

Authorized Support Contact Audit Process

HOW CAN I OBTAIN A LIST OF ALL AUTHORIZED SUPPORT CONTACTS?

Analysis/Intelligence Customers	Analytics Customers
<p>There is a Standard Report within Intelligence that lists all of the users with the Authorized Support Contact (ASC) permission. A user with the <i>Cognos Business Author, Cognos Consumer or Cognos Consumer</i> permission can run this report by following the steps below:</p> <ol style="list-style-type: none"> 1. Navigate to <i>Reporting > Intelligence/Analysis</i> (depends on the version of your Reporting tool). 2. Click <i>Intelligence/Analysis - Standard Reports</i> (depends on the version of your Reporting tool). 3. Click <i>Administration > Employee Roles</i>. 4. In the <i>Roles</i> section, select <i>Authorized Support Contact</i>. 5. Click <i>Finish</i>. <p>Note: The above report will only work if you have purchased Travel.</p> <p>If the report does not show the desired information, open a case with SAP Concur Support and request the list of your ASCs.</p>	<p>Analytics customers will need to open a case with SAP Concur Support and request the list of your Authorized Support Contacts.</p>

Note: Once the ASC permission has been assigned, the *Contact Support* link will automatically appear within SAP Concur for convenient access to the SAP Concur Support Portal via Single Sign-On (SSO). To activate this access, click *Help > Contact Support*.

HOW DO I REMOVE THE ASC PERMISSION FROM A USER IN SAP CONCUR?

Professional Edition	Standard Edition
<p>In order to remove ASC permission, you will need to have Employee Administrator or Role Administrator assigned and follow these steps:</p> <ol style="list-style-type: none"> 1. From SAP Concur, navigate to <i>Administration > Company > Company Admin > User Administration</i>. 2. In the <i>Search Text</i> box, enter the user's data that corresponds with the selection in the <i>Search What</i> drop-down and click <i>Search</i>. 3. To open, click the user's <i>Last / First</i> name link. 4. Uncheck the <i>Authorized Support Contact</i> checkbox. 5. Click <i>Save</i>. 	<p>You will need the <i>Can Administer</i> permission and follow these steps:</p> <ol style="list-style-type: none"> 1. From SAP Concur, navigate to <i>Administration > Expense or Invoice or Expense & Invoice Settings > User Accounts</i>. 2. In the <i>Search</i> box, enter the user's data and click the <i>magnifying glass</i> icon. 3. To open, double click the user's name. 4. Scroll to the <i>User Permissions</i> section. 5. Uncheck the box for: <ul style="list-style-type: none"> • <i>Can Administer</i> (for Travel only or Expense Only customers) • <i>Travel and Expense Administrator</i> (for Travel and Expense customers) • <i>Is Invoice Admin</i> (for Invoice only customers) 6. Click <i>Save</i>.

Please refer to [Getting the Most from SAP Concur Support](#) for additional ASC information.