



Logging into Concur (Desktop and Mobile)

Job Aid

Department of Finance & Administration
AASIS S/4HANA Upgrade and Implementation





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Introduction

Purpose

This job aid helps users access Concur on desktop and mobile by outlining the correct login steps, including email-based access, multi-factor authentication (MFA), and the mobile app. It is designed to reduce login issues and help users quickly get into the platform from the device they are using.

When to Use this Guide

Use this aid whenever you need to sign in to Concur from a desktop or laptop, whether you are starting from an emailed link or logging in with MFA. Use it again if you need to access Concur from the mobile app, set up or reauthenticate your mobile sign-in, or troubleshoot a login problem.

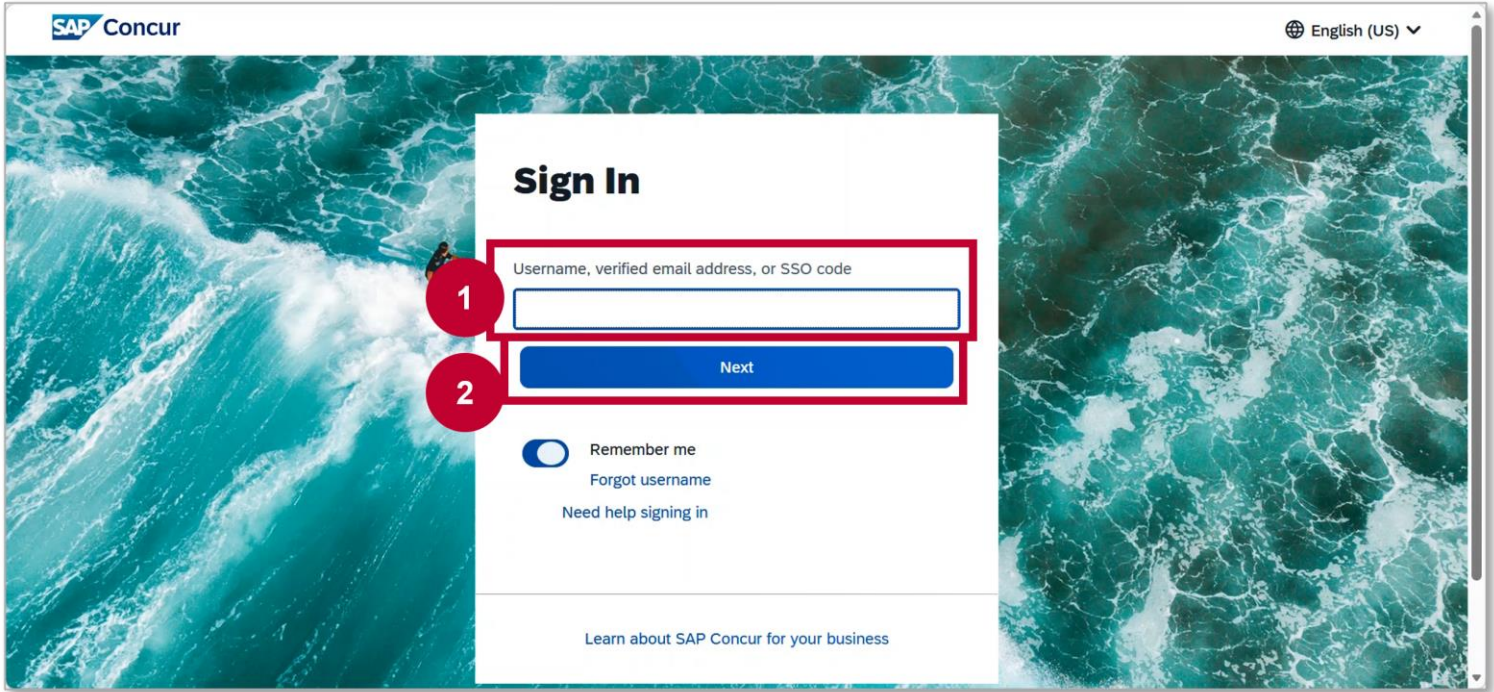
Before You Begin

Before logging in, make sure you have your Concur credentials, access to your work email, and a device that can receive MFA prompts or verification codes. If you are using the mobile app, confirm that the app is installed and updated, and that you have a stable internet connection. If you are logging in through an email link, open the message from a trusted source and follow the sign-in prompt exactly as directed.

Logging into Concur Using Email (1 of 3)

Logging in Using Email – Desktop

1. Logon to Concur at <https://us2.concursolutions.com/> and enter your **State of Arkansas** email address.
2. Click **Next**.



SAP Concur English (US) ▼

Sign In

Username, verified email address, or SSO code

1

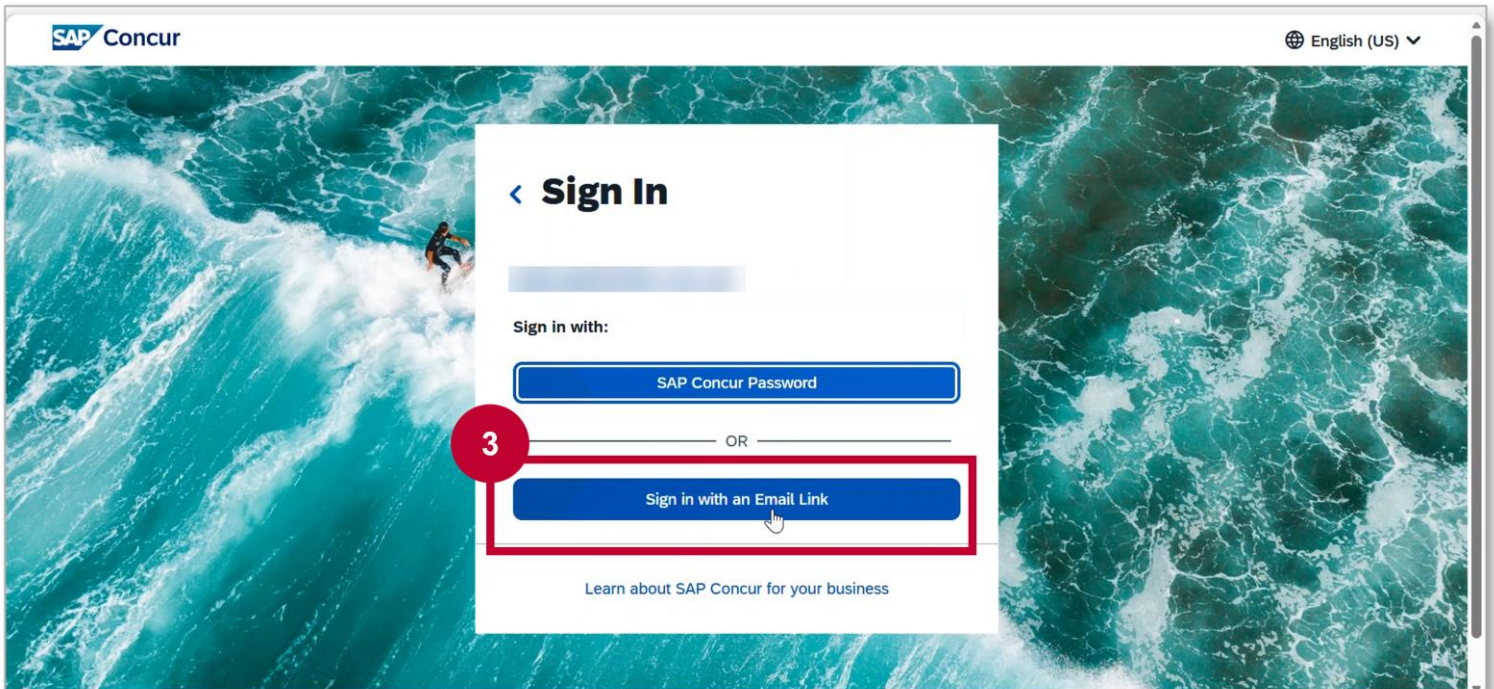
2

Next

☐ Remember me
Forgot username
Need help signing in

Learn about SAP Concur for your business

3. Select **Sign in with an Email Link**.



SAP Concur English (US) ▼

< Sign In

Sign in with:

SAP Concur Password

OR

3

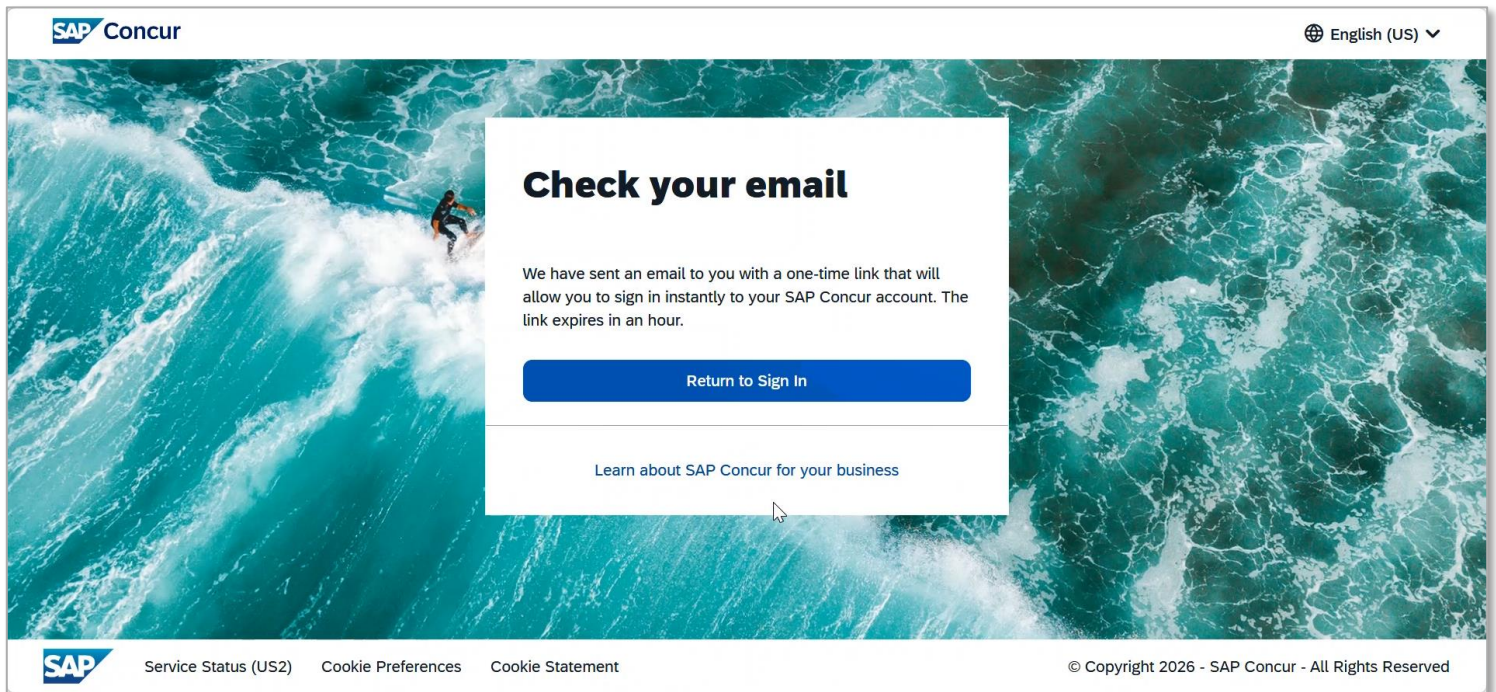
Sign in with an Email Link

Learn about SAP Concur for your business

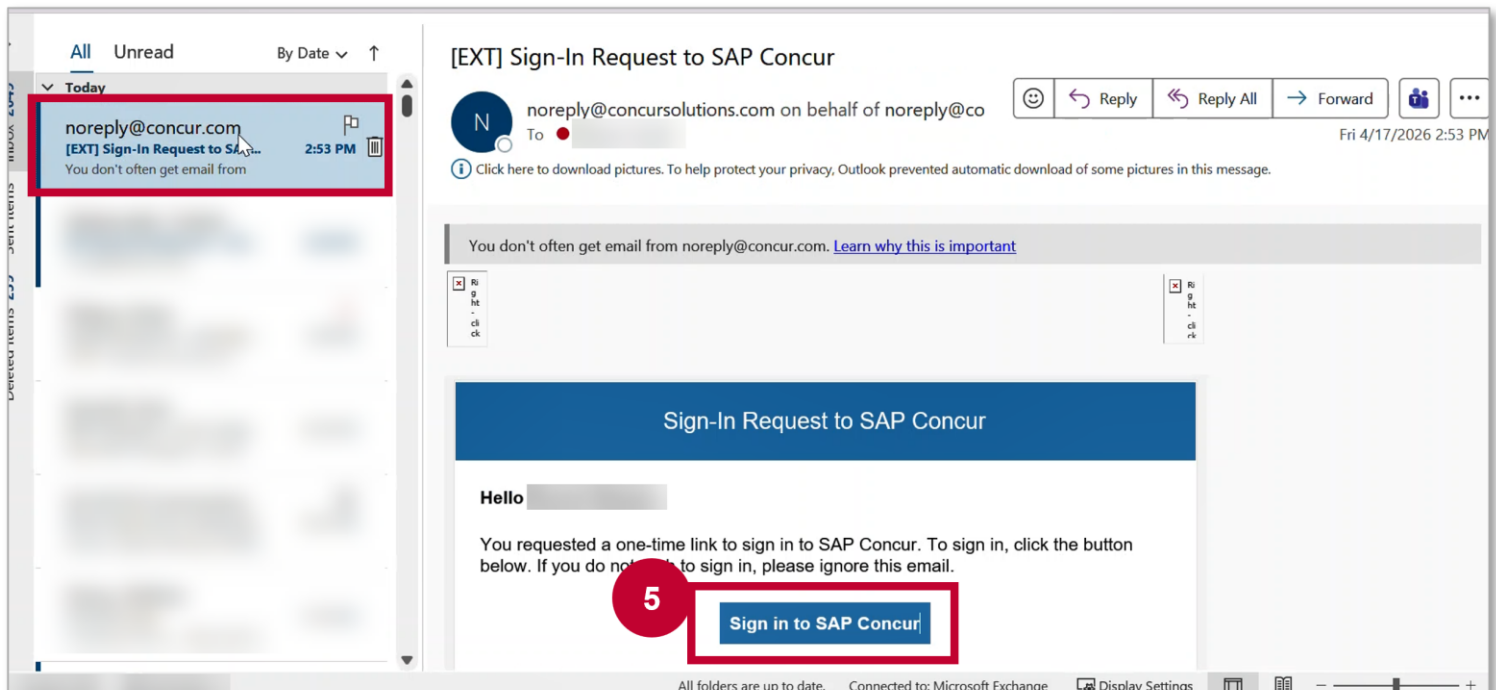
Logging into Concur Using Email (2 of 3)

Navigate to your Email

- The screen will prompt you to check your email for a one-time link to instantly sign in.



- In your email, locate the email from noreply@concur.com and click the **Sign in to SAP Concur** button in the body of the email.

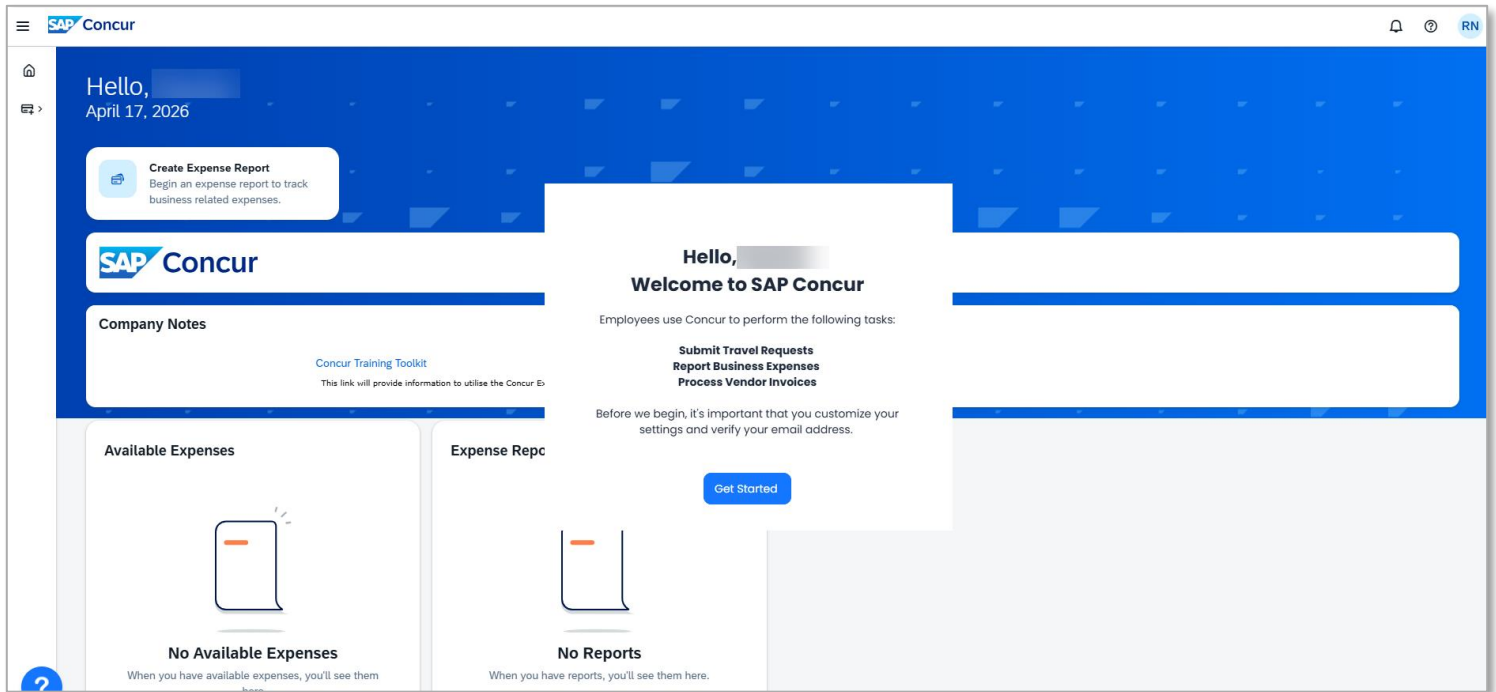


Logging into Concur Using Email (3 of 3)

Concur Dashboard

4. You will automatically be logged into Concur.

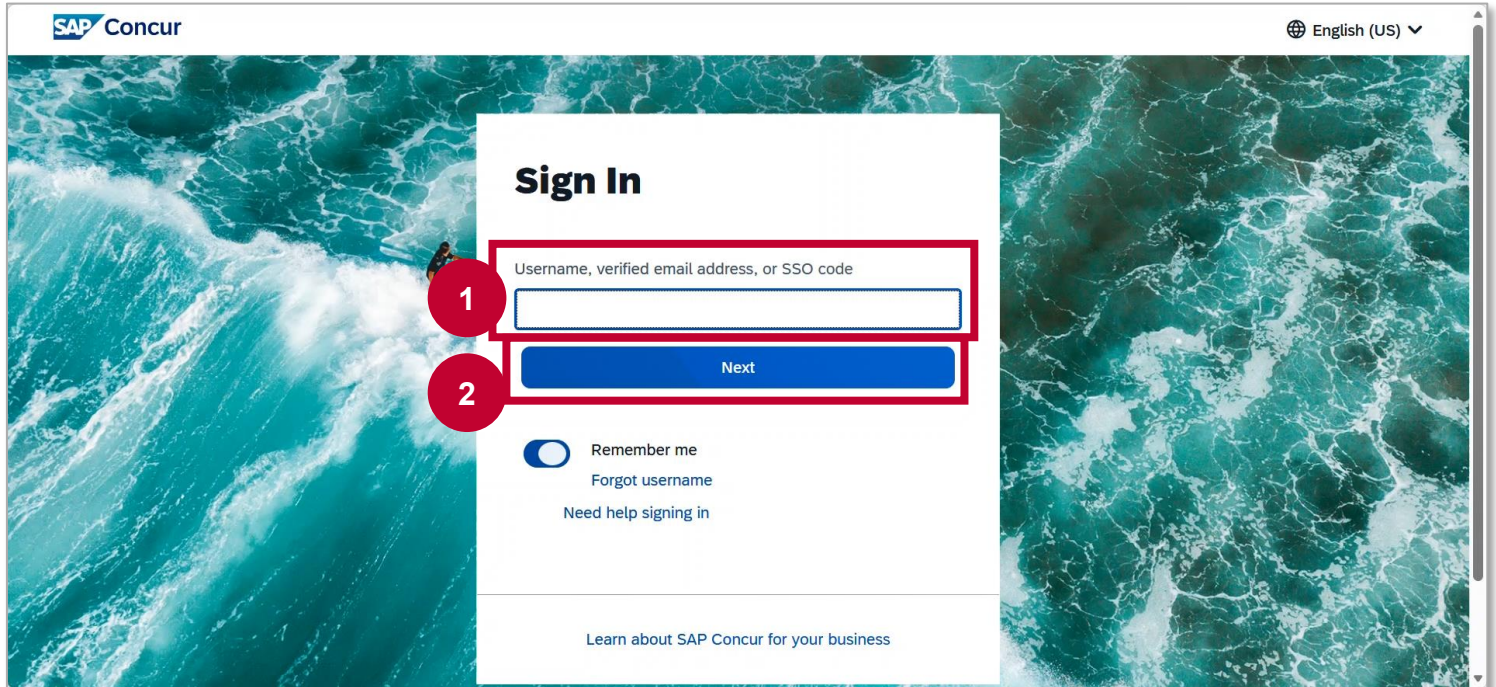
If this is your first time logging in, you will receive a WalkMe prompt to being customizing your settings.



Logging into Concur Using MFA (1 of 10)

Logging in Using MFA – Desktop

1. Enter your State of Arkansas email address.
2. Click **Next**.



SAP Concur English (US) ▼

Sign In

Username, verified email address, or SSO code

1

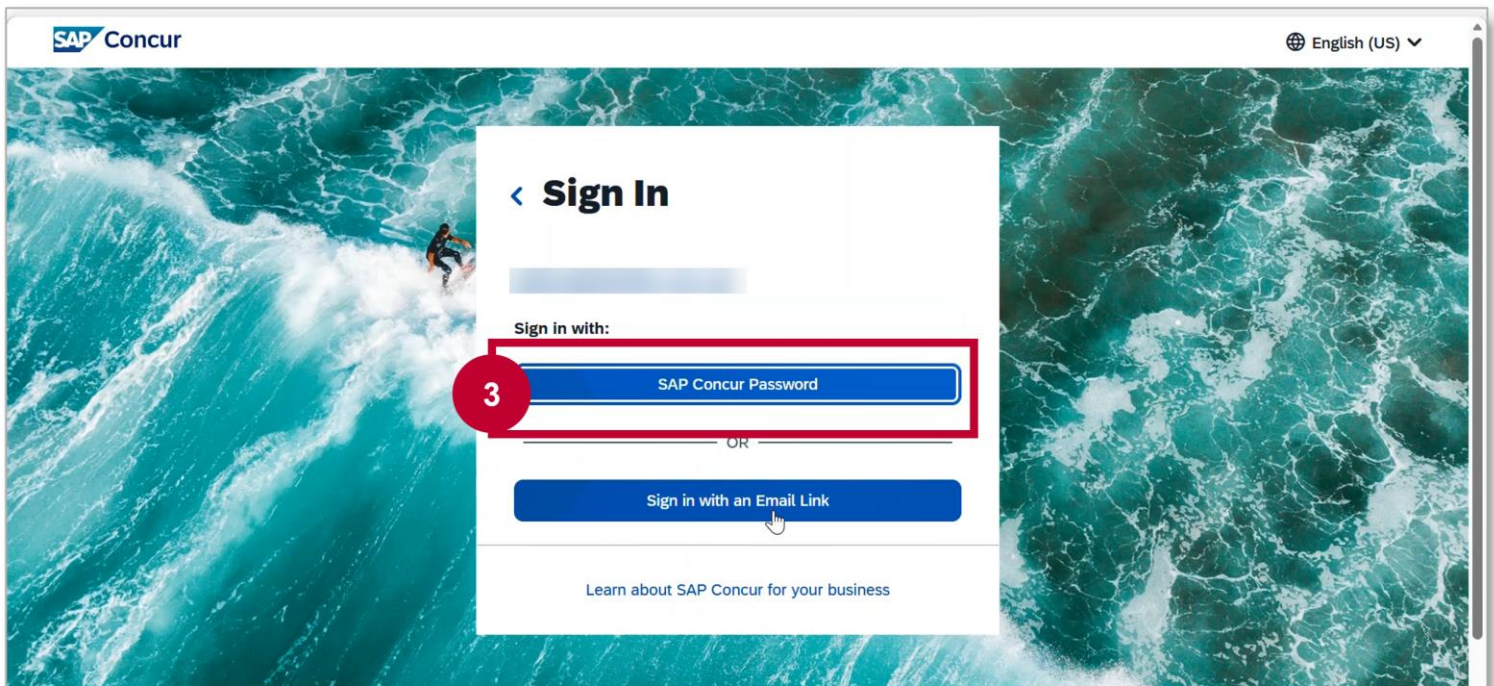
2

Next

☐ Remember me
[Forgot username](#)
[Need help signing in](#)

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

3. Select Sign in with **SAP Concur Password**.



SAP Concur English (US) ▼

< Sign In

Sign in with:

3

SAP Concur Password

OR

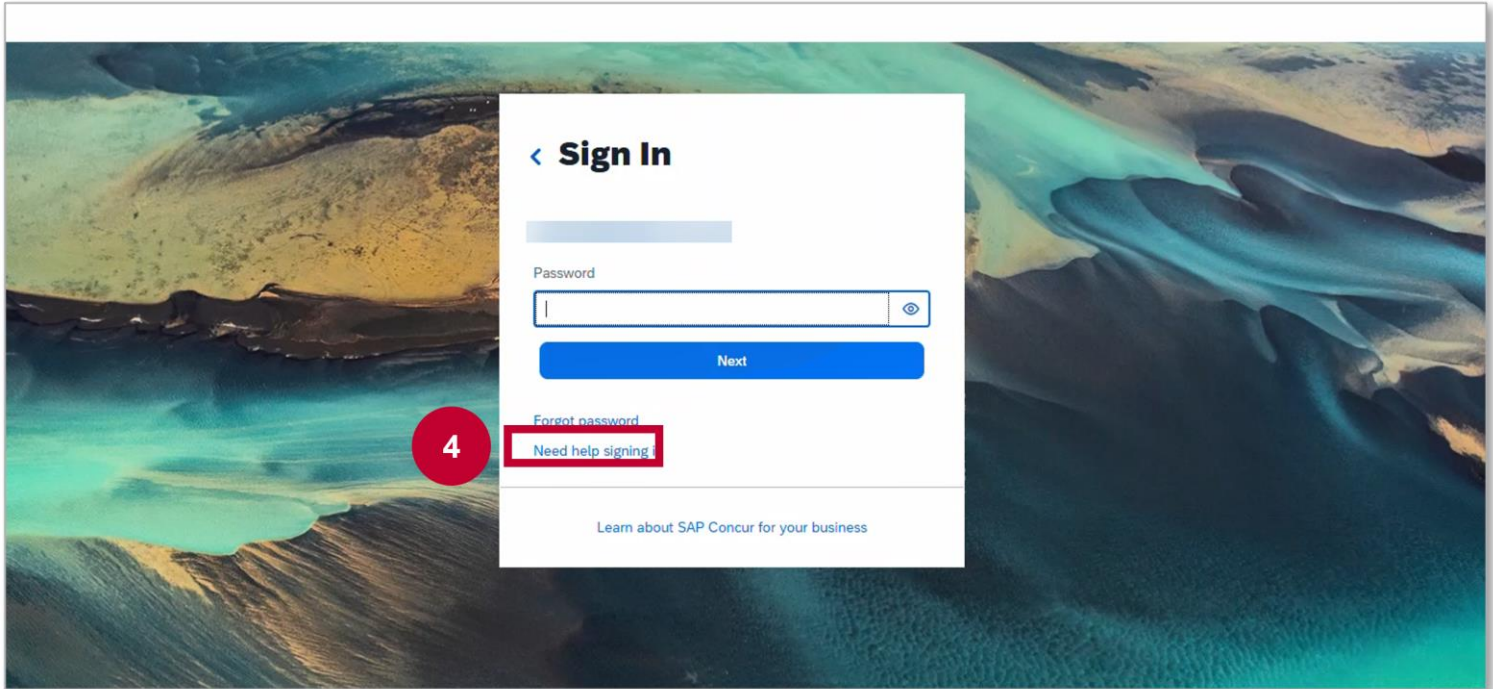
Sign in with an Email Link

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

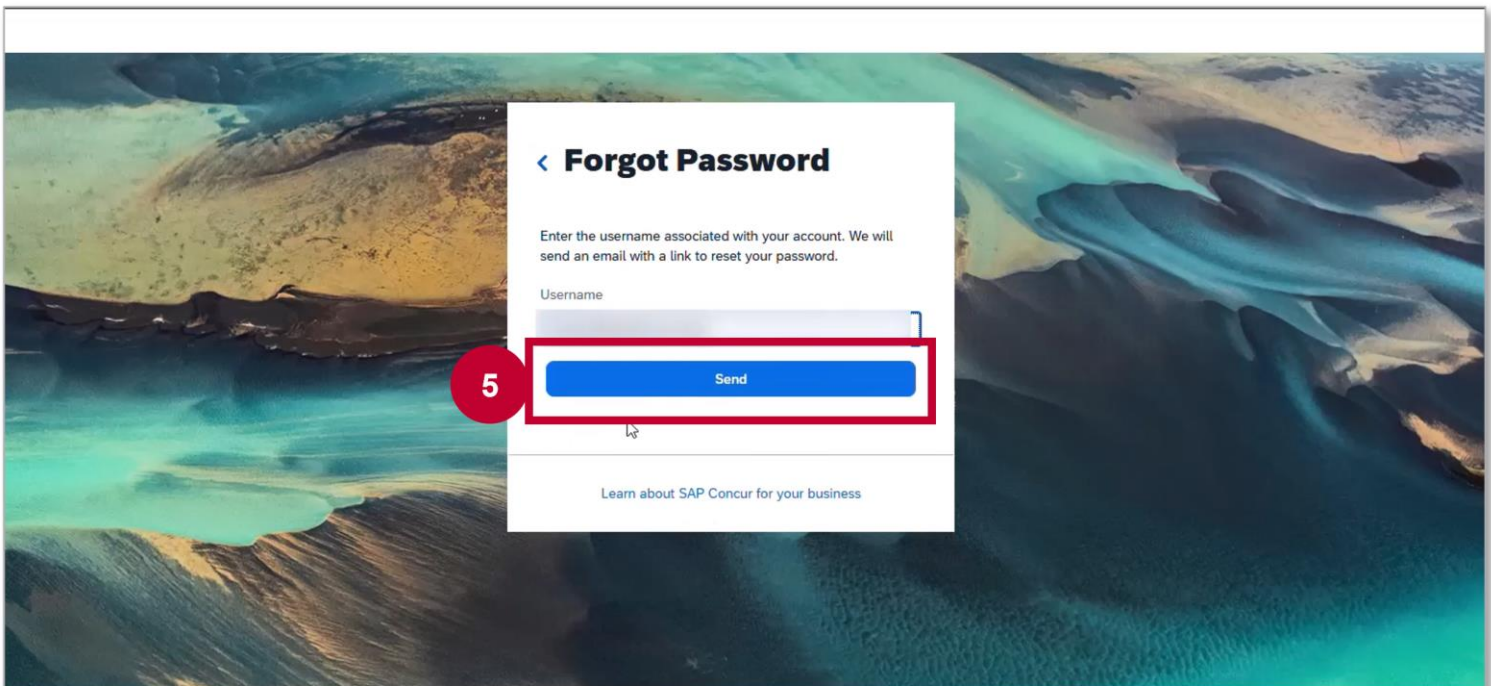
Logging into Concur Using MFA (2 of 10)

First Time Logging in with a Password

4. Click **Forgot Password**.



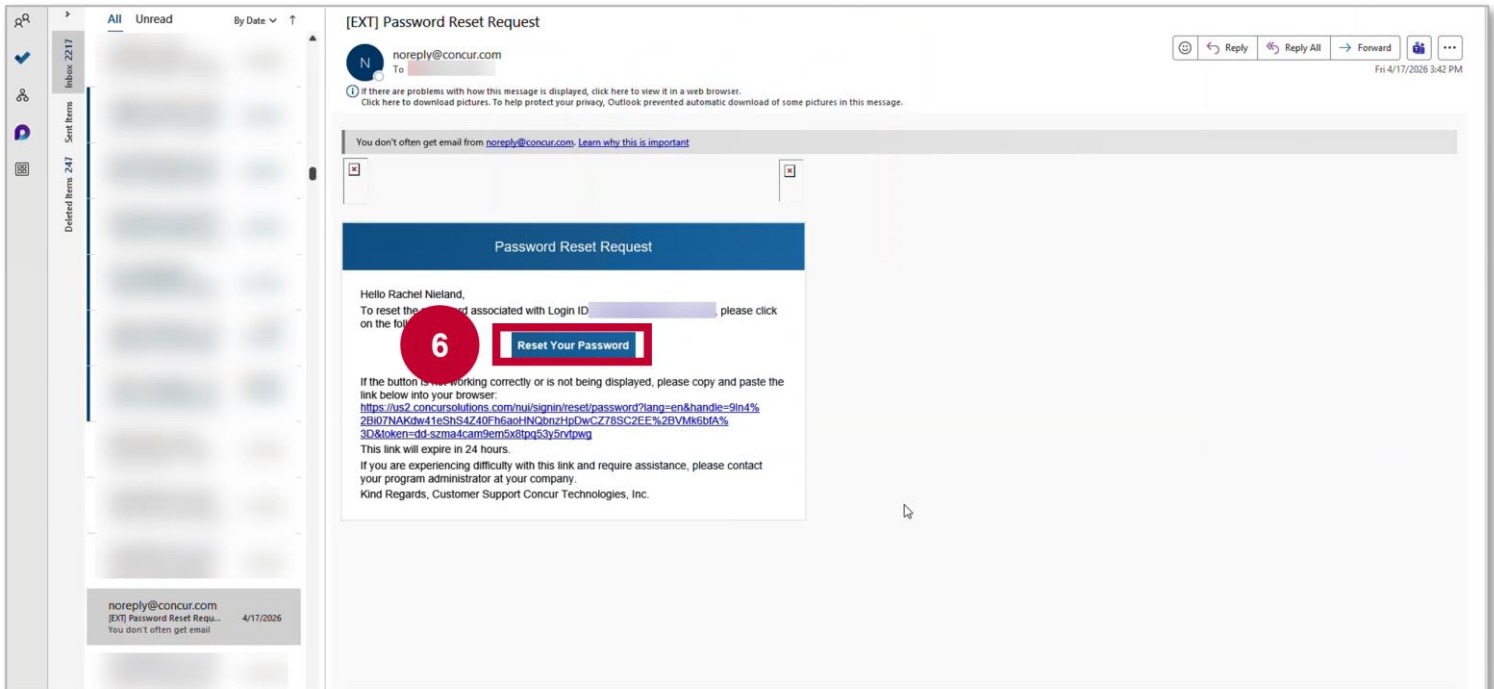
5. Click the **Send** button.



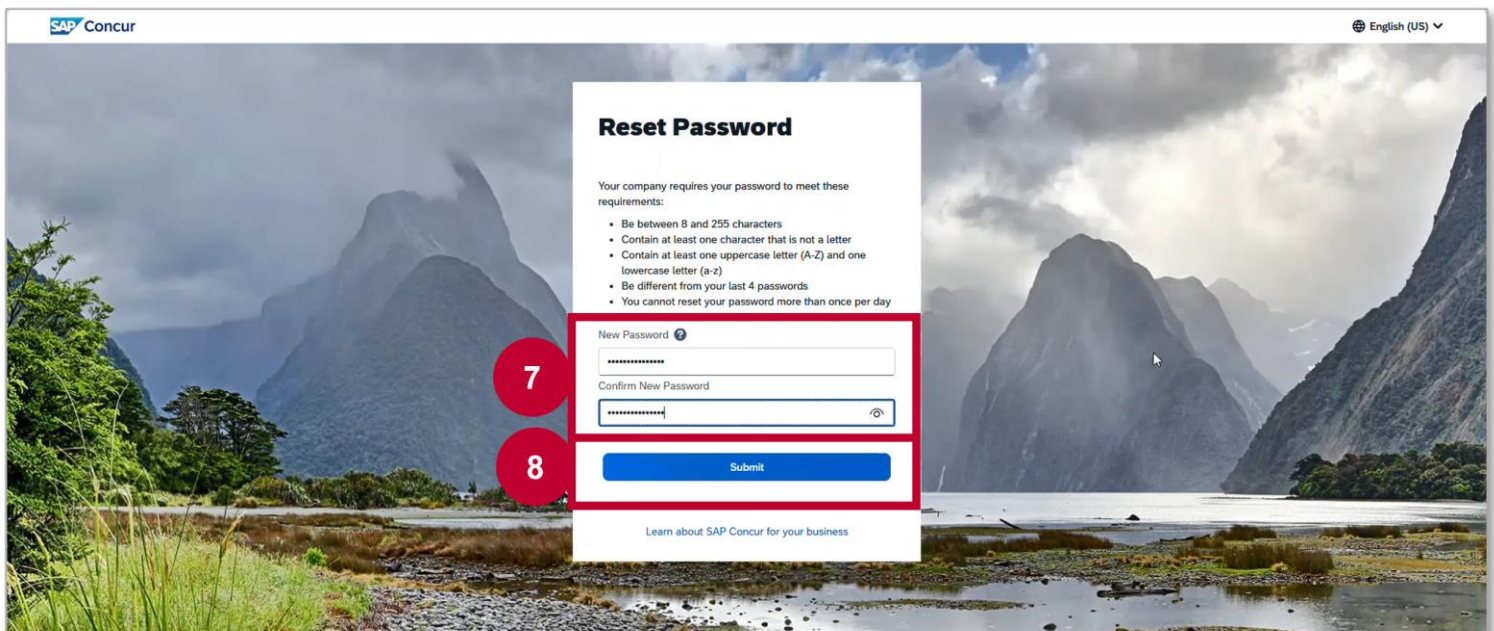
Logging into Concur Using MFA (3 of 10)

First Time Logging in with a Password

- Navigate to your email and locate the email from noreply@concur.com. Click the **Reset Your Password** button in the body of the email.



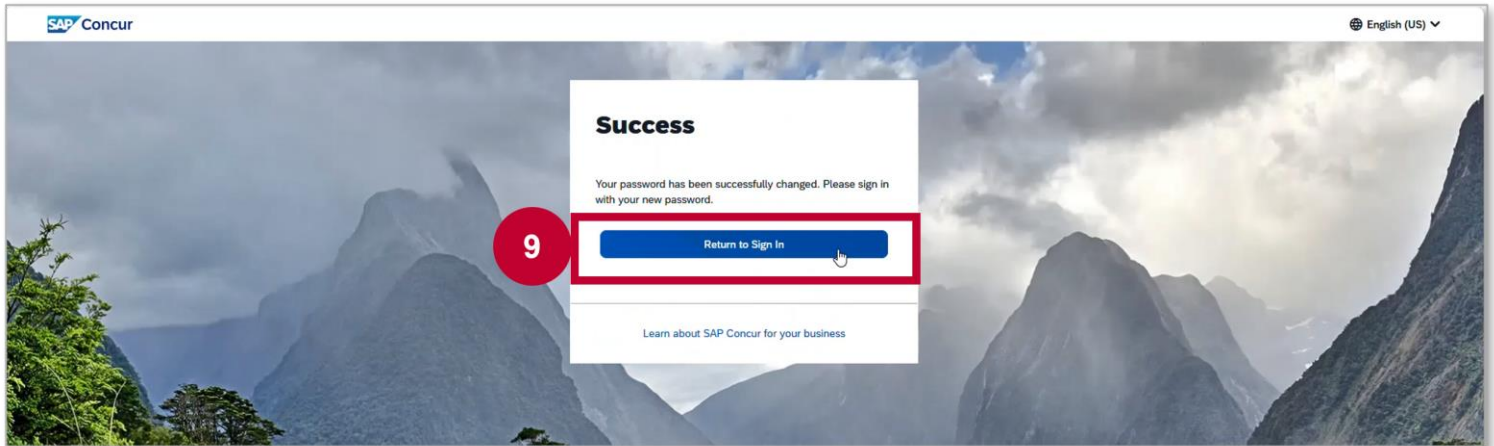
- Enter a new password following the password requirements listed in the Reset Password prompt.
- Click **Submit**.



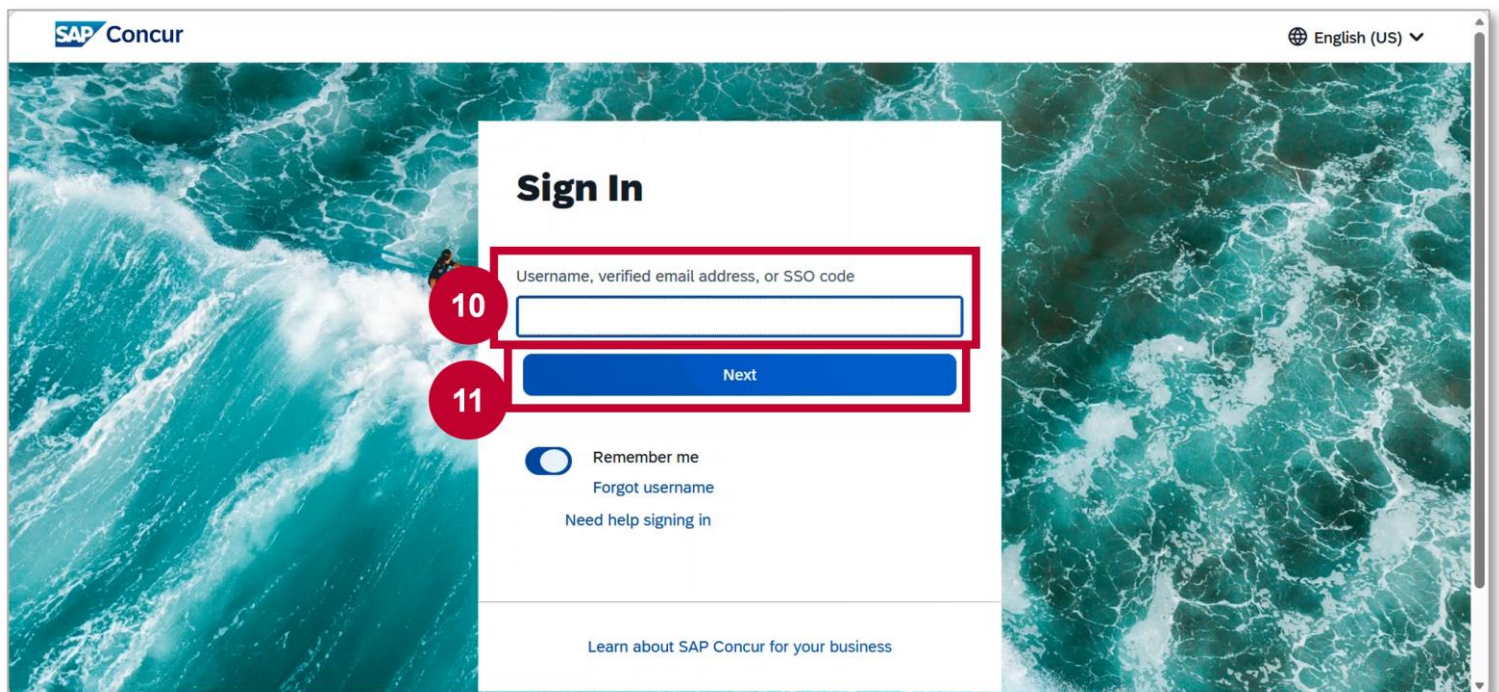
Logging into Concur Using MFA (4 of 10)

Log In With New Password

9. Click **Return to Sign In**.



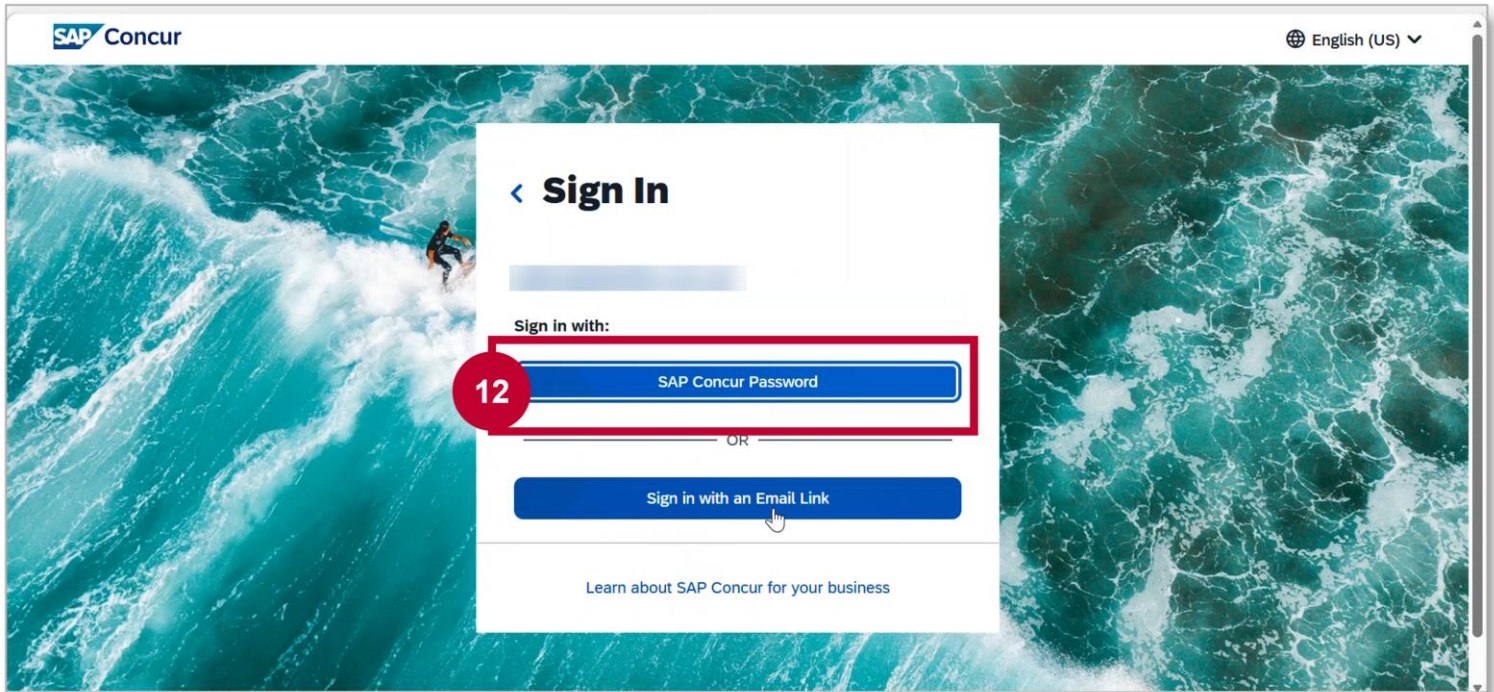
10. Enter your State of Arkansas email address.
11. Click **Next**.



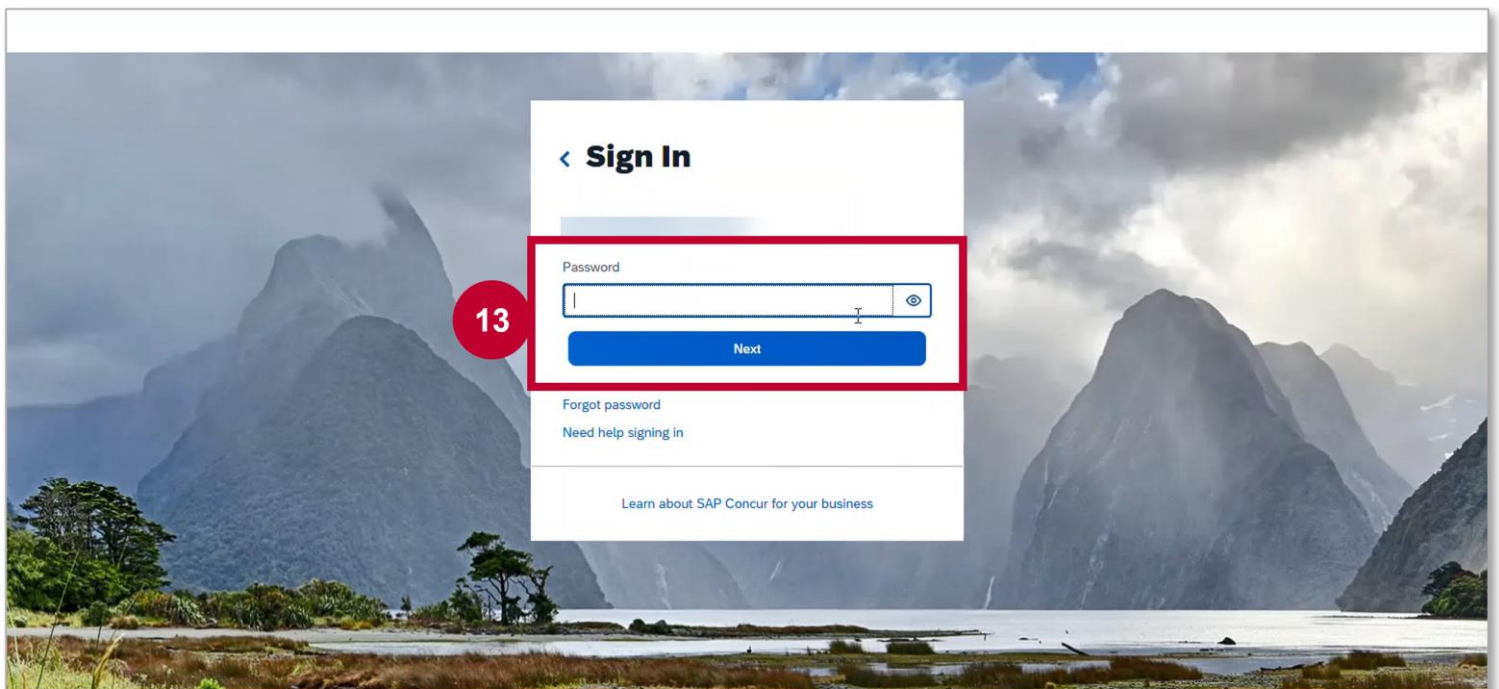
Logging into Concur Using MFA (5 of 10)

Log In With New Password

12. Select Sign in with **SAP Concur Password**.



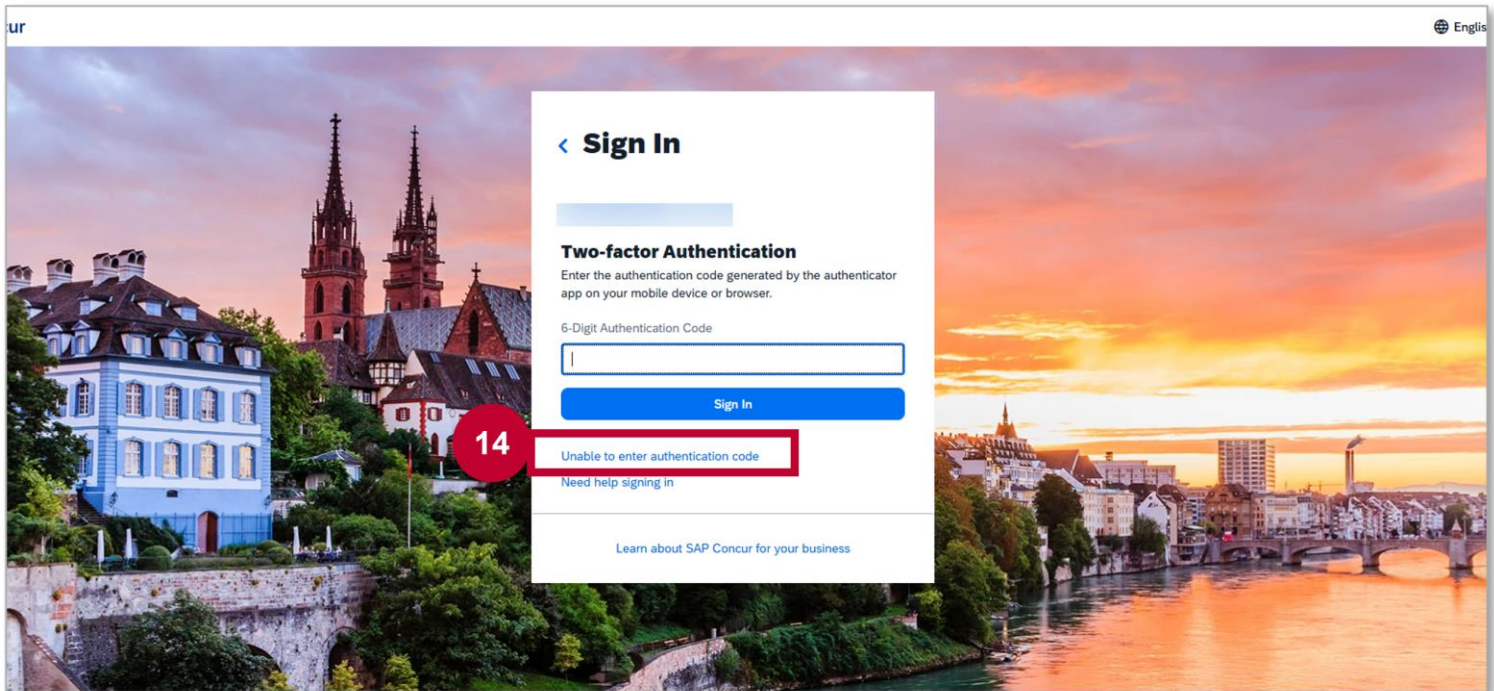
13. Enter your password and click **Next**.



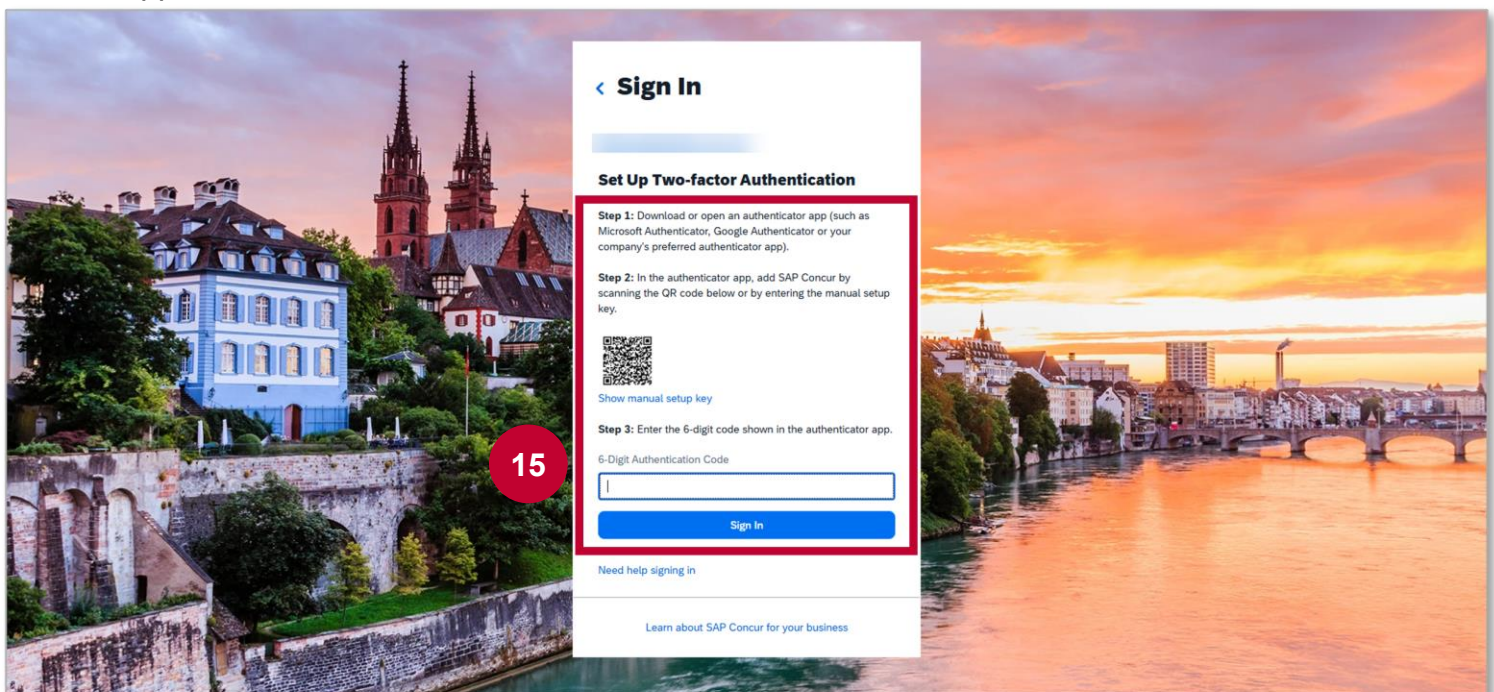
Logging into Concur Using MFA (6 of 10)

Log In With New Password

14. If this is your first time setting up your two-step authentication, the system will automatically send you an email, skip to step 15. If you have previously set up your two-step authentication, but need to reset your account, select Sign in with **Unable to enter authentication code**.



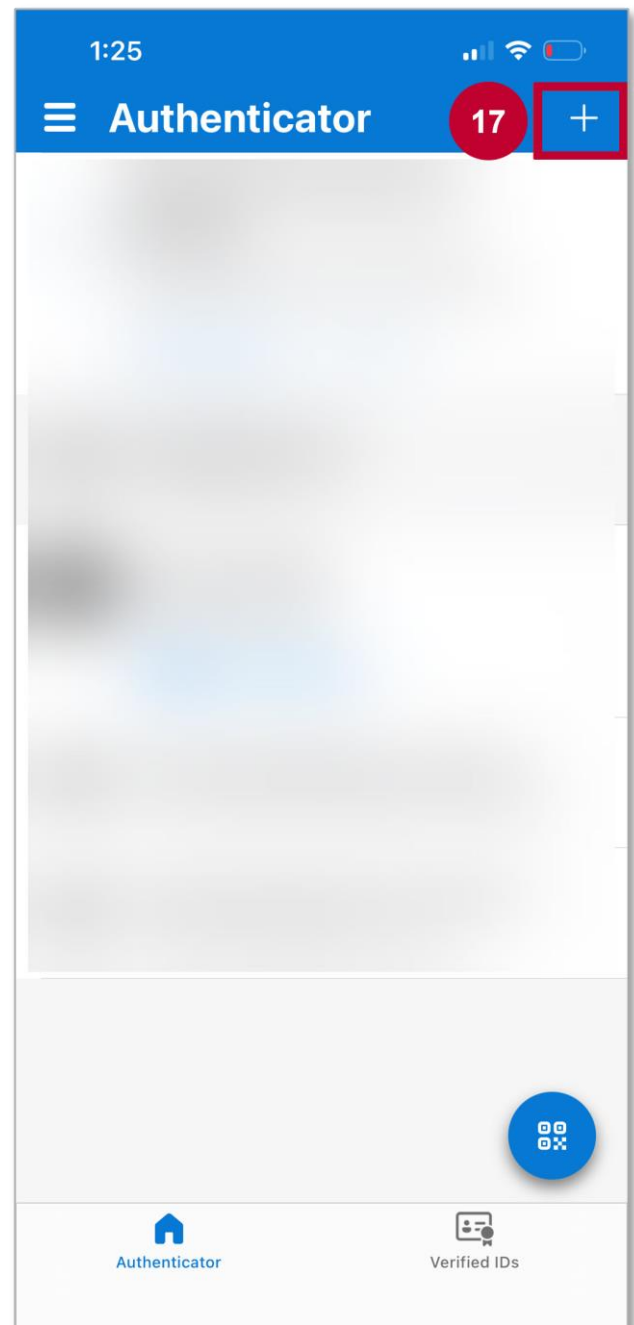
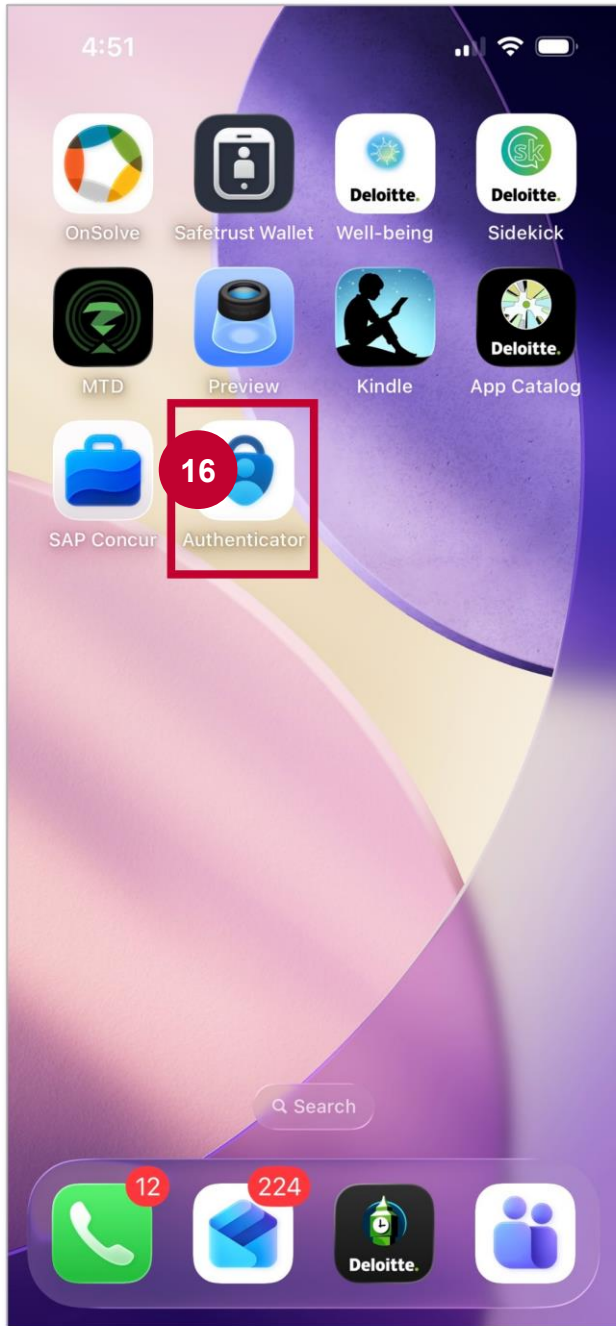
15. Follow the instructions for downloading and using a Multi-factor Authentication (MFA) application. (Note: Process shown on next 3 pages)



Logging into Concur Using MFA (7 of 10)

Set up Two-Step Authentication

16. Download and open a **Multi-Factored Authentication (MFA) application**.
The state preferred application is Microsoft Authenticator. The steps in this document reflect this application.
17. Tap the **Plus sign icon (+)**.

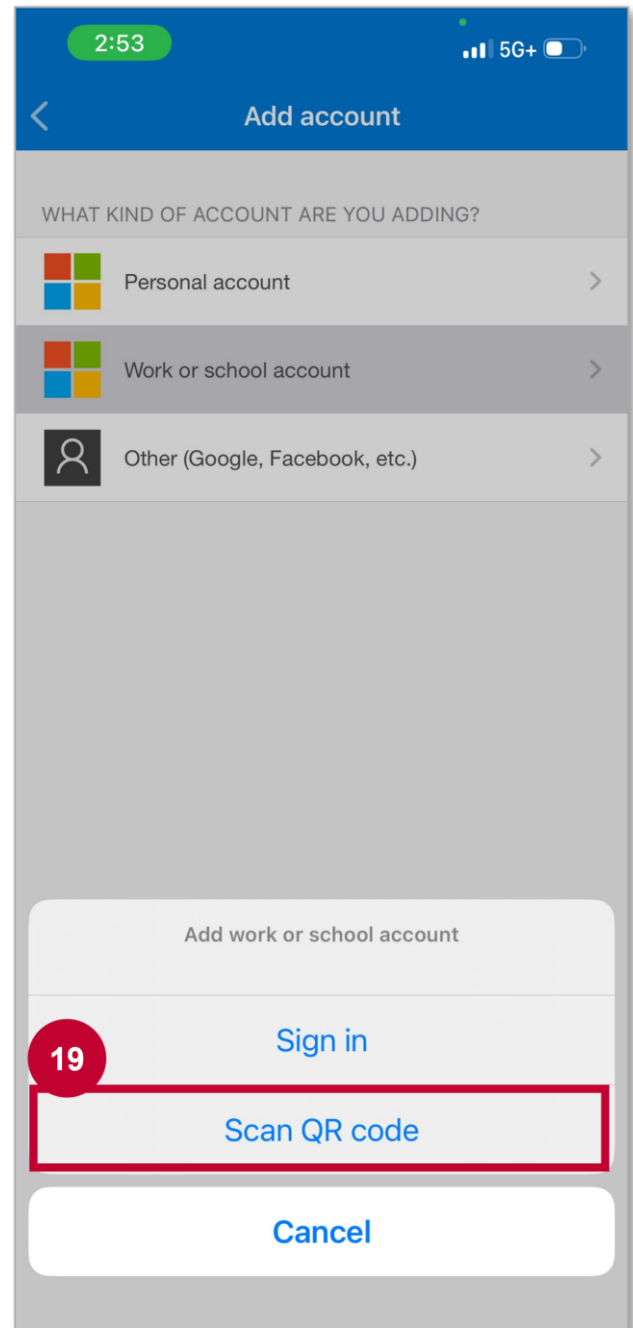
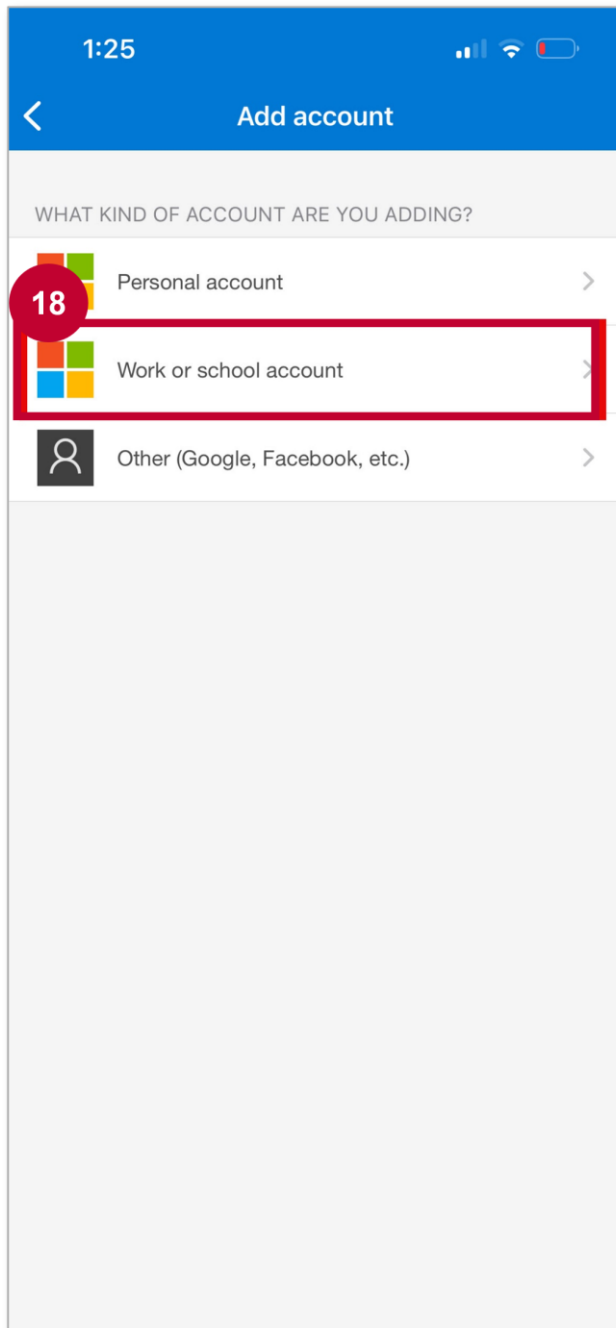


Logging into Concur Using MFA (8 of 10)

Set up Two-Step Authentication

18. Select **Work or school account**.

19. Choose **Scan QR Code**.

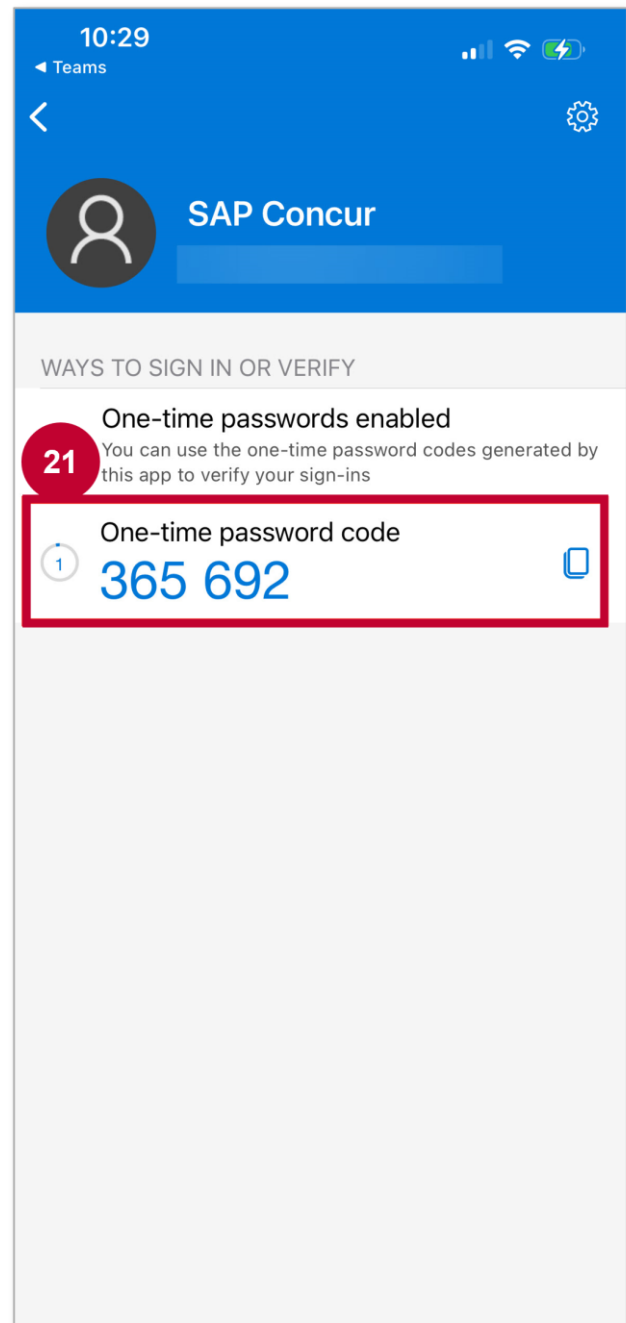
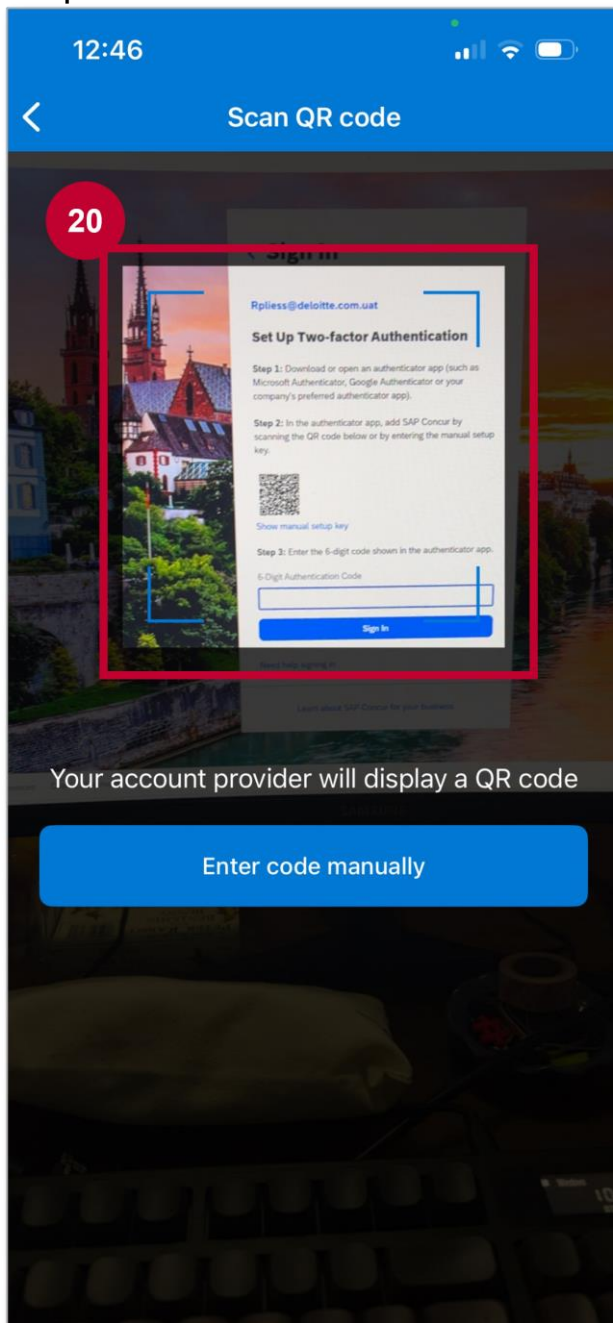


Logging into Concur Using MFA (9 of 10)

Set up Two-Step Authentication

20. Scan the QR code on your desktop, which was generated in step 15. Note: If you cannot scan the QR code, jump to Page 21.
21. Use the one-time code generated by the authenticator and enter it in the field in step 15 and click **Sign In**.

A new code will generate in this app each time you opt to sign in using your password.

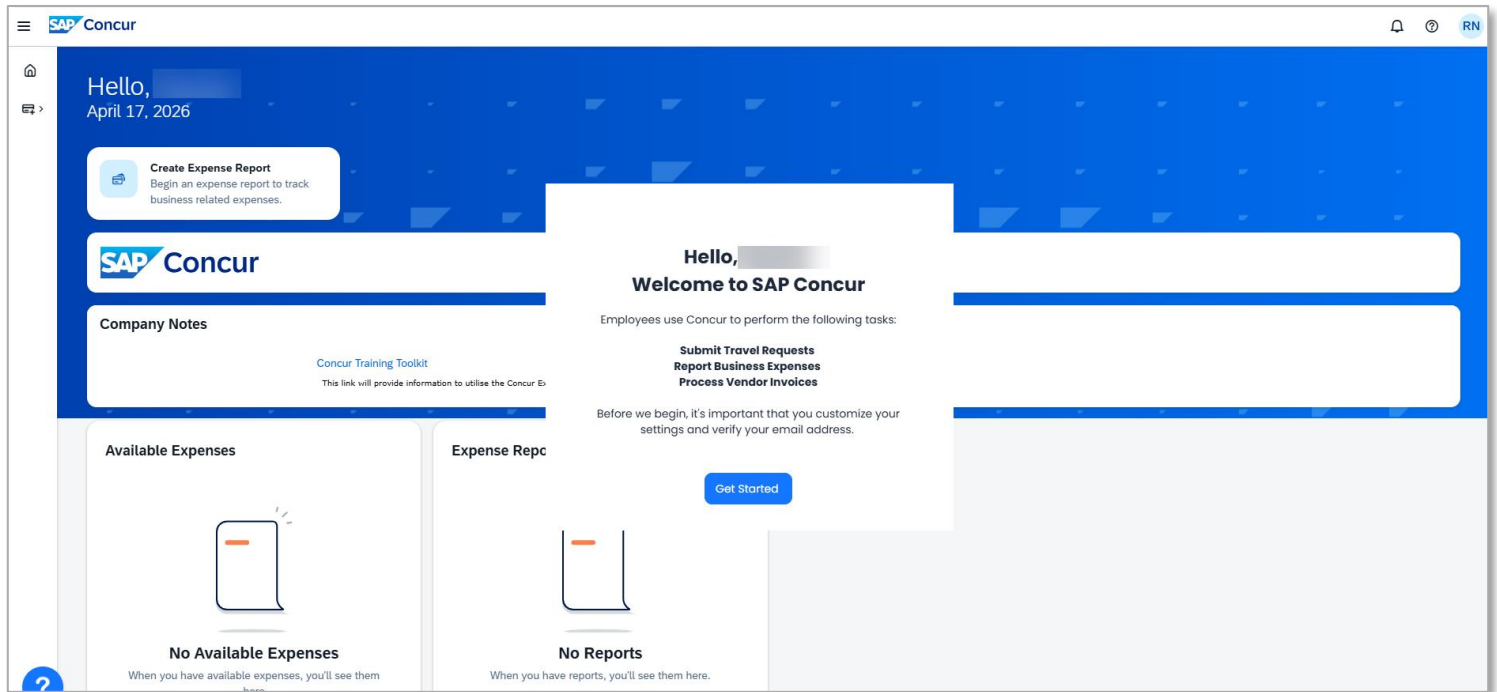


Logging into Concur Using MFA (10 of 10)

Concur Dashboard

22. You are automatically logged into Concur.

If this is your first time logging in, you will receive a WalkMe prompt to being customizing your settings.

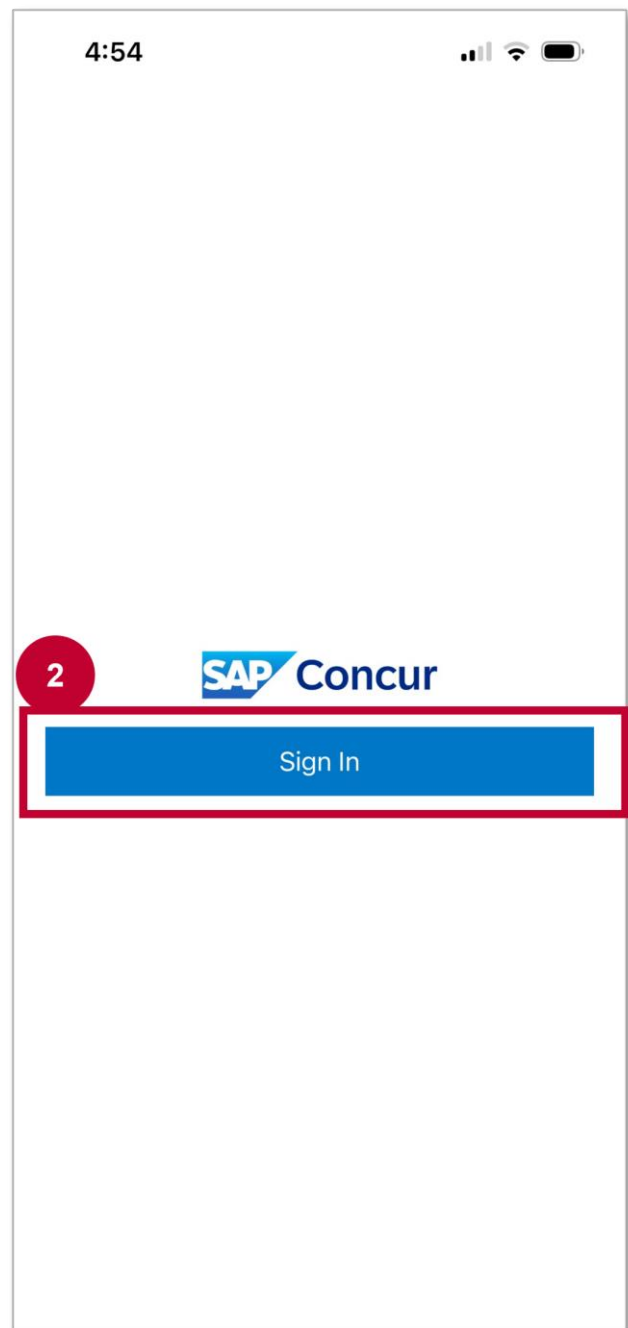
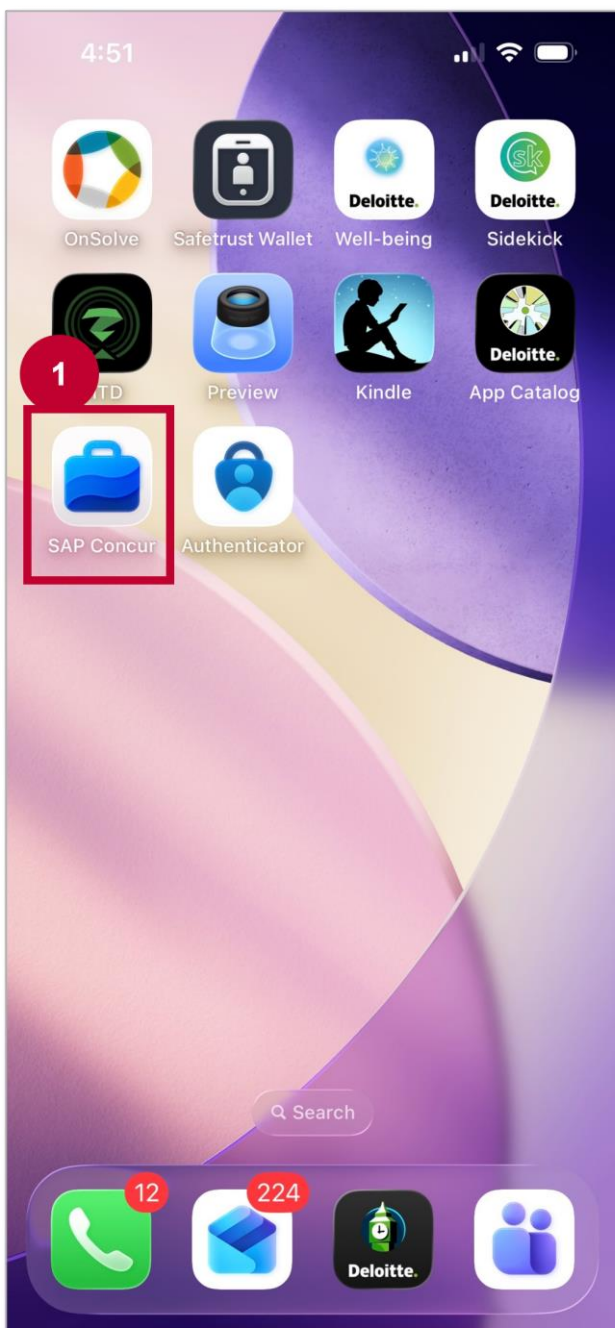


Logging in to Concur – Mobile App (1 of 4)

Logging in to Concur – Mobile

Note: The Email Link sign in option is not available with the mobile app. Users must sign in using a Multi-factor Authentication (MFA) application. Follow the steps starting on [Page 7](#) to set up your Concur password and download and set up the State's preferred MFA application, Microsoft Authenticator before logging into the Concur app for the first time.

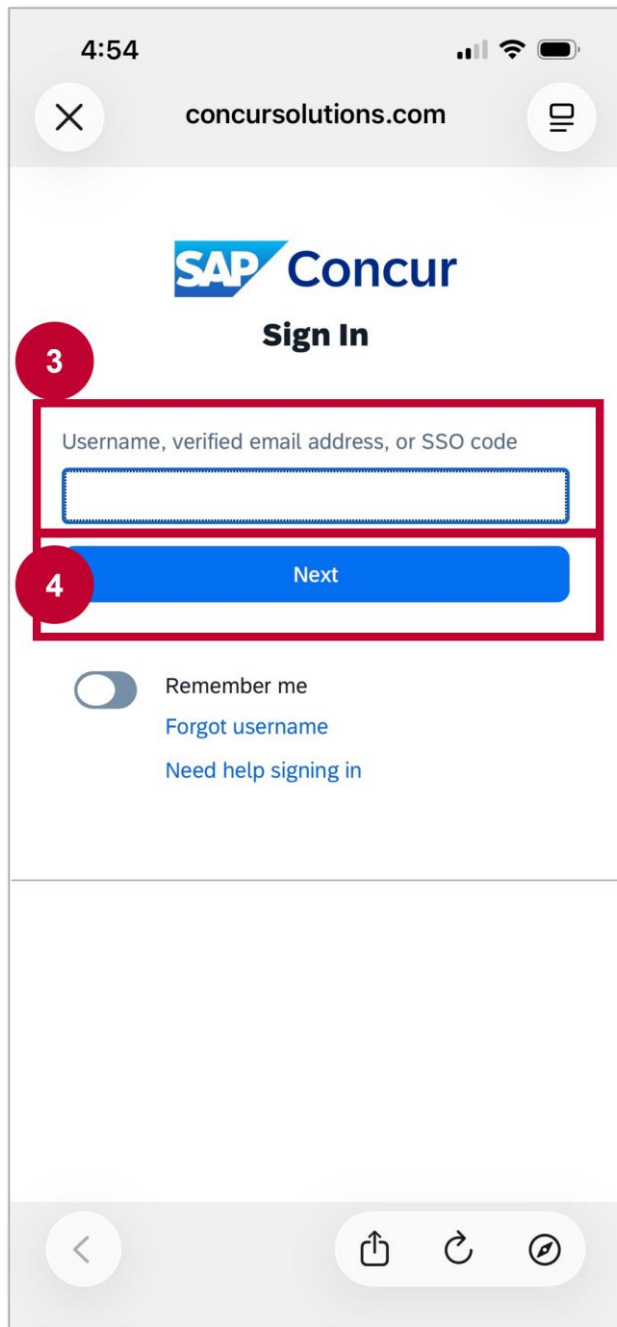
1. Open the **SAP Concur** mobile app.
2. Tap the **Sign In** button.



Logging into Concur Using Email (2 of 4)

Enter your Email and Password

3. Enter your State of Arkansas email address.
4. Tap the **Next** button.
5. Enter the **Password** you created and click **Next**.



4:54 concursolutions.com

SAP Concur
Sign In

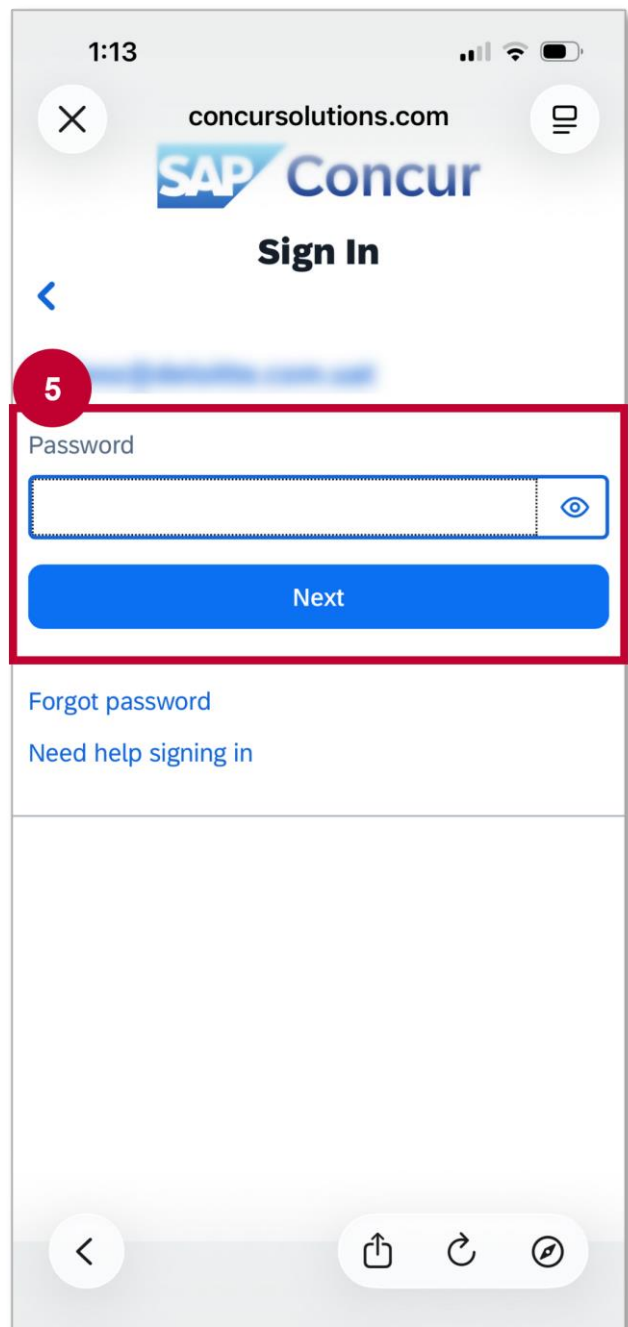
3

Username, verified email address, or SSO code

4

Next

☐ Remember me
[Forgot username](#)
[Need help signing in](#)



1:13 concursolutions.com

SAP Concur
Sign In

5

Password

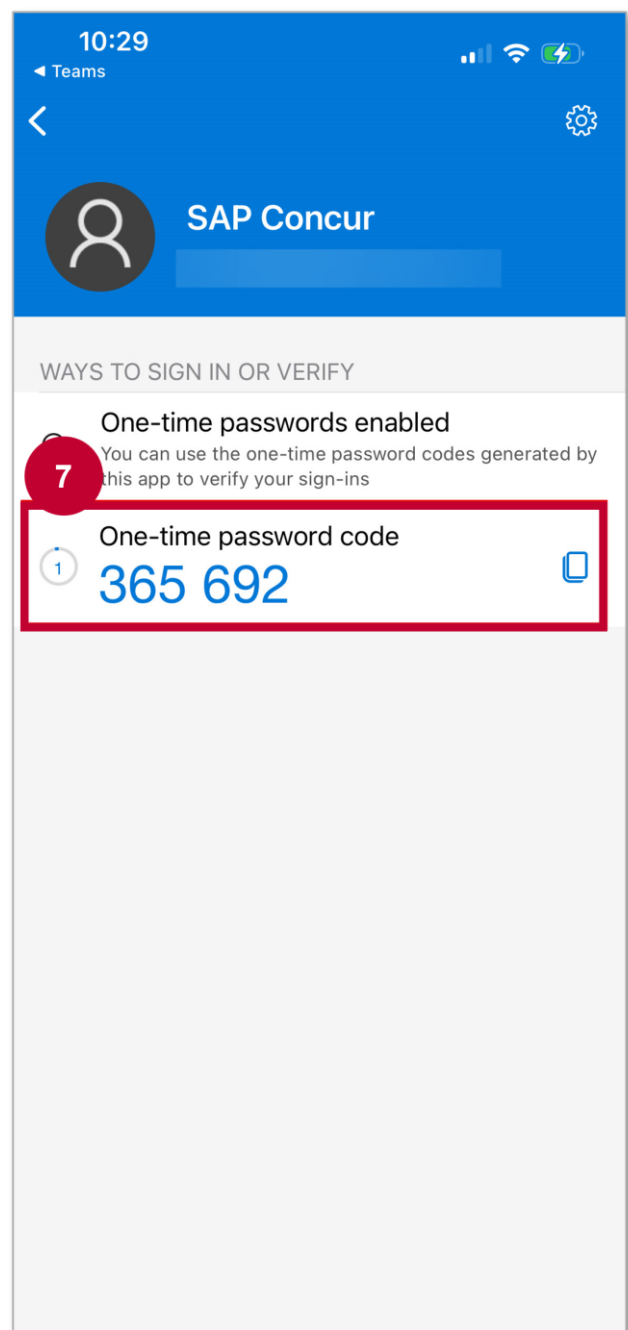
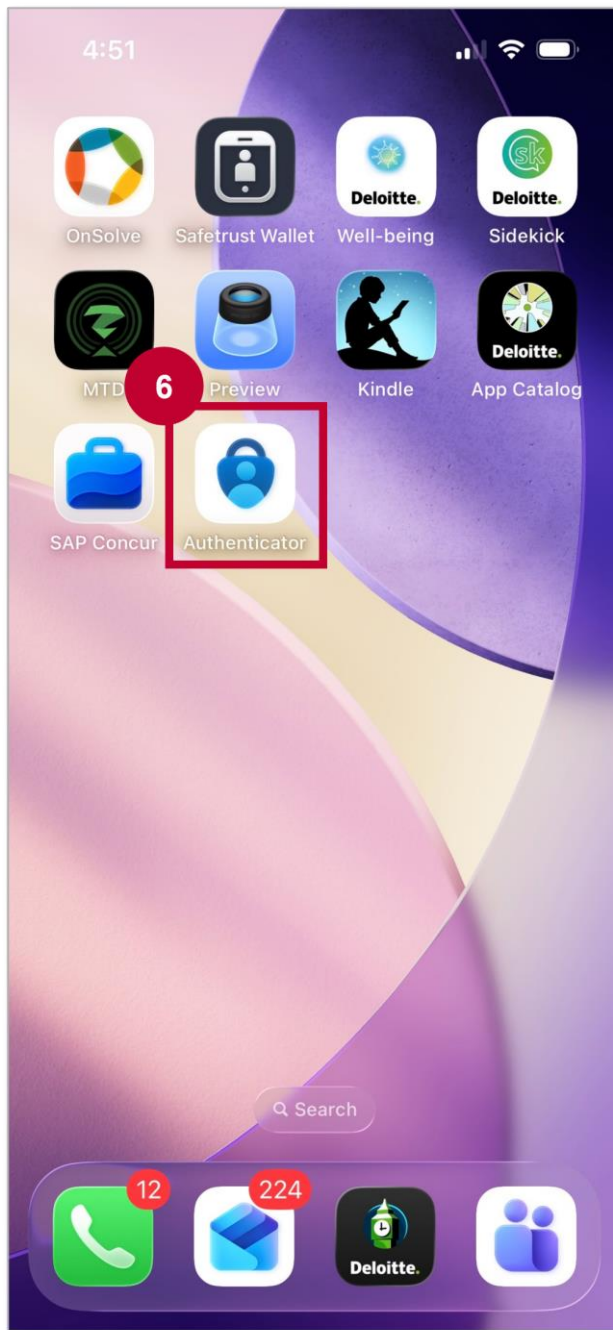
Next

[Forgot password](#)
[Need help signing in](#)

Logging into Concur Using Email (3 of 4)

Open the MFA Application

6. Navigate to your MFA application.
7. Copy the one-time code. **Note:** This code is valid for 30 seconds each time it is generated. A new code will be generated for each mobile sign in.

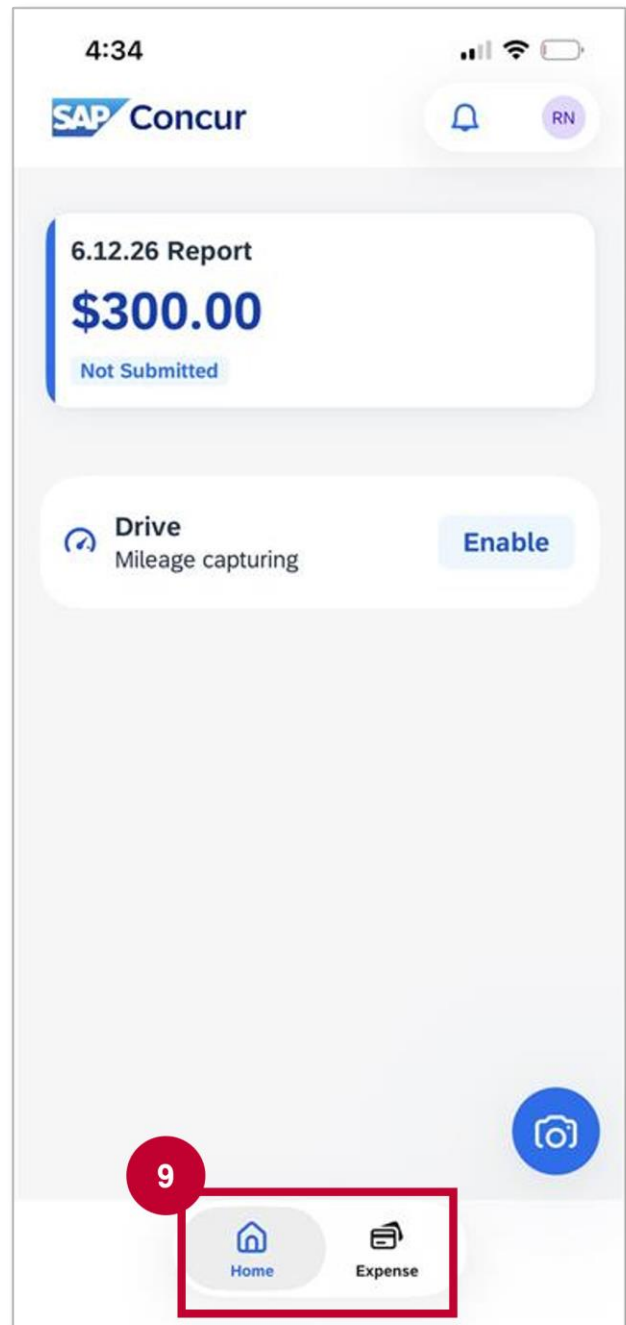
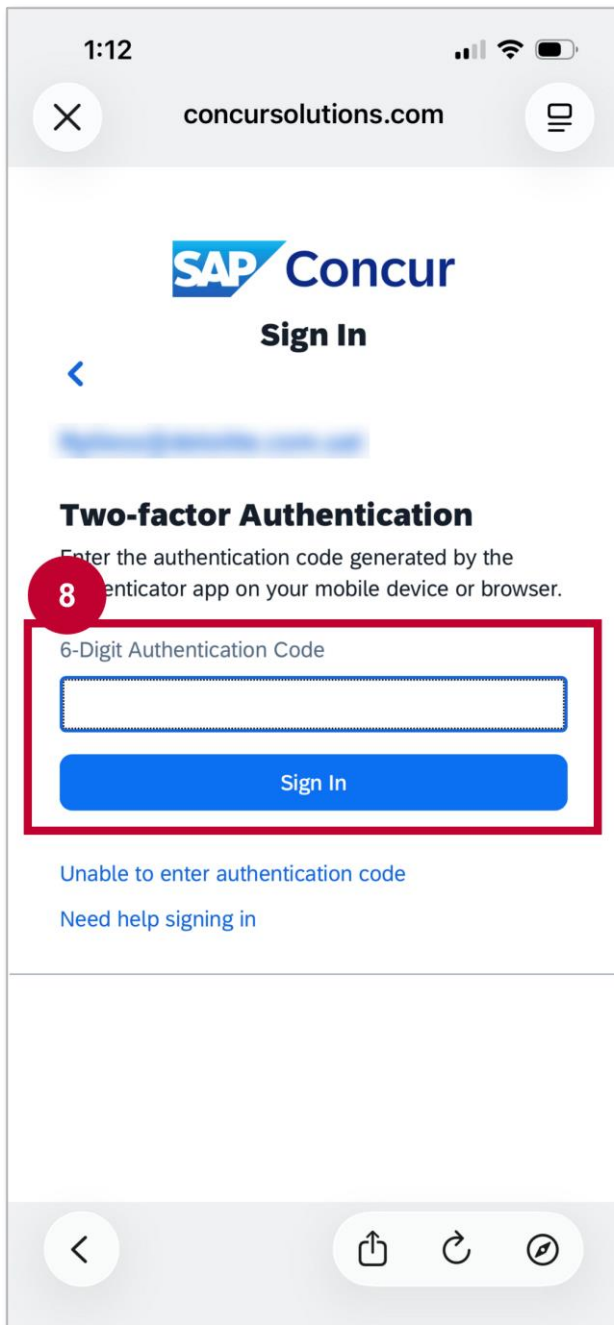


Logging into Concur Using Email (4 of 4)

Return to the Concur Mobile App

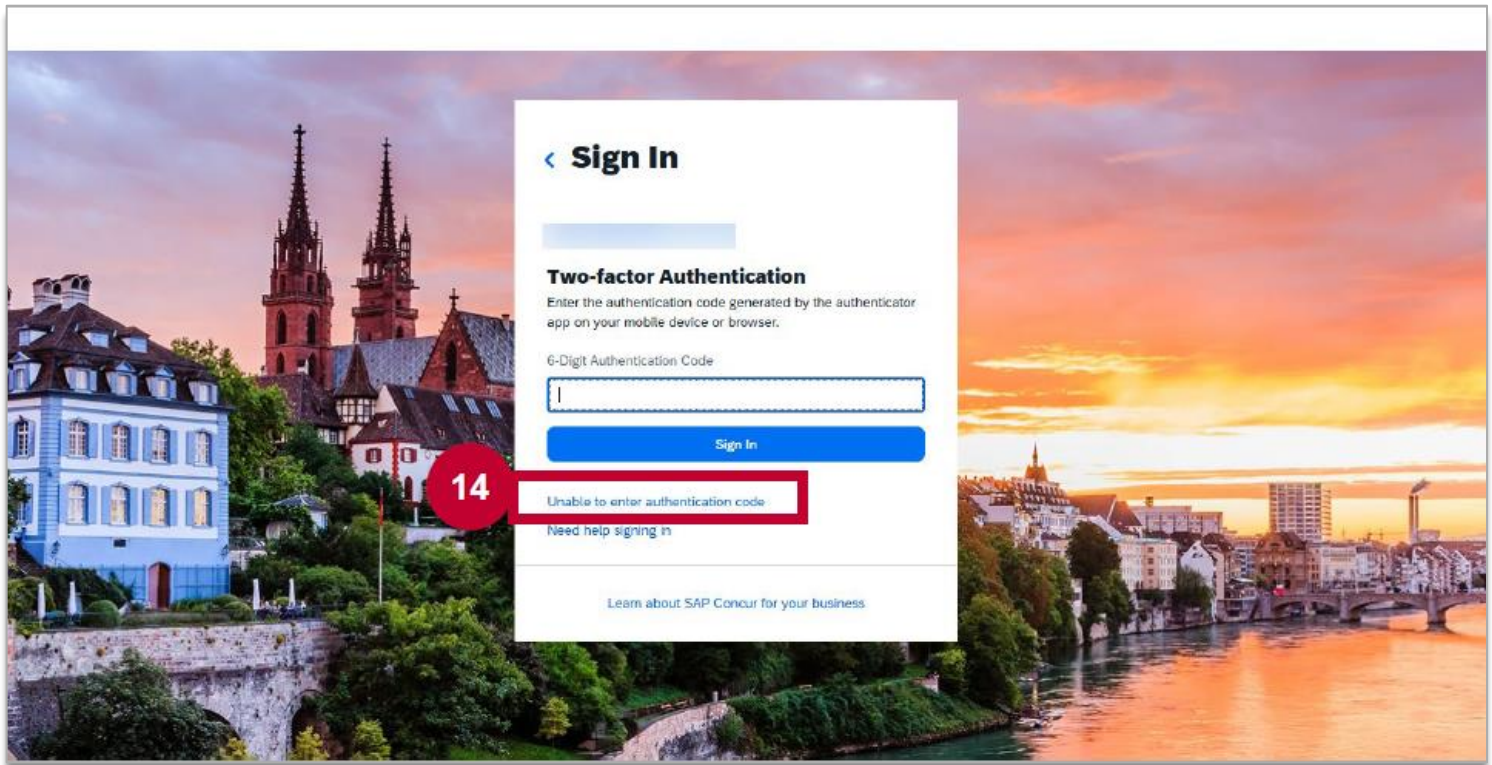
8. Enter the copied **Code** from the MFA application into your Concur application and click the **Sign In** button.
9. The landing page is the Concur Mobile Dashboard. You can navigate to your different areas through the navigation bar on the bottom of the screen.

Note: You will see areas based on your assigned role.

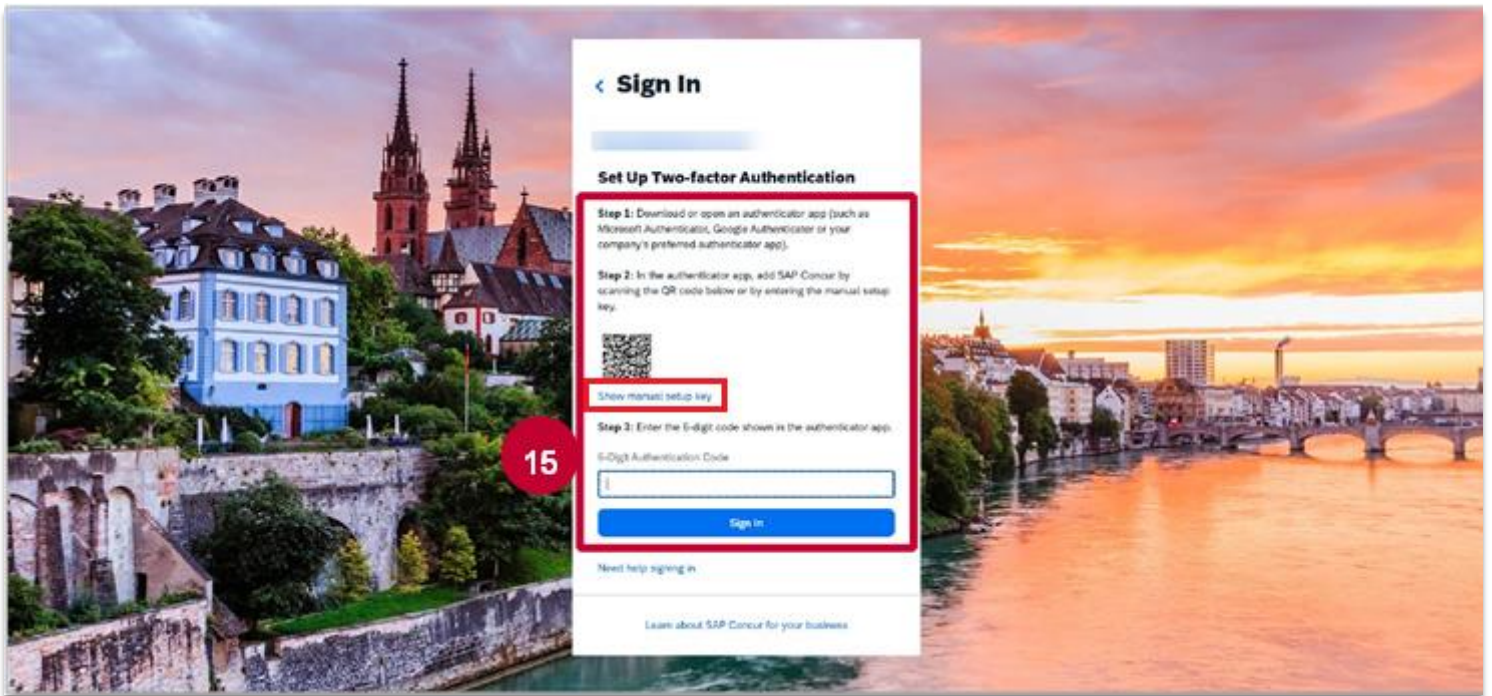


Optional Step if the QR Code Will Not Scan

1. If you have previously set up your two-step authentication, but need to reset your account, click **Unable to enter authentication code**.



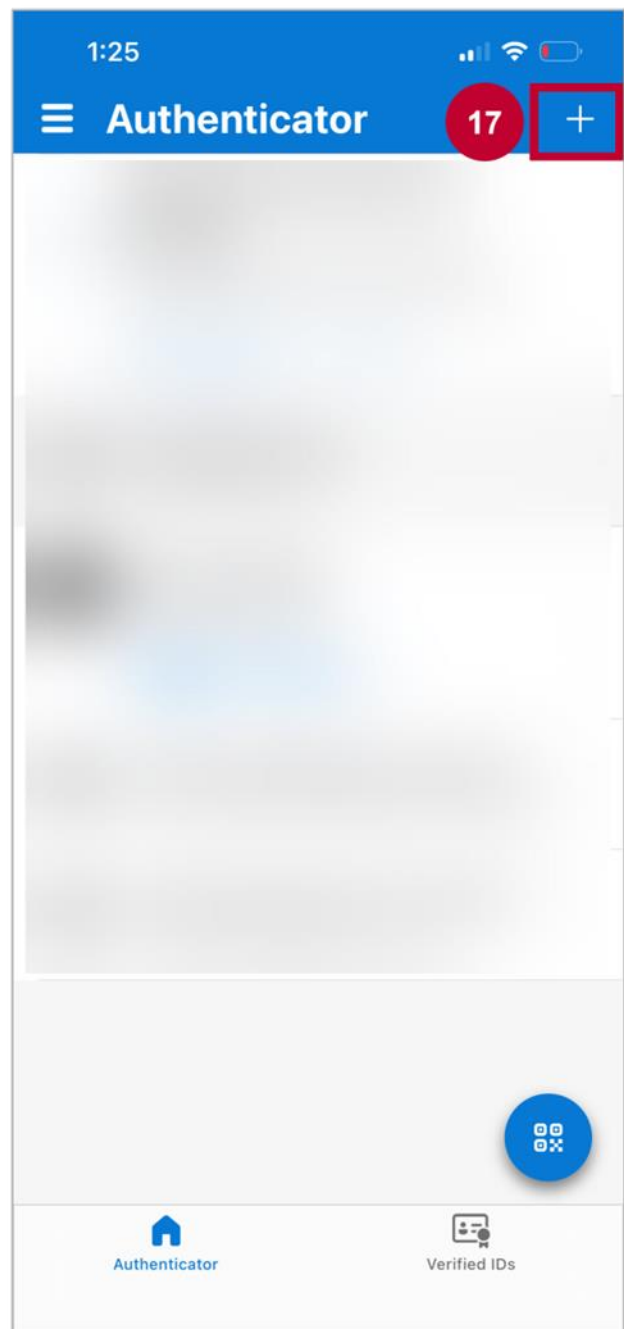
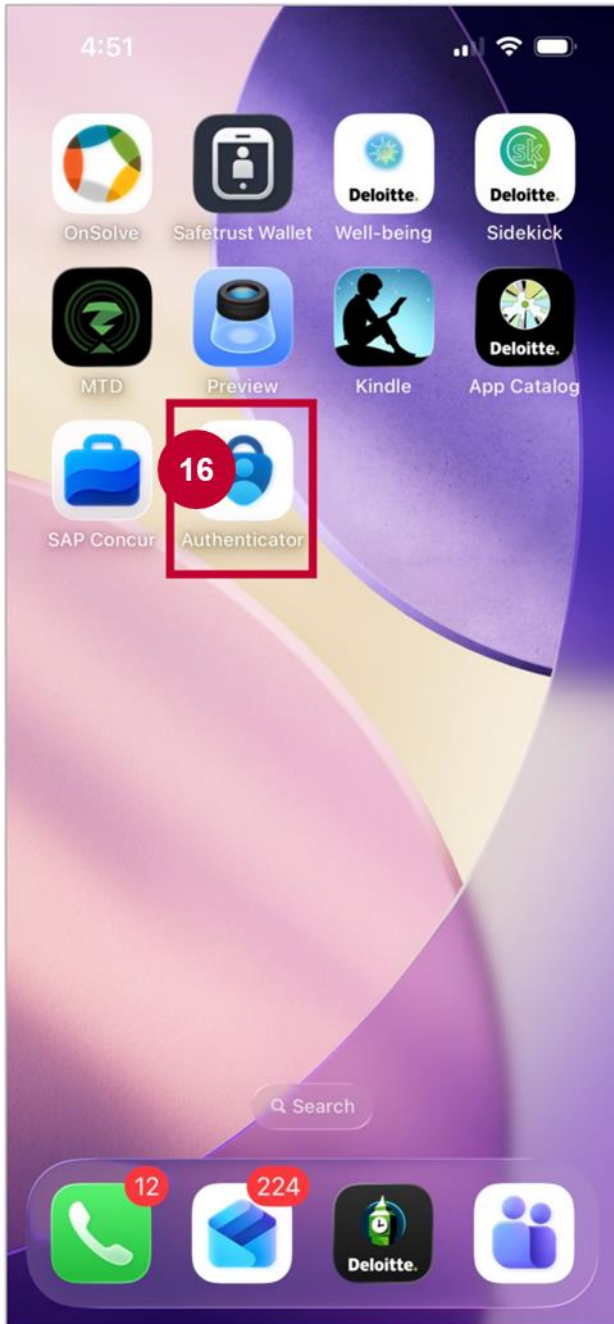
2. Select **Show Manual Setup Key** as depicted below and follow the instructions on the screen.



Optional Step if the QR Code Will Not Scan

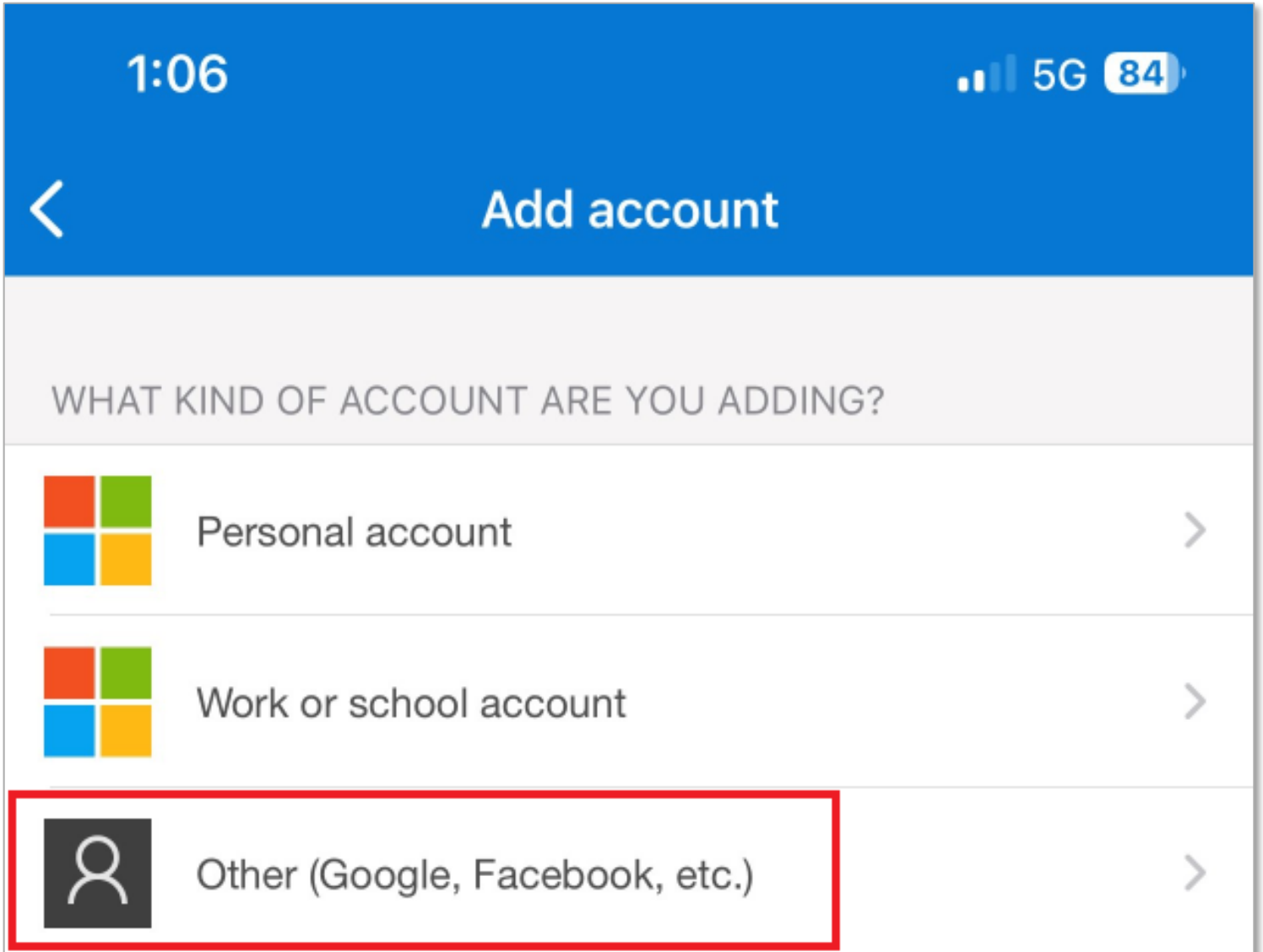
Set up Two-Step Authentication

- Download and open a **Multi-Factored Authentication (MFA) application**.
The state preferred application is Microsoft Authenticator. The steps in this document reflect this application.
- Tap the **Plus sign icon (+)**.



Optional Step if the QR Code Will Not Scan

5. Please select **Other (Google, Facebook, etc.)**

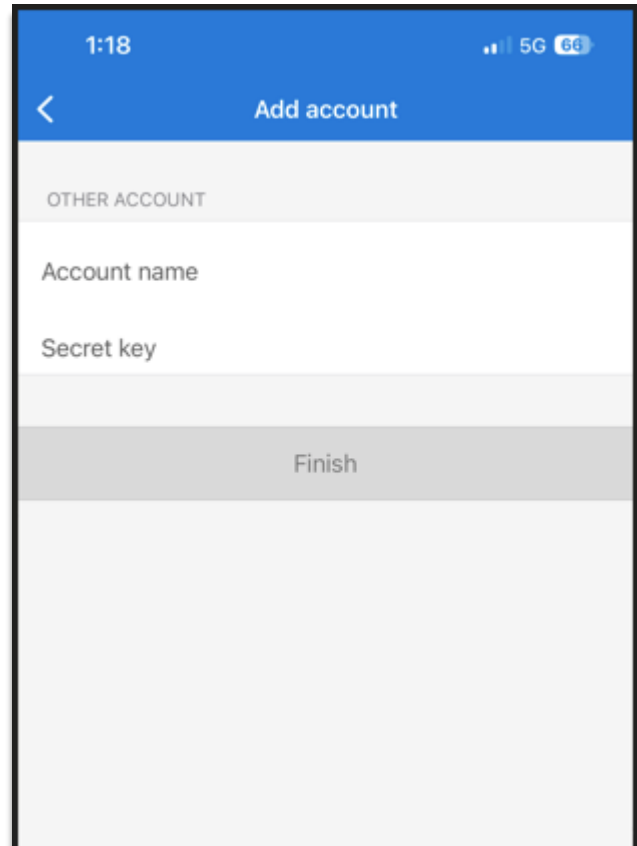
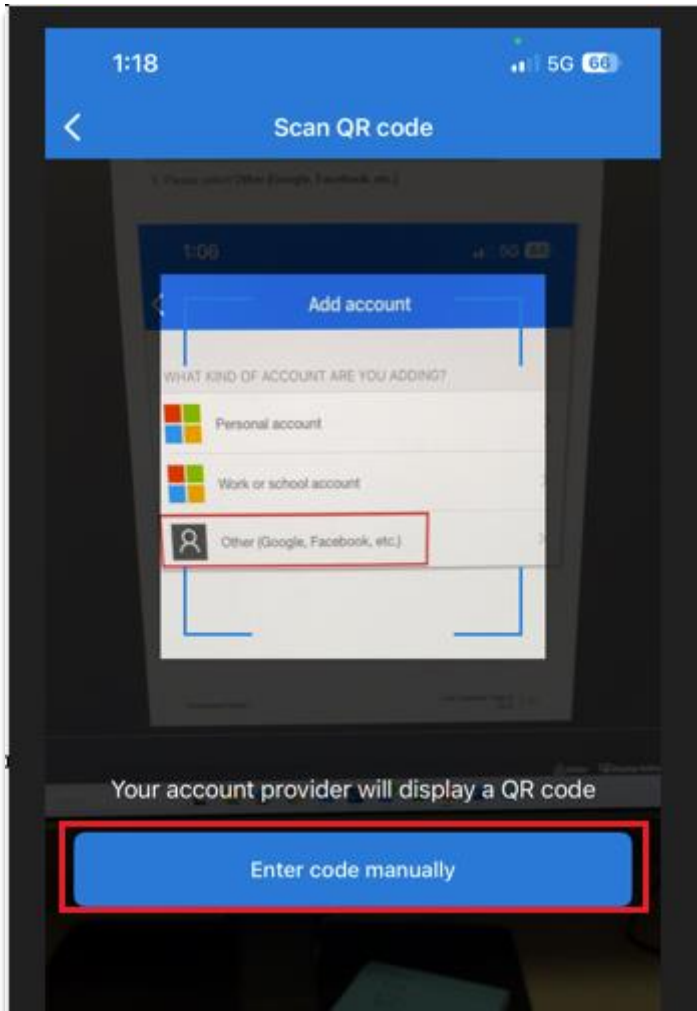


The screenshot shows a mobile app interface for adding an account. At the top, the status bar displays the time 1:06, 5G signal, and 84% battery. The app header is blue with a back arrow and the text 'Add account'. Below the header, a light gray section asks 'WHAT KIND OF ACCOUNT ARE YOU ADDING?'. Three options are listed: 'Personal account' with a four-colored square icon, 'Work or school account' with the same icon, and 'Other (Google, Facebook, etc.)' with a person icon. The 'Other' option is highlighted with a red rectangular box.

Account Type	Icon	Action
Personal account		>
Work or school account		>
Other (Google, Facebook, etc.)		>

Optional Step if the QR Code Will Not Scan

6. Then click the **"Enter code manually"** button and type an **Account Name** (such as Concur) and the **Secret Key** (that appears on the Desktop screen when you click Show manual setup key).



Key Takeaways

Tips and Notes

- Promptly enter the six-digit code to avoid timeout issues.
- If you do not receive an MFA code, check that your device has signal or internet access.
- For the mobile app, use the latest version of the app to reduce sign-in issues and improve security.
- If you change your password, you may need to sign in again on both desktop and mobile devices.

Outcome

You have successfully logged into Concur on the desktop and a mobile app.

Related Training

Use these resources if you need more detailed instruction:

- Concur System Access and Navigation WBT
- Logging into Concur – Email Video
- Logging into Concur – Mobile App Video

WBTs can be accessed via [My ARCareers](#) under the **My ARLearning** tile.

- [Click here](#) for a video demonstration on how to enroll in a WBT.
- Password reset requests for My ARCareers should be submitted to the OST Help Desk. Please email arcareers@arkansas.gov. You can also call the Delp Desk at 501-682-1800.

Mobile App

Use these links to download the SAP Concur Mobile App from the App Store or Google Play.

App Store for iPhone:

- <https://apps.apple.com/us/app/sap-concur/id335023774>

Google Play for Android:

- [Google Play for Android](#)