

Using Duo on DPH WebConnect for Windows

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What is DUO?

DUO is the DPH two-factor IT Security application that is required for all DPH Remote Access (WebConnect) users. DUO provides your account with a second layer of authentication via your smartphone; and has replaced the Entrust (physical) tokens.

Prerequisites:

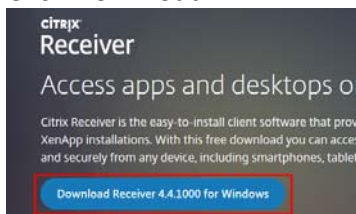
DPH WebConnect requires the latest Pulse Secure App Launcher and Citrix receiver. Also, in order for WebConnect to work you must use Internet Explorer 11 or higher. This document will outline how to **enroll in Duo (Page 3)**, and prepare your Windows PC for the use of the DPH WebConnect system. Also, the Edge Browser in Windows 10 is not supported.

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

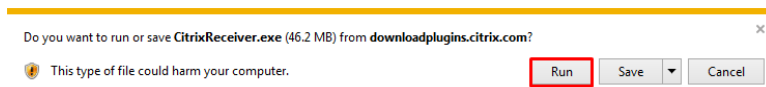
Install Citrix Receiver

WebConnect also requires Citrix and the Pulse Secure App Launcher in order to run your desired clinical applications. To install Citrix, please do the following:

1. In Internet Explorer go to <https://www.citrix.com/go/receiver.html>
2. Click Download



3. Click Run



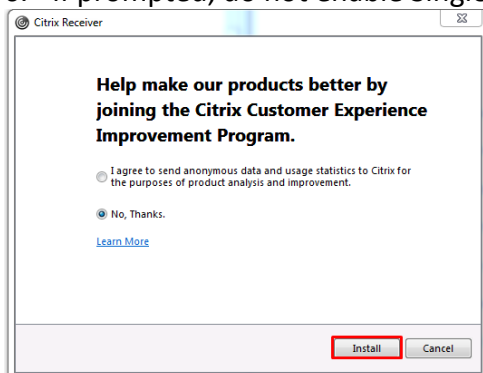
4. Click Start



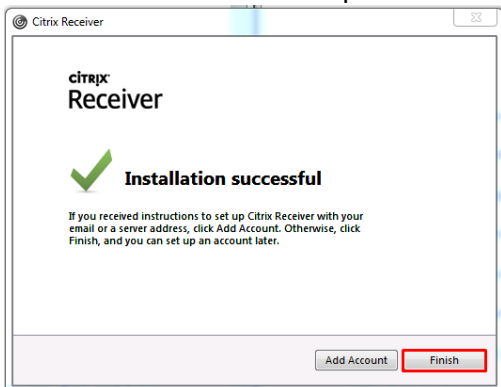
5. Click Next



6. If prompted, do not enable Single Sign On. Click Install



7. The installation is complete. Click Finish



8. Important, restart your computer after installing Citrix

Configure the pop-up blocker in Internet Explorer

1. In Internet Explorer, click on Tools > Internet Options
2. Click on the Privacy tab > Leave Pop-up blocker checked > click Settings
3. In Address of website to allow, type: <https://webconnect.sfdph.org>
4. Click Add > Close the window

It's recommended that you restart Internet Explorer after installing Citrix. Do this by closing all open Internet Explorer windows.

Enrolling in Duo for WebConnect or skip to page 5

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

1. In Internet Explorer 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

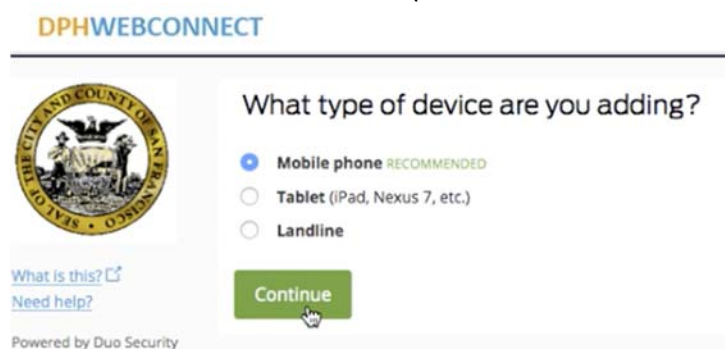


When prompted to store password for sfdph.org, choose Not for this site

3. Click Start setup



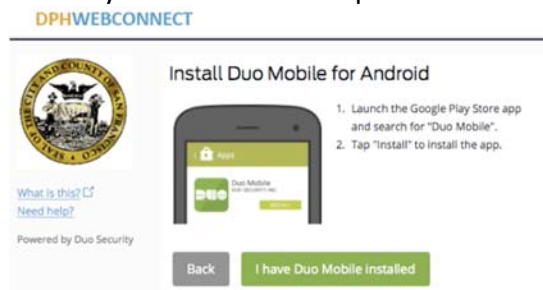
4. Select Mobile Phone or Tablet (Landline not recommended)> Click Continue



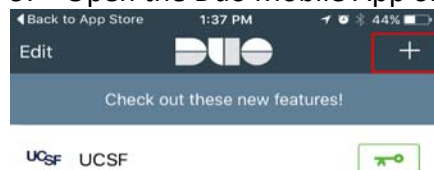
5. Enter your mobile phone > Click Continue
6. Select your phone OS (iPhone, Android, Blackberry, etc.) > Click Continue
7. Launch the App store for your phone. Search and install Duo Mobile (Logo Below)



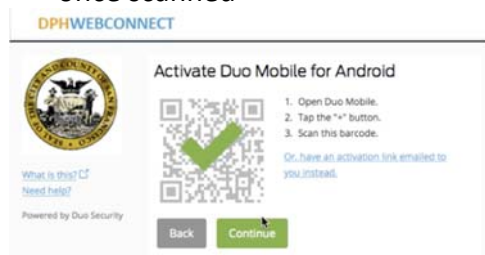
8. On your Windows computer click I have Duo Mobile installed



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



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



11. Select your preferred settings. Automatically send me and DUO push are recommended. You will need to allow the notifications on your device.



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.



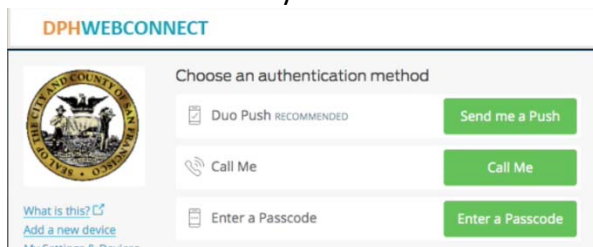
Using WebConnect

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:

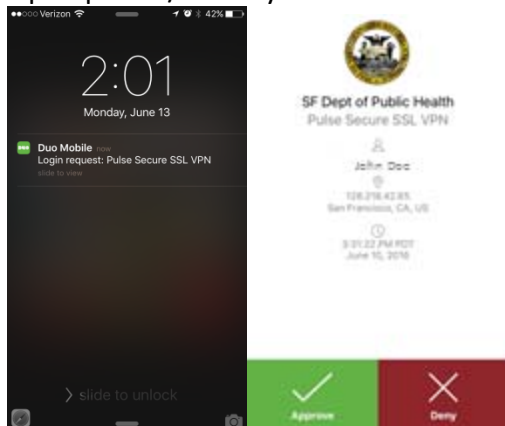
1. In Internet Explorer, go to **<https://webconnect.sfdph.org/myucsf-duo>**
2. Create a favorite/bookmark for future use: In Internet Explorer select the Favorites Menu> Add to Favorites> Name the bookmark and click OK.
3. Sign in with your DPH (IN) Credentials:



4. Select DUO secondary authentication method:

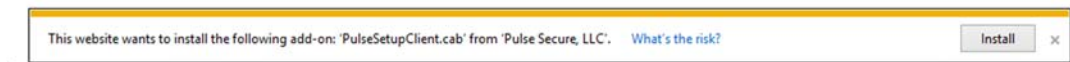


5. Open phone/tablet you used for enrollment and approve the push:

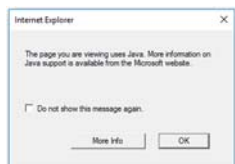


If you selected Enter a passcode you will see a 6 digit code on your phone/tablet. You will be prompted to enter that code on the WebConnect Website.

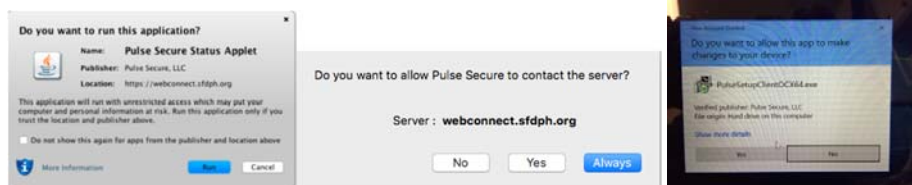
6. You'll see a prompt to save your password. Choose Never
7. Underneath that window, you'll be prompted to install Pulse Secure, LLC. Choose Install



8. Check off Do not show this message again > OK



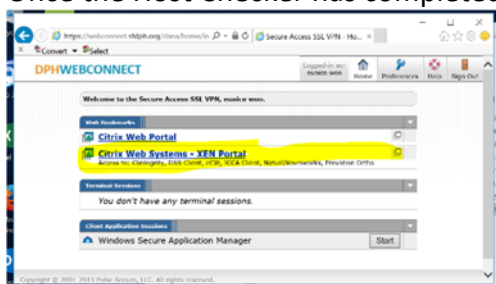
NOTE: During the next few prompts, you should select Yes, Allow, Open, Always, Run or Trust (depending on Win7/Win10), and check off Do not show the warning for this program again



9. Wait for Host Checker to load (this can take a few minutes):



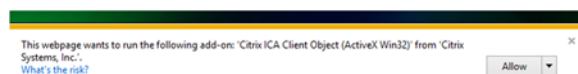
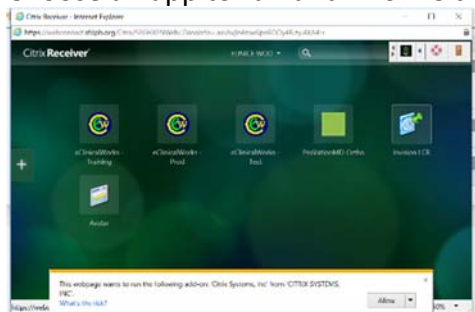
10. Once the Host Checker has completed you should see the DPHWEBCONNECT Home Screen



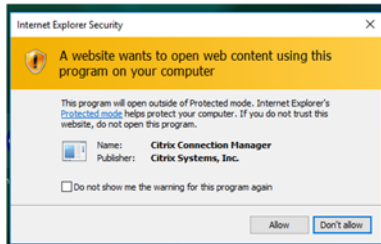
11. Select a link in the Web Bookmark or Terminal Session section. In most cases, you will be selecting the **Citrix Web Systems-XEN Portal** web bookmark.
12. The **Citrix Web Systems-XEN Portal** should then launch. A login screen will open. Sign in with your DPH (IN) Credentials



13. Choose an app to run and Allow Citrix to run



14. Check the box Do not show me warning again

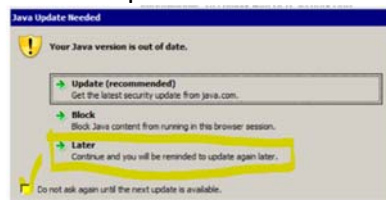


15. Citrix Receiver should launch the selected application in a new widow

16. Click OK after reading the SF DPH Prompt.



17. You may receive this Java notification. Check off the box, Do not ask again and choose Later. Do not choose Update.



18. Your application will then launch.