



Duo Security required to access EES and EBS

For additional security, PEBA uses Duo Security as a two-factor authentication solution for EES and EBS. New users are required to enroll in Duo on your initial login to EES or EBS.

The two-minute self-enrollment process makes it easy to register your device and install the Duo Mobile application. If you do not have a smartphone or do not wish to install the app, you can enroll a mobile phone as a landline for receiving the call back. You may also register a traditional phone as a landline for two-factor authentication.

For assistance, refer to these self-enrollment guides:

- [Mobile phone.](#)
- [Tablet.](#)
- [Landline.](#)

For self-enrollment video assistance, refer to these videos:

- To enroll a mobile phone: <https://youtu.be/9bTh4yW5oN8>.
- To enroll a landline: <https://www.youtube.com/watch?v=zTmEBJ-vo2o>.

To manage existing devices, refer to the [Duo Security Manage Settings and Devices document](#).

How will Duo change my EES and/or EBS log in experience?

When logging in to EES and/or EBS, enter your username and password. After inputting your login information, Duo requires you to complete a method of second-factor authentication. Duo does not replace or require you to change your username and password. Think of Duo as a layer of security added to your preexisting login method.

What is Duo, what is two-factor authentication, and why do we need it?

Watch [this video](#) to learn more.

Questions?

Reach out to PEBA's Customer Service at 803.737.6800 or 888.260.9430 with any questions about enrolling in or using Duo. You can also email customerservice@peba.sc.gov.