

NetSuite

Accessing and troubleshooting NetSuite — PBR's finance and ERP system.

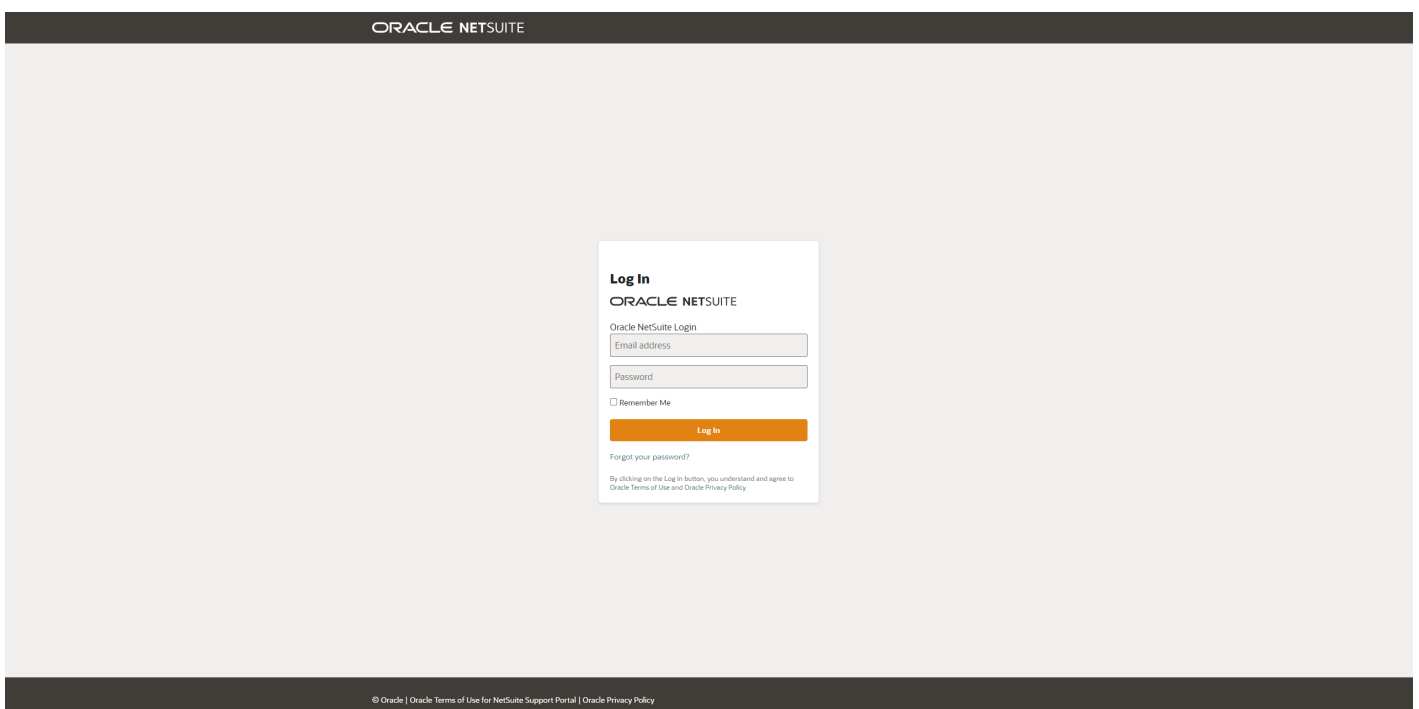
- [Cannot log into Duo Single Sign-On](#)
- [Sign into Administrator Account NetSuite](#)
- [Enabling a NetSuite Role for Duo Single Sign-on *Netsuite Admin*](#)

Cannot log into Duo Single Sign-On

This article will show you how to purge all saved settings to allow you to sign into NetSuite using the Duo Single Sign-On System (SSO)

When navigating to the below link to sign into NetSuite, you may encounter the below screen, asking to enter an Email and Password

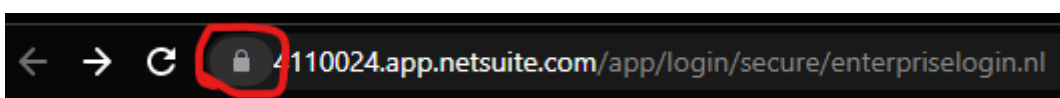
<https://4110024.app.netsuite.com/>



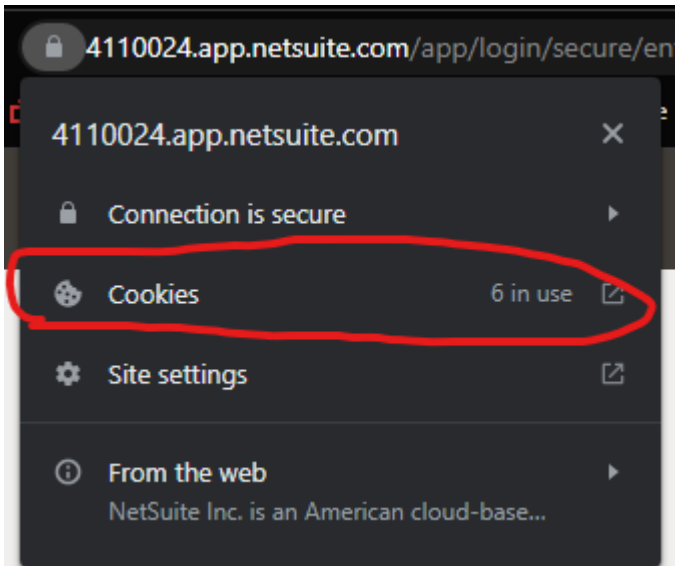
This login is only for Administrators of NetSuite to login.

To get to the Duo Single Sign-On prompt, do the following,

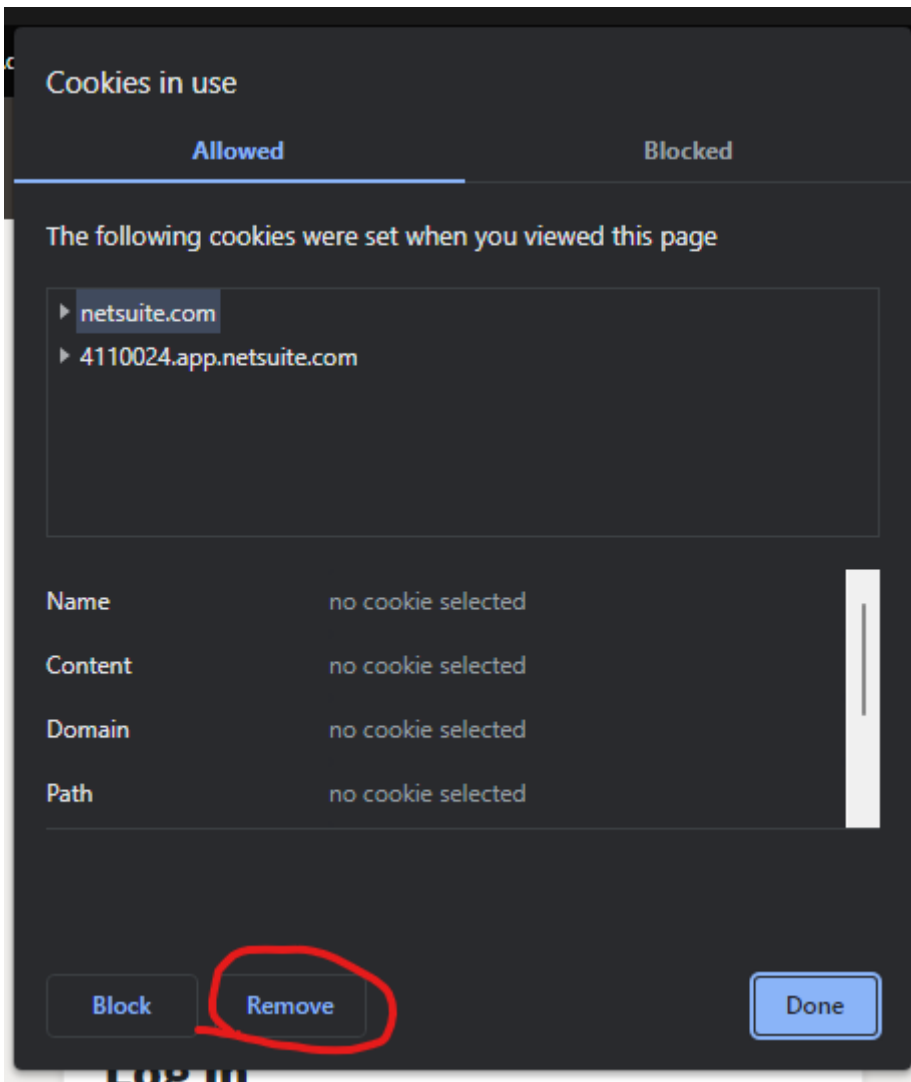
Click the Padlock up in the top left hand corner of the address bar



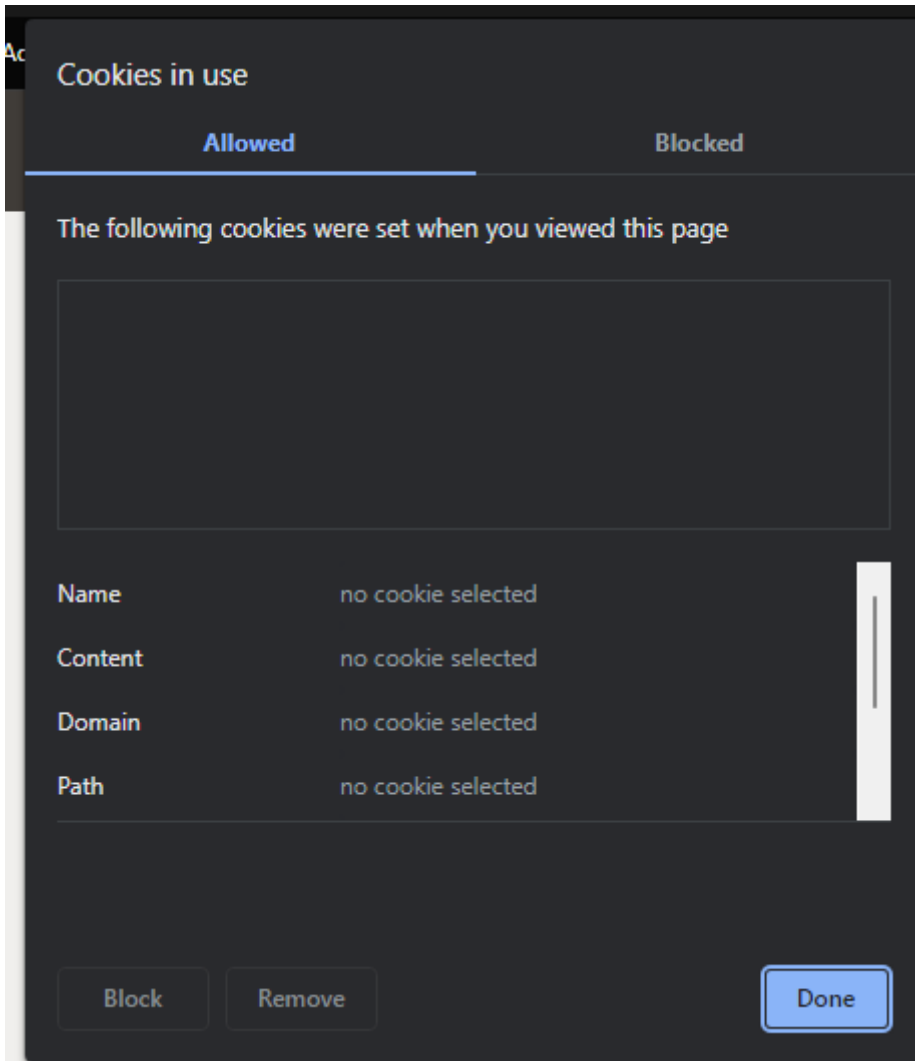
Select Cookies



Utilising the Remove button, remove all cookies sitting on the NetSuite site.



Once completed, the dialog box should look like this



Press done, and navigate to <https://4110024.app.netsuite.com/>

You should now be presented with the Duo Single Sign-On prompt. This is where you will need to enter your PBR email and Computer password.



Check for a Duo Push

Verify it's you by approving the notification...

Sent to "IOS" (+... .. 897)

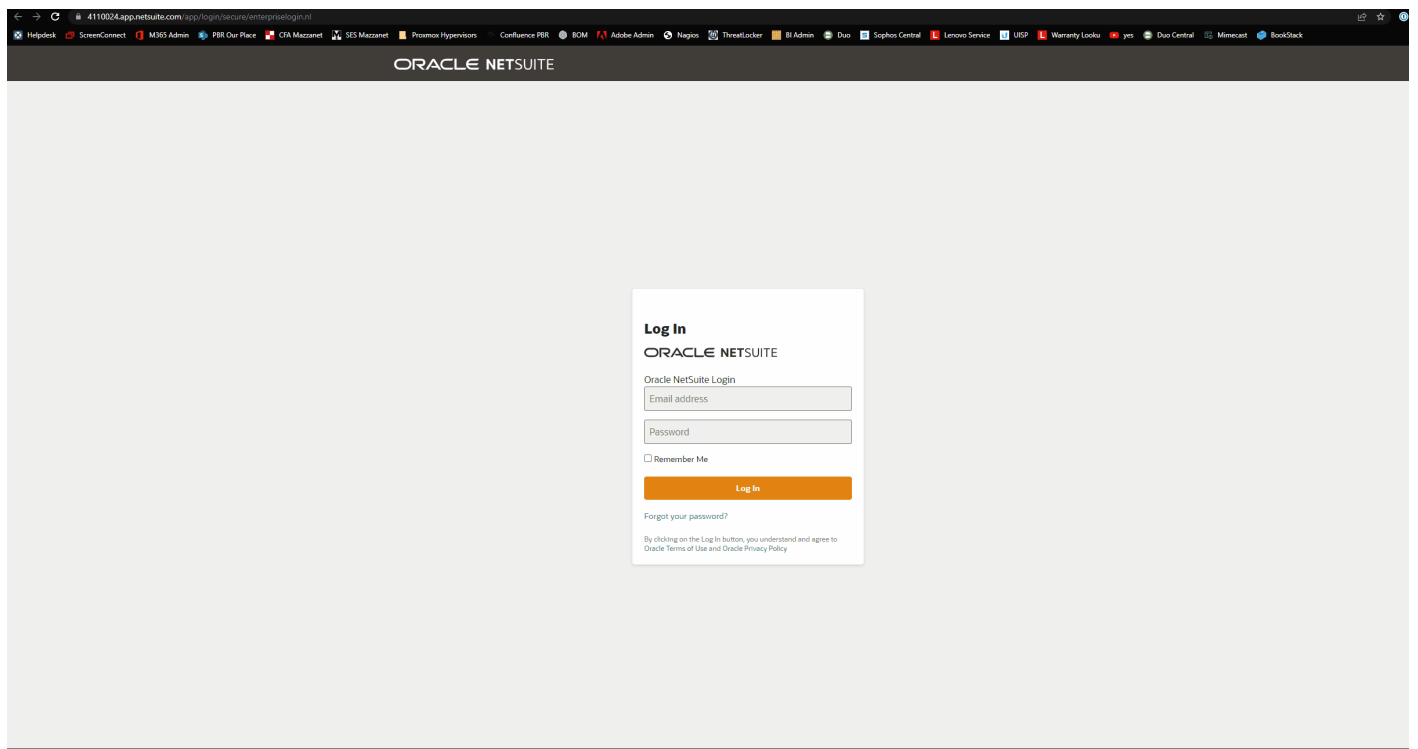


[Other options](#)

[Need help?](#)

Secured by Duo

Once approved, you should be able to log into NetSuite!



Sign into Administrator Account NetSuite

If you have been set up with an Administrator level account in NetSuite, it should only be used when administrative functions are required to be performed.

Due to Oracle's security policy, Administrator level access is not able to be signed in utilising Single Sign-On (SSO).

This means the user will need to log out of their NetSuite account, and navigate to the below address to log in using Username and Password

<https://4110024.app.netsuite.com/app/login/secure/enterpriselogin.nl>

This should allow you to log into the Administrative portion of your account.

When logging back into the normal user side of the account, utilise the below link once logged out of your Admin account

<https://4110024.app.netsuite.com/>

If you cannot get into the Single Sign-On prompt, or are having issues signing into the Administrator portion of the account, remove cookies for Netsuite by following the other guide in this book, labelled "[Cannot Log into Duo Single Sign-On](#)"

If you continue to experience issues signing in to NetSuite please contact the IT Helpdesk

Enabling a NetSuite Role for Duo Single Sign-on *Netsuite Admin*

To enable a NetSuite role for Duo Single Sign-On, the following must occur.

The Users which require the role need to be added into the SG_DUO_NetSuiteUsers Security Group in Active Directory by IT. A request for this to occur is to be submitted via the PBR IT Helpdesk. This may take several hours to sync. If required urgently a manual refresh can be undertaken, and should be requested via the PBR IT Helpdesk.

Once the required users are permitted to sign into the NetSuite Duo Application, the NetSuite role must be enabled for SAML Single Sign-on. This is **only** to be done by person with NetSuite Administration rights (Finance, IT).

Signed in as Administrator, navigate to Users/Roles > Roles. This will bring up the Role configurations for PBR.

Manage Roles

VIEW Default Customise View New Role

FILTERS

SHOW INACTIVES

EDIT	NAME	FROM BUNDLE
Customise	Accountant (ABFS)	
Edit	Administrator	
Edit	Celigo Integration Access Role	
Customise	Celigo integrator.io Full Access w/o 2FA [Locked]	20038
Customise	Celigo IO Integration Admin	20038
Customise	CEO	
Edit	Custom Celigo integrator.io Full Access w/o 2FA	
Customise	Custom EFT Role	509148
Customise	Employee Centre	
Edit	Employment Hero	
Edit	Employment Hero Integration Role	
Customise	EP Approver	509148
Customise	EP Configurator	509148
Customise	EP Processor	509148
Edit	ETRB Accountant	
Edit	ETRB Accounts Officer - Senior	
Edit	ETRB Accounts Payable Assistant	
Edit	ETRB Accounts Payable Clerk	
Edit	ETRB Accounts Payable Temp Assistant	
Edit	ETRB Accounts Receivable Assistant	
Edit	ETRB Accounts Receivable Assistant - Inc Refunds	
Edit	ETRB Accounts Receivable Clerk	
Edit	ETRB Administration Board Support	
Edit	ETRB Carpenter	
Edit	ETRB CEO	
Edit	ETRB CEO Executive Assistant	
Edit	ETRB Cleaning Supervisor	
Edit	ETRB Commercial Manager	
Edit	ETRB Commercial Team Leader	
Edit	ETRB Communications Executive	
Edit	ETRB Communications Executive - Purchase Orders	
Edit	ETRB Company Secretary	
Edit	ETRB Compliance Strategy Manager	
Edit	ETRB Customer Service Supervisor	
Edit	ETRB Education Officer	
Edit	ETRB Education Officer - Purchase Orders	
Edit	ETRB Engineering Manager	
Edit	ETRB Events Coordinator	
Edit	ETRB Events Coordinator - Purchase Orders	
Edit	ETRB General User	

Once the appropriate Role is located, select **Edit**

Under the Role permissions area, locate Setup.

ORACLE NetSuite PUFFING BILLY

Search

Activities Payments Transactions Lists Reports Analytics Documents Setup Customization Implementation Fixed Assets SuiteApps Support

Role

Save Cancel Change ID Actions

General

NAME * ETRB IT Manager

ID customrole1040_0

CENTRE TYPE Executive Centre

EMPLOYEE RESTRICTIONS none - no default

DO NOT RESTRICT EMPLOYEE FIELDS

RESTRICT TIME AND EXPENSES

SALES ROLE

SUPPORT ROLE

INACTIVE

CORE ADMINISTRATION PERMISSIONS

Subsidiary Restrictions

ACCESSIBLE SUBSIDIARIES

ALL

ACTIVE

USER SUBSIDIARY

SELECTED

ALLOW CROSS-SUBSIDIARY RECORD VIEWING

SELECTED SUBSIDIARIES

Puffing Billy Railway

Puffing Billy Railway : Puffing Billy Railway Board

Puffing Billy Railway : Puffing Billy Preservation Society (Inactive)

Authentication

SINGLE SIGN-ON ONLY

WEB SERVICES ONLY ROLE

RESTRICT THIS ROLE BY DEVICE ID

TWO-FACTOR AUTHENTICATION REQUIRED

Not required

DURATION OF TRUSTED DEVICE

Per session

Permissions Restrictions Forms Searches Users Preferences Dashboard History

Transactions Reports Lists Setup Custom Record

PERMISSION *	LEVEL
Bill - Creditor Invoices	View
Credit Memo	View
Expense Report	Edit
Find Transaction	Create
Item Receipt	Edit
Pay Bill - Creditor Invoices	View
Purchase Order	Edit
Receive Order	Edit
Vendor Returns	View

Add Cancel Insert Remove

Save Cancel Change ID Actions

Permissions Restrictions Forms Searches Users Preferences Dashboard History

Transactions Reports Lists Setup Custom Record

PERMISSION *

KPI Scorecards

Publish Dashboards

SAML Single Sign-on

Add Cancel Insert Remove

Save Cancel Change ID Actions

In the dropdown box, search and select **"SAML Single Sign-on"**

Select **"Add"** and then ensure to save the Role settings.

Once the role has been updated with SAML Single Sign-on permissions, the user should be able to log in to the NetSuite application via the below link.

<https://4110024.app.netsuite.com/app/center/card.nl?sc=-29&whence=>

Users should be told to not log in with any other link. The link with the account specific prefix (4110024) should be used for all Single Sign-on enabled roles. This excludes NetSuite Administrator

Roles.