

IOC On-Demand

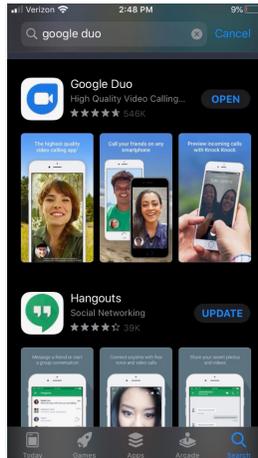
iPhone User Guide

Step 1: Download the Google Duo App

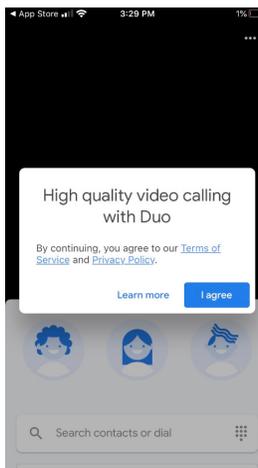
1 Go to your App Store and download "Google Duo"



2 Once it is done downloading, click "Open"

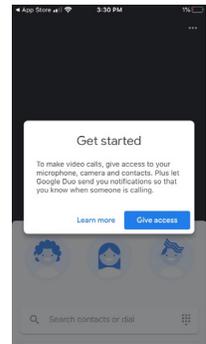


3 When you open Duo, the following prompt will appear. Select "I Agree"

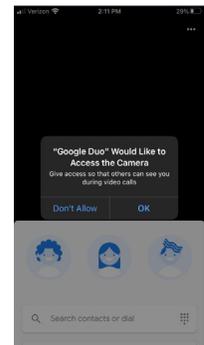
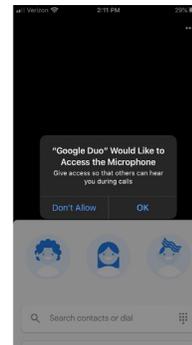


4 To be able to use Google Duo, you will need to allow the application access to the microphone, camera and contacts so you can communicate with Iowa Ortho.

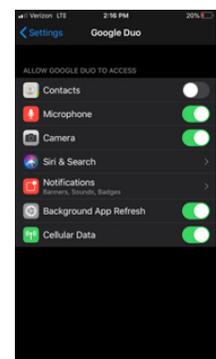
5 When the 'Get Started' screen appears, click the 'give access' button.



6 It will then prompt you with individual boxes to allow Google Duo access to the microphone, camera and contacts on your phone. Select 'OK' each time.

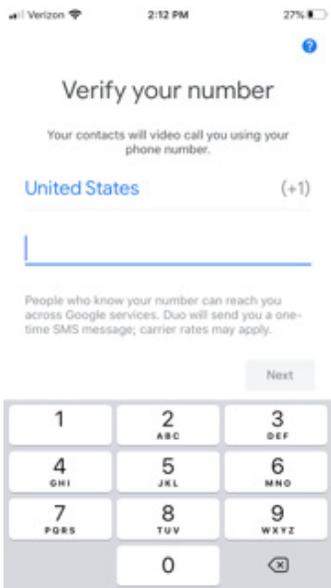
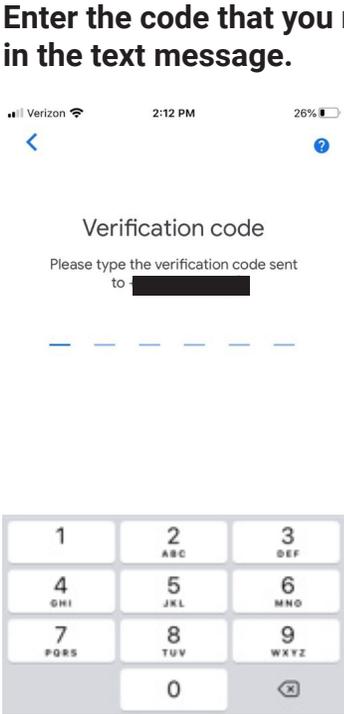


7 This is what it looks like from your 'Settings' screen on the SETTINGS application on your phone.



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.

<p>1 On your iOS 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 "Next"</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 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.