Google Duo Set Up Instructions for Patients

Setting up the Google Duo app on your phone or computer

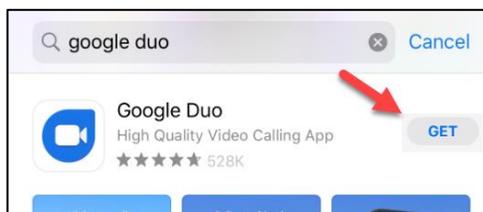Follow these directions to set up the Google Duo app for both *Apple* and *Android* telephone devices.

Apple device

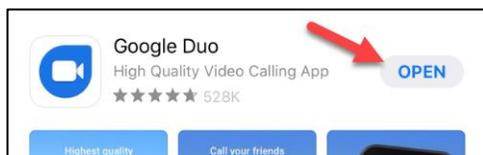1. Search for **Google Duo** in the *Apple App Store*.

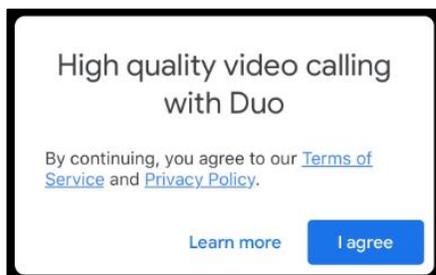   *The icon is blue with a white video camera*:

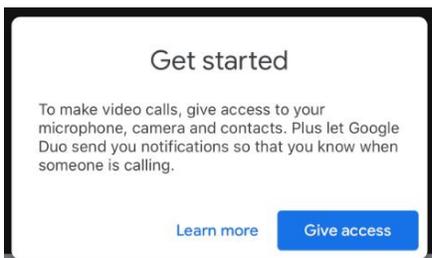2. Tap the **Get** button to install the app.

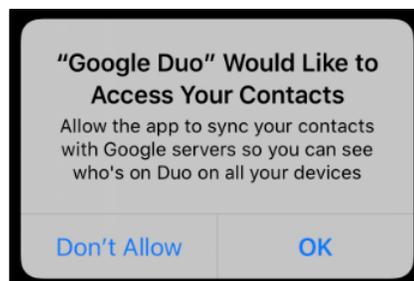3. Once installed, tap the **Open** button to open the newly installed app on your phone.

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

5. To get started, give access to microphone, camera and contacts – click **Give access**.

6. You will be prompted with the following:
   a. Google Duo would like to access the Camera – click **Ok**.
   b. Google Duo would like to access the Microphone – click **Ok**.
   c. Google Duo would like to access your Contacts – click **Ok**.

   d. Google Duo would like to send you Notifications – click **Allow**.

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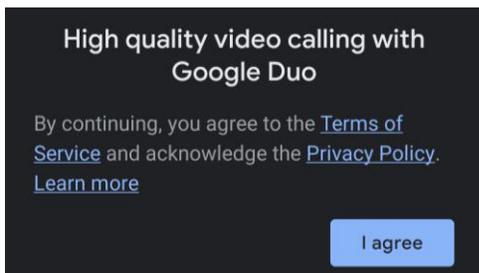
8. Click **Next**.

9. Google will immediately send you a 6 digit verification code; copy that verification code and enter it back into the Google Duo app to confirm your mobile number.

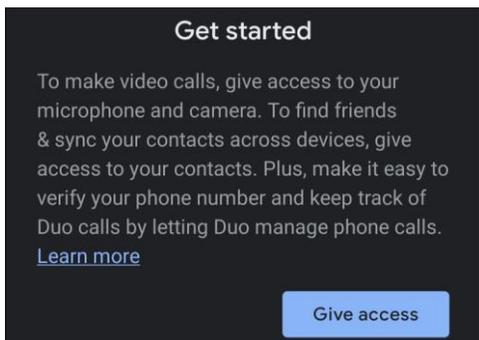Setup is now complete for your Apple device!

Android device

1. Search for Google Duo in the Google Play App Store.

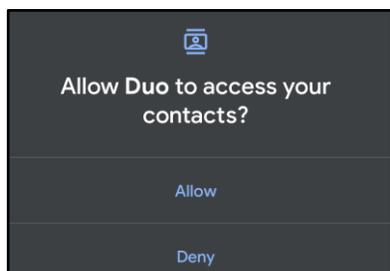2. The icon is blue with a white video camera:

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).

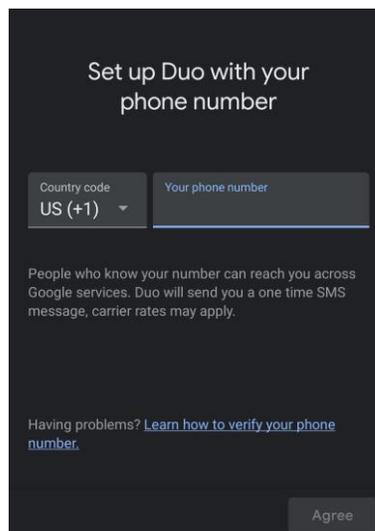6. Agree to Terms of Service – click I Agree.

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

8. Allow Duo to access contacts – click Allow.
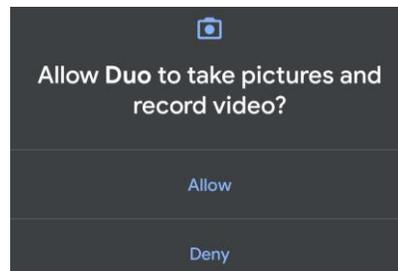

9. Set up Duo with your phone number – type in your personal mobile number and click **Agree**.
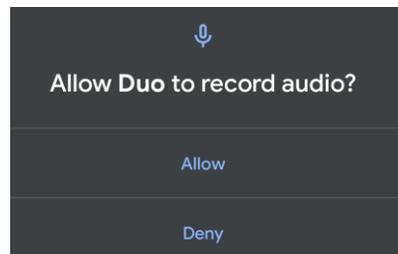

10. Google will immediately send the patient a 6 digit verification code; copy that verification code and enter it back into the Google Duo app to confirm your mobile number.

11. User is then prompted to:

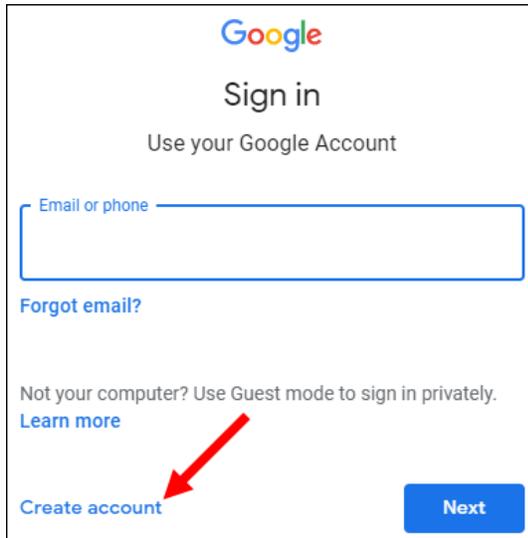   a. Allow Duo to take pictures and record video – click **Allow**.

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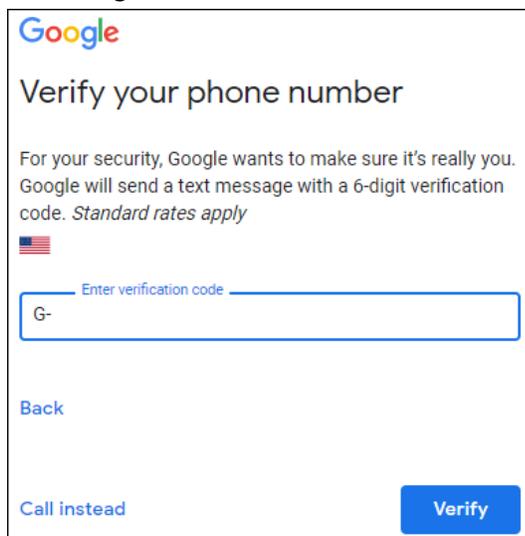

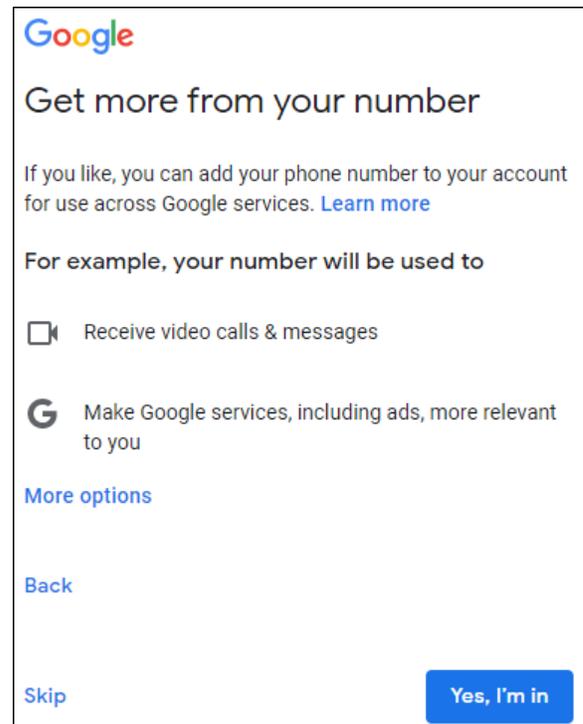Setup is now complete for your Android device!

Desktop Computer

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**.

   a. If you click *Create account*, the required information, create a password, and click **Next**.

4. Enter your phone number.
5. Click **Get verification code**.
6. Duo will send a code in a one-time SMS message to the number that you entered.
7. Enter the code that you received in the text message.

- If you don't receive a text message, click Resend.
- If you still don't receive a text message, click Back < to make sure you entered your phone number correctly.
- If you continue having problems verifying your phone number, check out the verification troubleshooting tips.

8. On the next screen, enter the additional information required, then click **Next**.

9. Choose to enter your number, or click **Skip**.
10. **Agree** to the *Privacy and Terms*.

Be sure to give access to your camera and microphone, so you can see and hear your clinician!

Setup is now complete for Google Duo on your desktop!