

Tips for Virtually Connecting with Loved Ones

Due to COVID-19, UMass Memorial Medical Center currently has visitor restrictions in place. Even though you may not be able to visit with loved ones in person, you can still feel close by. Many phones, tablets and computers have free and easy ways to communicate with friends and family using video, voice or text.

Please ask a nurse or nurse manager if you or your loved one need help obtaining a smartphone, tablet, computer or charger.



Step 1: Find an app

If your smartphone, tablet or computer has a camera there is a good chance you have an app already installed to connect with your loved one virtually. You and the person you are trying to connect with must use the same app.

Common video chat apps on smartphones and devices:

Apple Devices



Android Devices



If your device has a camera but does NOT have FaceTime or Google Duo, you can download one of the apps below to connect with loved ones via video, voice or text.



Facebook Messenger
(messenger.com)



Skype
(skype.com)



Google Hangouts
(hangouts.google.com)



Google Duo
(duo.google.com)



WhatsApp
(whatsapp.com)



Signal Private Messenger
(signal.org)

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Step 2: Connect to Wi-Fi



If you plan to use the video feature of the app you have selected, make sure you are connected to Wi-Fi. For patients, it's best to connect to our guest Wi-Fi.

Step 3: Video chat, call or text your loved ones

Once connected to Wi-Fi, you can connect to your loved one through a video chat. Please see the instructions below for connecting through FaceTime or Google Duo. Or, you can call or text loved ones.

Instructions for Apple Devices



- If you have the person's phone number or email address already saved in your contacts, tap the plus button +, start typing the person's name and select the name when you see it pop up.
 - If you do not have the person's contact information stored in your contacts, tap the plus button +, type the person's phone number or email address and then tap the "return" button.
 - Once your contact(s) are in the "To:" field, tap  to make a voice-only call or the  to video chat.
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Instructions for Android Devices - Google Duo



- Tap on "search contacts or dial."
- If you have the person's phone number or email address saved in your contacts, begin to type the person's name and select the name when you see it pop up.
- If you don't have the person's contact information stored in your contacts, type in their phone number or email address.
- Once you select their name, you will have the option to select voice, video or message.
- If you only see "invite" when you select the person you are trying to reach, then the person doesn't have the Google Duo app installed on their device and may not be able to connect with you through Google Duo. Please see the opposite side of this sheet for other possible apps you can try, as long as your loved one also has the chosen app installed on their phone.