Tokyo 2020 ICON Manual for COVID-19 Liaison Officers (CLOs)

Tokyo 2020

Games Delivery Office, Security, Technology

June 18, 2021

Objectives

By the end of this Manual, CLOs* will:

1. Understand **why** Tokyo 2020 ICON has been developed
2. Understand how to **register** and log in to Tokyo 2020 ICON
3. Understand the **deadlines** for submitting Activity Plans
4. Learn how to **prepare** and **upload** an Activity Plan
5. Learn about **OCHA** and **QR codes** for arrival in Japan
6. Understand where to go for **help**

*This user guide is designed for CLOs, Deputy CLOs and CLO Assistants

Introduction and contents

What is Tokyo 2020 ICON?

Tokyo 2020 ICON stands for **Tokyo 2020 Infection Control Support System**

- ✓ it a web-based tool developed by Tokyo 2020 as **a COVID-19 countermeasure**
- ✓ it is intended to **support CLOs and organisations** attending the Tokyo 2020 Games
- ✓ it can be used in **English** or **Japanese**
- ✓ it is available from **31st May 2021**

Why do CLOs need to use ICON?

- In your role as a CLO you will **use Tokyo 2020 ICON to comply with the COVID-19 countermeasures** in the Playbooks, in particular:
  - ✓ to prepare and upload **Activity Plans**
  - ✓ to oversee daily **health monitoring**
  - ✓ to oversee **screening tests**
  - ✓ to support Tokyo 2020 **manage COVID-19 cases** detected within your organization

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PART 1

How to register and log in to Tokyo 2020 ICON

Step A: Nominate the CLO(s)

Nominate the CLO(s)

- To access Tokyo 2020 ICON, each Responsible Organisation must **submit** the name and contact information of their CLO(s) to Tokyo 2020 Relevant Functional Area
- After receiving this information, the relevant Tokyo 2020 Functional Area will send an email to the CLO with a link to access Tokyo 2020 ICON
- Please note it **may take up to one week** to receive the link to access Tokyo 2020 ICON

Step B: First Login to Tokyo 2020 ICON

Agree to Terms of Use and Privacy Policy

0

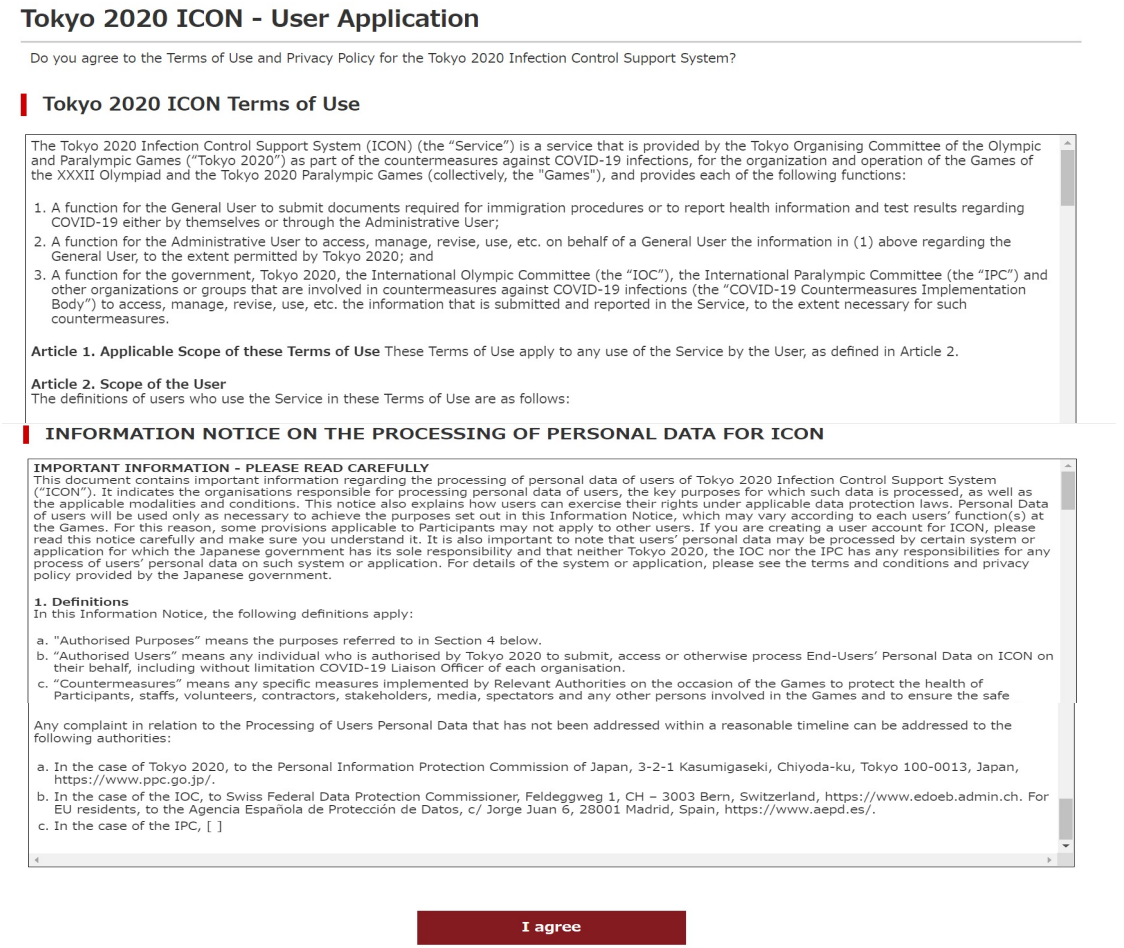
Click on the link provided by Tokyo 2020 for Tokyo 2020 ICON First Login

https://infection-control.tokyo2020.org/icon/UserApplication

Note: If you click the link above and a screen asks for a User ID and Password appears, please copy the link and paste it directly into your web browser

0.1

After you read and agree with the Terms of Use and Privacy Policy, press the “I agree” button



Enter your User Application Settings

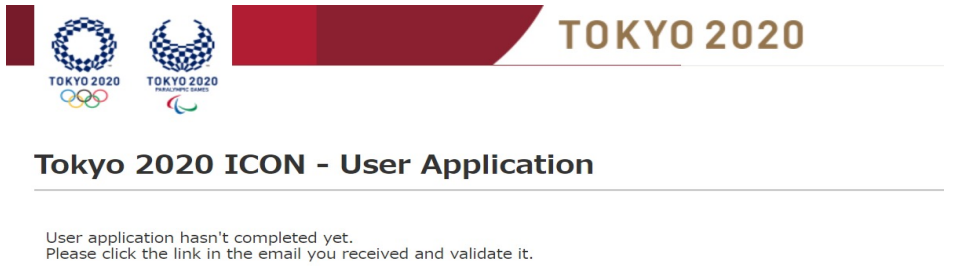
1

A User Application screen will open for you to complete with your information

Insert your passport number for as your Identification Number

1.1

The screen below will open after pressing the User Application button

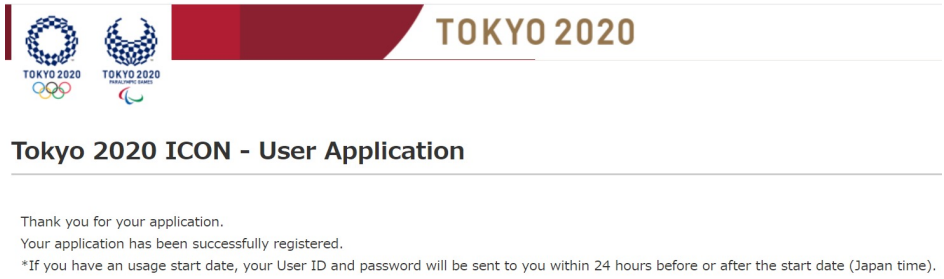


2

You will receive an email. Click the link in the email to confirm your application

2.1

The screen below will open



Setting your password

3.1

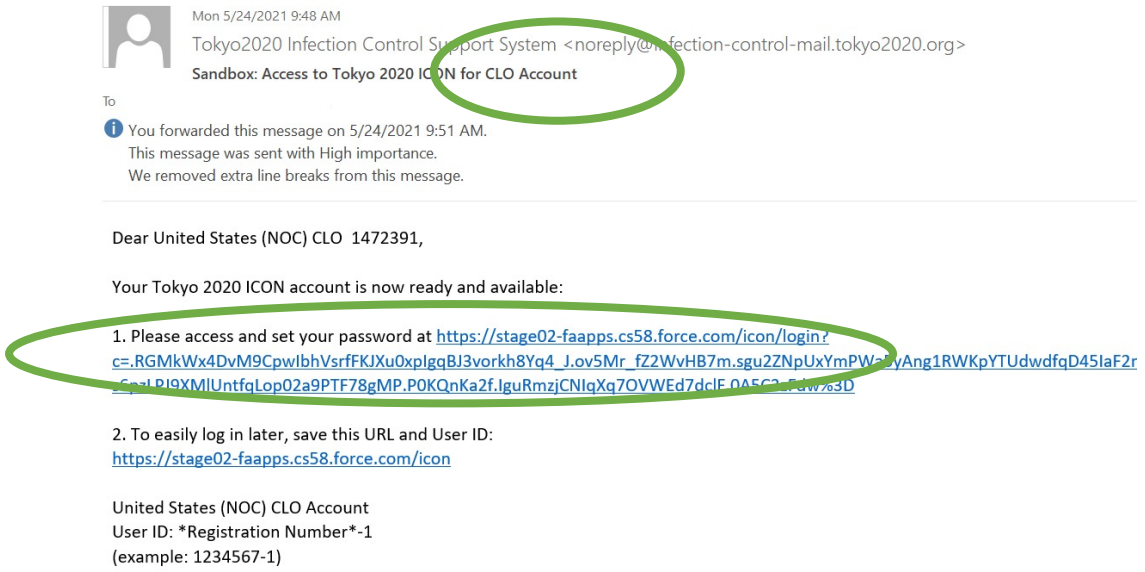
You will receive an email to access and set your password.

Note: As a CLO you will receive two emails (a CLO profile, and an individual profile)

- **For CLO profile (with user ID followed by "—1") open the email and follow the steps in this Manual**
- **For individual profile (user ID), open the email within 24 hours and follow the steps on the screen. If you click on the link after 24 hours you will need to "reset password" in the first screen.**

3.2

Open the email "Access to Tokyo 2020 <u>for CLO Account</u>" and click on the link to access and set your password.



Mon 5/24/2021 9:48 AM

Tokyo2020 Infection Control Support System <noreply@infection-control-mail.tokyo2020.org>

Sandbox: Access to Tokyo 2020 ICON for CLO Account

To

You forwarded this message on 5/24/2021 9:51 AM.
This message was sent with High importance.
We removed extra line breaks from this message.

Dear United States (NOC) CLO 1472391,

Your Tokyo 2020 ICON account is now ready and available:

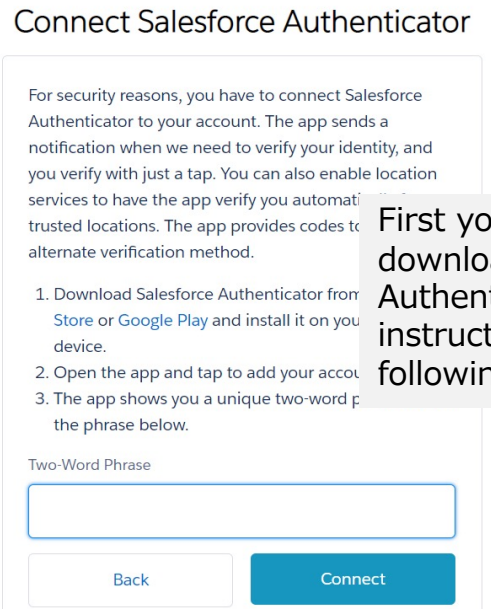
1. Please access and set your password at https://stage02-faapps.cs58.force.com/icon/login?c=.RGMkWx4DvM9CpwIbhVsrfFKJXu0xpIgqBJ3vorkh8Yq4_J.ov5Mr_fZ2WvHB7m.sgu2ZNpUxYmPW3...

2. To easily log in later, save this URL and User ID:
https://stage02-faapps.cs58.force.com/icon

United States (NOC) CLO Account
User ID: *Registration Number*-1
(example: 1234567-1)

3.3

A Salesforce Authenticator screen will open.



Connect Salesforce Authenticator

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automati... trusted locations. The app provides codes t... alternate verification method.

1. Download Salesforce Authenticator from... Store or Google Play and install it on you... device.
2. Open the app and tap to add your accou...
3. The app shows you a unique two-word p... the phrase below.

Two-Word Phrase

Back | Connect

First you need to download the Salesforce Authenticator. Refer to instructions on the following slides.

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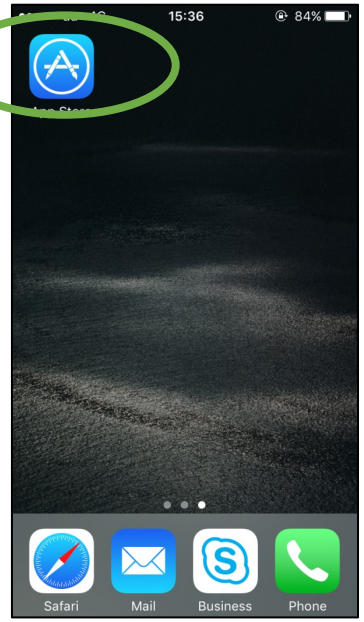
Setting your password (continued)

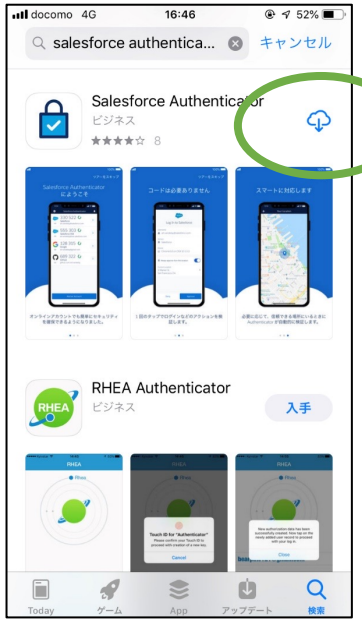
3.3 a

For iOS devices

Go to the App Store

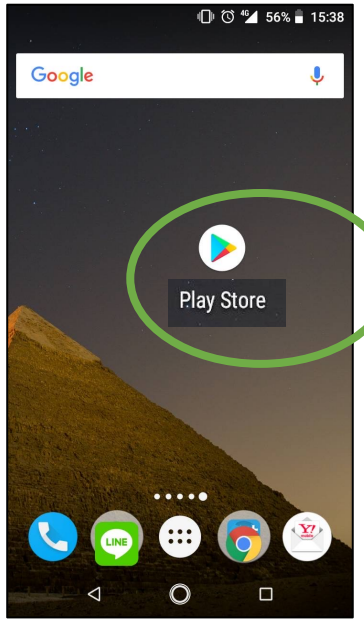


Search “Salesforce Authenticator” and then install

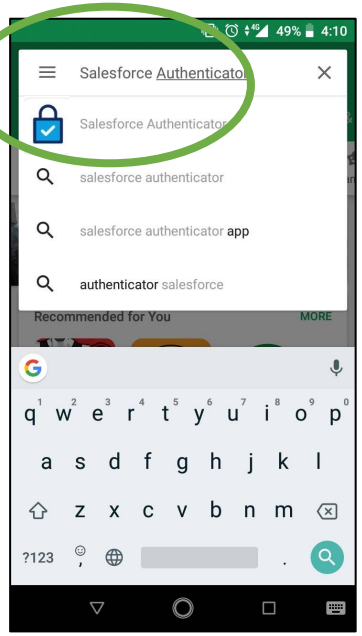


For Android devices

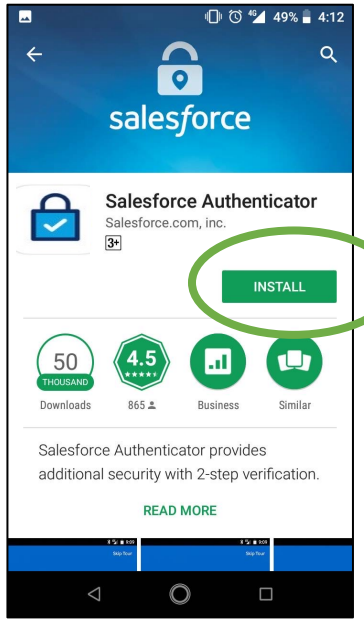
Go to the Play Store



Search “Salesforce Authenticator”



Install



The app is "Salesforce Authenticator", not “Salesforce” app.

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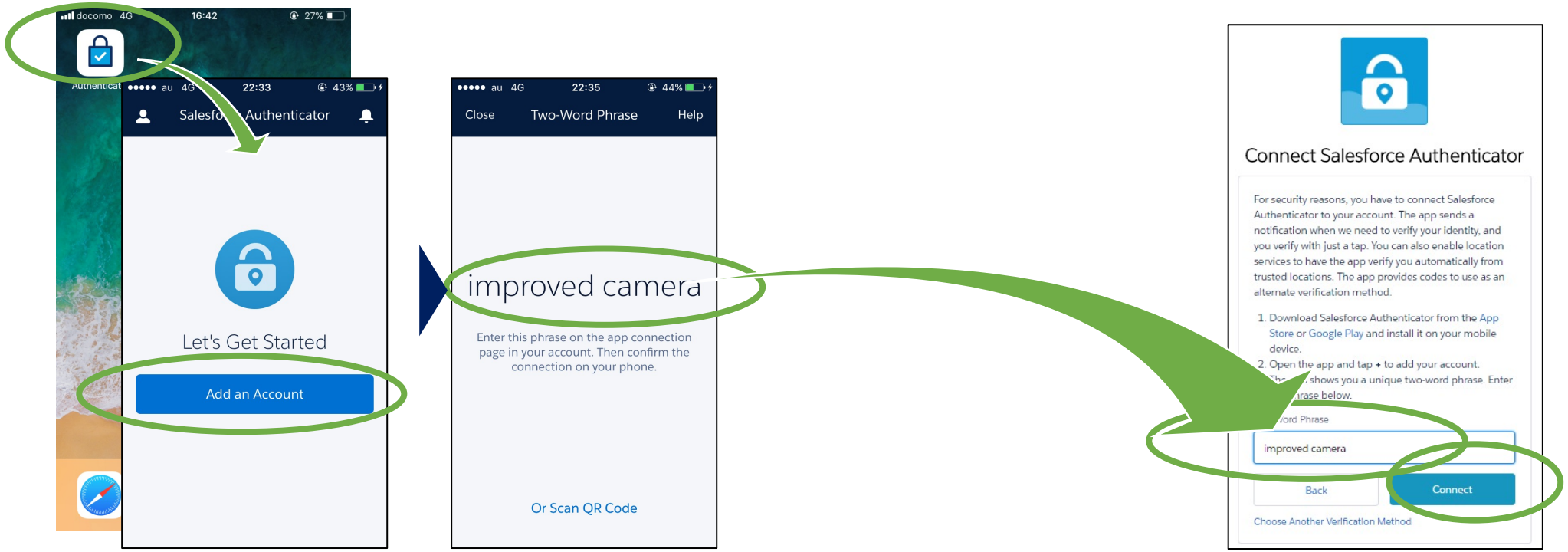
Setting your password (continued)

3.3 b **Launch Salesforce Authenticator, press “Add an Account”, and two words will be displayed**

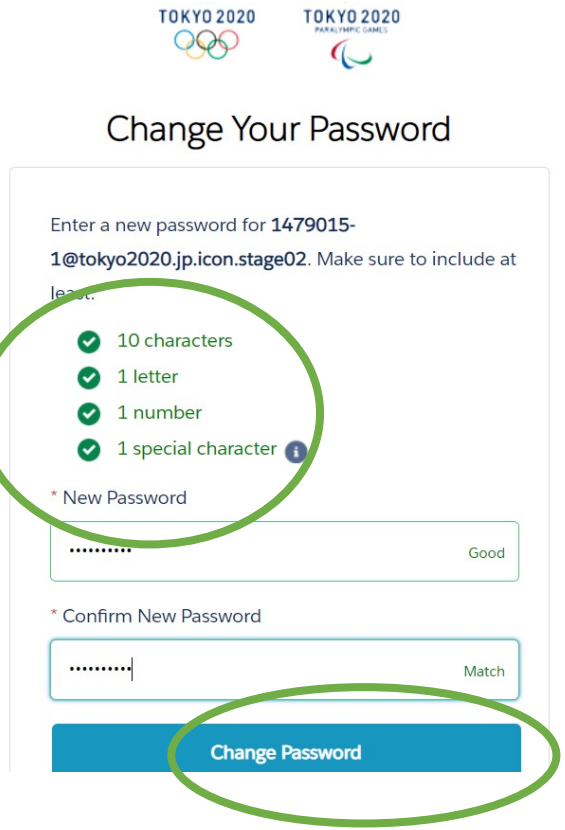
3.3 c **Return to the browser screen at step 3.3, enter the two words, and press “Connect”**



If you clicked on the welcome email in step 3.3 and a login screen appears, it's possible that you've already set up two-factor authentication in the Salesforce Authenticator. In this case, go straight to step 3.4

Setting your password (continued)

3.3 d **Set a password according to the requirements, then click change password**



4 **After pressing Change Password, the screen below will be open**

Congratulations!

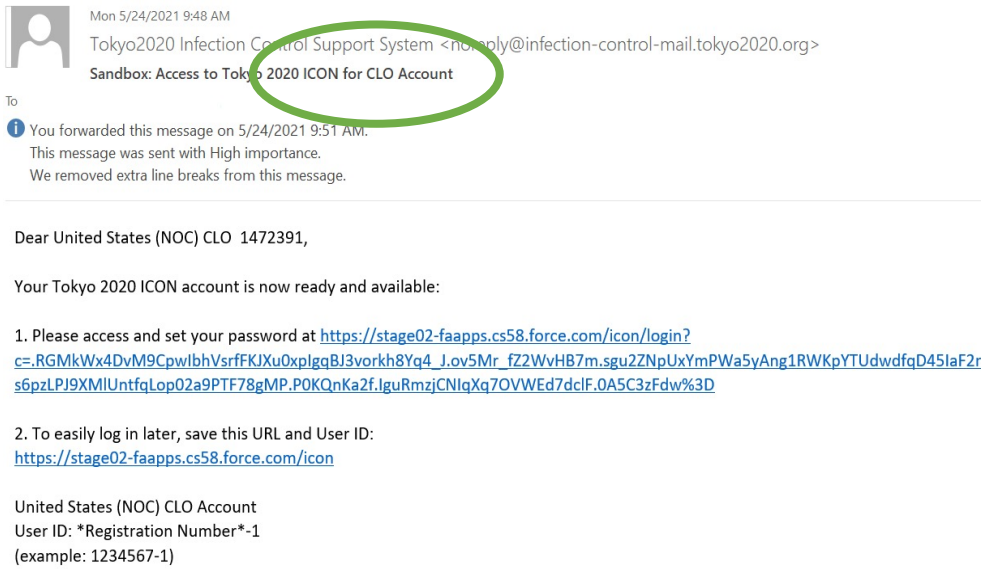
You have completed your Tokyo 2020 ICON registration and first log in

Step C: Log in to Tokyo 2020 ICON

Log in to Tokyo 2020 ICON as CLO

4.1 **Open the email from step 3.2 “Access to Tokyo 2020 for CLO Account” and click on the link below to log in later**

https://infection-control.tokyo2020.org/icon/



Mon 5/24/2021 9:48 AM

Tokyo2020 Infection Control Support System <noreply@infection-control-mail.tokyo2020.org>

Sandbox: Access to Tokyo 2020 ICON for CLO Account

To

You forwarded this message on 5/24/2021 9:51 AM.
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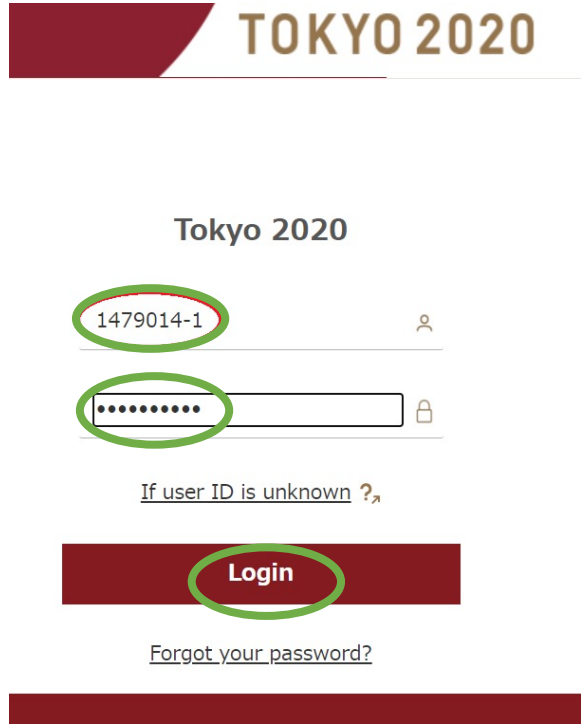
Your Tokyo 2020 ICON account is now ready and available:

1. Please access and set your password at https://stage02-faapps.cs58.force.com/icon/login?c=.RGMkWx4DvM9CpwIbhVsrfFKJXu0xpIgqBJ3vorkh8Yq4_J.ov5Mr_fZ2WvHB7m.sgu2ZNpUxYmPWa5yAng1RWKpYTUdwdfqD45IaF2rs6pzLPJ9XMlUntfqLop02a9PTF78gMP.P0KQnKa2f.IguRmzjCNIqXq7OVWEd7dclF.0A5C3zFdw%3D

2. To easily log in later, save this URL and User ID:
https://stage02-faapps.cs58.force.com/icon

United States (NOC) CLO Account
User ID: *Registration Number*-1
(example: 1234567-1)

4.2 **Login to ICON with your CLO user number (with -1) and the password you set in your CLO user account at 3.3d**



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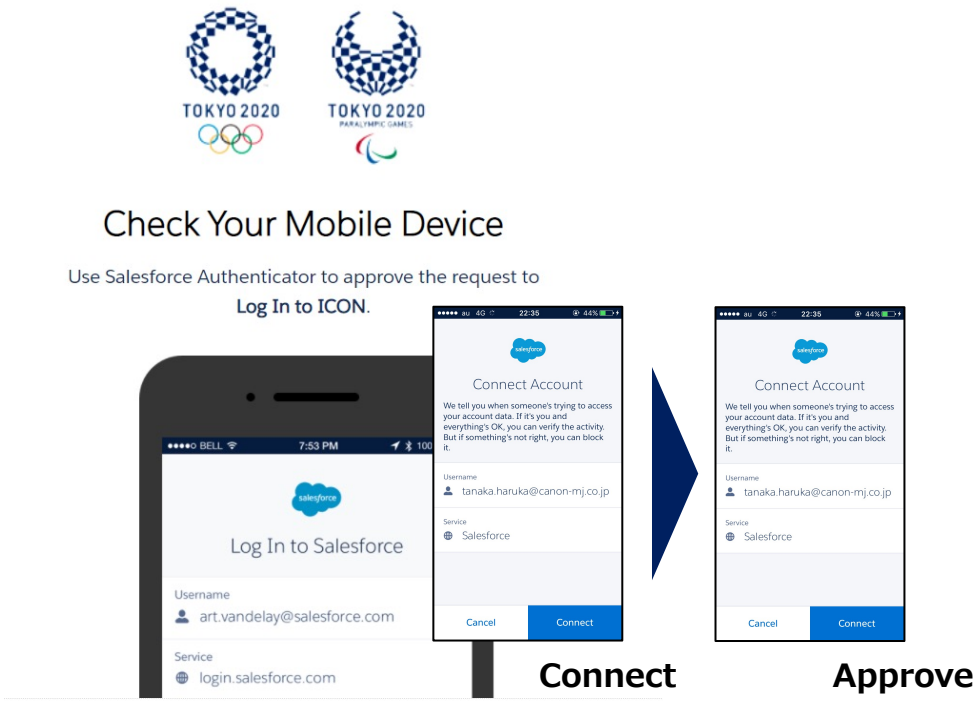
Log in to Tokyo 2020 ICON as CLO

4.3 **Check your Smartphone or Mobile Device, open the Salesforce Authenticator, and click Connect and then Approve**

Note: there may be differences between some Smartphones



5 **After pressing Approve in Salesforce Authenticator, this screen should open**

Congratulations!

You have logged in to Tokyo 2020 ICON as a CLO

PART 2

Activity Plans

What is an Activity Plan?

- Activity Plans are a **countermeasure** designed to create a safe environment for participants and residents of Japan
- Tokyo 2020 must submit all Activity Plans to the **Government of Japan**
- Each Activity Plan must outline the destinations for participants **according to their Playbook**
- An Activity Plan must list **all locations** which could be visited, but does not need to include detailed itineraries
- Please note in the ICON screen, Activity Plans are called the **“Schedule of Activities in Japan”**
- Tokyo 2020 will **email** the Activity Plan templates to CLOs

What are the Activity Plan Attachments?

Basic

Activity Plan Attachment 1

Activity Plan Attachment 1 is the sheet for the participants who will enter Japan with a **Pre-Valid Card (PVC) of their Games Accreditation**

Exceptional

Activity Plan Attachment 2

Activity Plan Attachment 2 is the sheet for the participants who will enter Japan by **Special visa (i.e., enter Japan without a PVC)**

Basic

Activity Plan List of Permitted Destinations

The List of Permitted Destinations is the list of the places **pre-approved by the government of Japan** which participants can visit

Exceptional

Activity Plan Attachment 3

Activity Plan Attachment 3 is the sheet for participants who wish to visit locations which are **not in the "List of Permitted Destinations"**

When to submit an Activity Plan

- CLOs are required to submit the the “Activity Plans and Attachments” (Excel files, via email / Tokyo 2020 ICON) **to the Tokyo 2020 Functional Area for their Stakeholder group**
- Each CLO is required to submit the “Activity Plans and Attachments" to Tokyo 2020 **four (4) weeks prior to entry** of each participant
- Tokyo 2020 needs to submit “Activity Plans and Attachments” **to the government of Japan three (3) weeks prior to entry** (it takes one week for the approval)
- Each CLO and Responsible Organisation needs to be aware if the submission **does not meet the deadline**, the entry procedure of the participant may not proceed as planned
- Tokyo 2020 ICON will be available from the **31st of May 2021**

When to submit an Activity Plan

2021.5.21

Date of Entry to Japan	Deadline for submission from CLO to Tokyo 2020	Deadline for submission from Tokyo 2020 to the Government of Japan
by 30 June entry	Follow the current pre-Games immigration procedure → E-mail Tokyo 2020 (or Pre-Games Training Camp Municipalities) with relevant materials 4 weeks in advance. Note, some entries in last week of June are expected to use OCHA.	
1-4 July entries	Submit by "3 June (Thu)" by ICON (or E-mail)	Submit by "10 June (Thu)" by ICON (or E-mail)
5-7 July entries	Submit by “7 June (Mon)" by ICON (or E-mail)	Submit by "14 June (Mon)" by ICON (or E-mail)
8-11 July entries	Submit by "10 June (Thu)" by ICON (or E-mail)	Submit by "17 June (Thu)" by ICON (or E-mail)
12-14 July entries	Submit by "14 June (Mon)" by ICON (or E-mail)	Submit by “21 June (Mon)" by ICON (or E-mail)
15-18 July entries	Submit by "17 June (Thu)" by ICON (or E-mail)	Submit by “24 June (Thu)" by ICON (or E-mail)
19-21 July entries	Submit by “21 June (Mon)" by ICON (or E-mail)	Submit by “28 June (Mon)" by ICON (or E-mail)
22-25 July entries	Submit by “24 June (Thu)" by ICON	Submit by “1 July (Thu)" by ICON
26-28* July entries	Submit by “28 June (Mon)" by ICON	Submit by “5 July (Mon)" by ICON

Enter Japan with printed copy of “Written Pledge”

Enter Japan by OCHA, for those submitting Activity Plans via Tokyo 2020 ICON

Enter Japan with printed hard copy of “Written Pledge” for those submitting Activity Plans by email

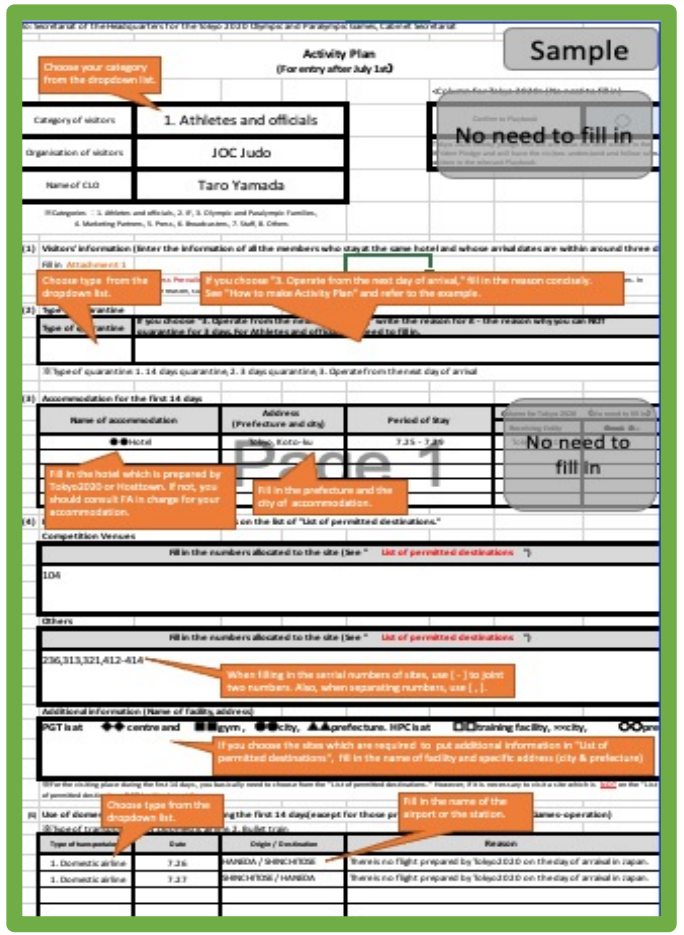
*For entries after 28 July, follow the same pattern as above

Step A: How to Prepare an Activity Plan

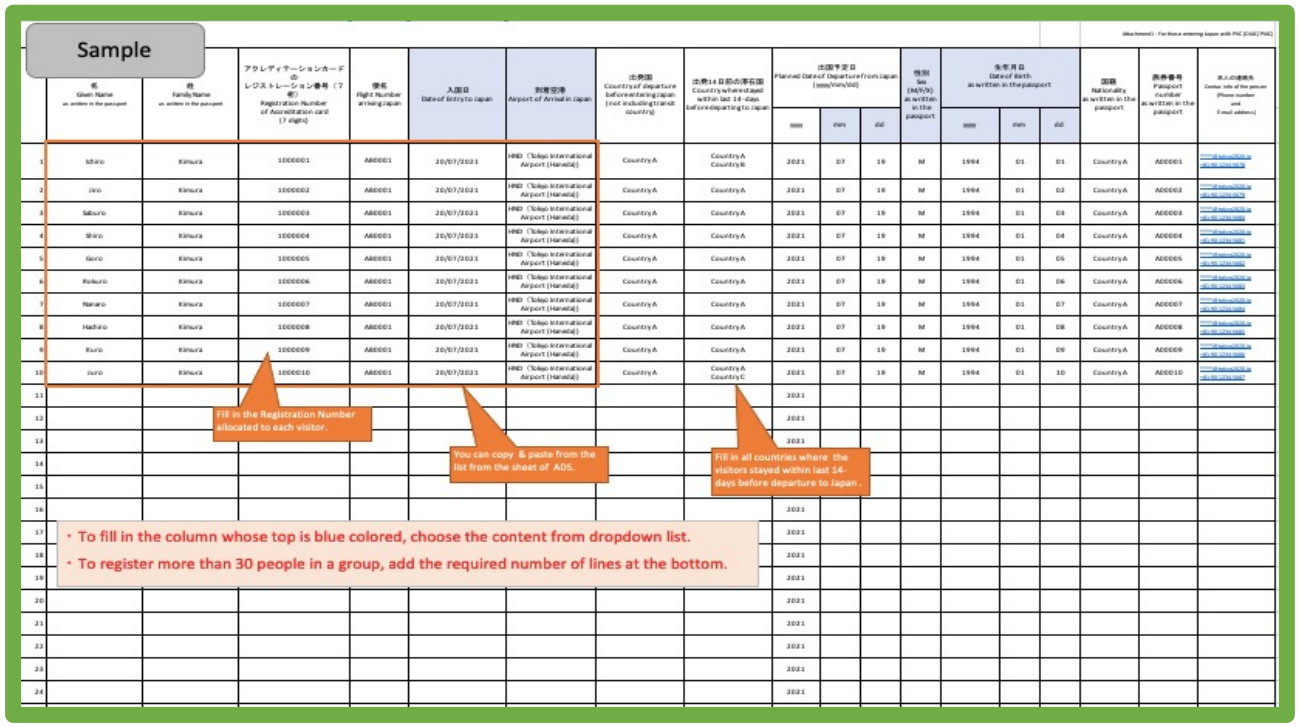
Preparation of the Activity Plan and Attachment 1

Activity Plan main sheet and Attachment 1 sheet need to be completed. This file can be submitted in Tokyo 2020 ICON.

< Activity Plan main sheet >



< Activity Plan Attachment 1 sheet>



✓ **You may group participants who stay at the same hotel / accommodation and whose arrival dates are within three (3) days of each other**

Preparation of the Activity Plan and Attachment 2

In case participants need to enter Japan with Special visa (i.e., delay of registration to accreditation system and no Pre-Valid Card /PVC), the CLO must complete the Activity Plan main sheet and Attachment 2 sheet, then submit these files to the Tokyo 2020 Functional Area for the Stakeholder group via Tokyo 2020 ICON or E-Mail

< Activity Plan Attachment 2 sheet>

Attachment2 – For those entering Japan with visa

	名 Given Name as written in the passport	姓 Family Name as written in the passport	便名 Flight Number arriving Japan	入国日 Date of Entry to Japan	到着空港 Airport of Arrival in Japan	出発国 Country of departure	出発14日前の滞在国 Country where stayed within last 14-days before departure出発国 Country of departure	出国予定日 Planned Date of Departure from Japan (yyyy/mm/dd)			性別 (M/F/X) as written in the passport	生年月日 Date of Birth as written in the passport			国籍 Nationality as written in the passport	旅券番号 Passport number as written in the passport	旅券の有効期限 Date of Expiry of the Passport (yyyy/mm/dd)			本人の連絡先 Contac info of the person (Phone number and E-mail address)	居住地 City of residence	査証申請公館 Japanese embassy or consular office to apply for visa	※「短期滞在」以外の在留資格で入国する場合に記載 ※Fill in below cell in case you enter with the status of residence other than "Temporary Visitor"			
								yyyy	mm	dd		yyyy	mm	dd			yyyy	mm	dd				在留資格の種類 Status of residence	在留認定期間（月） Period of stay (month)	在留資格番号 Number on the Certificate of Eligibility	在留資格発給日 Date of issue (yyyy/mm/dd)
1								2021																			
2								2021																			
3								2021																			
4								2021																			
5								2021																			
6								2021																			
7								2021																			

※ This is an exceptional case, so CLOs should consult the Tokyo 2020 Functional Area for the Stakeholder group

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Preparation of the Activity Plan and Attachment 3

In principle, places visited during the first 14 days should be chosen from the “List of Permitted Destinations.”
If it is requested to visit locations which are not in the “List of Permitted Destinations,” the CLO must complete Attachment 3 sheet as well. Attachment 3 will be submitted to the government of Japan for review and approval. Reviewing these cases will take time, and there is the possibility the requested location will not be approved.

< Activity Plan Attachment 3 sheet>

Attachment3 - Visiting place which is not on the list of "Tokyo 2020 Destination"

	名 Given Name as written in the passport	姓 Family Name as written in the passport	アクレディテーションカードの レジストレーション番号（７桁） Registration Number of Accreditation card (7 digits)	入国後14日間の滞在場所（別紙用務先リストに掲載されていない場所） Visiting place which is not on the list of "Tokyo 2020 Destination" during the first 14 days in Japan			
				名称 Name of Visiting Place	住所（市区町村） Address (prefecture and city)	滞在予定期間 Period of stay	滞在理由 Reason for visit(Why do you have to go there?)
1							
2							
3							
4							
5							

※ This is an exceptional case, so CLOs should consult the Tokyo 2020 Functional Area for the Stakeholder group

Preparation of the Activity Plan and Attachments

Basic

- If you plan to enter Japan with a Pre-Valid Card (PVC) of the Games Accreditation OIAC / PIAC, the CLO needs to complete the Activity Plan main sheet and Attachment 1 sheet, then submit those documents to the Tokyo 2020 Functional Area for the Stakeholder group via Tokyo 2020 ICON or e-mail

Exceptional

- In principle, all Games participants entering Japan after the 1st of July 2021 should enter Japan with a Pre-valid Card (OIAC/PIAC); however, for those who do not have PVC and are planning to enter Japan by special visa, the CLO must complete the Activity Plan main sheet and Attachment 2 and submit these files to the Tokyo 2020 Functional Area for the Stakeholder group via Tokyo 2020 ICON or e-mail

- For the first 14 days in Japan, participants should choose to visit only the locations in “List of Permitted Destinations”; however, if it is requested to visit locations which are not in the “List of Permitted Destinations,” the CLO needs to complete the Activity Plan main sheet and Attachment 3 sheet.

Preparation of the Activity Plan and Attachments

Precautions

- Limit visits to locations which are essential for your role and include all possible destinations in the column of places to visit in the Activity Plan

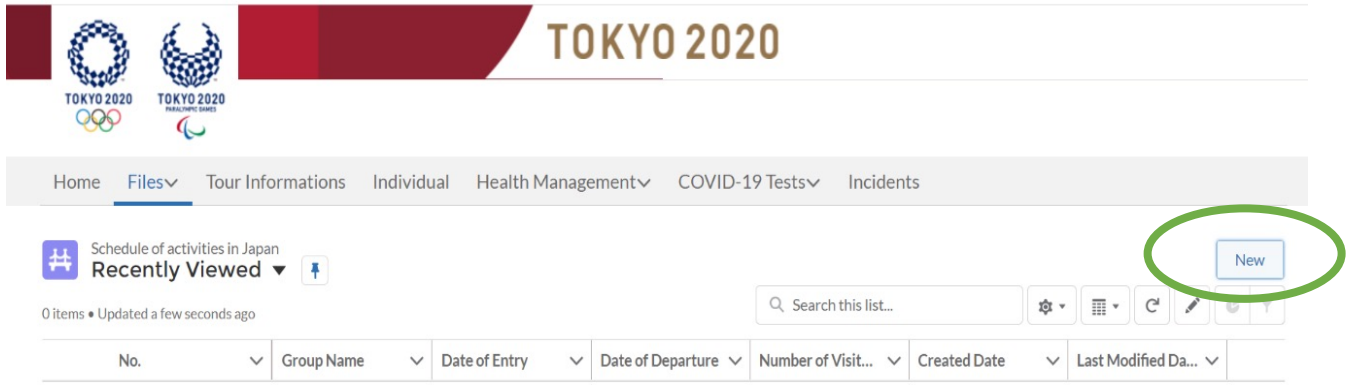
- In the Activity Plan, if **"3. Operate from the next day of arrival"** is requested, the reason **why** the participant can not accept 3 days of quarantine must be **clearly described**. For example:
  - example 1: The participant is attending a competition just before arriving in Japan and therefore cannot arrive earlier in Japan to perform quarantine. Since the participant is essential for the Games, it is necessary for the participant to start their activities immediately after entering Japan
  - example 2: It is essential to enable an athlete/official to start their activities right after entering Japan in order to maintain/support maintaining conditions of the athlete.

Step B: How to Submit an Activity Plan

Submit the Activity Plan in Tokyo 2020 ICON

5 **After logging in to Tokyo 2020 ICON as a CLO (i.e., with the User ID ”-1”) go to Files and choose Schedule of Activities in Japan**

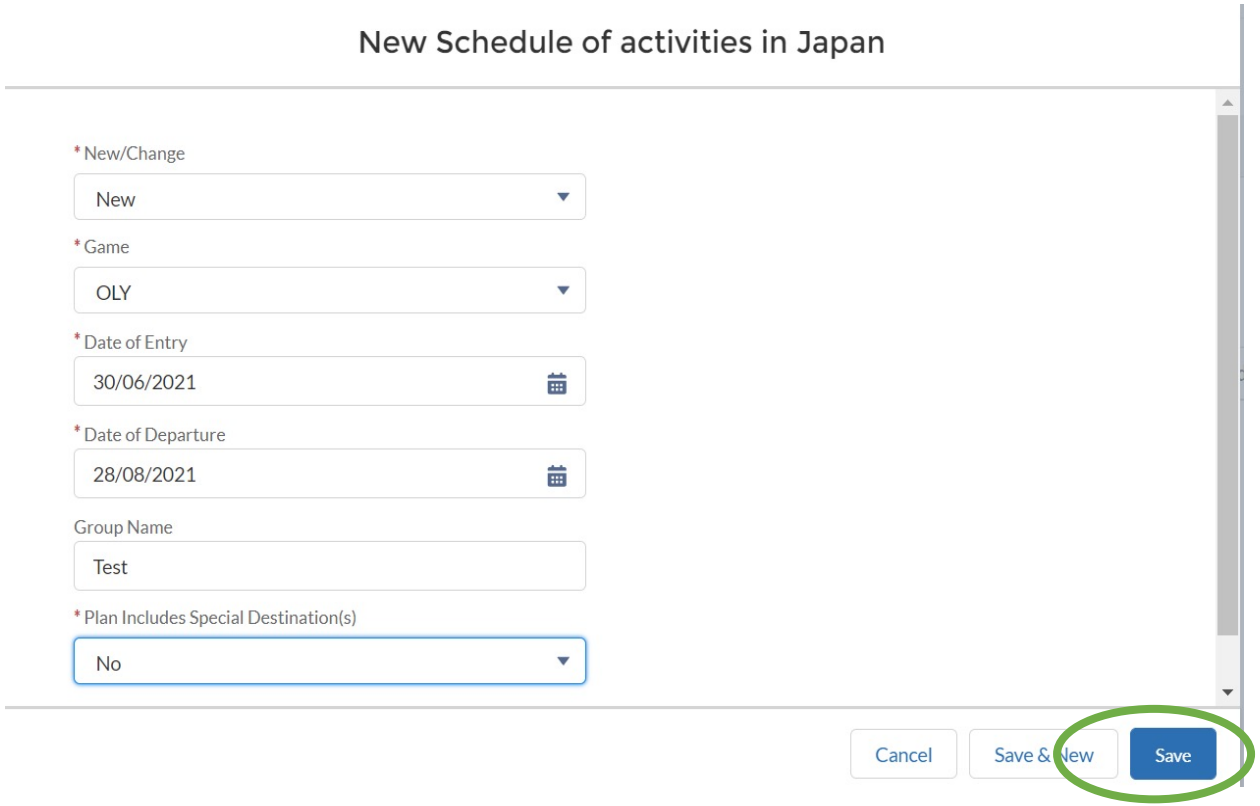
5.1 **The Files page will open -> Select the button New**



Submit the Activity Plan in Tokyo 2020 ICON

5.2 For a New Activity Plan

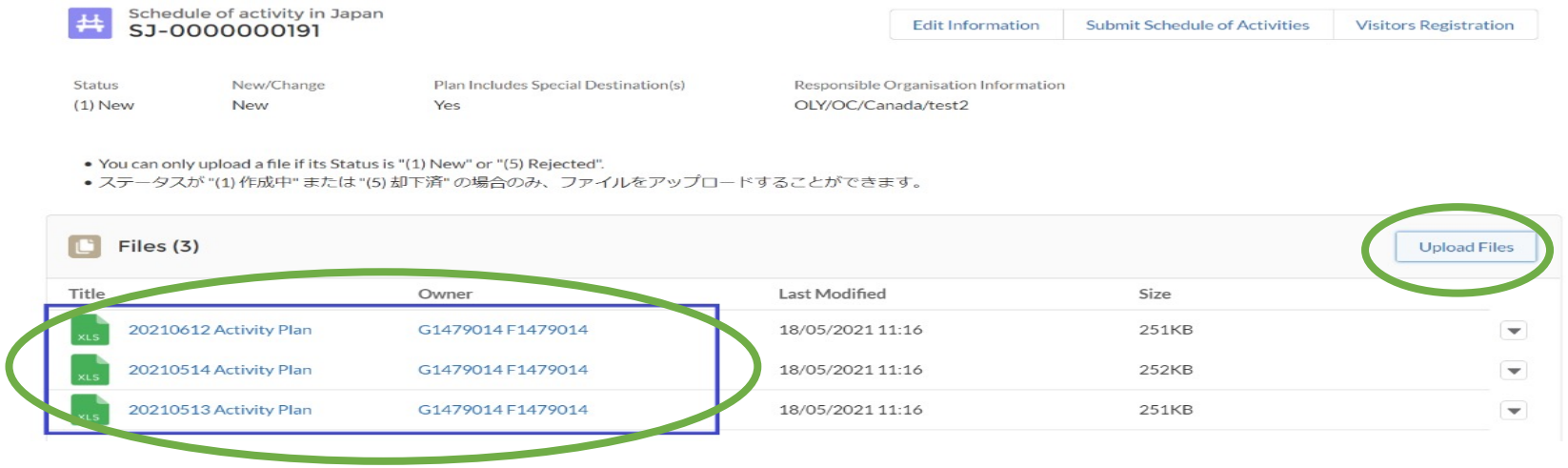
Field	
New	Choose **New** for a new Activity Plan
Game	You can choose **OLY** (for Olympics) or **PARA** (for Paralympics) If it is plan for both choose OLY
Date of Entry	Date of arrival to Japan
Date of Departure	Date of departure from Japan
Group Name	If you have a Group travelling together in the same Activity Plan you can enter a name, but this field is not mandatory
Plan includes Special Destination(s)	Choose **Yes** (if you have places to visit other than those on the List of Permitted Destinations) Chose **No** (if you are only visiting places on the List of Permitted Destinations)
When finished	Select Save



Submit the Activity Plan in Tokyo 2020 ICON

5.3 **Verify the status is “(1) New”, then select Upload Files**

5.4 **Select the Activity Plan main sheet(s) that you have prepared, it can add multiple files, then select Upload Files**

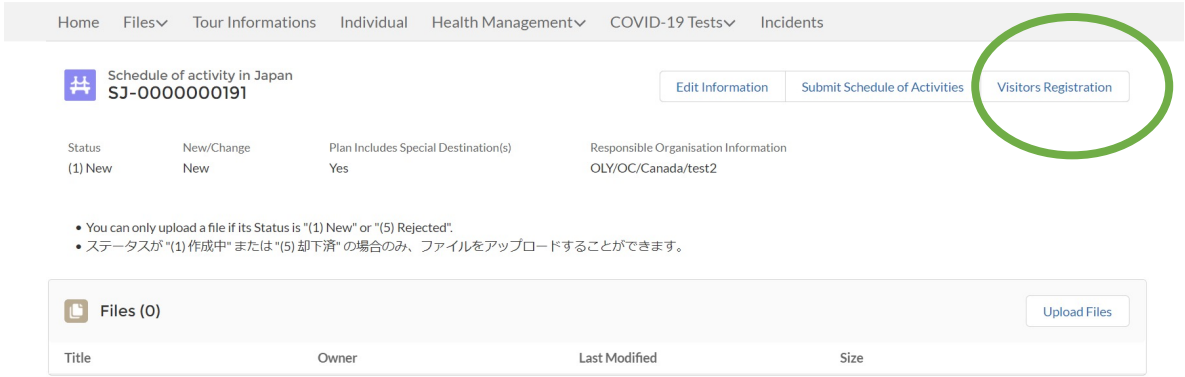


Submit the Activity Plan in Tokyo 2020 ICON

5.5 **Open the Activity Plan Attachments 1 sheet, and copy the Registration number as the example below:**

G	H	I	J	K	L	M	N	O
*Given Name	*Family Name	Accreditation Number	Arrival Flight Type	Arrival Flight Number	Arrival Tail No. (In case of business jet)	Arrival Date DD/MM/YYYY	Arrival Time	Arrival Airport
名 Given Name written in the passport	姓 Family Name as written in the passport	ADカードの レジストレーション番号 （7桁） Registration Number of AD card (7 digits)		便名 Flight Number arriving Japan		入国日 Date of Entry to Japan		到着空港 Airport of Arrival in Japan
G1479015	F1479015	1479015	CN	123		20/07/2021		Narita
G1702186	F1702186	1702186	CN	145		18/08/2021		Narita
G1652134	F1652134	1652134	BR	AAA		05/06/2021		Osaka

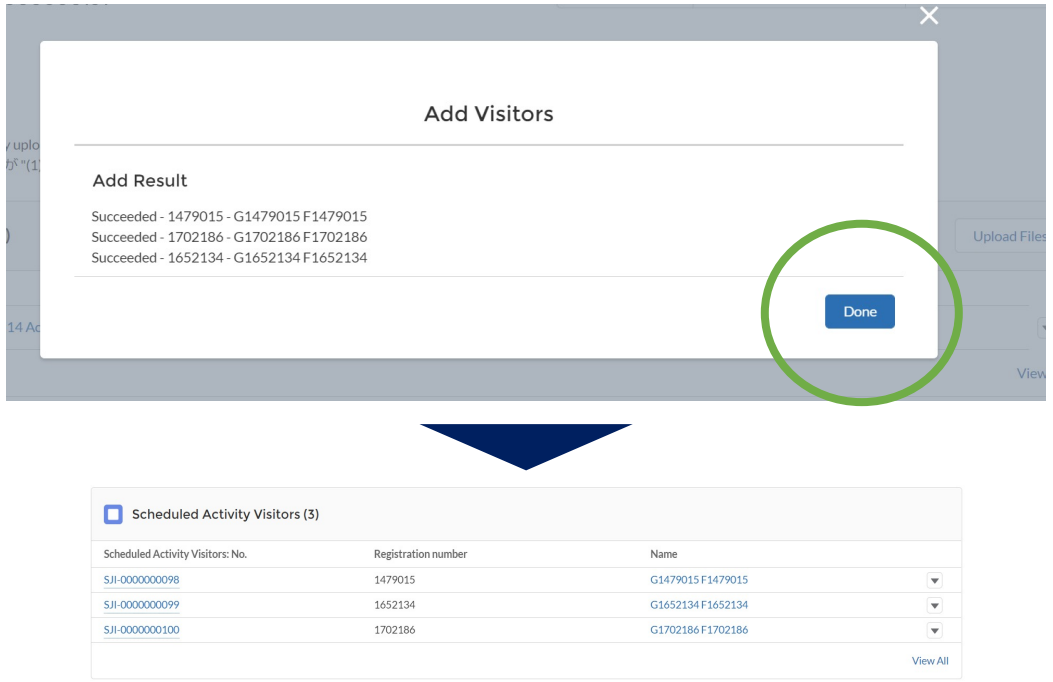
5.6 **Go back to Tokyo 2020 ICON and select Visitors Registration**



Submit the Activity Plan in Tokyo 2020 ICON

5.6 **Paste the Registration numbers copied from the Attachment 1 sheet into the Add Visitors screen, then press Save**

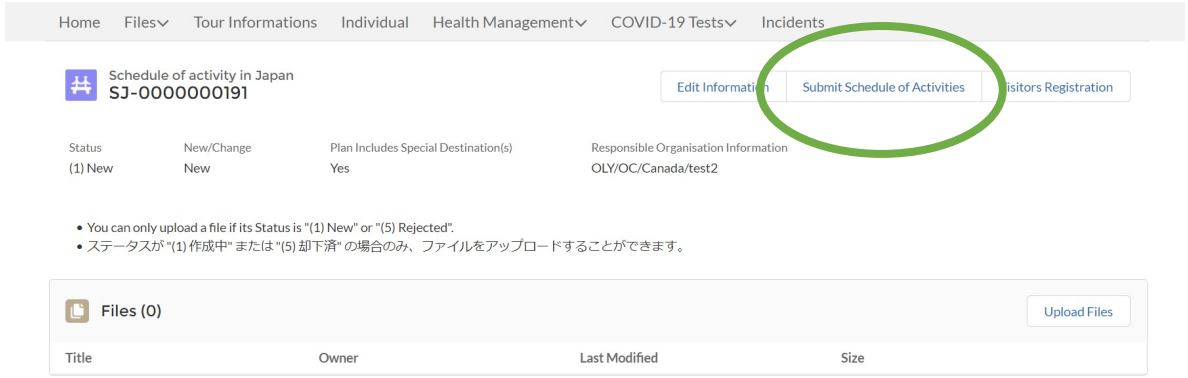
5.7 **The next screen will open to Add Result. Press Done**



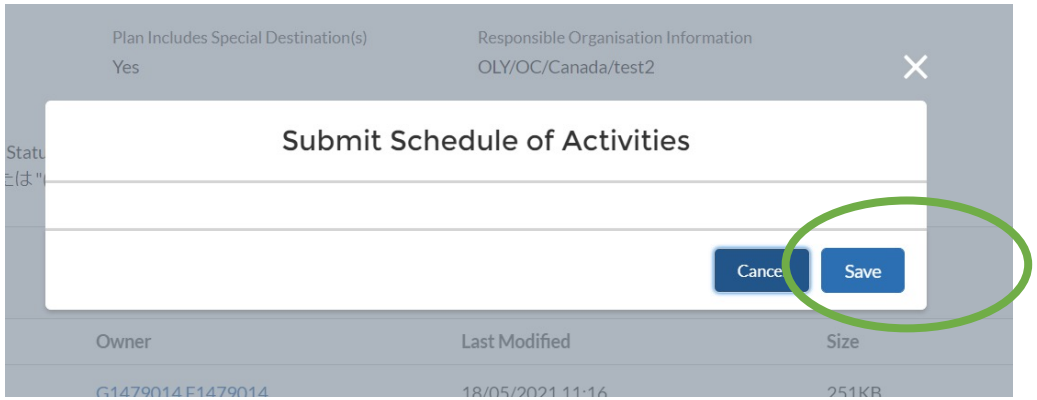
✓ **These steps are necessary to make sure that there are no missing registrations**

Submit the Activity Plan in Tokyo 2020 ICON

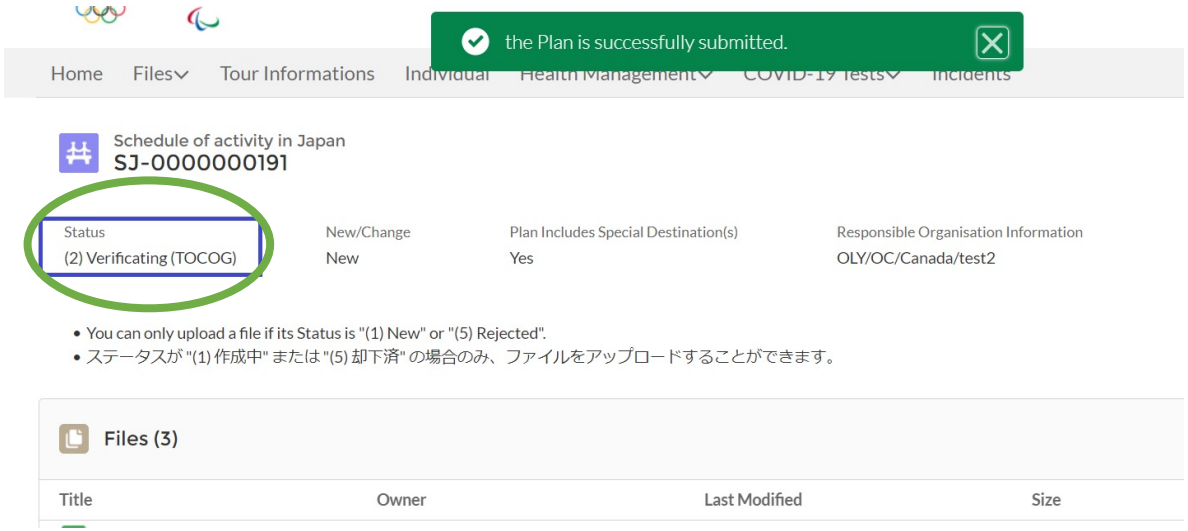
5.8 Press the Submit Schedule of Activities



5.9 Press Save



5.10 Verify the status has changed to (2) Verificating (TOCOG)



Result by E-mail

6.0

After completing these steps, you do not need to take any other action.
The result of your Activity Plan will be emailed to you (see examples below). This may take up to one week. If your Activity Plan is rejected, please contact the Tokyo 2020 Functional Area for your Stakeholder group

From: Tokyo2020 Infection Control Support System
<noreply@infection-control-mail.tokyo2020.org>
Subject: [Tokyo 2020 ICON] SJ-0000000087 Schedule of Activities in Japan approved.

Dear XXXXXX,

The Schedule of Activities in Japan that you submitted was approved.

Please find detail below.
(No. : SJ-0000000087)
https://infection-control.tokyo2020.org/icon/s

Kind regards,

Tokyo 2020 ICON Support

From: Tokyo2020 Infection Control Support System
<noreply@infection-control-mail.tokyo2020.org>
Subject: [Tokyo 2020 ICON] SJ-0000000087 Schedule of Activities in Japan rejected.

Dear XXXXXX,

The Schedule of Activities in Japan that you submitted was rejected.

Please find detail below.
(No. : SJ-0000000087)
https://infection-control.tokyo2020.org/icon/s

Kind regards,

Tokyo 2020 ICON Support

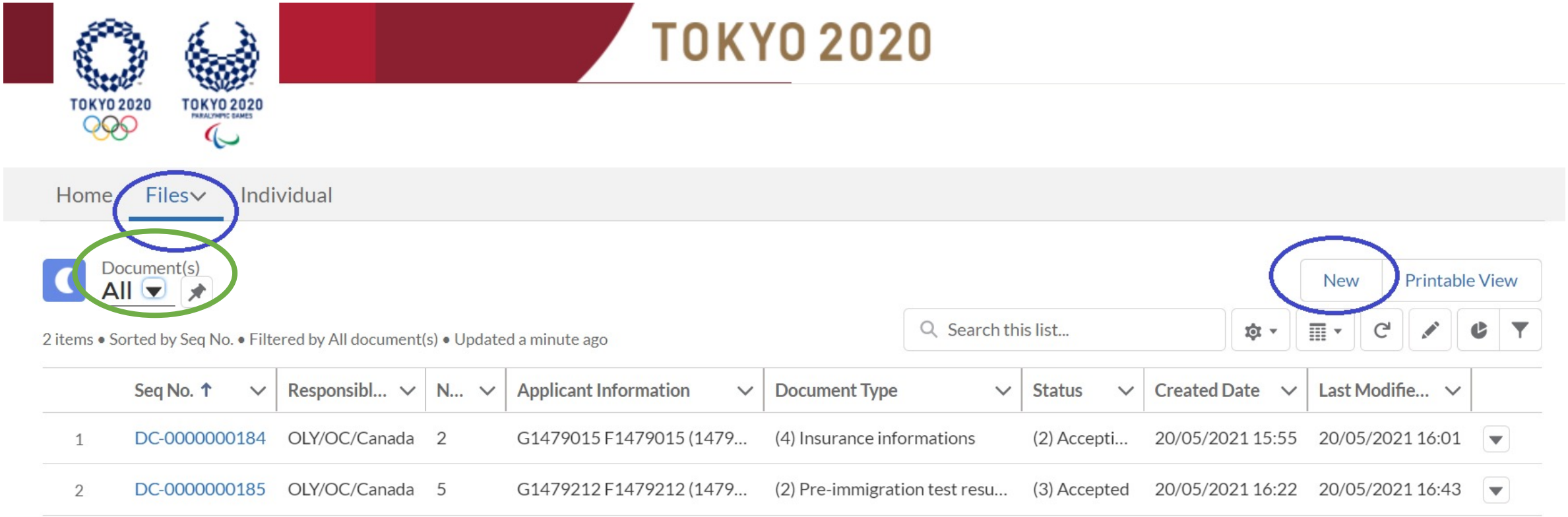
Congratulations!

You have submitted an Activity Plan

How to upload other documents

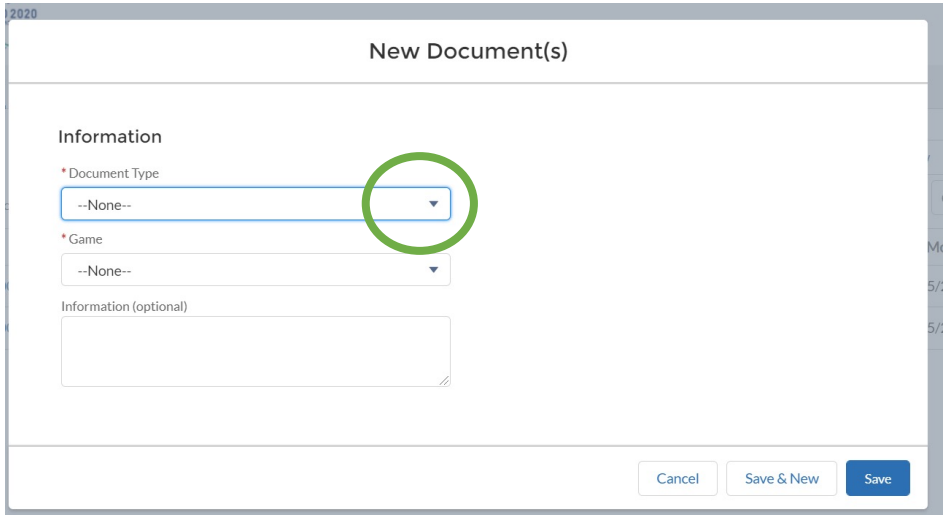
How to upload other documents

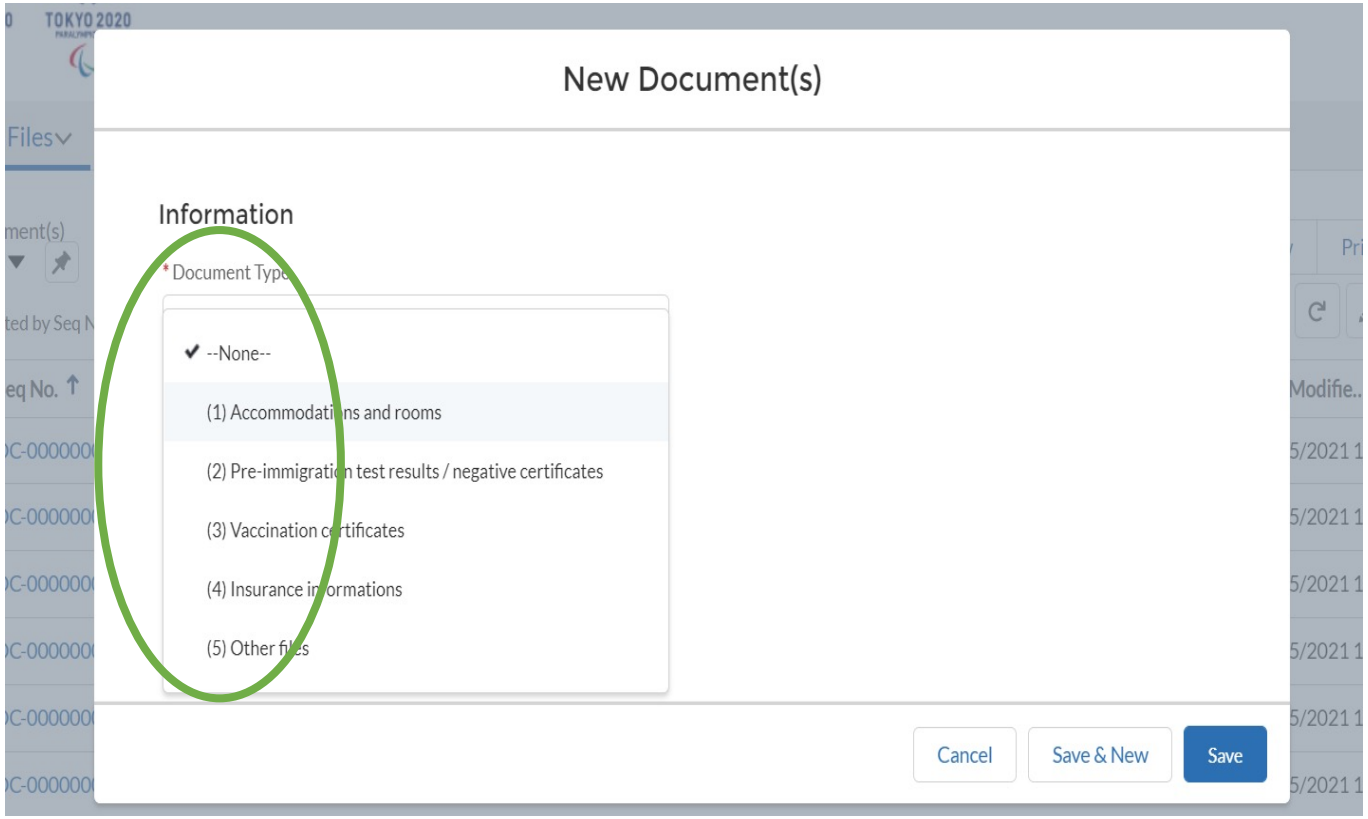
7.0 **Go to Files -> Documents -> The window below opens. Press New.**



How to upload other documents

7.1 **The New Document(s) screen will open. At Document Type choose one of the options below**



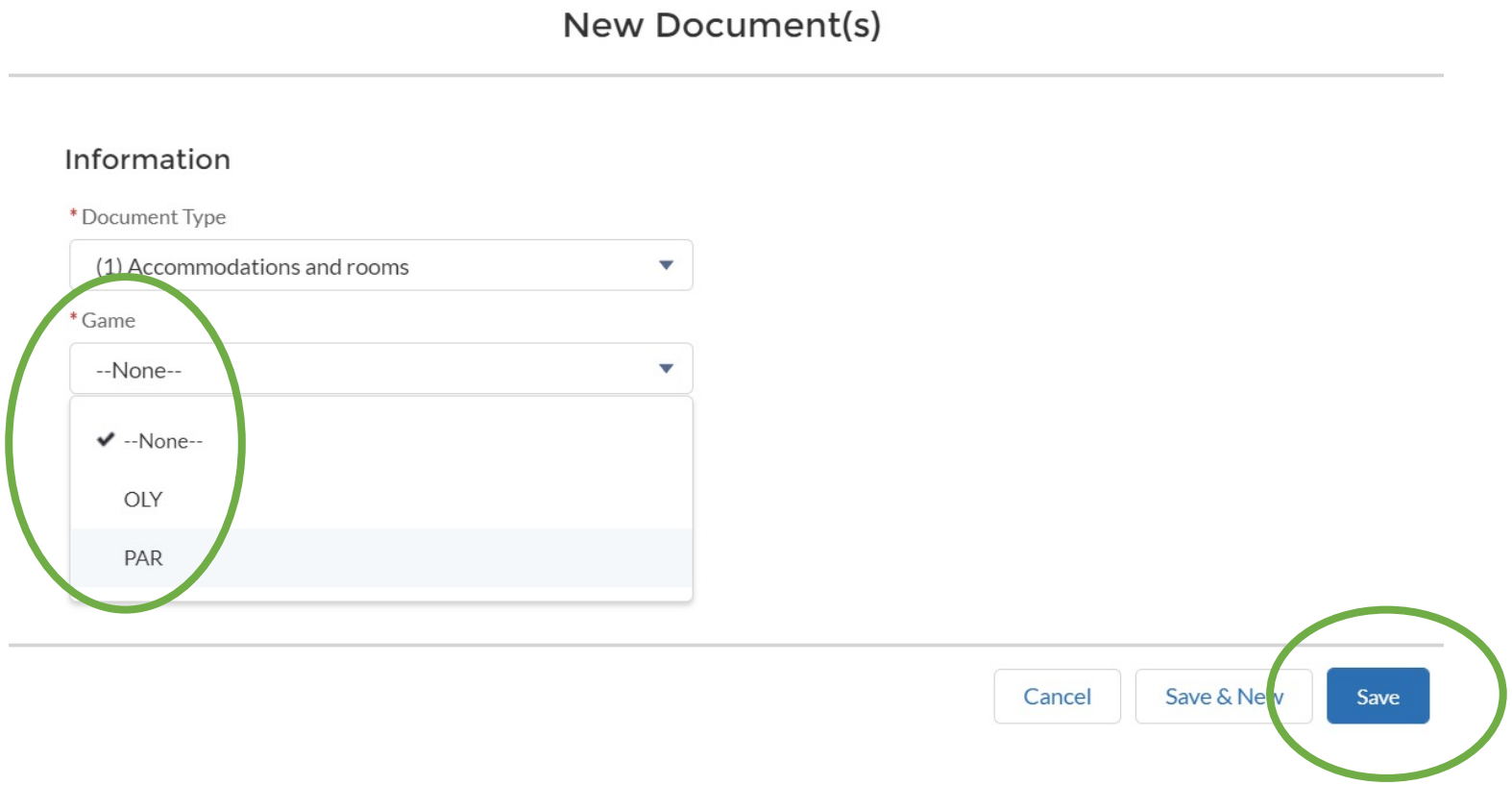


Note: For each document type, you will need to create a “New” document

How to upload other documents

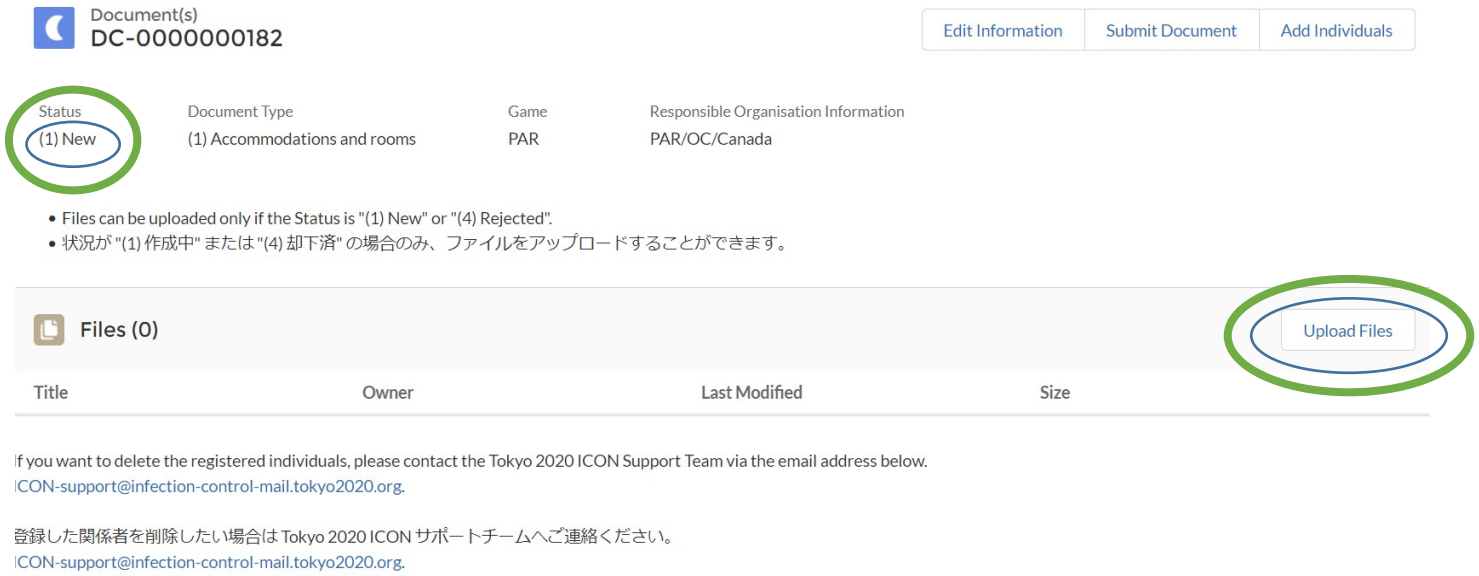
7.2

Choose which type of the Games. If it is Olympics choose OLY, if it is for Paralympics choose PAR.
In the field “Other Information” you can add information, but this is not a required field.
Press Save.



How to upload other documents

7.3 **Verify the Status is (1) New, then select Upload Files**

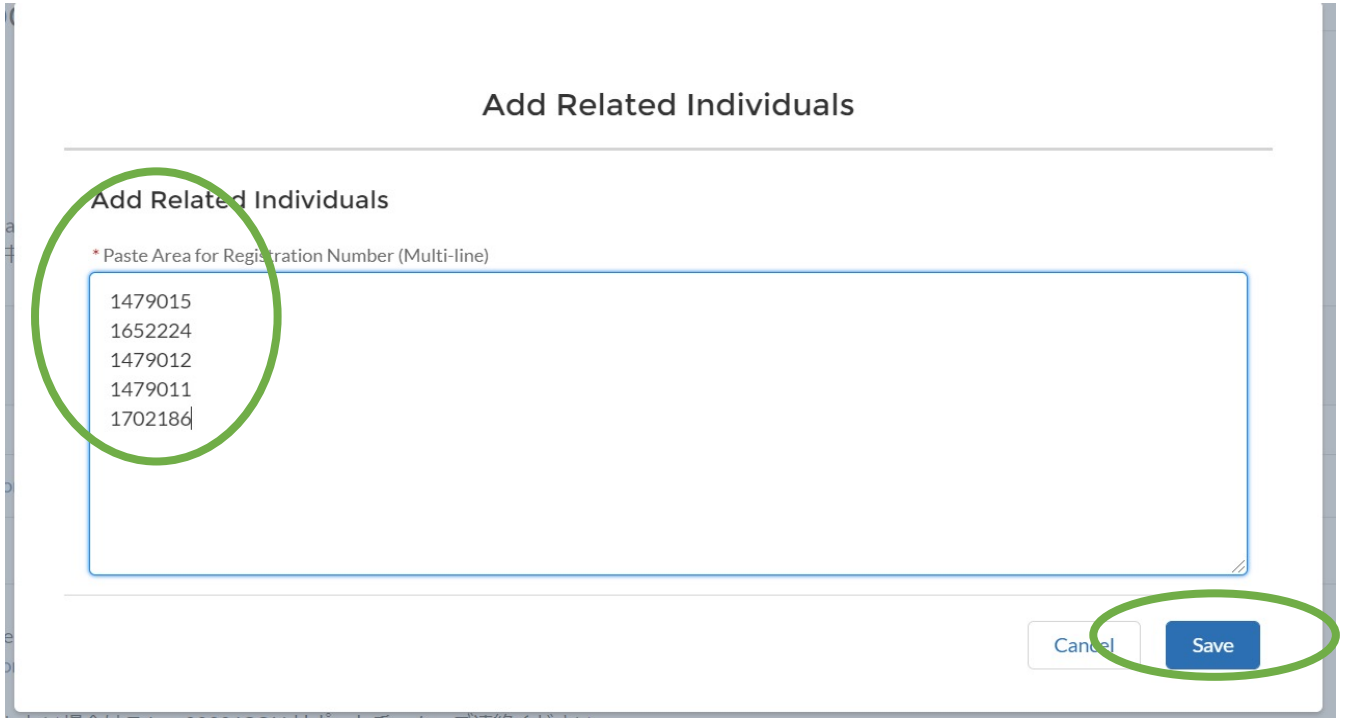


7.4 **Select the files you wish to upload and once you have uploaded the File(s) the number will be shown, then select Upload Files**

How to upload other documents

7.5

Under Add Related Individuals, paste the Registration Number from the Activity Plan Attachment 1 sheet to whom this document is related to. For example, if you are uploading an Attachment 3, paste here the registration number of the specific participant. Then, click Save.



How to upload other documents

7.5 **The result and the registration numbers will be shown, press Done.**

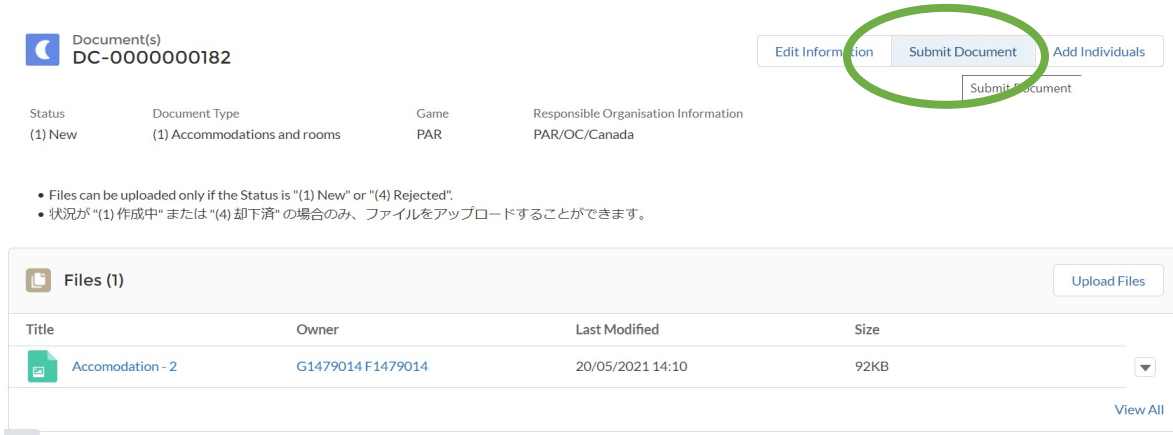
Document related Individual (5)

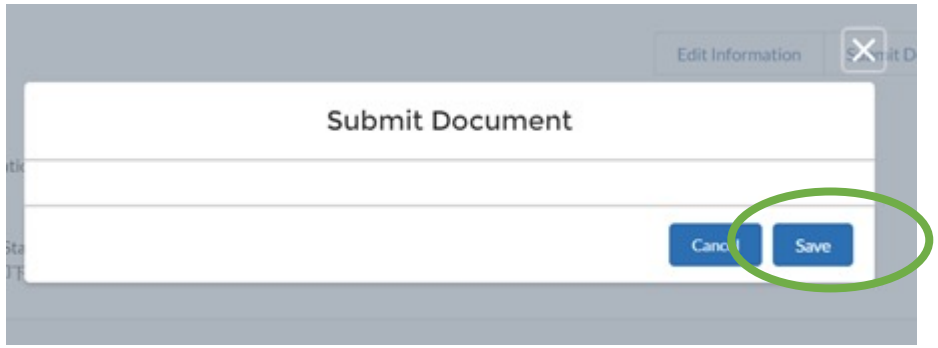
Document related Individual: Seq No.	Registration number
DI-00000147	1479011
DI-00000148	1479012
DI-00000149	1479015
DI-00000150	1652224
DI-00000151	1702186

View All

How to upload other documents

7.6 Select Submit Document, the press Save





7.7 The Status should now be (2) Accepting

Result by E-mail

8.0

After you complete these steps, you do not need to do any other action. The result will be emailed to you, see examples below. This may take up to one week. If your other document rejected, please contact the Tokyo 2020 Functional Area for your Stakeholder group

From: Tokyo2020 Infection Control Support System
<noreply@infection-control-mail.tokyo2020.org>
Subject: [Tokyo 2020 ICON] DC-0000000092 Document accepted.

Dear XXXXXX,

The Document(s) that you submitted was accepted by TOCOG.

Please find detail below.
(Seq No. : DC-0000000092)
https://infection-control.tokyo2020.org/icon/s

Kind regards,

Tokyo 2020 ICON Support

From: Tokyo2020 Infection Control Support System
<noreply@infection-control-mail.tokyo2020.org>
Subject: [Tokyo 2020 ICON] DC-0000000092 Document rejected.

Dear XXXXXX,

The Document(s) that you submitted was rejected by TOCOG.

Please find detail below.
(Seq No. : DC-0000000092)
https://infection-control.tokyo2020.org/icon/s

Kind regards,

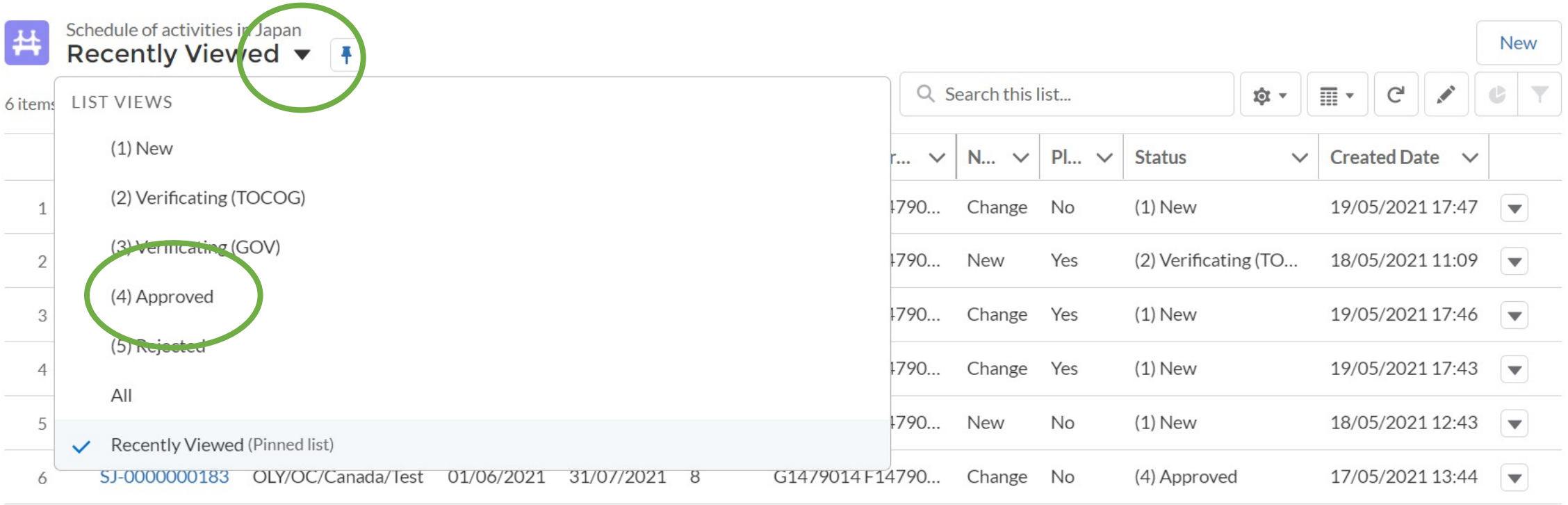
Tokyo 2020 ICON Support

Congratulations!

You have uploaded other documents

Filtering information in Tokyo 2020 ICON

You can filter your Schedule of Activities in Japan dashboard, by the “Status of the Schedule of the Activity Plan” that you have created. For example, (4) Approved



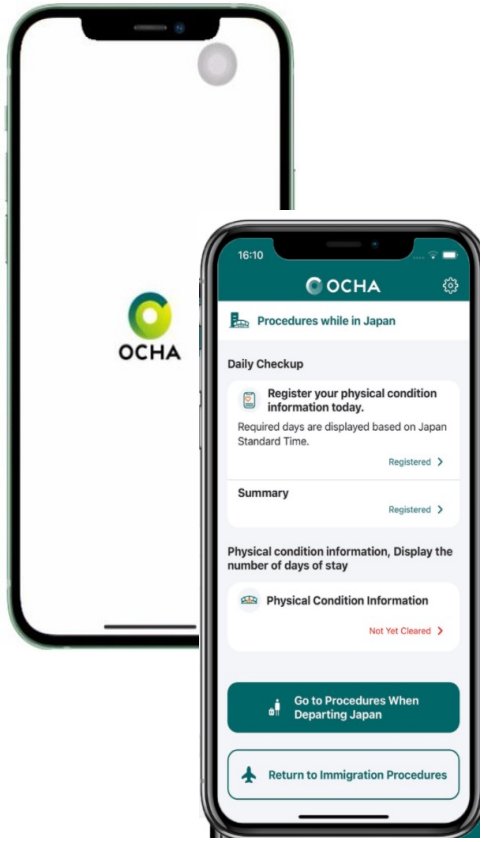
PART 3

OCHA – Quarantine, Immigration and Customs

What is OCHA?

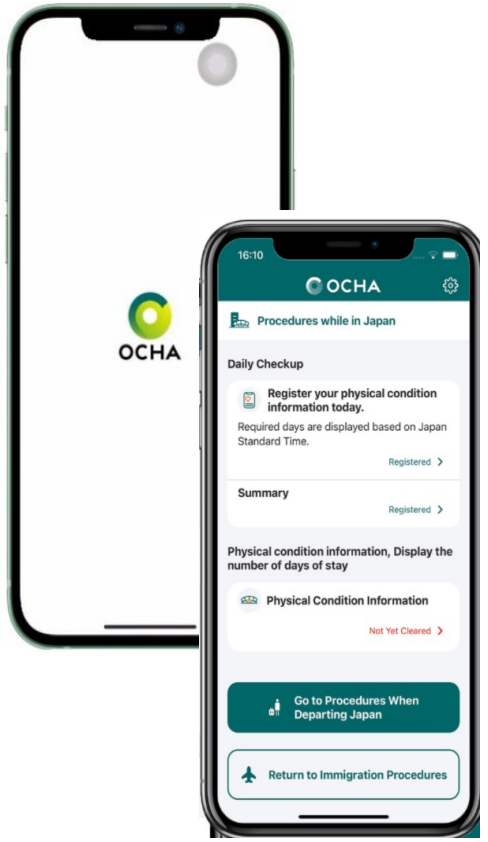
OCHA stands for **Online Check-in and Health report Application**

- OCHA is an application developed by the Japanese Government to support immigration process and daily health monitoring
- It is intended to be used all the participants to the Tokyo 2020 Games
- It is available in English, Japanese, French, Simplified Chinese, Spanish, and Korean
- It requires iOS 13.5/Android 6.0 or later
- It is available from **24th June 2021** (https://www.ocha.go.jp)
- It requires OIAC/PIAC provided by Tokyo2020 or OIAC/PIAC number (Registration Number written on PVC as well as password which was created through Tokyo 2020 ICON



Why do we use OCHA?

- OCHA and ICON are integrated, not only in terms of registration set up but also that OCHA provides the health data to ICON
- Information will be transferred from OCHA to Tokyo 2020 ICON under strict data management conditions and monitored by the respective CLO and Tokyo 2020 Functional Area to help prevent the spread of COVID-19
- OCHA will support arrival processes and daily health reporting
- Games participants will need to be registered in the Tokyo 2020 Infection Control Support (ICON) System before registering for OCHA



Timeline to use OCHA

Before You Travel

- Set password with ICON
- Install OCHA application
- Agree Terms and Conditions
- ACR ID Authentication
- Select usage method
- Select Activity Plan
- Agreement form
- Upload Inspection Certificate
- Register necessary information to enter Japan

The Inspection Certificate is the Test Result Certificate from one of your pre departure COVID-19 tests

Entering Japan

- Process Quarantine QR
- Process Immigration QR
- Process Customs QR

At The Games

- Register daily health information

If you have already entered Japan, start from here **after you finish ACR ID authentication**

Leaving Japan

- Make an appointment for inspection
- Issue inspection certificate

The Inspection Certificate is the Test Result Certificate from your pre departure COVID-19 test

How will a Games participant access OCHA?

Phase 1

- To use OCHA, Games participants will need to first visit the Tokyo 2020 ICON registration page and complete the required process using a Tokyo 2020 Accreditation number and identification details as used for obtaining a Games Accreditation. The password set in Tokyo 2020 ICON system will be required for OCHA registration: https://infection-control.tokyo2020.org/icon/UserApplication

- Download OCHA from Apple Store/Google Play onto a smartphone and register before arrival in Japan https://www.ocha.go.jp/en/

Note

Domestic workforce will use COCOA and Tokyo 2020 Condition Management Guidelines or can use OCHA for health reporting, dependant on the policy of their Responsible Organisation (RO).

How will a Games participant access OCHA?

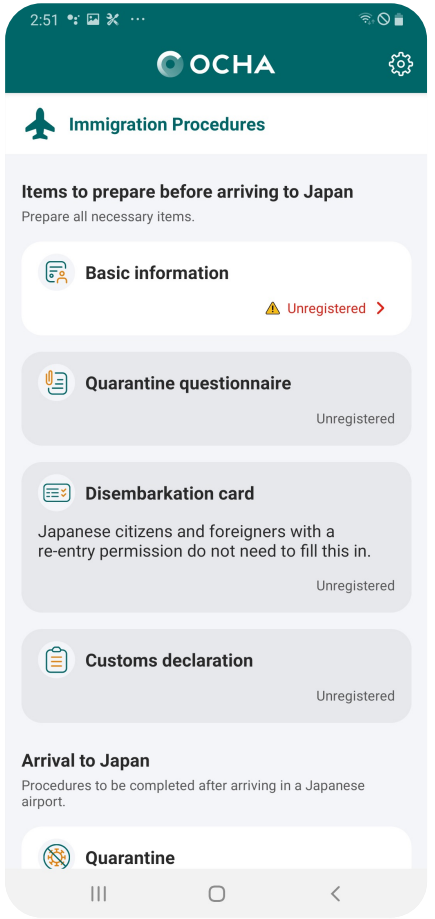
Phase 2

- Initiation steps:
  1. Participants will be asked if they are a Tokyo 2020 Games participant: they select 'Yes'
  2. Enter both Accreditation number and the password set through the Tokyo 2020 ICON registration process
  3. Enter immigration information required by the Government of Japan
  4. Completion of the questions required for the Ministry of Health, Labor and Welfare, including - name, nationality, sex, birthdate, passport number, email address
  5. Add contact information whilst in Japan - Phone number, name and address of hotel/residence
  6. Flight and customs details: date of entry to Japan, flight and seat number
  7. Health condition (e.g. did you have any symptoms such as a fever or cough in the past 14 days?)

After completing these steps, OCHA will provide a QR Code. All Games participants must show this QR Code to immigration officials on arrival into Japan, together with the a negative COVID-19 certificate taken within 72-hours of departure, and according to the requirements of the Japanese government. Certificates may be paper-based or PDFs within OCHA.

Arrival steps and three QR codes

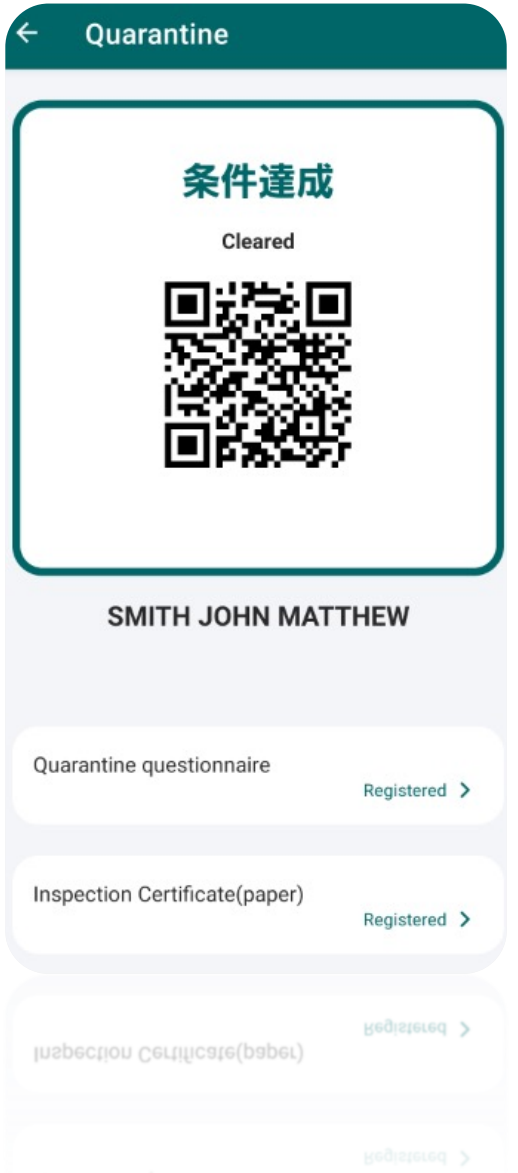
- Games participants will use OCHA to generate **three QR codes**
- Games participants will use these QR codes to pass through the main steps of the arrival process as they enter Japan
- The main steps for arrival are:
    1. Quarantine (use a QR code)
    2. Testing step
    3. Immigration (use a QR code)
    4. Customs (use a QR code)



Quarantine Step

- On arrival into Japan all Games participants will present their negative COVID-19 Test Certificates / Inspection Certificates and quarantine QR Code to the quarantine officer

- The quarantine QR code will be generated in OCHA after completing the Before You Travel process, that includes uploading your test certificate



Flyers

From 1st July 2021

To participants entering Japan for

Tokyo Olympic and Paralympic Games

Show the "Quarantine" screen of OCHA at check-in and to quarantine authorities on arrival

Holders of the Olympic/Paralympic Identity and Accreditation Card (OIAC / PIAC) or a Pre-Valid Card (PVC) (which will be validated into their OIAC/ PIAC) **must show the "Quarantine" screen** with the required information entered of **OCHA** installed in their mobile phones **both to airline staff at check-in and at Japanese quarantine authorities on arrival**.

Please input all necessary information onto OCHA before departure.

Flow of OCHA * An internet connection is necessary for downloading.

❶ Check-in (departure) ❷ When entering Japan

・Show "Quarantine" screen.

You need to input all information onto OCHA.

・ Show "Quarantine" screen, (next, the screen of " Immigration※ ", " Customs "is required)

・Passport , OIAC/PIAC

※ If you hold OIAC/PIAC/PVC but your mobile phone is not compatible to OCHA, please show the "Written Pledge" delivered by Tokyo Organising Committee of Olympic and Paralympic (Tokyo 2020) instead. You can rent a mobile phone at the arrival airport from Tokyo 2020.

※ In the case you enter Japan with "Written Pledge" / "Prior Consent Form", please show it at check-in and at. Japanese quarantine authorities on arrival.

To access **OCHA**, go here:
https://www.ocha.go.jp/

OCHA

Secretariat of the Headquarters for the Tokyo 2020 Olympic and Paralympic Games, Cabinet Secretariat JAPAN

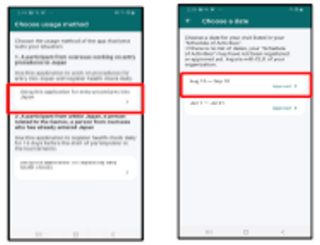
How to use "OCHA"

Access to OCHA
https://www.ocha.go.jp/

① Enter the "User ID" written on the card provided by Tokyo 2020 and the "Password" set by yourself according to the procedure separately informed by the parties concerned to log in.

② Check "OIAC / PIAC number (Registration Number)" etc.

Choose 1. and then a date.



※If there is no schedule that can be selected on the "Schedule Selection" screen, please contact a COVID19 liaison officer (CLO) of your organization.

①②③④

☑Confirm a personal consent form
☑Register inspection certificate information

GET "Quarantine" screen

If the required information is not registered, the frame will be displayed in red.

Click "Quarantine"

Input all necessary information

- Basic information
- Quarantine questionnaire
- Disembarkation card
- Customs

Please input all information of "Immigration Procedures" before departure.

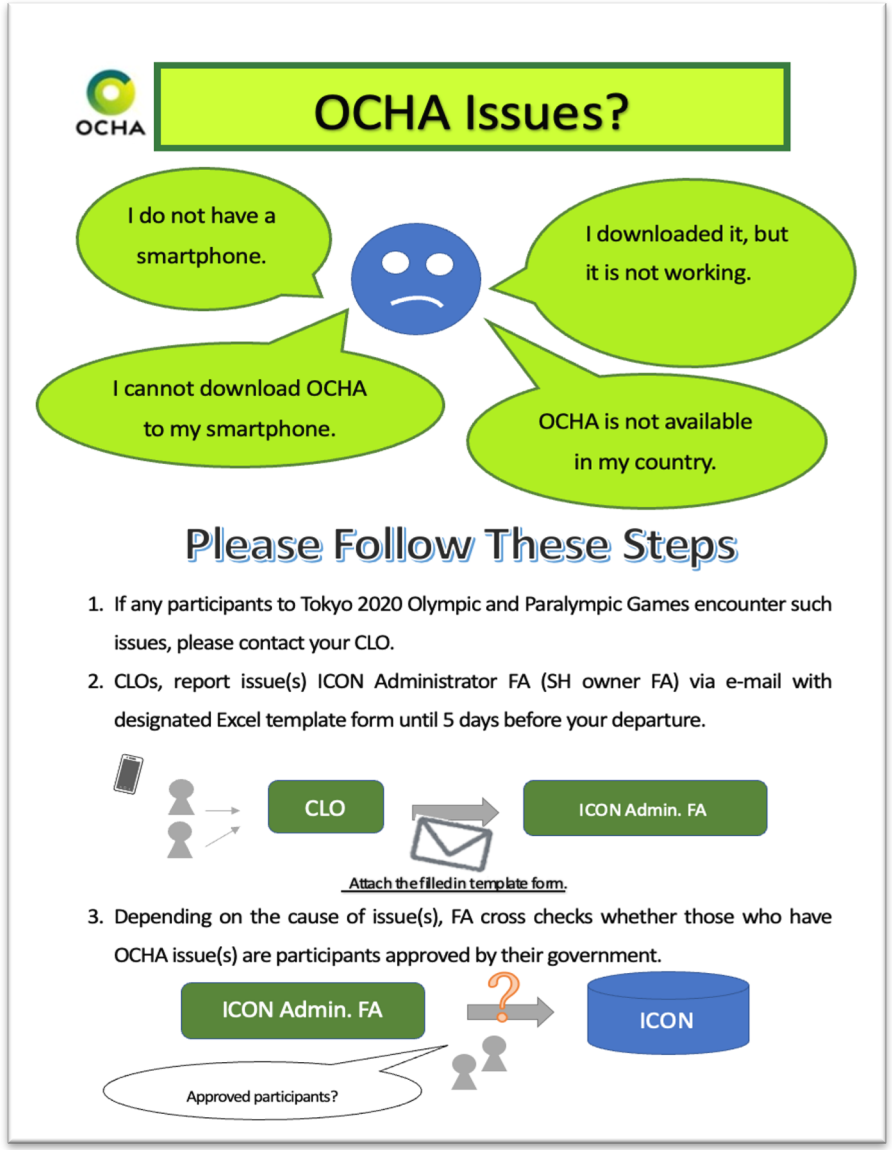
※ Please display this both to airline staff at check-in and at Japanese quarantine authorities on arrival. The negative certificate required for entry will also be confirmed.

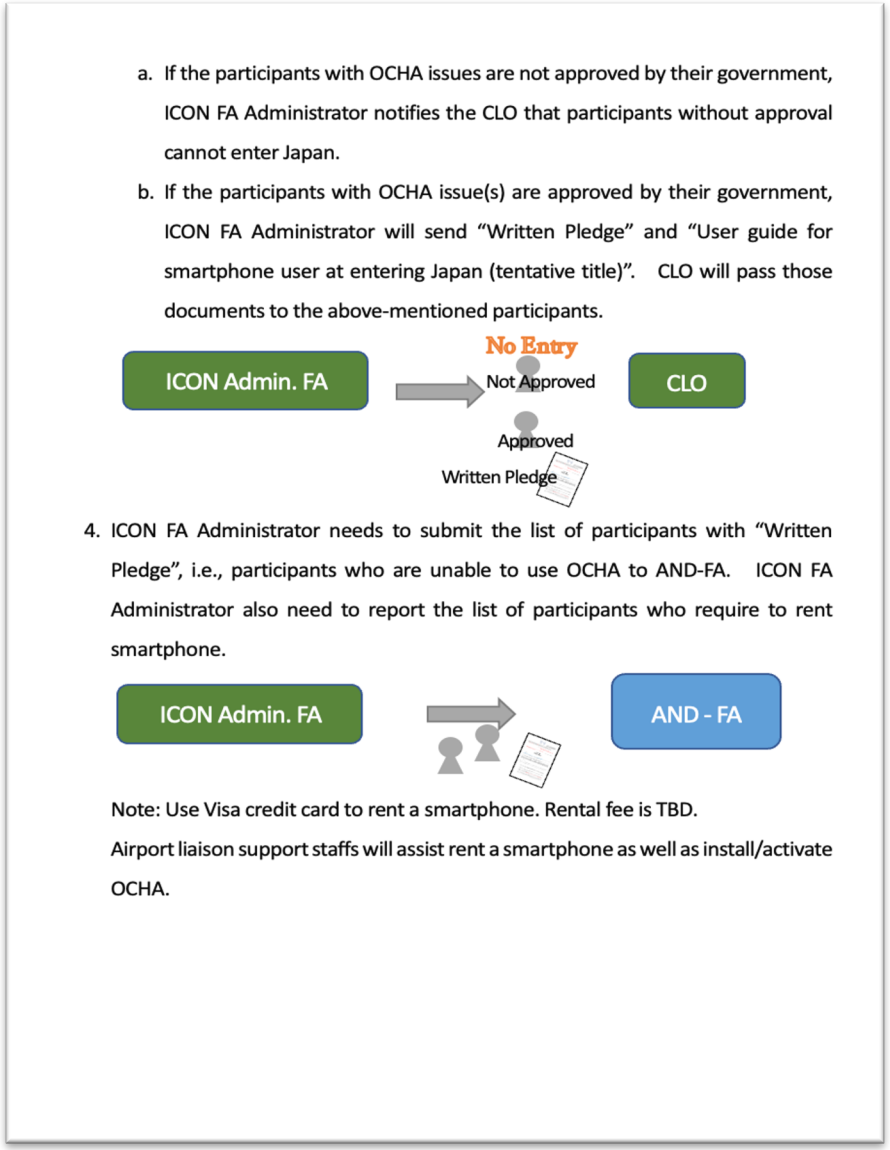
※If you have any questions about how to use OCHA, please check the FAQ of the in-app settings.

Secretariat of the Headquarters for the Tokyo 2020 Olympic and Paralympic Games, Cabinet Secretariat JAPAN

Japanese Government will distribute above flyers at airports

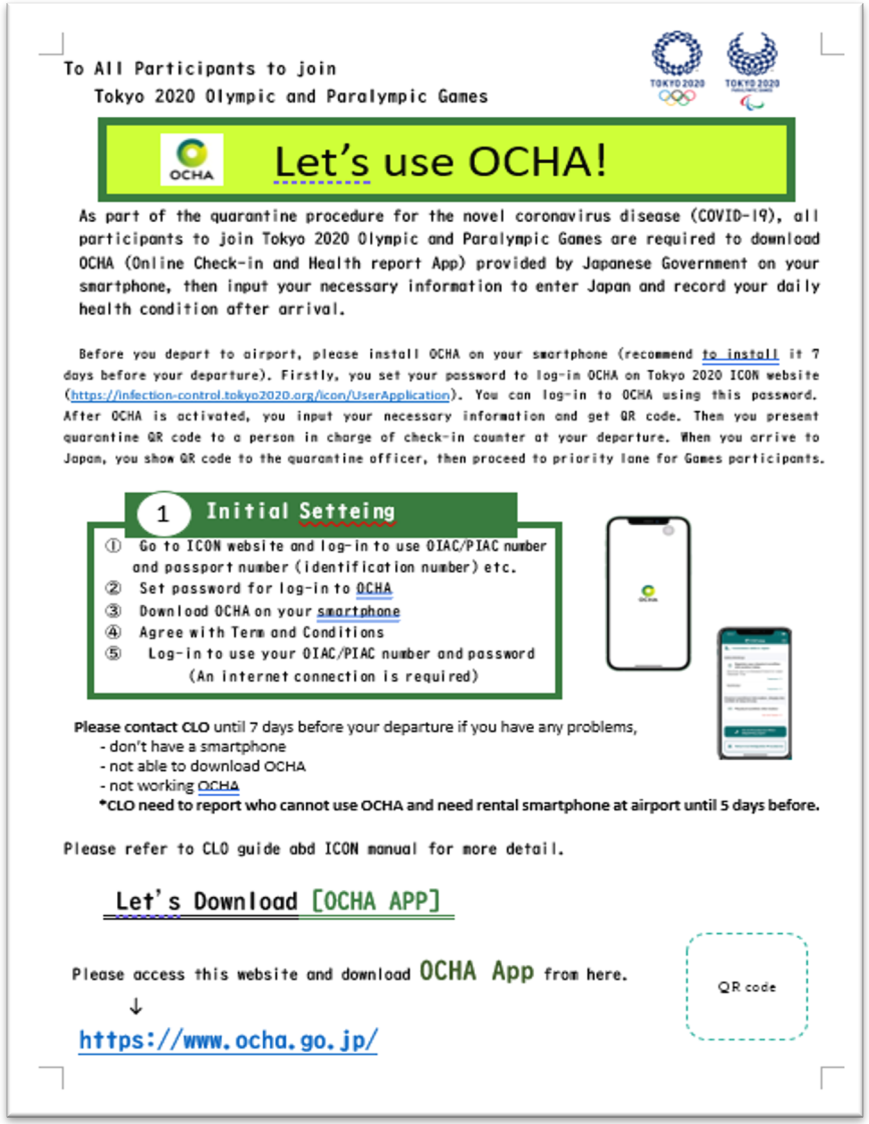
Flyers





Additional Communications Flyers

Flyers



To All Participants to join
Tokyo 2020 Olympic and Paralympic Games

Let's use OCHA!

As part of the quarantine procedure for the novel coronavirus disease (COVID-19), all participants to join Tokyo 2020 Olympic and Paralympic Games are required to download OCHA (Online Check-in and Health report App) provided by Japanese Government on your smartphone, then input your necessary information to enter Japan and record your daily health condition after arrival.

Before you depart to airport, please install OCHA on your smartphone (recommend to install it 7 days before your departure). Firstly, you set your password to log-in OCHA on Tokyo 2020 ICON website (https://infection-control.tokyo2020.org/icon/UserApplication). You can log-in to OCHA using this password. After OCHA is activated, you input your necessary information and get QR code. Then you present quarantine QR code to a person in charge of check-in counter at your departure. When you arrive to Japan, you show QR code to the quarantine officer, then proceed to priority lane for Games participants.

1 Initial Setteing

① Go to ICON website and log-in to use OIAC/PIAC number and passport number (identification number) etc.
② Set password for log-in to OCHA
③ Download OCHA on your smartphone
④ Agree with Term and Conditions
⑤ Log-in to use your OIAC/PIAC number and password
(An internet connection is required)

Please contact CLO until 7 days before your departure if you have any problems,
- don't have a smartphone
- not able to download OCHA
- not working OCHA

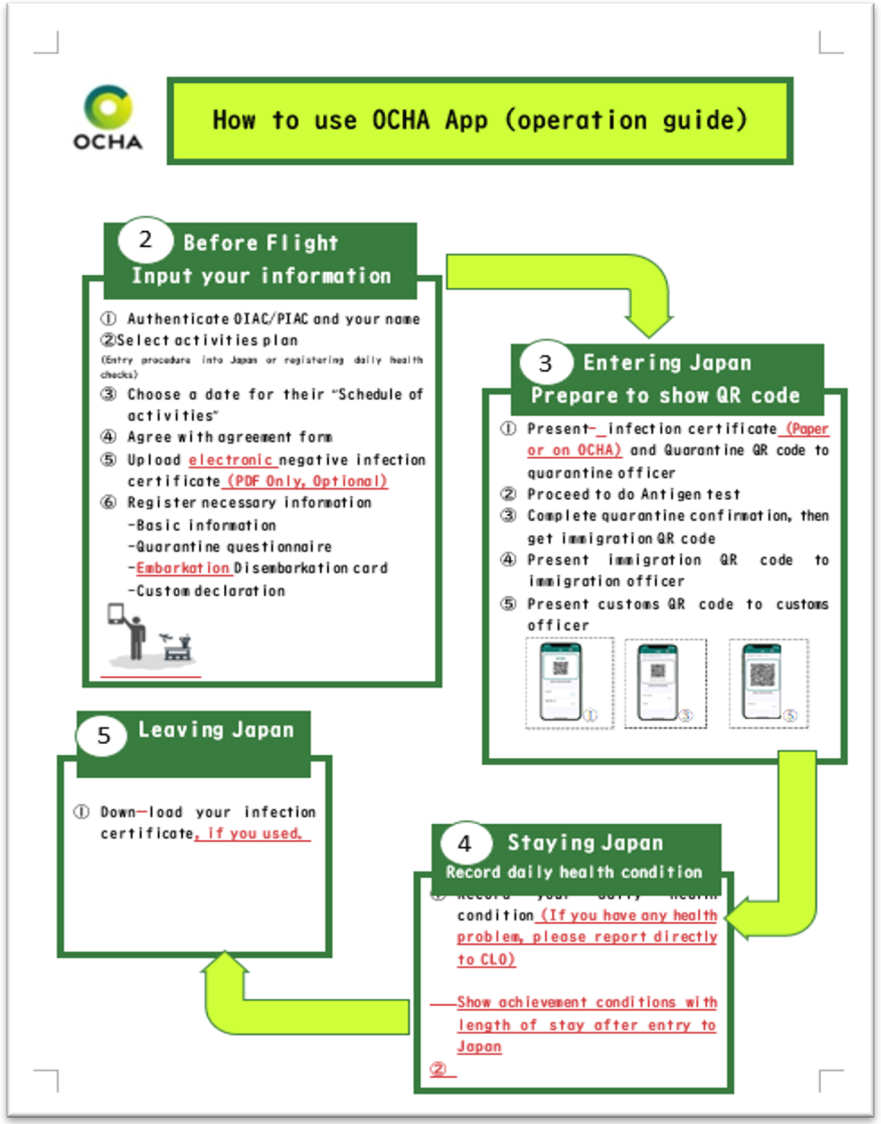
***CLO need to report who cannot use OCHA and need rental smartphone at airport until 5 days before.**

Please refer to CLO guide abd ICON manual for more detail.

Let's Download [OCHA APP]

Please access this website and download **OCHA App** from here.
↓
https://www.ocha.go.jp/

QR code



How to use OCHA App (operation guide)

2 Before Flight
Input your information

① Authenticate OIAC/PIAC and your name
②Select activities plan
(Entry procedure into Japan or registering daily health checks)
③ Choose a date for their "Schedule of activities"
④ Agree with agreement form
⑤ Upload electronic negative infection certificate (PDF Only, Optional)
⑥ Register necessary information
-Basic information
-Quarantine questionnaire
-Embarkation Disembarkation card
-Custom declaration

3 Entering Japan
Prepare to show QR code

① Present infection certificate (Paper or on OCHA) and Quarantine QR code to quarantine officer
② Proceed to do Antigen test
③ Complete quarantine confirmation, then get immigration QR code
④ Present immigration QR code to immigration officer
⑤ Present customs QR code to customs officer

4 Staying Japan
Record daily health condition

condition (If you have any health problem, please report directly to CLO)

Show achievement conditions with length of stay after entry to Japan

②

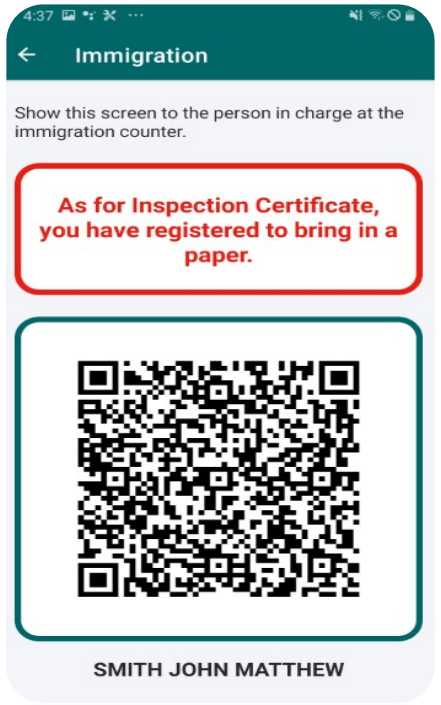
5 Leaving Japan

① Down-load your infection certificate, if you used.

Additional Communications Flyers

Immigration Step and Customs Step

Participants will display the immigration QR code to the immigration officer



Participants will display their customs QR code to the customs officer

PART 4

Health Management (25-Jun)

PART 5

Screening Tests (30-Jun)

PART 6

Case Management (30-Jun)

PART 7

Where to go for help?

Tokyo 2020 ICON Helpdesk

Tokyo 2020 ICON Technical Help Desk

INSERT EMAIL ADDRESS

For all other questions related to Tokyo 2020 ICON, including Activity Plans

Please contact the Tokyo 2020 Functional Area for your Stakeholder Group

FAQs

	Question (English)	Answer (English)	Question (Japanese)	Answer (Japanese)
General questions are as follows:				
1	How can I log in to the Tokyo 2020 ICON?	For the first log in, please click on the link below; https://infection-control.tokyo2020.org/icon/UserApplication Note: If you click the link above and a screen asks for a User ID and Password appears, please copy the link and paste it directly into your web browser After the first log in, please click on the link below; https://infection-control.tokyo2020.org/icon/	Tokyo 2020 ICONはどこからログインできますか？	Tokyo 2020 ICONへ初めてログインする際は、以下のURLからログインしてください。 ※上記のリンクをクリック後、ユーザIDとパスワードを入力する画面が表示された場合は、上記URLをコピーの上、ブラウザのURLバーに直接貼り付けてください。 初期設定完了後は、以下のURLからログインしてください。 https://infection-control.tokyo2020.org/icon/
2	Can I log in to the Tokyo 2020 ICON from my smartphone?	Tokyo 2020 ICON can also be used on smartphones, but is optimised for viewing on a computer.	スマートフォンからもTokyo 2020 ICONにログインできますか？	本サービスはスマートフォンでも参照いただけますが、パソコンでの閲覧に最適化しています。

FAQs

	Question (English)	Answer (English)	Question (Japanese)	Answer (Japanese)
3	What is the 'Registration Number (7 digit)' that I have to enter on the 'User Application'?	Your accreditation number. Please confirm it with your PVC. If you are not sure, please contact the person in charge of accreditation of your organisation or check with the Tokyo 2020 ICON User Application Sheets.	「User Application」画面で入力する「Registration Number (7 digit)」とは何ですか？	アクレディテーション番号です。お手元のPVCでご確認ください。ご不明な場合は所属組織のアクレディテーション担当者又はTokyo 2020 ICONユーザ申請シートでご確認ください。
4	I don't have the accreditation number (non-Accredited person). What should I enter the 'Registration Number (7 digit)' ?	Tokyo 2020 relevant FA will inform you.	アクレディテーションを持っていないのですが、その場合、「Registration Number (7 digit)」には何を入力すればよいですか？	東京2020受入責任FAから別途お知らせします。
5	What is the 'Identification Number' that I have to enter on the 'User Application'?	This is the number you entered when you registered for the Accreditation System. Tokyo 2020 instructed you to enter your passport number, Japanese driver's license or residence card number, or personal number card (My Number card) security code. If you have any questions, please contact the person in charge of accreditation of your organisation.	「User Application」画面で入力する「Identification Number」とは何ですか？	アクレディテーションシステムへの登録時に入力した番号です。東京2020では、ご自身のパスポート番号、日本の運転免許証または在留カードの番号、もしくは個人番号カード（マイナンバーカード）のセキュリティコードを登録するようご案内しております。ご不明な場合はご自身の所属組織のアクレディテーション担当者にお問合せください。
6	I don't have the accreditation number (non-Accredited person). What should I enter the 'Identification Number'?	This is the 'Document No.' that you entered on the Tokyo 2020 ICON User Application Sheet ('4. Non-ACR User Application' sheet).	アクレディテーションを持っていないのですが、その場合、「Identification Number」には何を入力すれば良いですか？	ユーザ申請シート「4. Non-ACR User Application」の「Document No.」にご記入いただいた番号です。
7	Is there any specification of 'E-mail address' that I enter on 'User Application'?	There are no particular restrictions. If you have made the rejection setting, please set to be able to receive e-mails from the Tokyo2020 Infection Control Support System "noreply@infection-control-mail.tokyo2020.org".	「User Application」画面で入力する「E-mail address」は何でもよいのでしょうか？	特に制限はありません。なお、受信拒否設定をされている場合はTokyo2020 Infection Control Support System「noreply@infection-control-mail.tokyo2020.org」からのメールを受信できるように設定をお願いいたします。
8	I haven't received the 'notification e-mail' though I finished 'User Application'.	1) Please confirm if it's classified in the 'Junk e-mail'. 2) If the rejection setting has been made, please cancel the setting and re-register the 'User Application'.	「User Application」を入力し終わりましたが、「notification e-mail」が届きません。	①「迷惑メール」フォルダに分類されていないかご確認ください。 ②受信拒否設定をされていた場合、当該設定を解除の上、再度User Applicationを実施してください。

FAQs

	Question (English)	Answer (English)	Question (Japanese)	Answer (Japanese)
9	What is the 'Two Word Phrases' that I have to enter on the 'User Application'?	Tokyo 2020 ICON uses two-factor authentication by the "Salesforce Authenticator" to ensure proper security. When logging in to the Tokyo 2020 ICON, please download it to your smartphone and enter the phrase displayed on the "Salesforce Authentificator".	「二語の語句」を記入するようにとのことですが、何を書けばよいですか？	Tokyo 2020 ICONでは適切なセキュリティの確保のため、「Salesforce Authenticator」による二要素認証を用いています。Tokyo 2020 ICONへのログインに当たり、ご自身のスマートフォンにダウンロードしていただき、「Salesforce Authentificator」に表示される語句を記入してください。
10	What is the 'Salesforce Authenticator'?	Tokyo 2020 ICON uses two-factor authentication by the "Salesforce Authenticator" to ensure proper security. When logging in to the Tokyo 2020 ICON, please download it to your smartphone.	「Salesforce Authenticator」とは何ですか？	Tokyo 2020 ICONでは適切なセキュリティの確保のため、Salesforce Authenticatorによる二要素認証を用いています。Tokyo 2020 ICONへのログインに当たり、ご自身のスマートフォンにダウンロードしていただく必要があります。
11	How can I get the 'Salesforce Authenticator'?	Please download the 'Salesforce Authenticator' to your smartphone from the 'Google Play' or the 'App Store'.	「Salesforce Authenticator」はどのように入手できますか？	Google Play または App Store から Salesforce Authenticator モバイルアプリケーションをご自身のスマートフォンにダウンロードしてください。
12	If I don't have a smartphone, how can I log in to the Tokyo 2020 ICON?	If you don't have a smartphone, you can't use the Tokyo 2020 ICON.	スマートフォンを持っていない場合（Salesforce Authenticatorはどのように認証すればよいですか？	スマートフォンをお持ちでない場合は認証ができないため、Tokyo 2020 ICONをご使用いただくことができません。
13	I can't log in to the Tokyo 2020 ICON.	Please check again for any typos. The login ID of CLO (CLO, Assistant CLO, Immigration person in charge) is a 9-digit number. Please add "-1" (hyphen and 1) after your Registration no (7 digits).	Tokyo 2020 ICONにログインできません。	入力間違いが無いか再度のご確認をお願いいたします。 CLO等（CLO、Assistant CLO、Immigration担当者）のログインIDは、ご自身のRegistration no（7桁）の後に「-1」（ハイフンと数字の1）を付けた9桁の番号となります。

FAQs

	Question (English)	Answer (English)	Question (Japanese)	Answer (Japanese)
	The system error messages at "Enter your User Application Settings" are as followings:			
14	Enter your User Application Settings: [An error occurred in the user application.]	This user has not completed user registration to ICON. Please check the registration status with the CLO or the responsible FA.	エラーメッセージが 「ユーザ申請でエラーが発生しました。」 「An error occurred in the user application.」	このユーザは、ICONへのユーザ登録が完了していません。登録状況をCLOまたは受入FAにご確認ください。
15	Enter your User Application Settings: 「The user doesn't exist」	Something is wrong in the information required for the user application. Or, the ACR(accreditation) was cancelled, etc. ACR number, identification number (e.g. passport), date of birth (YYYYMMDD)	エラーメッセージが 「該当するユーザは存在しません。」 「The user doesn't exist」	ユーザ申請に必要な情報（ACR番号、識別番号(パスポート等)、誕生日(YYYYMMDD)）のうち、何かが間違っています。もしくは、アクレディテーションがキャンセルされている可能性があります。
16	Enter your User Application Settings: 「Authentication failed.」	ICON's security setting (reCapture) has determined that your environment is a BOT. We are sorry, but please try again or use a different PC. A BOT is a computer virus that can be used to remotely control a computer from the outside.	エラーメッセージが 「認証に失敗しました。」 「Authentication failed.」	ICONのセキュリティ設定(reCapture)により、お使いの環境がBOTと判断されました。 申し訳ありませんが、再度操作をいただくか、別のPC等でお試しください。 ※ボット（BOT）とは、コンピュータを外部から遠隔操作するためのコンピュータウイルスです。

FAQs

	Question (English)	Answer (English)	Question (Japanese)	Answer (Japanese)
The system error messages at "Log in to Tokyo 2020 ICON as CLO" are as follows:				
17	Log in to Tokyo 2020 ICON as CLO: 「Your account has been locked.」	Due to the security measure, the accound will be locked for 15 minutes if you have made a mistake with your password more than five times. Please try it again 15 minutes later. Also, if you still can't remember your password, please click on the "Forgot your password?" link to reset your password.	エラーメッセージが 「アカウントがロックされました」 「Your account has been locked.」	セキュリティ対策として、パスワードを5回以上間違えた場合には、アカウントが15分間ロックされます。15分経過後に、再度、お試しください。どうしてもパスワードを思い出せない場合には「パスワードをお忘れですか？」のリンクをクリックして、パスワードのリセットをお願いします。
18	Log in to Tokyo 2020 ICON as CLO: 「Your login attempt has failed. Make sure the user ID and password are correct. If you have any question, refer to the user guide.」	The user ID or password is wrong. Or, the status of ACR is cancelled. In the case of CLOs, it is necessary to add "-1", "-2", etc. to the ACR number in the user ID. If you cannot remember your password, please click on the "Forgot your password?" link to reset your password.	エラーメッセージが 「ログインに失敗しました。ユーザIDとパスワードが正しいことを確認してください。ご不明な点がある場合には、利用ガイドをご確認ください。」	正しいユーザIDとパスワードを入力してください。CLOの場合は、ユーザIDの最後に”-1”、”-2”などを付与する必要があります。どうしてもパスワードを思い出せない場合には「パスワードをお忘れですか？」のリンクをクリックして、パスワードのリセットをお願いします。

PART 8

CLO Learning Checklist

My Achievements

As a CLO for my organisation, I now understand:

✓ **Why** Tokyo 2020 ICON has been developed

✓ How to **register** and login to ICON

✓ How to **prepare** an Activity Plan and Attachments

✓ The **deadlines** for submitting Activity Plans

✓ How to **upload** an Activity Plan and Attachments into Tokyo 2020 ICON

✓ Where to go for **help**

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