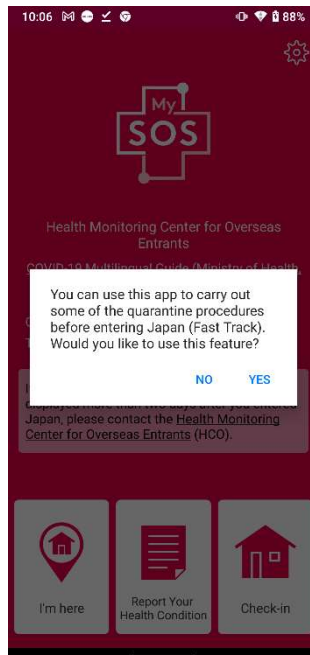

Tap "WHILE USING THE APP" to allow recording of audio

11

If no, tap "No"
(If yes, tap "Yes" and follow instructions on Page 19)

If you intend to use pre-registration for quarantine procedures (Fast Track) please tap "Yes." The Fast Track screen will open.

If you do not intend to use it, tap "No." The top screen of the Health Monitoring Center for Overseas Entrants (HCO) website will open.

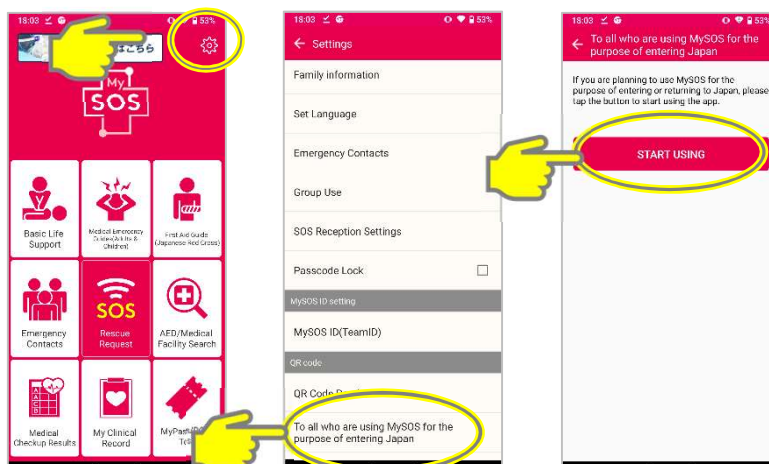For more details about Fast Track, please visit this website.
https://www.hco.mhlw.go.jp/fasttrack/

Registration complete

Note: When your MySOS app is connected with the Health Monitoring Center for Overseas Entrants (HCO), your screen will display "Quarantine last date." After connecting, you will receive a notification about health follow-up.
Please see page 25 and onward for details.

⚠ **What to do if you don't see this screen**

Tap the icon in the upper right to open the settings screen. You can restart the installation of the mode for "Entrants to Japan" by tapping "To all are using MySOS for the purpose of entering Japan" at the bottom and then tapping the "START USING" button.

⚠️ For each entry to Japan, the following steps are required of persons who have previously completed account registration from the exclusive QR code, completed their quarantine, and are re-entering Japan. (The app's connection to the HCO is deactivated when a person completes the quarantine period.)
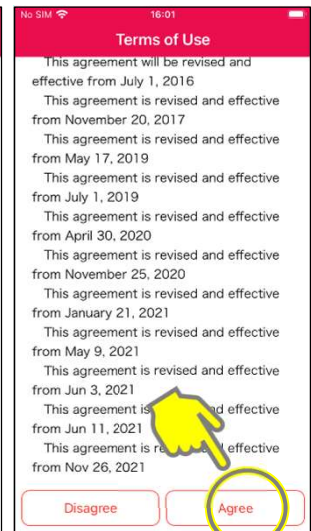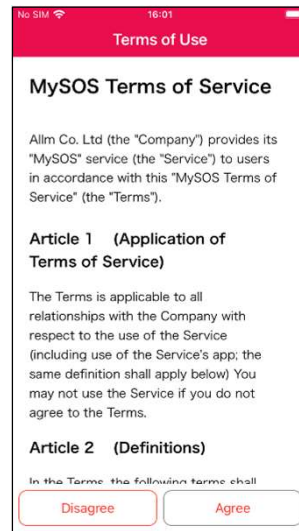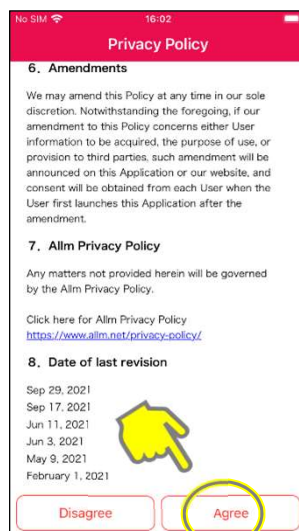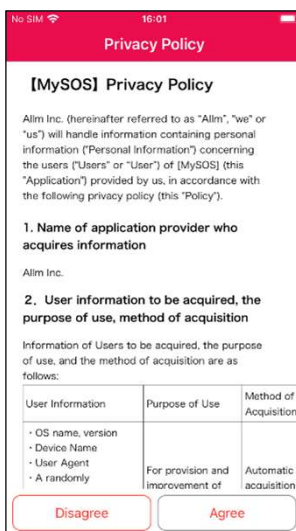

MySOS app is installed
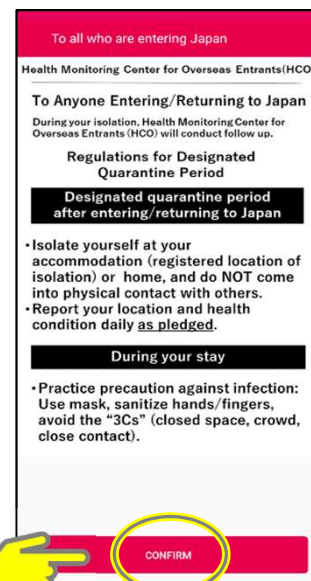
Exclusive QR code

Read this QR code using smartphone camera or QR code reader

Scroll to the bottom and tap "Agree"

Scroll to the bottom and tap "Agree"
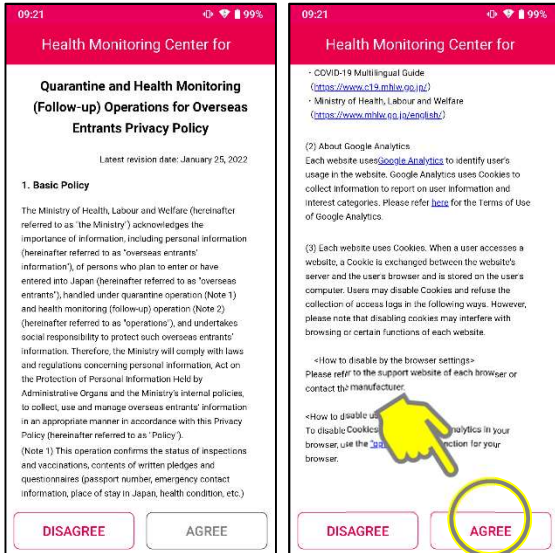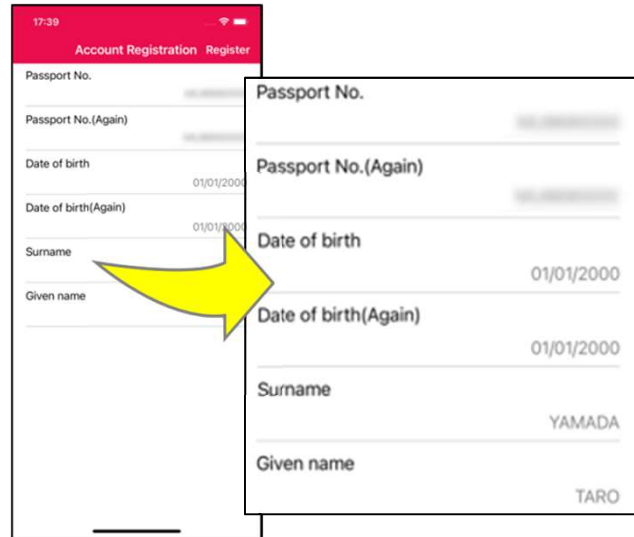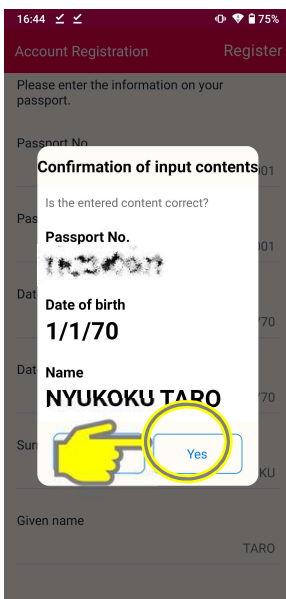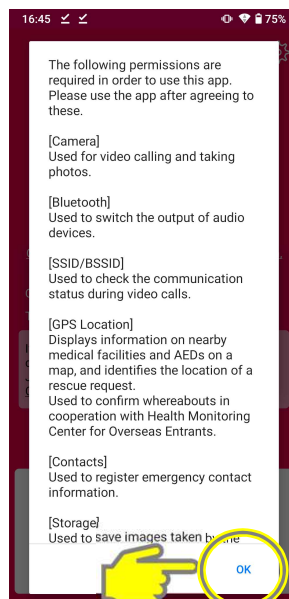

Tap "Confirm"
(for 3 pages)
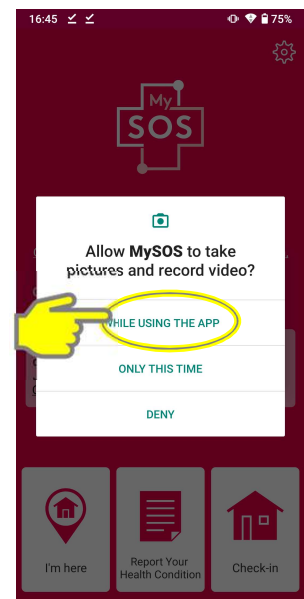
13

Scroll to the bottom
and tap "Agree"

Enter your Passport No. and Date
of Birth twice each to confirm,
and enter Surname and Given
name.
After all is entered, tap "Register."
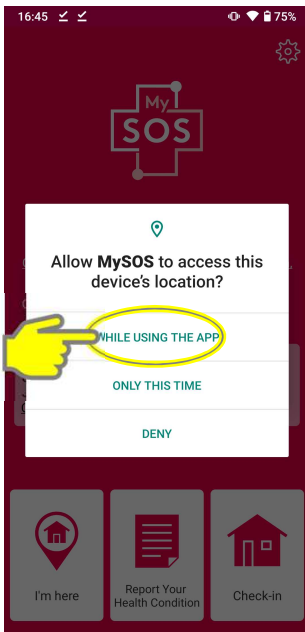

Confirm details
and tap "Yes"

Tap "OK"

Tap "WHILE USING THE
APP" to allow taking of
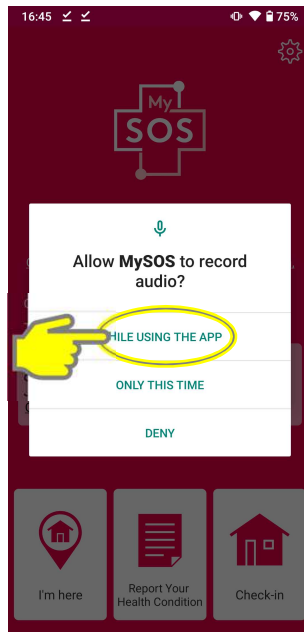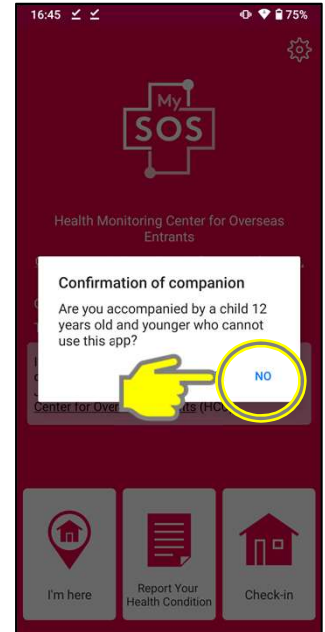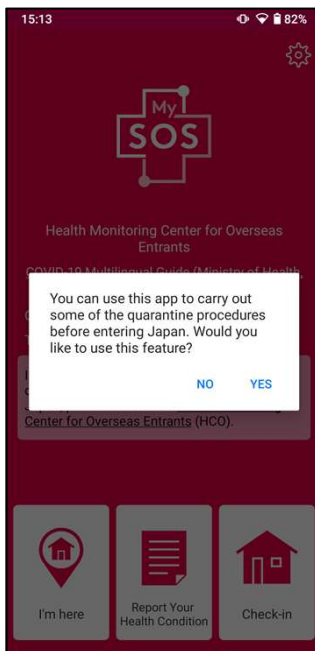pictures and recording
of video

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Tap "WHILE USING THE APP" to allow access to device's location

Tap "WHILE USING THE APP" to allow recording of audio

If no, tap "No"
(If yes, tap "Yes" and follow instructions on Page 19)

If you intend to use pre-registration for quarantine procedures (Fast Track) please tap "Yes." The Fast Track screen will open.

If you do not intend to use it, tap "No." The top screen of the Health Monitoring Center for Overseas Entrants (HCO) website will open.

For more details about Fast Track, please visit this website.
https://www.hco.mhlw.go.jp/fasttrack/

Registration complete
Note: When your MySOS app is connected with the Health Monitoring Center for Overseas Entrants (HCO), your screen will display "Quarantine last date."
After connecting, you will receive a notification about health follow-up.
Please see page 25 and onward for details.
What to do if you don't see this screen,follow instructions on [2-1].

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How to switch between MySOS Normal Mode (original functions) and HCO Mode (a feature only for previous MySOS users)

Tap MySOS Normal Mode to switch to that mode

MySOS Normal Mode

Health Monitoring Center for Overseas Entrants

Tap Health Monitoring Center for Overseas Entrants to switch to that mode

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⚠️ **Please ensure all notifications are set to ON.**
Please ensure your device is NOT set to silent mode, quiet mode, or manners mode.
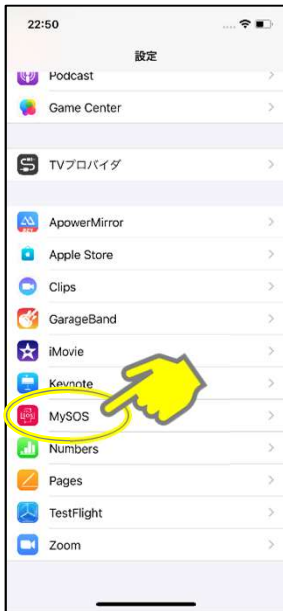
From Settings → Apps scroll down and tap "MySOS"

Confirm "Location" is set to "While Using" or "Always" and "Camera" and "Microphone" are set to ON, then tap "Notifications"

Allow Notifications, then set "Show Previews" to "Always"

[3] MySOS app: Confirm settings

Android

⚠ **Screens may differ slightly depending on device model, but please ensure all notifications are set to ON.**
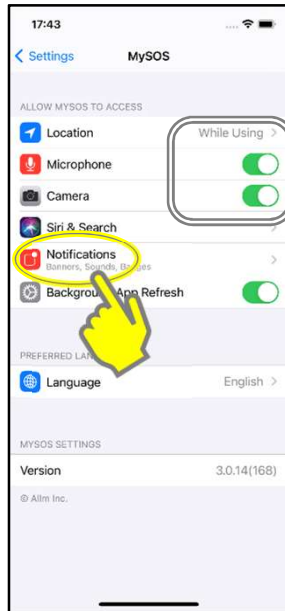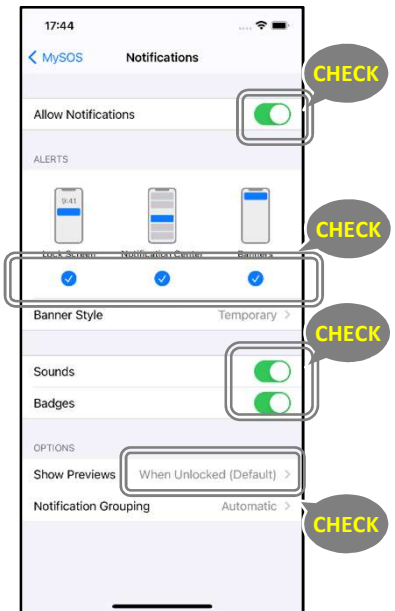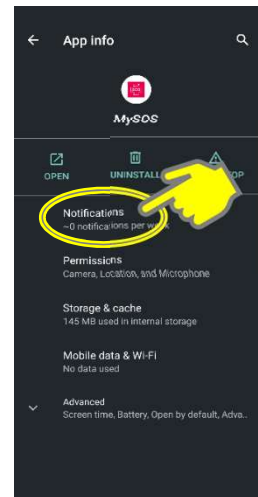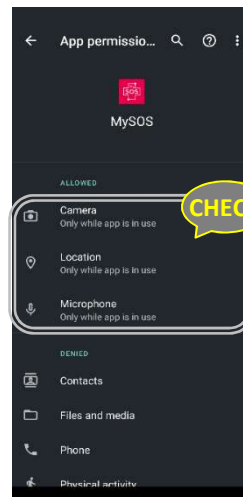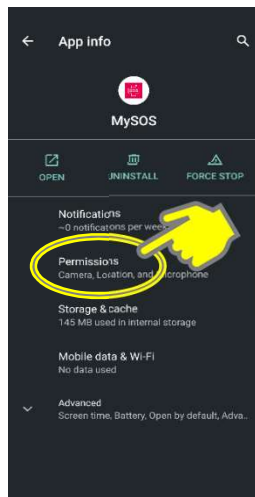**Please ensure your device is NOT set to silent mode, quiet mode, or manners mode.**

※**Setting method may differ depending on device model.**
Please check the frequently asked questions in HCO homepage for details.
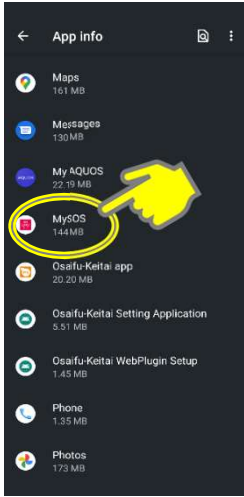
Go to Settings, tap "Apps" or "Apps and Notifications" then scroll down and tap "MySOS"

Tap "Permissions"

Confirm that "Camera" "Microphone" and "Your location" are set to "Only when App is in use" or "ON"

Go back to MySOS screen, tap "Notifications"

■Example 1
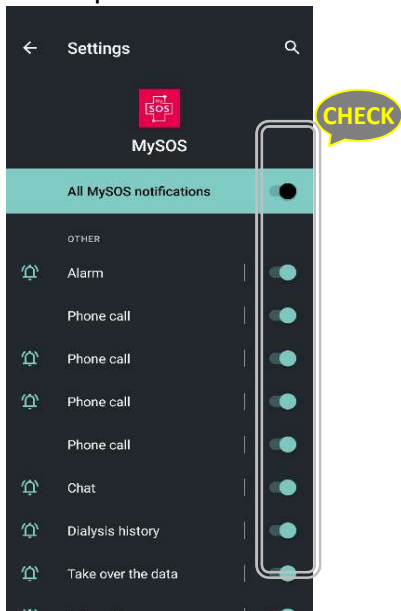
Confirm that all notifications are set to ON

■Example 2

Go back to MySOS screen, then tap "Notifications"
● Confirm that all notifications are set to ON.
● Confirm that "Hide notification content when locked" is turned OFF
● Alternatively, on "Lock screen notifications" confirm that "Show all notification content" is set to ON

Tap "OK"

⚠️ For an accompanying child aged 12 years and younger who does not have a smartphone, the guardian is requested to do the registration and operations described below.
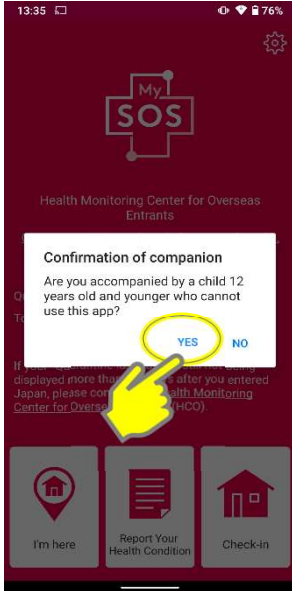
If yes, tap "Yes"
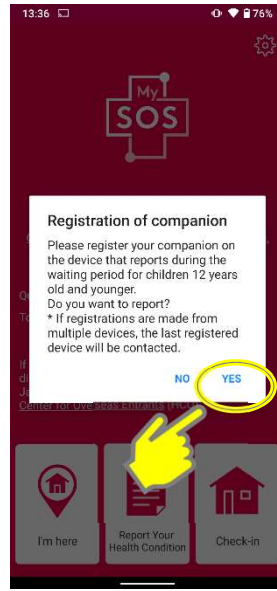
To register, tap "Yes"

On the account registration screen, enter Passport No., Date of Birth, Surname and Given name, then tap "Register"
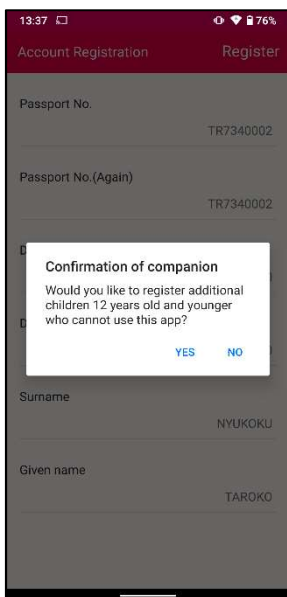
To add, tap "Yes" to proceed to the account registration screen and then continue.

If not adding, tap "No" to return to the top screen.

To register later
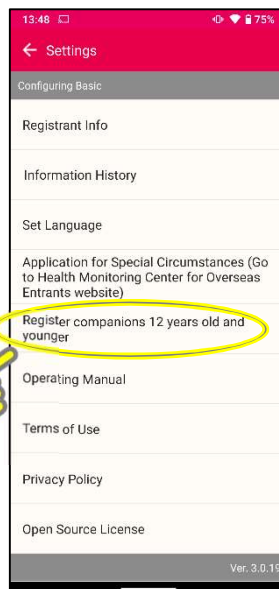
To register later, in "Settings" tap "Register companions 12 years old and younger."
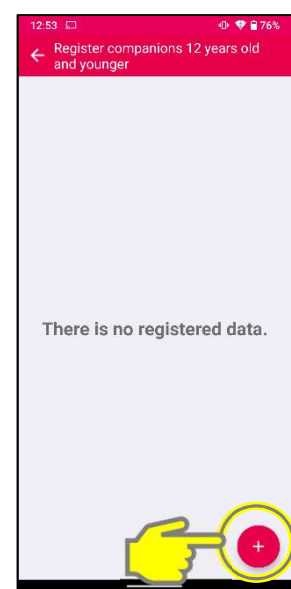
Tap the plus sign (+) to go to the account registration screen.

[4] Registration/verification of accompanying child iPhone Android

⚠ When a child is registered via a guardian's smartphone, the child's registration is linked with the guardian.
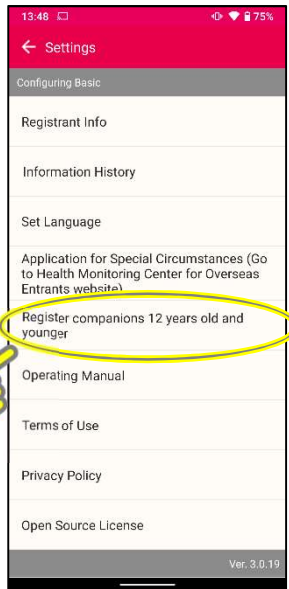
In "Settings," tap "Register companions 12 years old and younger."
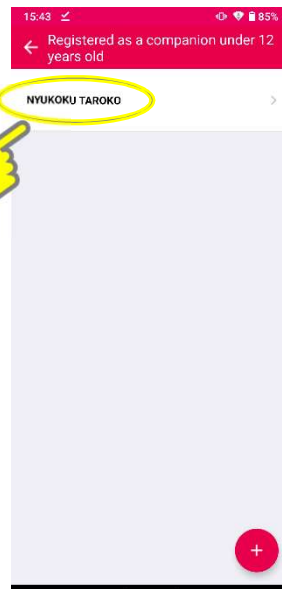
The name(s) registered will be displayed and you can tap to open.
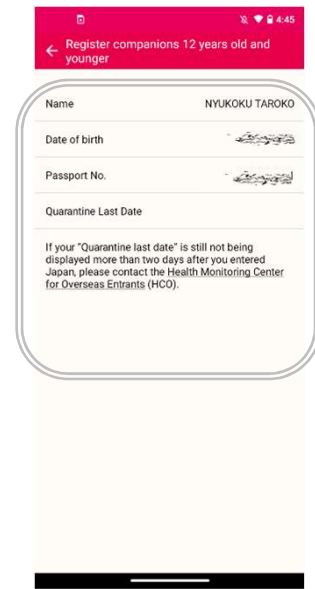
You can confirm the details registered. If your "Quarantine Last Date" is not being displayed please contact the Health Monitoring Center for Overseas Entrants (HCO) at the link indicated.

⚠ **In principle, only one guardian can register each child.**

If more than one guardian registers the same child, only the last guardian to register will be linked to that child.

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⚠️ Before leaving airport and when you receive an e-mail asking you to confirm registration.

* The system will send you an e-mail message if Registrant Info does not match the Overseas Entrant Info as listed at the HCO.
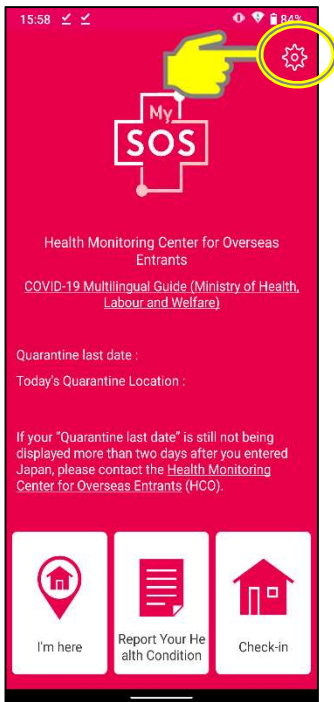
Tap Settings (gear icon)
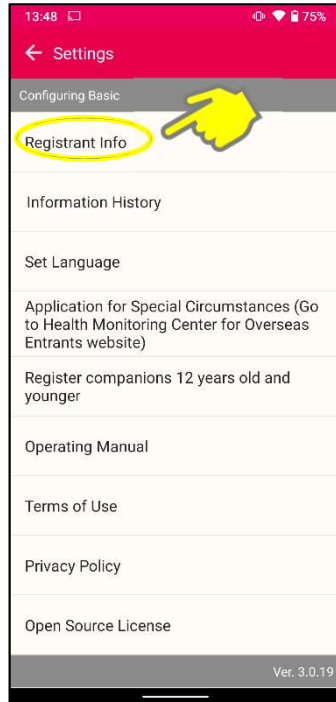
Tap "Registrant Info"

Are your Date of Birth and Passport No. correct?

⚠️ ● If your Registrant Info is not correct

Uninstall the app, then re-install it, enter Registrant Info, and confirm it is correct, then see page 17.18 "Confirm Settings"

● How to Uninstall MySOS

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

● How to Re-install MySOS

Install from exclusive QR code on the right

https://mysosp.page.link/sfY2kRrviv4t4eFy7

[6] COCOA app: install and settings `iPhone` `Android`

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

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.

▼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.

⚠️ **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 a "Communication Error" message if you attempt to use the app outside Japan.

Action checklist after entry to Japan

No.		Page	✔
7	Check the home screen of MySOS	P.24	
8	Register quarantine location, report current location with MySOS	P.25	
9	Report your health condition with MySOS	P.26	
10-1	How to handle video calls with MySOS (AI automated)	P. 27 -28	
10-2	How to handle video calls with MySOS (human operator)	P. 29 -30	
11	How to update the MySOS app	P.31	
12	How to use the COCOA app	P.32	

(Reference) MySOS Operating Manual
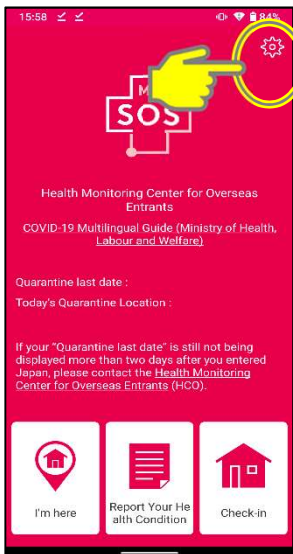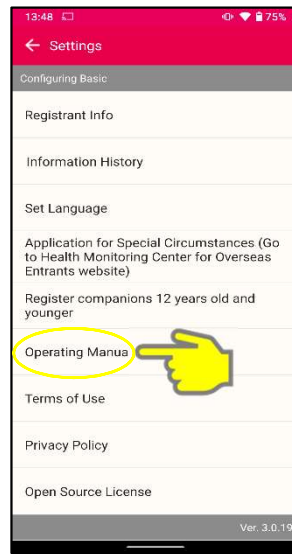
Tap Settings (gear icon)   Tap "Operating Manual"   Scroll to see contents

[7] Check the home screen of MySOS iPhone Android

Check to see if Registrant Info has been matched **by the HCO**

▼If Registrant Info HAS been matched by HCO, the "Quarantine last date" will be displayed.

CHECK

Quarantine last date : 2021/10/14

Tap to report current location

Tap to report health condition

Tap to register your quarantine location
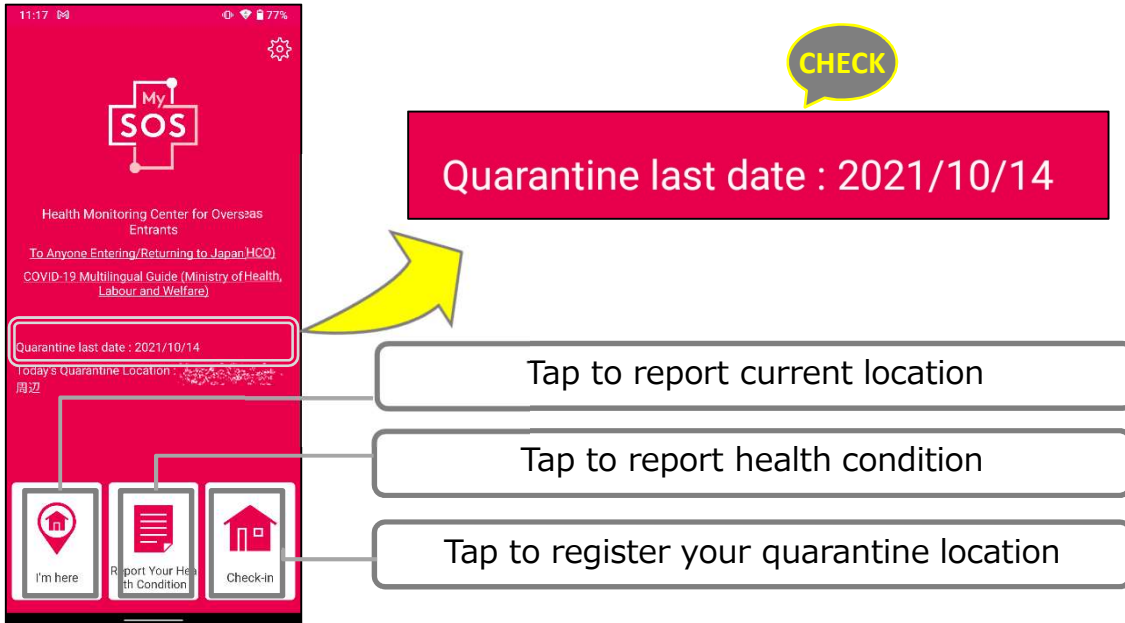
▼If Registrant Info has NOT been matched by HCO, the "Quarantine last date" will NOT be displayed.

CHECK

Health Monitoring Center for Overseas Entrants

To Anyone Entering/Returning to Japan(HCO)

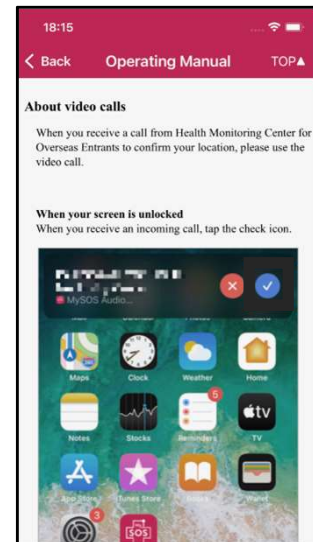⚠ If your "Quarantine last date" is still not being displayed more than two days after you entered Japan, the reason may be that your MySOS app is not connected with the Health Monitoring Center for Overseas Entrants (HCO). E-mail: app@hco.mhlw.go.jp
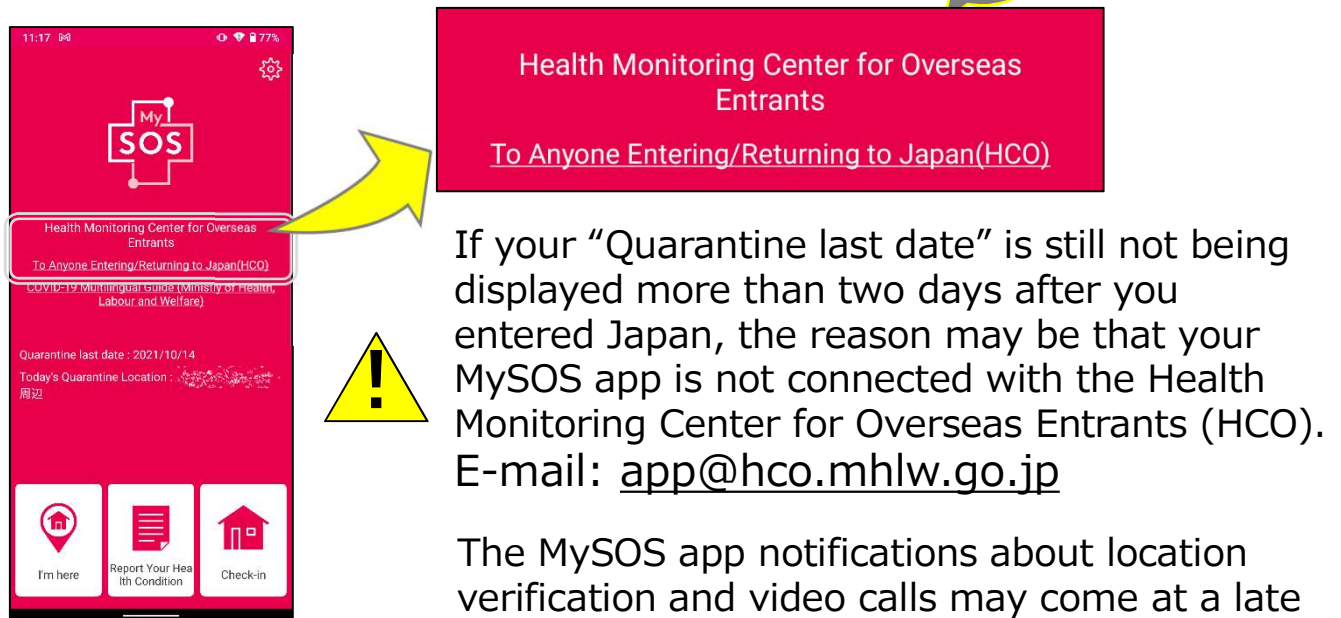
⚠ The MySOS app notifications about location verification and video calls may come at a late hour on the day after your arrival, or on/after the following day.
Please note that the HCO may contact you if there is a mismatch between the HCO's and your MySOS app's information, or if the app is not connected.

"**Check-in**" upon arrival at your home or quarantine accommodations

As soon as you have arrived at your home or other quarantine accommodations as stated in your Pledge, please launch the app, and tap "Check-in."

When you tap on the "Check-in" button, your current location data (quarantine location) will be sent to the HCO.
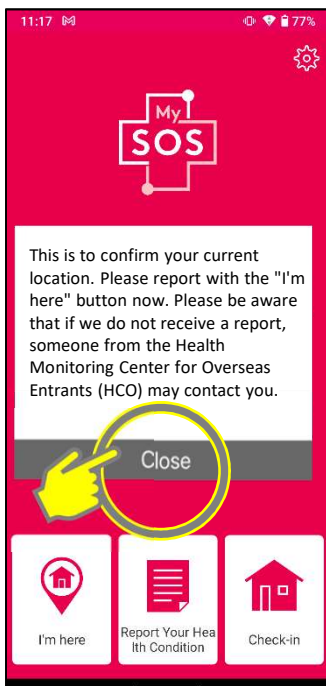
CHECK

Today's Quarantine Location : 東京都
周辺

⚠ **※ If for some reasons you relocate from where you reported, please tap "Check-in" again as soon as you arrive at the next location.**

"**Report current location**" every day of quarantine period after entry to Japan

During the designated quarantine period after you enter Japan you will receive a push notification on your smartphone multiple times each day asking you to "Report current location" (with the "I'm here" button).

Please tap the "I'm here" button <u>as soon as you receive a notification</u>. Your current location information will be reported to the HCO.

This is to confirm your current location. Please report with the "I'm here" button now. Please be aware that if we do not receive a report, someone from the Health Monitoring Center for Overseas Entrants (HCO) may contact you.

Close

After you report your current location, this message will be displayed.

> Thank you. Your current location report has been received.
>
> OK

⚠ **Please ensure that your smartphone is set to receive notifications (see P.17, P.18).**

"Report health condition" every day during quarantine period after date of entry to Japan

During your designated quarantine period after you enter Japan you will receive a push notification on your smartphone each day asking you to "Report your health condition." Please tap the "Register" button and respond the same day, following instructions on the notification screen.

⚠ **Please ensure that your smartphone is set to receive notifications (p. 17, p. 18)**
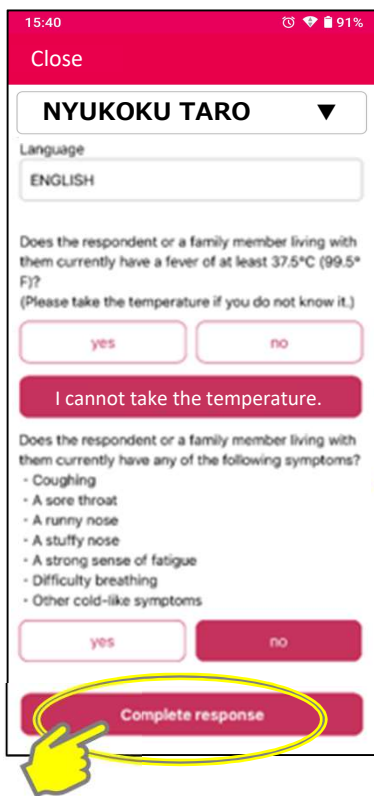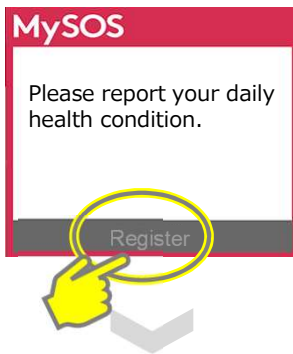

Your name and some questions will be displayed. Please tap the buttons with your responses, and when done tap "Complete response."。
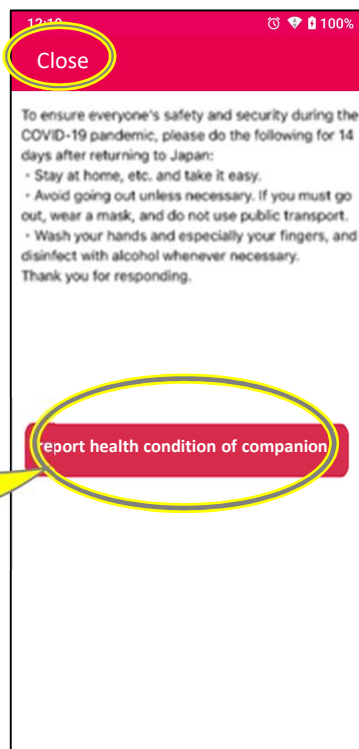
When this message is displayed, please read the details and then tap "Close" to close the screen.

※ If someone is registered as accompanying you, a button will be displayed to let you report for that person.
After you tap the report button, you will see a screen to report health condition. Please select the name of the accompanying person and report the health condition.
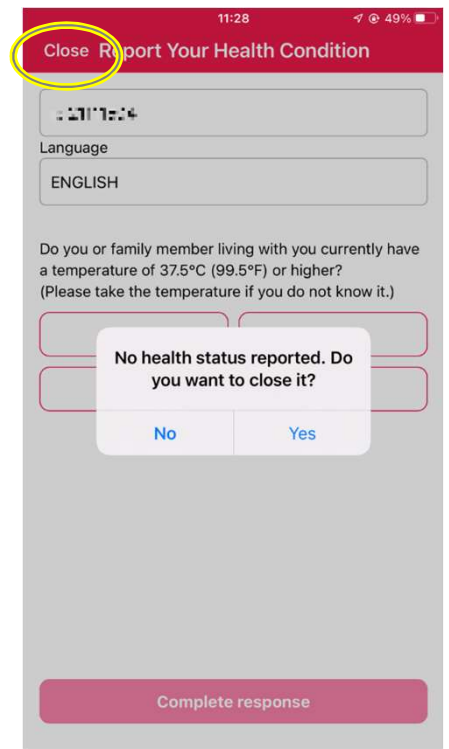
※ If someone is registered as accompanying you, and you tap the "Close" button without reporting for that person, you will see a screen asking you to confirm your choice.

※ "Yes" will close the report health condition screen.
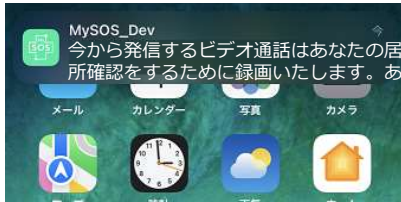※ "No" will return you to the report health condition screen.

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[10-1] How to handle video calls with MySOS (AI automated) iPhone Android

In the case of an incoming AI automated video call, you will receive the following notification one minute before the call.

Example 1. Notification

MySOS_Dev
今から発信するビデオ通話はあなたの居所確認をするために録画いたします。あ

Example 2.

If someone is registered as accompanying you, the screen will indicate who the video call is for.

MySOS_Dev
NYUKOKU TAROKO様宛の居所確認です
今から発信するビデオ通話はあなたの居所

⚠ Automated calls are a screen message only with no sound, and there is no need for you to speak.

⚠ An alert will be displayed if your location information permission is set to OFF. If so, please change setting to ON to permit the app to access location information (see p. 17 and 18).
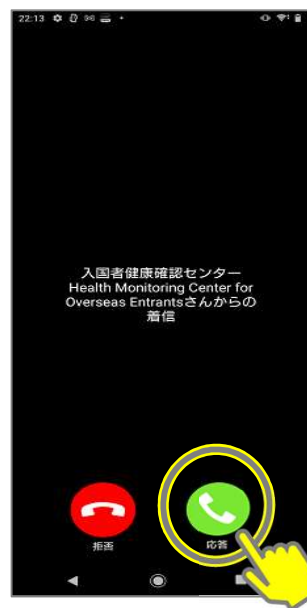
⚠ To answer, slide to open or tap on the notification banner. You cannot answer by launching the app separately.

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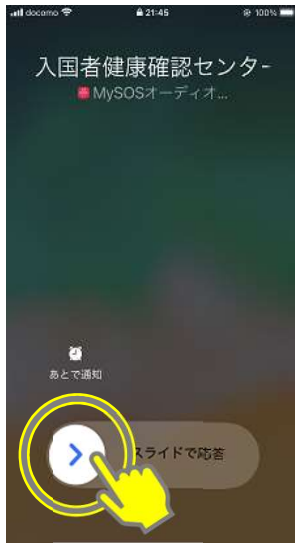

Tap to answer notification

Tap "Accept"

CHECK

Use head outline and include background to show where you are

27

[10-1] How to handle video calls with MySOS (AI automated) [iPhone] [Android]
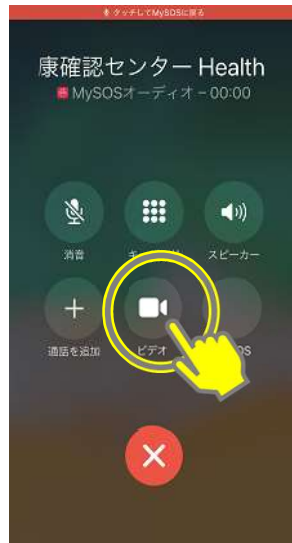
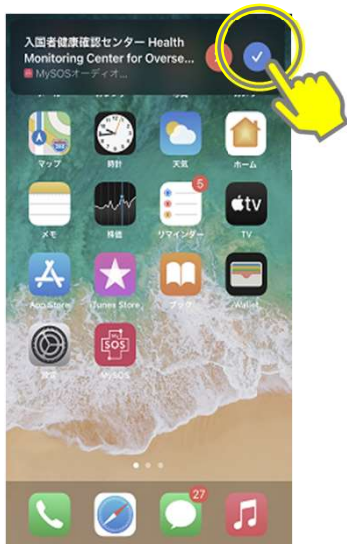## When iPhone is locked

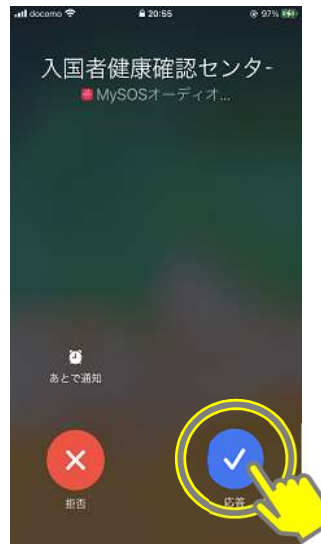Slide to answer

Tap "Video" icon

Use head outline and include background to show where you are

When iPhone is not locked

Tap check mark ✓

Or

Tap check mark ✓ to accept

Use head outline and include background to show where you are

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[10-2] How to handle video calls with MySOS (human operator) [iPhone] [Android]
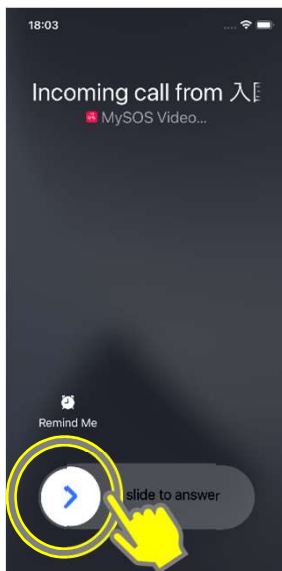
In the case of an incoming video call from a human operator, your screen display will be as shown below.
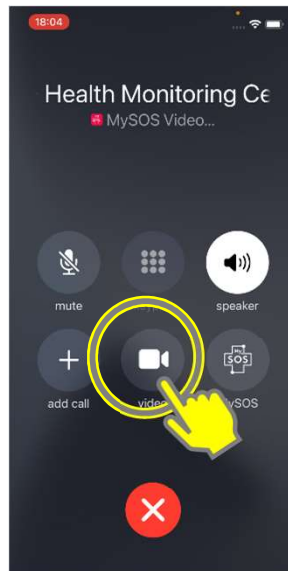The operator's image will not appear on your screen.

⚠️ **To answer, slide to open or tap on the notification banner.**
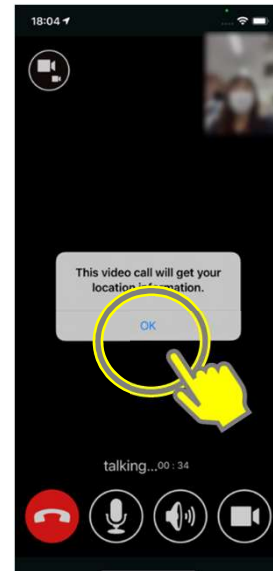**There is no way to answer by directly launching the app.**

When iPhone is locked

Slide to answer

Tap "Video" icon

Tap "OK," hold camera to include your head and background, and speak with the operator

When iPhone is not locked

Tap check mark ✓

Or
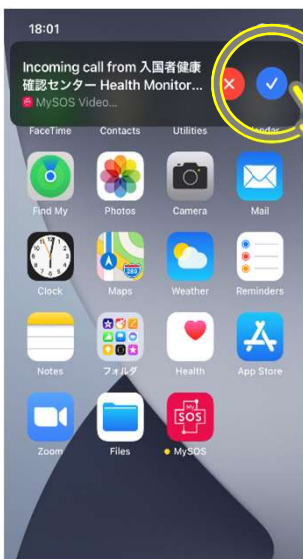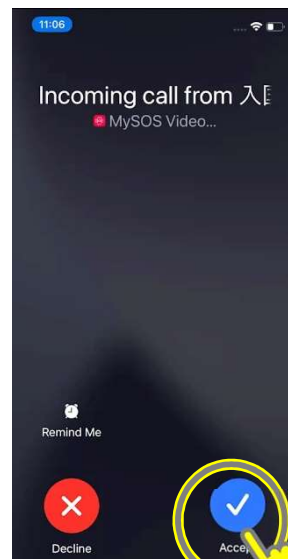
Tap check mark ✓ to accept

Tap "OK," hold camera to include your head and background, and speak with the operator

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

Tap to answer notification

Tap "Accept"

Tap "CLOSE," hold camera to include your head and background, and speak with the operator

[11] How to update the MySOS app

iPhone Android

If you get an alert saying "The new version has been released.", please do the following.

※If you do not see the "UPDATE" button in the App Store, you can assume you have the latest version. In that case, no need to update.

iPhone
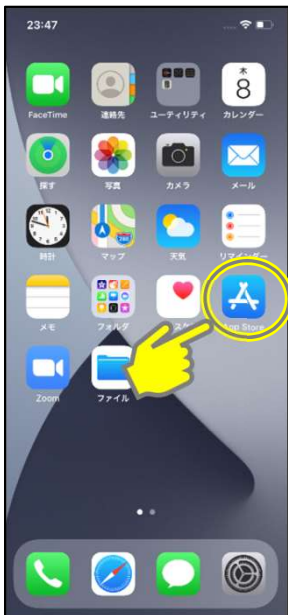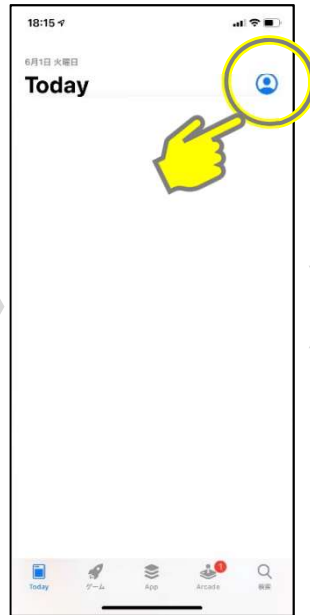
Tap "App Store"   Tap user icon (top right)   Tap "Purchased"   Tap "UPDATE" for MySOS

Android

Tap "Play Store"   Tap icon (top right)   Tap "My apps & games", or "Manage apps & Device"   Tap "Update" to the right of MySOS

[12] How to use COCOA

The COVID-19 Contact Confirming Application (COCOA) 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 wh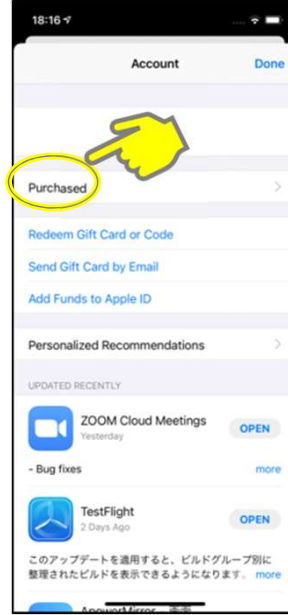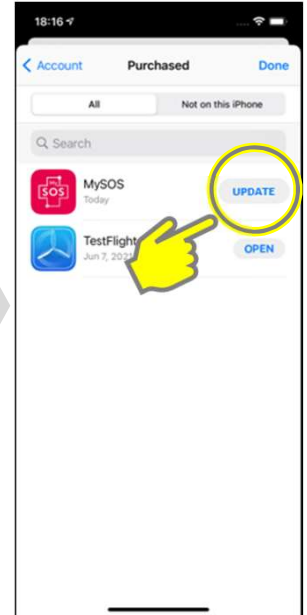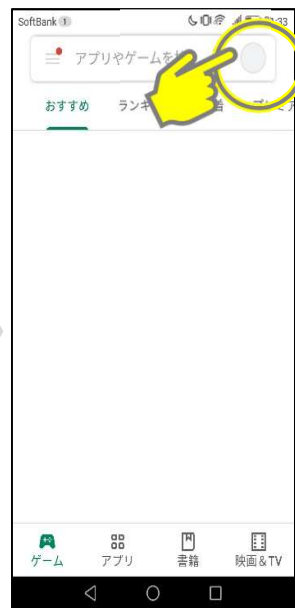ile ensuring your and other users' privacy. By understanding whether they have had contact with infected persons, users can get early examinations and support from health centers.

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 the designated quarantine period 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_iryou/covid19_qa_kanrenkigyou_00009.html

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 certain apps, and to remain in quarantine at home or other accommodations during the designated quarantine period after entry to Japan, etc.
In case of violation of the above pledge, your name may be publicly disclosed, and you may be 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 matters 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.