Enrolling in WebConnect’s Two-Factor Authentication (TFA)

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Gettys WebConnect PC/Mac and WebConnect Mobile requires two-factor authentication (TFA), which protects you and the Getty from cyber intrusions. To connect to Getty from offsite via WebConnect, you must enroll in the Duo Security system; the steps are illustrated below. All staff received an e-mail prompting enrollment – if you cannot locate that e-mail, you can contact the ITS Help Desk at ext. 1199 to receive another e-mail.

The enrollment steps below should be performed on a computer; you’re encouraged to follow the steps below while at the Getty, in case you need assistance from the ITS Help Desk to complete your enrollment. Subsequently, you may log in to WebConnect PC/Mac on a computer or WebConnect Mobile on a mobile device, using the two-factor authentication method (mobile device or landline) that you designated in this enrollment process.

*Note: Getty staff who do not have @getty.edu e-mail accounts will continue to access WebConnect as they have in the past; they will not enroll in TFA.*

The e-mail prompting you to enroll looks like this:

It’s from Duo Security – and you can trust it.

Click the link to begin the enrollment process.

**TFA Enrollment Steps**

1. Click the **Start Setup** button.
2. Select the device you will use to authenticate, and click Continue.

In this example, we illustrate the enrollment of a mobile phone.
- **Enrolling a tablet?** The same steps apply, except you won’t be prompted for a phone number.
- **Enrolling a landline?** You’ll simply be prompted for the phone number. Do not use your Getty phone extension; remember, WebConnect is for offsite access!

3. For mobile phone or landline, enter your phone number, formatted as XXX-XXX-XXXX. (On a tablet, you will skip this step.)

4. Click the checkbox when it appears to confirm your phone number.

5. Click Continue.

6. Indicate your device type, and click Continue.

**Note:** To use the Duo mobile application, 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.
7. If you’re enrolling a landline, you will receive a confirming phone call.

8. If you’re enrolling a mobile device, you will be prompted to install the Duo Mobile app; navigate to the App Store and download Duo Mobile.

Once you have installed Duo Mobile, click the I have Duo Mobile installed button.

9. The QR code appears.
Follow the on-screen instructions and open the Duo Mobile app on your phone or tablet.

10. Tap the + button that appears in the Duo Mobile app.

11. Scan the QR code into your phone or tablet.

12. When you’ve successfully scanned the QR code, the green checkmark will appear (as shown at right).

Click Continue.

If you cannot scan the QR code, please contact the ITS Help Desk for further assistance.
13. Do not save any defaults; click **Continue to login** and close your browser.

Now that you’re enrolled, whenever you wish to log in to WebConnect PC/Mac or WebConnect Mobile, simply follow the [Logging in to WebConnect with Two-Factor Authentication](#) steps.