CONCUR MOBILE AUTHENTICATION:
SETTING UP YOUR CONCUR MOBILE PASSWORD
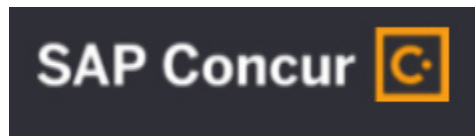
SAP Concur Ⓒ·

WHERE TO GET HELP?

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

Concur is retiring the use of Mobile PIN sign-in option to access the Concur Mobile Application. In order to access Concur Mobile, users must enter their Concur User Name and Mobile Password.
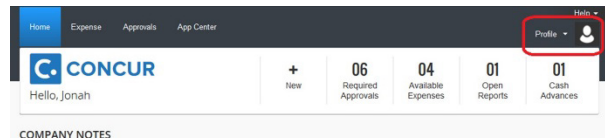
Follow the instructions below to:

    i.   Find your Concur User Name (note: this is <u>not</u> your Passport York user name); and

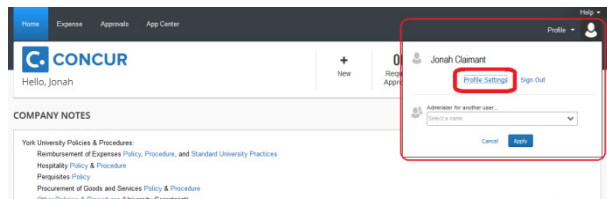   ii.   Set up your mobile password.

I. Finding Your Concur Username

To find your Concur User Name, follow the steps below:

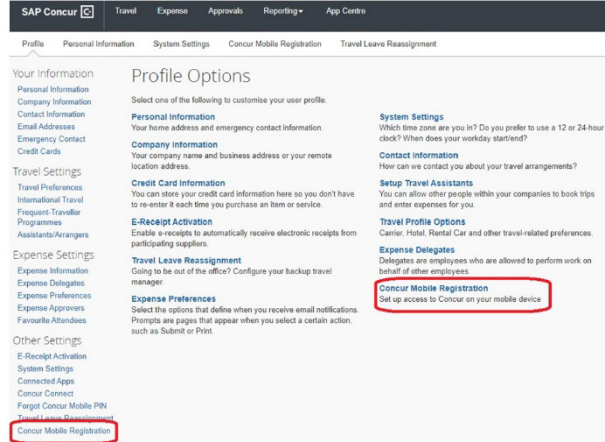1. Log into your Concur desktop application through Passport York from any laptop or desktop computer.

   In the top right corner of your screen, click "**Profile**".

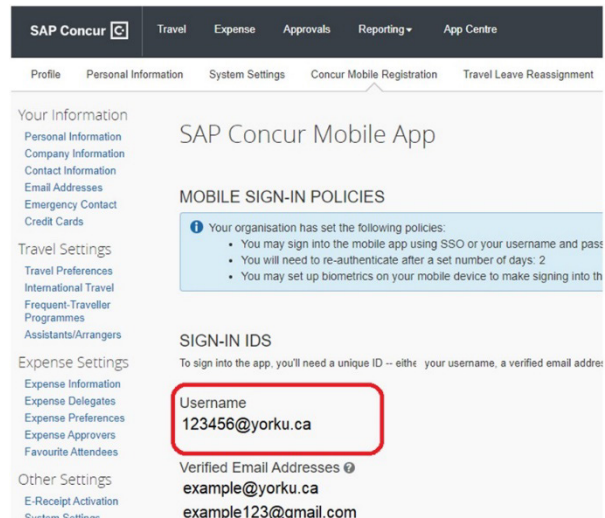

2. From the drop down area, click "**Profile Settings**"

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3. Click "**Concur Mobile Registration**" in the main menu area under Profile Options <u>OR</u> from the side menu area under Other Settings.

4. Your Concur Username is displayed on the Concur Mobile Registration page.
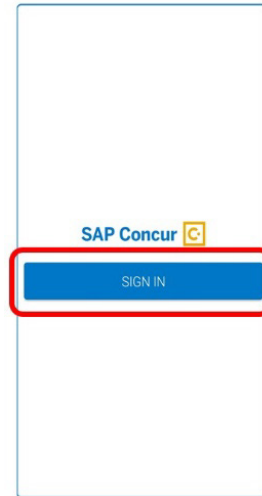
    Copy down your Concur User Name.

5. Log out of your Concur desktop application and close the browser window.

    Important: Please ensure you are logged out of your Concur desktop application before proceeding to the next section, Setting Up Your Concur Mobile Password.
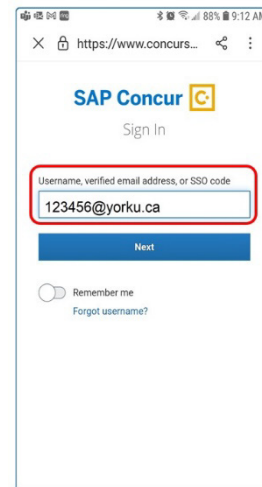
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II. Setting Up Your Concur Mobile Password

1. Open your Concur Mobile
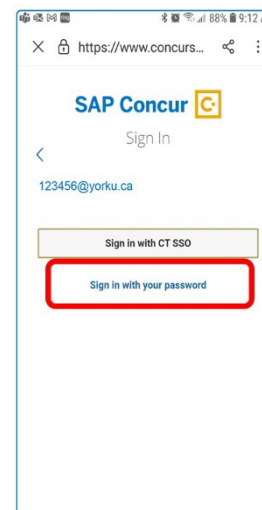   Application and select "**SIGN IN**"

2. Enter your Concur Username (from
   Part I). Please note, your Concur
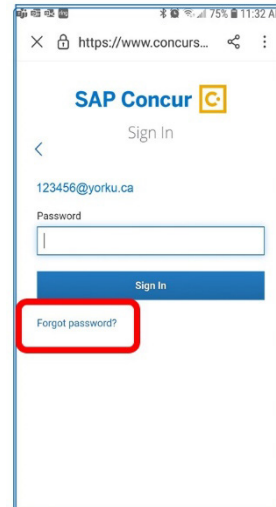   User name is not the same as your
   Passport York username.

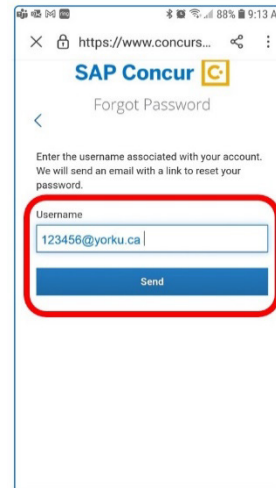   Click "**Next**"

3. Click "**Sign in with your password**"

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4. At the password entry screen, click "**Forgot password?**"

5. At the Forgot Password screen, your Concur Username should be prepopulated in the Username field.

   If not, enter your Concur Username (from Part I).

   Click Send.

6. An email will be sent to you with instructions to set/ reset your password.

   Faculty and staff: When your Concur account was created, your default email address is your York email ending in @yorku.ca. The reset link should be sent to this email address as long as it is still the default address populated in your Concur profile.

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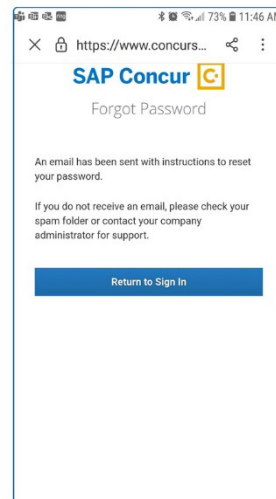
7. Follow the email instructions to set/reset your password by clicking **"Reset Your Password"** or the link provided within 24 hours. You may also copy and paste the link into a browser.

   Important: Please ensure you are logged out of your Concur desktop application before clicking the link.
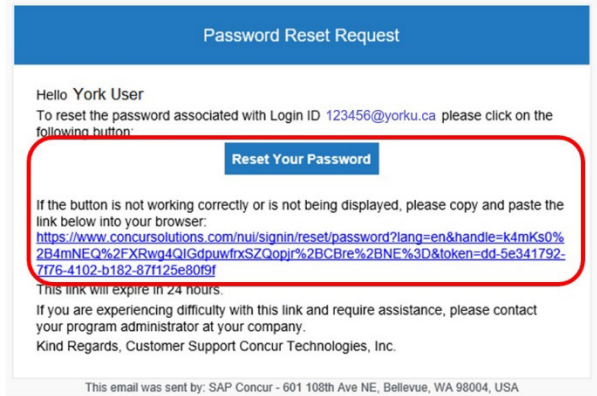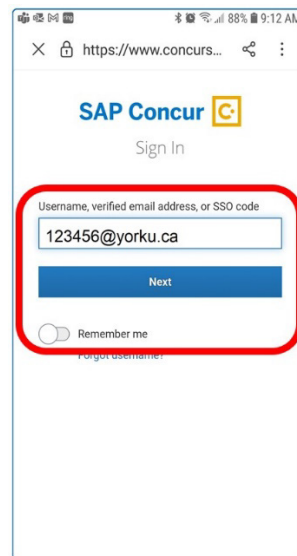
8. Open Concur Mobile.

   If you are still at the Forgot Password screen, click Return to Sign In.
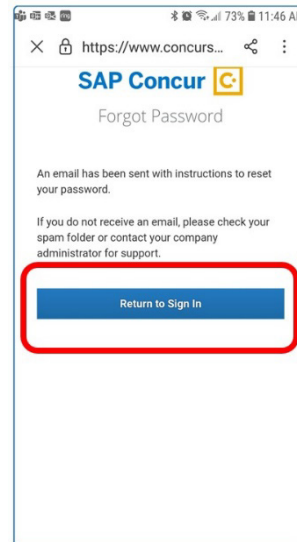
9. Follow the steps and enter your Concur Username (from Part I).

   Click **"Next"**

   Select **"Remember Me"** if you do not wish to enter your Concur Username and mobile password each time you open Concur Mobile.

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10. Click **"Sign in with your password"**

Enter your newly created / reset password and click **"Sign In"**

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