

Frequently asked questions

1. About Health Monitoring Center for Overseas Entrants (HCO)

Questions	Answers
1-1 What is the phone number for HCO?	The telephone number for HCO is 03-6757-1038 (Automated Voice Guidance). Please make sure to dial the correct number. Please also see HCO website for details. You can also send e-mail from "⑥Assistance for Various Issues". https://www.hco.mhlw.go.jp/en/
1-2 "What are the operating hours of HCO? Are services available at night and/or on weekends?"	HCO opens from 9:00 to 18:00 daily (including weekends) and closes at night.
1-3 Are HCO's staffs from the Ministry of Health, Labor and Welfare?	HCO is operated by the company contracted by the Ministry of Health, Labor and Welfare.

2. About protection measures at ports and airports

Questions	Answers
2-1 What am I supposed to do before/after entering Japan?	<p>Anyone entering Japan from any region of the world must follow the instructions described below.</p> <p>* Instructions are subject to change – check the website for the most recent updates. https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/0000121431_00209.html</p> <ul style="list-style-type: none"> <input type="checkbox"/> Obtain a certificate of a negative COVID 19 test result –test must be conducted within 72 hours prior to departing from the country/region where travelers stay. <input type="checkbox"/> Secure a place of stay at a facility approved by the quarantine office chief (e.g. your own home) for 14 days, starting from one day after your entry (date of entry is the day the test specimen is collected). <input type="checkbox"/> Anyone who has been in any of the countries/regions where the new variant of Coronavirus is widespread in the past 14 days must stay in a facility designated by the quarantine officer, and testing will be conducted. Please refer to the website for the latest information about applicable countries/regions. <input type="checkbox"/> Secure the means of travel from the airport/port to your accommodation without using the public transportation. <input type="checkbox"/> Register your travel method and your accommodation information at Quarantine Office. <input type="checkbox"/> Take a COVID 19 test upon entry to Japan. <input type="checkbox"/> Remain at the airport or a facility designated by the Quarantine Office until the test result is reported. <p>* Generally, the test result is delivered within 1-3 hours after your arrival; however, it may not be until the next day depending on the circumstances. Your entry to Japan will proceed after receiving the test result.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Submit a signed pledge upon entry to Japan. <p>* You will be required to install and setup Overseas Entrants Locator (OEL) app, a video call app (e.g. My SOS), and COVID 19 Contact-Confirming Application (COCOA) designated by the Ministry of Health, Labor, and Welfare on your smartphone to utilize them for storing your location data, etc. Please verify that your smartphone is compatible with these applications for use, and make sure to bring the smartphone with you to the entry process to Japan.</p> <p>Even if the result of Covid test you take at the Quarantine Office comes out negative, you are still required to stay at the accommodation you had booked for 14 days counting from the next day after your entry, and subjected to receive assessments of your health condition by the Health Monitoring Center for Overseas Entrants (HCO) and other officials.</p> <p>Please refer to the website of the Health Monitoring Center for Overseas Entrants (HCO) for details. https://www.hco.mhlw.go.jp/en/</p>
2-2 Can one person in a family or a group represent other members when registering email addresses?	Even if you are traveling with family members or in a group, you will need to provide email addresses of everyone separately – each member must provide his/her own email address. Children who are 12 years old or younger and do not have their own email address can submit the email address of their parents/guardians.
2-3 Will there be a written pledge at the airport if I can not print the document prior to my departure?	We recommend that you download and print the form from The Ministry of Health, Labor, and Welfare's website to complete in advance. There are copies in the flights and at the airport for those who have difficulties printing the documents. https://www.mhlw.go.jp/content/000779620.pdf
2-4 What will happen if I refuse to sign on the pledge?	You will be required to stay at the accommodation designated by Quarantine Office for 14 days.

3. About monitoring your health condition


Questions	Answers
<p>3-1 How does HCO monitor my health condition?</p>	<p>The Health Monitoring Center for Overseas Entrants (HCO) will follow up to confirm your health condition and location during the 14-day quarantine period. Please refer to the HCO website. https://www.hco.mhlw.go.jp/en/</p> <p>1. Monitor Health Conditions Every day after 11:00 we will send you an email to confirm your health condition. You need to click on the URL link in the email to open the questionnaire and submit your answers by 14:00 (2 p.m.). If you have no email address, the HCO will contact you by telephone to confirm your health condition. We will use the email address and telephone number that you provided in the questionnaire and/or Pledge. If you have a body temperature of 37.5 degrees Celsius or higher, a cough, runny nose and/or any other suspected COVID 19 symptoms, promptly contact the local Public Health Office or local government's COVID-19 call center. URL https://www.c19.mhlw.go.jp/area-en.html</p> <p>If you develop symptoms while staying at accommodations designated by the Quarantine Office, please notify the administrative office at your accommodations about your health condition. The contact information is provided in the leaflet you received from the facility upon your arrival.</p> <p>2. Confirming Current Location You need to report your current location a few times a day, when you receive a notification from the Overseas Entrants Locator (OEL) app on your smartphone. Please tap the "I'm Here!" button to report your current location as soon as you receive the notification. Please also be prepared to answer calls from the HCO via the MySOS video call app, with your smartphone camera turned on. If you do not respond to these notifications and calls, we may visit you at your quarantine location to confirm your location and health condition. Anyone failing to report health condition or location, etc., may have their name publicly disclosed (and nationality, in the case of foreign nationals), as well as other information that may help prevent the spread of infection. Foreign nationals may be subject to revocation of residence status and deportation under the Immigration Control Act.</p>
<p>3-2 Why must my health condition be monitored for 14 days?</p>	<p>Although the test you received before the trip showed a negative result for COVID 19, you may develop symptoms after entering Japan. According to WHO, the incubation period of this disease is 1 to 14 days (5 days in most cases); thus, a 14-day monitoring period is recommended in various virus studies. We ask for your understanding and cooperation to prepare a timely response to any unexpected onset of symptoms. https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/coronavirus-disease-covid-19</p>
<p>3-3 Do I report my health condition every day?</p>	<p>It is mandatory for you to report your health condition every day during your 14 days quarantine period starting the day after you enter Japan.</p>
<p>3-4 Will my name be disclosed if I do not report my health condition before 2pm?</p>	<p>You will be receiving an email every day after 11:00 with a URL link where you need to click and access a website to report your health condition by 14:00 on the same day. If your report is not submitted by 14:00 we may contact you around 18:00 on that day. If you are not responding to us within a certain period without a reasonable reason, you may be subject to a contract violation. Your full name (and nationality if you are a foreigner) and other information may be released publicly to prevent the spread of COVID 19. If you are a foreigner, you could be subject to termination of your residence status in Japan and deportation under the Immigration Control Act.</p>
<p>3-5 Is reporting my health condition and location information mandatory? I am worried about disclosing personal information.</p>	<p>Reporting your health conditions and location information is mandatory and is included in the pledge you signed upon entry to Japan. If you signed the pledge and did not comply without a reasonable reason, you may be subject to a contract violation. Your full name (and nationality if you are a foreigner) and other information may be released publicly to prevent the spread of COVID 19. If you are a foreigner, you could be subject to termination of your residence status in Japan and deportation under the Immigration Control Law.</p> <p>As for the protection of personal information, Health Monitoring Center for Overseas Entrants (HCO) complies to the Article 6-2 of the of Act on the Protection of Personal Information (Act No. 58 of 2003) and Article 20 of Act on the Protection of Personal Information (Act No. 57 of 2003). Ministry of Health, Labor and Welfare (MHLW) supervises HCO according to Article 6-2 of the Act on the Protection of Personal Information (Act No. 58 of 2003).</p>
<p>3-6 I am currently within the 14-day quarantine period and developed symptoms. I have already reported my condition to HCO. Who should I contact next?</p>	<p>Promptly contact the local Public Health Office or local government's 24-hour COVID-19 call center. You can look up contact information on the Ministry of Health, Labour and Welfare website. https://www.c19.mhlw.go.jp/area-en.html</p> <p>If you develop symptoms while staying at accommodations designated by the Quarantine Office, please notify the administrative office at your accommodations about your health condition. The contact information is provided in the leaflet you received from the facility upon your arrival.</p>

3-7 I will leave Japan before my 14-day quarantine period is over. Do I need to continue my report after my departure from Japan for the rest of the 14-day period?	You do not need to report your health condition and current location using the Overseas Entrants Locator (OEL) app once you are outside of Japan. Please contact followup@hco.mhlw.go.jp if you are leaving Japan during your 14-day quarantine period.
3-8 What should I do if I do not receive the email from HCO regarding the health condition report?	<p>The email to confirm your health condition will be sent to you at or after 11:00 starting the morning following your arrival to Japan. Please follow the steps if you are not receiving the email:</p> <ul style="list-style-type: none"> - check the junk/spam mail folder. - make sure to allow emails from ""@followup.mhlw.go.jp"" to be received if there are any domain restrictions in your email application. <p>Please contact Health Monitoring Center for Overseas Entrants (HCO) at ""followup@hco.mhlw.go.jp"" by email if you still have not received an email by the afternoon of the third day you've been in Japan (two days after your arrival) so we can verify the email address that you provided on the pledge or questionnaire form at the airport.</p>
3-9 I am no longer receiving the email from HCO which I was receiving before.	Please confirm if you there have been any changes to your email settings for receiving emails.
3-10 I replied to the email from HCO but it was returned undelivered.	Please do not reply to the health check emails as it uses sending only email addresses. Please click the link (URL) in the email to open the questionnaire to submit your answers.
3-11 I clicked on the link in the email to report my health condition, but it was unreadable with characters and signs. What should I do?	<p>The automatic translations function for Japanese may be activated in your web browser. Please disable auto translate function of your web browser or select "show original language" in such function. For example, in Google Chrome:</p> <ol style="list-style-type: none"> 1. Tap on translate icon at far right side of address bar showing URL. 2. Select "Do not translate for this site".
3-12 I clicked on the link in the email to report my health condition, but could not access the link. What should I do?	<p>For PC users: Press F5 key to refresh the page. Clear the cached data and Cookies of your browser.</p> <p>For Smartphone users: Tap on refresh button showing at the top of your browser app screen to reload the page. Clear the cached data and Cookies of the browser app.</p> <p>How to clear the cache and Cookies:</p> <p>For Google Chrome:</p> <ol style="list-style-type: none"> 1. Tap on "... " at the bottom of your screen > Settings > Privacy > Clear browsing data > Time Range 2. Select "All time" 3. Select "Browsing History", "Cookies, Site Data", and "Cached Images and Files" 4. Tap on "Clear Browsing Data" at the bottom. <p>For Microsoft Edge:</p> <ol style="list-style-type: none"> 1. Tap on "... " at the bottom of your screen > Settings > Privacy and security > Clear browsing data 2. Select "Browsing history", "Cookies and site data" and "Cache" . 3. Tap on "Clear browsing data"
3-13 I am trying to report my health condition by clicking on the link in the email, but an error message is showing on the screen. What should I do?	You might have clicked the answer button multiple times. In this case, your answer is being sent even if the error message is showing. If your answer was not sent to Health Monitoring Center for Overseas Entrants(HCO) due to an error, we will contact you.

4. About the OEL app

Questions	Answers
4-1 what is OEL? Why should I install and activate this app?	<p>Overseas Entrants Locator (OEL) is an app to confirm your current location. This app is required to report your current location during 14-day quarantine period. Please refer to Health Monitoring Center for Overseas Entrants(HCO) home page for further details.</p> <p>https://www.hco.mhlw.go.jp/en/#m01</p>

4-2 Why should I save my location information even though I report my location information via OEL?	Overseas Entrants Locator (OEL) is an app to report your current location. The purpose to collect your location information addition to your report is to help track possible exposures based on the active epidemiological investigation method if you contract COVID 19 during the 14-day quarantine period. Please submit the location data if the Health Care Centers and/or other health authorities request it during such situations.
4-3 What should I do If my smartphone is not compatible with the apps specified by the Ministry of Health, Labor and Welfare?	You will be requested to rent a smartphone if your device is not capable of using required apps for the quarantine procedures. * The expenses to rent a smartphone is at your cost. Please be aware that a credit card that can be used in Japan is required to rent a smartphone. Please contact the rental company "Vison Inc." directly for your inquiry. Vison Inc. Telephone: 050-5893-8023 Business Hour: 09:00 - 18:00 daily URL: https://www.vision-net.co.jp/news/20210319002098.html Supported OS for the required apps are as follows: 1. Overseas Entrants Locator App (OEL): iOS 11.0 or later, Android version 6.0 or above. 2. MySOS Video Chat System App: iOS 11.0 or later, Android version 6.0 or above. * Cannot be used on a device if it does not have Bluetooth and autofocus, even it is Android 6 3. Google Maps (for Android): - 4. COCOA COVID 19 Contact Confirming App: iOS 13.5, Android 6.0
4-4 How can I rent and return a smartphone?	Please contact "Vison Inc." details about smartphone rental. Vison Inc. Telephone: 050-5893-8023 Business Hour: 09:00 - 18:00 daily URL: https://www.vision-net.co.jp/news/20210319002098.html
4-5 What time of the day will I receive push notifications requesting my current location? Is there any deadline for me to reply?	There is no scheduled time for push notification. Notification will be sent a few times a day. When you receive the notification to report your current location, please press the ""I'm Here!"" button as soon as possible. HCO may contact you if we are unable to report your current location. Your location data will not be properly transmitted to HCO if location information is not set up for this app properly. Please make sure to setup location information settings for the app as instructed. Please refer to the Ministry of Health, Labor, and Welfare website for further details. https://www.hco.mhlw.go.jp/en/#m01
4-6 What should I do after I login to the OEL app?	First, your smartphone's GPS setting needs to be turned on. (you can find detailed instructions on the Health Monitoring Center for Overseas Entrants (HCO) website) Then check in the OEL app upon arriving at the location of isolation for the 14-day period. You will receive a notice to confirm your location multiple times daily. Please tap on the "I'm here" button as soon as you receiving it. Your current location data will be sent to Health Monitoring Center for Overseas Entrants (HCO) by tapping "I'm here" button. https://www.hco.mhlw.go.jp/en/#m01
4-7 Do I have to login to/logout from the OEL app everyday? What should I do if I want to change the password?	Once you log in the app will not automatically log you out. Please stay logged in during your 14-day quarantine period. Do not log out until your 14-day quarantine period ends. You cannot change the password.
4-8 I tapped the "I'm here" button but nothing happened.	Your screen will show ""Report Your Current Location"" after pressing the ""I'm Here!"" button. It will go back to the initial screen after the data transmission process completes. If you see the current time and date (as you pressed the ""I'm Here!"" button) indicated in the last report section, your report was successfully submitted without any error. If your screen does not change, please try reporting a few moments later. If the app is still having a problem, please re-install the app. https://www.hco.mhlw.go.jp/en/#m01
4-9 Does everyone in my family have to register separately in the OEL app?	Except for those 12 years and under who do not own a smartphone, every entrant to Japan is required to have a smartphone with the Overseas Entrants Locator app (OEL) installed and to register their account to report current locations.
4-10 Is it possible to receive the usage guide for the OEL app prior to my departure?	Please refer to the usage guide on the Ministry of Health, Labor, and Welfare's website before entering Japan. However the information can be updated without prior notice, so review the hard copy that will be handed out to you at the time of entry to Japan. https://www.hco.mhlw.go.jp/en/#m01
4-11 Does HCO collect my location data after 15 days of entry to Japan if I keep the OLE app installed on my smartphone?	The push notifications requesting you to report your location will stop on the 15th day of your entry to Japan. The OEL account will be disabled past the 14th day of your entry, and the function of the app will be disabled. Health Monitoring Center for Overseas Entrants will not collect your location data after the 15th day of your entry. You can uninstall the app 15th day (counting from the next day of your entry to Japan) after your entry to Japan.

4-12 I downloaded the OEL app but cannot find it on my smartphone.	The OEL app's logo says "OEL" and is a blue icon with Saturn's rings-like shape with a dot. The app icon should look as follows.  https://www.hco.mhlw.go.jp/en/#m01
4-13 I am logged into the OEL app, but have not received a push notification telling me to tap the "I'm here!" button. What should I do?	If you have not received any push notification within two or three days after entry in Japan, your account information may be incorrect, so please confirm your registered account information (passport number and date of birth). To see how to confirm your registered account information please refer to this video: https://youtu.be/cxLwhS_DnjM 1) If the registered information is correct Please contact the Health Monitoring Center for Overseas Entrants (HCO). E-mail: app@hco.mhlw.go.jp * If the information registered in the app is already correct, please contact us via the email, using the subject line "OEL Account Information." and state that the entrant information in the app was correct. * If you have already tapped "I'm here!" those location records can be retained. 2) If the registered information is not correct Please log out of the app, and then tap "Start" to re-register using your correct information. * In this case, even if you have already tapped "I'm here!" those location records cannot be retained. https://www.hco.mhlw.go.jp/en/#m01
4-14 An error message "No location information" shows, or no "Current location report has been sent" message shown. What should I do?	You may see such a message if you are at a location where data is out of range (for example, mountain area). If you see the same message even if you are in an urban area, the internet connection may be unstable. Please try these; - Give it a moment and retry again later. - Reboot your smartphone. - Reboot the data communications equipment (eg. mobile Wi-Fi). - Move to a different locations in your quarantine accommodation (e.g beside the window) If you still have an error, please contact Health Monitoring Center for Overseas Entrants (HCO). Telephone: 03-6757-1038 (Automated Voice guidance) Email: app@hco.mhlw.go.jp
4-15 I have not received any push notification requesting my current location so far. What should I do?	Please review notification settings in your smartphone to make sure your phone allows notifications from OEL. Please refer to the Ministry of Health, Labor, and Welfare website for any details. https://www.hco.mhlw.go.jp/en/#m01
4-16 I have not received any push notification which I am supposed to receive it daily. When I receive no notification, I do not have to push "I'm here" button, do I?	All individuals who log in to the system will receive several push notifications every day. Please do not log out once you log in. You will not receive notifications if OEL notifications are disabled on your smartphone. Please check your smartphone settings, and make sure your smartphone can receive notifications from OEL. Please be aware of the notifications from OEL since there is no scheduled time for push notifications. https://www.hco.mhlw.go.jp/en/#m01
4-17 I received an e-mail asking me to confirm my registered account details.	The information in the app may not match the information registered at the HCO, so please start the app, tap on "Entrant Information," and confirm that the displayed passport number is correct. To see how to confirm your registered account information please refer to this video: https://youtu.be/cxLwhS_DnjM 1) If the registered information is correct Please contact the Health Monitoring Center for Overseas Entrants (HCO). E-mail: app@hco.mhlw.go.jp * If the information registered in the app is already correct, please contact us via the email, using the subject line "OEL Account Information." and state that the entrant information in the app was correct. * If you have already tapped "I'm here!" those location records can be retained. 2) If the registered information is not correct Please log out of the app, and then tap "Start" to re-register using your correct information. * In this case, even if you have already tapped "I'm here!" those location records cannot be retained. https://www.hco.mhlw.go.jp/en/#m01
4-18 I entered incorrect passport number and/or date of birth when I logged in at the airport.	Please log out of the app, and then tap "Start" to re-register using your correct information. Please refer to this video: https://youtu.be/cxLwhS_DnjM * Even if you have already tapped "I'm here!" those location records cannot be retained. https://www.hco.mhlw.go.jp/en/#m01

5. About Video Call App (MySOS)

Questions	Answers
5-1 Why should I install the video call app (MySOS) and respond to a video call?	Health Monitoring Center for Overseas Entrants (HCO) will use the video call app to confirm that you are at home or indoors during the 14-day quarantine period. Please turn on your smartphone's camera when answering the video calls as agreed to in the written pledge you signed upon entering Japan. If you do not turn on video, the record will indicate that you did not answer the video call. https://www.hco.mhlw.go.jp/#m03
5-2 What should I do if my smartphone is not compatible with the apps specified by the Ministry of Health, Labor and Welfare?	You will be requested to rent a smartphone if your device is not capable of using required apps for the quarantine procedures. * The expenses to rent a smartphone is at your cost. Please be aware that a credit card that can be used in Japan is required to rent a smartphone. Please contact the rental company "Vison Inc." directly for your inquiry. Vison Inc. Telephone: 050-5893-8023 Business Hour: 09:00 - 18:00 daily URL: https://www.vision-net.co.jp/news/20210319002098.html Supported OS for the required apps are as follows: 1. Overseas Entrants Locator App (OEL): iOS 11.0 or later, Android version 6.0 or above. 2. MySOS Video Chat System App: iOS 11.0 or later, Android version 6.0 or above. * Cannot be used on a device if it does not have Bluetooth and autofocus, even if it is Android 6 3. Google Maps (for Android): ~ 4. COCOA COVID 19 Contact Confirming App: iOS 13.5, Android 6.0
5-3 Does everyone in my family have to register separately in the MySOS app?	Except for those 12 years and under who do not own a smartphone, every entrant to Japan is required to have a smartphone with the MySOS app installed and to register their account and answer the video call. https://www.hco.mhlw.go.jp/pdf/faq-en.pdf
5-4 I don't know how to use it.	Once you have installed the app, you do not need to do anything within the app. Please answer when you receive an incoming video call. For instructions on how to answer a call, please refer to the Health Monitoring Center for Overseas Entrants (HCO) website. It includes video instructions. https://www.hco.mhlw.go.jp/en/#m03
5-5 There is no push notification or sound when I receive an incoming call.	Please go to the settings on your smartphone, and confirm that your phone is set to allow notifications and sound from MySOS. Please refer to the Health Monitoring Center for Overseas Entrants (HCO) website. It includes video instructions on settings and how to use the apps. https://www.hco.mhlw.go.jp/en/#m03
5-6 What will happen if I cannot answer the video call?	If you do not answer a video call, the Health Monitoring Center for Overseas Entrants (HCO) may contact you by e-mail or other means. You cannot call back on a video call. When you receive a video call, the HCO will confirm whether you are at home or indoors at the time, based on your surroundings, etc. Please wait for the next video call, as the HCO cannot make this confirmation if you call back by telephone. If you miss a video call, you do not need to call back to the HCO. If you do not know how to answer a call, please refer to the Health Monitoring Center for Overseas Entrants (HCO) website. It includes video instructions on settings and how to use the apps. Also, please go to the settings on your smartphone, and confirm that your phone is set to allow notifications from the app. Anyone breaching the pledge (failing to report health condition or location, etc.) may have their name publicly disclosed (in the case of foreign nationals, name and nationality), as well as other information to help prevent the spread of infection. Foreign nationals may be subject to revocation of residence status and deportation under the Immigration Control Act. https://www.hco.mhlw.go.jp/en/#m03
5-7 I noticed an incoming call so I tried to call back, but could not call out	You cannot call back on a video call. When you receive a video call, the HCO will confirm whether you are at home or indoors at the time, based on your surroundings, etc. Please wait for the next video call, as the HCO cannot make this confirmation if you call back by telephone. If you miss a video call, you do not need to call back to the HCO. https://www.hco.mhlw.go.jp/en/#m03
5-8 I received a video call. It was not from a person but just a message displayed. What was that?	Starting on June 18, in addition to video calls from our operators, we have started using automated calls that display messages. Please follow the instructions displayed on the screen, so the camera takes an image that includes your background. When you receive a video call, the HCO will confirm whether you are at home or indoors at the time, based on your surroundings, etc. https://www.hco.mhlw.go.jp/en/#m03

6. About allowed activities during the quarantine period

Questions	Answers
6-1 Can I use the public transportation during the 14-day quarantine period?	It is a violation of the pledge you signed if you use public transportation (such as trains, buses, taxis, domestic flights, and passenger ships) during the 14 days quarantine period. Please do NOT use them even when you go to the designated quarantine place in Japan from the arrival airport.
6-2 Can I leave my accommodations for traveling or dining/eating out during the 14-day quarantine period? Can I go to my place of work?	In the written Pledge you signed upon arrival, you pledged to remain at your home or accommodations for the 14-day quarantine period. Please refrain from going out for any non-essential reason such as traveling, dining/eating out, or going to your place of work.
6-3 Can I visit a hospital for medical treatment during the 14-day quarantine period?	Please contact your local Public Health Office or Coronavirus support center in the area where you are staying for assistance. https://www.c19.mhlw.go.jp/area-en.html