

Keeping Connected at a Distance: Tips for Virtual Visits

There are now more ways than ever to keep in touch using technology. FaceTime and Google Duo are two popular video chat programs.

FaceTime



- May be a good option to use when both parties have an Apple device.
- The FaceTime app is already installed.
- You'll need the cell number of the family member you want to reach.
- Note: does not work on a non-apple phone, tablet or computer (for example, will not work on a chromebook, Samsung phone, Androids etc).

Google Duo



- May be a good option for people who do not have an apple device and use an Android platform instead.
- The app is installed on most Android phones and tablets already; can be downloaded to an iPad for free at the AppStore.
- Both parties need to create an account (using a Gmail email address and cell phone number).



How to make a FaceTime Video call to a family member with an iPad or iPhone:

1. Click the **FaceTime** app on your iPhone or iPad.
2. Tap the **+** button (often in the top right corner).
3. Type the **number** (or name, if you've entered the person as a contact) that you want to call.
4. Tap the **Video** button to start the video call.
5. Hang up using the **red** button when you're all done.



How to make a Google Duo video call to a family member with an Android device:

1. Make sure the iPad has the **Google Duo app** installed (go to the 'app store' to download).
2. You will need to create a **Gmail account + a linked phone number**.
3. **Add contacts** via the **family member's cell phone number** or **gmail address** tied to their Google Duo account. Click on the person's name, then click **video call**.
4. Hang up using the **red** button when you're all done.

You may want to keep note of the accounts linked to the iPad:

| | | |
|--------------------|----------------|----------------|
| Apple ID Account | Username: | Password: |
| Google Duo Account | Gmail address: | Password: |
| Cell Phone: | | WiFi password: |

**** Remember to ensure iPad is cleaned before and after each use ****

If the technology is new for the family, it can help to do a test call before the visit with the resident.