



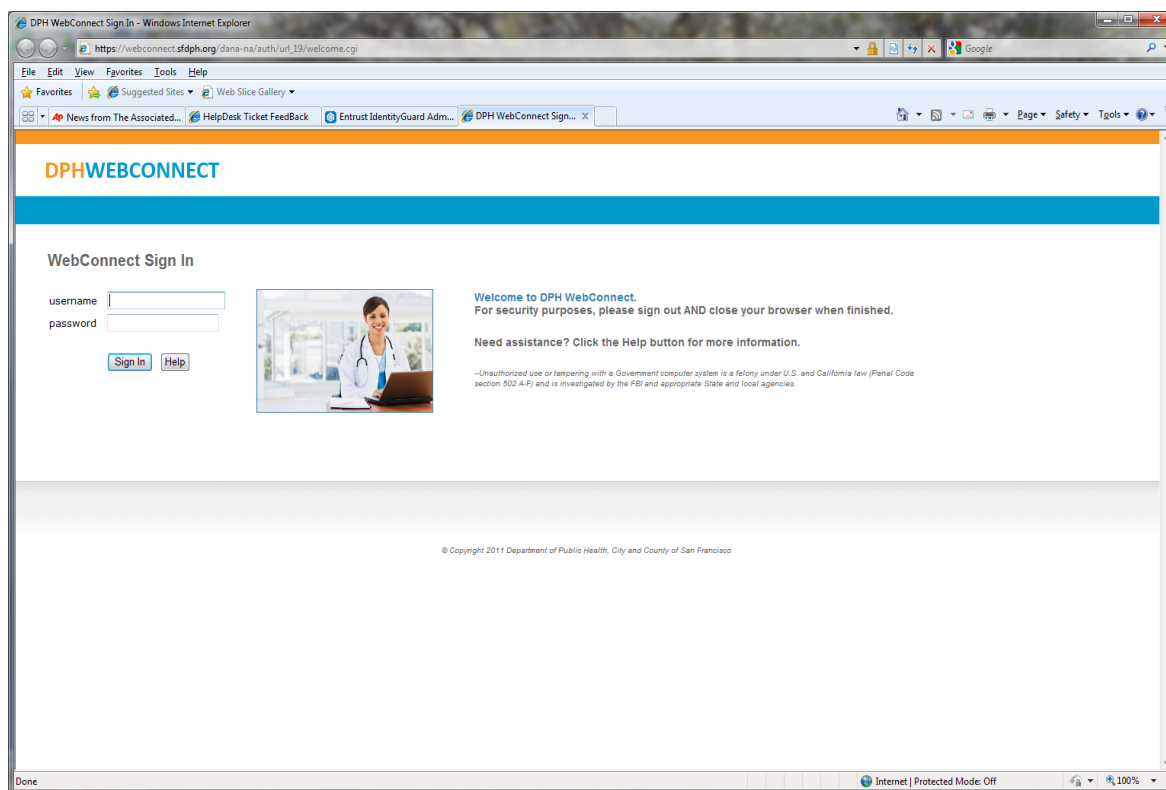
Welcome to The Department of Public Health's WebConnect Portal

You have been issued a first time access password to activate your WebConnect account.

Reminder: Please do not use SSL gateway from computers that have checkpoint VPN installed.

The URL for using WebConnect to access Avatar is below.

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





Upon first log in you will be asked to change your password.

Remember that passwords must contain at least one uppercase and one lowercase letter and at least one number. All passwords must be at least 8 characters long and may not contain your user name. The system will ask you to enter your new password twice to assure that no typos have occurred. In accordance with DPH policy you will be prompted to change your password every 90 days.

If you are logging in for the first time you will see the following screen

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

After clicking on “**Start Setup**” you will be presented with the 3 choices below. Please choose “Mobil phone”

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What type of device are you adding?


- ☒ **Mobile phone** RECOMMENDED
- ☐ **Tablet** (iPad, Nexus 7, etc.)
- ☐ **Landline**

Continue

Choosing Mobile phone will take you to this screen

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Enter your phone number

United States 

+1 **(415) 555-1212** 

ex: (201) 234-5678


☒ **(415) 555-1212** This is the correct number


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Continue

After enter your cell phone number you will be asked to choose the type of phone. If you choose “Other (and cell phones)” you will be setting up to receive activation codes via text message.

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[What is this?](#) 

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

☐ iPhone

☒ Android

☐ BlackBerry

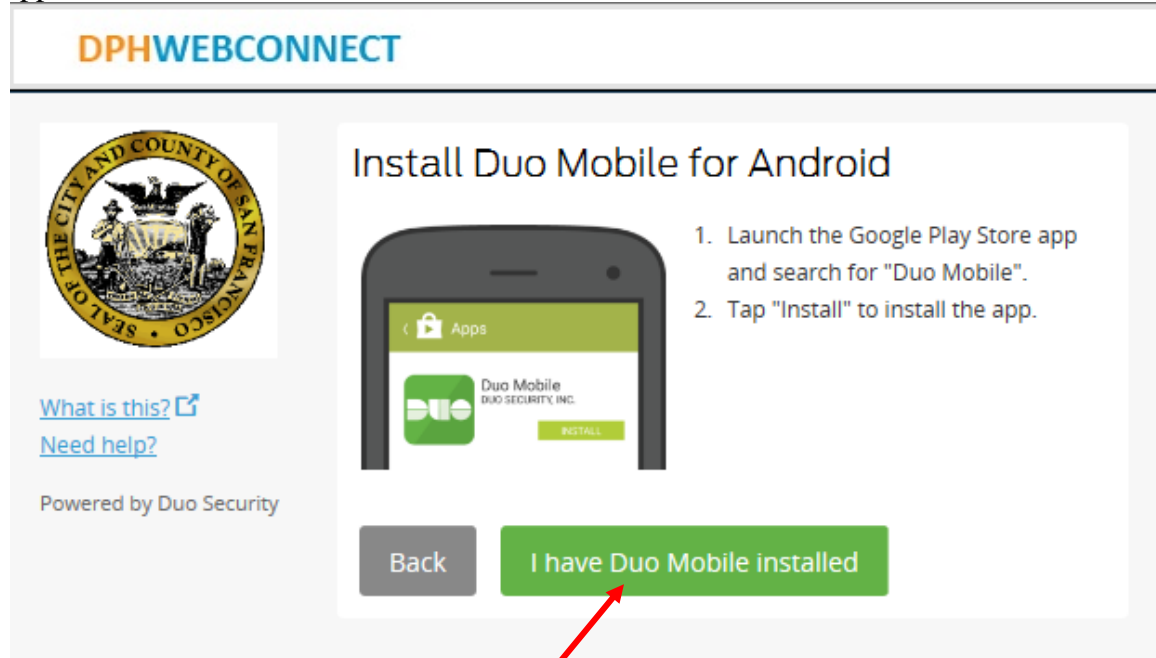
☐ Windows Phone

☐ Other (and cell phones)



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Continue

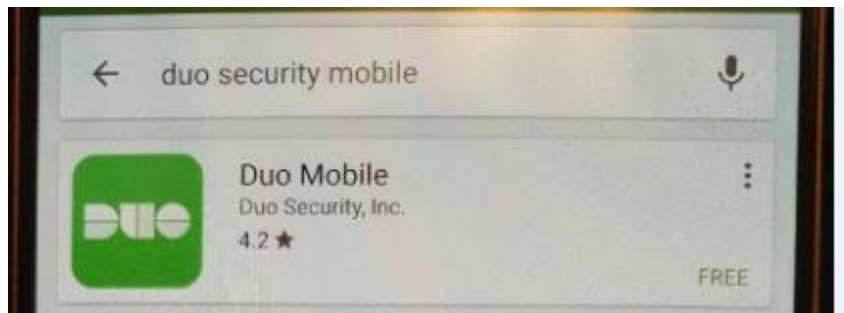
After selecting your phone type you will be asked install the appropriate mobile application



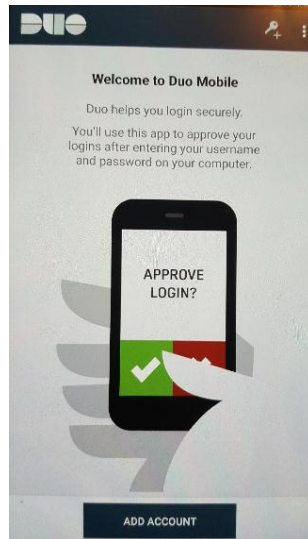
Click here **after the mobile app has been downloaded and installed.**

Go to the app store on your phone (Apple:  Android:  Google play)

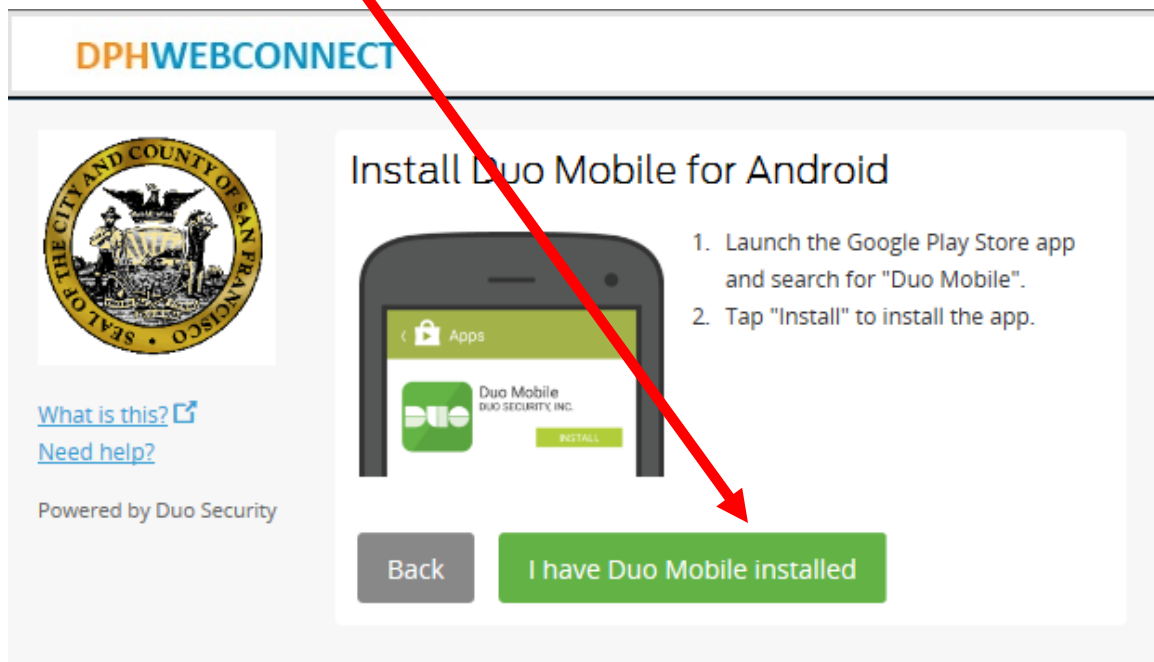
Search for mobile named "DUO SECURITY MOBILE" in your app store and install it.



Once the app is installed on your mobile device, open it to get the following registration screen.





Click on “ADD ACCOUNT” and go back to your computer screen to click on “I have DUO Mobile Installed”.



Now (while DUO app is open on your phone) point your phone at the barcode displayed on your computer screen to activate DUO.

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[What is this?](#) 

[Need help?](#)

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Activate Duo Mobile for iOS




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


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

BackContinue

When you have successfully scanned the barcode, click Continue.

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[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.](#)

BackContinue

On completion of the setup you will see the following
Please Click on “Save” and then “Continue to login”

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[What is this?](#) 

[Need help?](#)

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My Settings & Devices

My default device is:


Android (XXX-XXX-1212) 

☒ Automatically send me a:
☒ Duo Push
☐ Phone Call

This device can automatically receive a request when you need to log in with two-factor authentication.


Save

My Devices

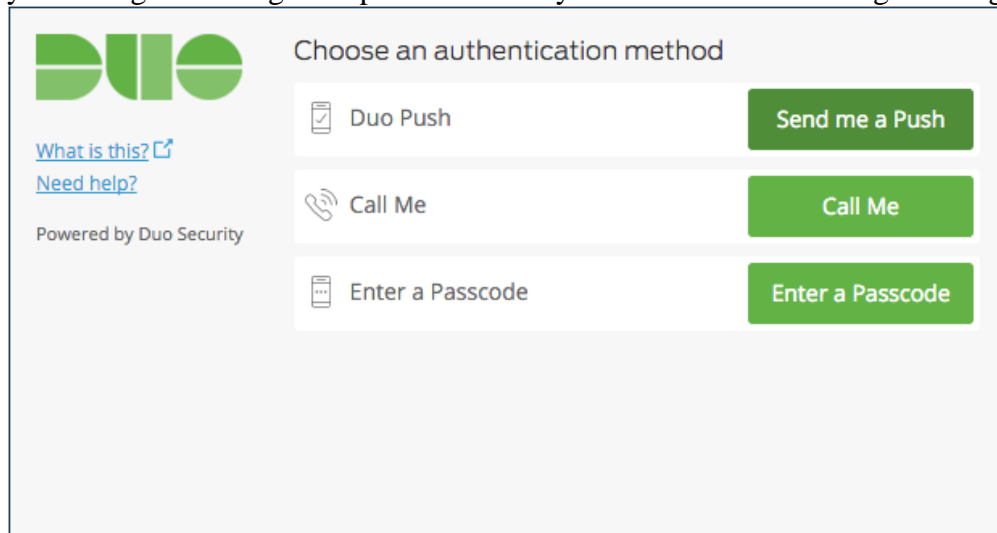
 Android (415) 555-1212

Done

Device successfully added!

Continue to login 

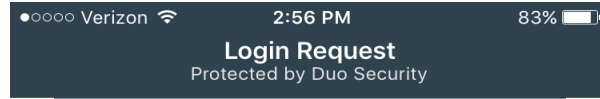
After you have gone through setup the first time you will see the following after login in.



Duo Push Authentication: This is the recommended and easiest authentication method to use if you have a Smart Phone.


1. Click **Send me a Push**.
2. Press the green **Approve** box on your device to log in.
 - a. If you do not receive the Duo Push automatically, go into the Duo Mobile app and pull down to refresh


Your smart phone will display the following when you log on to WebConnect, click “Approve.”



SF Dept of Public Health
Pulse Secure SSL VPN

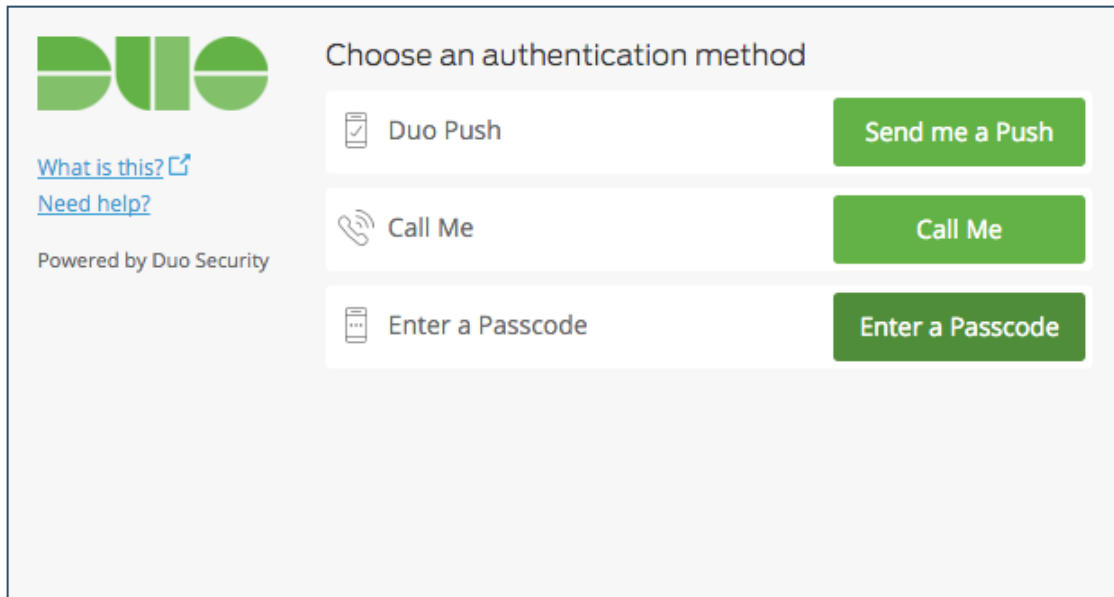

paul zabriskie


75.6.228.43
San Francisco, CA, US


2:56:46 PM PDT
June 1, 2016



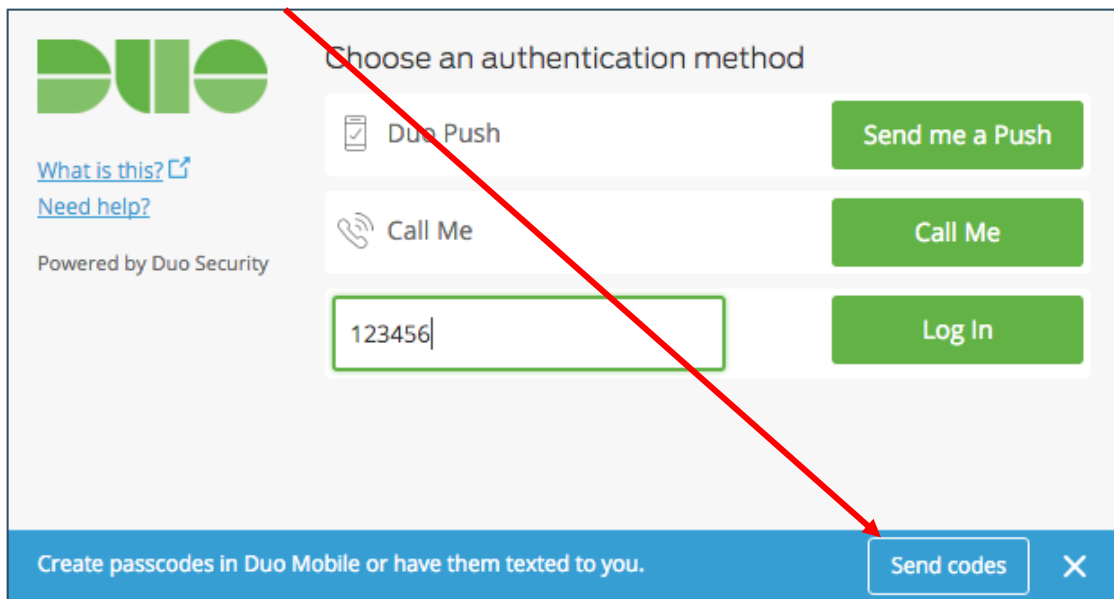
Alternative Options for Authentication: If you do not have a Smart Phone, or choose not to install the Mobile App, you have the option to Select **“Enter a Passcode”**



The image shows the Duo authentication interface. On the left, there is the Duo logo, a link for "What is this?", a link for "Need help?", and the text "Powered by Duo Security". The main heading is "Choose an authentication method". There are three options, each with a radio button and a corresponding button:

- ☒ Duo Push Send me a Push
- ☐ Call Me Call Me
- ☐ Enter a Passcode Enter a Passcode

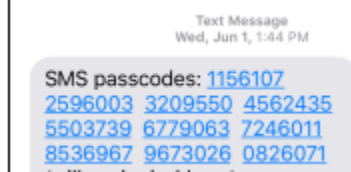
Now click on **“Send codes”**



The image shows the Duo authentication interface with a passcode entered. The "Enter a Passcode" option is selected, and the passcode "123456" is entered in the text field. A red arrow points from the text "Now click on 'Send codes'" to the "Send codes" button in the bottom right corner. The "Log In" button is also visible next to the passcode field.

Create passcodes in Duo Mobile or have them texted to you. Send codes ×

In a few minutes, a text containing 10 passcodes will be sent to the cell phone that you setup previously. Any of the passcodes sent will work for an 80 hour period but each code may only be used once.

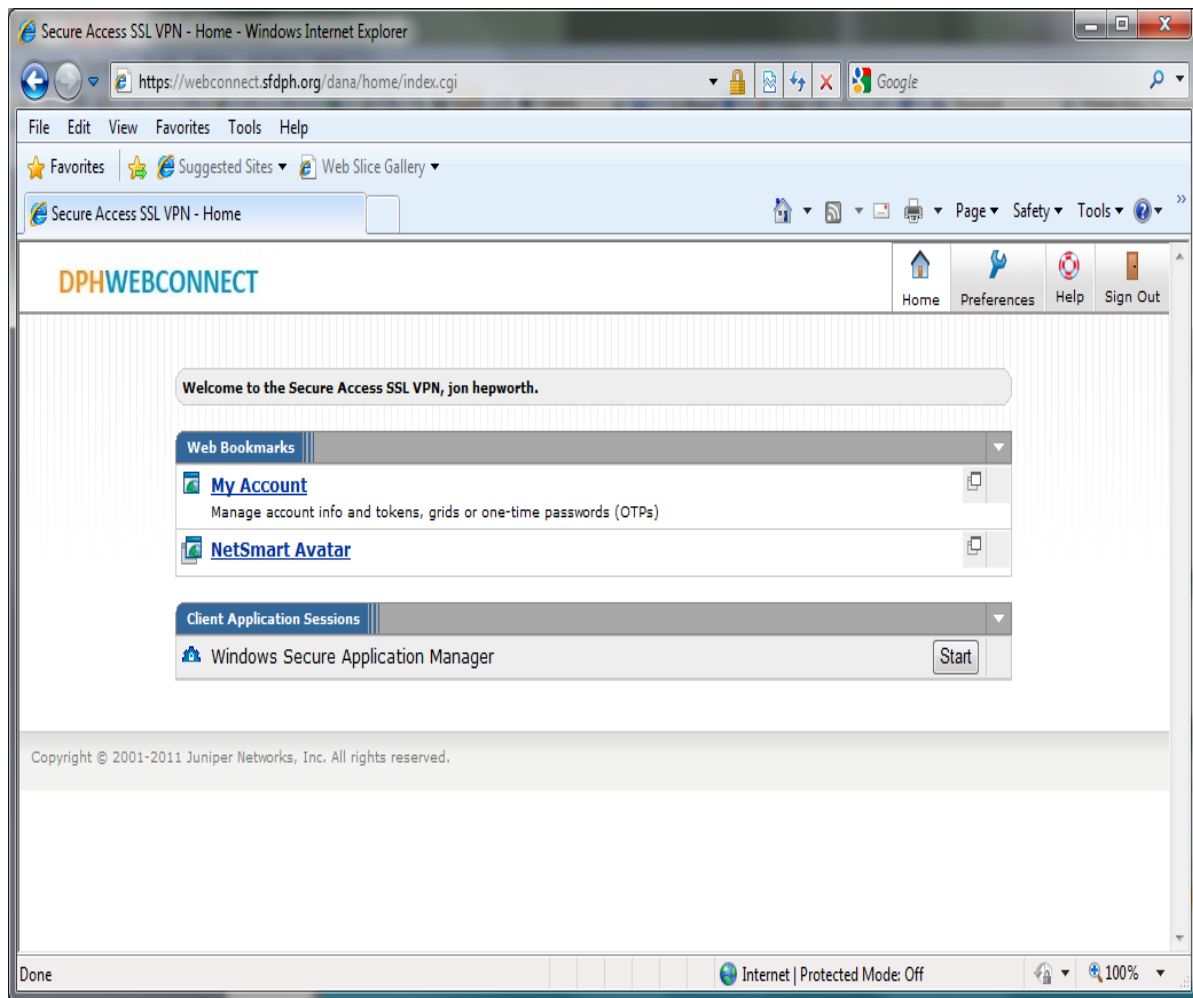


Enter **one** of the 10 **passcodes** sent in the text message and click on “**Log In**”

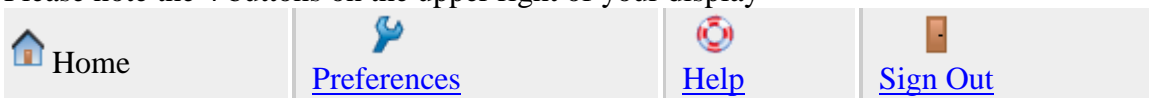
A screenshot of the Duo authentication interface. On the left is the Duo logo and links for "What is this?" and "Need help?". The main heading is "Choose an authentication method". There are three options: "Duo Push" with a "Send me a Push" button, "Call Me" with a "Call Me" button, and a text input field labeled "Enter your passcode (ex. 867539)". A red arrow points from the instruction text to this input field. To the right of the input field is a green "Log In" button, with another red arrow pointing to it. At the bottom is a blue bar with the text "Create passcodes in Duo Mobile or have them texted to you.", a "Send codes" button, and a close icon (X).

You will now proceed to your Home Page

Your home page



Please note the 4 buttons on the upper right of your display



Home takes you back to your WebConnect Home page.

Preferences Takes you to a settings page that we advise that you leave as is.

Help Provides helpful tips on WebConnect Not on Avatar.

Sign Out closes your WebConnect session and logs you out.

From your home page you click on The Netsmart Avatar Link to launch Avatar and Login to your Avatar account

 [NetSmart Avatar](#)

Do not forget to logout of Avatar AND to Sign Out of WebConnect when you are done using the Avatar system.

Please be courteous to others and do not stay logged into WebConnect and Avatar for extended periods of time when you are not actually using the system.



Questions?

Problems?

Call the Avatar Help Line @ 1 (415) 255-3788
Monday through Friday 8:00am to 5:00pm Pacific Time.