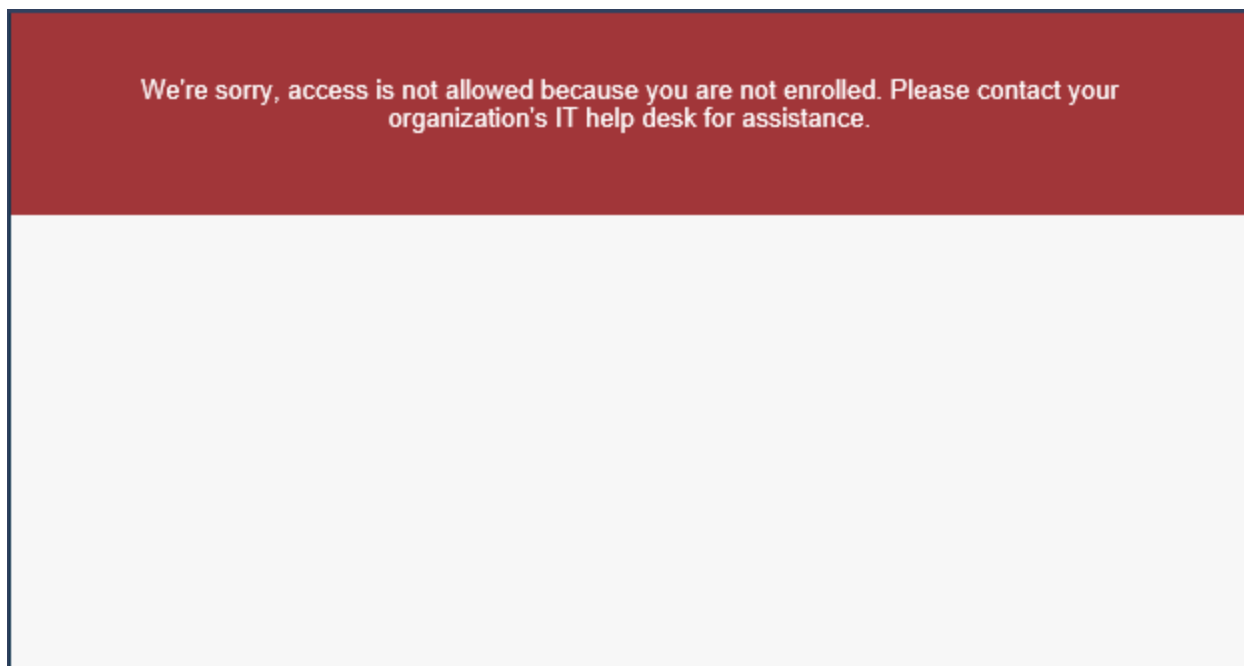




If you receive the above error message when attempting to access OnBase via the <https://gateway.sc.gov> citrix site

Navigate to the <https://sceismfa.sc.gov> DUO Registration site. Note: You must be on a state network (connected in the office or are using the VPN to log into the network to access this site).

A screenshot of the SCEIS login page. On the left is the SCEIS logo with the text "SC ENTERPRISE INFORMATION SYSTEM" and "THE SOUTH CAROLINA DEPARTMENT OF ADMINISTRATION". On the right, under the heading "Login Step 1", are two input fields for "User name" and "Password". Below these is a blue "Log On" button. At the bottom right, there are links for "Password Management Instructions" and "Manage Your SCEIS Password".

Enter the same user account and password which you will be using to access OnBase from the <https://sceisaccess.sc.gov> citrix site



[What is this?](#) 

[Need help?](#)

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Protect Your SCEIS 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](#)

You should be presented with the two-factor setup screen. Click Start Setup



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What type of device are you adding?

- ☒ **Mobile phone** RECOMMENDED
- ☐ **Tablet** (iPad, Nexus 7, etc.)
- ☐ **Landline**
- ☐ **Security Key** (YubiKey, Feitian, etc.)
Requires Chrome to use Security Keys.

[Continue](#)

Select the type of device you are adding. Usually this will be the Mobile phone option to register your work assigned phone.



SCEIS
SC EDUCATION INFORMATION SYSTEM
THE SOUTH CAROLINA DEPARTMENT OF ADMINISTRATION

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Enter your phone number

United States

▼

+1 (717) 216-9983 

Example: (201) 234-5678

☒ You entered (717) 216-9983. Is this the correct number?

Back

Continue

Enter the phone number of your work phone in the field after selecting United States and select the type of phone in the next dialog shown below.



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What type of phone is 717-216-9983?

☒ iPhone

☐ Android

☐ Windows Phone

☐ Other (and cell phones)

Back

Continue

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Install Duo Mobile for iOS



1. Launch the App Store app and search for "Duo Mobile".
2. Tap "Get" and then "Install" to download the app.

Back

I have Duo Mobile installed

If you already have DUO Mobile for IOS installed, click the I have DUO installed button.

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My Settings & Devices



iOS 717-216-9983 JUST ADDED

Device Options

+ [Add another device](#)

Default Device: iOS 717-216-9983

When I log in: Ask me to choose an authentication method



Saved

Continue to Login

Click the Continue to Login button. Ensure the Ask me to choose an authentication method pulldown is selected.



Multi-factor Login Page

User name

Password

☒ Check here to login and accept the [Terms & Conditions](#)

[Log On](#)

[Password Management Instructions](#)
[Manage Your SCEIS Password](#)

Log in using the User ID and password you will use to access the OnBase Application on the Multi Factor Login Page



[What is this?](#)

[Add a new device](#)

[My Settings & Devices](#)

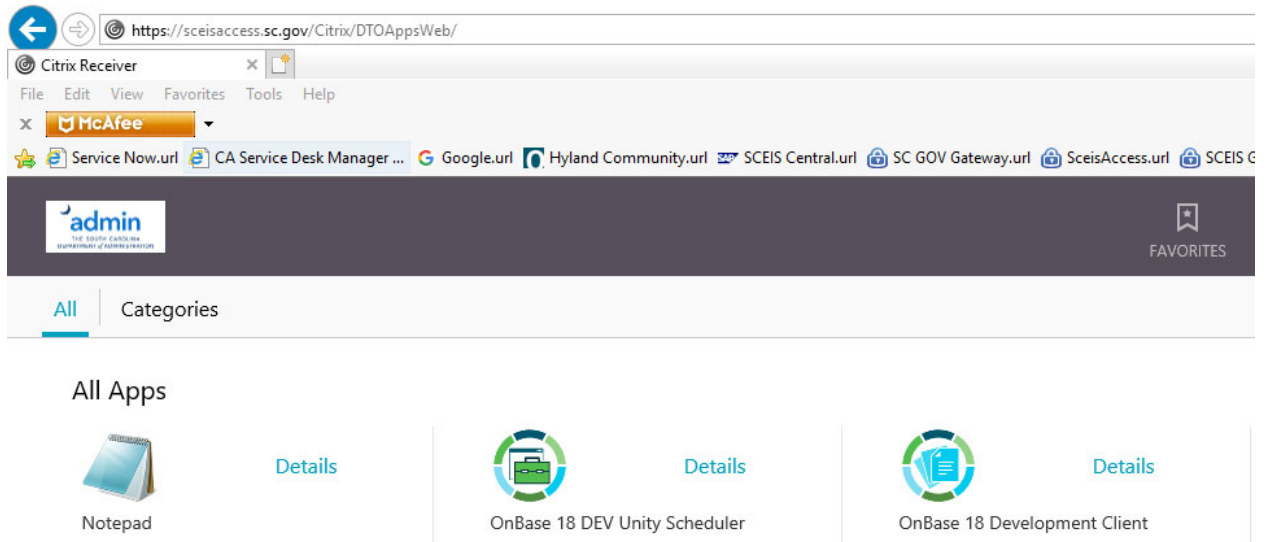
[Need help?](#)

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Choose an authentication method

 Duo Push RECOMMENDED	Send Me a Push
 Call Me	Call Me
 Passcode	Enter a Passcode

In most cases you will want DUO to “Send me a Push” option so click the Send me a push method



Applications you are authorized to use should be displayed and should be labeled OnBase 18 Production as opposed to OnBase 18 Development as shown above.