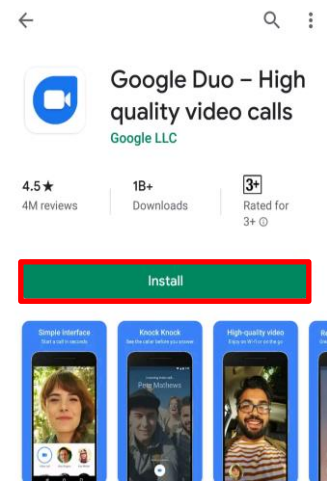# Virtual visits using Google Duo

On an Android device

With visitor restrictions currently in place, we are supporting the use of video call applications to allow virtual visits. Google Duo is a video calling platform, which is free to download from the Play Store.
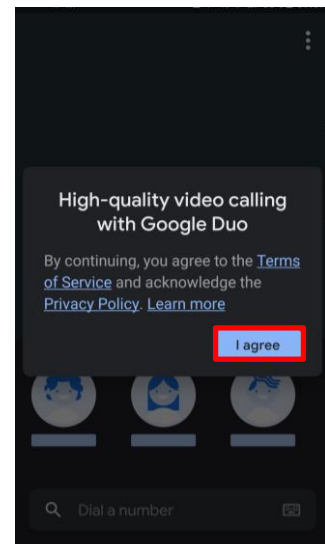
Installing Google Duo

1. If you do not have *Google Duo*, go to the **Play Store** on your Android device and search for *Google Duo***.**

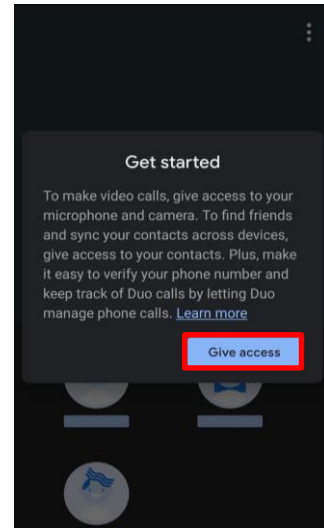2. Open the *Google Duo* application page and click **Install** to download it.

Important: To use Google Duo to call your friends and family they will also need have the application downloaded on their device.
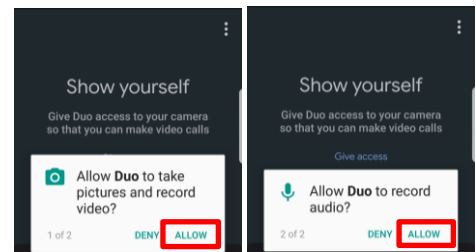

3. Open *Google Duo* to set up your account. Review the privacy policy and terms of service and if you agree, select **I agree**.

4. Open *Google Duo*, it will request access to your device. Read the "Get Started" information and click **Learn more** if you require more information. Once you have read this, select **Give access**.
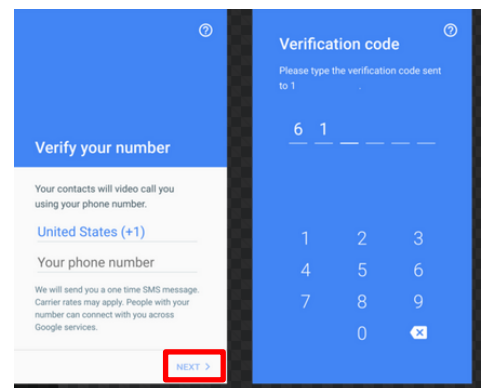

5. To make calls to your friends and family the application will require access to your contacts, audio and video. Select **Allow** when it asks for these.

6. Enter your phone number and select **Next**. A verification code will be sent to your device via SMS. Enter the verification code in the *Google Duo* application.

Note: Your device may automatically input the verification code.

7. Your mobile device is now setup to make calls.

Making a Google Duo video call on mobile device

1. Launch the *Google Duo* icon on your smart device

2. Select **Search contacts or dial** to enter the mobile number of the person you want to contact or search their name if they are in your contact list already.

3. Once you have searched for your contact, their name will appear on the screen with call options at the bottom. Select either voice or video call to start your call.