

From: sceis-ast@sceis.sc.gov

To: AST Leads, Finance Directors, HR Directors, Procurement Directors, SCEIS Alert Recipients

CC: SCEIS Team, SCEIS Service Desk

Subject: Duo Authentication Issues

Good afternoon,

Duo is currently experiencing service issues impacting multi-factor authentication for individuals using SMS or phone call. Other authentication methods, including the Duo Mobile app (push option) and hard token, are working.

The South Carolina Department of Administration's (Admin) Division of Technology Operations (DTO) has escalated this issue with Duo leadership. DTO is working with Duo to resolve this issue.

Updates will be provided as they become available.

If you have questions, contact the SCEIS Help Desk at 803-896-0001 and select option 2 for SCEIS issues or visit <https://sceis.sc.gov/requests>.

Thank you,
The SCEIS Team