INSTRUCTIONS FOR CONCUR MOBILE USERS:
LOGGING INTO YOUR CONCUR MOBILE APPLICATION FOLLOWING UPCOMING OUTAGE

WHERE TO GET HELP?

Concur User Support Desk
By Phone (available in English 24/7/365 from Canada/US): Call 1-866-793-4040

York Expense Desk

Anna Jacob   Email adjacob@yorku.ca  416-736-2100 ext 20233
Sonia Fermin-Peat  Email ferminps@yorku.ca  416-736-2100 ext 40150
Yan Liu     Email yliu2015@yorku.ca  416-736-2100 ext 22003
On November 6th, Finance will be making changes to the login settings for all Concur users. In order to implement these changes, Concur will be unavailable on November 6th from 5:30 PM to 9:00 PM. Following the outage, users accessing Concur on a mobile device using the Concur Mobile application will be signed out of Concur Mobile. In order to regain access to Concur Mobile, users must enter their NEW Concur User Name and Mobile PIN.

To regain access to Concur through a mobile application installed on their smartphone or other mobile device (IOS, Android, Windows, or Blackberry), users should follow the instructions below:

1. In order to regain access to Concur from your smartphone or other mobile device, users must enter their NEW Concur User Name* and their Mobile PIN at the login screen of the Concur Mobile App.

   To find your NEW Concur User Name*, proceed to step #2.

   * IMPORTANT: Your Concur User Name and Mobile PIN are not the same as your Passport York ID and password.

2. To obtain your NEW Concur User Name, log into your Concur account through Passport York from any laptop or desktop computer.

   In the top right corner of your screen, click “Profile”.

3. From the drop down area, click “Profile Settings”
4. Click “Mobile Registration” in the main menu area under Profile Options OR from the side menu area under Other Settings.

5. Copy down your **NEW** Concur User Name.
   - If you remember your Mobile PIN, proceed to step #11.
   - If you are new to Concur Mobile and have never created a Mobile PIN, proceed to Step #6.
   - If you forgot your Mobile PIN, proceed to step #7.

6. To create your Mobile PIN, enter a Mobile PIN and retype the Mobile PIN into fields indicated.

   After creating and retying your Mobile PIN, click “Set PIN”.
   
   Proceed to step# 11 to complete your sign in of Concur Mobile.

   If you forget your Mobile PIN, you can set a new Mobile PIN by following Steps # 7 to 10.
7. If you forgot your Mobile PIN, click “Forgot Mobile Password (PIN)” from the side menu area under Other Settings.

8. Enter your **NEW** Concur User Name (from step #5) in the Login ID field. Click Submit.

9. You will receive an email with instructions to follow in order to reset your Mobile PIN. Click on the URL in the email.

10. Enter a Mobile PIN and re-enter the Mobile PIN into fields indicated. Click “Submit”.

   Dear 78912345@yorku.ca,

   We have received a request to reset your mobile PIN because you forgot it. If you made this request, please follow the instructions below.

   If you do not wish to reset your PIN, disregard this message.

   To reset your PIN, click on the following URL:
   
   [https://www.concursolutions.com/#/asp?u=x7C985900590164C=17131111164C=897y9dyj199eKk3061521y5475yYve630](https://www.concursolutions.com/#/asp?u=x7C985900590164C=17131111164C=897y9dyj199eKk3061521y5475yYve630)

   Your PIN will be reset and you will be asked to create and re-enter a new PIN.

   This is a one-time only link that will expire in 24 hours. If the link above is split into multiple lines, you may need to copy/paste the entire link into the Address field of your browser. If you are experiencing difficulty with this link and require assistance, please contact the program administrator at your company.

   Note: Clicking on this link may log you out of any existing Concur session, so ensure that any work in progress has been saved beforehand.

   Cheers,

   The Concur mobile team
11. Open your Concur Mobile Application and Enter your NEW Concur User Name at the login screen.

   Tap Next.

   Enter your current (or newly created) Mobile PIN.

   Tap “Sign In To Concur”

12. You are now logged into Concur Mobile.

   Here are a few things you can do in Concur Mobile:

   1. Create, modify, and submit your expense reports.
   2. Approve expense reports for your direct reports.
   3. Image your receipts.
   4. And much, much, more!