

Managing the SAP Concur mobile app

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Applies to these SAP Concur solutions:

- Yes: Expense
- Yes: Travel
- Yes: Travel & Expense
- Yes: Travel Request
- Yes: Invoice

This Guide

This guide is provided for **client administrators**.

Refer to the *Introduction to the SAP Concur mobile app* (for each mobile device) for information about:

- Available features in the mobile app
- End-user registration and installation
- Using the mobile app

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Please Note:

- The SAP Concur app for iOS and Android supports universal links, i.e. links that navigate directly to the app if it is installed or to the website if not.
 - Such links are included in notification emails from SAP Concur related to the expense report changes.
 - Universal link support for customers own use is currently not supported.
- Some security solutions may block the links embedded into email from opening the app directly. The proper exceptions for the security policy should be configured for SAP Concur universal link URLs (pattern to match: https://*.concursolutions.com/). Known cases are:
 - MDM/MAM policy that prescribes to open any link tapped in Outlook mobile app only in specified browser.
 - Outlook mail server phishing protection that wraps all link embedded into e-mails to open the safety check service first.

Required Roles

The only required permissions/roles are:

- Travel User (for the Travel-related features)
- Expense User (for the Expense-related features)
- Expense Approver (for the Expense approver features)
- Request Approver (for the Request approver features)
- Payment Approver (for the Invoice approver features)

The registration and installation process is described in *Introduction to the SAP Concur mobile app* (for each mobile device).

Expense Transactions – Managing Expense Types

If your company uses the Expense features of the SAP Concur mobile app, your users can create, edit, and delete mobile expenses. By default, all of the expense types that are available in the Web-based version of SAP Concur are available on the mobile device. Since that list may be cumbersome, consider abbreviating the list of expense types to those that are more appropriate for use on mobile devices.

To do so, contact SAP Concur Customer support.

Reporting an Issue with SAP Concur

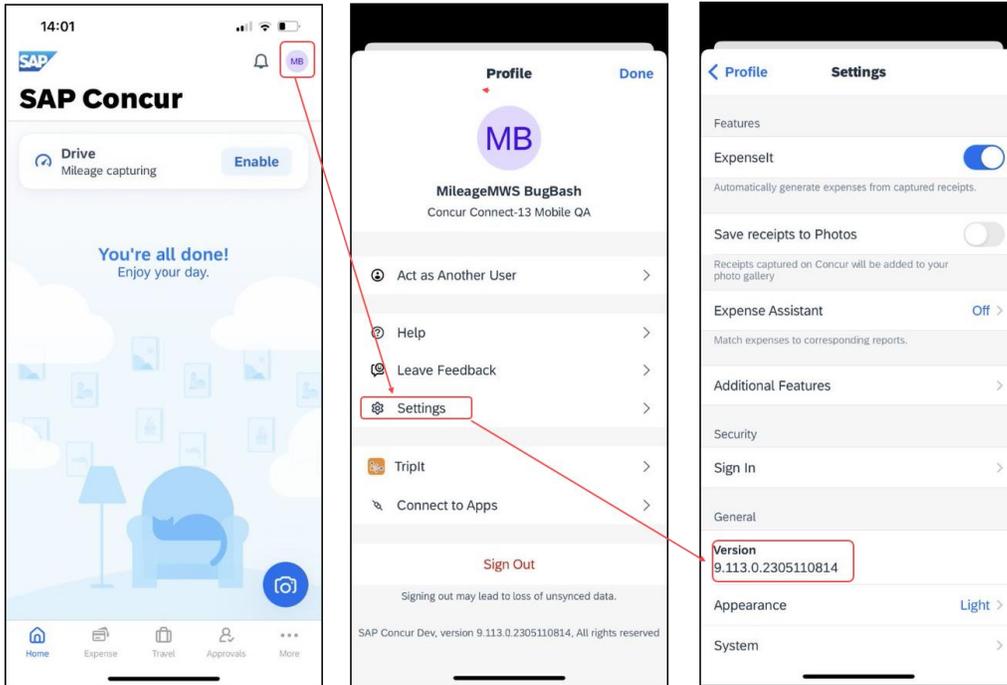
When reporting a case for the mobile app, note that the same permissions are required as if you are reporting an issue for Travel & Expense, Travel, Expense, Travel Request, or Invoice. To report an issue:

1. Log in to <https://community.concur.com>
2. In the **Support** area, click **Create a Case**.
3. For the subject, enter *Concur Mobile – [brief description]*.
4. For the case details, enter:
 - ◆ User's mobile login
 - ◆ User's name
 - ◆ User's device (BlackBerry Bold, iPhone, etc.)
 - ◆ Version of the mobile app (Refer to [Checking the Version](#) in this guide.)
 - ◆ Detailed steps to reproduce:
 - Which screen was the user on?
 - What was the user trying to do?
 - What should have happened?
 - What happened?
 - ◆ If this issue can be reproduced, can the user send the device logs to SAP Concur (Refer to [Sending an Error Log to SAP Concur](#) in this guide.)

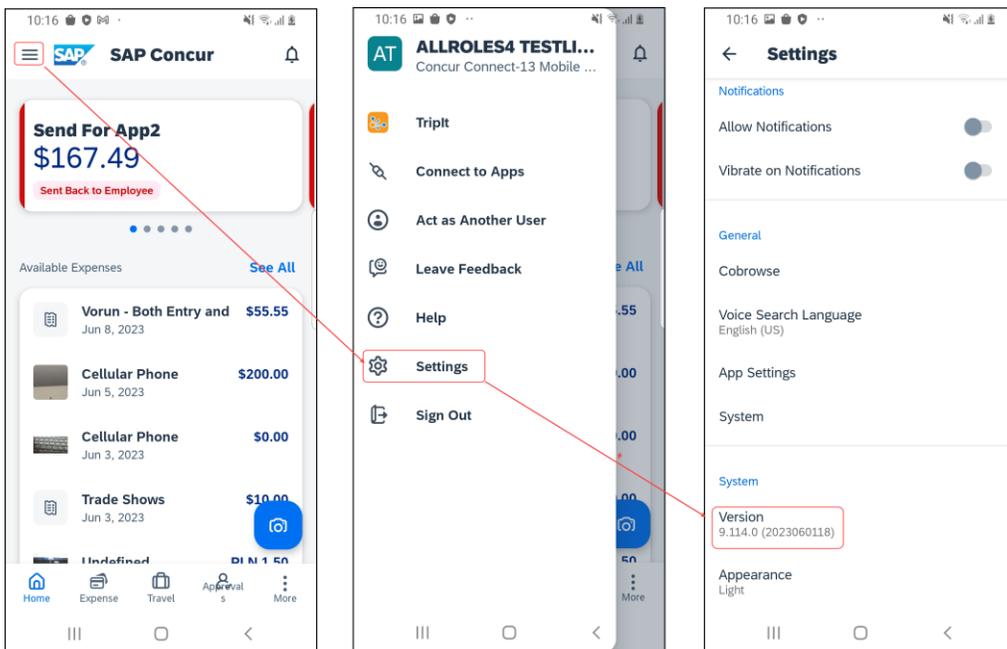
5. Select the product, the category, and the severity.
6. Submit the case.

Checking the Version

To check the version number on your iPhone:



To check the version number on your Android:



Current Version Available

To determine the most current version of the mobile app, refer the **Version Information** section of the most recent mobile Release Notes, which are available in the SAP Concur Customer support portal.

Note the following:

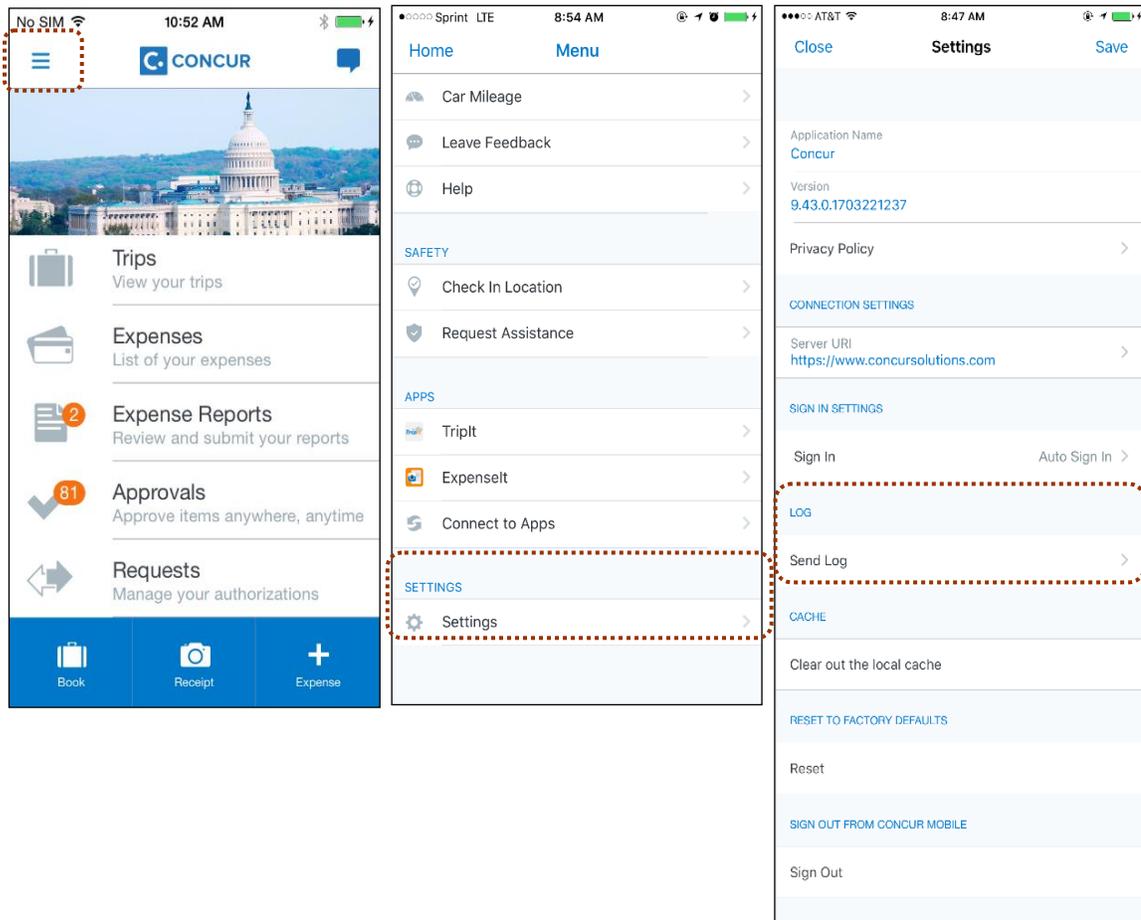
- If the current mobile app on your mobile device is older than the two latest versions, you will be notified - through a **Message Center** message and push notifications - that you should update the app to the latest version.
- If you have a version of the app older than the last 7 versions on your mobile device, you will see an upgrade notice on the login page and will need to update the app to the latest version or you will no longer be able to access the SAP Concur mobile app on your device.

NOTE: The SAP Concur mobile app will not be removed from mobile devices that have a version of the app older than the last 7 versions.

For more information on retention policy, refer to this [FAQ](#).

Sending an Error Log to SAP Concur

iPhone /iPad



For the iPad, select **Settings**, and then **Send Log**.

