

# 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:

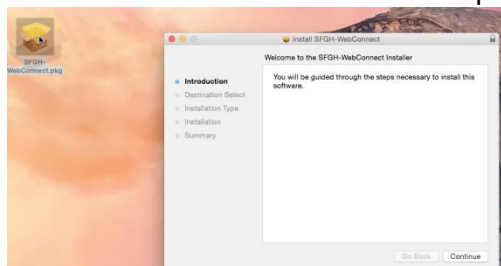
DPH Webconnect requires several versions of Java, Pulse Secure App Launcher, and Citrix receiver. Also, in order for Webconnect to work several settings in both the Java Preferences and Safari's Plugin Preferences will need configuration. This package has been verified with both Yosemite, and El Capitan 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.**

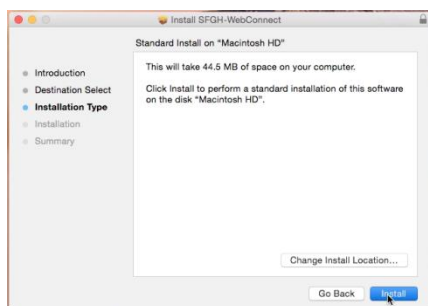
## Install SFGH-WebConnect.pkg

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:

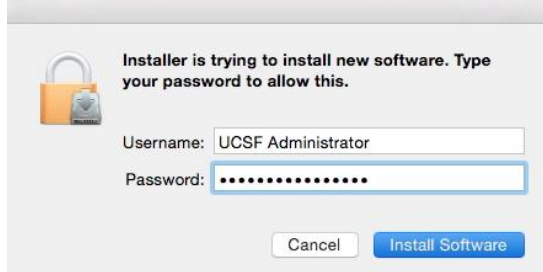
1. Download SFGH-Webconnect.pkg from <http://ucsf.box.com/webconnect> (located in "Mac" folder)
2. Double click the SFGH-Webconnect.pkg



3. Click Install



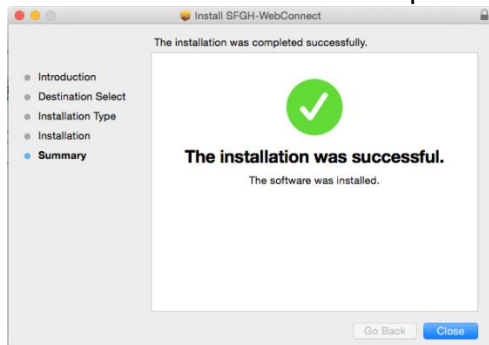
4. Enter your password when prompted (Must be an administrator account)



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



6. Click close once the install completes.



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:

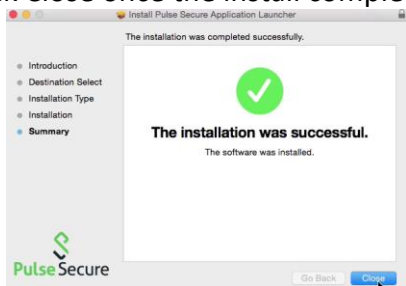
1. Download PulseSecureAppLauncher.dmg from <http://ucsf.box.com/webconnect> (located in "Mac" folder)
2. Double Click the downloaded Installer and click Continue



### 3. Click Install



### 4. Click Close once the install completes



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

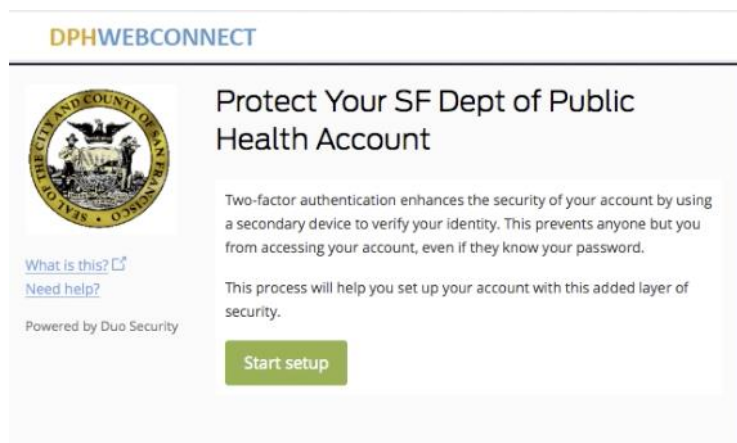
## Enrolling in Duo for Webconnect

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

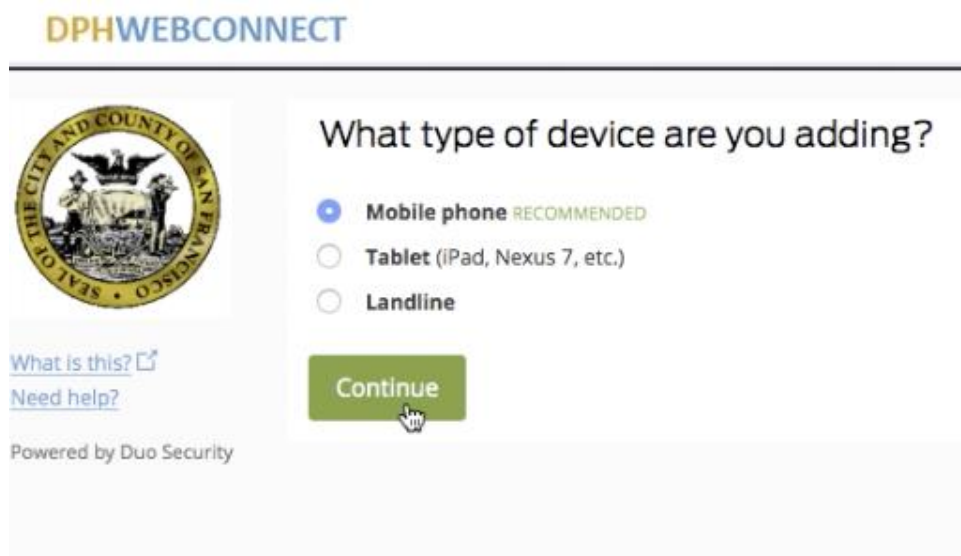
1. In Safari navigate to <https://webconnect.sfdph.org/myucsf-duo>
2. Sign in with your DPH Username/Password (Example: John Doe—Space between first and last name)> Click "Sign in"



### 3. Click "Start Setup"



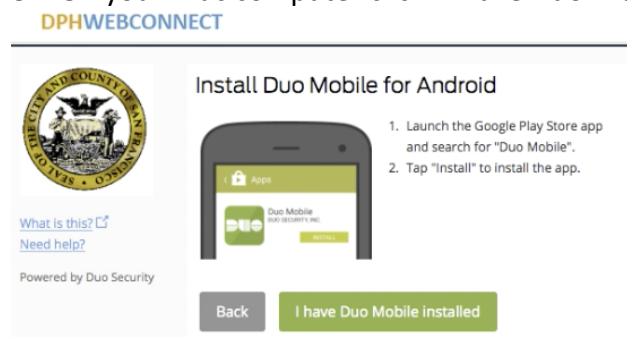
4. Select “Mobile Phone”, or “Tablet” (Landline not recommended)> Click Continue



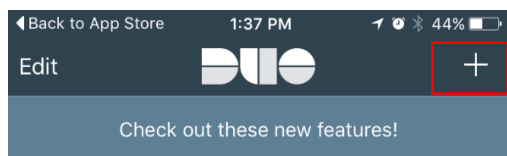
5. Enter your mobile phone> Click “Continue”  
 6. Select your phone OS (iPhone, Android, Blackberry, etc.)> Click “Continue”  
 7. Launch the App store for your phone and search and install “Duo Mobile” (Logo Below)



8. On your Mac computer click “I have Duo Mobile installed”



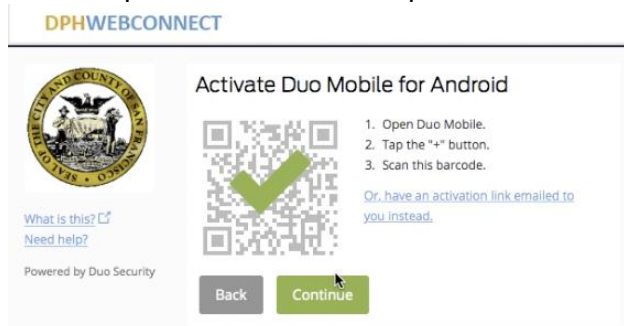
9. Open the Duo Mobile App on your phone and press the “+” button.



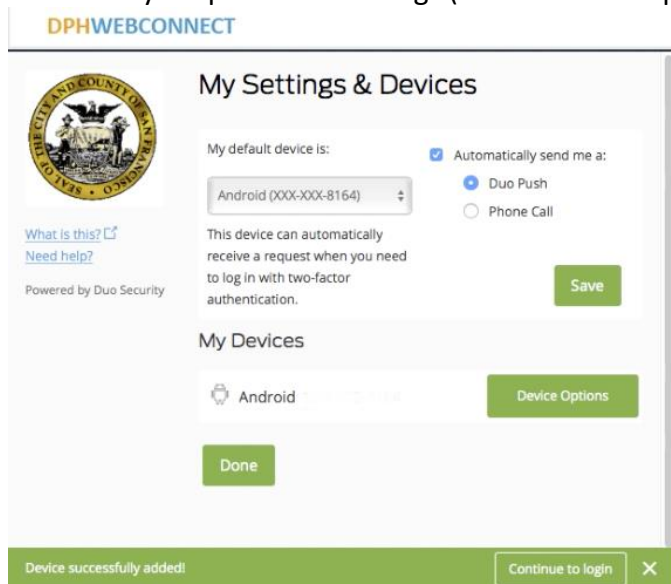
UCSF UCSF




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



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



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.




[What is this?](#)  
[Add a new device](#)  
[My Settings & Devices](#)  
[Need help?](#)

Powered by Duo Security


### Choose an authentication method

☒ Duo Push RECOMMENDED

Send me a Push

 Call Me
 

Call Me

 Enter a Passcode
 

Enter a Passcode

Enrollment successful! This is the Duo login prompt that you'll normally see when logging in.

×

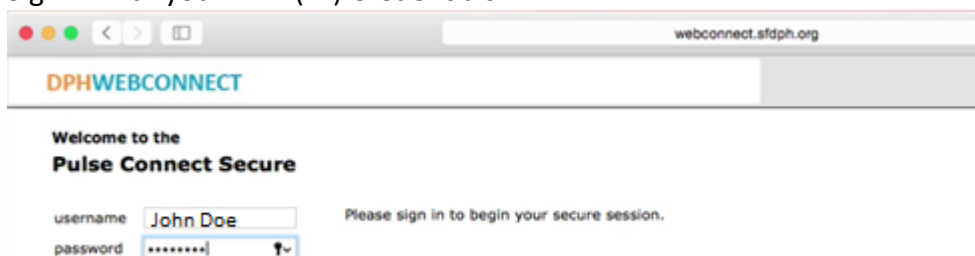
## Using Webconnect

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:

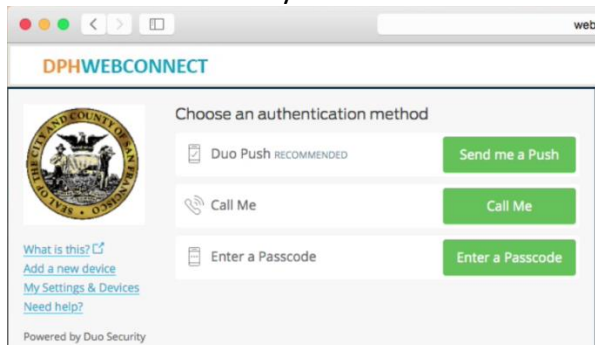
1. In Safari go to **https://webconnect.sfdph.org/myucsf-duo**  
(Note: following screenshots do not show the full website URL)
2. Create a bookmark for your future use. While in Safari>Bookmarks>Add Bookmark> Name your bookmark>Add



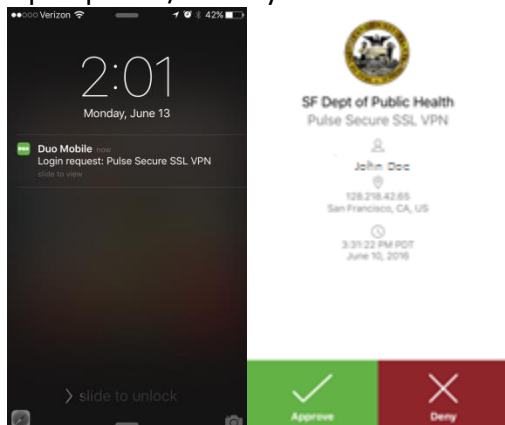
3. Sign in with your DPH (IN) Credentials:



4. Select DUO secondary authentication method:

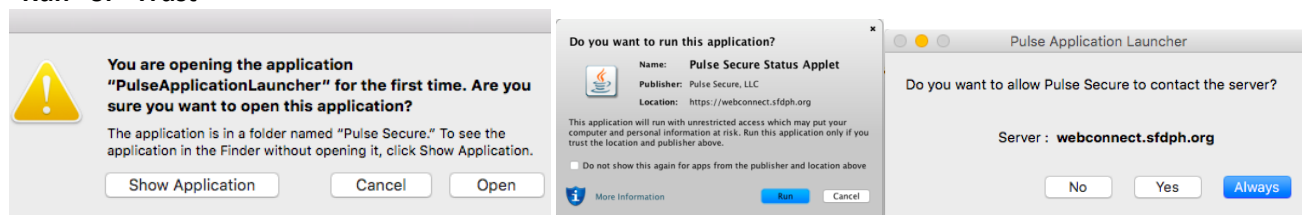


5. Open phone/tablet you used for enrollment and approve the push:

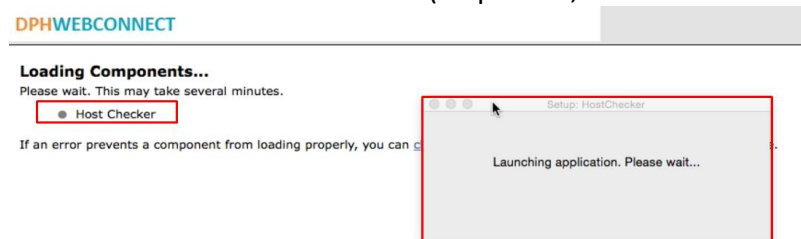


If you selected "Enter a passcode" you will see a 6 digit code on your phone/tablet. You will be prompted to enter that code on the Webconnect Website.

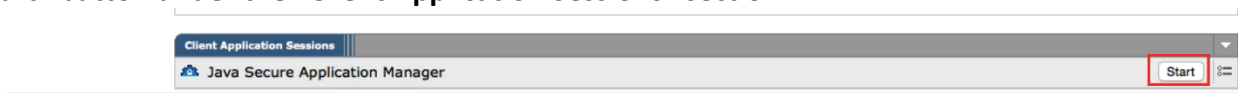
**NOTE: During the next few steps you may see the following prompts. You should select “Open”, “Always”, “Run” or “Trust”**



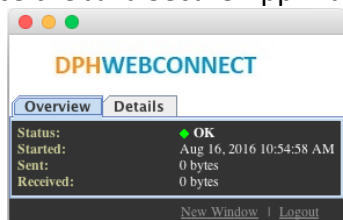
6. Wait for “Host Checker” to load (be patient, can take 1-3 minutes and will prompt for password):



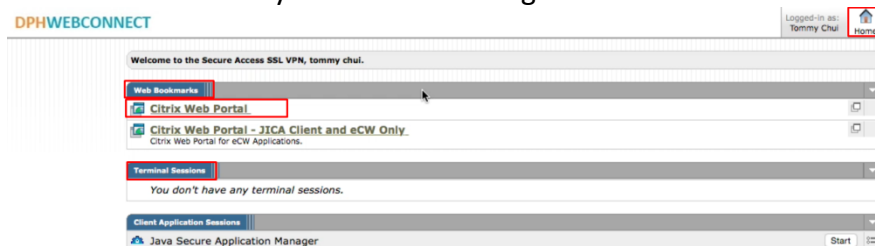
7. Once the Host Checker has completed you should see the “DPHWEBCONNECT” Home Screen. Click “Start” button under the “Client Application Sessions” section.



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.

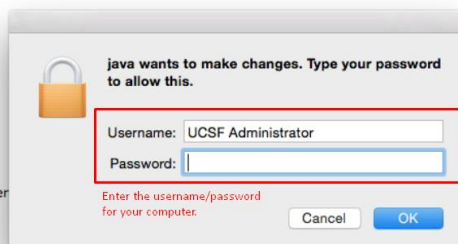


10. The “Secure Application Manager” may launch again (be patient, can take 2-3 minutes and will prompt for password) Be sure to enter your computer’s password if you see the prompt below.



Launching the Secure Application Manager. Please wait...

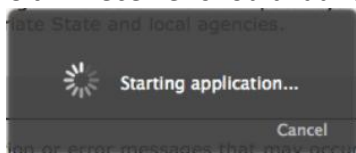
Launching the Secure Application Manager may take several minutes and the application may not be available.



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



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



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

