

Virtual visits using Google Duo

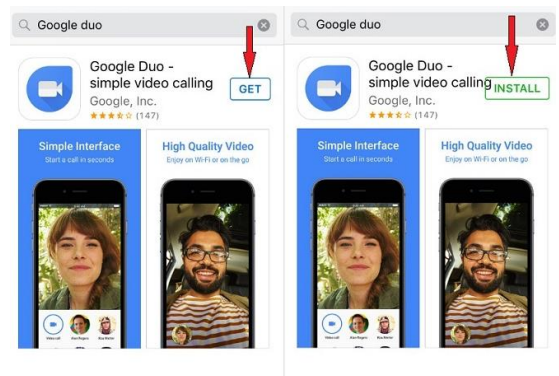
On an Apple device

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 App Store.

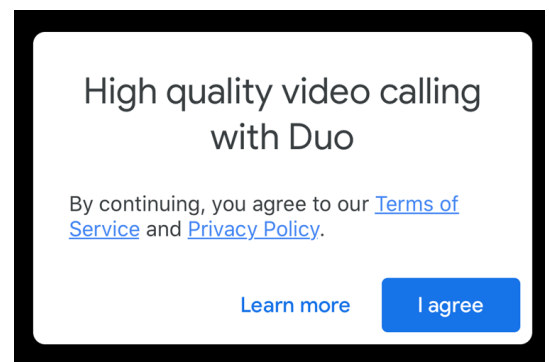
Installing Google Duo

1. If you do not have *Google Duo* go to the **App Store** on your Apple device and search for *Google Duo*.
2. Open the *Google Duo* application page. Depending on your device, click **Install** or **Get**.

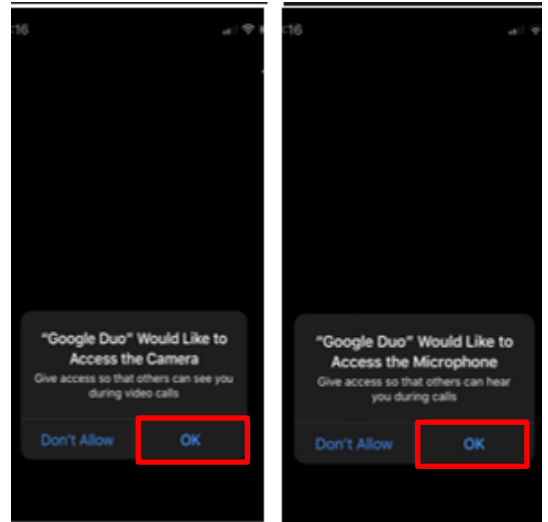
Note: To use Google Duo to call your friends and family they will also need have the application downloaded on their device.



3. Open *Google Duo* to set up your account. Review the privacy policy and terms of service click **Learn more** if you require more information. If you agree, click **I agree**.

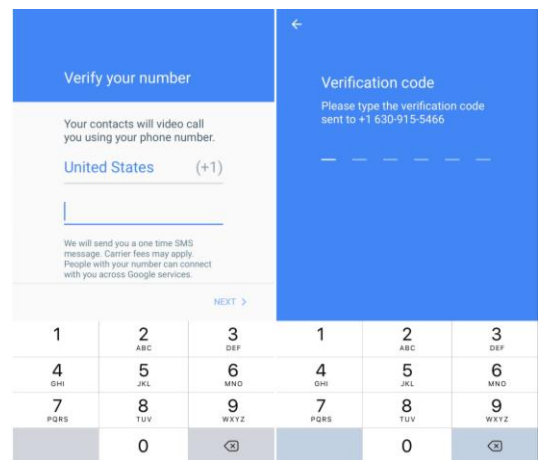


- To make calls to your friends and family the app will require access to your contacts, audio and video. Click **OK** when it asked for these.



- 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.



- Your mobile device is now setup to make calls.

Making a Google Duo video call on a mobile device

- Launch the *Google Duo* icon on your smart device.
- Select the **search contacts or dial** to enter the person you are calling's mobile number.
- Once you have searched for your contact, their name will appear on the screen with call options at the bottom.

