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

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!
1. On your computer, [open duo.google.com](http://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!