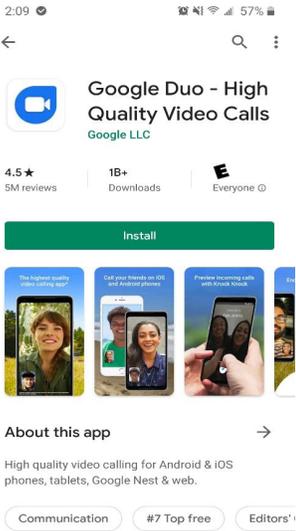


IOC On-Demand

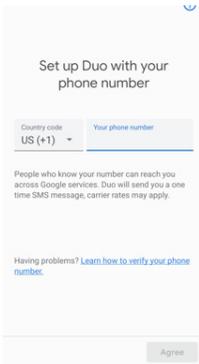
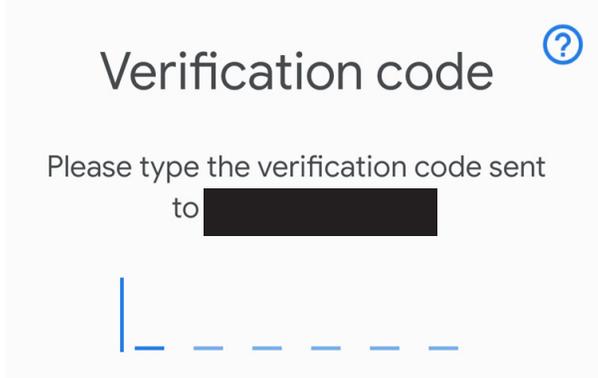
Android User Guide

Step 1: Download the Google Duo App

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| <p>1 Go to your Play Store Application</p>  | <p>5 Select "Give Access"</p> <div data-bbox="1078 667 1468 1010"><p>Get started</p><p>To make video calls, give access to your microphone and camera. To find friends & sync your contacts across devices, give access to your contacts. Plus, make it easy to verify your phone number and keep track of Duo calls by letting Duo manage phone calls. Learn more</p><p>Give access</p></div> |
| <p>2 In the search bar type "Google Duo"</p>  | <p>6 Select "Allow"</p> <div data-bbox="1063 1218 1468 1501"><p>Allow Duo to access your contacts?</p><p>Allow</p><p>Deny</p></div> |
| <p>3 Select "Install"</p>  | <p>7 Select "Allow"</p> <div data-bbox="1063 1690 1468 1984"><p>Allow Duo to make and manage phone calls?</p><p>Allow</p><p>Deny</p></div> |
| <p>4 Select "I Agree"</p> <div data-bbox="433 1696 816 1980"><p>High quality video calling with Google Duo</p><p>By continuing, you agree to the Terms of Service and acknowledge the Privacy Policy. Learn more</p><p>I agree</p></div> | |

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.

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|---|--|
| <p>1 On your Android device, enter your phone number and make sure it's correct.</p>  | <p>4 Enter the code that you received in the text message.</p>  |
| <p>2 Tap "Agree"</p> | |
| <p>3 Duo will send a code in a one-time SMS message to the number that you entered. (Carrier text-message rates may apply.)</p> | |

- If you don't receive a text message, tap "Resend SMS".
- If you have a cell connection and aren't getting the SMS, request a call by tapping "Call me".
- If you continue having problems, visit the verification troubleshooting article.

Step 3: Connect Your Google Account

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|---|
| <p>1 To connect your Google Account, tap "Agree"</p> |
| <p>2 If you already use Duo on another device with your Google Account, sign in with the same account to finish setup.</p> |

Step 4: Connect With Your Iowa Ortho Physician

You will receive a call from your Iowa Ortho physician through Google Duo at your scheduled appointment time. Please call 515-247-8400 if you have not received a call within 20 minutes of your appointment time.