

MySOS Simplified User Guide



Perfect moments, always

**The screenshots in this guide are from an Android phone. The display on an iPhone or MySOS web (internet browser version) may be slightly different.*

Install MySOS from the Apple App Store (iPhone or iPad) or Google Play (Android). You can also install here:

<https://mysosp.page.link/sfY2kRrviv4t4eFy7>



Online Manual for the MySOS app (very detailed):

<https://teachme.jp/111284/manuals/14631275>

Online Manual for Visit Japan Web (very detailed):

https://www.digital.go.jp/assets/contents/node/basic_page/field_ref_resources/3e9afaa3-b2e7-4f6d-b07d-9697f39d97a3/340bb181/20220809_en_visit_japan_web_manual_01.pdf



The MySOS app is used to register for Fast Track expedited entry into Japan.

Fast Track:

<https://www.hco.mhlw.go.jp/fasttrack/en/>

Visit Japan Web allows you to pre-fill your Immigration and Customs forms electronically to speed your processing upon arrival.

Visit Japan Web:

https://www.digital.go.jp/en/services/visit_japan_web-en/

The two are now connected, after finishing your registration on the MySOS app (Step 1) the information will be transferred to Visit Japan Web (Step 2 and 3) and you will be able to complete your Immigration and Customs forms.

For entering Japan

Smooth arrival procedures for international travelers by pre-registering online services.

Fast Track



<https://www.hco.mhlw.go.jp/en/>

Visit Japan Web



<https://www.visitjapan.digital.go.jp/Web/>

Available Airport (For Visit Japan Web)
Narita International Airport , Haneda Airport
Kansai International Airport
Chubu Centrair International Airport
Fukuoka Airport , New Chitose Airport

STEP
01

Quarantine



Fast Track

Follow the instruction to complete questionnaire and pledge, also upload test result(72 hour prior to flight), if needed, vaccination certificate, on the app. After these documents are reviewed, you can check if it is approved by the screen color. All are approved, the screen turns green or blue.

STEP
02

Immigration



Visit Japan Web

Follow the instruction to input immigration information on the website. When complete the form, QR code will be issued. Please show the QR code on screen and passport at airport immigration.

STEP
03

Customs



Visit Japan Web

Follow the instruction to fill in customs declaration form on the website. When complete the form, QR code will be issued. Please scan the QR code on the reader of the Electronic Declaration Terminal at the airport.

Have a nice trip!

Digital Agency

August , 2022

Open the app that you installed. If you see any dialogue boxes asking you for permissions always answer "YES" or agree.

**Your default web browser must also have permission to upload files. If you have problems uploading files later on that may be the issue.*

You will have to scroll through and agree to several terms of service screens.



MySOS Terms of Service

Allm Co. Ltd (the "Company") provides its "MySOS" service (the "Service") to users in accordance with this "MySOS Terms of Service" (the "Terms").

Article 1 (Application of Terms of Service)

The Terms is applicable to all relationships with the Company with respect to the use of the Service (including use of the Service's app; the same definition shall apply below) You may not use the Service if you do not agree to the Terms.

Article 2 (Definitions)

In the Terms, the following terms shall have the meanings as defined in the items below.

1. Terms of Service: An agreement based on



【MySOS】 Privacy Policy

Allm Inc. (hereinafter referred to as "Allm", "we" or "us") will handle information containing personal information ("Personal Information") concerning the users ("Users" or "User") of [MySOS] (this "Application") provided by us, in accordance with the following privacy policy (this "Policy").

1. Name of application provider who acquires information

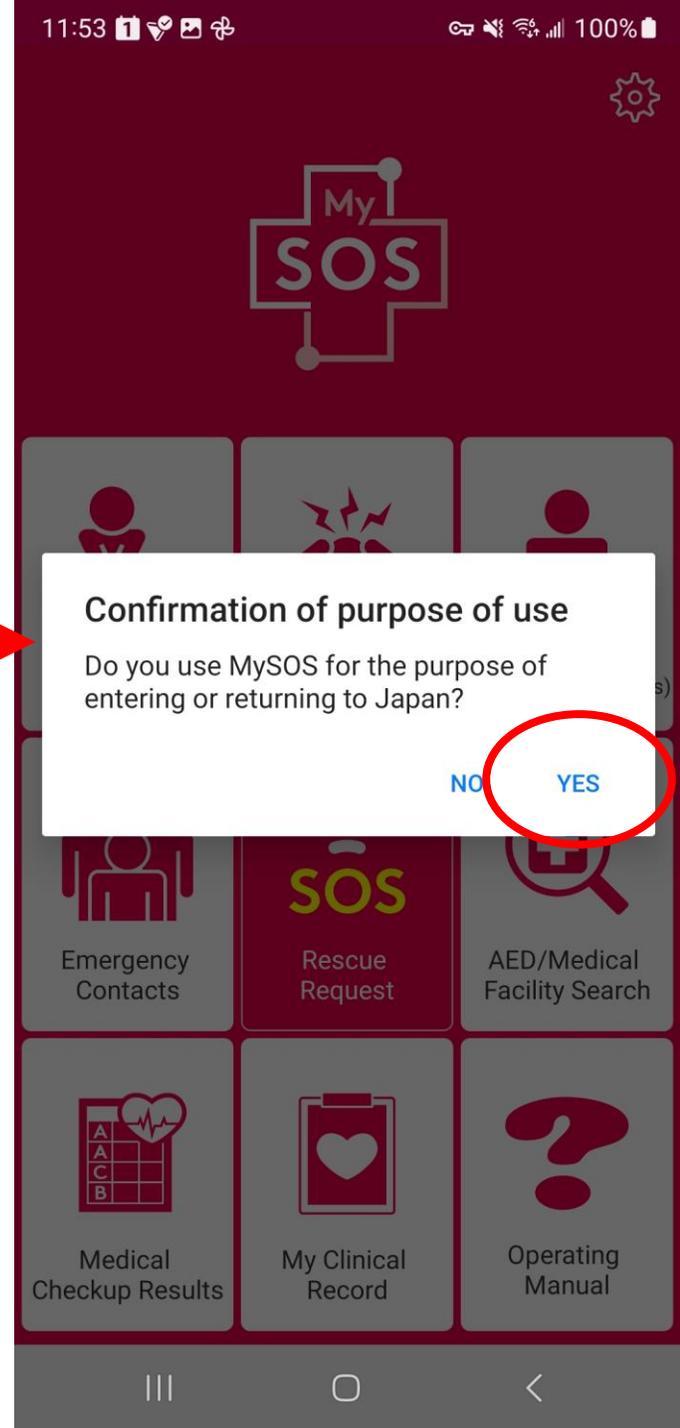
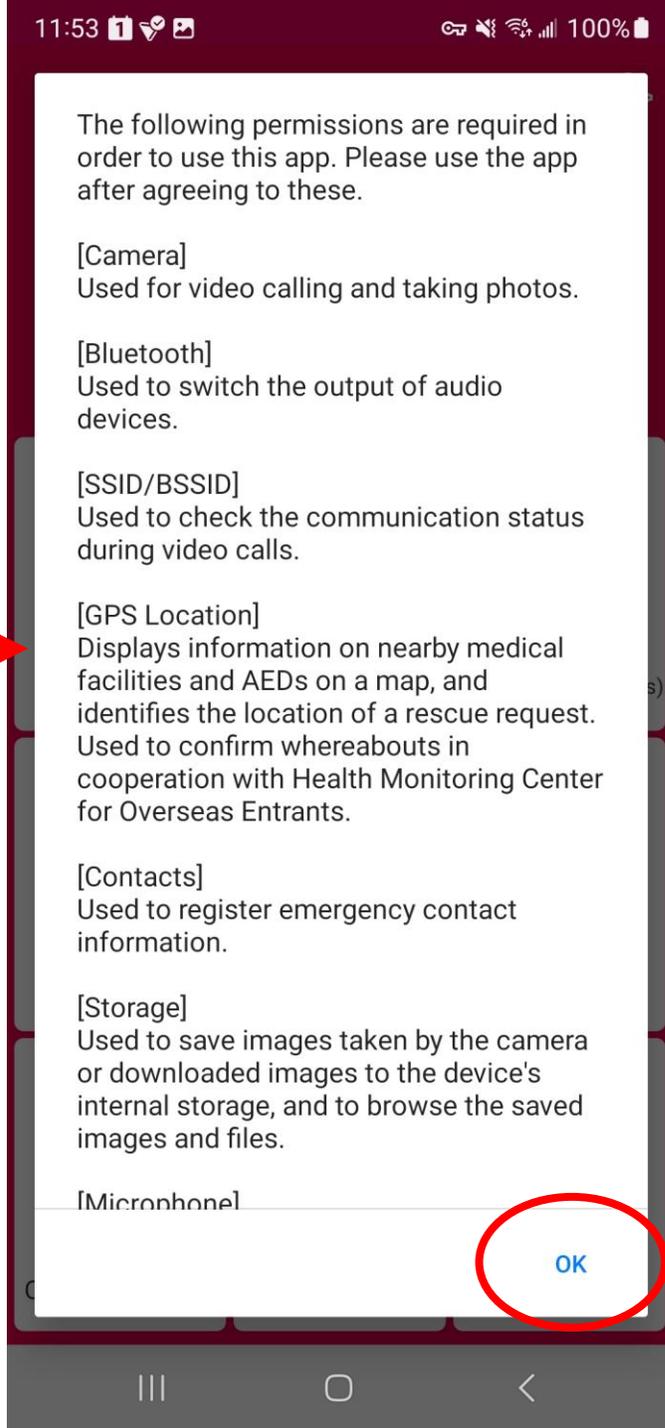
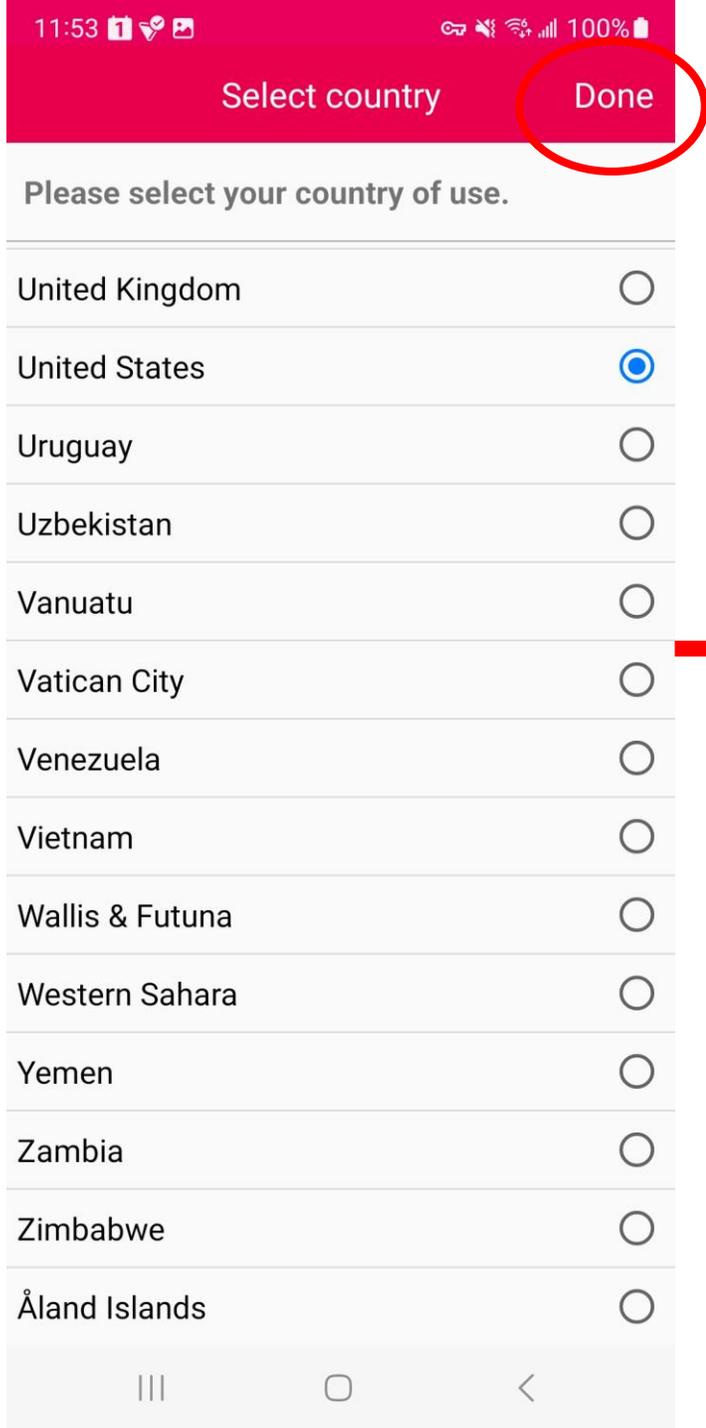
Allm Inc.

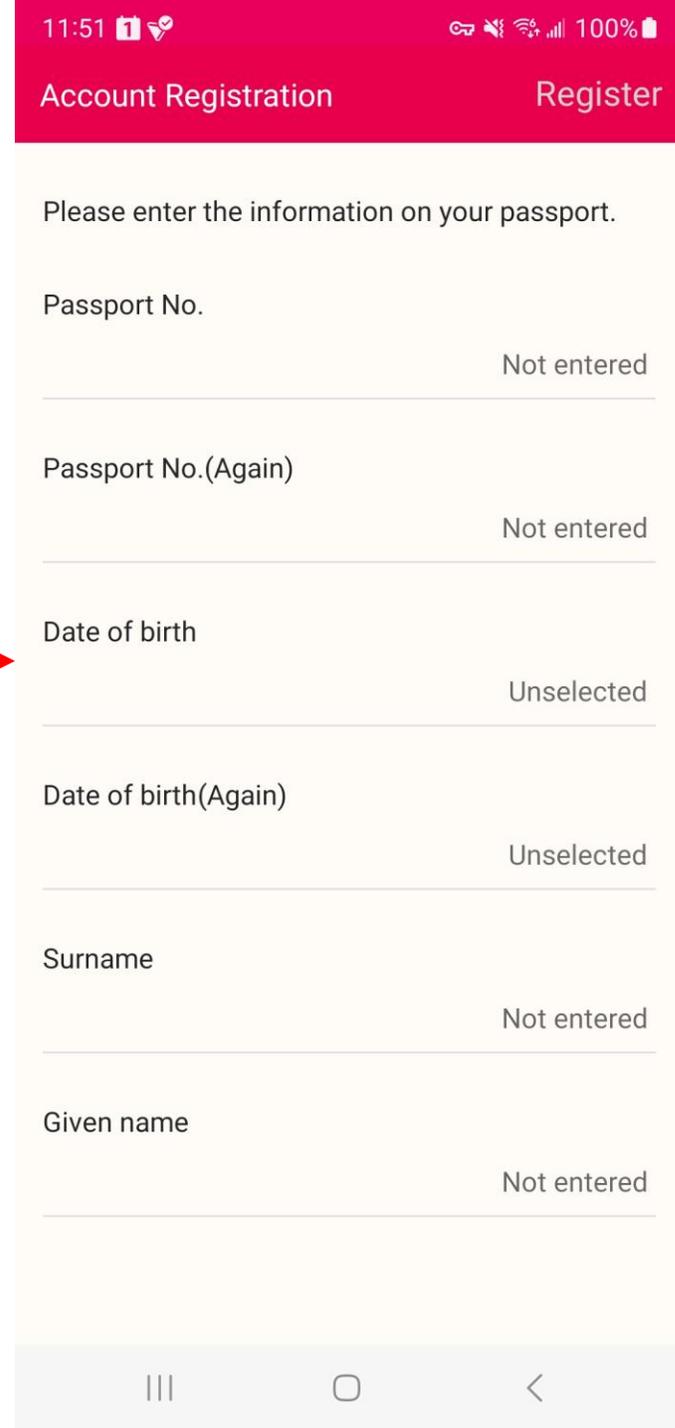
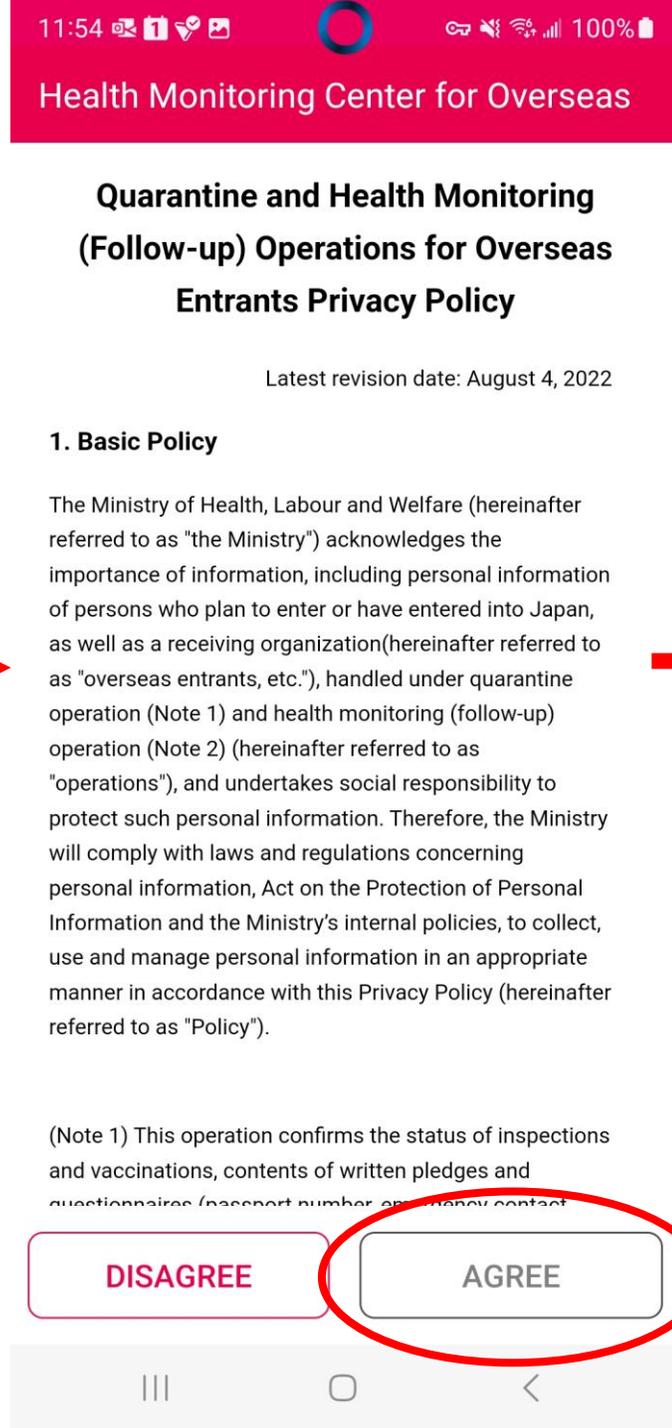
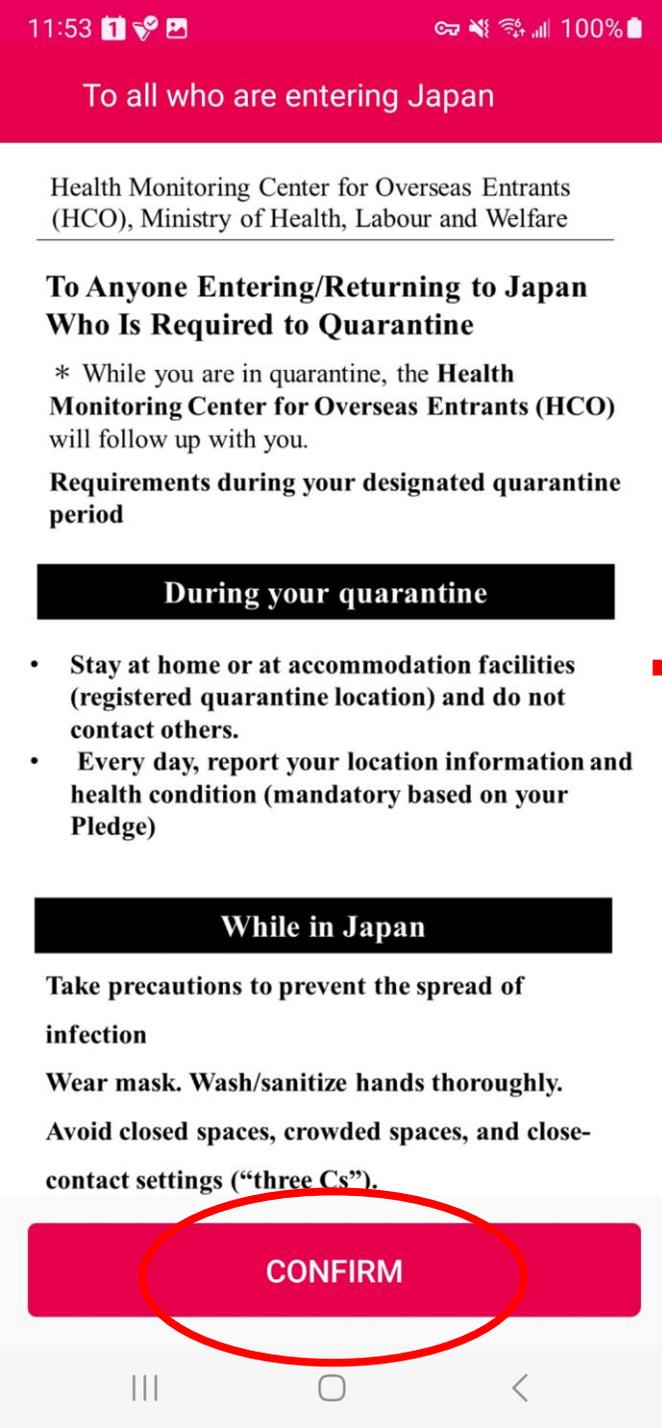
2. User information to be acquired, the purpose of use, method of acquisition

Information of Users to be acquired, the purpose of use, and the method of acquisition are as follows:

User Information	Purpose of Use	Method of Acquisition
<ul style="list-style-type: none">• OS name, version• Device Name• User Agent• A randomly generated universally unique identifier (UUID) unique to t	For provision and improvement of this Application and Services	Automatic acquisition by Application

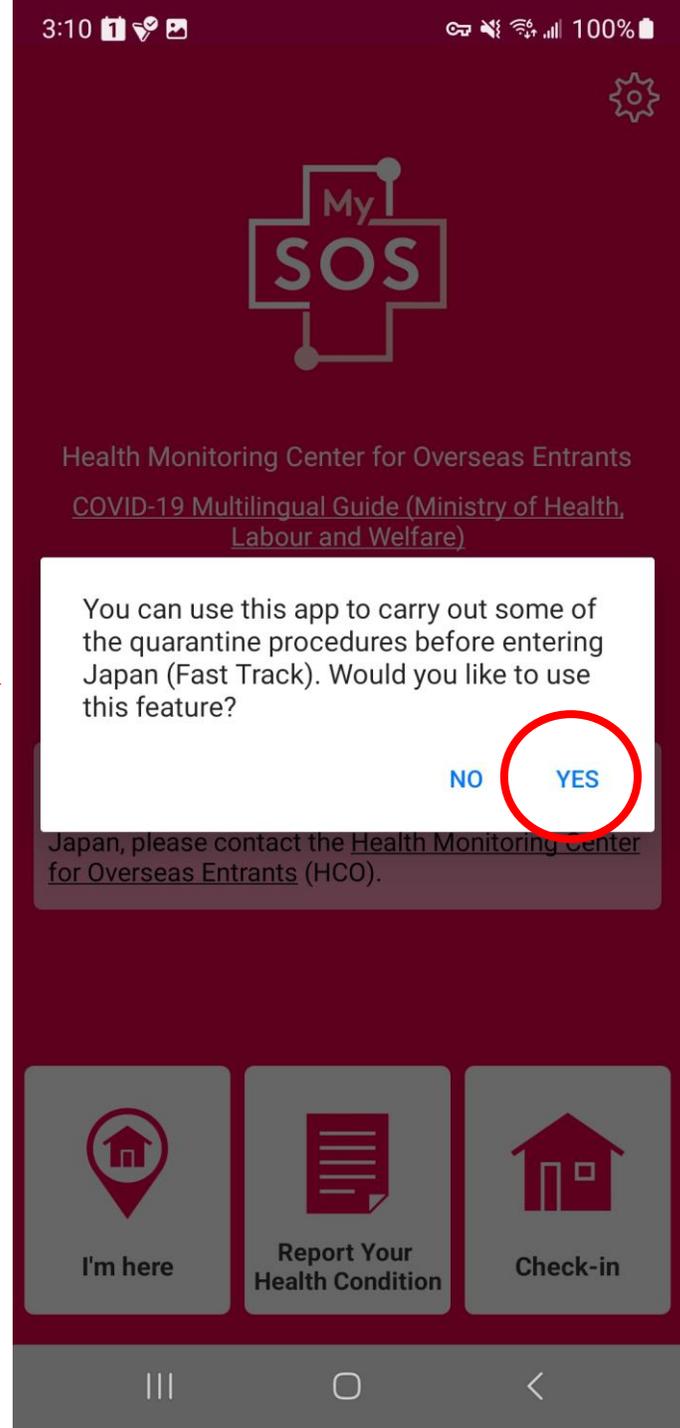
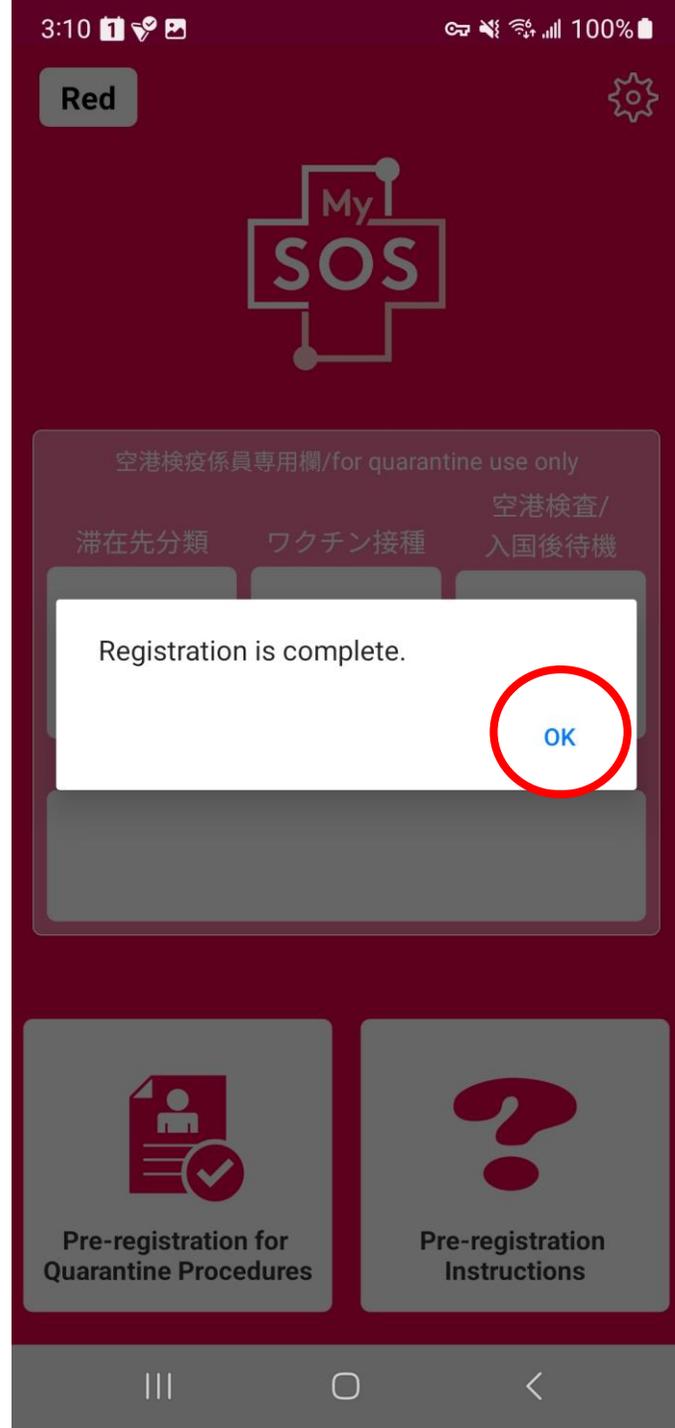




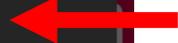
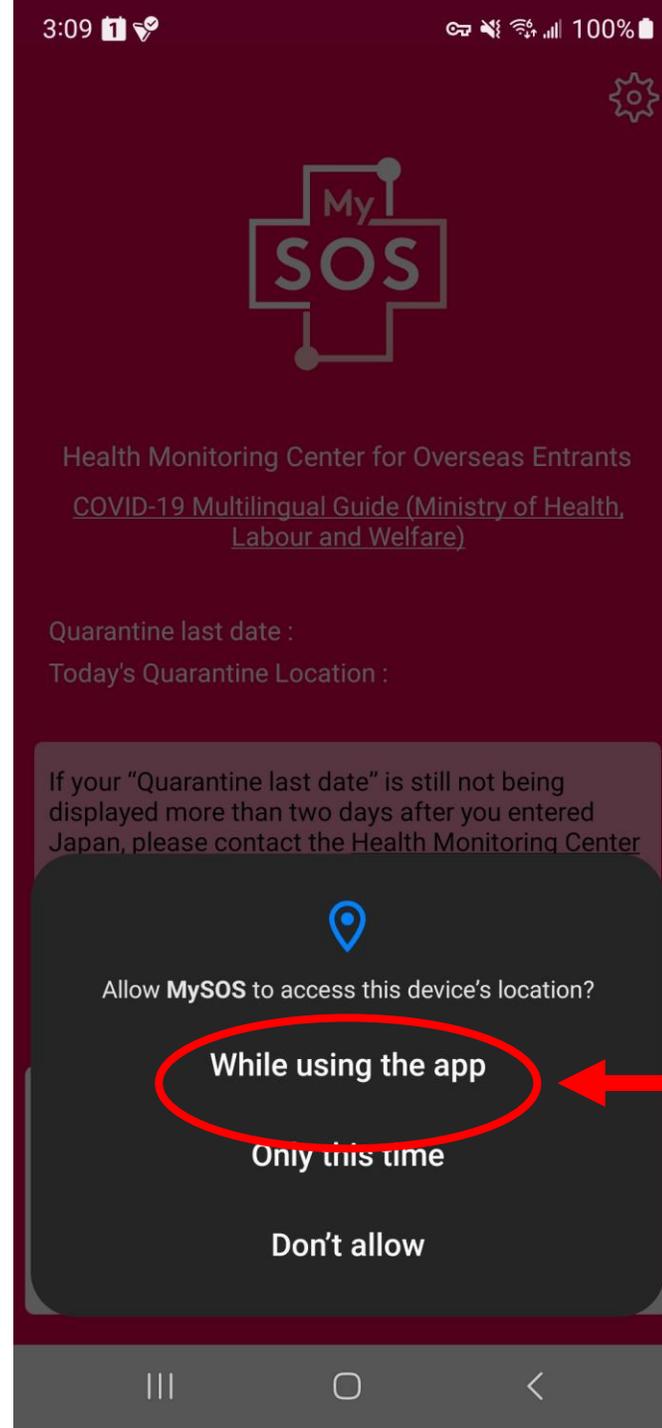
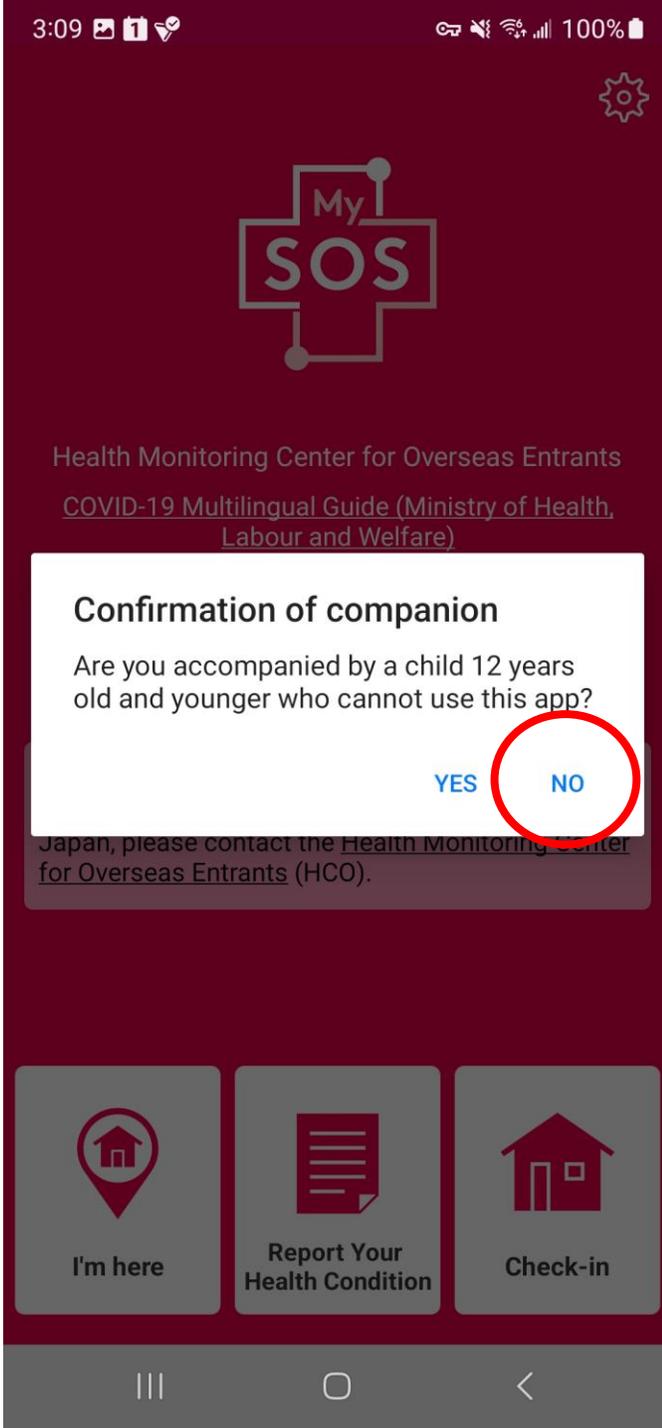


Fill in your information, starting with your passport information, after you complete the agreements.

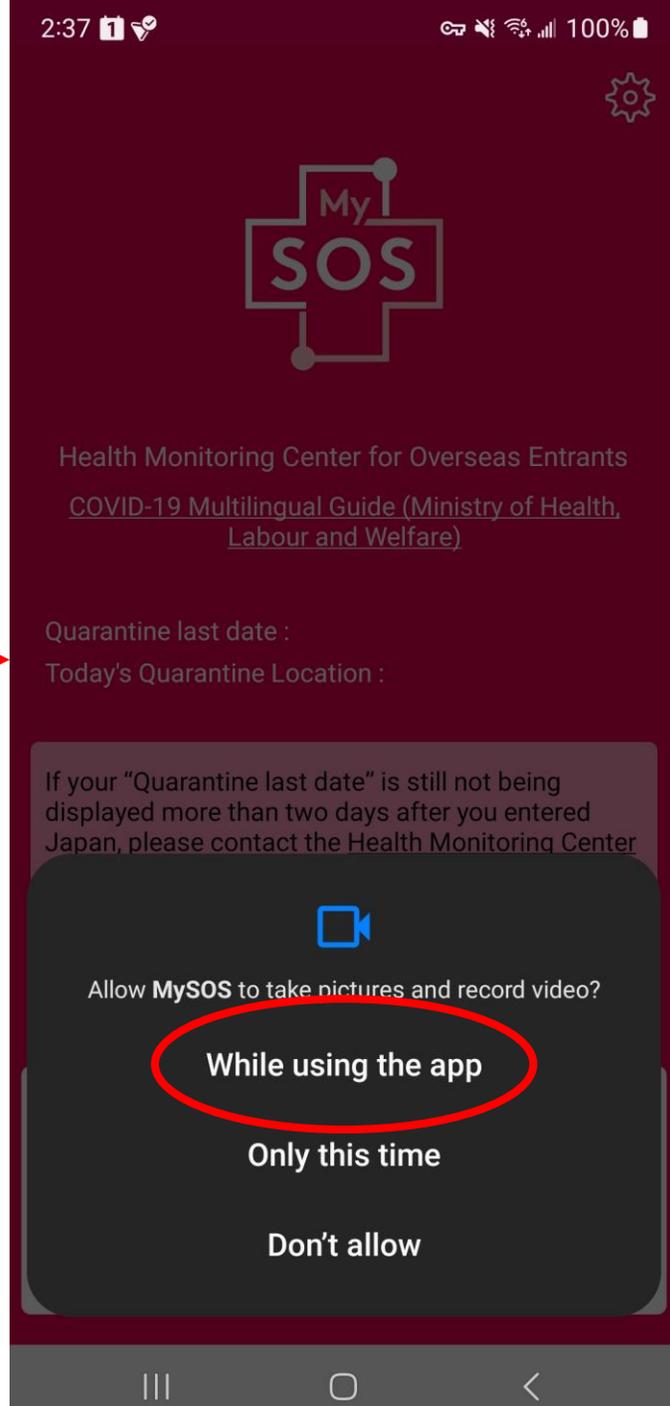
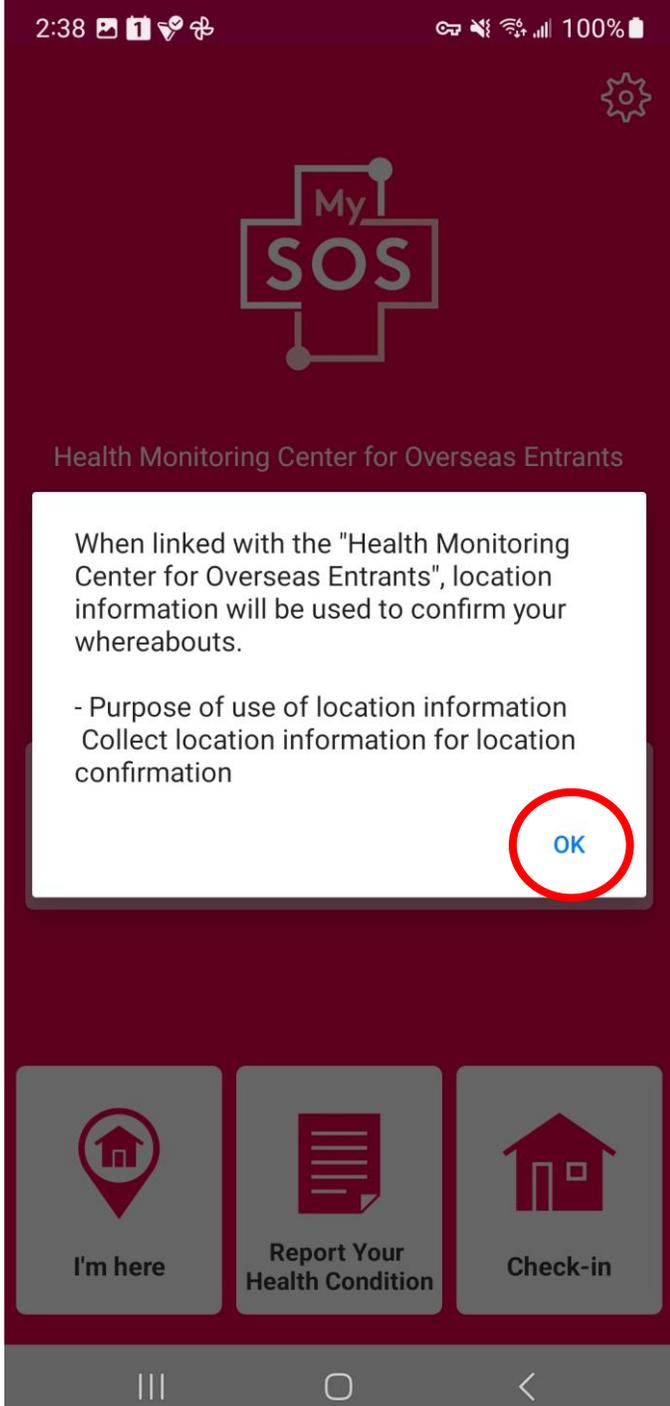
After entering your passport information this section is complete (there are still a number of steps to go!).



If you are not traveling with children 12 years or younger then choose “NO”.



Remember to grant all permissions!



Pre-registration for quarantine procedures

Some quarantine procedures can be done by smartphone app before entering Japan. Four steps are required for registration. You will be notified of the outcome via the app.

Current status **Not yet registered** 赤

Person registering CHRIS

Passport number

Date of birth

Registration procedures

Current status **Not yet registered** 赤

Person registering CHRIS

Passport number

Date of birth

Registration procedures

Questionnaire WEB	Please register
Pledge	Not yet registered
Vaccination certificate	Not yet registered

Measures to deal with the new type of coronavirus Questionnaire response reception [FAQ](#)



to the novel coronavirus disease (COVID-19), we are currently asking for responses concerning everyone's travel history, health condition, and other details. Please confirm the following before proceeding to the questionnaire response. We will use your response details for early patient detection and follow-up surveys, so be sure to enter your answers accurately. Anyone who declares false information might be punished as stipulated by Article 36 of the Quarantine Act. (Up to six months of imprisonment or a fine of up to 500,000 yen) The personal information you enter might be provided to public health centers and other organizations, and you might then be contacted by a public health center. In addition, persons entering Japan from overseas are requested to stay at home or any other facility, confirm their health condition every day, etc.

Respond to the questionnaire

Click [Next] to start responding.

NEXT

Measures to deal with the new type of
coronavirus Questionnaire response reception [FAQ](#)



**please tell the quarantine officer
when your questionnaire is
confirmed.**

Seat number (numeric characters)

18

Example : 10,20,30

Seat number (alphabetic character)

G

Example : A,B,C

If you were a crew member,
check the "Crew member" box.

Crew member

BACK

NEXT

Measures to deal with the new type of
coronavirus Questionnaire response reception [FAQ](#)



Yes No

**4-5 If something is wrong,
select all your symptoms from
the list below.**

Fever Coughing Fatigue

Other

**4-6 Are you using an antipyretic,
cold medicine, painkiller, or other
medication?(*)**

Yes No

BACK

NEXT

**When filling in the form leave your seat
number blank if you don't know it.**

**Your accommodation in Japan is the
address of your first hotel. When filling
in the Postal code fill in all four digits
without a dash (i.e. 9000029)**

Answer "No" to question 4-6.

**After completing the questionnaire
click "NEXT".**

As you complete each section it will show as “Registered” or “Being reviewed”.



Registration procedures Time remaining to complete registration: 1366 hours 23 minutes

Questionnaire WEB	Registered
Pledge	Registered
Vaccination certificate Validity start date : 2021/11/06	Being reviewed
Test result certificate for test	

Other procedures

Data transfer to Visit Japan Web

The last step will be a link to Visit Japan Web. The information that you entered here will be transferred to that system so that you can enter your Immigration and Customs information.

Please do not complete the Visit Japan Web section until within 72 hours of your departure time. The information from MySOS will not transfer until that time.

Data transfer to Visit Japan Web

Information registered with Fast Track can be transferred to Visit Japan Web, a web service that allows you to handle entry procedures for immigration and customs declarations for entering Japan.

You must obtain a Visit Japan Web account in advance to transfer data. If you do not have an account, please create a new one.

Select "Data Transfer" if you agree to have your data transferred. After you go to the Visit Japan Web page and log in, your test certificate and other information you registered with Fast Track will be transferred over.

Back

Data transfer

有効となる日 : 2022/06/06

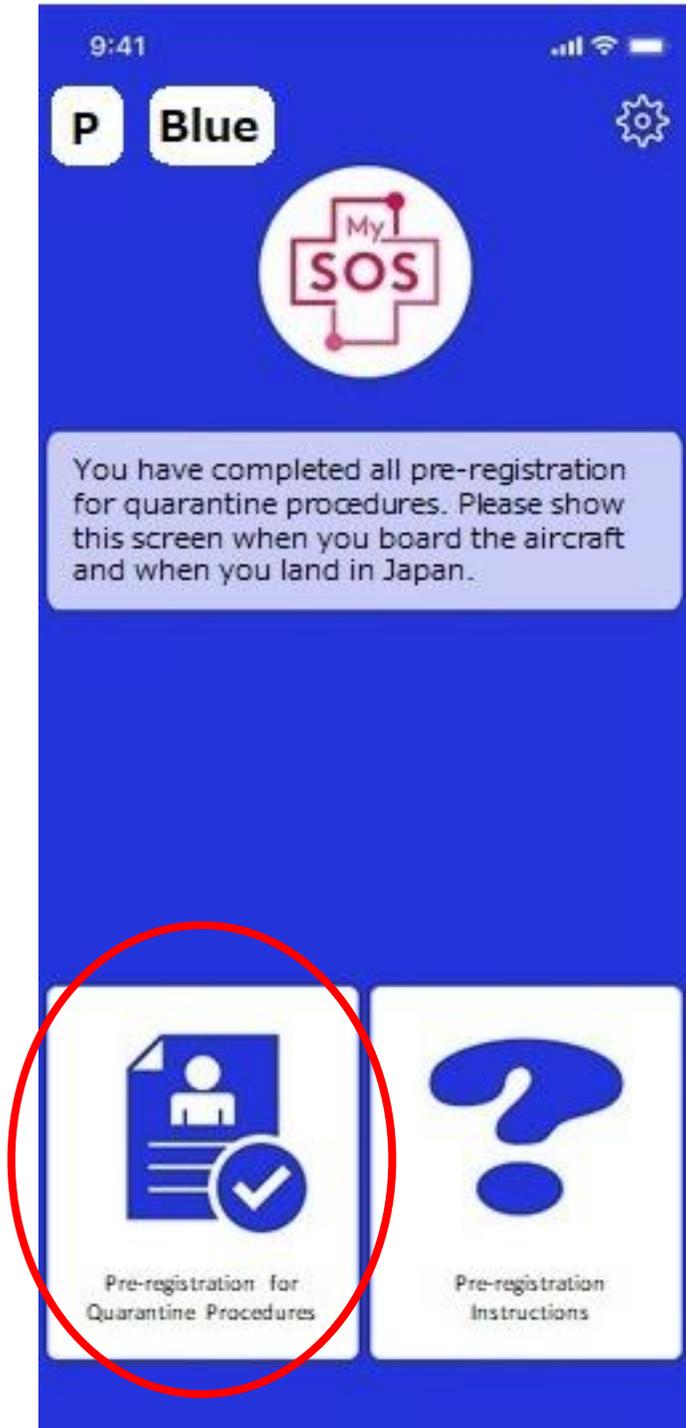
出国前72時間以内の検査証明書

有効期限 : 2022/06/09 16:57

審査完了

その他手続き

Visit Japan Webへのデータ引き継ぎ



The app's screen turns blue if all registration is complete and your vaccination card was accepted.

When you arrive in Japan, you will need to show your smartphone/device screen to a quarantine officer.

Tap the "Pre-registration for quarantine procedures" button to display the QR code and status.

Note: If there is an accompanying person, select which person's information you wish to view at any time with the "Person registering" pulldown menu.

Visit Japan Web

You will be linked from the MySOS app, or you can access the Visit Japan Web site here:

https://www.digital.go.jp/en/services/visit_japan_web-en/



Digital Agency

[日本語サイト](#)

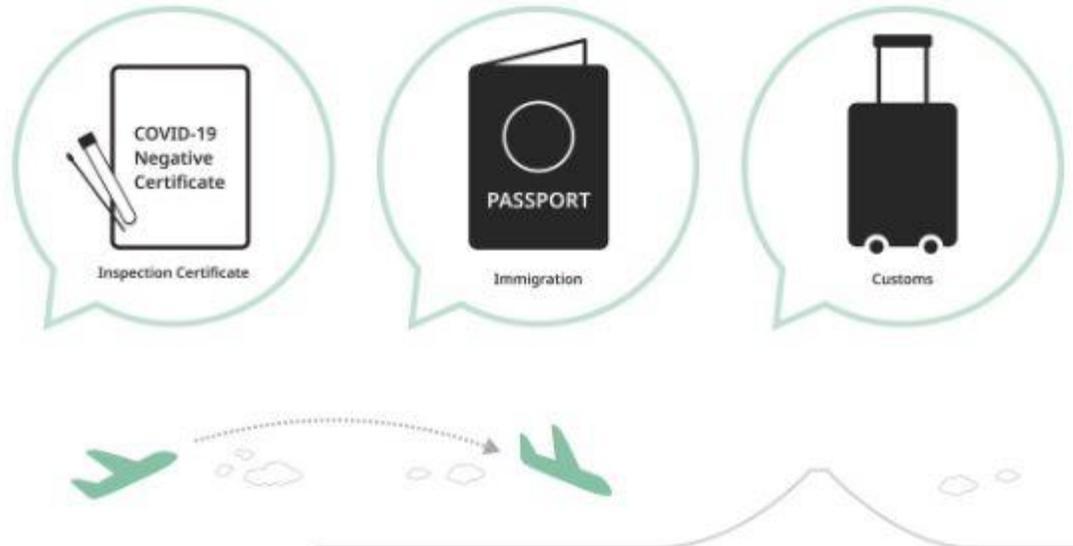
Visit Japan Web

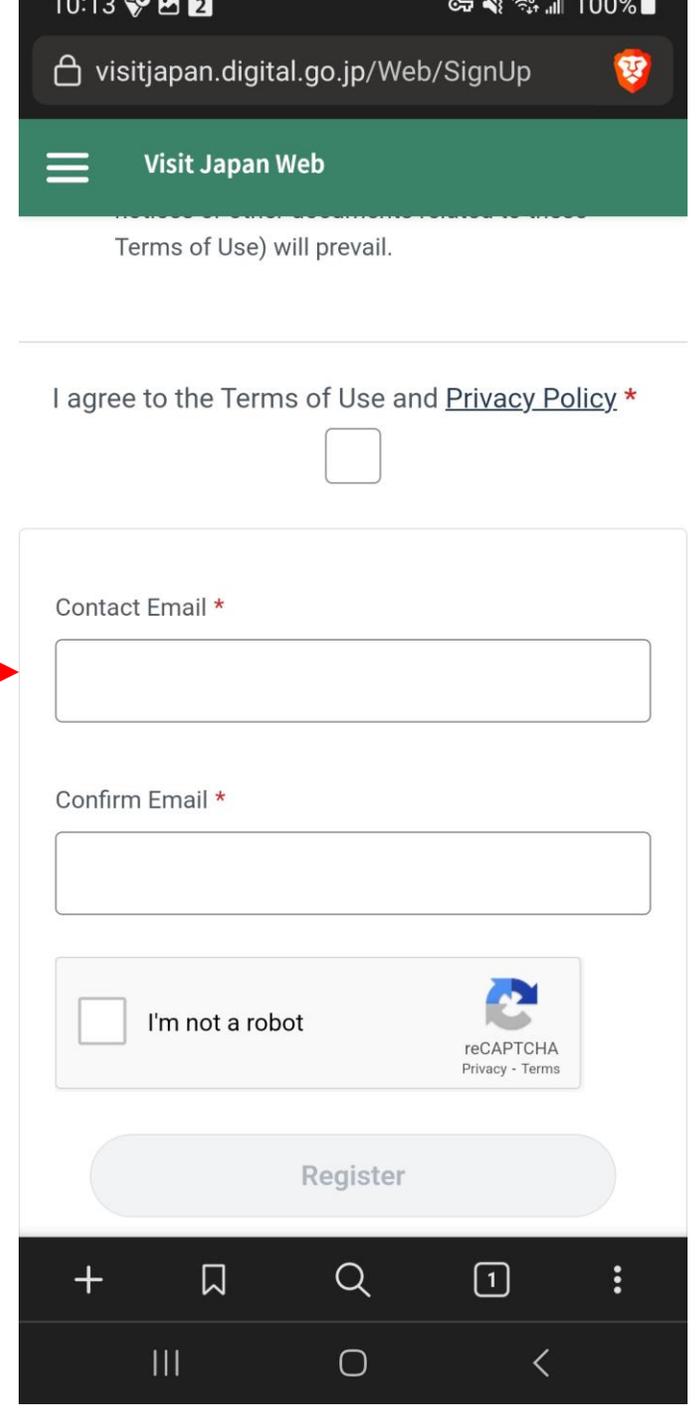
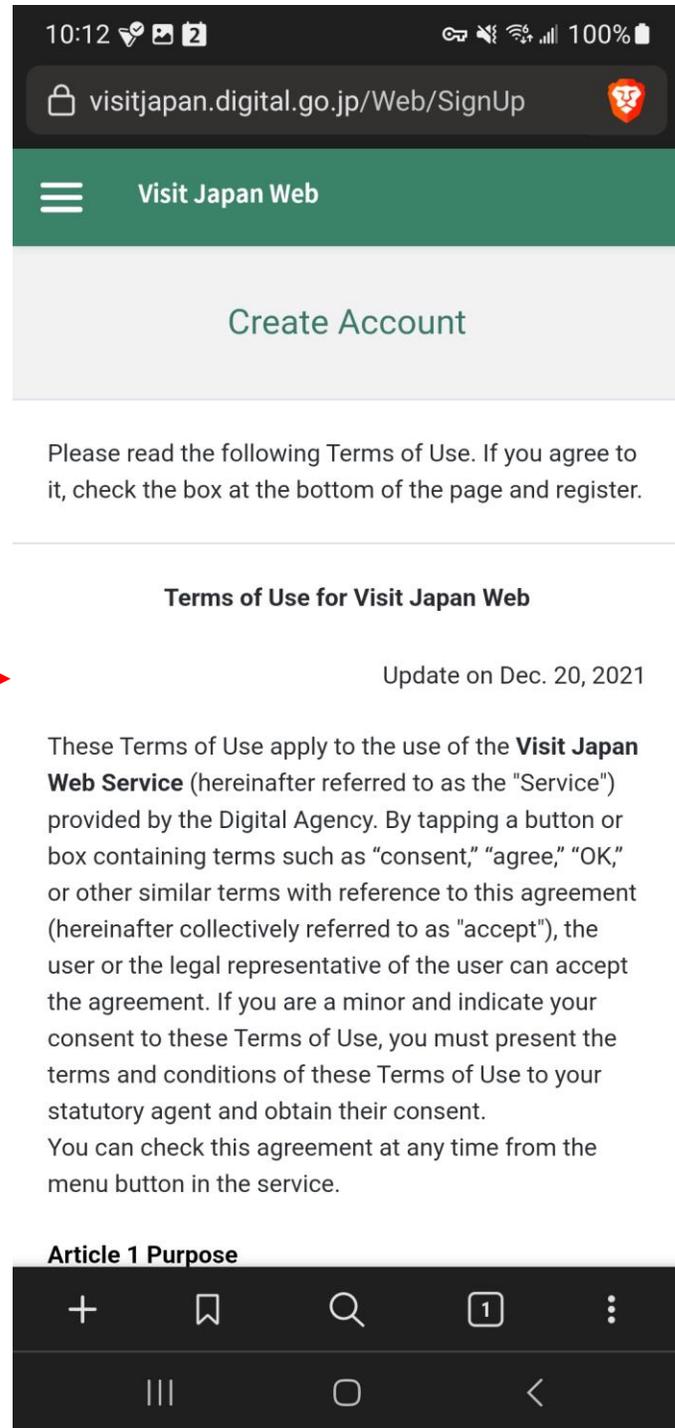
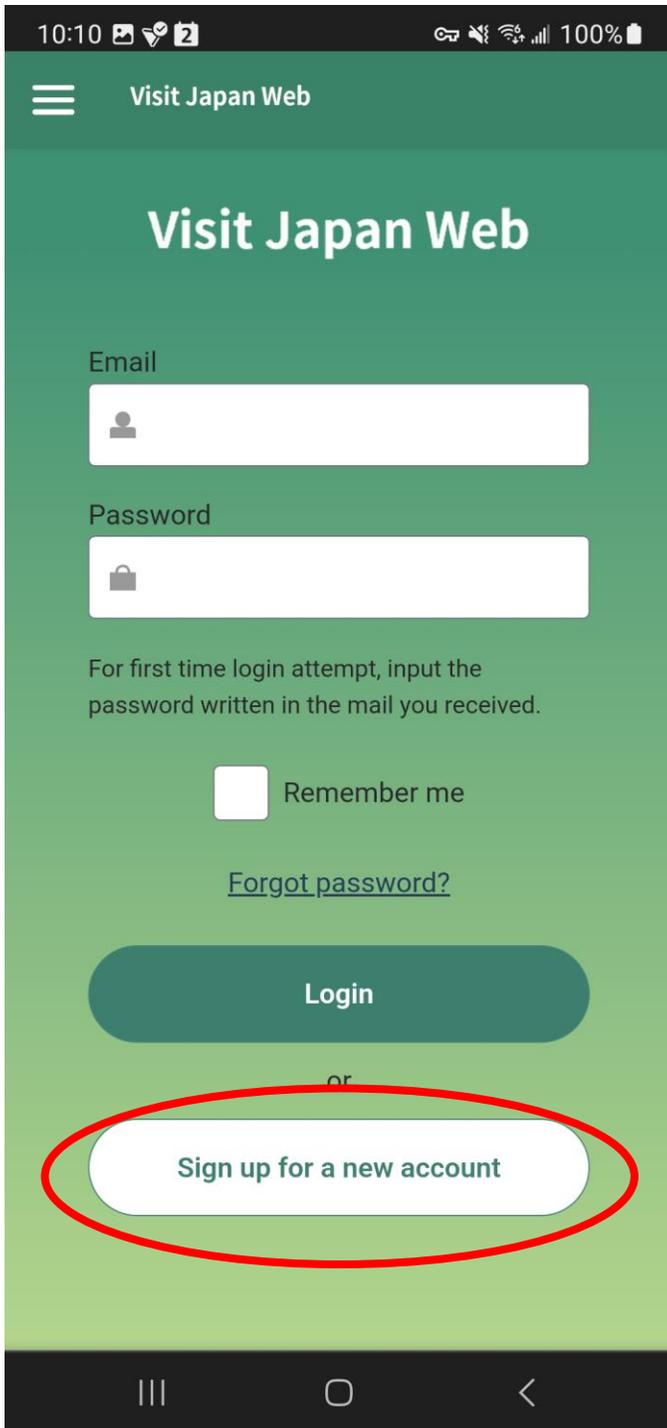
Visit Japan Web is a web service that visitors (including Japanese and the foreigners who have reentry permits) can use for quarantine, immigration and customs procedures in order to enter Japan.

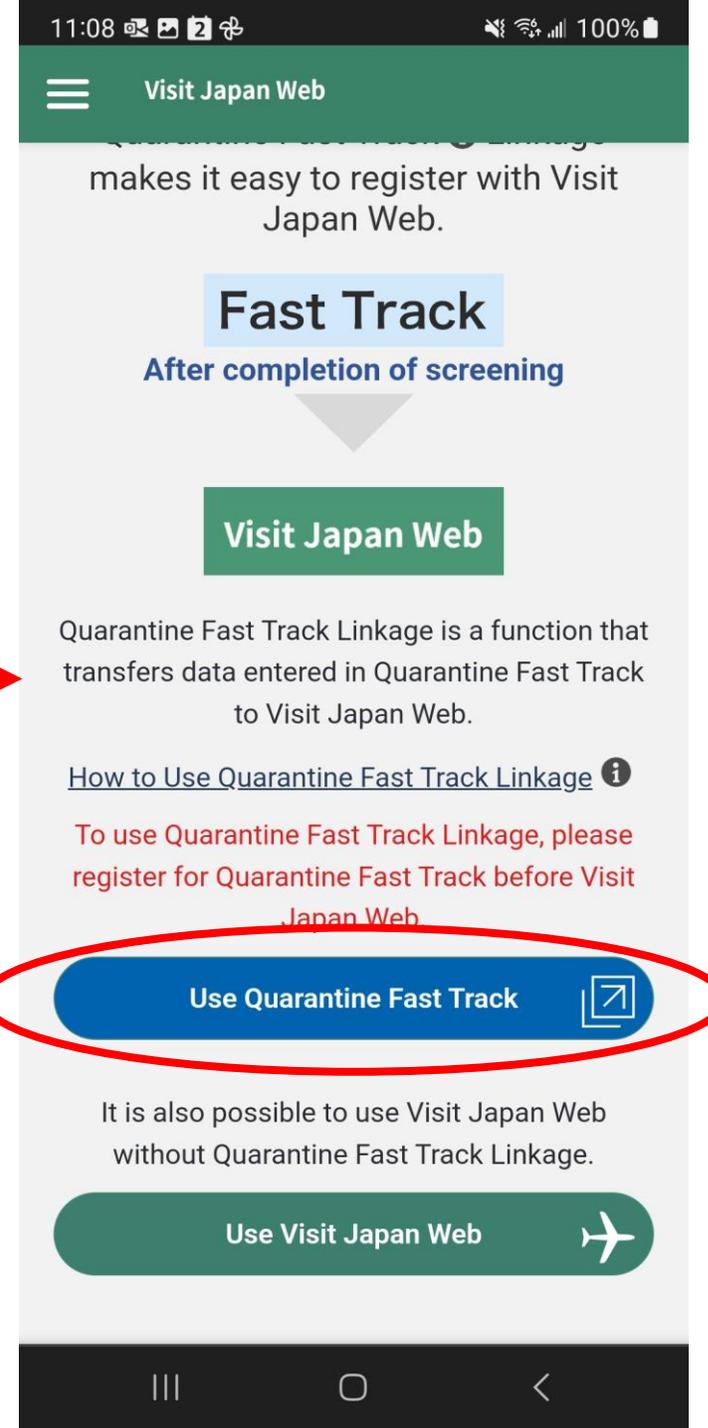
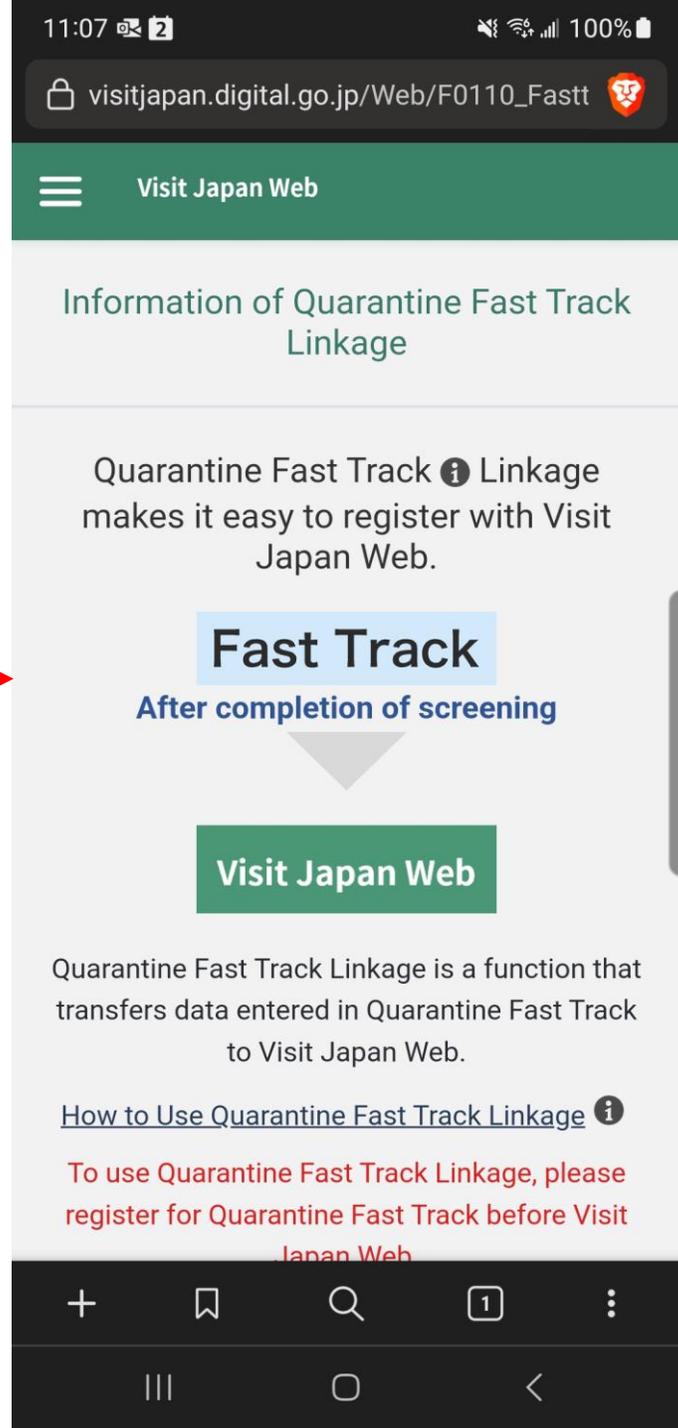
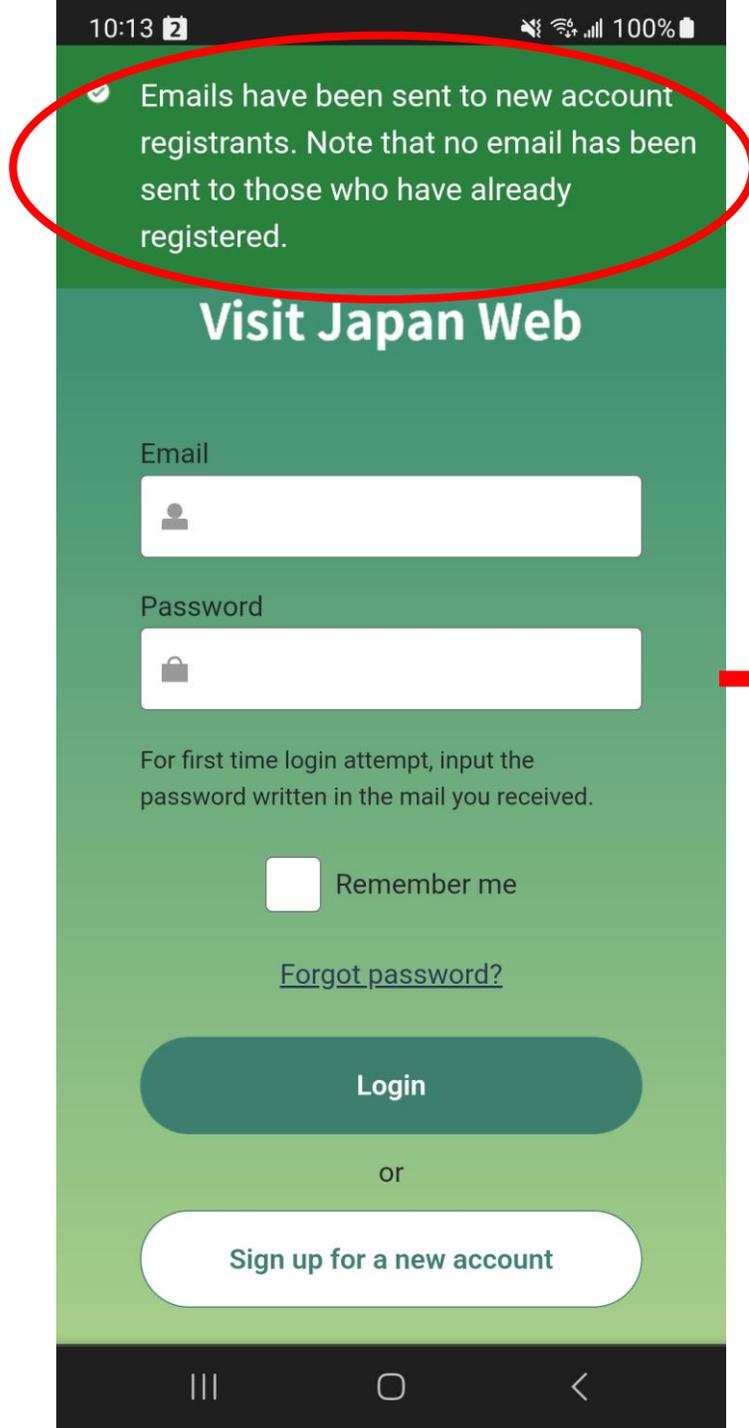
Available : Narita International Airport, Haneda Airport, Kansai International Airport, Chubu Centrair International Airport, Fukuoka Airport, New Chitose Airport

<https://www.visitjapan.digital.go.jp/Web/>

Visitors can register information for quarantine, immigration and customs procedures in order to enter Japan.







If you import your information from Fast Track (MySOS) then some sections will be pre-filled. If you do not then you may have to re-enter some information like passport numbers and birth dates.

You may also need to upload your vaccination certificate (or test certificate, if you are not vaccinated).

11:49 100%

visitjapan.digital.go.jp/Web/B0100_Top

Visit Japan Web

Currently, in order to enter Japan, you are required to present a copy of acceptable vaccination certificate, or your Inspection Certificate for COVID-19 issued by a medical institution after collecting a sample within 72 hours prior to departure.

Users who have not registered their vaccination certificate or inspection certificate in Quarantine "Fast Track" could upload the electronic file to this service or present it in paper form at the time of entry in Japan. **i**

Note that prior verification of vaccination or inspection certificates are not available in this service.

Note that even if you use the Quarantine Fast Track, you will be required to submit Disembarkation Card at the immigration procedure (except for Japanese citizens and foreigners with re-entry permission) and Customs Declaration at the customs procedure.

 Vaccination Certificate (option) **NO uploaded**

11:49 100%

Visit Japan Web

Questions/Electronic files

The following COVID-19 vaccination certificates are accepted as valid: Two doses of "COMIRNATY/Pfizer", "Vaxzevria/AstraZeneca", "Spikevax/Moderna", "COVAXIN/Bharat", "Nuvaxovid/Novavax" or "JCOVDEN/Janssen" and a third and/or additional dose of "COMIRNATY/Pfizer", "Vaxzevria/AstraZeneca", "Spikevax/Moderna", "JCOVDEN/Janssen", "COVAXIN/Bharat" or "Nuvaxovid/Novavax". Note: For "JCOVDEN/Janssen" one dose is considered equivalent to two doses.

Language of vaccination certificate

Are the following items written in Japanese or English?
Name, date of birth, name and manufacturer of vaccine, date of vaccination, number of times vaccinated *

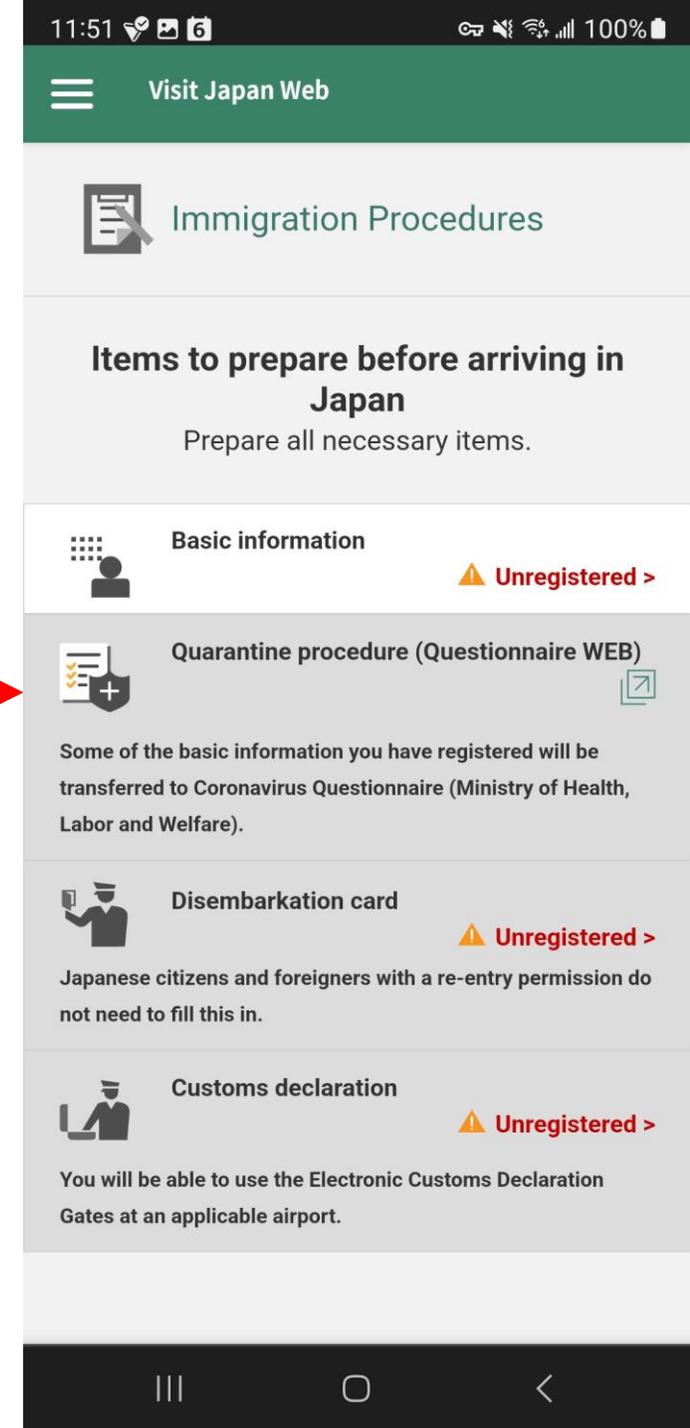
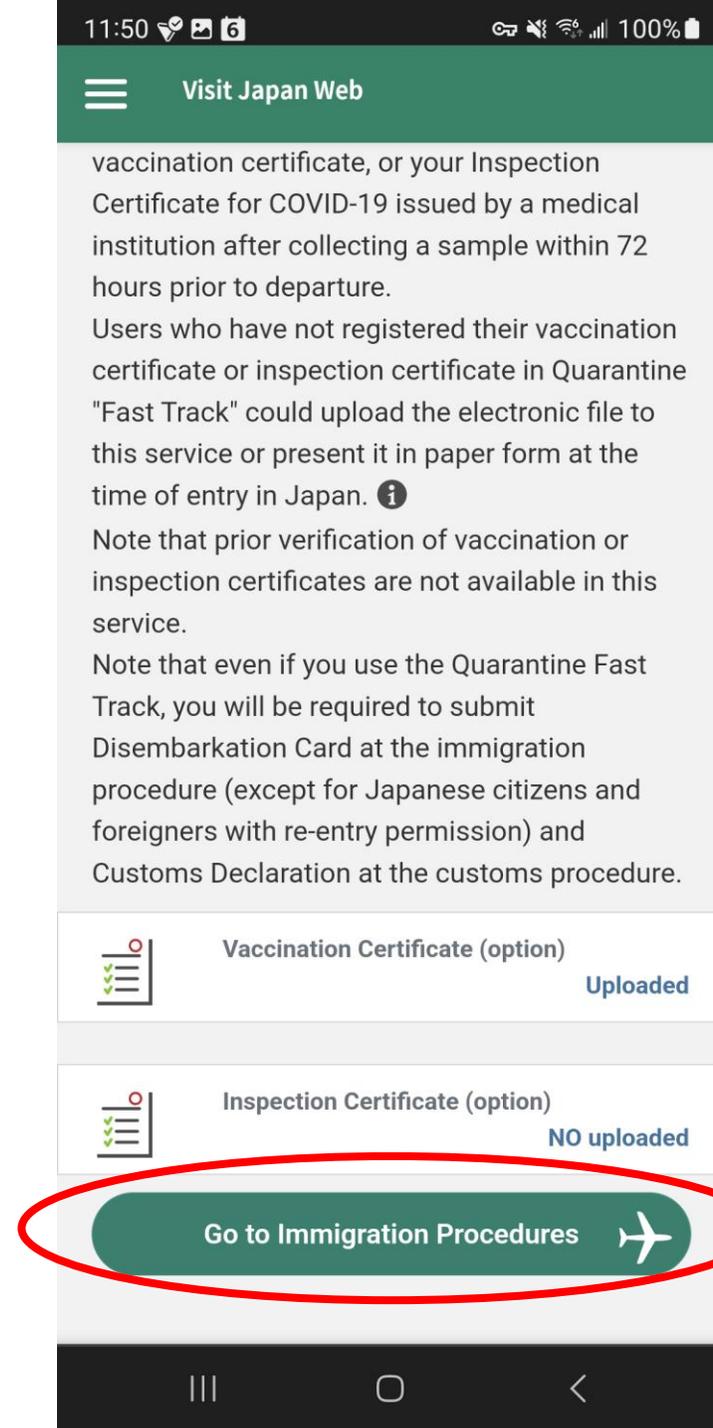
Yes
 No

*If your first (or second) dose was "JCOVDEN/Janssen" please select "JCOVDEN/Janssen" to indicate your second (or third) dose.



After uploading your your vaccination certificate (or test certificate, if you are not vaccinated), proceed to the Immigration section.

There you will be able to fill out the information for your Disembarkation card and your Customs declaration.



Scroll down on that page and you will be able display QR codes when you pass through Immigration and Customs. This means that you will not need to fill out any paper Disembarkation cards or Immigration forms and that you will be able to pass through processing much more quickly!

11:51 6 100%

Visit Japan Web

Arrival in Japan

Procedures to be completed after arriving at a Japanese airport.

Confirming the uploaded files

Inspection Certificate	NO uploaded
Vaccination Certificate	Uploaded

Immigration (Display a QR Code)
 Preparations incomplete

Japanese citizens and foreigners with a re-entry permission do not need to fill in a disembarkation card at immigration.

Customs (Display a QR Code)
 Preparations incomplete

Display a QR Code and put it on the Electronic Declaration Terminal at the customs inspection area.

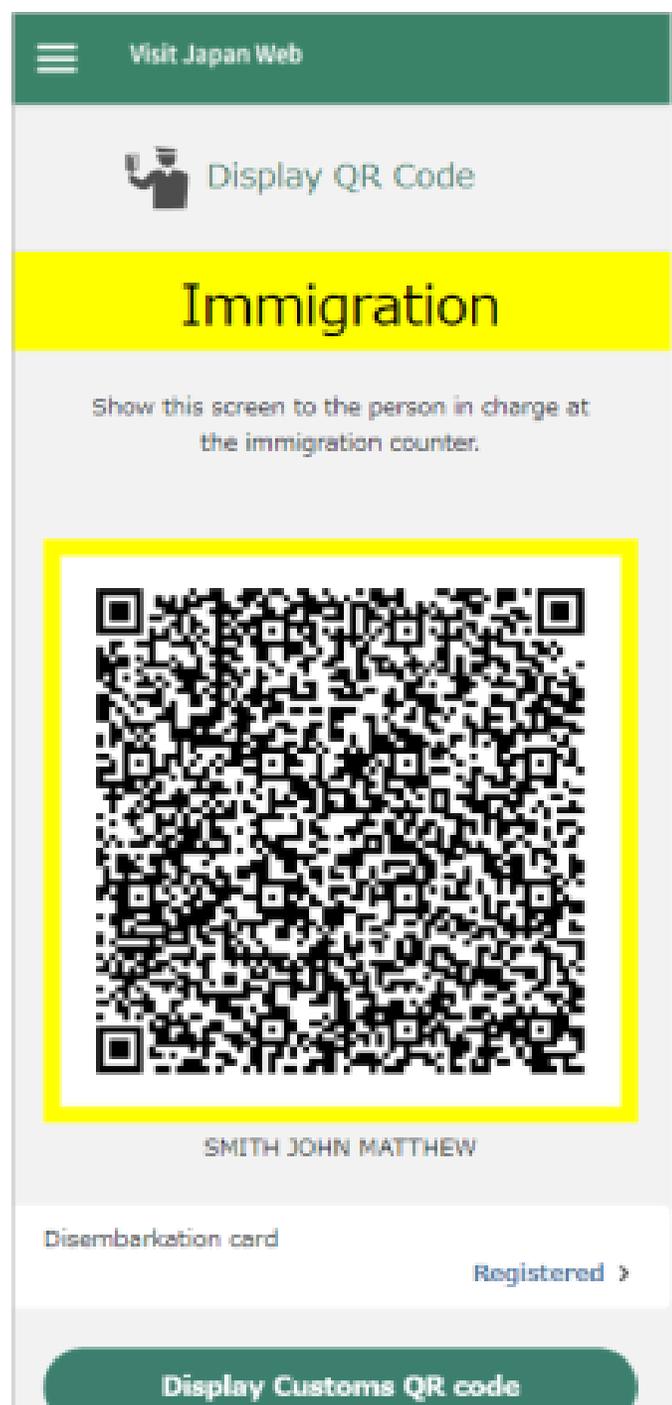
Preparation for your stay in Japan

Preservation of Vaccination Information for use in Japan (option)

Return to Pre-arrival Procedures

Importing your information from the MySOS app is the quickest and easiest way to use Visit Japan Web, but you can also fill out the information again directly in Visit Japan Web.

After you have completed submitting your information you will be able to display QR codes at Immigration and Customs for expedited processing.



Visit Japan Web

Display QR Code

Immigration

Show this screen to the person in charge at the immigration counter.



SMITH JOHN MATTHEW

Disembarkation card Registered >

Display Customs QR code



Visit Japan Web

Display QR Code

Customs declaration

Please scan the QR code shown below on the reader of the Electronic Declaration Terminal (touch-screen type) in the customs inspection area.



SMITH JOHN MATTHEW

Customs declaration information Registered >

Please follow the instructions below and complete the process in the electronic declaration terminal.



Perfect moments, always

Have a safe trip!



Japan.
Endless
Discovery.

Please contact us at (808) 979-0111 or hnl02@jtbusa.com if you have any difficulties, or just drop by Ala Moana Center!

1450 Ala Moana Blvd #1370, Honolulu, HI 96814

<https://goo.gl/maps/H8V8yURFYP9TJsuNA>

