

Getting the Most from SAP Concur User Support Desk

Quick Reference Guide

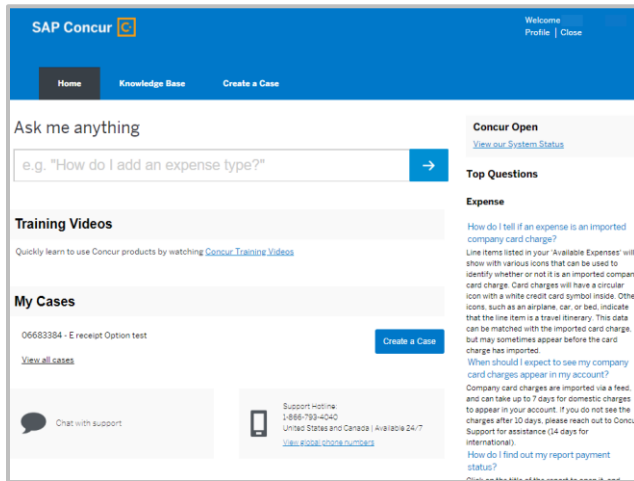
February 2020

Service Overview

When customers subscribe to SAP Concur User Support Desk (USD), end-users receive 24/7 assistance from knowledgeable SAP Concur experts.

SAP Concur USD Portal

The USD portal facilitates self-resolution of issues. From the portal, end-users can search the Knowledge Base, submit a service inquiry or request, and initiate a chat session.

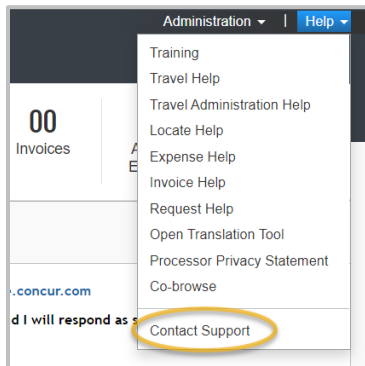


- Home > *Ask me anything* search box, [Training Videos](#), My Cases, Chat with Support, Support Hotline, [Concur Open](#), Top Questions for Expense & Travel
- Knowledge Base >Articles, *Ask us anything* search box
- Create a Case >Submit a Case, Suggested Articles

Portal Access

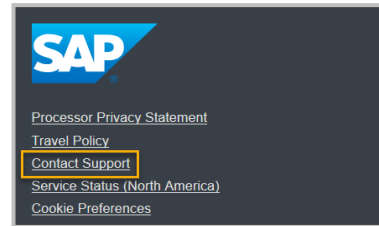
End-users can conveniently access the SAP Concur USD portal via Single Sign-On through their SAP Concur solution. In addition to English, the language portal options are Chinese (Simplified), French, German, Japanese, Portuguese (Brazilian), and Spanish.

Access the portal through *Help* > *Contact Support*.



Alternate Contact Support Link Locations

The *Support* link may appear next to Help Tab. Additionally, when all the header space is occupied at the top of the page, the *Contact Support* link may also be found at the bottom of the page.



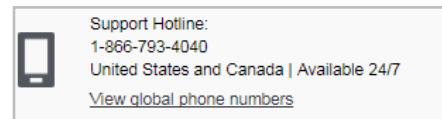
User Support Desk Assistance



End-users may contact SAP Concur USD for assistance via phone, by creating a case or via chat.

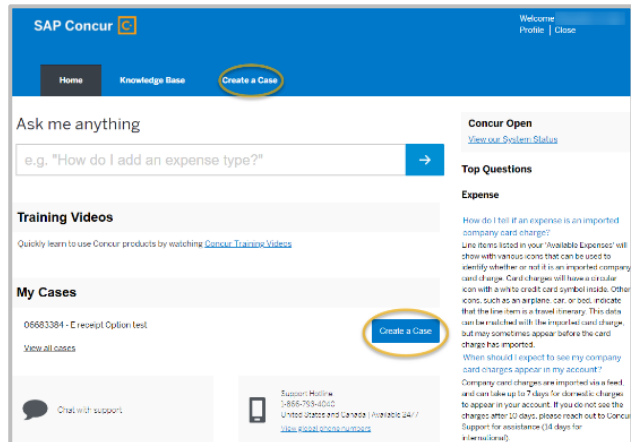
Phone Support

USD English Phone Support is available 24/7. The Global Phone Numbers can be found on the portal home page > Support Hotline > View global phone numbers. Foreign language support is offered in the local time zone of the designated language.



Case Support

End-users can create and submit a case from the portal home page or the *Create a Case* tab.



Case Creation

The system will guide end-users through the completion of required fields and submission. To include any documents or screenshots, click the **Submit & Add Attachments** button.

View/Update a Case

End-users can view submitted cases via the My Cases section from the home page. To open an existing case, click the Case Number or Subject link.

To update a case, click **Add Comment** in the **Case Comments** section. To close a case, click **Close Case**, select **Close** under **Status**, and click **Submit**.

Chat with Support

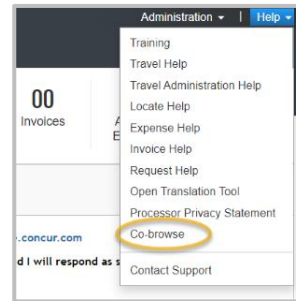
On the Support Portal home page, click **Chat with support** and select from options of Expense, Travel, or Invoice based on assistance needed. Once selected, click **Chat Now**, a dialog box will display while waiting for the session to initiate. USD Chat Support is available 24/7 in English.



Co-browse

SAP Concur USD also offers a Co-browse feature which is a secured screenshare application providing view-only access to your SAP Concur solution. To utilize this feature while either on chat or phone with USD:

1. In SAP Concur, navigate to **Help > Co-browse**.
2. Accept the privacy notification pop-up, this will generate a session code.
3. Provide the session code to USD.



Concur Open

Concur Open, our Service Status Dashboard, brings 24/7 visibility to the availability of SAP Concur services.

Personalized Concur Open

End-users can log in to a personalized view of their Service Status Dashboard.

To access Personalized Concur Open, log in using your existing SAP Concur credentials or e-mail address if using Single Sign-On (SSO) by following the steps below:

1. Navigate to **Concur Open**.
2. Click **Log in to Personalized Concur Open**.
3. Select **Username**. Or Select **Send a link to my e-mail** (required for SSO users)
 - a.) Enter SAP Concur username and click **Continue**.
 - a.) Enter the e-mail address and click **Continue**.
 - b.) Enter password and click **Sign In**.
 - b.) From your e-mail, click **Sign in with SAP Concur**.

