

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 |
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| 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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