

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.

The screenshot shows the MySOS app interface. At the top, there is a 'CHECK' callout bubble. Below it, a pink box highlights the text 'Quarantine last date : 2021/10/14'. A yellow arrow points from this box to a larger pink box containing the same text. Below the main text, there are three buttons: 'I'm here', 'Report Your Health Condition', and 'Check-in'. Three white boxes with black text are connected to these buttons by lines: 'Tap to report current location' points to 'I'm here', 'Tap to report health condition' points to 'Report Your Health Condition', and 'Tap to register your quarantine location' points to 'Check-in'.

▼If Registrant Info has NOT been matched by HCO, the “Quarantine last date” will NOT be displayed.

The screenshot shows the MySOS app interface. At the top, there is a 'CHECK' callout bubble. Below it, a pink box highlights the text 'Health Monitoring Center for Overseas Entrants' and 'To Anyone Entering/Returning to Japan(HCO)'. A yellow arrow points from this box to a larger pink box containing the same text. Below the main text, there are three buttons: 'I'm here', 'Report Your Health Condition', and 'Check-in'. A yellow warning triangle is placed to the right of the screenshot.

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.