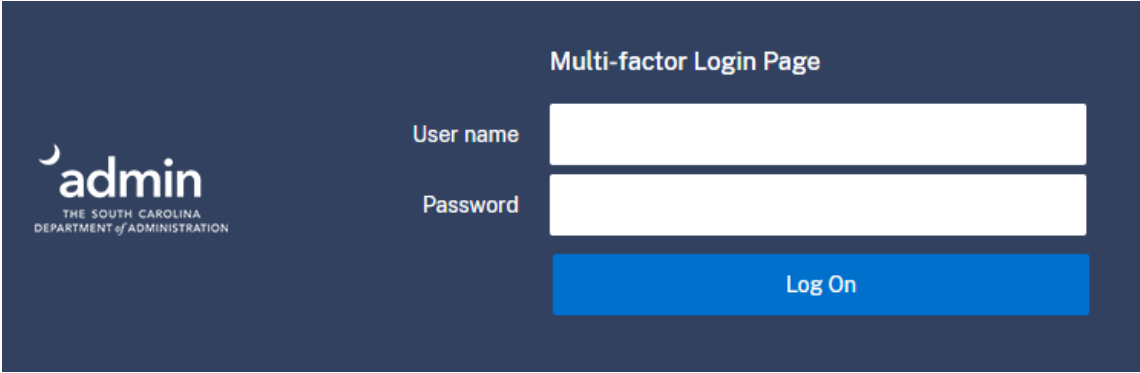


If you receive the above error message when attempting to access OnBase via the <https://gateway.sc.gov> citrix site

To register/change Duo for your network account, visit mfa.sc.gov and enter your network username and password.



SETTING UP YOUR DUO ACCOUNT

▶ After logging in, click **Start setup**.



- ▶ Select your device type, click **Continue**.

SCEIS Login Example
scesid@sces.sc.gov
[What is this?](#) [Need help?](#)
Secured by Duo

What type of device are you adding?

Mobile phone **RECOMMENDED**

Tablet (iPad, Nexus 7, etc.)

Landline

Continue

- ▶ Enter your phone number, **check the box** to confirm the number entered is accurate, then click **Continue**.

SCEIS Login Example
scesid@sces.sc.gov
[What is this?](#) [Need help?](#)
Secured by Duo

Enter your phone number

United States

+1 803 [redacted] ✓

Example: (201) 234-5678

You entered (803) [redacted] is this the correct number?

Back **Continue**

- ▶ Confirm the phone type, then click **Continue**.

SCEIS Login Example
scesid@sces.sc.gov
[What is this?](#) [Need help?](#)
[Add a new device](#)
[My Settings & Devices](#)
Secured by Duo

What type of phone is 803-[redacted]?

iPhone

Android

Windows Phone


Other (and cell phones)

Back **Continue**

- ▶ Install the Duo Mobile app. Once installed, open the app and click **I have Duo Mobile installed**.

SCEIS Login Example
scesid@sces.sc.gov
[What is this?](#) [Need help?](#)
[Add a new device](#)
[My Settings & Devices](#)
Secured by Duo

Install Duo Mobile for iOS



1. Launch the App Store app and search for "Duo Mobile".

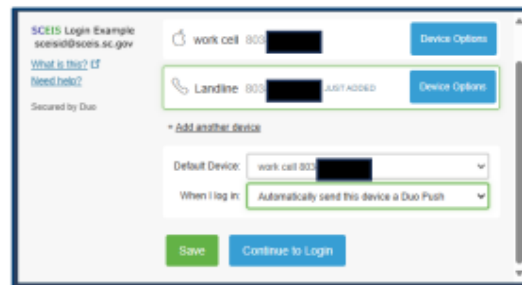
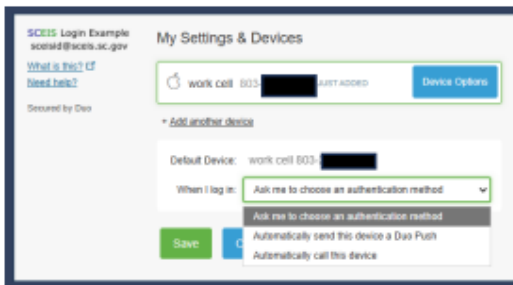
2. Tap "Get" and then "Install" to download the app.

Back **I have Duo Mobile installed**

- ▶ Activate the app by scanning the QR code:
 - ▶ In the Duo app click **Add +** in the top right corner.
 - ▶ Click **Use QR Code**
 - ▶ Scan the QR code within the Duo app.
 - ▶ Complete the remaining steps on the app.
 - ▶ Once complete, it will show a check mark on the QR code. Click **Continue**.



- ▶ Note: Scanning the QR code with your phone camera will not work, it must be scanned within the Duo app.
- ▶ Once the app is activated, the login screen will bring up **My Settings & Devices**. Click the dropdown arrow on the **When I log in** box to select **Automatically send this device a Duo Push** or to add another device (if needed). If you need to add an alternative number, click **Add another device** then follow the above steps again. Click **Save** once complete.



- ▶ You have completed registering Duo.