

Shared: SAP Concur Two-Factor Authentication

Setup Guide

Last Updated: November 9, 2023

Applies to these SAP Concur solutions:

- Expense
 - Professional/Premium edition
 - Standard edition

- Travel
 - Professional/Premium edition
 - Standard edition

- Invoice
 - Professional/Premium edition
 - Standard edition

- Request
 - Professional/Premium edition
 - Standard edition

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Revision History

Date	Notes/Comments/Changes
November 9, 2023	Added link to demo video.
November 3, 2023	Updated throughout.
October 30, 2023	Initial publication out of DRAFT status.
October 27, 2023	Updated draft.
October 17, 2023	New setup guide published in DRAFT.

SAP Concur Two-Factor Authentication Setup Guide

Section 1: Overview

To enhance the security of all SAP Concur users, two-factor authentication (2FA) is mandatory for users who sign in to SAP Concur solutions with a Concur username and password.



For a demonstration of how to sign in to SAP Concur, refer to the following video:

[Sign in to SAP Concur](#)

When an SAP Concur user signs in to SAP Concur using their username and password for the first time, they will be prompted to setup 2FA.

After they have set up 2FA, users who sign in to SAP Concur solutions with a username and password must use 2FA when they sign in. This typically means that the user will be prompted to enter a one-time 6-digit code generated by an authenticator app each time they sign in to SAP Concur solutions.

This document describes the process and requirements for setting up 2FA, resetting 2FA if needed, and the process of signing in to SAP Concur solutions with 2FA after it has been set up.

NOTE: 2FA typically requires the use of a third-party authenticator app. SAP Concur cannot provide details about setting up a third-party application. Refer to the documentation for the authenticator app you are using for information about your chosen authenticator app.

Shared Sign In Credentials and 2FA

For security reasons, SAP Concur does not recommend sharing sign in credentials between users.

If you choose to share credentials against recommendations, you must also consider the following:

- To share credentials that require 2FA, every user who shares the credentials must set up their authenticator app using the same QR code or manual key.
- If a user who shares credentials must reset 2FA, then all users who share those credentials must also reset 2FA using the same QR code or manual key.
- If a new user is added to a group that shares credentials, that user must use the same QR code or manual key that was used by the other members of the group to setup their authenticator app. If that QR code or manual key is no longer available, all members of the group must reset or set up 2FA using a new, identical QR code or manual key.

Section 2: Phase 1: October 18, 2023 – November 15, 2023

Phase 1 of the implementation of mandatory 2FA for SAP Concur solutions began on October 18, 2023, and ends on November 15, 2023.



For more information about phase 1 and phase 2 of this release, refer to the [October Shared Changes release notes](#).

During phase 1 (October 18 – November 15, 2023):

- All users can set up 2FA without a valid email address in the **Email Address** section of their **Profile Settings > Personal Information** page.

Valid Email Address.

A valid email address is an email address that can send and receive email messages.

NOTE: Although a valid email address is not required during phase 1, it is required by default when phase 2 begins. Beginning on October 18, 2023, client admins can opt-out of the phase 2 email requirement through a setting on the **Sign In Settings** page. For information about this setting, see the *Administrator Opt-Out of Email Requirement* section in this document.

- Although a valid email address is not required during this phase, SAP Concur recommends that users add a valid email address before phase 2 begins on November 15, 2023.
- Although a valid email address is not required for 2FA setup, it is required for user-initiated 2FA reset. User-initiated 2FA reset sends an email with a reset link to the **Email 1** and/or **Email 2** email addresses configured in the **Email Address** section of their **Profile Settings > Personal Information**.

NOTE: For users who do not have access to the **Email Address** section of their **Profile Settings > Personal Information** page, the reset email is sent to the email address associated with their user account.

- Beginning on October 18, if it is not already setup, after a user enters their SAP Concur sign in credentials (username and password) on the Concur sign in page, they will be prompted to setup 2FA.

User Enrollment in 2FA

The first time a user signs in to SAP Concur solutions with a Concur username and password, they are prompted to enroll in 2FA.

If they do not already have an authenticator app installed on their mobile device or as a browser plug-in, they must download one to complete the enrollment.

The user can enroll either by scanning a QR code, or by manually entering a key.

NOTE: Some companies have restrictions or guidance about which applications (including third-party authenticator apps) their users can install on their devices. You might need to confirm which authenticator apps are approved for your company by checking with your company’s IT department. SAP Concur does not have access to information about your company’s specific authenticator app requirements.

If a user has multiple username and password word sign in credentials for SAP Concur solutions, they must follow the enrollment process for each set of credentials.

Enrollment Process

▶ To enroll in 2FA by scanning a QR code

1. On the Concur mobile or web sign in page, enter your SAP Concur username and password.

The image displays two sequential screenshots of the SAP Concur sign-in interface. The left screenshot shows the initial sign-in page with the title 'Sign In'. Below the title, there is a label 'Username, verified email address, or SSO code' and a text input field containing 'InvoiceUser@Test_CA.com'. A blue 'Next' button is positioned below the input field. Underneath the button, there are three links: 'Remember me' (with an unchecked toggle switch), 'Forgot username', and 'Need help signing in'. At the bottom of the page, there is a link that says 'Learn about SAP Concur for your business'. The right screenshot shows the next step in the process. The title is '< Sign In'. The username 'InvoiceUser@Test_CA.com' is displayed above a 'Password' label and a masked password input field containing '.....'. A blue 'Sign In' button is highlighted with a mouse cursor. Below the button are the links 'Forgot password' and 'Need help signing in'. The same 'Learn about SAP Concur for your business' link is at the bottom.

2. The following message is presented:

“You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.”



3. If you are using a mobile device to setup 2FA and have already downloaded an authenticator app, launch the authenticator app.
 - ◆ If you do not yet have an authenticator app, download one and then proceed to setup 2FA.
 - ◆ If you do not have a mobile device or prefer not to use one for this process, you can use an authenticator app in a web browser.
4. Follow the steps or prompts from the authenticator app to scan the QR code on the **Set Up Two-factor Authentication** page and generate a 6-digit code.

The steps vary depending on which authenticator app you are using.

NOTE: SAP Concur does not have information about which authenticator app you use and cannot provide steps for this process. Consult the authenticator app user guide or your company's IT department if you require assistance setting up the authenticator app or generating the 6-digit code.

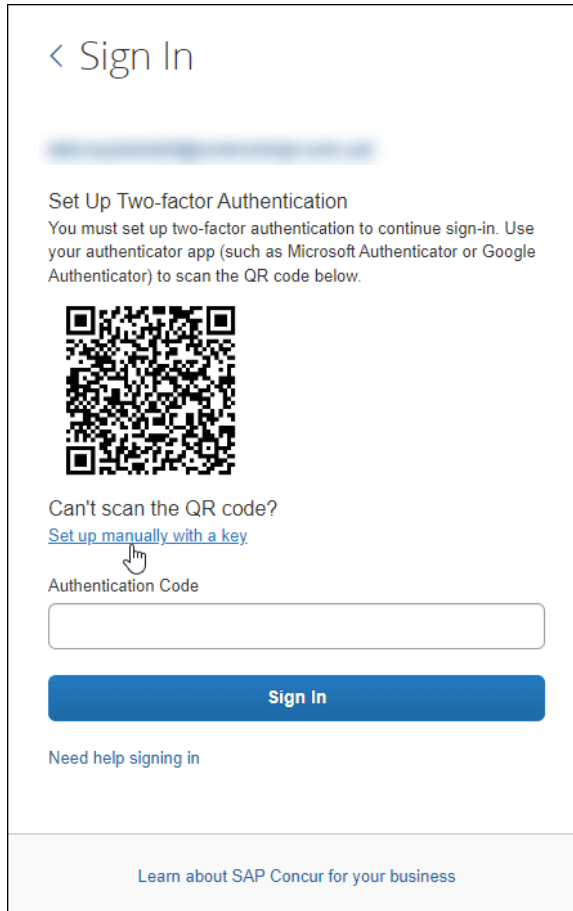
5. On the SAP Concur **Sign In** page, enter the 6-digit code into the **Authentication Code** field in the **Set Up Two-Factor Authentication** section and then click **Sign In**.

The screenshot shows the SAP Concur Sign In page. At the top left, there is a back arrow and the text "Sign In". Below this is a blurred header area. The main section is titled "Set Up Two-factor Authentication" and contains the text: "You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below." A QR code is displayed in the center. Below the QR code, there is a link: "Can't scan the QR code? Set up manually with a key". Underneath, there is a label "Authentication Code" and a text input field containing the number "111111". A blue button labeled "Sign In" is positioned below the input field, with a mouse cursor hovering over it. At the bottom of the form area, there is a link: "Need help signing in". The footer of the page contains the text: "Learn about SAP Concur for your business".

Enrollment Process using a Manual Key


If you are unable to scan the QR code on the **Set Up Two-Factor Authentication** page—for example, if you are unable to use the camera on your device to scan the QR code—you can use the manual process.

1. Click the **Set up manually with a key** link.



< Sign In

Set Up Two-factor Authentication
You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.



Can't scan the QR code?
[Set up manually with a key.](#)

Authentication Code

Sign In

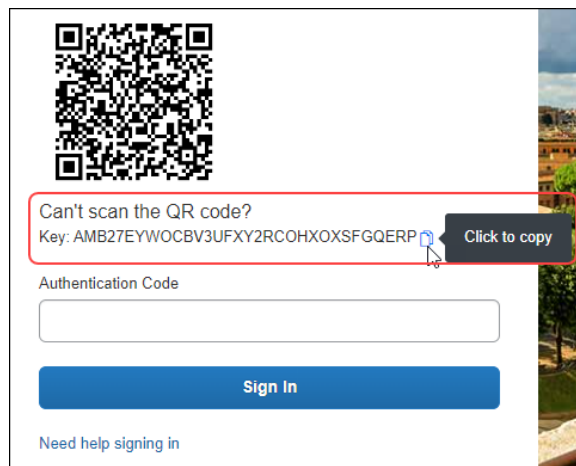
[Need help signing in](#)

[Learn about SAP Concur for your business](#)

2. Record the key.



NOTE: If you are setting up 2FA on your mobile device or in a web browser, you can use the icon to the right of the key to copy the key.



3. Follow the steps in your authenticator app to enter the key manually. These steps vary depending on which authenticator app you are using.

- ◆ Typically, you will need to add a name or other identifier for the account the key is associated with, for example "SAP Concur".
- ◆ If you are using Google Authenticator, choose the Time Based option.


NOTE: SAP Concur does not have information about which authenticator app you use and cannot provide steps for this process. Consult the authenticator app user guide or your company's IT department if you require assistance setting up the authenticator app.

4. After you enter the key manually and follow the steps in your authenticator app, the authenticator app will generate a 6-digit code. Enter the code into the **Authentication Code** field on the **Set Up Two-Factor Authentication** page.

< Sign In

Set Up Two-factor Authentication

You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.



Can't scan the QR code?
Set up manually with a key

Authentication Code

Sign In

Need help signing in

[Learn about SAP Concur for your business](#)

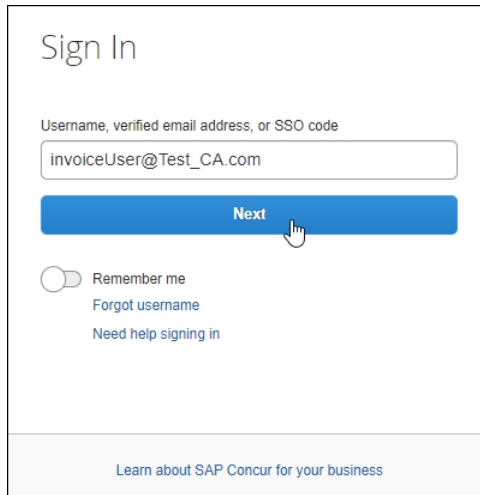
5. Click **Sign In**.

User Experience After Enrollment

After a user has enrolled in 2FA for SAP Concur, after entering their username and password to sign in to SAP Concur solutions, they are prompted to enter the 6-digit authentication code generated by their authenticator app.

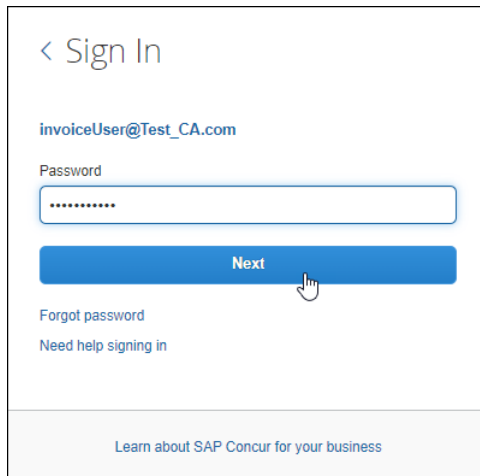
▶ **To sign in to SAP Concur solutions with 2FA**

1. Navigate to concursolutions.com or open Concur Mobile.
2. Enter your username.



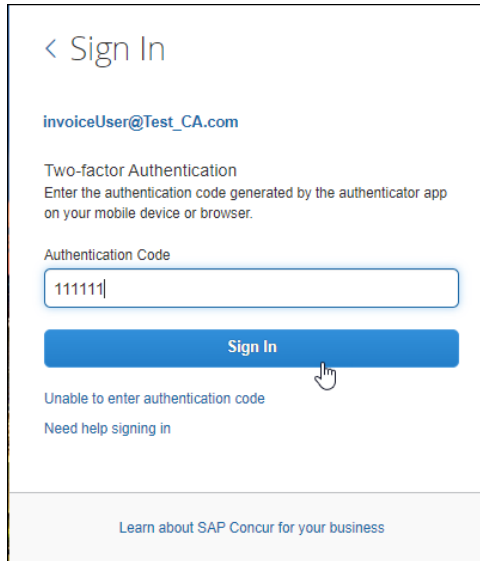
The screenshot shows the 'Sign In' page. At the top, it says 'Sign In'. Below that, there is a label 'Username, verified email address, or SSO code' and a text input field containing 'invoiceUser@Test_CA.com'. A blue 'Next' button is positioned below the input field, with a mouse cursor hovering over it. Underneath the button, there is a 'Remember me' toggle switch (which is currently off), a link for 'Forgot username', and another link for 'Need help signing in'. At the bottom of the page, there is a link that says 'Learn about SAP Concur for your business'.

3. Enter your password.



The screenshot shows the 'Sign In' page with the username 'invoiceUser@Test_CA.com' already entered. Below the username, there is a label 'Password' and a password input field filled with dots. A blue 'Next' button is positioned below the password field, with a mouse cursor hovering over it. Underneath the button, there is a link for 'Forgot password' and another link for 'Need help signing in'. At the bottom of the page, there is a link that says 'Learn about SAP Concur for your business'.

4. Enter the 6-digit authentication code generated by your authenticator app and then click **Sign In**.

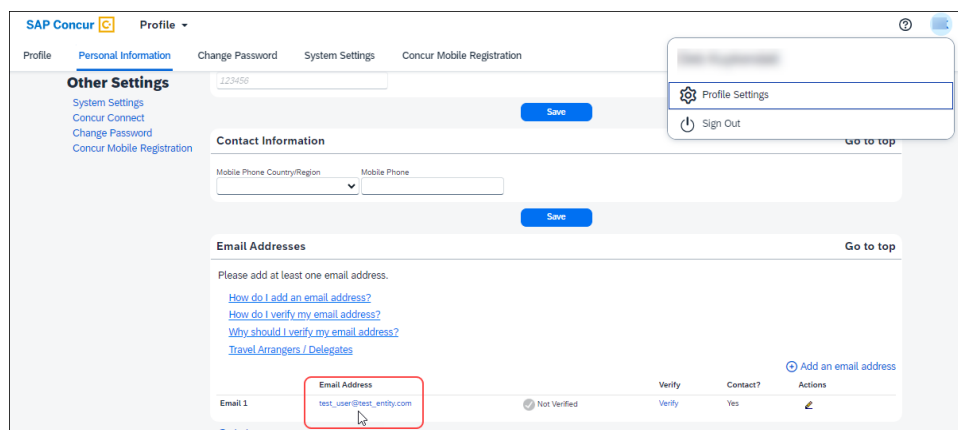


User-initiated Reset for 2FA

You might need to reset and re-enable 2FA for Concur sign in. For example, you might replace the mobile device you initially used to set up 2FA, or you might want to change your authenticator app.

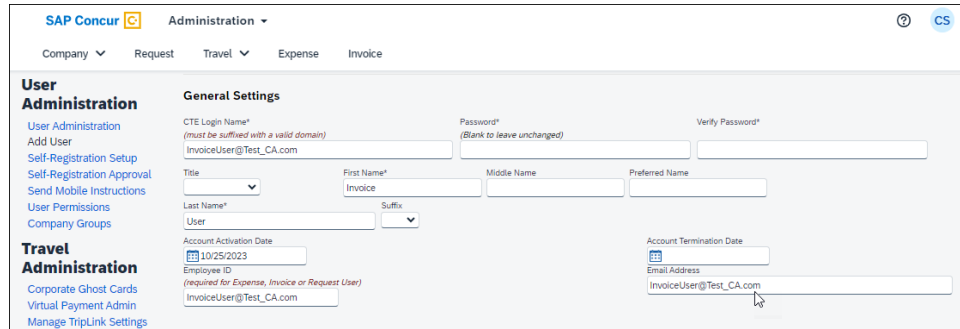
Resetting 2FA has the following prerequisites:

- User-initiated 2FA reset cannot be completed in Concur Mobile. You must reset 2FA by signing in to concursolutions.com via a web browser.
- You must have a valid **Email 1** or **Email 2** address configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions.



Some users do not have access to the **Email Addresses** section of the **My Profile – Personal Information** page—for example, Concur Invoice-only users.

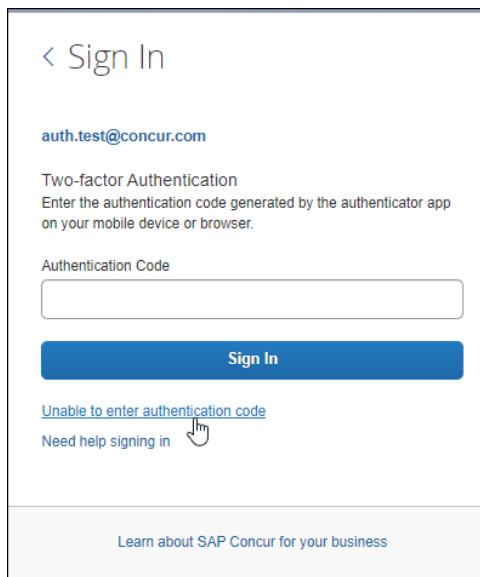
If you do not have access the **Email Addresses** section of the **My Profile – Personal Information** page, you can contact your company’s Concur administrator to confirm you have a valid email address associated with your Concur user account.



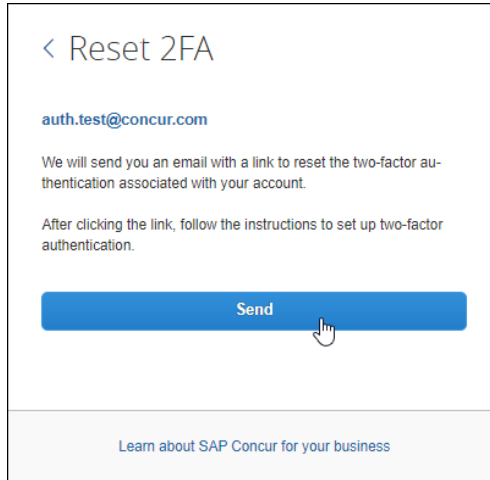
- You must be able to access email sent to the configured **Email 1** or **Email 2 address**. Or, in the case of users who do not have access to the **Email Addresses** section of the **My Profile – Personal Information** page, access to email sent to the email address configured in your user account.

▶ **To reset 2FA**

1. On the SAP Concur sign in page, enter your username and password.
2. On the **Two-factor Authentication** page, click **Unable to enter authentication code**.



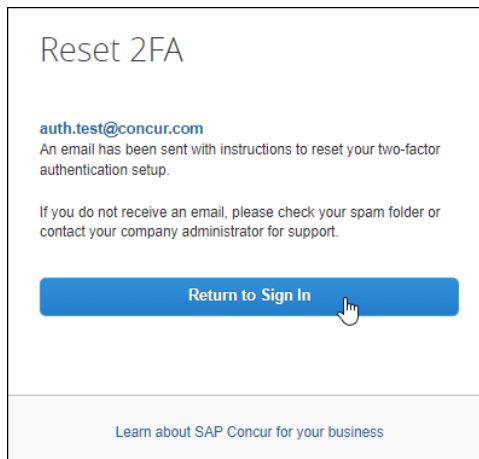
3. On the **Reset 2FA** page, click **Send**.



A reset email is sent to the **Email 1** and/or **Email 2** addresses configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions. For users who don't have access to the **Email Addresses** section of the **My Profile – Personal Information** page, an email is sent to the email address associated with their Concur user account.

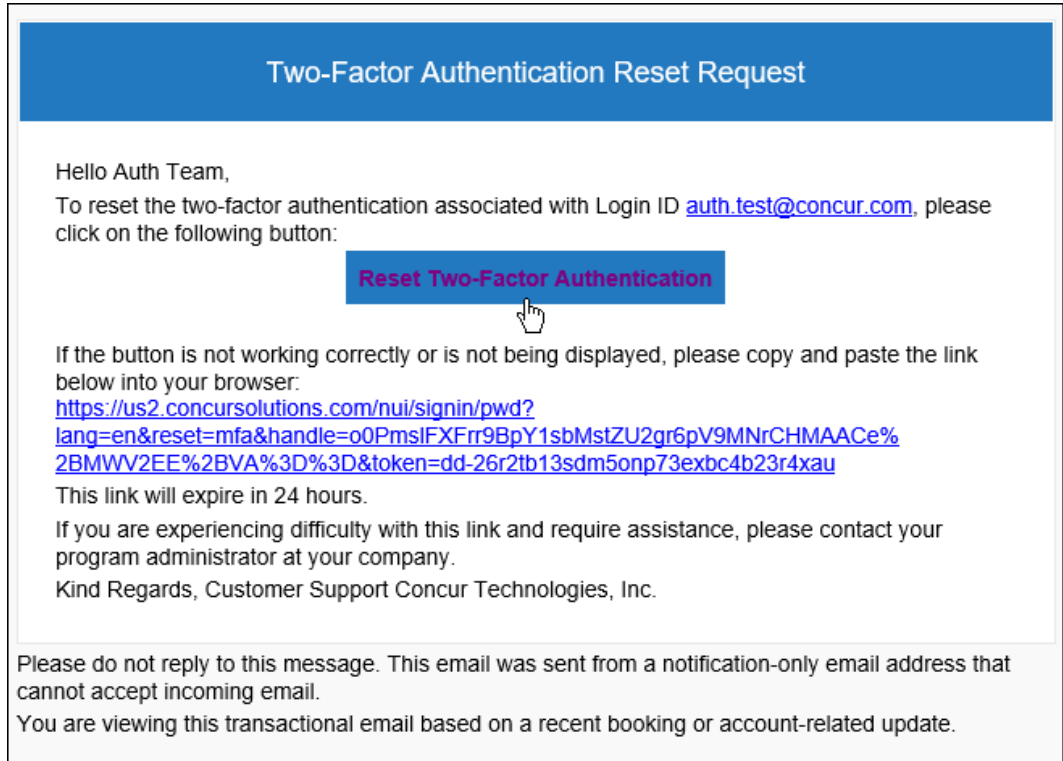
NOTE: The reset link will not be sent to addresses after **Email 2**.

4. Click **Return to Sign In**.



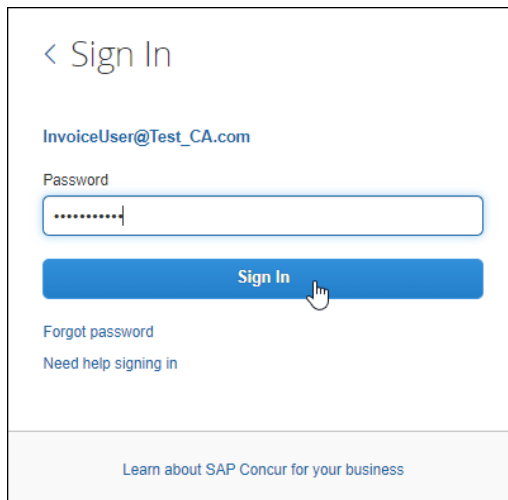
5. Before attempting to sign in on the **Sign In** page, open the **Two-Factor Authentication Reset Request** that was sent from noreply@concur.com to the configured email address.

6. In the email, click **Reset Two-Factor Authentication**.



7. On the SAP Concur **Sign In** page, enter your password.

NOTE: You will not be prompted to enter your username. The username associated with the configured email address is automatically used to sign in.



8. On the **Set Up Two-factor Authentication** page, follow the steps in the preceding *Enrollment Process* section to re-enroll in 2FA for SAP Concur.

Administrator Reset for 2FA

If a user is unable to reset 2FA, a company administrator with the permission to administer users can reset 2FA for the affected user.

▶ **To reset 2FA for a user in Professional Edition**

1. Sign in to SAP Concur solutions as an administrator with permission to administer users. For example, **User Administration** or **Company Administration**.
2. Open the user account page for the user who needs 2FA to be reset.
3. In the **MFA Reset** section of the user's account page, click **Reset**.

MFA Reset

Reset

This resets the user's MFA details, and they must now re-register their MFA methods upon their next sign-in.

General Settings

CTE Login Name* (must be suffixed with a valid domain)

Password* (Blank to leave unchanged)

Verify Password*

NOTE: The option for administrators to reset MFA for their users in **Concur Standard Edition** will not be available until phase 2 (November 15, 2023).

After the administrator resets 2FA the user must go through the 2FA enrollment process either by scanning the QR code or by manually entering a key as described in the preceding *Enrollment Process* section.

Section 3: Phase 2: Beginning November 16, 2023

Prerequisites and Options

Depending on your company's configuration, users must meet some requirements to complete 2FA setup or reset 2FA.

- **Authenticator app**
Users must have an authenticator app installed on a mobile device or as a browser plug-in to set up and use 2FA.
- **Valid Email Address:**
By default, users must have an **Email 1** or **Email 2** email address configured in the **Email Addresses** section of the **My Profile – Personal Information** page.

Email Addresses

The screenshot shows the SAP Concur Profile page. The 'Email Addresses' section is highlighted, showing a table with one entry:

Email	Email Address	Status	Verify	Contact?	Actions
Email 1	test_user@test_entity.com	Not Verified	Verify	Yes	Actions

Users who do not have access to the **Email Addresses** section of the **My Profile – Personal Information**—for example, invoice-only users—must have a valid email address associated with their user account. The email address associated with their account can be confirmed by their company’s Concur user administrator.

During the initial setup process, after the user enters their sign-in credentials for the first time, an email containing a link to set up 2FA is sent to the configured email address(es).

- ◆ A Concur company administrator can disable the option to require a valid email address.



For more information, refer to the *Administrator Opt-Out of Email Requirement* section of this document.

NOTE: Disabling the email requirement is not recommended as this requirement adds an additional level of security to the enrollment process.

- ◆ If the required email address option is disabled, users can set up 2FA without using an email link.
- ◆ If a user has a valid **Email 1** or **Email 2** address set up in the **Email Addresses** section of the **My Profile – Personal Information** page, they can initiate the 2FA reset process. The reset link will be sent to the configured email address(es).

However, if the user does not have a valid email address set up, the user must contact their company administrator or IT department to reset 2FA.

An SAP Concur user administrator can reset 2FA for the user through an option on the user’s **User Account** page.



For more information, refer the *Administrator Reset for 2FA* procedures.

User Enrollment in 2FA

The first time a user signs in to SAP Concur solutions with a Concur username and password, they are prompted to enroll in 2FA.

If they do not already have an authenticator app installed on their mobile device or as a browser plug-in, they must download one to complete the enrollment.

The user can enroll either by scanning a QR code, or by manually entering a key.

NOTE: Some companies have restrictions or guidance about which applications (including third-party authenticator apps) their users can install on their devices. You might need to confirm which authenticator apps are approved for your company by checking with your company's IT department. SAP Concur does not have access to information about your company's specific authenticator app requirements.

If a user has multiple username and password word sign in credentials for SAP Concur solutions, they must complete the enrollment process for each set of credentials.

Enrollment Process via QR code with email requirement

By default, the 2FA enrollment process requires that users have a valid **Email 1** or **Email 2** address configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions. Users who do not have access to the **Email Addresses** section of the **My Profile – Personal Information**—for example, invoice-only users—must have a valid email address associated with their user account.

NOTE: A Concur company administrator can disable the option to require a valid email address. For more information, refer to the *Administrator Opt-Out of Email Requirement* section of this document.

▶ **To enroll in 2FA**

1. On the Concur mobile or web sign in page, enter your SAP Concur username and password.

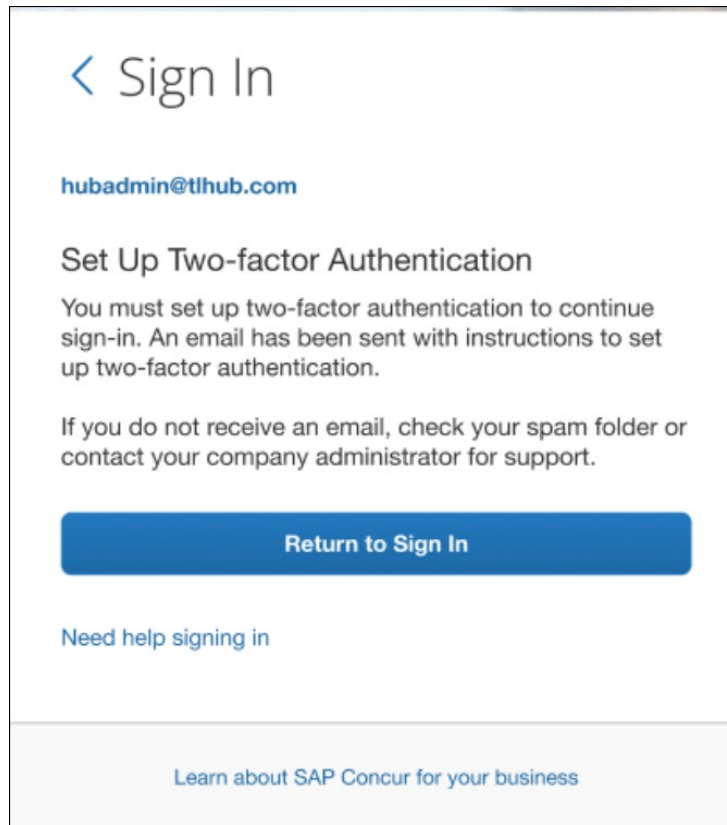
The image displays two sequential screenshots of the SAP Concur sign-in interface. The left screenshot shows the initial sign-in page with a text input field for the username (InvoiceUser@Test_CA.com) and a 'Next' button. The right screenshot shows the password entry page with a masked password field and a 'Sign In' button. Both pages include links for 'Remember me', 'Forgot username', 'Forgot password', and 'Need help signing in'.

2. The following message is presented:

“You must set up two-factor authentication to continue sign-in. An email has been sent with instructions to set up two-factor authentication.

If you do not receive an email, check your spam folder, or contact your company administrator for support.”

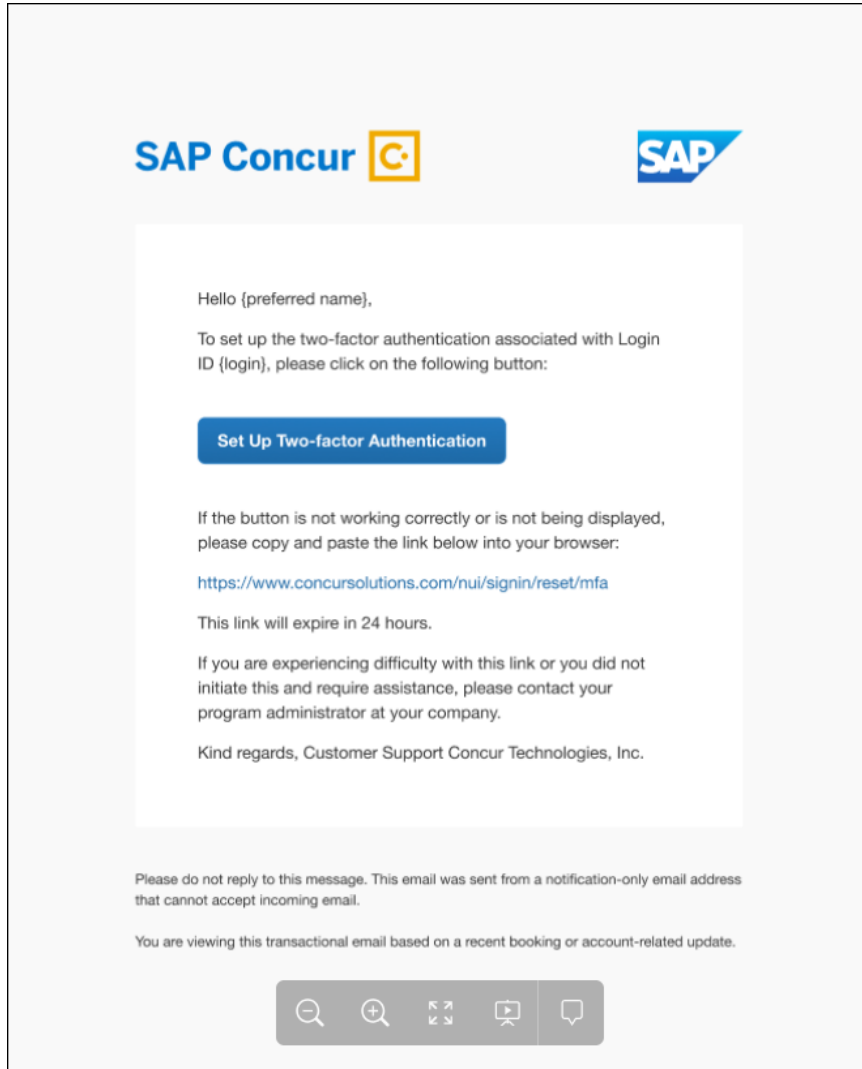
Click **Return to Sign In**.



3. Open the email that was sent to the email address(es) configured on the **My Profile – Personal Information** page or to the email address associated with your user account.

NOTE: If you did not receive the email, check your spam folder or contact your company’s Concur administrator or IT department.

4. Click **Set Up Two-Factor Authentication**.




5. On the SAP Concur sign in page, enter your password and click **Next**.

6. The **Set Up Two-Factor Authentication** page is presented.

< Sign In

[auth.test@concur.com](#)

Set Up Two-factor Authentication
 You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.



Can't scan the QR code?
[Set up manually with a key Authentication Code](#)

Sign In

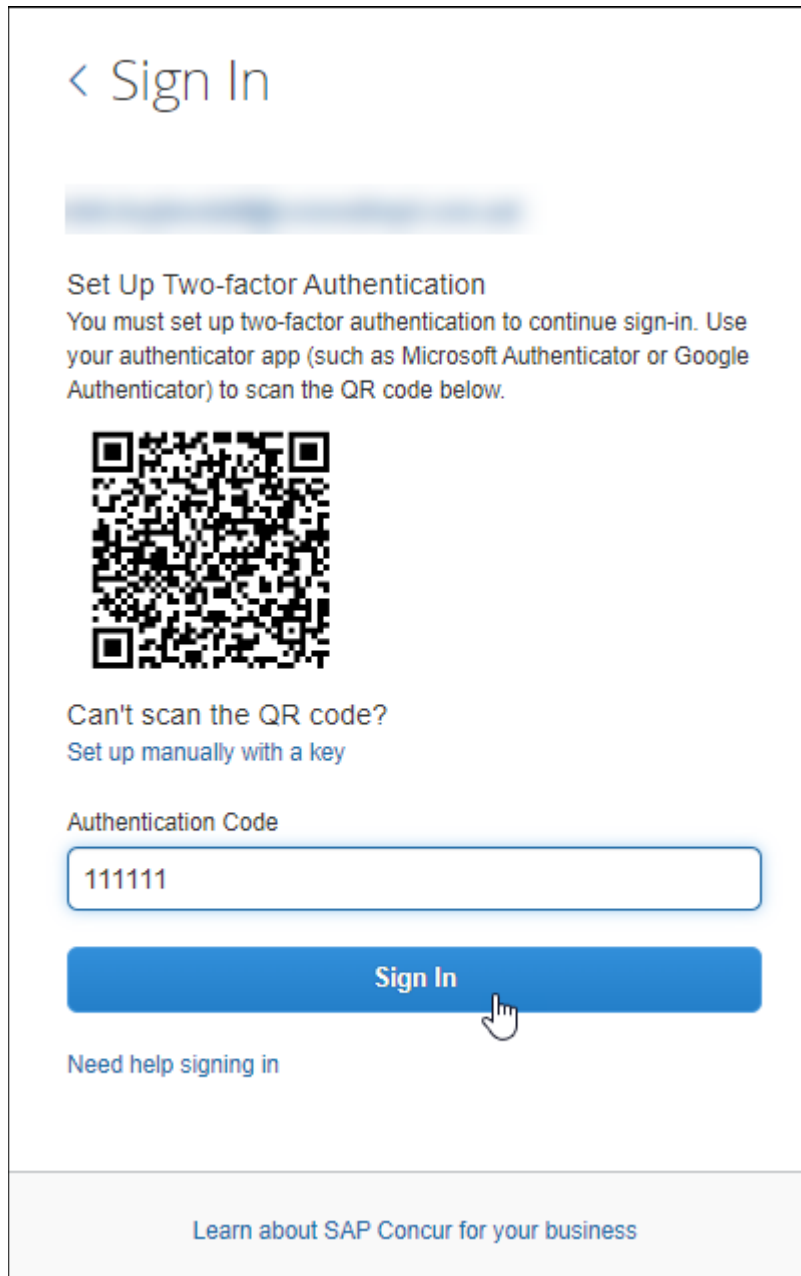
[Need help signing in](#)

[Learn about SAP Concur for your business](#)

- ◆ If you are using a mobile device to setup 2FA and have already downloaded an authenticator app, you can scan the QR code on the **Set Up Two-Factor Authentication** page to begin setting up 2FA for SAP Concur solutions.
 - ◆ If you do not yet have an authenticator app setup, you can download one and then proceed to setup 2FA.
 - ◆ If you do not have a mobile device or prefer not to use one for this process, you can use an authenticator app in a web browser.
7. Follow the steps or prompts from the authenticator app to generate a 6-digit code. These steps vary depending on which authenticator app you are using.

NOTE: SAP Concur does not have information about which authenticator app you use and cannot provide steps for this process. Consult the authenticator app user guide or your company's IT department if you require assistance setting up the authenticator app or generating the 6-digit code.


8. Enter the 6-digit authentication code generated by your authenticator app and then click **Sign In**.



< Sign In

Set Up Two-factor Authentication

You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.



Can't scan the QR code?
[Set up manually with a key](#)

Authentication Code

Sign In

[Need help signing in](#)

[Learn about SAP Concur for your business](#)

Enrollment Process with email requirement using a Manual Key

If you are unable to scan the QR code on the **Set Up Two-Factor Authentication** page—for example, if you are unable to use the camera on your device to scan the QR code—you can use the manual process.

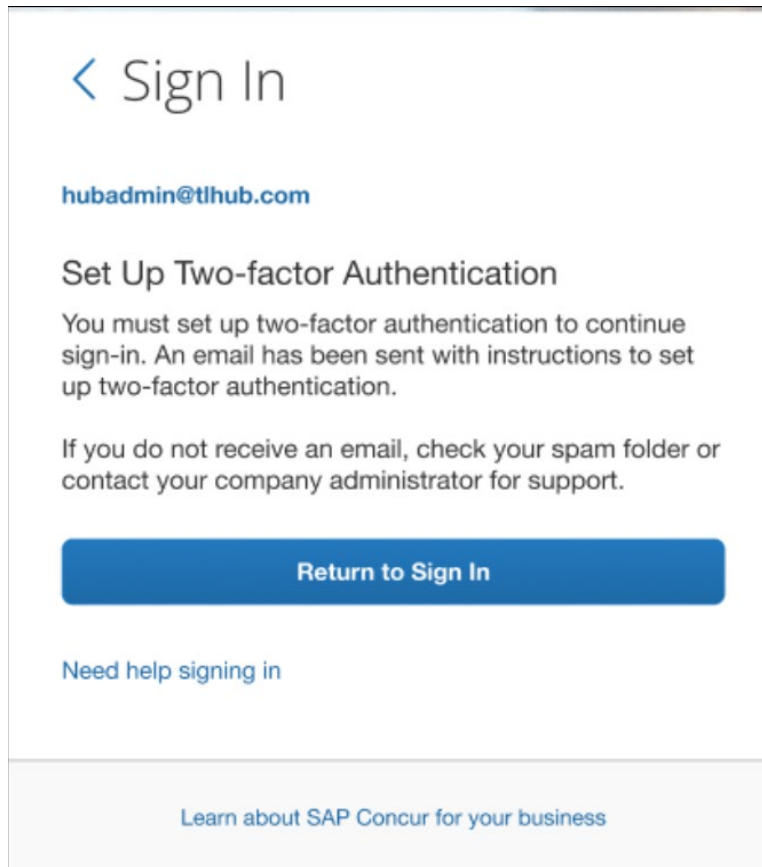
1. On the Concur mobile or web sign in page, enter your SAP Concur username and password.

2. The following message is presented:

"You must set up two-factor authentication to continue sign-in. An email has been sent with instructions to set up two-factor authentication.

If you do not receive an email, check your spam folder, or contact your company administrator for support."

Click **Return to Sign In**.



3. Open the email that was sent to the email address configured on the **My Profile – Personal Information** page or to the email address associated with your user account.

NOTE: If you did not receive the email, check your spam folder or contact your company's Concur administrator or IT department.

In the body of the email, click **Set Up Two-Factor Authentication**.

4. On the SAP Concur sign in page, enter your password and then click **Next**.

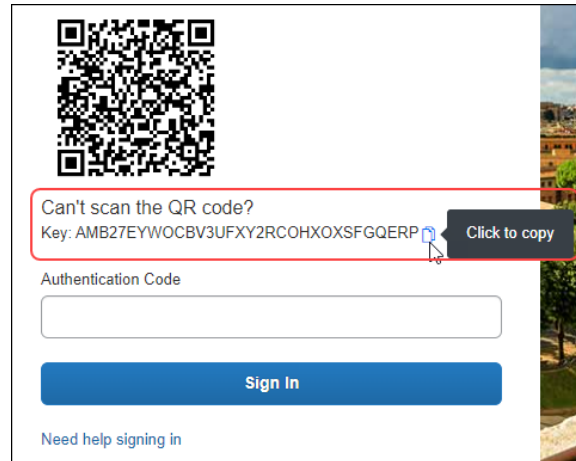
5. Click **Set up manually with a key.**



6. Record the key.



NOTE: If you are setting up 2FA on your mobile device or in a web browser, you can use the icon to the right of the key to copy the key.



7. Follow the steps in your authenticator app to enter the key manually. These steps vary depending on which authenticator app you are using.
 - ◆ Typically, you will need to add a name or other identifier for the account the key is associated with, for example "SAP Concur".
 - ◆ If you are using Google Authenticator, choose the Time Based option.

NOTE: SAP Concur does not have information about which authenticator app you use and cannot provide steps for this process. Consult the authenticator app user guide or your company's IT department if you require assistance setting up the authenticator app.

8. After you enter the key manually and follow the steps in your authenticator app, the authenticator app will generate a 6-digit code. Enter the code into the **Authentication Code** field on the **Set Up Two-Factor Authentication** page.
9. Click **Sign In**.

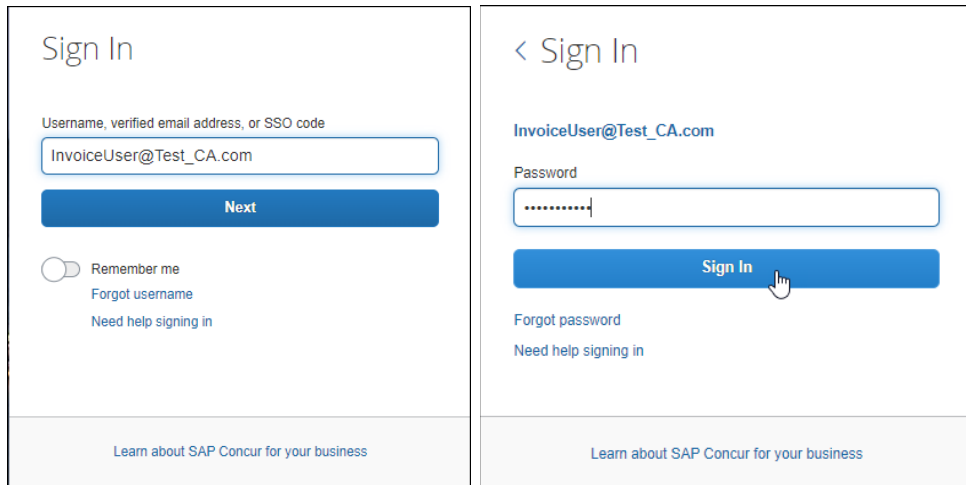
Enrollment Process via QR code without the email requirement

By default, the 2FA enrollment process requires that users have a valid **Email 1** or **Email 2** address configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions.

Although it is not recommended, the default email requirement can be disabled by a company administrator.

► **To enroll in 2FA without an email link**

1. On the Concur mobile or web sign in page, enter your SAP Concur username and password.



2. The following message is presented:

“You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.”



3. If you are using a mobile device to setup 2FA and have already downloaded an authenticator app, launch the authenticator app.

- ◆ If you do not yet have an authenticator app, download one and then proceed to setup 2FA.
 - ◆ If you do not have a mobile device or prefer not to use one for this process, you can use an authenticator app in a web browser.
4. Follow the steps or prompts from the authenticator app to scan the QR code on the **Set Up Two-factor Authentication** page and generate a 6-digit code.

The steps vary depending on which authenticator app you are using.

NOTE: SAP Concur does not have information about which authenticator app you use and cannot provide steps for this process. Consult the authenticator app user guide or your company's IT department if you require assistance setting up the authenticator app or generating the 6-digit code.

5. On the SAP Concur **Sign In** page, enter the 6-digit code into the **Authentication Code** field in the **Set Up Two-Factor Authentication** section and then click **Sign In**.

< Sign In

Set Up Two-factor Authentication
You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.

Can't scan the QR code?
[Set up manually with a key](#)

Authentication Code

[Sign In](#)

[Need help signing in](#)

[Learn about SAP Concur for your business](#)

Enrollment Process without email requirement using a Manual Key

If you are unable to scan the QR code on the **Set Up Two-Factor Authentication** page—for example, if you are unable to use the camera on your device to scan the QR code—you can use the manual process.

1. On the Concur mobile or web sign in page, enter your SAP Concur username and password.

The image shows two sequential screenshots of the SAP Concur sign-in process. The left screenshot displays the 'Sign In' page with a text input field for 'Username, verified email address, or SSO code' containing 'InvoiceUser@Test_CA.com'. Below the field is a blue 'Next' button. There are also links for 'Remember me', 'Forgot username', and 'Need help signing in'. The right screenshot shows the same page after the user has entered a password. The password field is masked with dots. A blue 'Sign In' button is highlighted with a mouse cursor. Both screenshots have a footer link: 'Learn about SAP Concur for your business'.

2. The following message is presented:

“You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.”

The image shows a screenshot of the SAP Concur sign-in page with a 'Set Up Two-factor Authentication' message. The message text reads: 'Set Up Two-factor Authentication. You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.' Below the text is a QR code. Underneath the QR code is a link: 'Can't scan the QR code? Set up manually with a key'. Below that is an 'Authentication Code' input field and a blue 'Sign In' button. There is also a link for 'Need help signing in' and a footer link: 'Learn about SAP Concur for your business'.

3. Click the **Set up manually with a key** link.

The manual setup key is presented.

4. Record the key.

< Sign In

Set Up Two-factor Authentication

You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.



Can't scan the QR code?

Key: 7MHHZN6RZET7007Y2BELQVAP4DTQ2KG

Authentication Code

Sign In

Need help signing in

Learn about SAP Concur for your business

NOTE: If you are setting up 2FA on your mobile device or in a web browser, you can use the icon to the right of the key to copy the key.

Can't scan the QR code?

Key: AMB27EYWOCBV3UFXY2RCOHXOXSGQERP

Click to copy

Authentication Code

Sign In

Need help signing in

5. Follow the steps in your authenticator app to enter the key manually. These steps vary depending on which authenticator app you are using.
 - ◆ Typically, you will need to add a name or other identifier for the account the key is associated with, for example "SAP Concur".
 - ◆ If you are using Google Authenticator, choose the Time Based option.

NOTE: SAP Concur does not have information about which authenticator app you use and cannot provide steps for this process. Consult the authenticator app user guide or your company's IT department if you require assistance setting up the authenticator app.

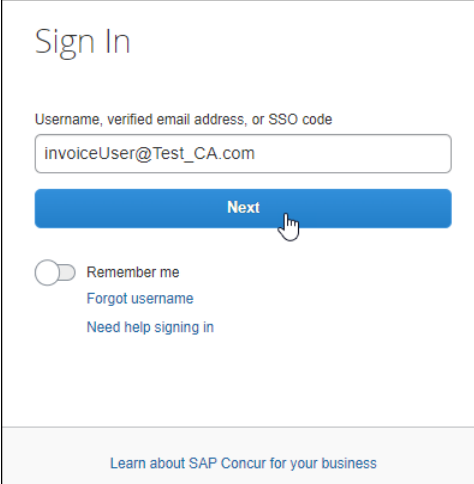
6. After you enter the key manually and follow the steps in your authenticator app, the authenticator app will generate a 6-digit code. Enter the code into the **Authentication Code** field on the **Set Up Two-Factor Authentication** page.
7. Click **Sign In**.

User Experience After Enrollment

After a user has enrolled in 2FA for SAP Concur, after entering their username and password to sign in to SAP Concur solutions, they are prompted to enter the 6-digit authentication code generated by their authenticator app.

▶ *To sign in to SAP Concur solutions with 2FA*

1. Navigate to concursolutions.com or open Concur Mobile.
2. Enter your username.



Sign In

Username, verified email address, or SSO code

invoiceUser@Test_CA.com

Next

Remember me

[Forgot username](#)

[Need help signing in](#)

[Learn about SAP Concur for your business](#)

3. Enter your password.

The screenshot shows the 'Sign In' screen with the following elements:

- Back arrow and 'Sign In' title.
- Username: `invoiceUser@Test_CA.com`
- Label: 'Password'
- Input field: Contains seven dots representing a masked password.
- Button: 'Next' (highlighted with a mouse cursor)
- Links: 'Forgot password' and 'Need help signing in'
- Footer: 'Learn about SAP Concur for your business'

4. Enter the 6-digit authentication code generated by your authenticator app and then click **Sign In**.

The screenshot shows the 'Sign In' screen with the following elements:

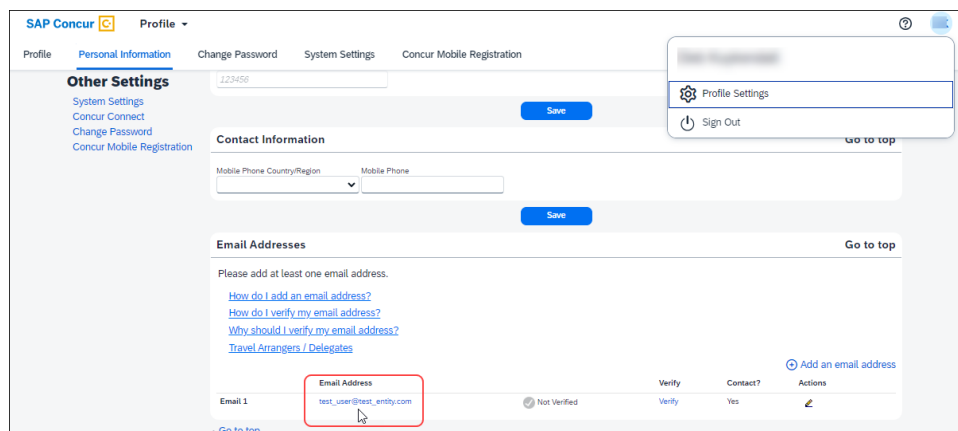
- Back arrow and 'Sign In' title.
- Username: `invoiceUser@Test_CA.com`
- Section: 'Two-factor Authentication'
- Text: 'Enter the authentication code generated by the authenticator app on your mobile device or browser.'
- Label: 'Authentication Code'
- Input field: Contains the code '111111|'
- Button: 'Sign In' (highlighted with a mouse cursor)
- Links: 'Unable to enter authentication code' and 'Need help signing in'
- Footer: 'Learn about SAP Concur for your business'

User-initiated Reset for 2FA

You might need to reset and re-enable 2FA for Concur sign in. For example, you might replace the mobile device you initially used to set up 2FA, or you might want to change your authenticator app.

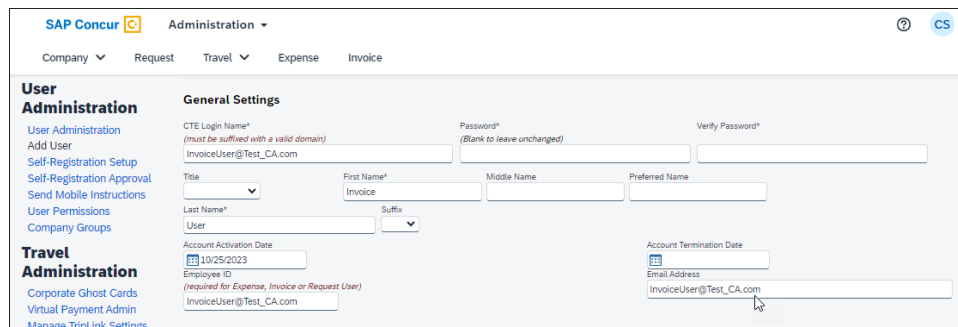
Resetting 2FA has the following prerequisites:

- User-initiated 2FA reset cannot be completed in Concur Mobile. You must reset 2FA by signing in to [concursolutions.com](https://concur.com) via a web browser.
- You must have a valid **Email 1** or **Email 2** address configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions.



Some users do not have access to the **Email Addresses** section of the **My Profile – Personal Information** page—for example, Concur Invoice-only users.

If you do not have access the **Email Addresses** section of the **My Profile – Personal Information** page, you can contact your company’s Concur administrator to confirm you have a valid email address associated with your Concur user account.

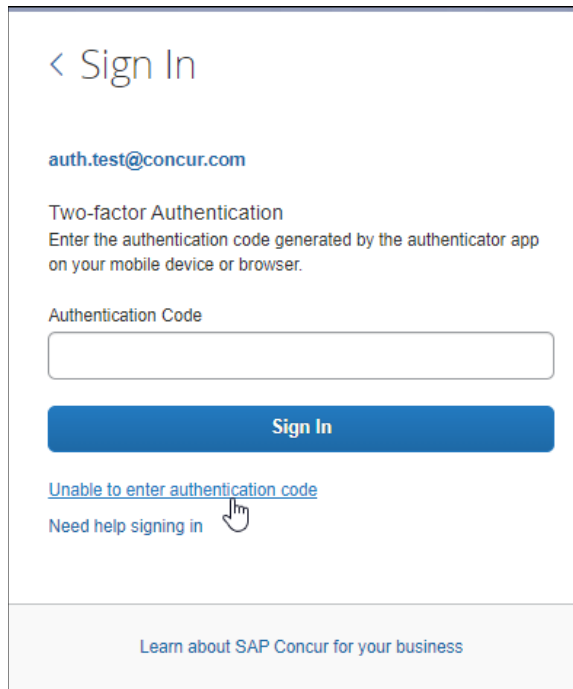


- You must be able to access email sent to the configured **Email 1** or **Email 2 address**. Or, in the case of users who do not have access to the **Email**

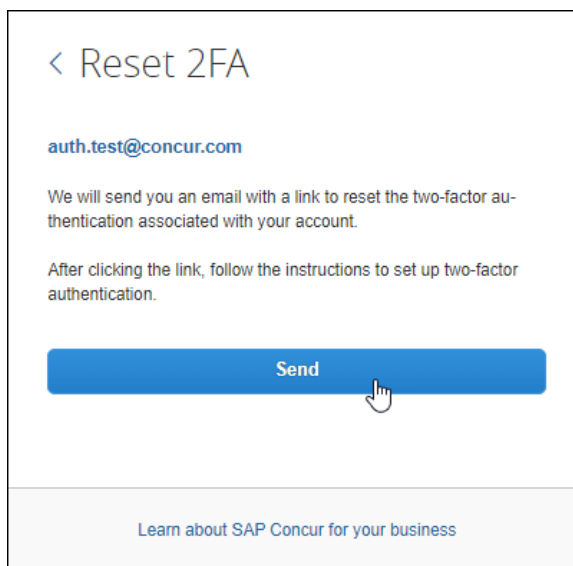
Addresses section of the **My Profile – Personal Information** page, access to email sent to the email address configured in your user account.

▶ **To reset 2FA**

1. On the SAP Concur sign in page, enter your username and password.
2. On the **Two-factor Authentication** page, click **Unable to enter authentication code**.



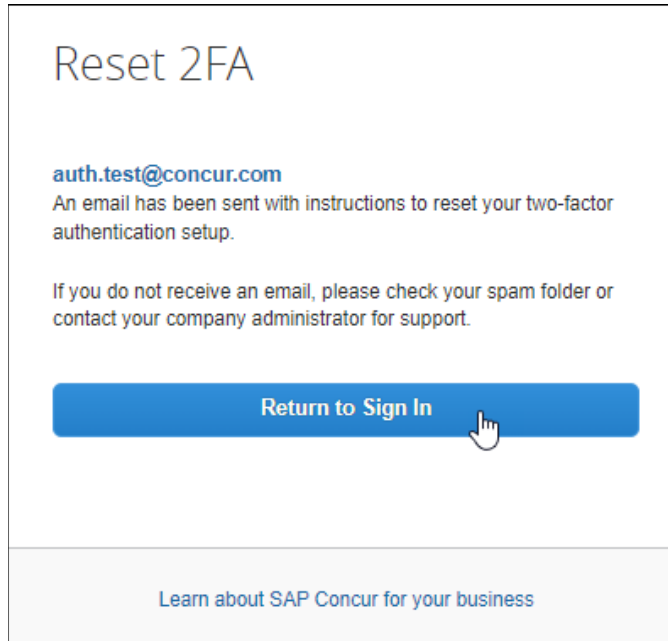
3. On the **Reset 2FA** page, click **Send**.



A reset email is sent to the **Email 1** and/or **Email 2** addresses configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions.

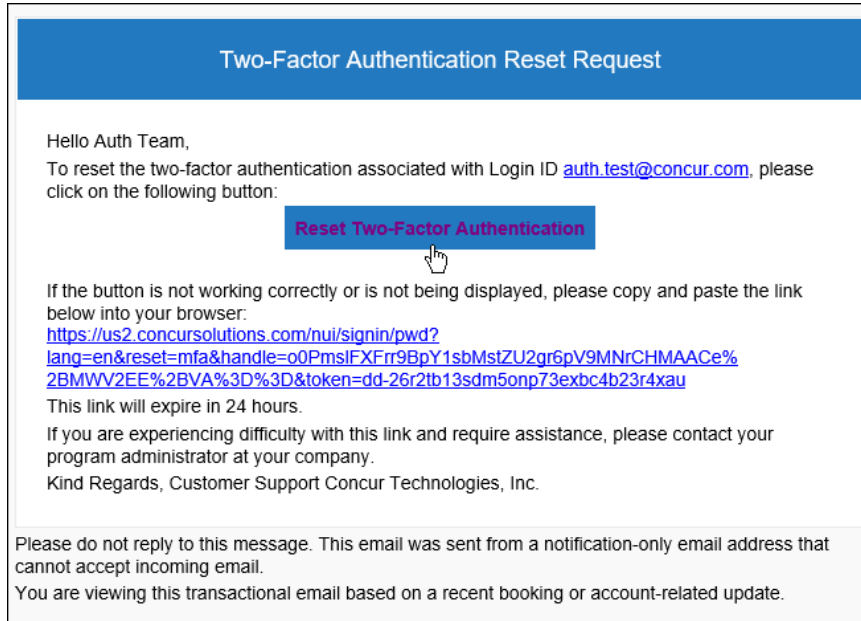
NOTE: The reset link will not be sent to addresses after **Email 2**.

4. Click **Return to Sign In**.



5. Open the **Two-Factor Authentication Reset Request** that was sent from noreply@concur.com to the address (**Email 1** and/or **Email 2**) configured on the **My Profile – Personal Information** page in SAP Concur solutions.

6. In the email, click **Reset Two-Factor Authentication**.



7. On the SAP Concur **Sign In** page, enter your password.

NOTE: You will not be prompted to enter your username. The username associated with the configured email address is automatically used to sign in.

8. On the **Set Up Two-factor Authentication** page, follow the steps in *Section 2: Enroll in 2FA* to re-enroll in 2FA for SAP Concur.

Administrator Reset for 2FA

If a user is unable to reset 2FA, a company administrator with the permission to administer users can reset 2FA for the affected user.

Professional Edition

▶ **To reset 2FA for a user**

1. Sign in to SAP Concur solutions as an administrator with permission to administer users. For example, **User Administration** or **Company Administration**.
2. Open the user account page for the user who needs 2FA to be reset.
3. In the **MFA Reset** section of the user's account page, click **Reset**.



Standard Edition (Available after November 15, 2023)

▶ **To reset 2FA for a user**

1. Sign in to SAP Concur solutions as an administrator with permission to administer users. For example, **Travel and Expense Administrator**.
2. Open the **User Details** page for the user who needs 2FA to be reset.
3. In the **MFA Reset** section of the user's account page, click **Reset**.

Administrator Opt-Out of Email Requirement

A company administrator can opt-out of the email requirement on the **Sign In Settings** page.

NOTE: Disabling the email requirement is not recommended as this requirement adds an additional level of security to the enrollment process.

▶ **To disable the email requirement for 2FA**

1. In SAP Concur solutions, navigate to **Administration > Authentication Admin > Sign In Settings**.
2. In the **Others** section of the **Sign In Settings** page, uncheck Require users to receive an email link to set up two-factor authentication.

