

ECI Client Portal — Login & MFA (Okta + Duo) User Guide

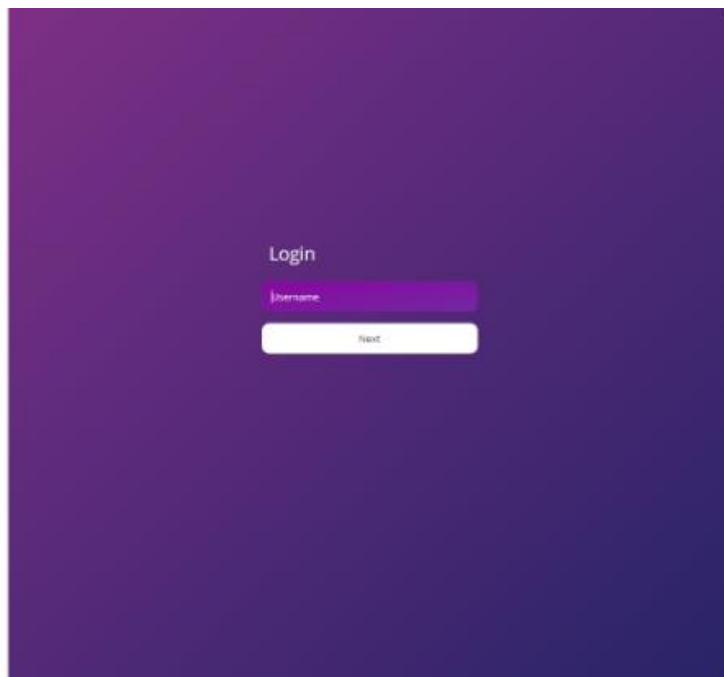
This guide walks you through logging into the ECI Client Portal, setting up Okta multi-factor authentication (MFA) with Duo Security, and completing your first login.

Before You Begin-

- Have your mobile phone ready (for Duo Mobile installation or SMS).
- Use a modern browser like Edge, Chrome, or Firefox.
- If issues occur, try a private/incognito window and ensure Caps Lock is off.

Step 1-

Go to the Client Portal URL([ECI](#)) and enter your username (also referred to as your User Principal Name)

The logo for ECI, consisting of the letters 'ECI' in a bold, dark blue, sans-serif font.

Step 2-

Enter your username and password, then select Sign In.

ECI
The Good Management

Sign In

Username
EciUser@desimonemgmt.com

Password
.....

Remember me

Sign In

[Need help signing in?](#)

Step 3 (If you are already registered on DUO, you can move to Step 12)


Okta prompts you to set up multifactor authentication. Choose Configure factor for ECI DUO.

ECI
The Good Management

Set up multifactor authentication

Your company requires multifactor authentication to add an additional layer of security when signing in to your ECI account

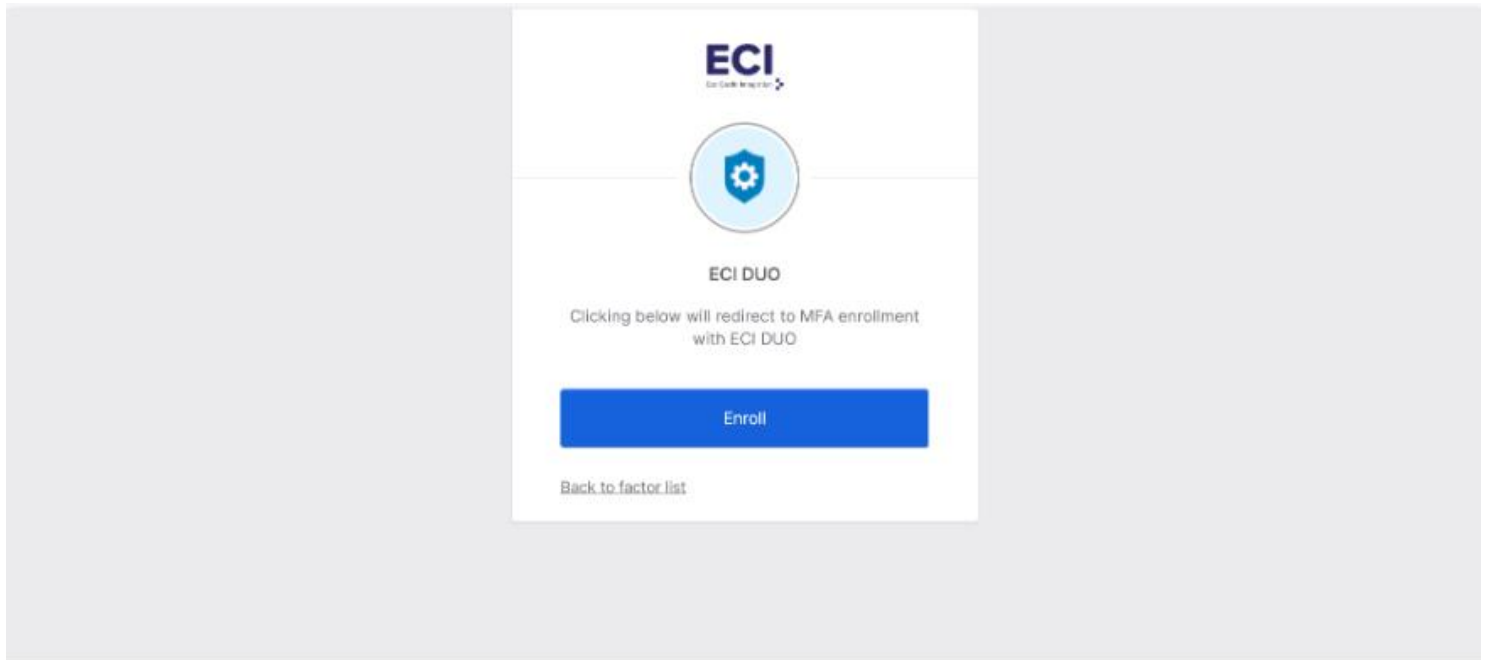
Setup required

-  **ECI DUO**
Redirect to a third party MFA provider to sign in to Okta.

Configure factor

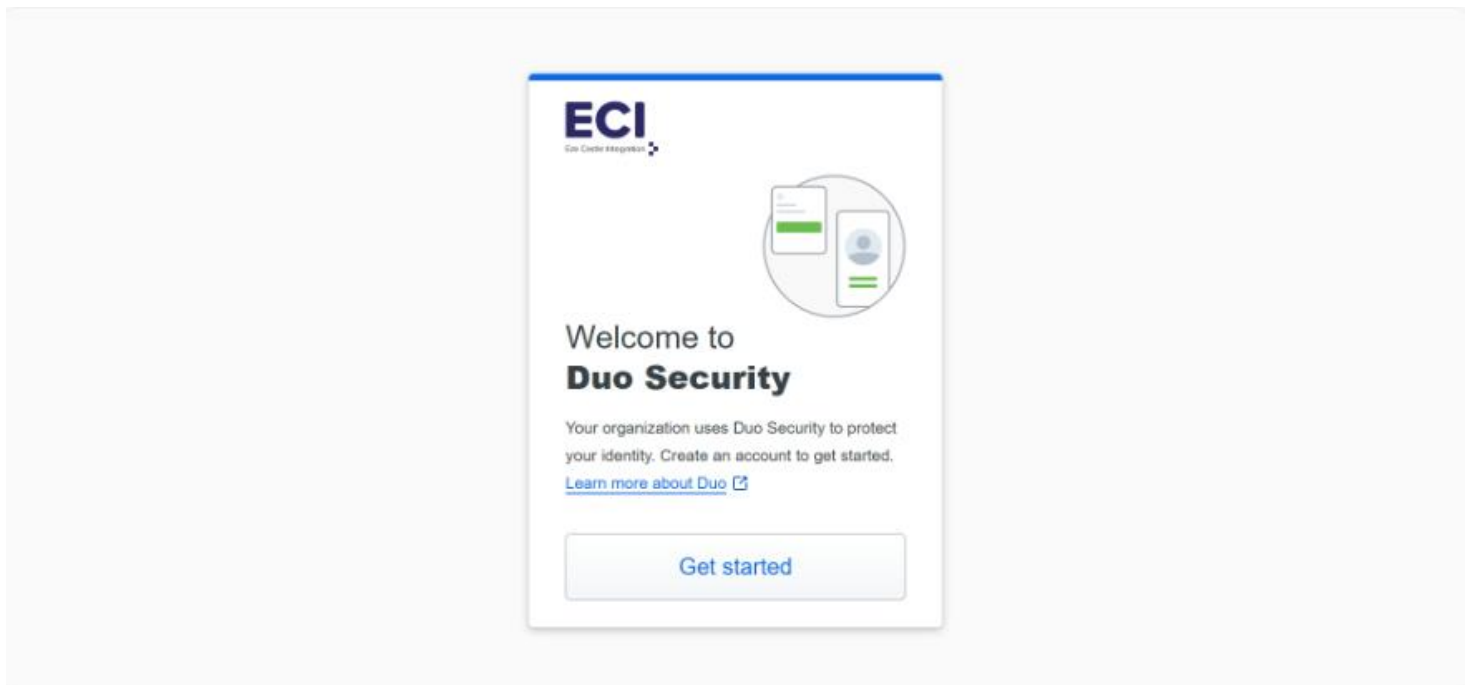
Step 4

Select Enroll to begin Duo Security enrollment.



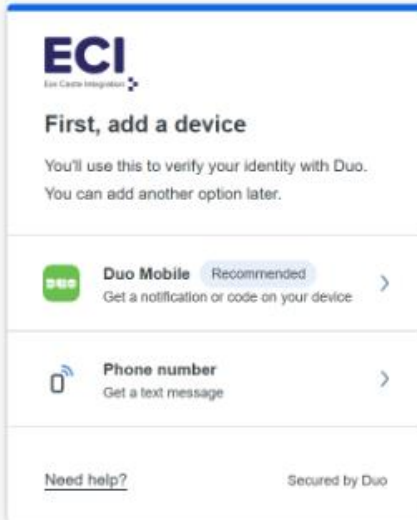
Step 5

Welcome to Duo Security — select Get started.



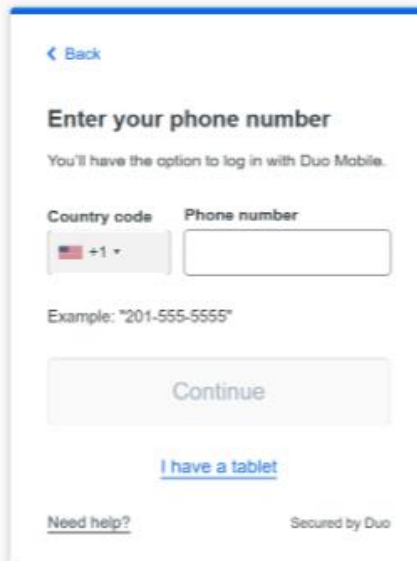
Step 6

Choose Duo Mobile or Phone Number.



Step 7

Enter your phone number.



Step 8

Confirm your phone number.

< Back

Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code **Phone number**

Example: "201-555-5555"

[Continue](#)

[I have a tablet](#)

[Need help?](#) Secured by Duo


Step 9

Download Duo Mobile App from [App Store](#) or [Google Play](#) and select Next.

< Back

Download Duo Mobile

On your mobile device, download the app from the [App Store](#) or [Google Play](#).



[Next](#)

[Need help?](#) Secured by Duo

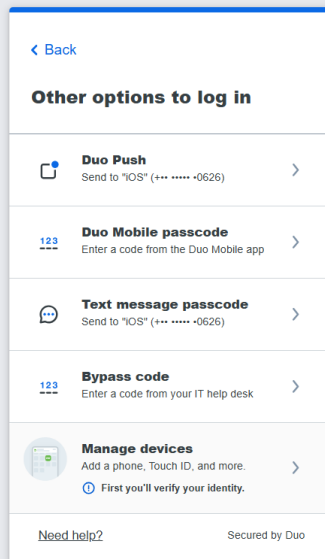
Step 10

Scan the Duo QR code using your mobile device.



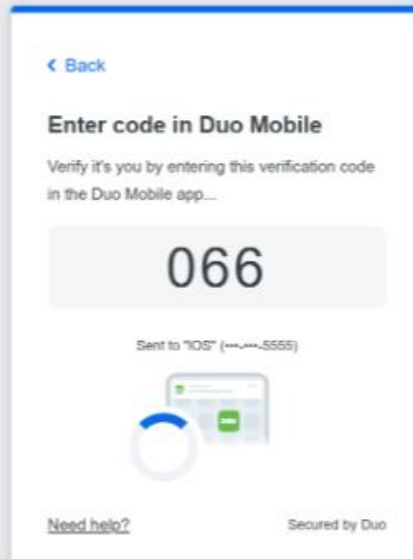
Step 11

Please choose other options to log - in.



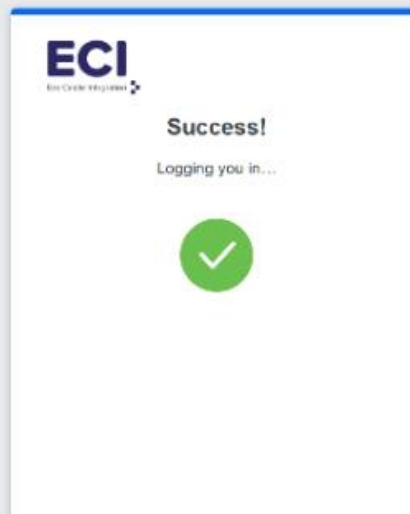
Step 12

Enter the Duo verification code to complete activation.



Step 13

Authentication success — logging in.



Step 14

ECI Privacy Policy — review and continue.



ECI Privacy Policy

Welcome to ECI.

We encourage you to read our Privacy Policy Statement.

[ECI Privacy Policy](#)

By clicking "Accept", you agree to ECI Privacy Policy.

Accept

[Decline](#) [Continue](#)

Step 14

Client Portal dashboard loads successfully.

TEST - De Simone Management | Eci ci User

Home > Dashboard

Snow Cases (Last 30 Days)

Resolved	0
Inprogress	0
Awaiting Info	0
Cancelled	0
Closed	0
Open	0

Document Repo

- ECI Documents >>
- ECI Videos >>
- Client Documents >>

Service Desk

Helpdesk
212-954-0660
helpdesk@eci.com

Customer Success Manager
CustomerSuccess@eci.com

Sales
+1 800 752 1382

SNOW Access

- Knowledge Base >>
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- SNOW Cases >>

Quick Links

- SSO Apps >>
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