



Google Duo Set-Up Instructions

Step 1: Install Duo

Duo is available on Android (phones & tablets) and Apple (iPhones & iPads).

For installation visit the links below:

[Android](#)

[Apple](#)

The first time you open the app you will be asked to give Google Duo access to your phone's camera, microphone and contacts.

Please select **OK** for your camera and microphone and you can select **DON'T ALLOW** for your contacts.

Additionally, you will be asked if Google Duo can send you notifications. Please select **ALLOW**.

Step 2: Verify your phone number

1. On your device, enter your phone number and make sure it's correct.
2. Tap Agree.
3. Duo will send a code in a one-time SMS message to the number that you entered. (Carrier text-message rates may apply.)
4. Enter the code that you received in the text message.
 1. If you don't receive a text message, tap Resend SMS.
 2. If you have a cell connection and aren't getting the SMS, request a call by tapping Call me.
 3. If you continue having problems verifying your phone number, visit the [verification troubleshooting article](#).

If you opt for a video Telemedicine visit, our provider will call you through Google Duo with the number you provided during registration.