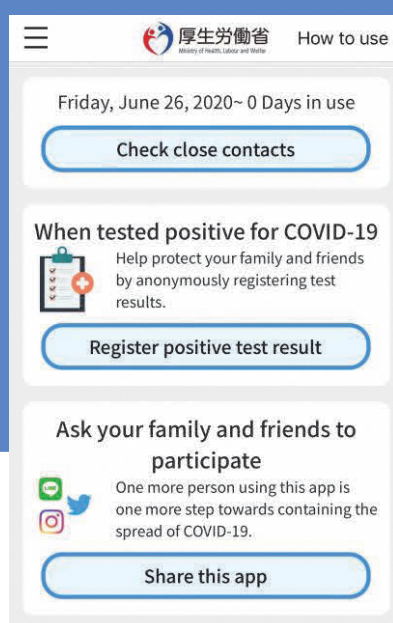# Install the contact-confirming application to protect yourself, your loved ones, your community and society as a whole.


*screen image

Ministry of Health, Labour and Welfare
COVID-19 Contact-Confirming Application
(Abbreviation: COCOA)

The contact-confirming application is a smartphone app that enables you to receive notifications about the possibility of contact with someone infected with the novel coronavirus.

○This app uses the short-range communication function (Bluetooth) on smartphones upon user approval to receive notifications about the possibility of contact with a person who has tested positive for the novel coronavirus, while ensuring anonymity for your privacy.

○Users can receive support, such as testing from a public health center, sooner, by knowing that they might have been in contact with someone who has tested positive. The more users, the more effective it will be in preventing the spread of infection.

Possibility of contact within 1 meter for 15 minutes or more
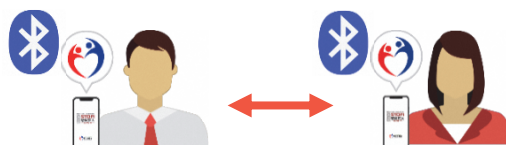
· Contact records will be managed in the device only and do not leave the device.
· Where, when, and with whom there was contact will not be known by either side.
  *Information about the contact (random codes) is recorded within the device only.
  *Records are disabled after 14 days.
  *Contact information, location information and other information that could identify the individual are not recorded.
  *Information is not recorded when Bluetooth is turned off.

iPhone users
App Store からダウンロード

Android users
Google Play で手に入れよう

For details:
MHLW website

COVID-19 Contact-Confirming Application: Q&A for users

Q1 What is a contact-confirming application?

It is an application using the short-range communication function (Bluetooth) on smartphones, upon user approval, to receive notifications about the possibility of contact with a person who has tested positive for the novel coronavirus, while ensuring anonymity for privacy. This app has been developed based on application programming interfaces (APIs) offered by Apple and Google.

Q2 What are the benefits of using the app?

Users can receive support, such as testing from a public health center, sooner, by knowing they might have been in contact with someone who has tested positive. The more users, the more effective it will be in preventing the spread of infection.

Q3 How is contact with other users recorded?

The short-range communication function (Bluetooth) on smartphones is used to detect proximity to other smartphones (within approximately 1 meter for 15 minutes or more) as contact. Information on close contact is encrypted and recorded only in the user's smartphone, and is automatically disabled after 14 days. The record does not leave the device and the user can delete the record at will any time by deleting the app.

Q4 Is it possible that personal information may be collected?

You are not asked to enter your name, phone number, e-mail address or other information that could identify you. Information on close contact with other smartphones is encrypted and recorded only in your smartphone, and is automatically disabled after 14 days. Administrative agencies or third parties will not use or collect contact records or personal information.

Q5 Is location information used?

Location information such as GPS is neither used nor recorded.

Q6 Is there criteria for detecting contact with other users?

When the smartphone you are using is close to someone else's, within approximately 1 meter for 15 minutes or more, it is highly likely to be detected as close contact. Depending on conditions such as the performance of your device, the surrounding environment (glass windows, thin walls, etc.), or the direction in which the device is held, distance and time might be measured differently. Accuracy is not guaranteed.

Q7 Can I stop using it at any time?

You can stop using the app at will any time. All records from the last 14 days can be removed by deleting the app.

Q8 What kind of notifications will I receive with the app?

When a person who has tested positive for the novel coronavirus, upon agreement, registers that he/she tested positive, you will be notified if there is a possibility that you were in close contact—within approximately 1 meter for 15 minutes or more—with that person in the last 14 days. Once you receive the notice, if you select your own condition, contact information for the Outpatient Services for Returnees and Contact Persons, etc. will appear, providing guidance for care such as testing.

Q9 Will I receive a notification immediately when a person who has tested positive for the novel coronavirus registers on the app?

Notifications to users are sent about once a day. Depending on when the app registered the contact, you may not receive a notification immediately. By selecting "Turn notifications ON" in the app's settings, a notification message will appear on the screen if and when one arrives.

Q10 What happens if I do not register on the app despite testing positive for the novel coronavirus?

If you test positive, registration on the app is voluntary, based on the user's consent. By registering, people who may have been in contact with you can receive support, such as testing from a public health center, sooner.

Q11 What should I do if I receive a notification that I may have been in contact with a person who tested positive?

Follow the instructions displayed on the app screen and select your condition. Contact information for the Outpatient Services for Returnees and Contact Persons, etc. will appear, and guidance for care such as testing will be provided.

Q12 What will the Ministry of Health, Labour and Welfare use the information obtained from the app for?

The Ministry of Health, Labour and Welfare will not use or collect user data from the app. We also do not ask users to enter their name, phone number or other personal information.