Setting Up Duo MFA (IT Staff and Select Roles)

Overview

Duo MFA is used only by IT staff and a small number of select roles — primarily for systems that integrate with Duo, such as NetSuite. If you are a general PBR staff member, please use **Microsoft Authenticator** instead — see Setting Up Microsoft Authenticator.

If you are unsure which MFA method applies to your role, contact IT Helpdesk.

Setup Steps

1. Contact IT Helpdesk at helpdesk@pbr.org.au to request a Duo enrolment email if you have not already received one
2. Download the **Duo Mobile** app on your phone from the App Store (iPhone) or Google Play (Android)
3. Open the enrolment email on a computer or tablet and click the enrolment link
4. Follow the on-screen prompts to link your phone to your Duo account
5. When prompted, scan the QR code with the Duo Mobile app
6. Complete the setup — you will receive a test push notification to confirm it is working

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Using Duo

When signing into a Duo-protected system (such as NetSuite), you will be prompted to approve a push notification on the Duo Mobile app, or enter a one-time passcode generated by the app.

Troubleshooting

Issue	Solution
No push notification	Open Duo Mobile and check for a pending request, or use the passcode option instead
Lost or replaced phone	Contact IT Helpdesk at helpdesk@pbr.org.au to reset your Duo enrolment
Cannot log into NetSuite via Duo SSO	See Cannot log into Duo Single Sign-On

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