

How to Submit Documentation for Special Circumstances

Please follow these steps to submit your documentation seeking release from the obligation to remain at your quarantine location. Please be aware that if it is found that you have made a false submission, you could be subject to actions indicated in your written Pledge, including having your name made public.

■ Submit evidence of departure from Japan

Please follow the steps on the next page to have your image(s) submitted using the MySOS app, as evidence that you have departed from Japan. A push notification will be used to notify you of the results.

If you are unable to submit your image(s) by this app, please e-mail them as attachments to the HCO (followup@hco.mhlw.go.jp). For the e-mail subject line, please type “Evidence after departure from Japan.” In the message text please provide your name, date of birth, passport number, and date of entry to Japan, and attach images of your documentation.

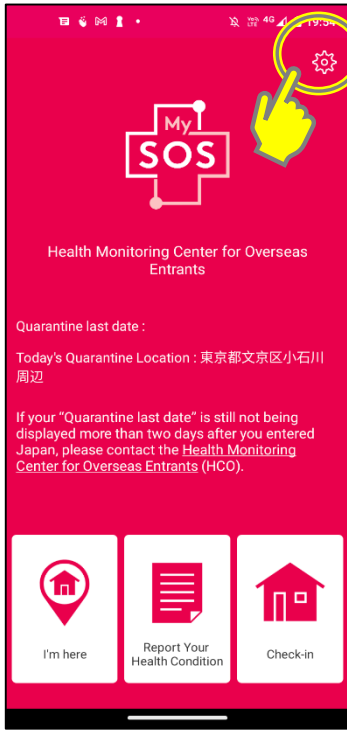
■ Submit identification

Please submit an image of your identification to the HCO by e-mail (followup@hco.mhlw.go.jp). We will notify you of the results by e-mail. For the e-mail subject line, please type “Submission of identification.” In the message text please provide your name, date of birth, passport number, and date of entry to Japan, and attach image(s) of your documentation.

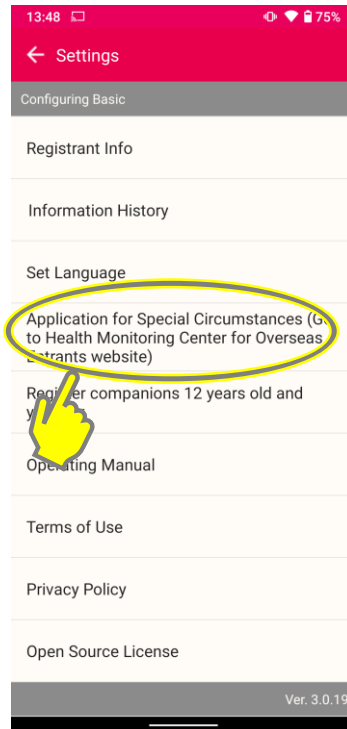
Examples of images of identification: Proof of identity as diplomat, U.S. military personnel, Olympics/Paralympics personnel, death certificate, etc.)

Please contact the HCO for any inquiries on these matters.
Health Monitoring Center for Overseas Entrants (HCO)
[mail:followup@hco.mhlw.go.jp](mailto:followup@hco.mhlw.go.jp)

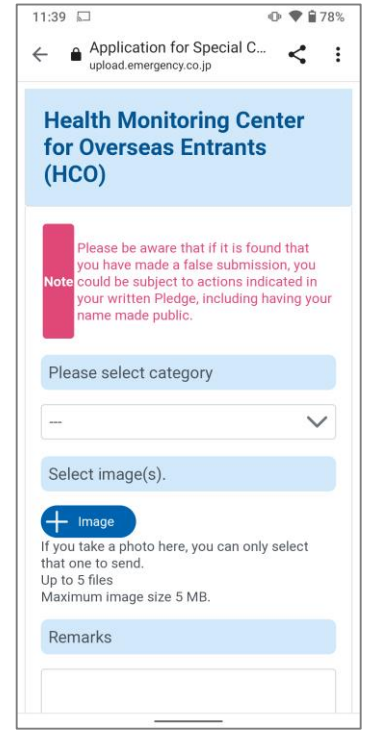
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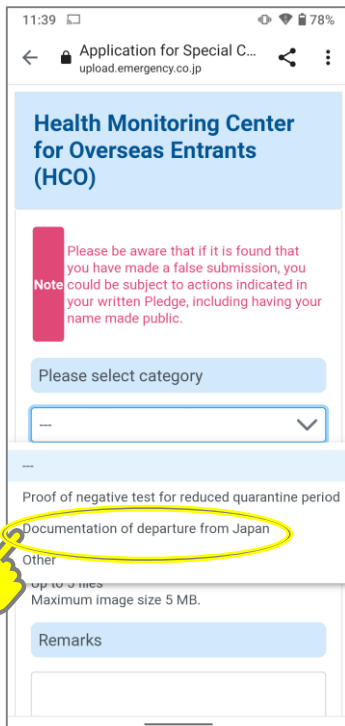
1. Launch app, tap "Settings"



2. Tap "Application for Special Circumstances"



3. This screen will be displayed

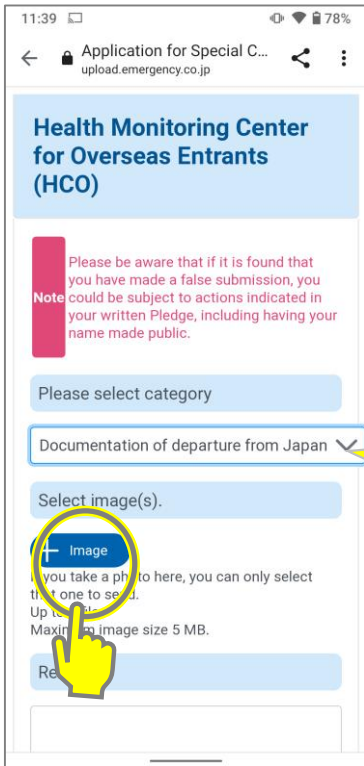


4. Select applicable category
* Use "Remarks" line if a description is needed for any image(s)

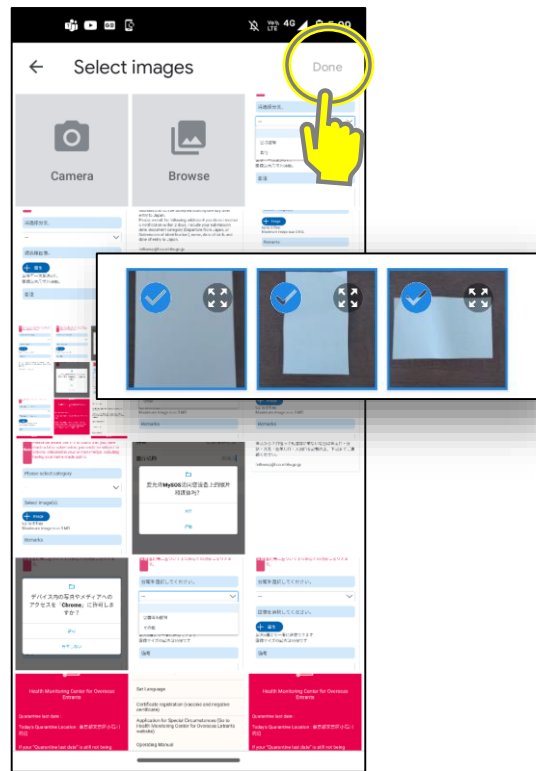
▼ Categories

- Evidence of departure from Japan (boarding pass, departure stamp in passport, etc.)
- Other

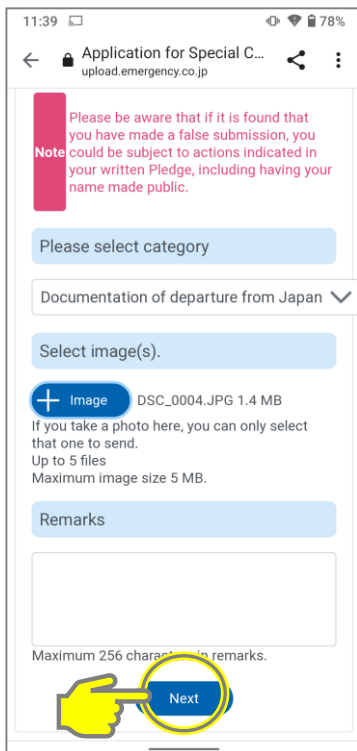
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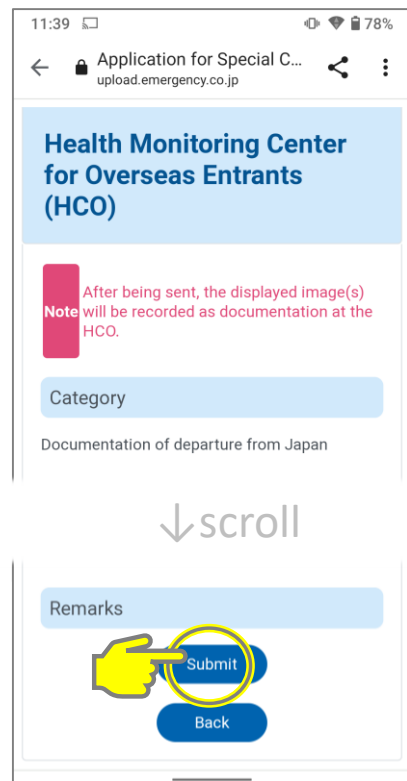
5. Tap “Image” button to attach documentation



Take photo(s) with your smartphone camera and attach the images(s) as your documentation

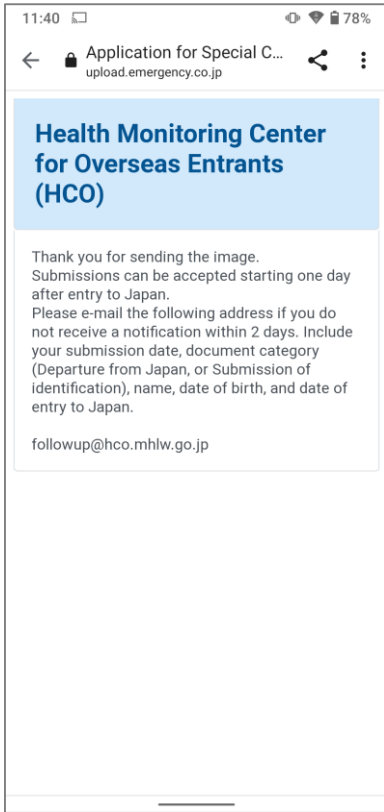


6. Confirm that the filename you have attached is being displayed, then tap “Next”



7. Confirm that you can see the image as above, then tap “Submit”

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8. The above message will be displayed when transmission is complete. You can then close the screen.

▼ Submission accepted

We have received and accepted the image(s). Thank you for your cooperation.

▼ Submission not accepted

The image attached was not accepted. Please go back and send correct image(s).

9. When the submission is accepted by the HCO, you will receive a notification as shown above.

If you sent incorrect image(s) it (they) will not be accepted, so please re-check and re-submit if not accepted.



Please e-mail the following address if you do not receive a notification within 2 days after submission. Include your submission date, document category (Departure from Japan, or Submission of identification), name, date of birth, and date of entry to Japan.

Health Monitoring Center for Overseas Entrants (HCO)

[mail:followup@hco.mhlw.go.jp](mailto:followup@hco.mhlw.go.jp)