

State of Hawaii

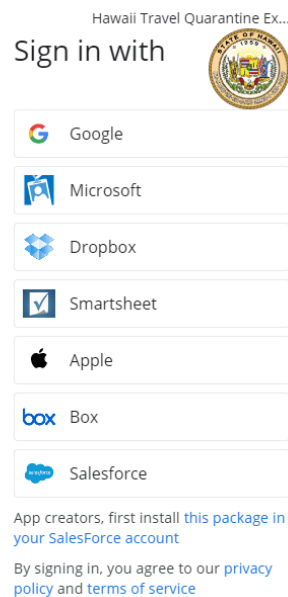
Travel Quarantine Exemption Application

User Guide

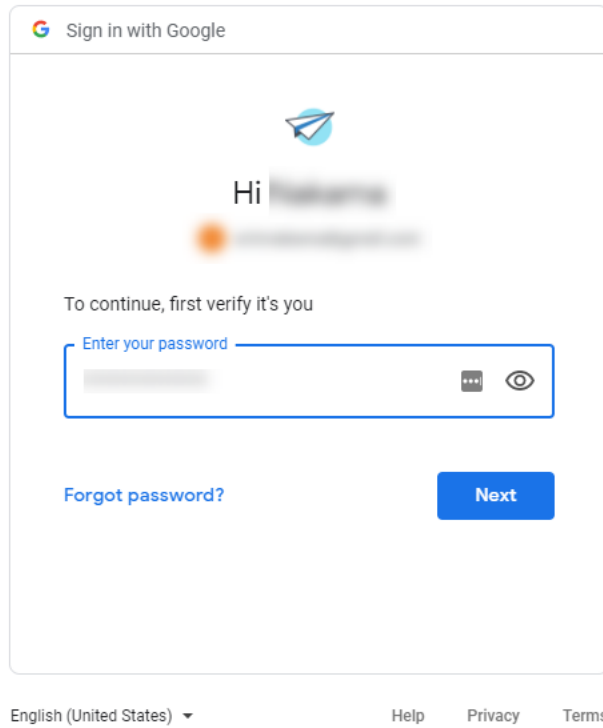
Getting Started:

1. Open up a browser and navigate to <http://ag.hawaii.gov/travelexemption>.
2. Choose one of the following sign-in methods to create an account:

Users are required to use an existing account from the following providers. Or create a new account under one of the providers below before signing up



3. Sign in



Sign in with Google

Hi [Name]

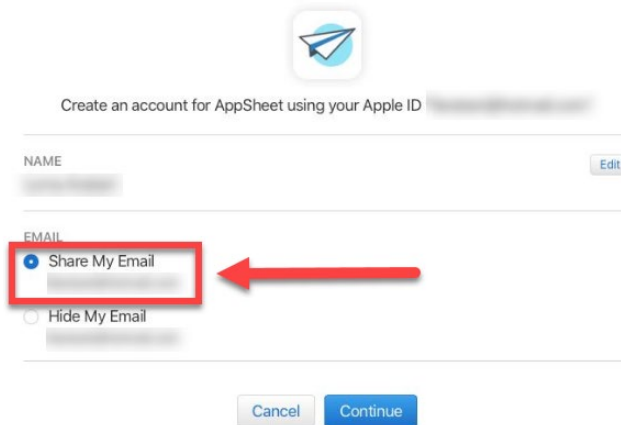
To continue, first verify it's you

Enter your password

Forgot password? Next

English (United States) Help Privacy Terms

Signing in with Apple ID: Please select "Share My Email" when prompted



Create an account for AppSheet using your Apple ID [Apple ID]

NAME [Name] Edit

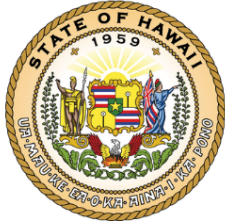
EMAIL

Share My Email

Hide My Email

Cancel Continue

4. Review the terms and select “Accept” to agree and continue using the app.



Hawaii Travel Quarantine Ex...

Travelers entering the State of Hawai'i can apply for a limited exemption from the mandatory 14-day self-quarantine.

You permit the State of Hawaii to collect, analyze, share, disclose, and otherwise use in any way allowed by applicable laws (Use) the data or personal information (Data) that you enter or upload to this website or that you submit to the Office of the Attorney General of the State of Hawaii. The State of Hawaii may Use the Data, whether actual, in aggregate, or anonymized with any state, federal, or county agencies, entities, or political subdivisions, and their respective executives, commissioners, trustees, officers, directors, and employees, and their agents, consultants, and representatives. In addition, Data may be used by law enforcement for civil or criminal prosecution.

MORE INFORMATION

When you use this app, the app creator (webapps@hawaii.gov) may receive:

- Your email address and name
- Your locale, timezone, and device identifier
- Your app usage information

The app may also utilize the input and local storage features of your device. Please review the [terms of use](#) and [privacy policy](#) of the app and AppSheet before you proceed.

NO



ACCEPT

5. At the bottom of the page select “Complete Your Account.”

My Account



Complete Your Account

6. Fill out the name and company fields to complete your account and save.



← Complete Your Account

Requestor First Name*

Requestor Last Name*

Email*

Company


Cancel

Save

Submitting an Exemption Application Form:

1. On the bottom right of the application select “Apply for Exemption.”

 My Account

 Requests

 Apply for Exemption

2. Select the exemption category that best describes your reason for the request.

Exemption Category

- CISA Federal Critical Infrastructure Sector
- Recreational Boat Arrival
- Other

3. Describe in detail the purpose for your exemption request.

Exemption Category*
CISA Federal Critical Infrastructure Sector

Describe in detail each project or qualifying work in Hawaii*

Proof of Employment (For Non-Residents: contract, work order, invoice, owner's letter, offer of employment)

Additional Proof of Employment

Additional Documents

Travelers

4. Upload the necessary documents that are requested and any additional documents if needed.

Exemption Category*
CISA Federal Critical Infrastructure Sector

Describe in detail each project or qualifying work in Hawaii*

Proof of Employment (For Non-Residents: contract, work order, invoice, owner's letter, offer of employment)

Additional Proof of Employment

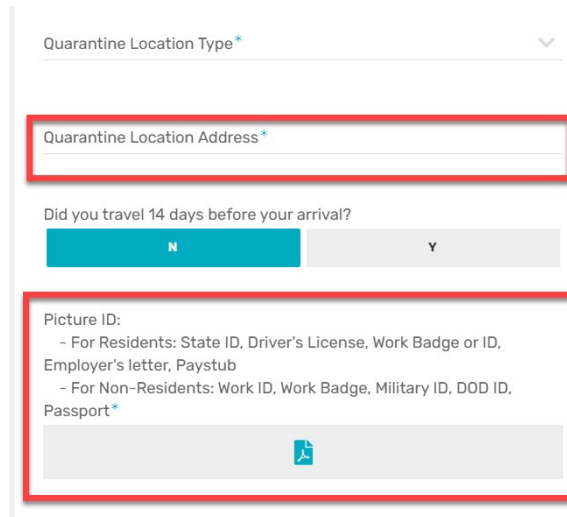
Additional Documents

Travelers

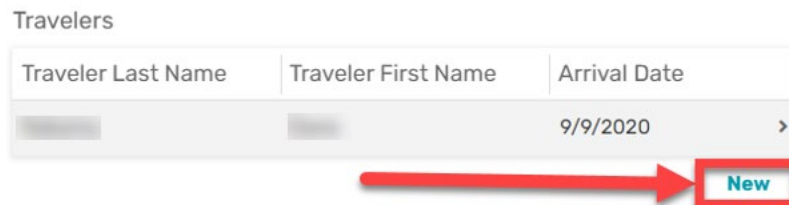
5. You may add one or more travelers by selecting “New” within the Travelers section on your request. *If you, as the requestor, will be traveling, you will need to fill out one for yourself as well.



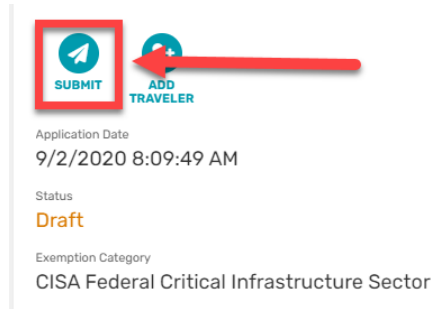
6. Fill out all the required fields relating to your traveler(s). Each field required will have a “*” next to it. It is important to type in the full address of the traveler’s quarantine location and provide a picture ID. Once completed go ahead and click “Save.”

A screenshot of a form for adding a traveler. The form includes a dropdown menu for "Quarantine Location Type*", a text input field for "Quarantine Location Address*", and a question "Did you travel 14 days before your arrival?" with "N" and "Y" buttons. Below this is a section for "Picture ID:" with instructions for residents and non-residents, and a file upload button.

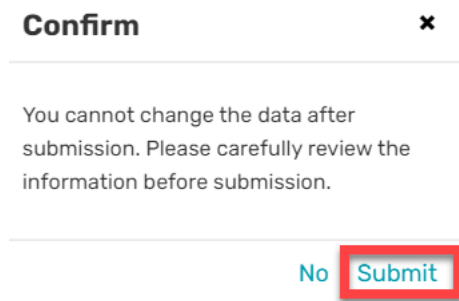
7. After saving the information for the traveler, you may select the “New” option to add additional travelers if needed. *You will need to provide information for each additional traveler individually*



8. When you have completed filling out your request and traveler information, click “Save”. To finalize and submit your request you will need to select the “Submit” button at the top of the form.



9. You will be prompted to confirm that the form will be submitted and changes will not be allowed after selecting “Submit.”



10. You can verify your submission was successful by referring to the Status on your request.



11. You will receive a confirmation email that includes your Application ID to reference, an assistance contact, and references to county rules. ***Your confirmation email does not mean your request has been approved***

12. Congratulations on completing your first exemption request 😊! To track your submission(s) go to the “Requests” area on the bottom menu.

My Account



Apply for Exemption

How to revise a returned request:

1. If your request requires more information, you will receive an email informing you that an update to your application has been requested, with a link direct to the request within the app. Refer to the email comments to see what updates are being required.

Dear [REDACTED],

Please provide more information or documents to address the issues below:

[REDACTED]

To update your application and submit additional information and documentation, use the following link [Link to Your Application](#)

Your application will not be processed until you provide the additional information.

Mahalo,
State of Hawaii



2. Once logged into the application, under “Requests,” you will see the request that requires an update and it will be shown in red.

 Requests

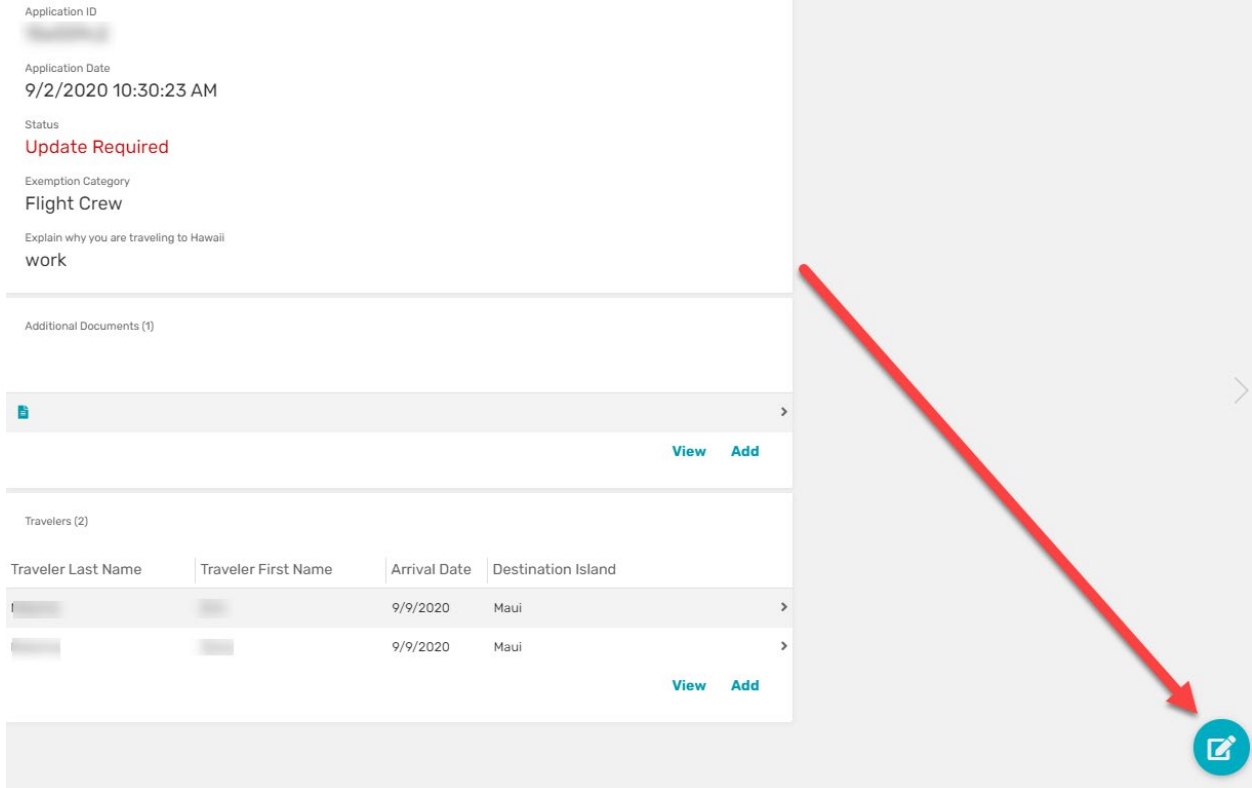
Submitted

9/2/2020 8:09:49 AM
Submitted

Update Required

9/2/2020 10:30:23 AM
Update Required

3. To update your application, open the request and select the  icon located in bottom right corner.



Application ID
[Redacted]


Application Date
9/2/2020 10:30:23 AM

Status
Update Required

Exemption Category
Flight Crew

Explain why you are traveling to Hawaii
work

Additional Documents (1)


 >

[View](#) [Add](#)

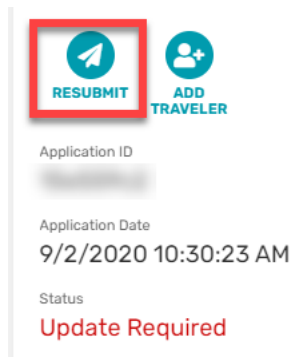
Travelers (2)



| Traveler Last Name | Traveler First Name | Arrival Date | Destination Island |
|--------------------|---------------------|--------------|--------------------|
| [Redacted] | [Redacted] | 9/9/2020 | Maui > |
| [Redacted] | [Redacted] | 9/9/2020 | Maui > |

[View](#) [Add](#)



4. After updating, go ahead and re-submit the request by clicking the “Resubmit” button.



Application ID
[Redacted]

Application Date
9/2/2020 10:30:23 AM

Status
Update Required

5. You will receive a confirmation email when your request has been successfully re-submitted. ***This does not confirm that your request has been approved. Re-submissions of updates will need to go through evaluation again***

Status notices of submitted requests

Denied 😞: You will receive an email to inform you if your request has been denied with a reference to the Application ID.

Approved 😊: You will receive an email to inform you if your request has been approved including an Approval ID and terms to abide by.

Other Resolution: You will receive an email with a response from the Attorney General's Office.

You can track the status of your request within the application in the “under “Requests”” area.

The screenshot displays the 'Requests' section of an application. At the top, there is a header with a logo, a hamburger menu icon, the text 'Requests', a search icon, a checkmark icon, and a refresh icon. Below the header, the content is organized into three sections:

- Approved**: Shows a timestamp '9/2/2020 8:09:49 AM' and a status label 'Approved' which is highlighted with a red box and pointed to by a red arrow.
- Denied**: Shows a timestamp '9/2/2020 10:30:23 AM' and a status label 'Denied' which is highlighted with a red box and pointed to by a red arrow.
- Other Resolution**: Shows a timestamp '9/3/2020 11:27:53 AM' and a status label 'Other Resolution' which is highlighted with a red box and pointed to by a red arrow.

At the bottom of the page, there is a navigation bar with three items: 'My Account' (with a person icon), 'Requests' (with a list icon and highlighted by a red box), and 'Apply for Exemption' (with an upward arrow icon).