

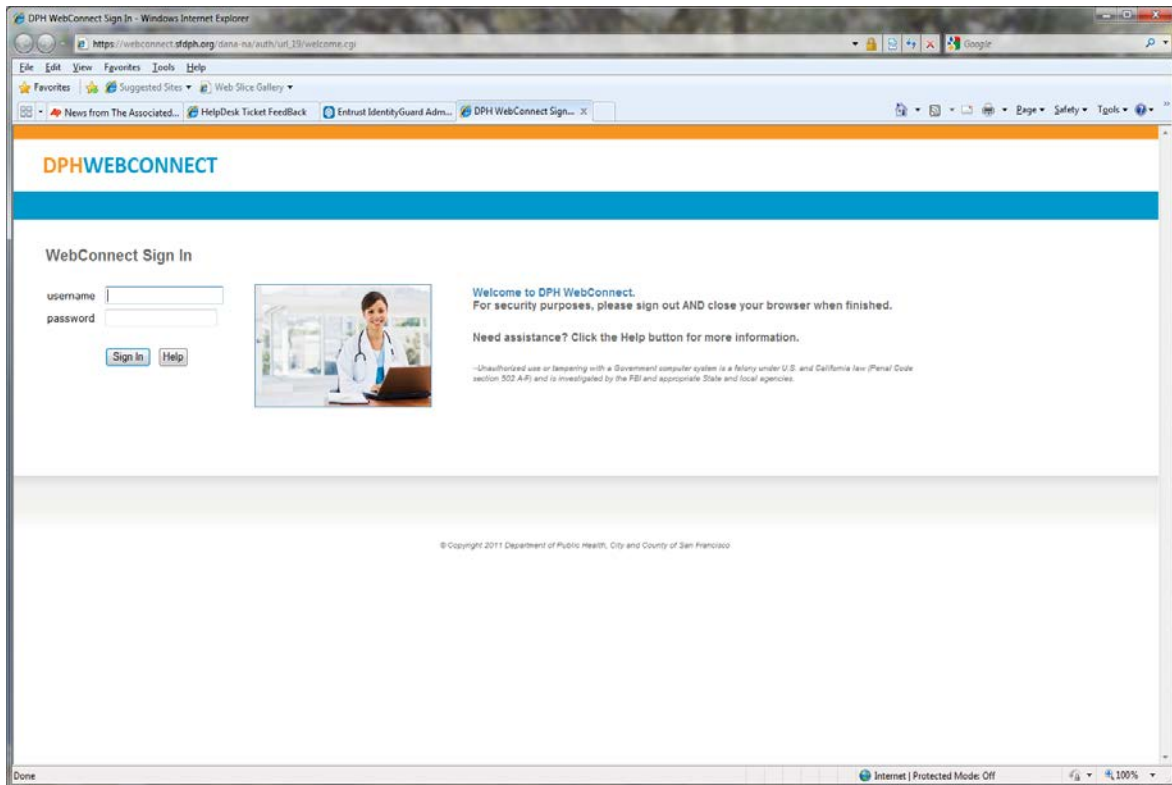
Welcome to The Department of Public Health's WebConnect Portal

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



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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 


ex: (201) 234-5678

(415) 555-1212 This is the correct number

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 type of phone is (415) 555-1212 ?

iPhone

Android


BlackBerry


Windows Phone

Other (and cell phones)

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

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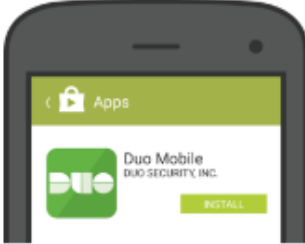


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[Need help?](#)

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Install Duo Mobile for Android




1. Launch the Google Play Store app and search for "Duo Mobile".
2. Tap "Install" to install the app.


[Back](#) [I have Duo Mobile installed](#)

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

Then follow the instructions on the form below and activate.

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[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.](#)

When you have successfully scanned the barcode, click Continue.

DPHWBCONNECT




[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.](#)

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

DPHWEBCONNECT



My Settings & Devices

My default device is:


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

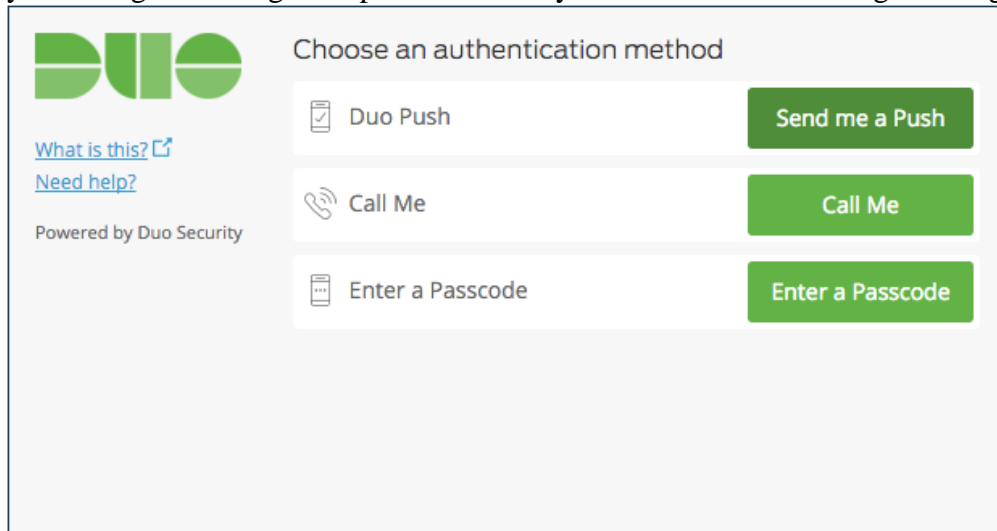
My Devices

 Android (415) 555-1212

Done

Device successfully added! **Continue to login** ✕

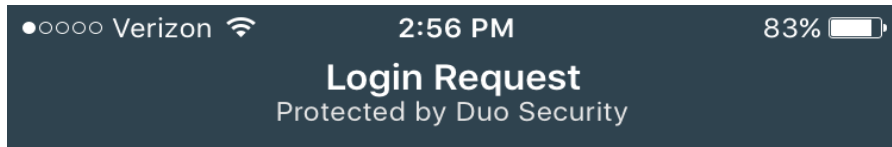
After you have gone through setup the first time you will see the following after login in.



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

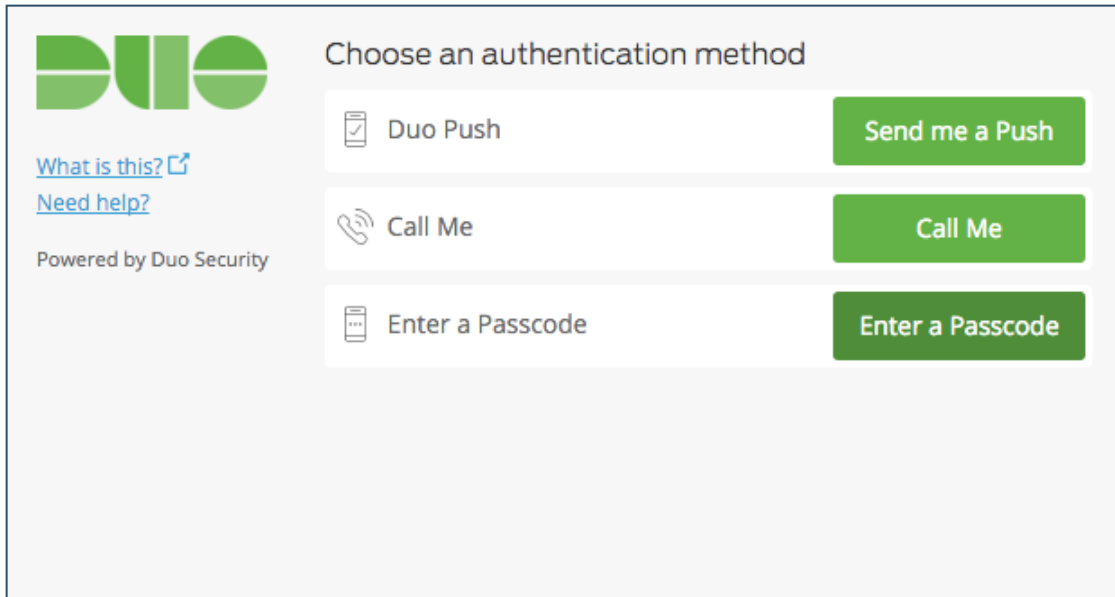


Approve

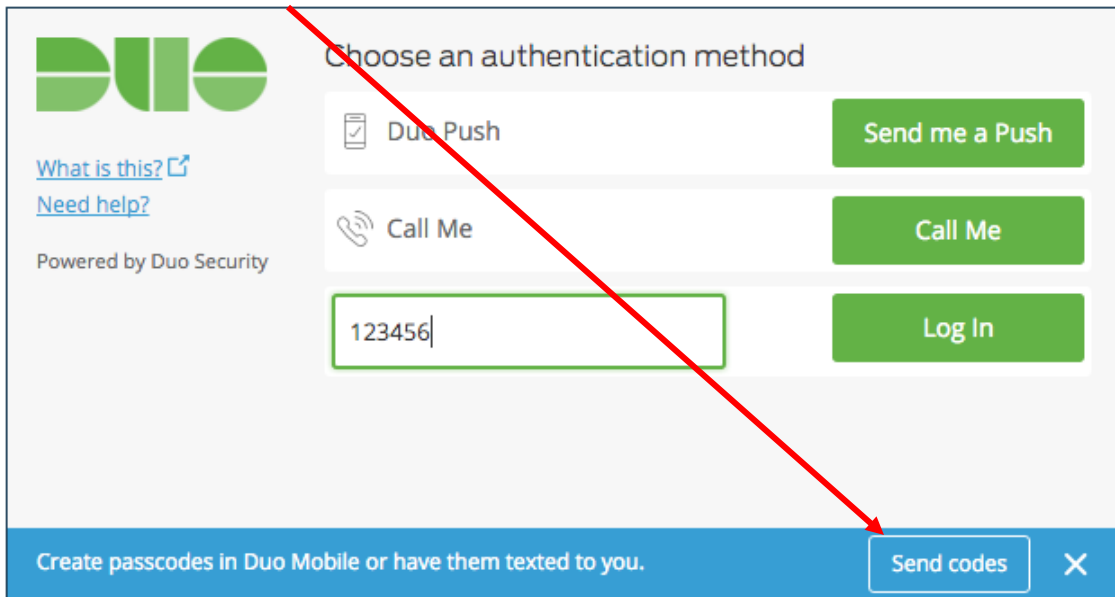


Deny

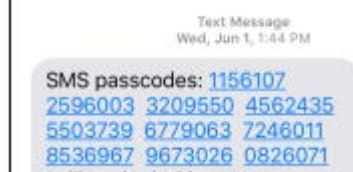
Alternative Options for Authentication: If you do not have a Smart Phone, or choose not to install the Mobile App, you have the option to Select **“Enter a Passcode”**



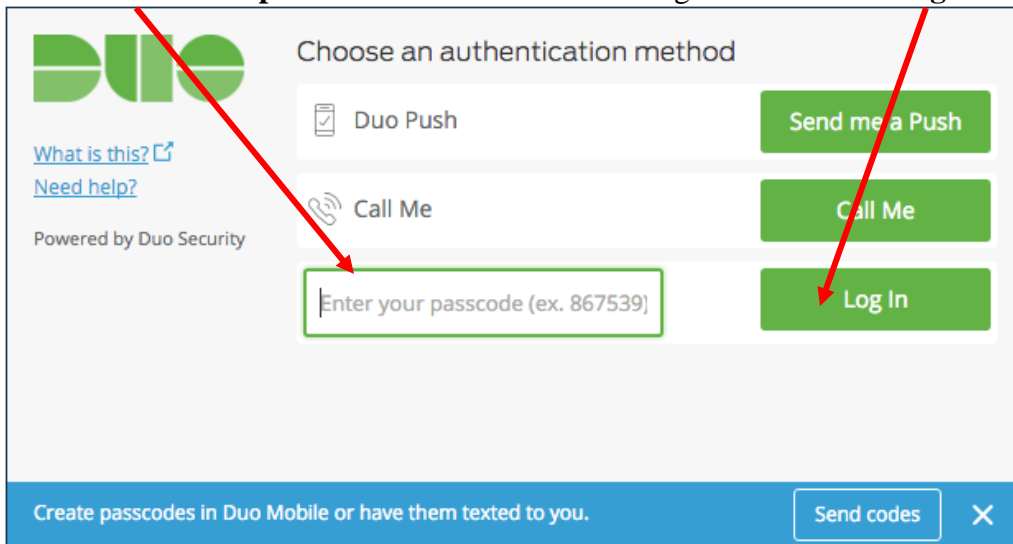
Now click on **“Send codes”**



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.

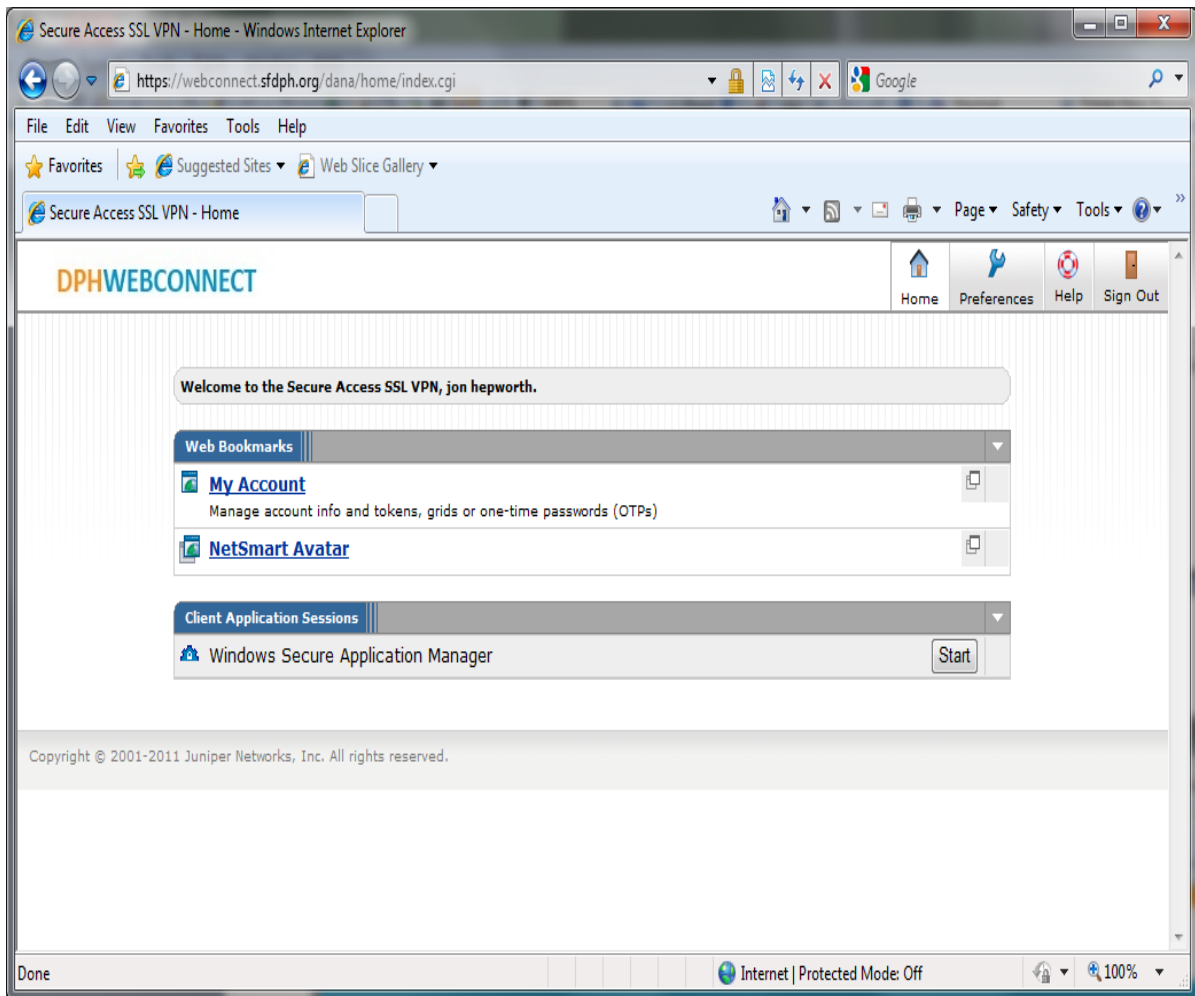


Enter **one** of the 10 **passcodes** sent in the text message and click on **“Log In”**

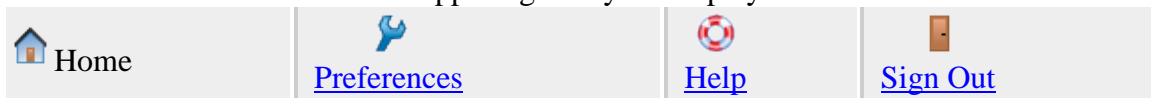


You will now proceed to your Home Page

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 to 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.