

Concur – Dual Factor Authentication Procedures

Committee for Public Counsel Services

Finance



Overview:

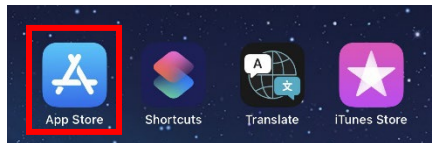
In order to log into your SAP Concur account, it requires a dual factor authentication. You will need to download the **Microsoft Authenticator** application and install it on your mobile phone.

This guide provides step-by-step instructions for Apple, Android and non-installable/non-mobile devices.

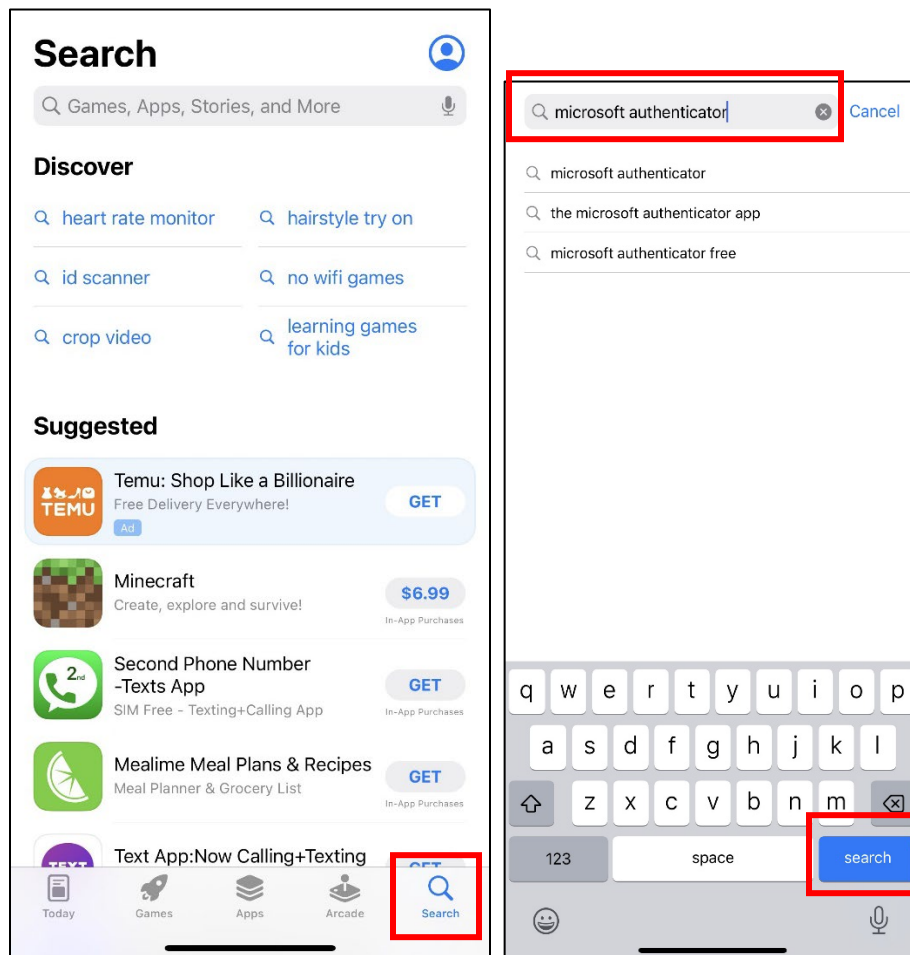
Please note once the application is installed on Apple and Android, it will turn on the App Lock feature by default to better protect the application. To turn it off, go to the app settings.

I. For Apple Users

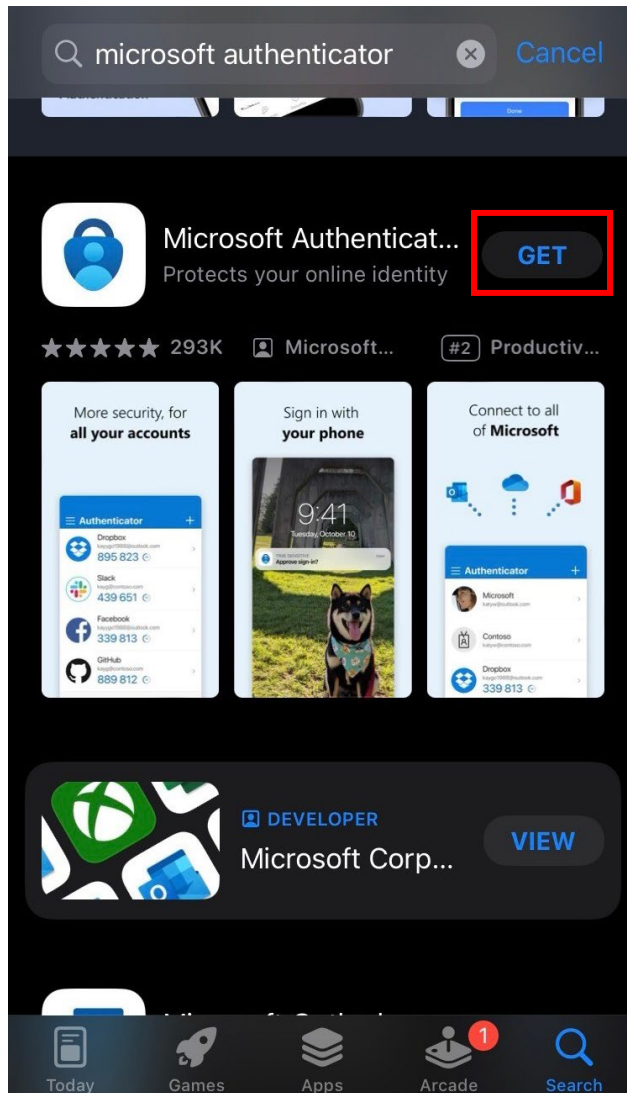
1. On your mobile phone, open the “App Store.”



2. In the App Store, select “Search”, in the search field enter “Microsoft Authenticator” and select search.



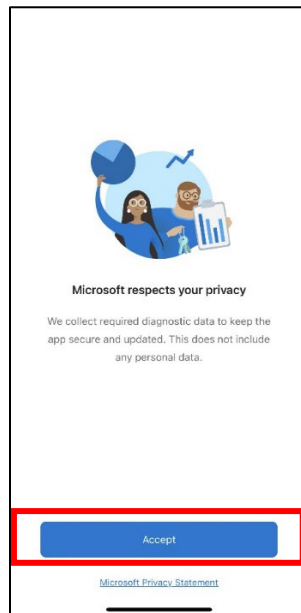
3. Click on Microsoft Authenticator and click on “Get.” You may need to confirm installing the App. It installs on your phone.



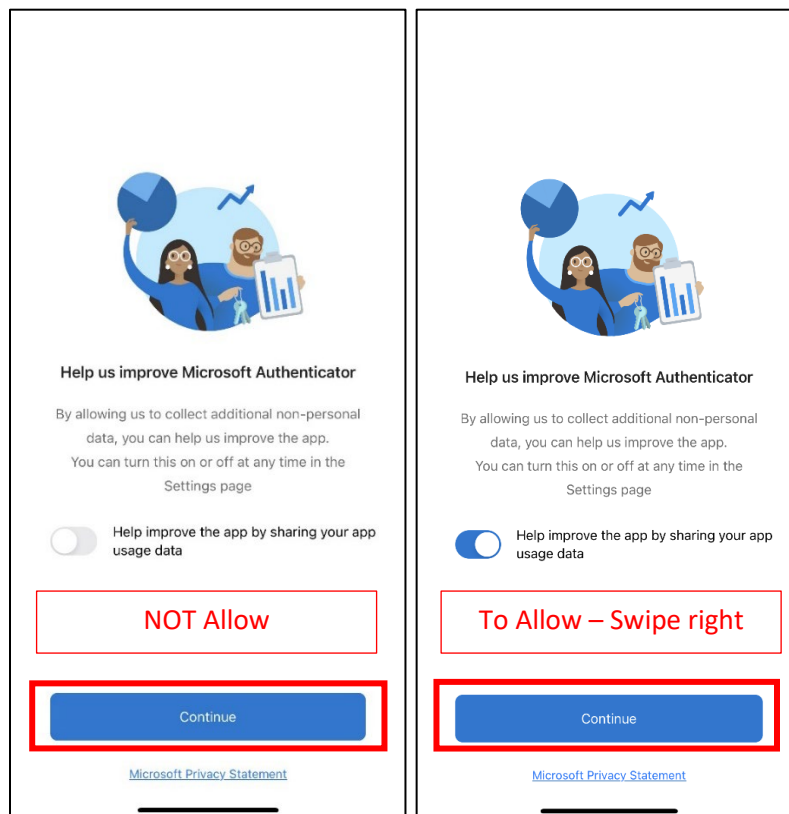
4. Locate Authenticator App on your phone and Open.



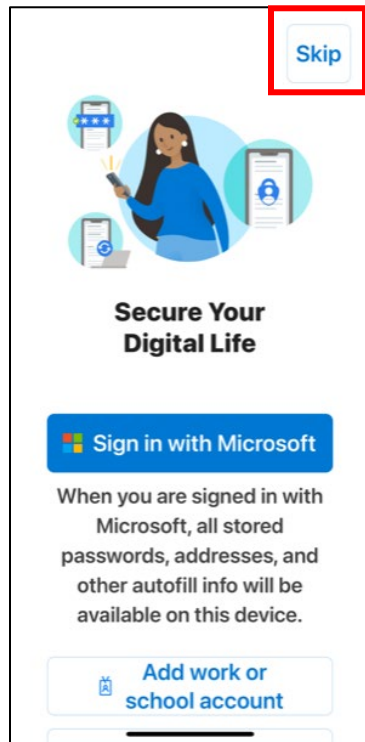
5. Review Microsoft Private Statement and select “Accept.”



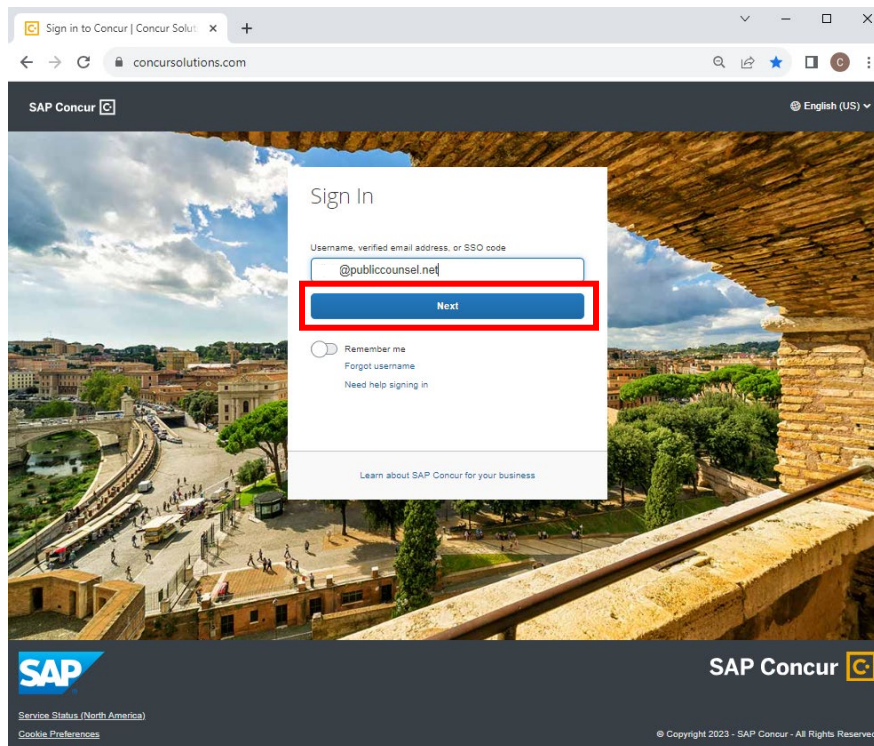
6. Review the next screen and decide if you want to “Allow share the App data” by swiping right, if not leave as is. Select “Continue.”



7. Select Skip.



8. You will need to go into the web browser to setup in SAP Concur. Now open SAP Concur (<https://www.concursolutions.com/>), enter your CPCS email address and click on “Next.”



9. Enter your password and click on “Next.”

Sign in to Concur | Concur Solutions

concursolutions.com/nui/signin/pwd

SAP Concur

English (US)

< Sign In

@publiccounsel.net

Password

Next

Forgot password

Need help signing in

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SAP

SAP Concur

Service Status (North America)

Cookie Preferences

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10. Set up Two-factor Authentication screen appears.

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concursolutions.com/nui/signin/mfa/enroll?correlationid=ba67db0380206388466fae76eee09979-1

SAP Concur

English (US)

< Sign In

@publiccounsel.net

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

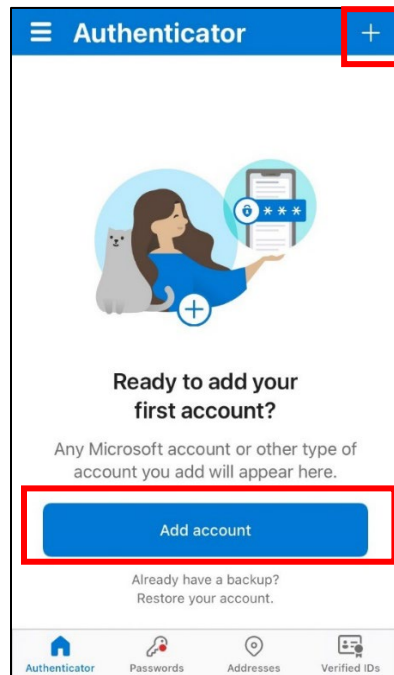
Learn about SAP Concur for your business

SAP

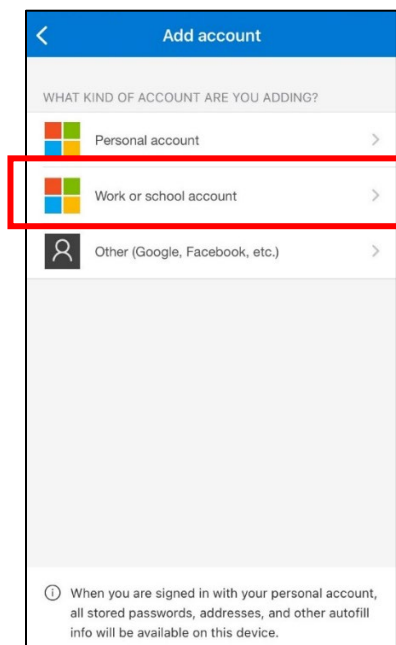
SAP Concur

Rome, Italy

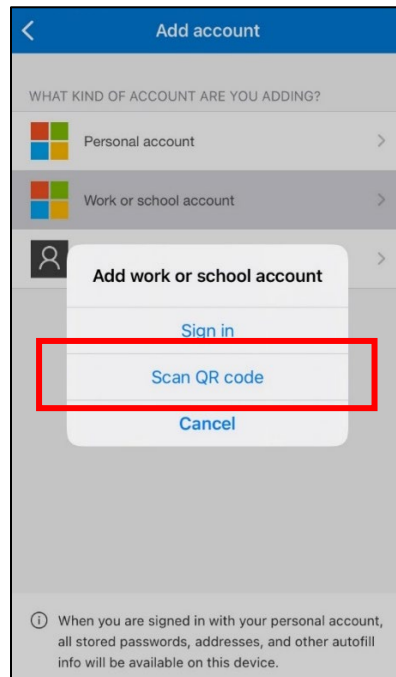
11. Now with your mobile phone, open the Authenticator App, select the “+” symbol or “Add Account.”



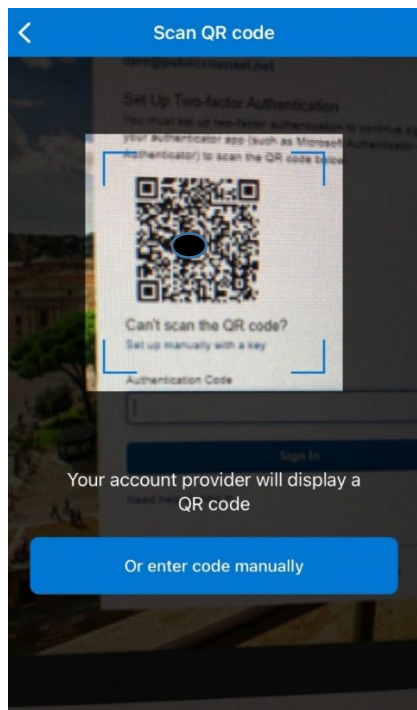
12. Select “Work or school account.”



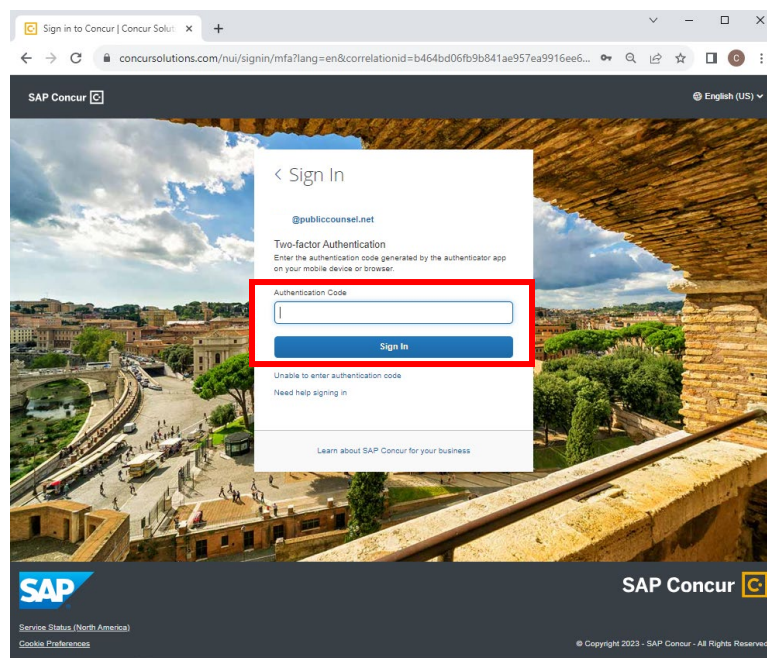
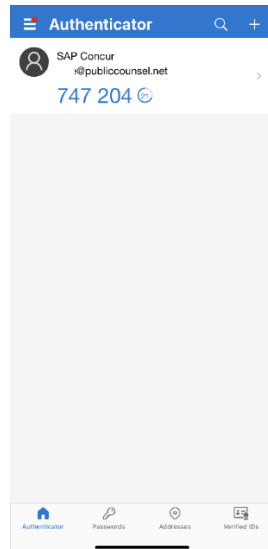
13. Select “Scan QR Code.”



14. If a screen appears asking “Authenticator” Would Like to Access the Camera”, select OK. Scan the QR code shown on the SAP Concur screen as shown in step 10.



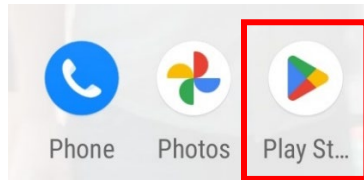
15. Microsoft Authenticator will add SAP Concur with your CPCS email to your profile. A six digit code appears. This will be the authentication code entered into SAP Concur. Note this code is only valid for 30 seconds and will show a new six digit code every 30 seconds.



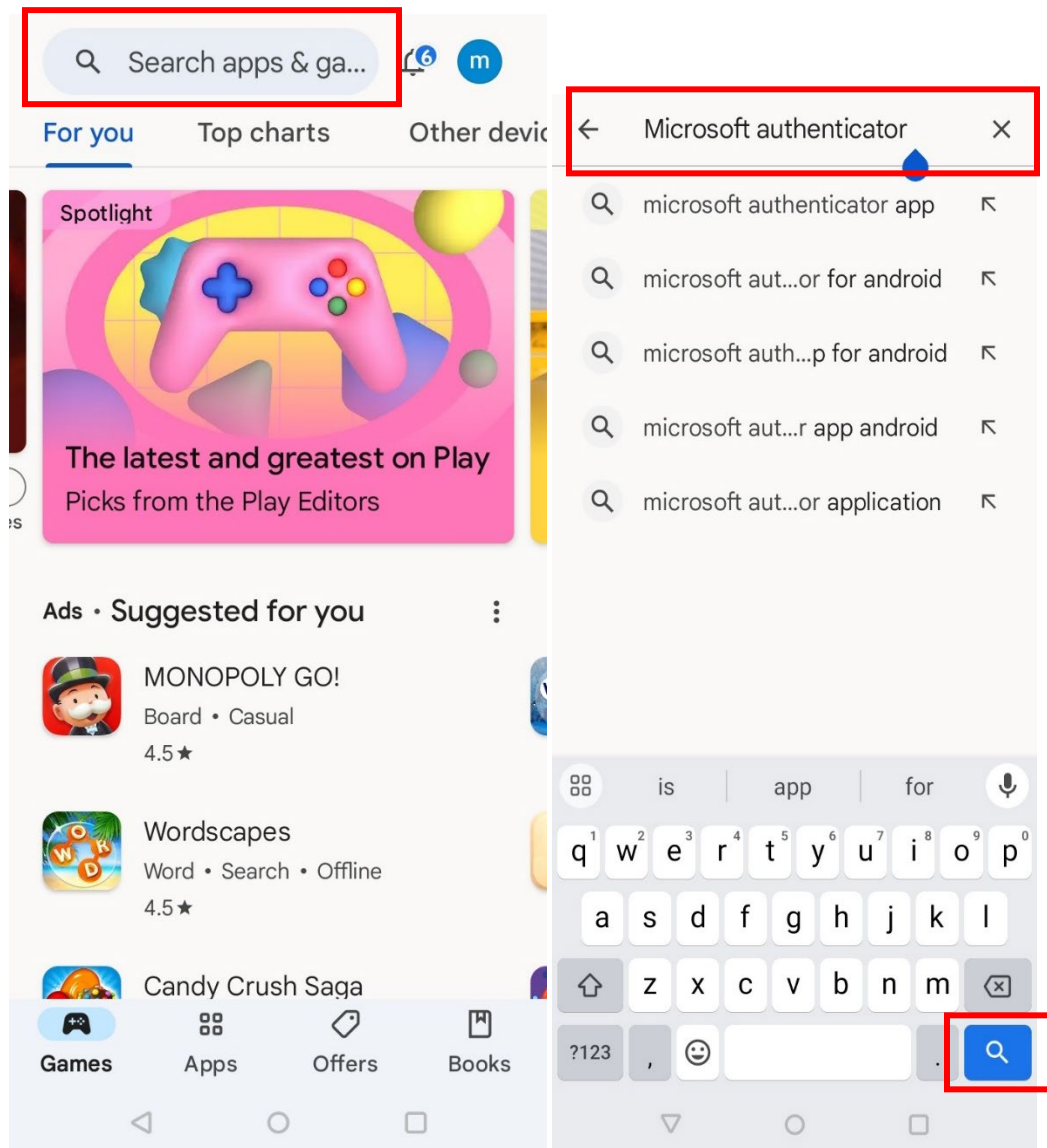
16. Going forward when logging in, you will need to open the Authenticator App and enter the six digit code shown for SAP Concur.

II. For Android Users

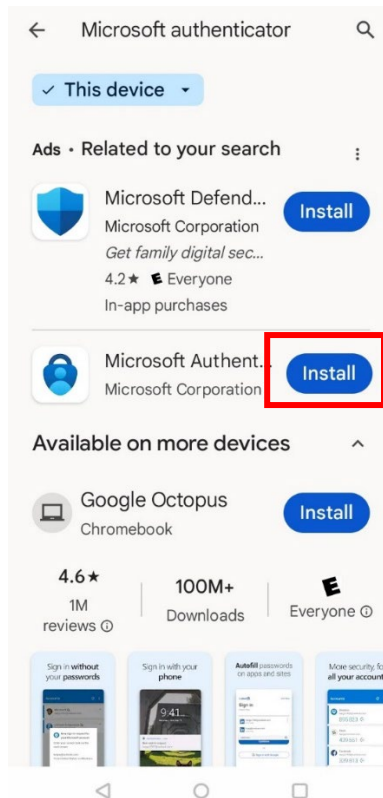
1. On your mobile phone, open the “Play Station.”



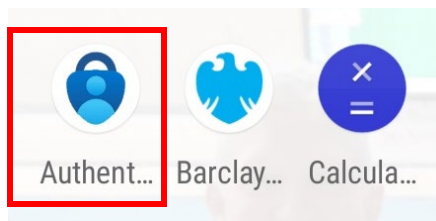
2. In Play Station, in the search field enter “Microsoft Authenticator” and select magnify glass.



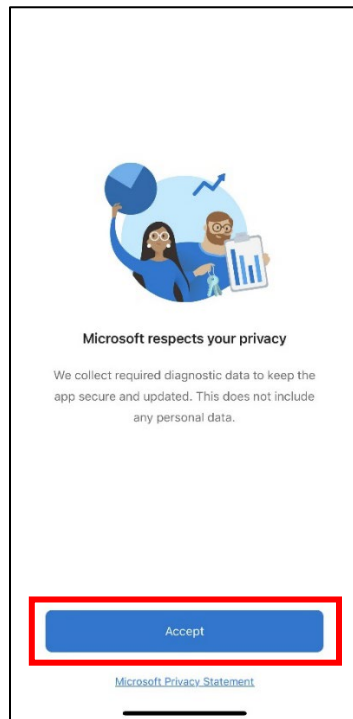
3. Click on Microsoft Authenticator and click on “Install.” You may need to enter your Play Station password. The App installs on your phone.



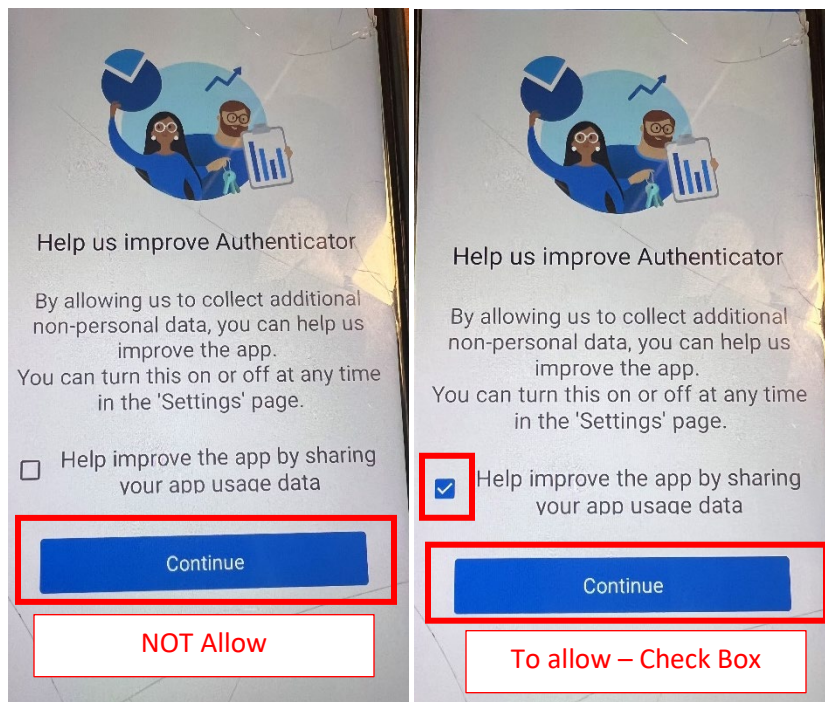
4. Locate Authenticator App on your phone and Open.



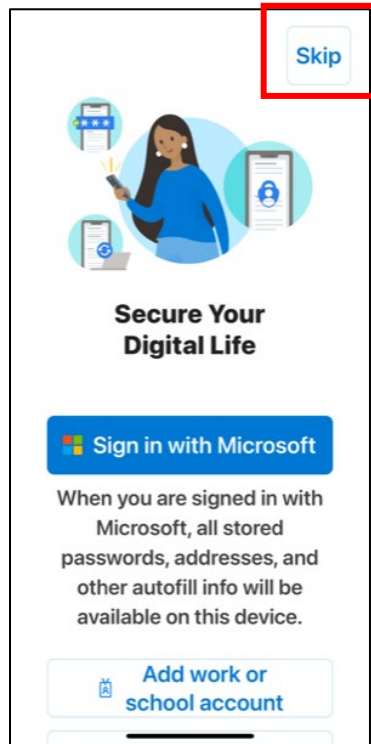
5. Review Microsoft Private Statement and select “Accept.”



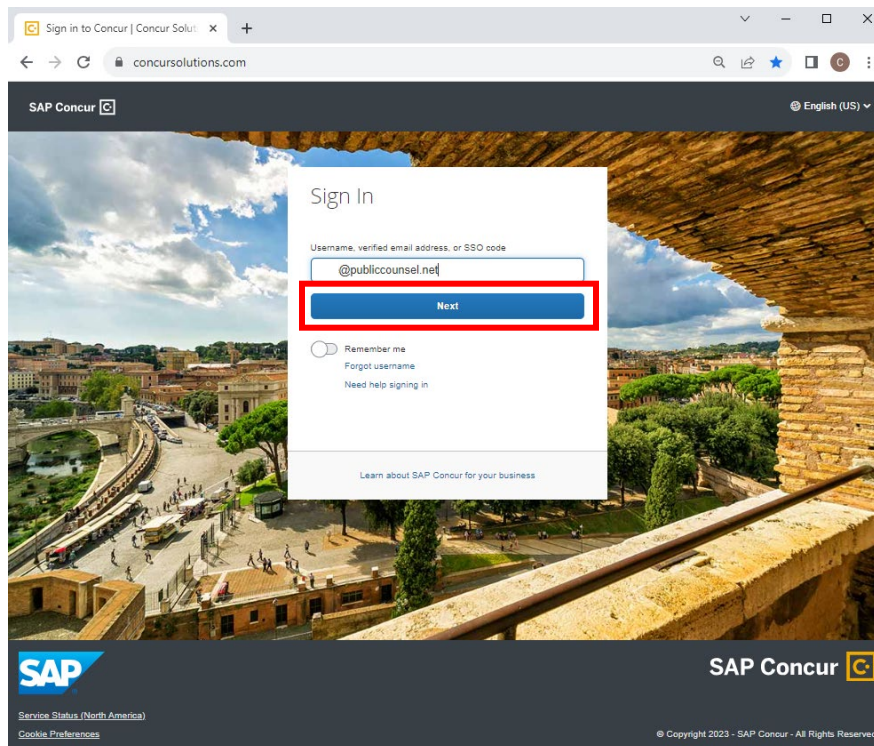
6. Review the next screen and decide if you want to “Allow share the App data” by selecting the check box, if not leave as is. Select “Continue.”



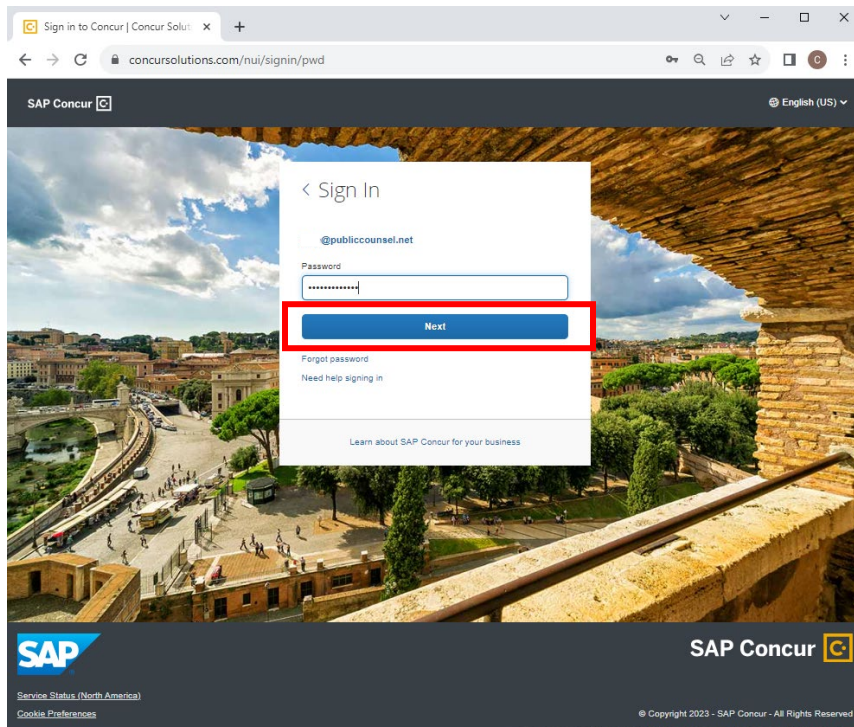
7. Select Skip.



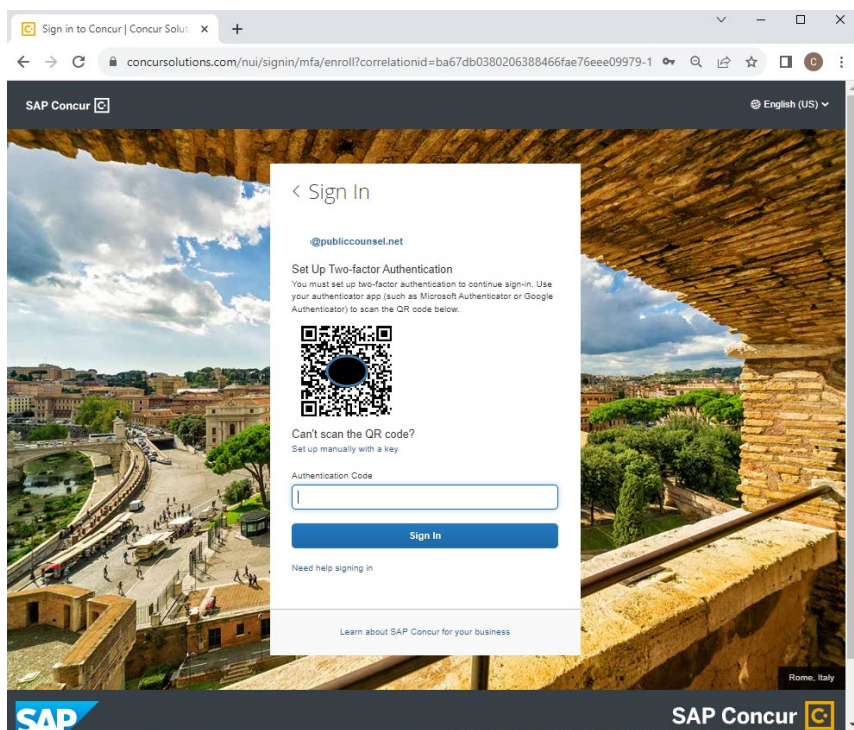
8. You will need to go into the web browser to setup in SAP Concur. Now open SAP Concur (<https://www.concursolutions.com/>), enter your CPCS email address and click on "Next."



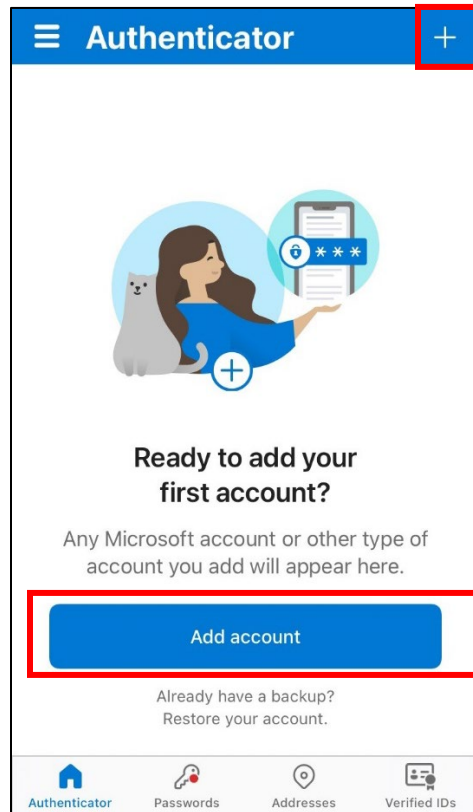
9. Enter your password and click on “Next.”



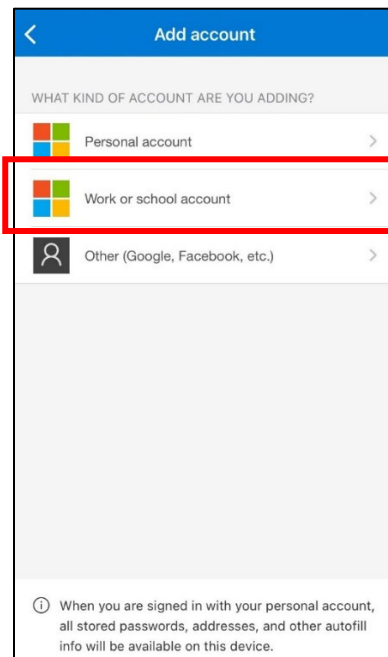
10. Set up Two-factor Authentication screen appears.



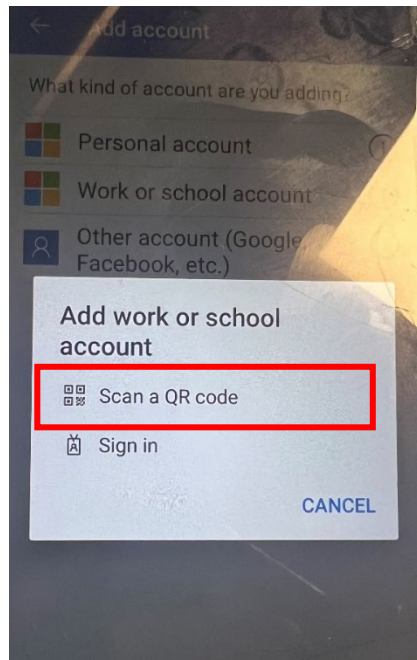
11. Now with your mobile phone, open the Authenticator App, select the “+” symbol or “Add Account.”



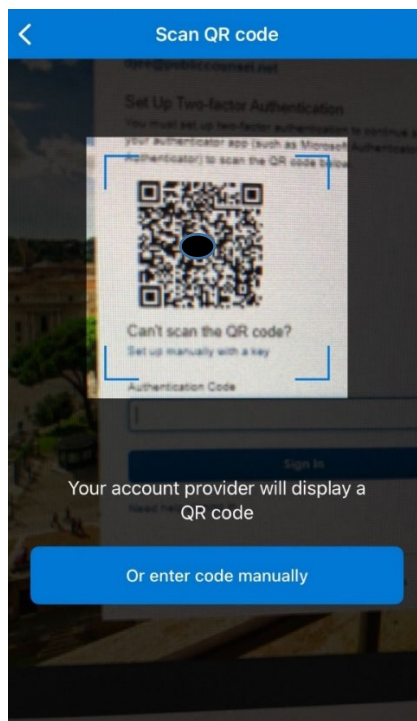
12. Select “Work or school account.”



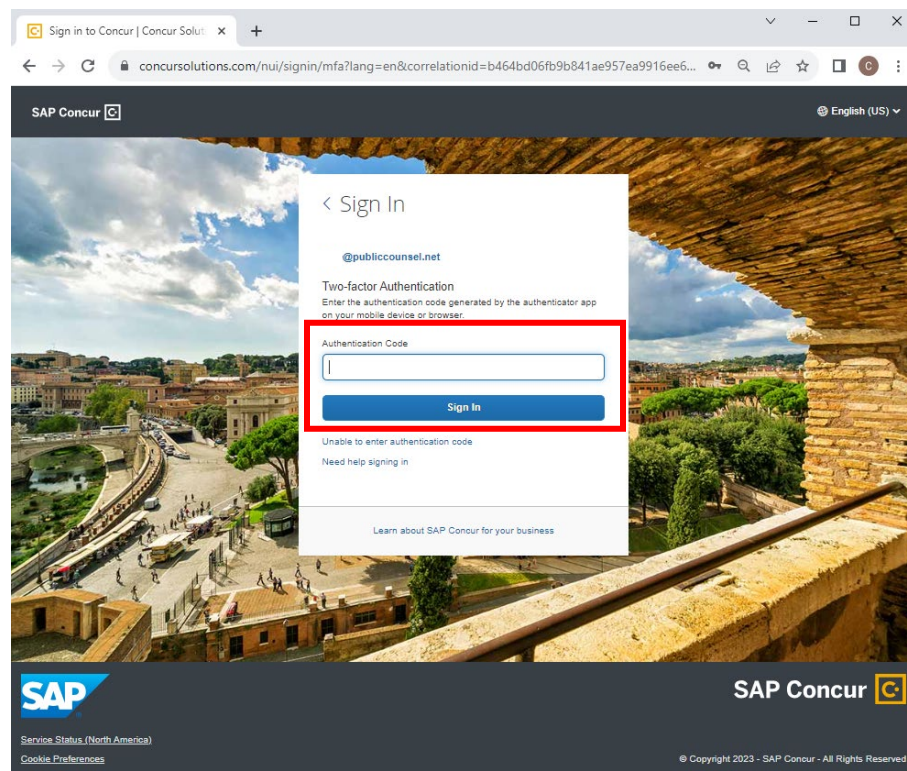
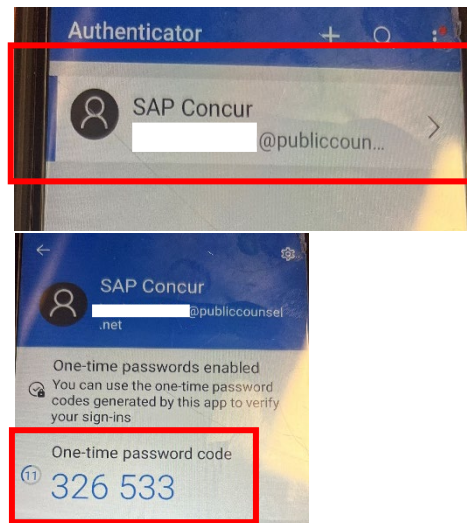
13. Select “Scan a QR Code.”



14. If a screen appears asking “Allow Authenticator to take pictures and record video?”, select either “While using the app” or “Only this time”. Scan the QR code shown on the SAP Concur screen as shown in step 10.



15. Microsoft Authenticator will add the SAP Concur with your CPCS email to your profile. Click on the SAP Concur profile. The next screen will show a six digit code. This will be the authentication code entered into SAP Concur. Note this code is only valid for 30 seconds and will show a new six digit code every 30 seconds.



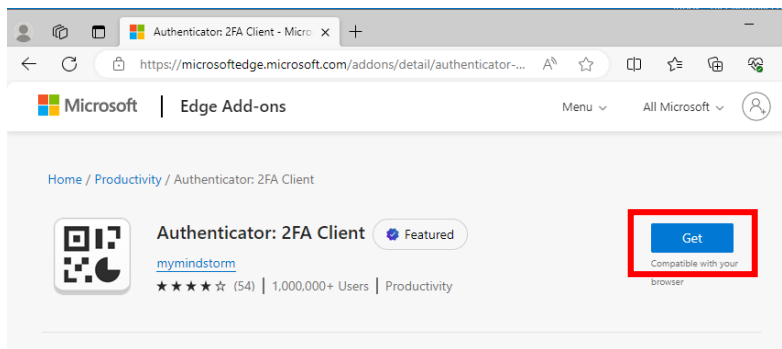
16. Going forward when logging in, you will need to open the Authenticator App and enter the six digit code shown for SAP Concur.

III. For Non-Installable Device or Non-Mobile Device Users

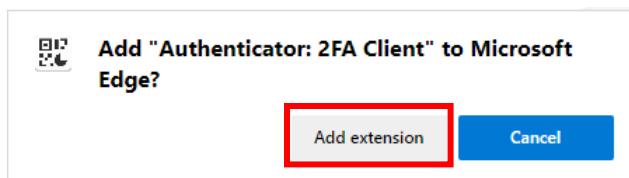
1. On your CPCS computer, open Microsoft Edge.



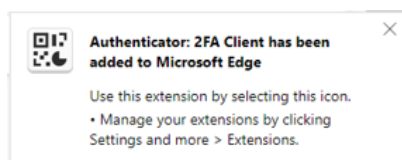
2. In address bar, enter: <https://microsoftedge.microsoft.com/addons/detail/authenticator-2faclient/ocglkepbibnalbgmbachknglpdipecio>.
3. Click on the “Get” Button.



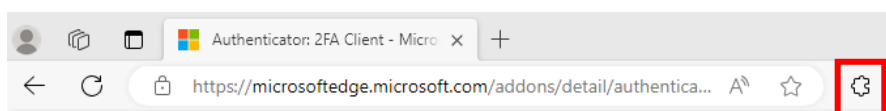
4. A pop-up appears, review the question and click on “Add extension” button.



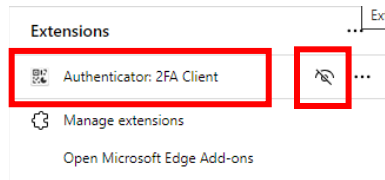
5. A message box appears confirming the installation is complete.



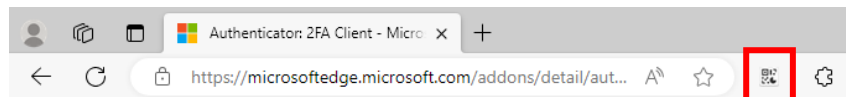
6. Click on the “puzzle piece” icon located on the right side the address bar.



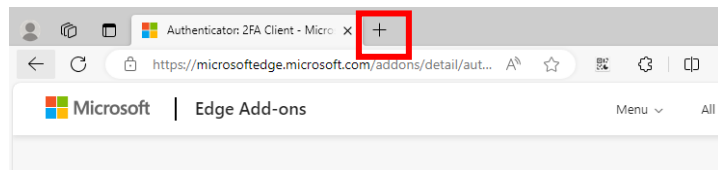
7. It opens the extensions installed in Microsoft Edge. Located “Authenticator: 2FA Client” and click on the “unhide” icon to pin it to the toolbar.



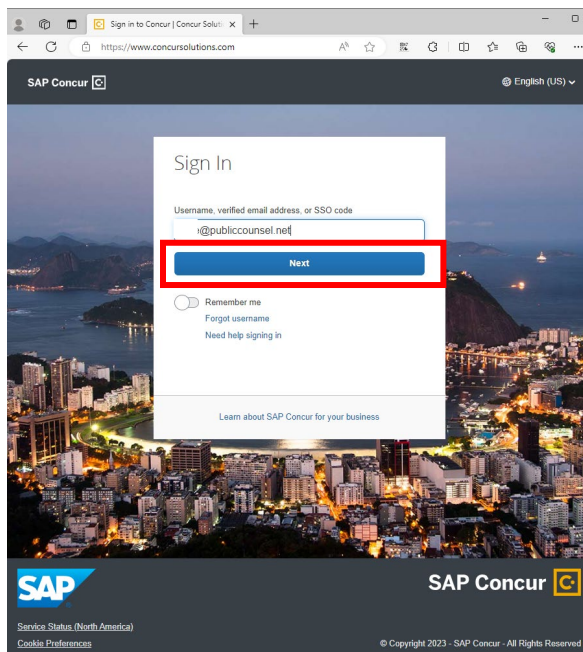
8. Authenticator: 2FA Client is pinned to the toolbar.



9. Click on “+” icon to open a new tab



10. In the address bar, enter the SAP Concur (<https://www.concursolutions.com/>) web address and hit the “Enter” key on your keyboard.
11. Enter your CPCS email address and click on “Next.”



12. Enter your password and click on “Next.”

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https://www.concursolutions.com/hui/signin/pwd

SAP Concur English (US)

< Sign In

e@publiccounsel.net

Password

Next

[Forgot password](#)

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Service Status (North America)

Cookie Preferences

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13. Set up Two-factor Authentication screen appears.

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https://us2.concursolutions.com/hui/signin/mfa/...

SAP Concur English (US)

< Sign In

e@publiccounsel.net

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

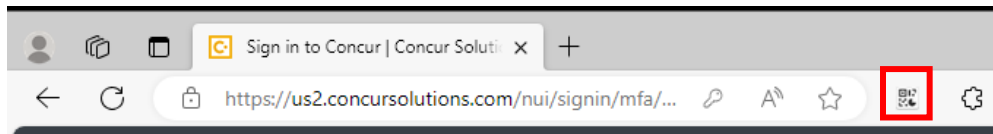
Sign in

[Need help signing in](#)

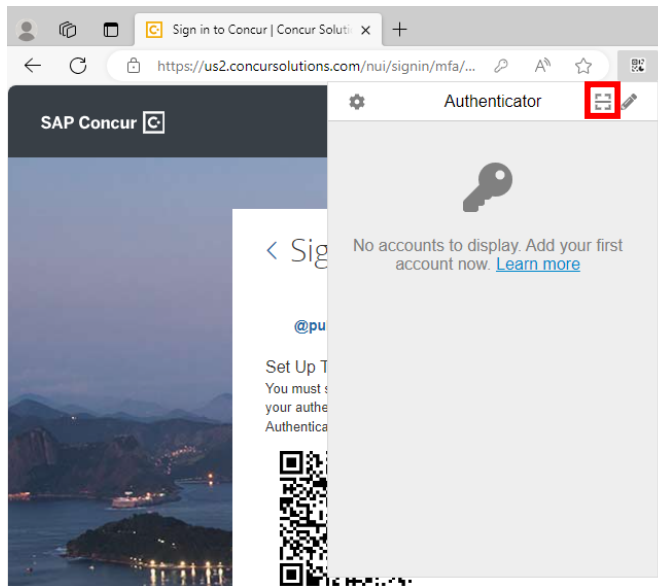
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SAP Concur

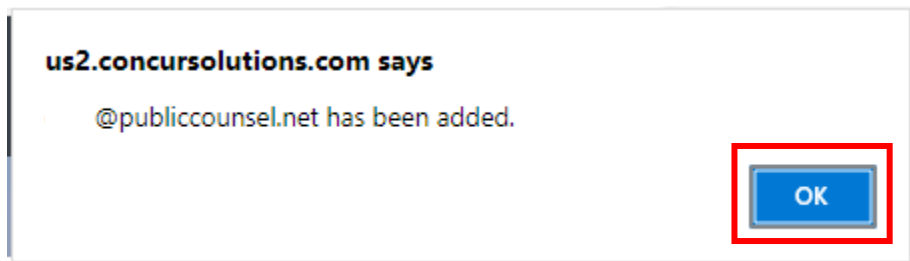
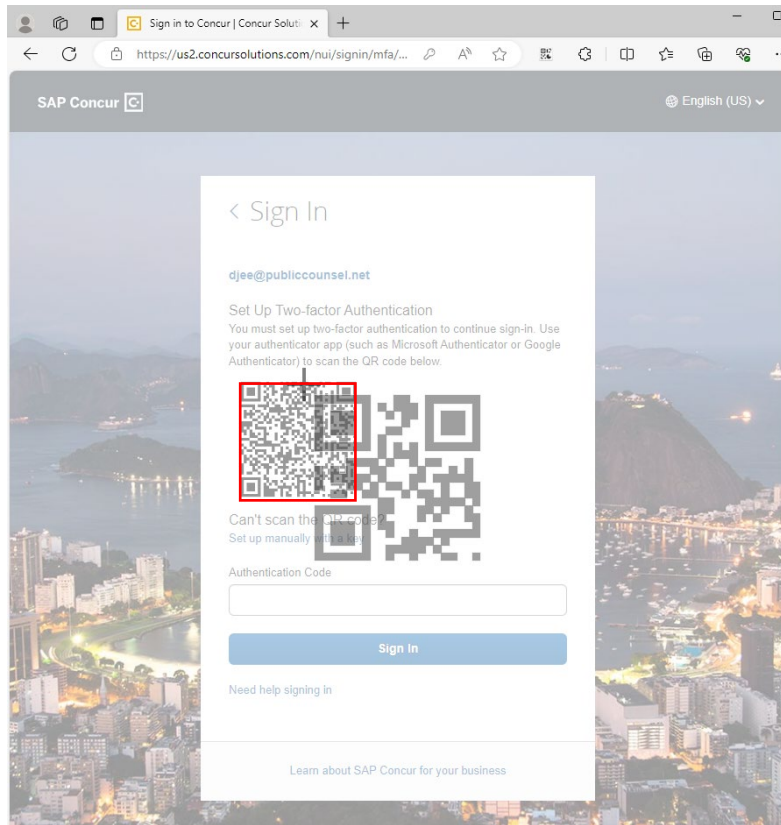
14. Click on the “Authenticator” icon.



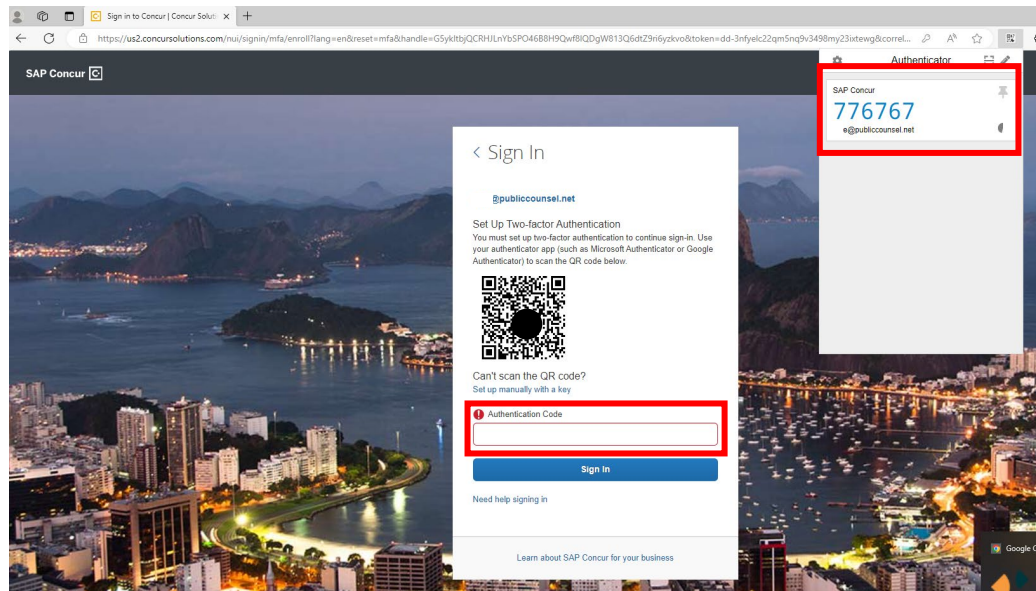
15. Click on the “Scan QR Code” icon.



16. With your mouse, click the top right corner of the QR code and move the mouse to the bottom right corner of the QR code, click again. When successful, a message box appears indicating it has been added. Click on the “OK” button.



17. This will be the authentication code entered into SAP Concur. Note this code is only valid for 30 seconds and will show a new six digit code every 30 seconds.



18. Going forward when logging in, you will need to open Concur and Authenticator in Microsoft Edge and enter the six digit code shown for SAP Concur.
19. Note: If you click on the six digit code, it will copy and you can paste it into the Authentication Code field in SAP Concur. If this is your first time, it will ask if you allow it to copy, Select "Allow. "