STAYING CONNECTED WITH YOUR LOVED ONES

At Sanford Health, it's important to us to help you find ways to stay in touch with your family and friends. We encourage you to use video call apps like FaceTime and Google Duo during your stay with us.

📶 Connecting to Sanford Health's guest wireless network

For Apple devices:
1. Select the Settings app
2. Select Wi-Fi
3. Toggle the Wi-Fi button to appear green
4. Select Sanford_Guest

For Android devices:
1. Touch the top of your screen and drag down the notification panel
2. Toggle the Wi-Fi button to 'on'
3. Select Sanford_Guest

Video calls with family and friends

Seeing your family and friends through a video call may be one of the best ways to stay in touch. Depending on what device you have, follow these step-by-step instructions to get started.

To **video call between Apple and Android devices**, download the Google Duo app and make sure your family member or friend also has the app installed.

For Apple devices:
1. Select the App Store
2. Tap on the search bar in the bottom-right corner
3. Search for Google Duo and look for an app with the following icon: 📹
4. Select get
5. Give your device a few moments to finish installing the app

For Android devices:
1. Select the Play Store
2. Tap on the search bar at the top of your screen
3. Search for Google Duo and look for an app with the following icon: 📹
4. Select install
5. If you are asked to submit payment information, select skip
6. Give your device a few moments to finish installing the app

*Tech***POINT**
PLUG IN @ SANFORD

Complete Google Duo setup:
1. Open Google Duo
2. Accept the terms and conditions
3. Allow access to your contacts, camera, microphone and notifications
4. Enter your phone number if you are prompted
5. When you receive a text with a verification code, enter the 6-digit verification code in the app

Start your Google Duo video call:
1. Open Google Duo
2. Search for the contact you'd like to call by clicking on the search field
3. Select a contact and tap video call to connect

To video call between Apple devices, make sure your FaceTime app is enabled.
1. Select the Settings app
2. Scroll down to select FaceTime
3. Toggle the FaceTime button to appear green

Start your FaceTime video call:
1. Open FaceTime
2. Select the + symbol in the top right corner
3. Search for the name of the contact you would like to call
4. Choose video to start your call

☆ Helpful tips

- Check to see if the family member or friend you would like to video call also has the same app on their device.
- During your video call, tap on your screen to view more options to adjust your audio or screen.
- Make sure you have a device charger in your room.
- Stay connected to the Sanford_Guest network to ensure you don't receive data charges from your service provider.
- Try to limit your video calls to 15 minutes to avoid slowing down internet connections for other patients.

⌨ Other apps to stay connected

Find options for easy-to-use apps in the App Store or on Google Play.

| FaceTime | Google Duo | Skype | WhatsApp | Zoom |