Using Duo on DPH Webconnect for Mac (OSX 10.10 and 10.11)

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What is DUO?

DUO is the new DPH two-factor IT Security application that is now being rolled out to all *new* DPH Remote Access (Webconnect) users. It provides a second factor of authentication via your smartphone and it will eventually replace the Entrust (physical) tokens.

Prerequisites:

DPH Webconnect requires several versions of Java, Pulse Secure App Launcher, and Citrix receiver. Also, in order for Webconnect to work several settings in both the Java Preferences and Safari's Plugin Preferences will need configuration. This package has been verified with both Yosemite, and El Capitan Operating Systems. This document will outline how to **enroll in Duo (Page 3)**, and prepare your Mac computer for the use of the DPH Webconnect system.

If WebConnect is currently working on your system, you can skip to the "Enrolling in DUO for WebConnect" section on page 3.

Install SFGH-WebConnect.pkg

The SFGH-Webconnect.pkg installer will automatically install the required Java and Citrix software. It also applies the preference settings needed for Webconnect. To Install SFGH-Webconnect.pkg please do the following:

- 1. Download SFGH-Webconnect.pkg from http://ucsf.box.com/webconnect (located in "Mac" folder)
- 2. Double click the SFGH-Webconnect.pkg



3. Click Install



4. Enter your password when prompted (Must be an administrator account)

Username:	UCSF Administrator
Password:	

5. CLOSE the Webconnect website that opens (we will bookmark this later)

DPHW	EBCONNECT	
	LDCONNECT	
WebCor	nnect Sign In	
username		Welcome to DPH WebConnect for UC
username password		Welcome to DPH WebConnect for UC "NOTICE" August 1st, 2015. Micros- not supported on the Installed releas
username password	Stan In Help	Welcome to DPH WebConnect for UC "WOTICE" August fat, 2015. Bicrow not supported on the busilitatile relates Need assistance? Click the Heip but

6. Click close once the install completes.

	Install SFGH-WebConnect
Introduction Destination Select Installation Type Installation Summary	The installation was completed successfully.
	Go Back Cio

7. Be sure to restart the PC before attempting to use the Webconnect site. If you still need to install PulseSecureAppLauncher.dmg you may restart after that is complete.

Install PulseSecureAppLauncher.dmg

Webconnect also requires the Pulse Secure App Launcher in order to run your desired clinical applications. To Install Pulse Secure App Launcher, please do the following:

- Download PulseSecureAppLauncher.dmg from http://ucsf.box.com/webconnect (located in "Mac" folder)
- 2. Double Click the downloaded Installer and click Continue



3. Click Install

	Standard Install on "Macintosh HD"
Introduction Destination Select Installation Type Installation Summary	This will take 2.6 MB of space on your computer. Click Install to perform a standard installation of this software in your home folder. Only the current user of this computer will be able to use this software.
Secure	Go Back Inst.

4. Click Close once the install completes



5. Be sure to restart the PC before attempting to use the Webconnect site.

Enrolling in Duo for Webconnect

What is duo? To enroll in Duo, please do the following:

- 1. In Safari navigate to https://webconnect.sfdph.org/myucsf-duo
- 2. Sign in with your DPH Username/Password (Example: John Doe—Space between first and last name)> Click "Sign in"



3. Click "Start Setup"

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Select "Mobile Phone", or "Tablet" (Landline not recommended)> Click Continue
 DPHWEBCONNECT

S SED COUNTY	What type of device are you adding?
N N	Mobile phone RECOMMENDED
- Charles	 Tablet (iPad, Nexus 7, etc.)
1438 . 0355	CLandline
What is this?	
Need help?	Continue
Powered by Duo Security	w.

- 5. Enter your mobile phone> Click "Continue"
- 6. Select your phone OS (iPhone, Android, Blackberry, etc.)> Click "Continue"
- 7. Launch the App store for your phone and search and install "Duo Mobile" (Logo Below)



8. On your Mac computer click "I have Duo Mobile installed" DPHWEBCONNECT

Stan COUNTY OF	Install Duo Mobile for Android
	 Launch the Google Play Store app and search for "Duo Mobile". Tap "Install" to install the app.
What is this? La Need help?	rol along the
Powered by Duo Security	Back I have Duo Mobile installed

9. Open the Duo Mobile App on your phone and press the "+" button.

▲ Back to App Store	1:37 PM	1 ∅ ∦ 4	14% 💷 י
Edit			+
Check	out these new fea	tures!	
UCSF UCSF			.

10. Your phone's camera will open> Scan the QR Code on the screen>Click Continue once scanned DPHWEBCONNECT

STAN COUNTI OF	Activate D	Duo Mobile for Android
	Test North	1. Open Duo Mobile.
F 31 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	一日二,5,50	2. Tap the "+" button.
01000000	C SSAC	3. Scan this barcode.
1.0	- 66 V A	Or, have an activation link emailed to
What is this? Ґ	36.44	you instead.
Need help?	E103333	199 S
Powered by Duo Security		
	Back	Continue

11. Select your preferred settings (on screen example recommended)
DPHWEBCONNECT

What is this? E ¹ Need help? Powered by Duo Security	My default device is: Android (XXX-XXX-8164) This device can automatically receive a request when you need to log in with two-factor authentication.	Automatically send me a: Duo Push Phone Call Save
	My Devices	
	Android	Device Options
	Done	

Enrollment is now complete and the system will show you an example (below) of what screen you should expect once you sign into the Webconnect system going forward.

DPHWEBCONNECT



Using Webconnect

Now that you have enrolled to Duo you can now use your phone to provide Two-Factor-Authentication for the Webconnect website. To use the Duo-Webconnect site do the following:

- 1. In Safari go to https://webconnect.sfdph.org/myucsf-duo (Note: following screenshots do not show the full website URL)
- 2. Create a bookmark for your future use. While in Safari>Bookmarks>Add Bookmark> Name your bookmark>Add

Safari File Edit View History	Bookmarks Window Help Show Favorites Show Frequently Visited in Favorites	
DPHWEBCONNECT	Show Bookmarks Edit Bookmarks	∵жв
Welcome to the Pulse Connect Secure	Add Bookmark Add Bookmarks for These Tabs Add Bookmark Folder	₩D

3. Sign in with your DPH (IN) Credentials:

••• <						webconnec	t.sfdph.org	
DPHWEE	CONNECT							
Welcome t Pulse C	o the onnect Seco John Doe	ure	Please sign in	to begin your :	secure sess	ion.		
password	••••••	₹~						

4. Select DUO secondary authentication method:

		wet
DPHWEBCON	INECT	
STREOUNT	Choose an authentication method	
		Send me a Push
0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	🛞 Call Me	Call Me
What is this? 🖸 Add a new device	Enter a Passcode	Enter a Passcode
My Settings & Devices Need help?		
Powered by Duo Security		

5. Open phone/tablet you used for enrollment and approve the push:



If you selected "Enter a passcode" you will see a 6 digit code on your phone/tablet. You will be prompted to enter that code on the Webconnect Website.

NOTE: During the next few steps you may see the following prompts. You should select "Open", "Always", "Run" or "Trust"



6. Wait for "Host Checker" to load (be patient, can take 1-3 minutes and will prompt for password):

ease wait. This may take several minutes. Host Checker	Setup: HostChecker
an error prevents a component from loading properly, you can	Launching application. Please wait

7. Once the Host Checker has completed you should see the "DPHWEBCONNECT" Home Screen. Click "Start" button under the "Client Application Sessions" section.



8. Once the Java Secure App Manager is done you will see the window below:



9. On the DPHWEBCONNECT Home screen you may now click on the "Web Bookmark" or "Terminal Session." In most cases you will be selecting the "Citrix Web Portal" web bookmark.



10. The "Secure Application Manager" may launch again (be patient, can take 2-3 minutes and will prompt for password) Be sure to enter your computer's password if you see the prompt below.

DPHWEBCONNECT

(11)	
•	java wants to make changes. Type your password to allow this.
	Username: UCSF Administrator
	Password:
aunching the Secure Application Manager may take sever nay be available.	Enter the username/password for your computer.

11. On the Citrix Portal select the application you wish to run

Applications 🛛 😥 🔗 😒	Welcome
Top 📾 Up	Welcome to the SFDPH Web Application Portal!
PulseCheck Log Off	For support contact the appropriate Help Deak: \$FORL LUH - 79-357. helpChn0@sh0.nog - 24 Houry/Day COPC Clinic/Npp 18th8/Perv1010 Grove - 255-338 - 24 Houry/Day CORSetTum Clinic - 79-337 - 44 May 18 JM to 35M UCSF - 205-5126 - support@sh0.net.cute.dou - 4F BAM to 55M UCSF PhyselT - 18 - 256-5126 - 45 Mat to 55M
	Please do not open any Applications in the Yon Working Applications' Folders. Thank You! Please Read: Unactivities was enterprised with a Sperement computer system is a felony under U.S. and California law (Penal Code section 502 A-F) and is investigated by the FBI and appropriate State and local agencies.

12. Citrix Receiver should launch the selected application in a new widow



13. Click OK after reading the SF DPH Prompt. Your application will then Launch.

