

# FAQs concerning the Quarantine System for Entry

## (for General Public)

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### **Q1. What is the Quarantine System for Entry?**

In response to coronavirus disease 2019 (COVID-19), Taiwan has established the Quarantine System for Entry (referred to as the Entry Quarantine System). As long as you enter Taiwan from abroad, you can use your smartphone to make an online health declaration within 48 hours before your flight arrives in Taiwan and fill in your health status and travel history; this Entry Quarantine System can help speed up your customs clearance when entering the country.

### **Q2. Who can use the Entry Quarantine System?**

As long as you have a smartphone with Internet access, you can use it regardless of the nationality and age (including minors under 18).

### **Q3. How can I enter the Entry Quarantine System?**

You only need to scan the QR Code directly with your smartphone or click on the following URL: <https://hdhq.mohw.gov.tw/Default1?openExternalBrowser=1> to visit the system. When you are abroad and before returning to Taiwan, you can use the wireless network at the airport of departure or the international roaming service of your mobile phone plan to enter the system to fill in the online health declaration; if you have returned to an airport in Taiwan, it is recommended you use 4G Internet to complete the health declaration to speed up the process. If there is no 4G Internet connection, you can use the wireless network at the airport.

### **Q4. How do I complete the online declaration?**

Step 1: Scan the QR-Code with your smartphone or click on the following link to enter the system: <https://hdhq.mohw.gov.tw/>.

Step 2: Enter data into each field in order to complete the online declaration.

Step 3: Turn on your phone after arriving in Taiwan, and an electronic health declaration receipt will be sent to your phone via text message.

Step 4: Go to the place where you should provide your quarantine notice, and show your health declaration receipt on your mobile phone for verification by the on-site personnel.

### **Q5. If my smartphone does not have Internet access, can I still use the**

## **Entry Quarantine System?**

Yes, as long as you make sure that your phone number can send and receive SMS normally, you can log into the Internet through free Wi-Fi provided by the airport; connect to the Entry Quarantine System; and complete the online declaration. After these steps, the system will send a text message to your mobile phone.

## **Q6. Can passengers share mobile phones?**

In order to carry out digital tracking and follow-up care at the community level, inbound passengers are required to have a phone number of a telecom service provider in Taiwan (a SIM card can be purchased at the airport of arrival in Taiwan) and to use their personal mobile phone (1 person, 1 phone) to make the health declaration. However, under special circumstances (for example, the passenger is a child under 12 years old) and when the passenger will undergo home quarantine with another person in the same location, they can complete the health declaration through a shared mobile phone.

## **Q7. I have been living abroad for a long time, and my Taiwan mobile phone SIM card has expired or has been disabled, what should I do?**

You can apply for a new SIM card to a telecom service provider on site (near the place where you submit your quarantine notice), or apply to reactivate your SIM card.

## **Q8. Why can't I receive the text messages? How do I solve this problem?**

If you have correctly completed the declaration form on the Entry Quarantine System, the system will not send a text message until you arrive in Taiwan. If you still cannot receive the text message after returning to Taiwan, you can follow the steps below to troubleshoot the problem:

### 1. Check the accuracy of personal information

(1) Check whether the passport number or travel document number on the Entry Quarantine System is consistent with the document number used when purchasing the flight ticket.

(2) Please reconfirm whether the mobile phone number entered into the Entry Quarantine System is correct before sending it.

(3) If your nationality is not Republic of China (Taiwan), please click the "No Passport Click here" button for your ID card/resident certificate ID card No./ARC No. This will automatically fill in the field for your passport number.

### 2. SMS sending and receiving settings on you mobile phone

(1) Please make sure that your phone can normally make and receive calls or send and receive text messages. If your phone is set to airplane mode during the flight, please turn off airplane mode and restart your phone to send and receive text messages normally.

(2) Please check your phone's brand and model and whether it has a message filtering function; if you have a Huawei phone (call settings → menu → harassment interception) or a Xiaomi phone (security center → harassment interception → settings).

3. Please ask the airport quarantine personnel to use the troubleshooting function. After confirming your passport number, name, and other information, a text message will be sent to you.

**Q9. If I assist my family members to fill out the declaration on computer before boarding, will I receive a text message?**

Passengers must use their smartphone to make an online declaration within 48 hours before the plane arrives in Taiwan. When they arrive in Taiwan, they will receive the text message. If you do not receive the text message when you arrive in Taiwan, you can contact the airport quarantine personnel for assistance.

**Q10. If I have a mobile phone number for international roaming, why do I need to apply for a domestic mobile phone number when entering the country?**

1. As long as your mobile phone has international roaming, you will receive text messages, but the roaming number cannot be effectively used to carry out personal health care and follow-up after you enter the country. Therefore, inbound passengers must apply for a Taiwan mobile phone number to facilitate the management and support care services provided by the civil affairs bureau and local borough chief.
2. You should use a Taiwan mobile phone number to make a health declaration and receive an electronic health declaration receipt. If you do not have a Taiwan mobile phone number, you can make your declaration with your roaming number at the place of departure (an overseas station of the airline company). Once you arrive in Taiwan, you will need to purchase a SIM card of a Taiwan telecom service provider at the airport of arrival and install it before entering the country.

**Q11. For passengers arriving in Taiwan via a third place from the place of departure, which flight number should be entered in the Entry Quarantine System?**

According to the current regulations, passengers should use their mobile phone to complete the declaration on the Entry Quarantine System before boarding their plane. Therefore, passengers should provide their flight number they take at the actual place of departure (not place of transit) on the Entry Quarantine System. For example, a passenger departs from Paris, France on flight MM99, then transfers to Hong Kong, and takes flight KK123 to Taiwan. Please select France for the Country/Region of Departure; please provide the flight number of your departure (MM99).