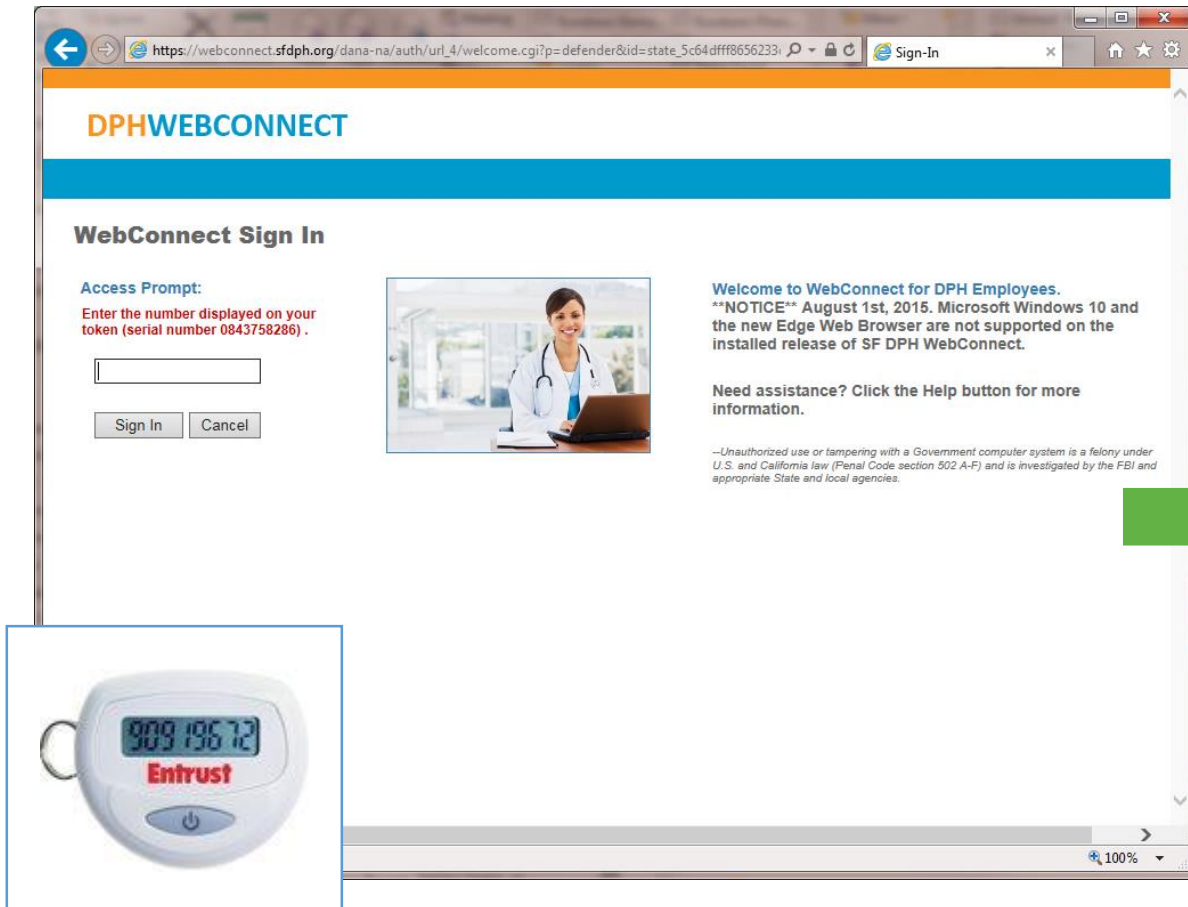
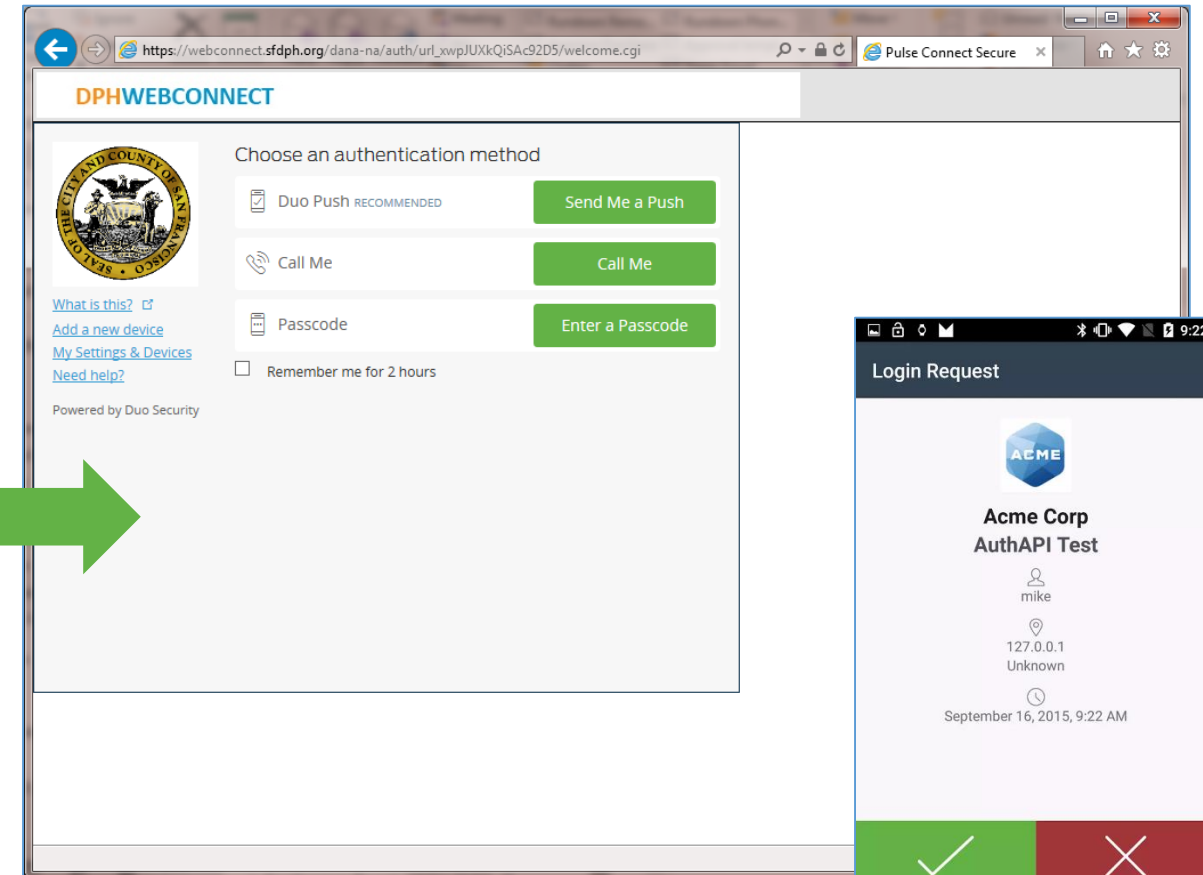


What's happening?

DPH WebConnect is moving from Entrust keychain tokens to a new system called DUO security that works with your cell phone, tablet or a landline. This means that you won't have to carry around your keychain token in order to have remote access to your DPH apps.



Old



New



What do I have to do?

Go to the relevant new WebConnect site listed below and register your cell phone with DUO to receive push notifications when you are signing in to DPH WebConnect for remote access to DPH clinical apps.

DPH Employee Win: <https://webconnect.sfdph.org/mydph-duo>
DPH Employee Mac: <https://webconnect.sfdph.org/mydph-mac>

UCSF Employee Win: <https://webconnect.sfdph.org/myucsf-duo>
UCSF Employee Mac: <https://webconnect.sfdph.org/myucsf-mac>

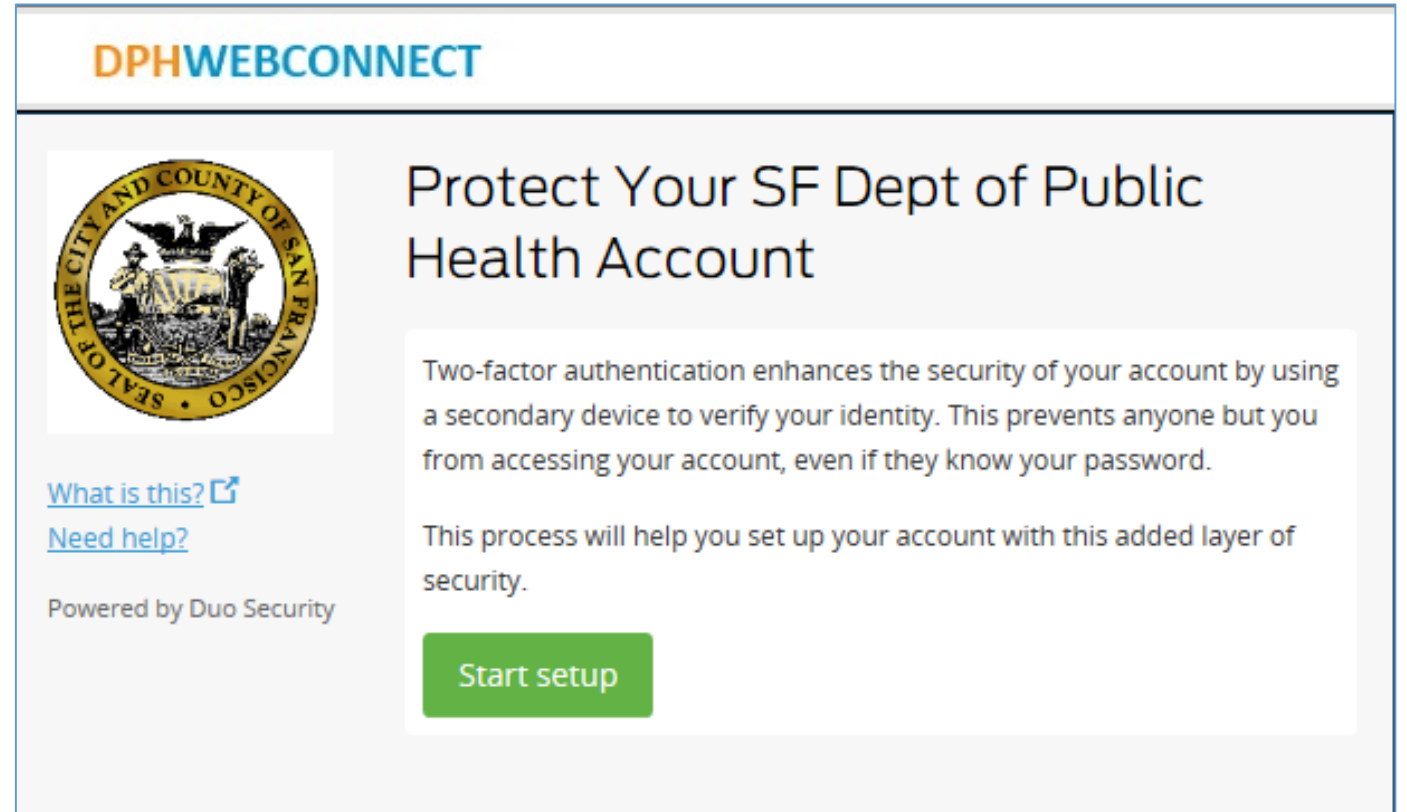
SFCCC Employees: <https://webconnect.sfdph.org/sfccc-DUO>

Partners: <https://webconnect.sfdph.org/partners>

Contractors: <https://webconnect.sfdph.org/contractors>

Make sure to register by **Wednesday, September 21st** because that is when the keychain tokens from Entrust will stop working.

[Full instructions for enrolling in DUO](#) are included at the end of this document, including options for access that do not require a smartphone.



The screenshot shows the DPH WebConnect interface. At the top, it says "DPHWEBCONNECT". Below that is the Seal of the City and County of San Francisco. To the right of the seal, the main heading reads "Protect Your SF Dept of Public Health Account". Below the heading, there is a text box explaining that two-factor authentication enhances security by using a secondary device. A green "Start setup" button is visible at the bottom right of the text box. On the left side, there are links for "What is this?", "Need help?", and "Powered by Duo Security".

What is Duo?

- Duo Security is a company that provides a cloud-based software service that utilizes two-factor authentication to ensure secure access to services and data.

What is two-factor authentication and how does Duo enable it?

- Two-factor authentication is a second layer of security that can be added to any type of login. When attempting to access services and data that are protected by two-factor authentication, you will be required to enter your password and then provide additional information, enter a passcode, or otherwise perform another step to gain access.
- Duo's software allows individuals to authenticate in the following ways:
 - Clicking "Approve" in an authentication prompt sent to your smartphone through the DUO Mobile Application (*Recommended method*)
 - Typing a DUO passcode that was sent to you by SMS text message
 - Typing a passcode given by the Help Desk in emergencies
 - Typing a passcode received through an automated voice call to any registered phone. (Cell phone or landline)

How will Duo change my login experience?

- When logging in to an application that is protected by Duo, you will still enter your username and password. After entering that information, you will be required to select a second method of authentication using DUO (such as a notification prompt sent to your smartphone).
- Duo does not replace or require you to change your username and password. Duo just replaces your Entrust keychain token as a second layer of security added to your pre-existing login method.

Why do we need two-factor authentication?

- Login credentials are more valuable than ever and are increasingly easy to compromise. Credentials can be stolen, guessed, or hacked--you might not even know when someone is using your account to access sensitive services and data.
- Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

Three Methods to use DUO

Send Me a Push

(Recommended)

You install the DUO app on your smartphone. When you log on you accept a pop-up notification on your phone

Enter a Passcode

You receive codes to use either through an SMS “text” message, from the DUO app or from the DPH Help Desk.

Call Me

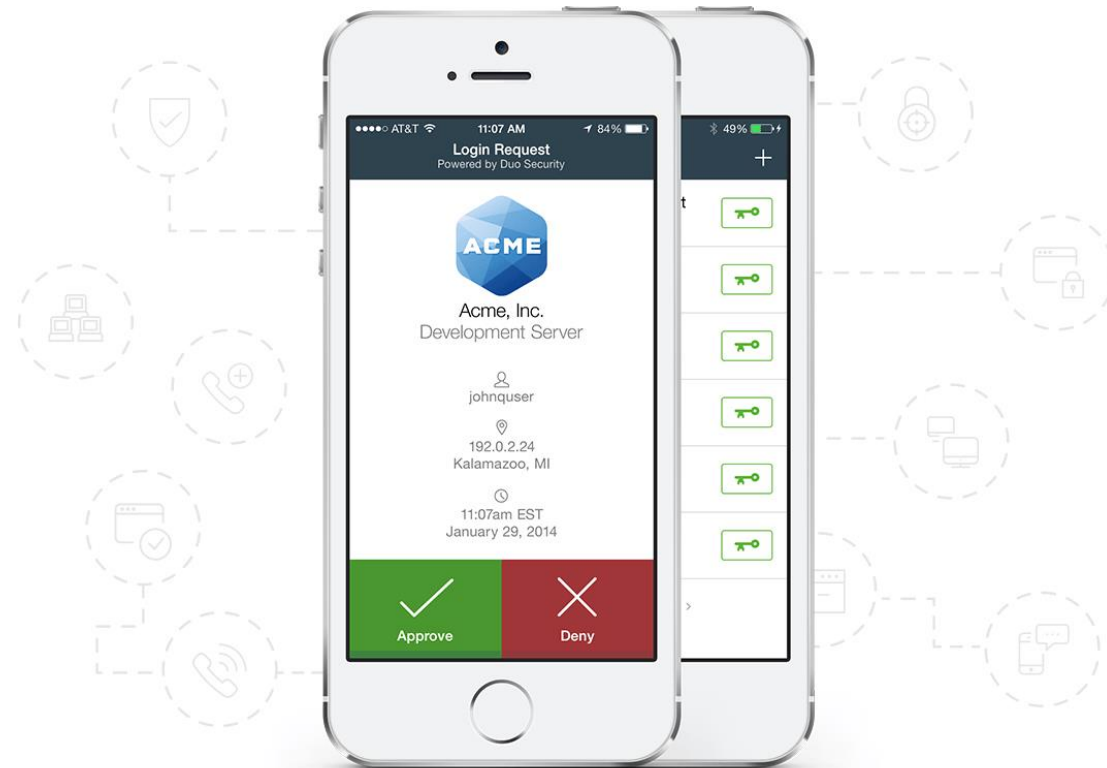
Each time you log on, the phone number you have registered is called (a desk phone or cell phone). You answer and press any key on the phone to log on.

How do I enroll with DUO?

Step 0.

Before you enroll for DUO...

- Make sure that your phone or tablet allows apps to access your phone's camera. This is necessary for the Duo activation process.
- Make sure that your phone or tablet is set to allow notifications. This is necessary for authenticating using Duo Push notifications.




How do I enroll with DUO?

Step 1.

To begin, Click -

Start setup

DPHWEBCONNECT



[What is this?](#) [Need help?](#)

Powered by Duo Security

Protect Your SF Dept of Public Health Account

Two-factor authentication enhances the security of your account by using a secondary device to verify your identity. This prevents anyone but you from accessing your account, even if they know your password.

This process will help you set up your account with this added layer of security.

Start setup

How do I enroll with DUO? (cont.)

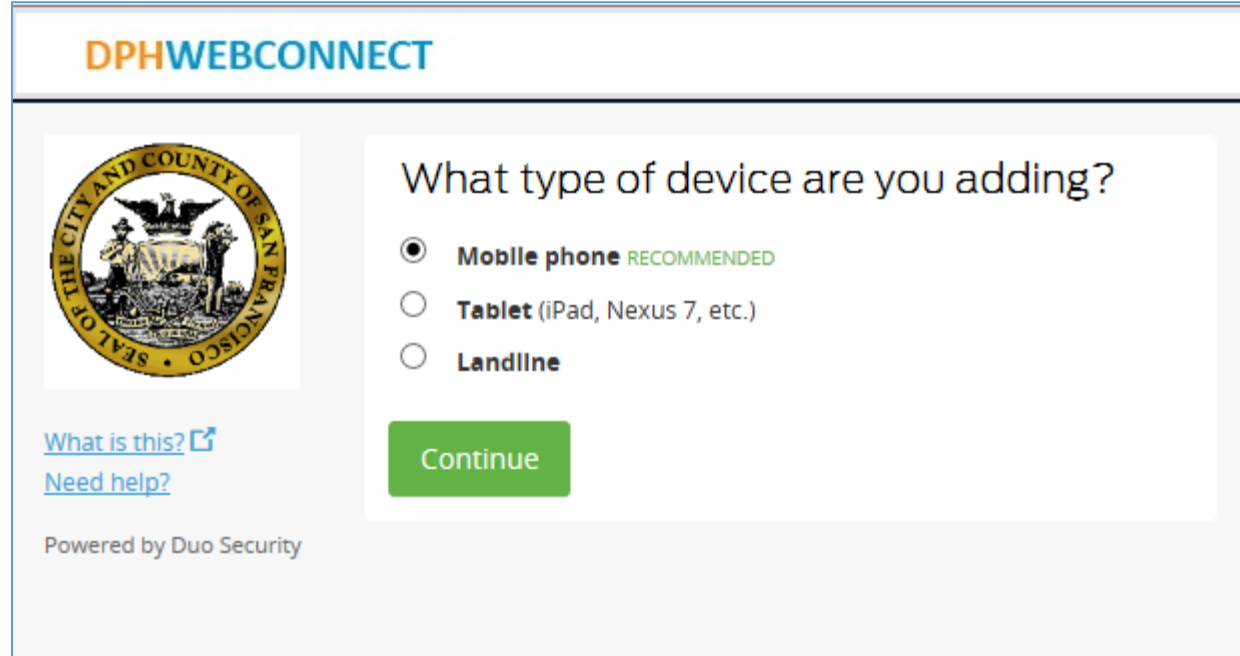
Step 2.

Select the type of device that you are using for the two-factor authentication.

- Mobile phone – may receive a DUO push (Authentication Prompt), a text, or a six-digit number read to you in a phone call.
- Tablet – may receive a DUO push (Authentication Prompt) or a text.
- Landline – may receive a six-digit number read to you in a phone call.

Then Click -

Continue



The screenshot shows the 'DPHWEBCONNECT' interface. On the left is the Seal of the City and County of San Francisco. Below it are links for 'What is this?' and 'Need help?'. At the bottom left, it says 'Powered by Duo Security'. The main content area asks 'What type of device are you adding?' with three radio button options: 'Mobile phone RECOMMENDED', 'Tablet (iPad, Nexus 7, etc.)', and 'Landline'. A green 'Continue' button is positioned below the options.

How do I enroll with DUO? (cont.)

Step 3.

Select your country from the drop-down list and type in the phone number of the device that you will use to authenticate with DUO.


Use the number of your mobile phone that you'll have with you when you're logging into our SF DPH Duo-protected Application.

You may also use a landline for this number, although it is not portable.

Confirm that you entered your number in correctly, check the box, and click -

Continue

DPHWEBCONNECT



[What is this?](#) [Need help?](#)

Powered by Duo Security

Enter your phone number

United States

+1 ✓

ex: (201) 234-5678

(415) 555-1212 This is the correct number

How do I enroll with DUO? (cont.)

Step 4.

The choices on this screen show the available phones which may be used with DUO.


- Smartphones
- Cell phones (Choose Other)

Choose your Smartphone's operating system or Other.

Now click -

Continue

DPHWEBCONNECT



What type of phone is (415) 555-1212 ?

iPhone

Android

BlackBerry

Windows Phone

Other (and cell phones)

[What is this? ↗](#)

[Need help?](#)

Powered by Duo Security

How do I enroll with DUO? (cont.)

Step 5.

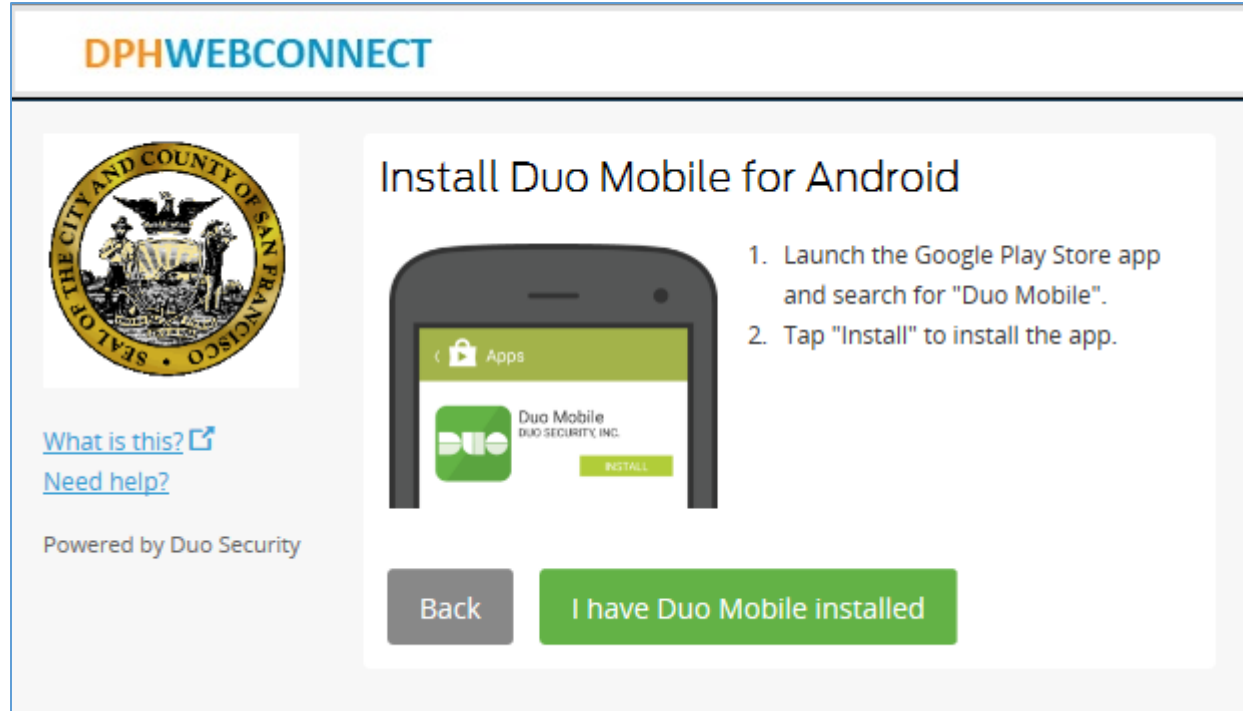
Begin by installing the **Duo Mobile app** on your device.

Follow the directions within your phone's specific operating system instructions.

Once the application is installed, **open the application** on your mobile device. You will need to read and accept the **License Agreement**. After accepting the License Agreement, go back to the web browser on your workstation.

Now Click -

I have Duo Mobile installed



The screenshot shows a web browser interface for "DPHWEBCONNECT". On the left is the Seal of the City and County of San Francisco. Below it are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". The main content area is titled "Install Duo Mobile for Android" and features a smartphone graphic displaying the Duo Mobile app in the Google Play Store. To the right of the phone are two numbered instructions: "1. Launch the Google Play Store app and search for 'Duo Mobile'." and "2. Tap 'Install' to install the app." At the bottom of the content area are two buttons: a grey "Back" button and a green "I have Duo Mobile installed" button.

How do I enroll with DUO? (cont.)

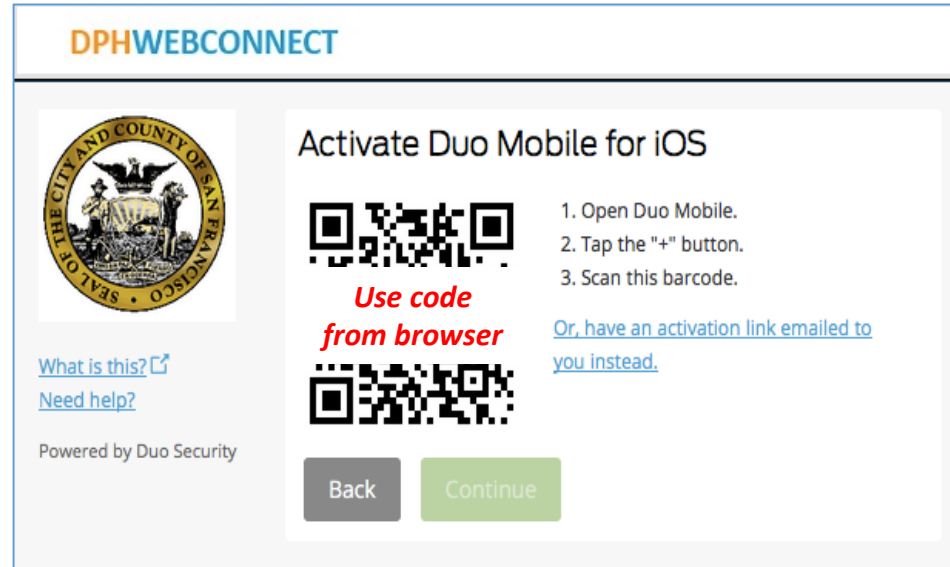
Step 6.

If no DUO account exists, within the Duo Mobile application, click **Add Account** on the bottom of the screen.

If the phone OS ask you for permission to access your camera, say **YES**.

Activate Duo Mobile by **scanning the barcode** shown on the web browser window.

Hold your phone up to the web browser window. The DUO Mobile application's built-in barcode scanner will use your phone's camera.



How do I enroll with DUO? (cont.)

Step 7.


After you successfully scan the barcode, a green checkmark will appear.

Next, click –

Continue

If you having trouble scanning the barcode, click the [Or, have an activation link emailed to you instead](#) link and Duo will send you an activation link instead along with further instructions.


DPHWEBCONNECT



[What is this?](#) [Need help?](#)

Powered by Duo Security

Activate Duo Mobile for Android



1. Open Duo Mobile.
2. Tap the "+" button.
3. Scan this barcode.

[Or, have an activation link emailed to you instead.](#)

[Back](#) [Continue](#)

How do I use DUO to sign in to WebConnect?

Step 1.

Go to the new DPH WebConnect website with DUO (see below).

Enter your username and password.

Click -

Sign In

UCSF Employees:

<https://webconnect.sfdph.org/myucsf-DUO>

<https://webconnect.sfdph.org/myucsf-mac>

DPH Employees:

<https://webconnect.sfdph.org/mydph-DUO>

<https://webconnect.sfdph.org/mydph-mac>

SFCCC Employees:

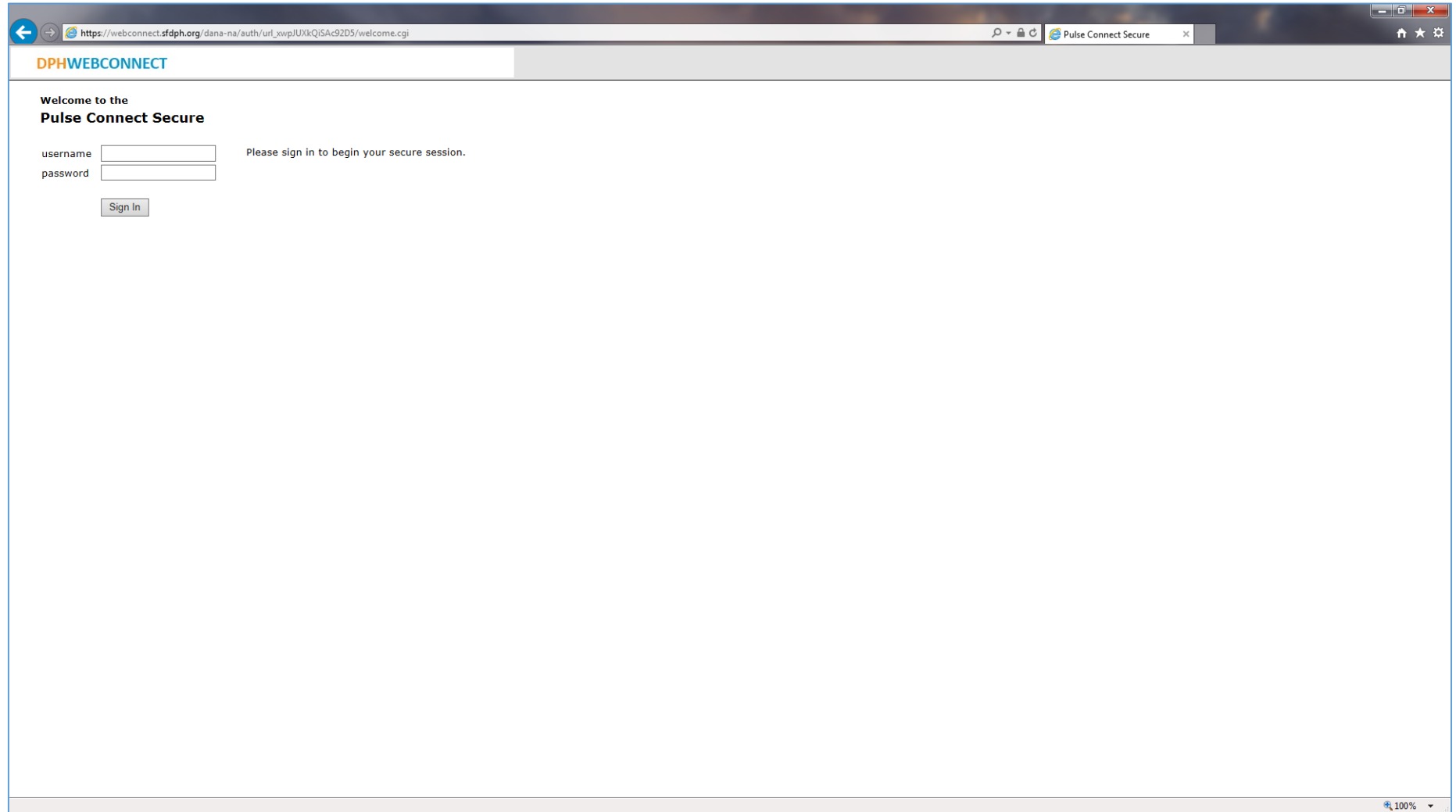
<https://webconnect.sfdph.org/sfccc-DUO>

Contractors:

<https://webconnect.sfdph.org/contractors>

Partners:

<https://webconnect.sfdph.org/partners>



DPHWEBCONNECT

Welcome to the
Pulse Connect Secure

username

password

Please sign in to begin your secure session.

Sign In

How do I use DUO to sign in to WebConnect? (cont.)

Step 2.

Select an authentication method and press the green button.

Send Me a Push

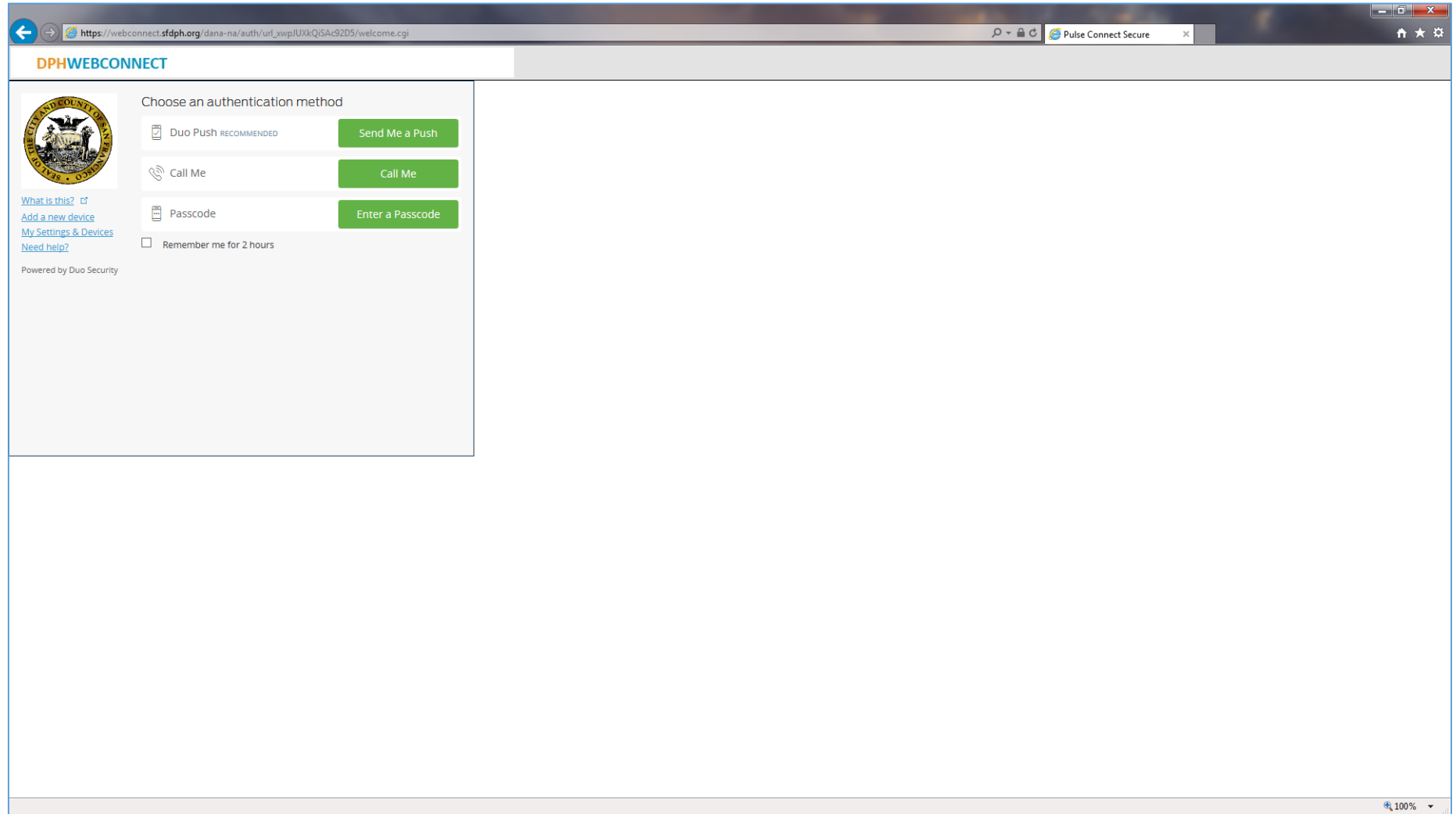
DUO calls the application on your phone.

Call Me

DUO calls your phone number.

Enter a Passcode

Press the **Enter a Passcode** button and the Passcode field will open up.



How do I use DUO to sign in to WebConnect? (cont.)

Step 3a – DUO Push

In the Android OS:

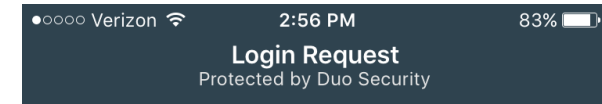
- Sign in to your phone
- Tap on the DUO notification bar
- Click [Approve](#) in the DUO application

In the Apple OS:

- Sign in to your phone
- Tap on the DUO notification bar
- Click [Approve](#) in the DUO application



Android OS Example



SF Dept of Public Health
Pulse Secure SSL VPN

paul zabriskie

75.6.228.43
San Francisco, CA, US

2:56:46 PM PDT
June 1, 2016

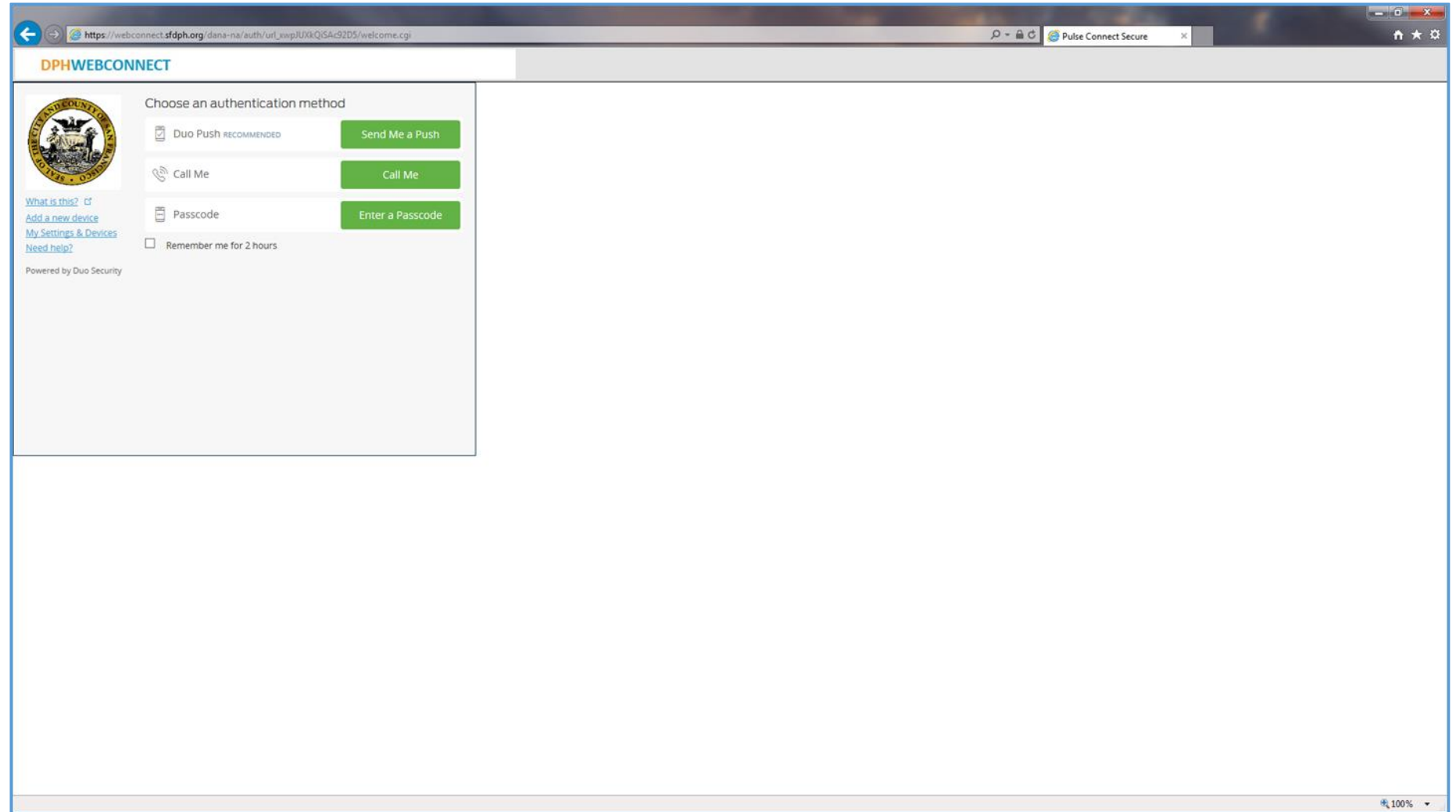


Apple OS Example

How do I use DUO to sign in to WebConnect? (cont.)

Step 3b – DUO Call

DUO will call the phone number that you registered with DUO. A pleasant voice will ask you to push a single number on your phone's keypad.



How do I use DUO to sign in to WebConnect? (cont.)

Step 3c – DUO Passcode

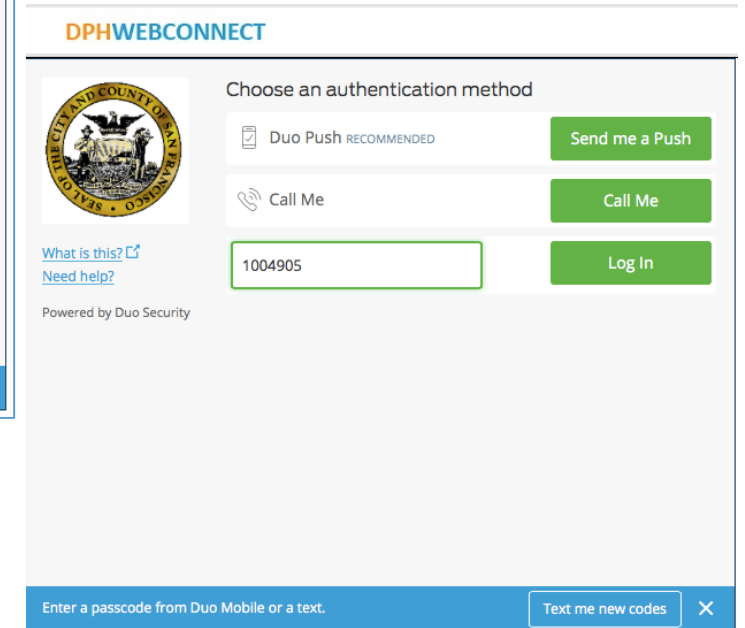
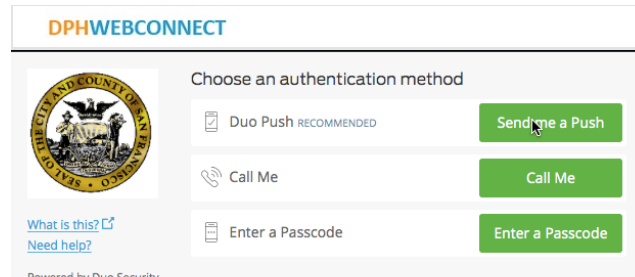
You may get a DUO passcode:

- a) From the DUO application (Press the key and the number will be displayed)
- b) Via a text message
- c) From a Help Desk.

Press the **Enter a Passcode** button and the Passcode field will open up.

The **Enter a Passcode** button changes to **Log In**.

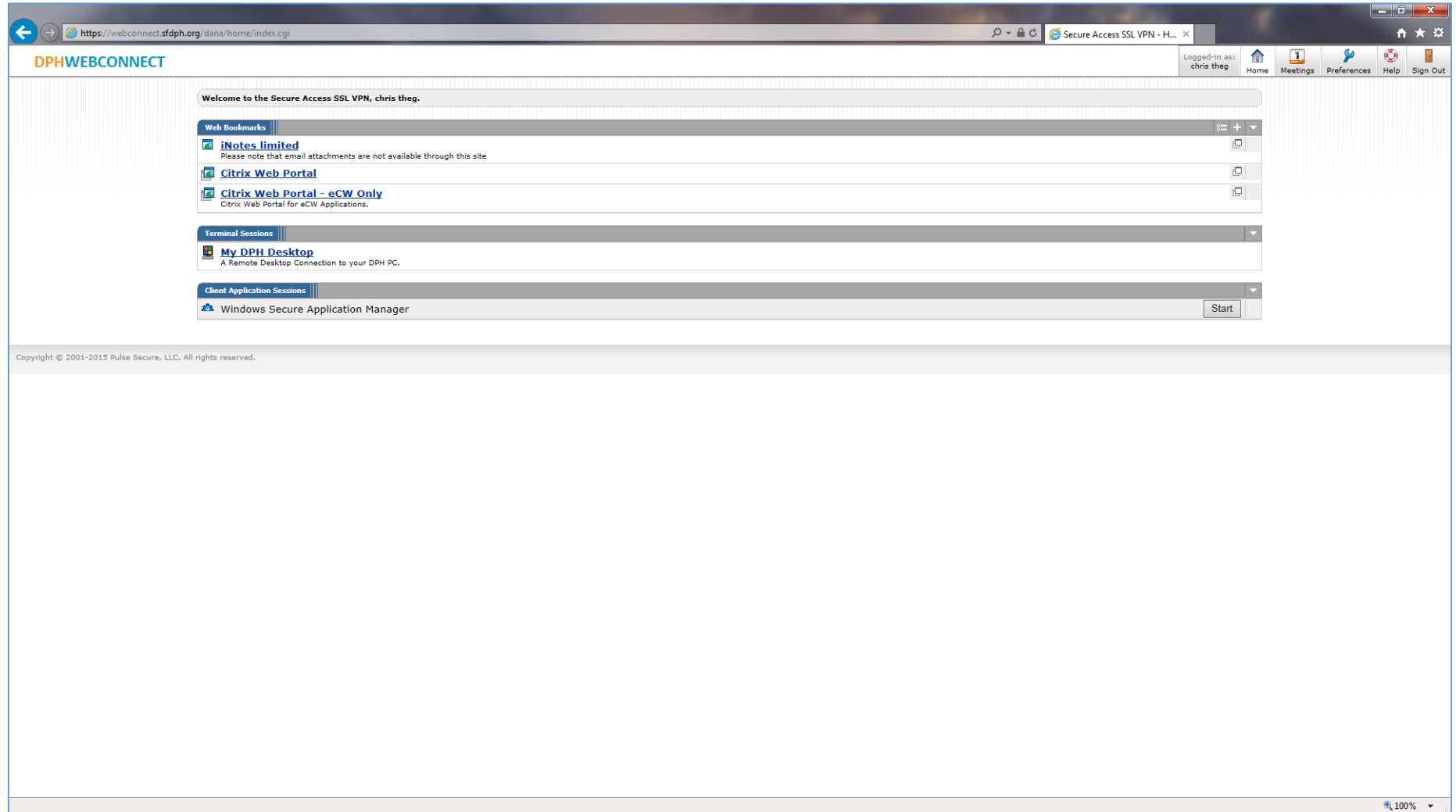
Enter in the passcode and press **Log In**. The codes button in the **Blue** section will send a pack of 10 codes to your phone via text.



How do I use DUO to sign in to WebConnect? (cont.)

Step 4.

Now you are good to go.
Continue through the
WebConnect login process
as normal.



How do I call if I have questions?

DPH Avatar Agencies and Contractors	Avatar Help Desk	(415) 255-3788
SFGH and LLH Hospitals, COPC Clinics, Population Health and Prevention, 101 Grove and DPH Behavioral Health	DPH Help Desk	(415) 759-3577 or dph.helpdesk@sfdph.org
UCSF	UCSF Help Desk	(415) 206-5126
SF Consortium Clinics	Jonathan Howell	(415) 355-2254