

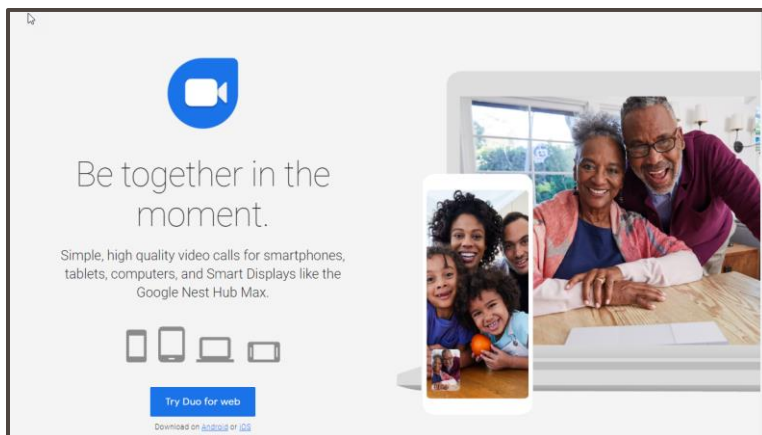
Patient Hotline Users Guide – Google Duo

Google Duo Users Guide

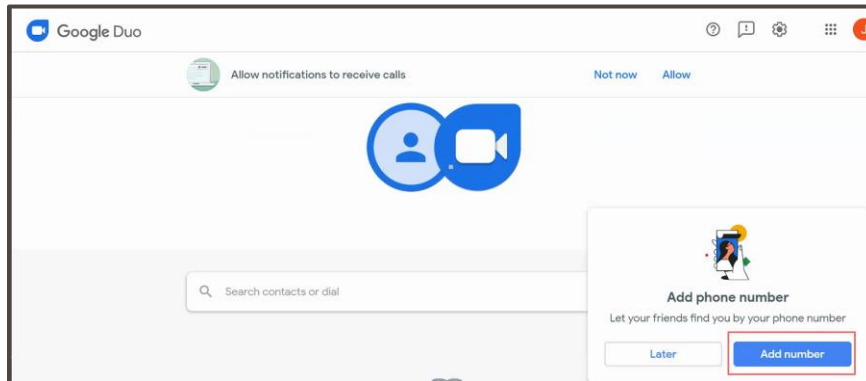
1. Download the Google Duo app from your iPhone, Android, or Computer



2. Click **Try Duo for Web**



3. Click **Add number** to add your mobile phone number to your Google Duo profile



4. Enter your mobile phone number
5. Click **Next**

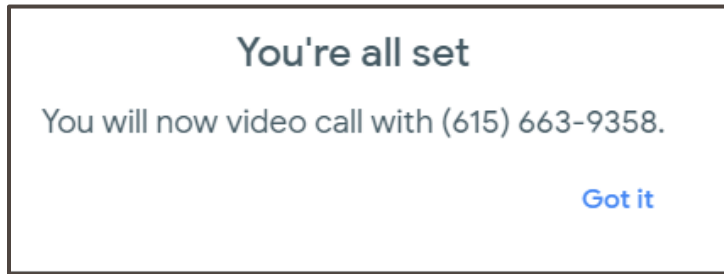
A screenshot of the 'Verify your phone number' screen. At the top, it says 'Verify your phone number'. Below that is a dropdown menu showing a US flag and a text input field labeled 'Enter phone number'. Below the input field is a 'Next' button, which is highlighted with a light gray background. Further down, there's a section titled 'Verify your number so friends can use it to reach you on Duo.' followed by explanatory text about using a Google Account and managing phone numbers. At the bottom, it mentions that Duo may send a one-time SMS message.

NOTE: A code will be sent to the phone number you provided.

6. Enter the code you received

A screenshot of the 'Enter code' screen. At the top, it says 'Enter code'. Below that is a large input field for the verification code, with a blue underline on the first digit. Below the input field, it says 'Please type the verification code sent to (615) 663-9358'. At the bottom, there's a link that says 'Didn't receive a code?' and a timer that says 'Please wait 0:34'.

7. Click **Got it**



8. You will now be able to receive your video call/voice call visit with your provider per the provider's prompt.

NOTE: Once you answer the video call/voice call, you will be connected with your provider.