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:

After clicking on “Start Setup” you will be presented with the 3 choices below. Please choose “Mobile phone.”
Choosing Mobile phone will take you to this screen

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.
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: ).

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”.

![Registration Screen]

![DUO Mobile Installation]

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

When you have successfully scanned the barcode, click Continue.
On completion of the setup you will see the following
Please Click on “Save” and then “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.”
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.

Text Message
Wed, Jun 1, 7:44 PM

SMS passcodes: 1156107
2586003 3209550 4562435
5503739 6779063 7246011
8536967 9673026 0826021

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

<table>
<thead>
<tr>
<th>Home</th>
<th>Preferences</th>
<th>Help</th>
<th>Sign Out</th>
</tr>
</thead>
</table>

**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.