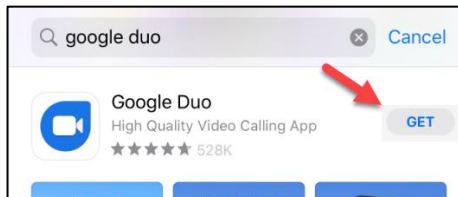


Google Duo Set Up Instructions for Patients

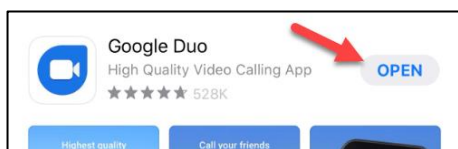
Setting up Google Duo on your iPhone & iPad, Android or computer

iPhone & iPad device set up

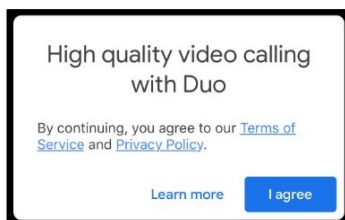
1. Search for **Google Duo** in the *App Store*.
2. Tap the **Get** button to install the app.



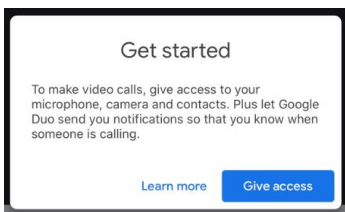
3. Once installed, tap the **Open** button to open the newly installed app.



4. Review *Terms of Service* – click **I Agree**.

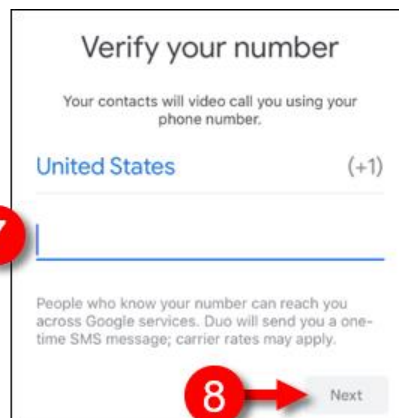


5. Get started – click **Give access**.

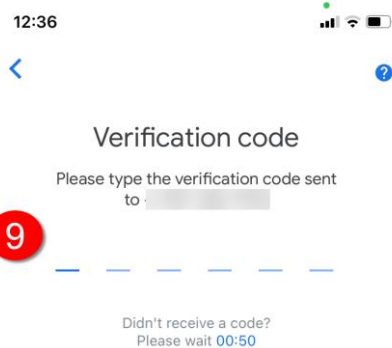


6. Additional Access Questions –
 - a. Click **OK** to give access to your *Camera* and *Microphone*, so you can be seen and heard on your call.
 - b. Access to your *Contacts* – is **not** required. Allowing, increases functionality of Duo.
 - c. Send Notifications – click **OK** so your device will ring when called.

7. Set up Duo with your phone number – type in your *mobile number*.
8. Click **Next**.



9. Google Duo will send a 6 digit verification code in a one-time text message to the phone number you entered. Enter the 6 digit code you received into the Verification code fields to complete the set up process.




Set up is now complete for your Apple device!

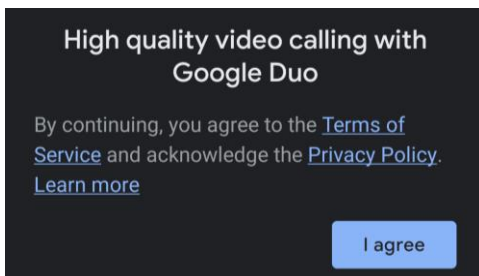


Practice - prepare for your visit by sending and answering Duo video calls with a friend.
Run Updates – keep your device and the Duo app updated to ensure they function properly.

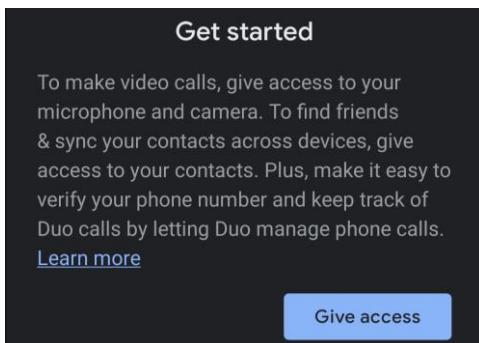
For additional set up help visit [Set up Google Duo iPhone & iPad](#)
For general Duo support visit [support.google.com/duo](#)

Android phone and device set up

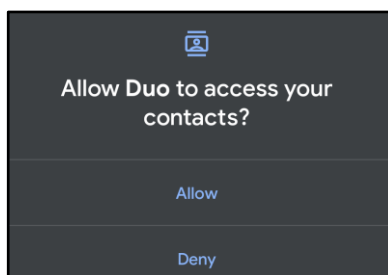
1. Search for Google Duo in the Google Play App Store.
2. The icon is blue with a white video camera:

3. When prompted, click Install.
4. Once installed, tap the Google Duo app to open the newly installed app on your phone.
5. Tap to open the newly installed app on your phone (icon is white/blue video camera).
6. Review Terms of Service – click **I Agree**.



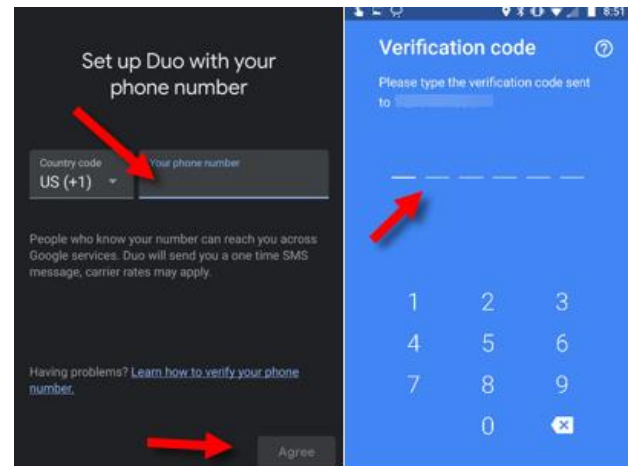
7. To get started, give access to microphone and camera – click **Give Access**.



8. Allow Duo to access contacts – **select your choice**. Allow, makes it easy to call your contacts, but is not required.



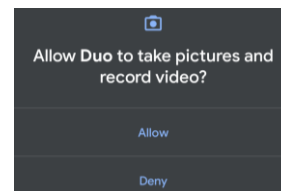
10. Set up Duo with your phone number – type in your personal mobile number and click **Agree**.



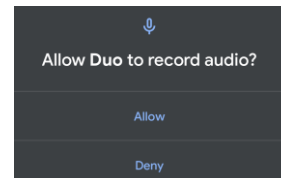
11. Google Duo will send a 6 digit verification code in a one-time text message to the phone number you entered. Enter the 6 digit code you received into the Verification code fields.

12. User is then prompted to:

- a. Allow Duo to take pictures and record video – click **Allow**.



- b. Allow Duo to record audio – click **Allow**.



Setup is now complete for your Android device!



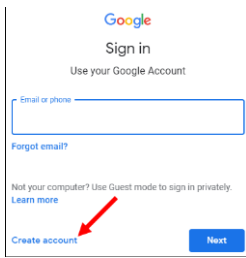
Practice - prepare for your visit by sending and answering Duo video calls with a friend.

Run Updates – keep your device and the Duo app updated to ensure they function properly.

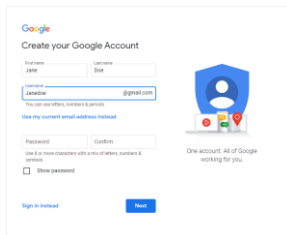
For additional set up help visit [Set up Google Duo Android](https://support.google.com/duo)
For general Duo support visit support.google.com/duo

Desktop/laptop computer set up

1. On your computer open duo.google.com.
2. Click **Try Duo for the Web**.
3. Either **Sign in** to your Google Account, or click **Create account**.

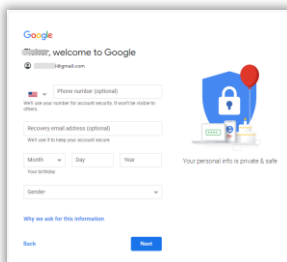


4. If you have a Google Account - sign in and skip to the **Verify your phone number** step.
5. If you Do Not have a Google Account - click **Create account > For myself** and **Next**.
6. Complete the required fields and click **Next**.

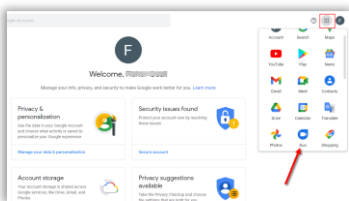


The username (email) and password will be used whenever you log into Google Duo. Keep this information in a safe place.

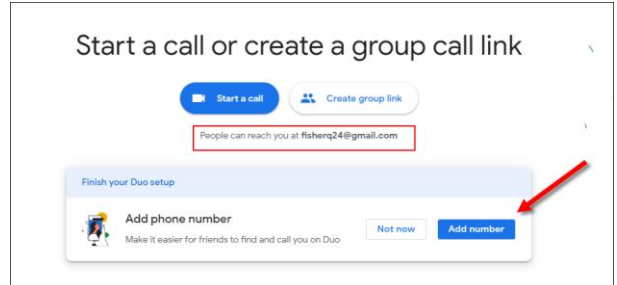
7. Complete welcome fields, and click **Next**.



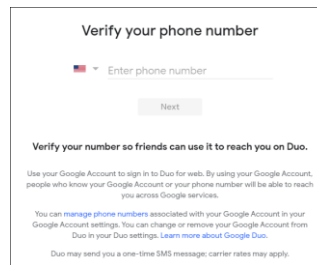
8. Review Terms of Service and click **I agree** at bottom of Privacy page.
9. Click the **Google Duo** icon on the Welcome page to navigate to Duo.



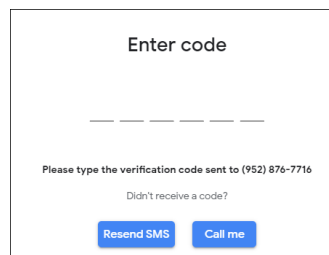
10. Click **Add number** to link a phone number to your Duo account.
 - a. This is the number you will have your clinician call for your video visit.
 - b. If you do not link a phone number, tell your clinician to call you at your email address.



11. Enter your phone number and click **Next**.



12. Enter the **6 digit code** sent to your phone.
 - a. If you didn't receive a text click **Resend SMS** (text message)
 - b. If your phone cannot receive text messages click **Call me**. Google will call your number and speak the code.
 - c. If you have problems verifying your phone number, check out the [verification troubleshooting tips](#).



Set up is now complete!

Practice - prepare for your visit by sending and answering Duo video calls with a friend.
Log in before your scheduled visit time— you must be logged in to receive a Duo call.

For additional set up help visit [Set up Google Duo for Web](https://support.google.com/duo)
 For general Duo support visit support.google.com/duo