

# How to use Google Duo with computer/laptop or Android device

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## How to set up Google Duo on your computer or laptop using a Gmail account

### Step 1: Open Duo

In your web browser (Google Chrome, Safari, Firefox, Opera) navigate to **duo.google.com**

### Step 2: Verify your phone number (optional)

**Important:** If you skip this step and you don't verify your phone number, you can only receive calls from people who you've previously called.

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

## How to set up Google Duo on your android device

### Step 1: Download and Install Google Duo from the Google Play Store

Duo is available on Android phones and tablets. When you sign up, you'll get a verification code on your phone.

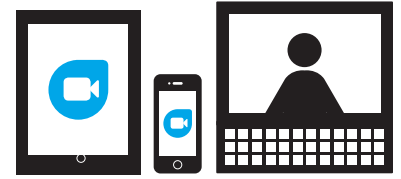
### Step 2: Verify your phone number

You can skip phone number verification. If you skip this step, you have to connect to your Google Account with a Gmail address

1. On your Android 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.\*
4. Enter the code that you received in the text message.

VIRTUAL VISITING PROGRAM

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## Step 3: Connect your Google Account

To connect your Google Account, tap Agree.

If you already use Duo on another device with your Google Account, sign in with the same account to finish setup.

### After you connect Duo to your Google Account:

- Allow Notifications to receive calls from a computer/laptop
- You can use Duo across different devices.
- People with your phone number or Google Account info, like your Gmail address, can see that you use Duo and call you using the app.
- You can add or remove your Google Account from Duo at any time.

*\*Carrier text-message rates may apply*

## Clearing call history

This will be done by the staff who are initiating the call.