

Covid-19 requirements for the FEI Tokyo2020 Paralympic Games delegation - FAQ *(Last update: 30 August 2021 –changes since the previous version are shown in red font).*

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Note: for a full understanding this document must be read in conjunction with:

- The Tokyo 2020 Playbooks, which outline all the mandatory requirements applying to you as a Paralympic Games 2020 participant.
- The documents published on the FEI Covid Liaison Officer Paralympics Hub in the FEI website.

PRE-TRAVEL HEALTH MONITORING

How long in advance do I need to start with the pre-travel health monitoring?

You must monitor your health daily for the 14 days before arrival in Japan, as follows:

- Take your temperature daily
- Proactively monitor your personal health for any other COVID-19 symptoms (see WHO guidelines on COVID-19 symptoms). Please contact the FEI CLO (covid.tokyo.paralympics@fei.org) if you experience any Covid-19 symptoms.

Please keep your records and bring them with you in Japan.

You will record your pre-travel health information in the OCHA smartphone application – please check the “Pre-travel formalities” section below for details.

PRE-TRAVEL FORMALITIES

Bringing medications for personal use into Japan

If it's necessary for you to bring medication in Japan for your personal use (prescription or over-the-counter), you need to read this document now. Contact us if you have questions: covid.tokyo.paralympics@fei.org.

When do I start using the OCHA app?

OCHA must be downloaded on your smartphone before you travel to Japan, but you will not be able to enter the required information in it until your Activity Plan¹ has been approved. The approval of your Activity Plan will be communicated to you directly by the FEI.

Who reviews and approves the Activity Plans?

All Activity Plans are reviewed by the Japanese authorities. This is a lengthy process, as review is very detailed and questions may be asked.

What if my Activity Plan is not approved before my departure for Tokyo?

If you are 5 days to your departure and have not received the FEI's confirmation of your Activity Plan, please contact us (covid.tokyo.paralympics@fei.org).

I have downloaded the COCOA app, but it does not work. What is the problem?

COCOA is a tracking application that only works in Japan. Although you are required to download it before traveling to Japan, it will not work until you are on Japanese soil.

You will be asked to show the COCOA application downloaded on your smartphone at the airport when entering Japan.

¹ For detailed information about Activity Plans, please refer to the Tokyo 2020 Playbooks

How do I get started with OCHA?

OCHA is an application to be downloaded on your smartphone from the App store. Once downloaded you will need to complete your registration in the ICON system order to obtain the necessary password to sign in OCHA. For detailed instructions please refer to the "[OCHA FLYERS](#)" and to follow the instructions on "[HOW TO INSTALL OCHA](#)".

After downloading OCHA, you will be asked to select one of the following options:

1. Overseas working on entry procedures
2. Participants within Japan

If you are not based in Japan you must choose option 1. Until your Activity Plan is approved, you do not have access to all the features, but you will after approval. Until the health data feature is available, please record your health separately during the 14 days prior your departure to Tokyo. You will be able to enter it retroactively.

Once arrived in Japan you will start recording your health data daily, by selecting option 2.

If you selected option 2 before travelling to Japan, as it's not possible to remove/cancel this selection please delete the app, download it again, and access it, selecting option 1.

I have downloaded OCHA but have no access to the information.

This is because your Activity Plan is not approved yet.

If you are 5 days to your departure and have not received the FEI's confirmation of your Activity Plan, please contact us (covid.tokyo.paralympics@fei.org).

Where can I find user instructions for OCHA?

Please click [here](#).

PRE-TRAVEL TESTING

How many tests should I make before my flight to Japan?

- You need to take two Covid-19 tests on two separate days within 96 hours of the departure of your flight to Japan (first international flight if you are on an indirect route). At least one of the two tests must be taken within 72 hours of departure.

If unsure on how to determine your testing window, please contact us covid.tokyo.paralympics@fei.org.

- For persons flying to Japan from the countries identified as "high-risk" (Delta variant) by the government of Japan, specific testing schedules apply. For details, please refer to section "Testing – High risk countries".
- When planning your tests, please take into account:
 - Any time zone difference between the place where you will take your test and the place you will fly from to Japan;
 - The timeline of issuance of the test certificate as announced by your test provider (this doesn't apply if you use Meenta test kits – please see next chapter).

If I am fully vaccinated or already had Covid-19, does pre-travel testing apply to me?

Yes. All the Covid-19 measures outlined in the Playbook apply to all persons attending the Games, including people who are vaccinated or already had Covid-19.

If you have been vaccinated, make sure to bring your vaccination certificate with you to Tokyo as it may be considered if you are contact traced. If you had Covid-19 in the last 90 days, bring documentation of your infection and recovery.

PRE-TRAVEL TESTING – MEENTA TESTING KITS

Why is the FEI providing Meenta testing kits to its delegation members?

Whenever possible, the FEI provides pre-travel self-testing kits manufactured by Meenta to its delegation members. This allows them to take their tests at their home and receive the results in their smartphone within 30 minutes.

Meenta is registered as an approved test service provider by Tokyo 2020 and issues certificates compliant with the format requirement by the government of Japan.

The testing method used in Meenta' kits is one of the methods approved by the government of Japan: Nasopharyngeal sample - Nucleic acid amplification test (LAMP).

The Meenta kits are paid by the FEI.

How do I obtain my Meenta testing kits?

Following receipt of the FEI's order, Meenta sends you an email which enables you to provide the address where you want the testing kits to be shipped. Please check your inbox and spam folder for emails from no-reply@meenta.io.

If you cannot find the email, please contact support@meenta.io, copying covid.tokyo.paralympics@fei.org and clarifying that you are a member of the FEI Paralympics delegation.

How do I create my Meenta account?

[This video](#) explains how to create an account with Meenta after receiving the Meenta email.

I'm not a US resident but Meenta's system asks me to enter a US format address and phone number. What should I do?

Meenta is currently fixing this problem, but if you do encounter it please send an email to support@meenta.io, indicating that you are a member of the FEI delegation and providing your address and phone number.

I have not received my Meenta kits. What should I do?

Please contact us: covid.tokyo.paralympics@fei.org.

How do I use the self-testing kits and receive my results?

Make sure to take your tests during the testing window applicable to you (see section "Pre-Travel Testing").

Detailed instructions will be included with the test kits. You can also download them on Meenta's dashboard when you register your tests as explained below:

Welcome! Let's get started.

Did you read your instructions?

You'll need to read them before moving on. You can download them by clicking on the link below. Don't miss step #4! Hint: that's the one where you will need to take TWO photos to upload in a later form.

Warning

DO NOT PUT BATTERIES IN THE DEVICE UNTIL YOU ARE JUST ABOUT TO TEST! STARTING TOO SOON CAN MAKE THE TEST NOT WORK.

Click here to download sample collection instructions:



Click here to watch video instructions for getting your results in the Meenta Testing web app.

Please attest to the following statements:

1. I have completely read and understood the instructions.
2. I have taken a photo of myself mid-sample collection as indicated in the instructions and am prepared to upload it in an upcoming form.
3. I have taken a photo of my completed test unit on the cut-out box bottom of the test kit as indicated in the instructions and am prepared to upload it in an upcoming form.

I attest to all statements

Mid-Sample Collection Photo Example "DO" and "DON'T" Photos



Please follow each step carefully. You can also check [this video](#).

Here are a few important details to note regarding the testing process.

- After creating your account on Meenta you will access Meenta's dashboard on your smartphone and follow the instructions provided to get started with and collect your sample. At the end of the sampling process you will upload photos of the sample collection and of your test unit displaying the final result.
- When your results have been reviewed, and the certificate is available, you will be able to view and download those results in your smartphone. After clicking the green "View Results" button, the report you need for Tokyo will open. If your results are negative, please print the reports and take the printed copies in your hand luggage when you travel to Japan.

Also please print and bring with you [this screenshot](#) which shows that Meenta is an approved test service provider by Tokyo 2020. The original document from which the screenshot was taken can be found [here](#) (Meenta is listed at line 2429).

I have received 2 consecutive invalid results. The photos I uploaded are clear and I followed instructions for collection. What should I do?

Please immediately contact us (covid.tokyo.paralympics@fei.org) and make an appointment with your doctor.

My test result(s) is/are positive. What should I do?

Please immediately contact us (covid.tokyo.paralympics@fei.org) and make an appointment with your doctor.

I have questions/issues with my test certificate(s). What should I do?

- Please contact Meenta support at support@meenta.io.
- If your flight is in less than 24 hours and you have an issue accessing the certificate, please call +1 (888) 204 - 5303 or email support@meenta.io.

I can't see my tests on my Meenta account.

Please make sure that you claim or create your account with the email addresses you provided originally (to the FEI, or to Meenta when you clicked on the email from no-reply@meenta.io), as that is where your test are assigned.

WHAT TO BRING TO TOKYO

Face masks

Please bring a supply of masks with you covering the entire duration of your stay in Japan and the return trip home.

Printed copies of all pre-travel Covid-19 tests results

Please print at least 2 copies of each document so there is no need to make photocopies if you are asked to give one at the airport or during your stay.

Personal medical and vaccinations records

Make sure to bring hard copies of:

- Covid-19 vaccination status if you are vaccinated (number of doses, date of vaccination(s) and vaccine type/brand)
- Prior history of Covid-19 tests (test result, date of test and test type: PCR/antigen/other)
- If applicable, documents showing the presence of antibodies (date of antibody test, result, testing platform for information on viral target, titre/ quantitative result)
- Relevant medical history, including any known risk factor for severe Covid-19 (see for example <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>) that may impact the prioritisation for re-testing and/or re-testing requirements, if you happen to be identified as a potential close contact.

COVID TESTING IN JAPAN

- Once in Japan, you will be tested upon arrival at the airport (saliva) after which you will be required to take one self-test (saliva) every day.
- For persons arriving from the countries identified as high-risk (Delta variant) by the government of Japan, specific testing schedules will apply. Please refer to section "Testing – High risk countries".
- Details on the distribution of testing kits and testing process will be provided shortly.

TESTING – "HIGH RISK" COUNTRIES

The Japanese Government has put in place specific rules for travellers from selected countries (listed below), where different variants of Covid-19 have been identified, to try and control the virus and stop the spread.

The latest list of such countries is divided into two groups, please see the table below. The placement of countries within the two groups and the measures that must be followed are based on various factors related to Covid-19 in each country.

The groups and testing regimes are subject to change. **Please check this FAQ regularly for updates.**

	PRE-TRAVEL TESTING	ON-SITE TESTING
GROUP 1 Indonesia and Kyrgyzstan.	Daily testing for 7 days before departure to Japan.	Daily testing for the first 7 days, after which the testing regime will be defined based on the person's role.
GROUP 2 Afghanistan, Bangladesh, India, Maldives, Myanmar, Nepal, Sri Lanka, United Arab Emirates and Zambia.	Daily testing for 3 days before departure to Japan.	Daily testing for the first 3 days, after which the testing regime will be defined based on the person's role and in any case every 4 days.

PRE-DEPARTURE TESTING - PCR negative test certificate (Tokyo 2020 self-test kits)

Why am I asked to take a screen shot of my sample barcode number?

You are required to take a screenshot of the registration page or a picture of your barcode sticker from the test made 3 days before your departure, and register it in ICON.

The barcode number is necessary for Tokyo 2020 to contact the laboratory and have them issue a negative certificate.

How do I know if my sample analysis is completed?

Please register in ICON in order to check the status of your test:

https://infection-control.tokyo2020.org/icon/s/login/?language=en_GB

User ID: Accreditation No. (7 digits)

Password: OCHA password

I have forgotten my OCHA password, can I reset it?

You can reset it in OCHA:

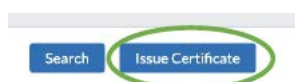
https://infection-control.tokyo2020.org/icon/s/login/ForgotPassword?language=en_GB

User ID: Accreditation No. (7 digit)

Identification No: Passport No.

How do I obtain my negative test certificate?

Please press the "Issue Certificate" button and download it on the day before your departure. Don't issue it sooner, as it will not take into account the information of 72 hours before your flight (earlier test results are NOT relevant for your flight).



Where can I get a printout of my negative test certificate?

When you download your certificate, please send it by email to Aris' office, where it will be printed out for you:

ari.kudo@tokyo2020.jp

aya.higuchi@tokyo2020.jp

You can then collect the document at the office.

LEAVING JAPAN – Departure transport services

What time should I request the departure transport services to pick me up from the hotel?

- If flying from Haneda airport: 4h30 before the flight time.
- If flying from Narita airport: 5h00 before the flight time.

Can the departure transport services pick me up at venue?

No. This service is only allowed for a pick up from the hotel.

If you would like to depart from the venue, you will need to take TCT at your own expense.

Can I use share a departure transfer with other person who will take the same flight?

No. The departure transports service operates on a one service for one person basis. This is the regulation of this service.

Can I book my departure transfer by email?

Yes: departure-transfer-reservation@gmt.jtb.jp