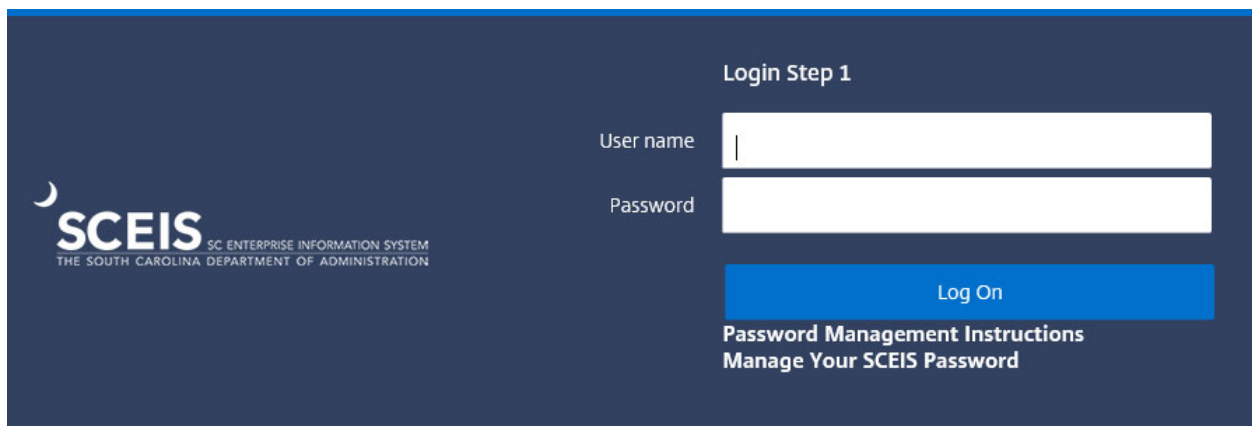


We're sorry, access is not allowed because you are not enrolled. Please contact your organization's IT help desk for assistance.

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

Navigate to the <https://2factor.sc.gov/vpn/tmindex.html> 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).



The screenshot shows the SCEIS login interface. 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", there are two input fields: "User name" and "Password". Below these fields is a blue "Log On" button. At the bottom right, there are two links: "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

SCEIS
SOUTH CAROLINA EMERGENCY INFORMATION SYSTEM
THE SOUTH CAROLINA DEPARTMENT OF ADMINISTRATION

[What is this?](#)

[Need help?](#)

Powered by Duo Security

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

SCEIS
SOUTH CAROLINA EMERGENCY INFORMATION SYSTEM
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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.





[What is this?](#) 

[Need help?](#)

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Enter your phone number


United States 


+1 

Example: (201) 234-5678

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

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.



[What is this?](#) 

[Need help?](#)

Powered by Duo Security

What type of phone is 717-216-9983?

iPhone

Android

Windows Phone

Other (and cell phones)



[What is this?](#)

[Need help?](#)

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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.



[What is this?](#)

[Need help?](#)

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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.

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Multi-factor Login Page

User name

Password

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

[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

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[What is this?](#)

[Add a new device](#)

[My Settings & Devices](#)

[Need help?](#)

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Choose an authentication method

<input checked="" type="checkbox"/> Duo Push RECOMMENDED	<input type="button" value="Send Me a Push"/>
Call Me	<input type="button" value="Call Me"/>
Passcode	<input type="button" value="Enter a Passcode"/>

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

The screenshot shows a Citrix Receiver web interface. The browser address bar displays <https://sceisaccess.sc.gov/Citrix/DTOAppsWeb/>. The page header includes the "admin" logo and a "FAVORITES" link. Below the header, there are navigation tabs for "All" and "Categories". The main content area is titled "All Apps" and displays three application tiles:

- Notepad**: Represented by a blue notepad icon.
- OnBase 18 DEV Unity Scheduler**: Represented by a green circular icon with a briefcase.
- OnBase 18 Development Client**: Represented by a green circular icon with a document.

Each application tile includes a "Details" link.

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.