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# User Guide – Mobile App Install & Log In

Installing and using SAP Concur Mobile App is optional. It is not required by Commonwealth travel policy.

There are various options for installing and logging-in to the mobile app. Variations may depend on the type of mobile device (iPhone or Android) and whether you are using a commonwealth-issued device or a personal device. The following instructions are general in nature and may not cover all scenarios.

#### Install the App

- 1. On a Commonwealth-issued mobile device:
  - a. Open the App Catalog.



b. Find the SAP Concur mobile app and click the Install button.



- 2. For personal mobile devices, the app is available in the App Store (iPhone) or Google Play Store (Android).
  - a. Open the App Store or Google Play Store on your mobile device. Type SAP Concur in the search field.
  - b. Find the SAP Concur mobile app and click the Install button.



### Log in with Single Sign On

- 1. On a computer (not a mobile device), sign into SAP Concur to access your home page. [Reference: SAP Concur User Guide Signing In]
- 2. On the home page, click the Profile dropdown and then select the **Profile Settings** link.



3. On the Profile Options page, click on the Concur Mobile Registration link.



4. If you haven't installed the app yet, enter your email address and click the Get Started button to have a link emailed to you to download the app.

Concur Mobile	• <u>·</u>
Manage your expenses and business travel on your mobile device. To get started, enter your email address below and we will send you a link to download the app. Email address Get Started	Source     Source
Or, review your sign-in details:         To sign in to the Concur Mobile app, simply tap on "Company Code Sign In" after downloading the Concur Mobile app and enter your company code. Then follow the instructions per your company procedure for single sign on.         Company Code         Alternatively, you can use your Concur username and a Concur Mobile PIN.         Enter a new Concur Mobile PIN in the fields below to setup a new one.         Coreate PIN:       PIN may be letters, numbers and special characters such as 15. or # but no spaces         Retype PIN:       Set Concur Mobile PIN	Expenses     List of your expenses     List of your expenses     Expense and added your expenses     Approvals     Approvals     Course Verse anywhere, anythere     to use

- 5. After installing the app on your mobile device, open it and click on the **SSO Company Code Sign In** button and enter the company code. Click on the **Sign in with SSO** button.
- 6. Type in your userID (CWOPA/userid) and password. Click the **Log On** button.

When you open the SAP Concur app on your mobile device in the future, the single sign-on will open the app. You will not need to enter a Username or PIN/Password.

#### Log in with PIN

- 1. Sign into SAP Concur to access your home page. [Reference: SAP Concur User Guide Signing In]
- 2. On the home page, click the Profile dropdown and then select the Profile Settings link.



3. On the Profile Options page, click on the **Concur Mobile Registration** link.

Profile Personal Informa	tion Change Password System Settings Concur Mobile	Registration Travel Vacation Reassignment		
Your Information Personal Information Company Information	Profile Options Select one of the following to customize your user profile.			
Contact Information Email Addresses Emergency Contact	Personal Information Your home address and emergency contact information.	System Settings Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday startiend?		
Credit Cards	Company Information Your company name and business address or your remote location address.	Contact Information How can we contact you about your travel arrangements?		
Travel Preferences International Travel	Credit Card Information You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.	E-Receipt Activation Enable e-receipts to automatically receive electronic receipts from participating vendors.		
Request Settings	Travel Profile Options Carrier, Hotel, Rental Car and other travel-related preferences.	Travel Vacation Reassignment Going to be out of the office? Configure your backup travel		
Request Information Request Delegates Request Preferences	Expense Delegates Delegates are employees who are allowed to perform work on behalt of other employees.	manager. Request Preferences Select the options that define when you receive email notifications.		
Request Approvers Favorite Attendees	Expense Preferences Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, when S the inter Definitions.	Prompts are pages that appear when you select a certain action, such as Submit or Print. Personal Car		
Expense Information Expense Delegates	Change Password Change your password	Concur Mobile Registration Set up access to Concur on your mobile device		

4. On the Concur Mobile Page, type a PIN in the **Create Pin** field. A PIN may be letters, numbers and special characters such as !, \$, or # but no spaces. Type the PIN again in the **Retype PIN** field. Click the **Set Concur Mobile PIN** button.

Create PIN:			
Retype PIN:		Priv may be letters, numbers and special characters such as 1,3, or # out no spaces	
	Set Concur Mobile	e PIN	
Concur Mo	bile PIN		
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When you open the SAP Concur app on your mobile device, you will need to enter your Username and PIN to log in. If you forgot your PIN, you will have to return to the Profile Options page after logging in on your computer and click the **Forgot Concur Mobile PIN** link under Other Settings.

## Log in with Password

- 1. Open the SAP Concur app on your mobile device.
- 2. Enter your Username (8-digitID@COPA). Click the **Next** button.
- 3. Enter your Password. Click the **Sign in to Concur** button.

If you do not remember your password, click the **Forgot Password** link in either Step 2 or 3 to and follow the instructions to have password reset instructions emailed to you.