Logging in to WebConnect with Two-Factor Authentication (TFA)

WebConnect PC/Mac and WebConnect Mobile require your username, password, and authentication via Duo Security Two-factor Authentication (TFA). If you have not enrolled in the Duo Security system, you must do so right now before you can log in to WebConnect. Find the e-mail sent to you by Duo Security, or call the ITS Help Desk to receive a new enrollment e-mail; then, complete the steps illustrated in Enrolling in WebConnect’s TFA. Once those steps are complete, proceed to log in to WebConnect PC/Mac or WebConnect Mobile as shown below. **Browser reminder: On a PC, use Internet Explorer; on a Mac, use Safari.**

Reminders:
- Getty staff who do not have @getty.edu e-mail accounts will continue to access WebConnect as before; they will not be required to enroll in or to use TFA.
- To use the Duo mobile application, as per Getty mobile device policy, your mobile device must be protected with a passcode/PIN. If it’s not, Duo will prompt you to passcode-protect your device.
- If your enrolled mobile device is replaced, regardless if your phone remains the same or not, you will be required to re-enroll your device. Please contact the ITS Help Desk for assistance.

**WebConnect PC/Mac**

Navigate your browser to [https://webconnect.getty.edu](https://webconnect.getty.edu).

1. Enter your username and password and click **Sign In**.

2. When prompted, select one of three choices to authenticate.

   - **Send me a Push** – on your enrolled mobile device, swipe “right to left” on the Duo Mobile notification and then tap **Approve**. If your enrolled mobile device is using iOS10, swipe “right to left” on the Duo Mobile notification, click on “View” and then tap **Approve**.

   - **Call Me** -- answer the call on your enrolled mobile phone or enrolled landline and, when prompted, press any key.

   Note that this call will originate from (310) 440-1199.

   - **Enter a Passcode** -- on your enrolled mobile device, tap the “key” icon that appears in the DUO Mobile App. A six-digit passcode appears – type that code into the field when you click on the “Enter a Passcode” button on your computer’s WebConnect login page.

   If you wait too long, the “key” icon turns green, which means the code has expired; tap the key icon again for a new code.

   Select this **ONLY** on a Getty computer!
WebConnect Mobile
1. Navigate to https://webconnect.getty.edu/mobile on your mobile device (phone or tablet).

2. Enter your username and password and select Sign in.

3. Depending upon which device you’ve enrolled, and which authentication method you’ve chosen, you’ll receive a request on your mobile device OR a phone call on your mobile phone or landline.

4. Once you approve the request, you will be automatically logged into WebConnect Mobile.

What if you don’t have your enrolled device handy? Call the ITS Help Desk. After verifying your identity (by verifying your badge number and employee ID), a Help Desk agent can offer you a one-time login code.

HELP DESK
ext.1199 | 310/440-1199 | 888/440-1199 | ITSHelpDesk@getty.edu

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