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.
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 21** 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.
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

(Recommended)

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

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

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.
Step 1.
To begin, Click -

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.

What is this?
Need help?
Powered by Duo Security

Start setup
**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 -
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 -
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
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
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 –

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.
Step 1.

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

Enter your username and password.

Click -

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
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.
Step 3a – DUO Push

In the Android OS:

a) Sign in to your phone
b) Tap on the DUO notification bar
c) Click **Approve** in the DUO application

In the Apple OS:

a) Sign in to your phone
b) Tap on the DUO notification bar
c) Click **Approve** in the DUO application
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.
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.
Step 4.

Now you are good to go. Continue through the WebConnect login process as normal.
# How do I call if I have questions?

<table>
<thead>
<tr>
<th>DPH Avatar Agencies and Contractors</th>
<th>Avatar Help Desk</th>
<th>(415) 255-3788</th>
</tr>
</thead>
<tbody>
<tr>
<td>SFGH and LLH Hospitals, COPC Clinics, Population Health and Prevention, 101 Grove and DPH Behavioral Health</td>
<td>DPH Help Desk</td>
<td>(415) 759-3577 or <a href="mailto:dph.helpdesk@sfdph.org">dph.helpdesk@sfdph.org</a></td>
</tr>
<tr>
<td>UCSF</td>
<td>UCSF Help Desk</td>
<td>(415) 206-5126</td>
</tr>
<tr>
<td>SF Consortium Clinics</td>
<td>Jonathan Howell</td>
<td>(415) 355-2254</td>
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