

# **Shared: App Center Administrator**

## **User Guide**

**Last Revised: December 5, 2023**

Applies to these SAP Concur solutions:

- ☒ Expense
  - ☒ Professional/Premium edition
  - ☒ Standard edition
- ☒ Travel
  - ☒ Professional/Premium edition
  - ☒ Standard edition
- ☒ Invoice
  - ☒ Professional/Premium edition
  - ☒ Standard edition
- ☒ Request
  - ☒ Professional/Premium edition
  - ☒ Standard edition



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# Revision History

Date	Notes/Comments/Changes
December 5, 2023	Updated the App Center Release Notes link in <i>Section 2: Overview</i>
September 13, 2023	Updated content and image to reflect searching for newly released apps under <i>Searching for Apps</i> section.
July 15, 2022	Updated some images to reflect new filter feature
April 12, 2022	Updated images throughout. Combined Disabling an App sections. Updated text in Connecting an app section for clarity. Changed the name of Consumer apps to User Connections. Added link to TripLink admin controls.
January 21, 2022	Updated the copyright year; no other changes; cover date not updated
October 15, 2021	Added the <i>Section 5: Configuration</i> section with information about the ability to disable enterprise applications
January 25, 2021	Updated images and details regarding app disablement to <i>Managing Consumer Apps</i> section.
April 27, 2020	Renamed the Authorization Request check box to Request on the guide's title page; cover date not updated
January 15, 2020	Updated the copyright; no other changes; cover date not updated
March 21, 2019	Updated some images. No term change required for invoice change from "payment request" to "invoice".
February 1, 2019	Updated the copyright; no other changes; cover date not updated
December 21, 2018	Updated guide to add information managing applications using the <b>Manage Partner Applications</b> page. Updated the <i>Connecting an Enterprise App</i> and <i>Disconnecting an Enterprise App</i> sections.
September 12, 2018	Updated the <i>What the User Sees</i> section.
April 17, 2018	Changed the check boxes on the front cover; no other changes; cover date not updated
January 26, 2018	Updated the copyright; no other changes; cover date not updated
August 19, 2017	Guide now generally available.
August 2, 2017	Minor edit; no change to Last Revised date on cover or footers
July 29, 2017	Added the <i>Managing Consumer Apps</i> section.
July 19, 2017	Minor edit; no change to Last Revised date on cover or footers
March 18, 2017	New guide.

# App Center Administrator

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## Section 1: Permissions

The SAP Concur App Center allows administrators to activate enterprise apps for their company. To activate an app, the administrator must have one of the following user roles:

Professional Edition:

- Company Administrator
- Web Services Administrator

Standard Edition:

- Can Administer

## Section 2: Overview

This guide provides information about the SAP Concur App Center, managing User Connection Applications, and connecting to Enterprise Applications.

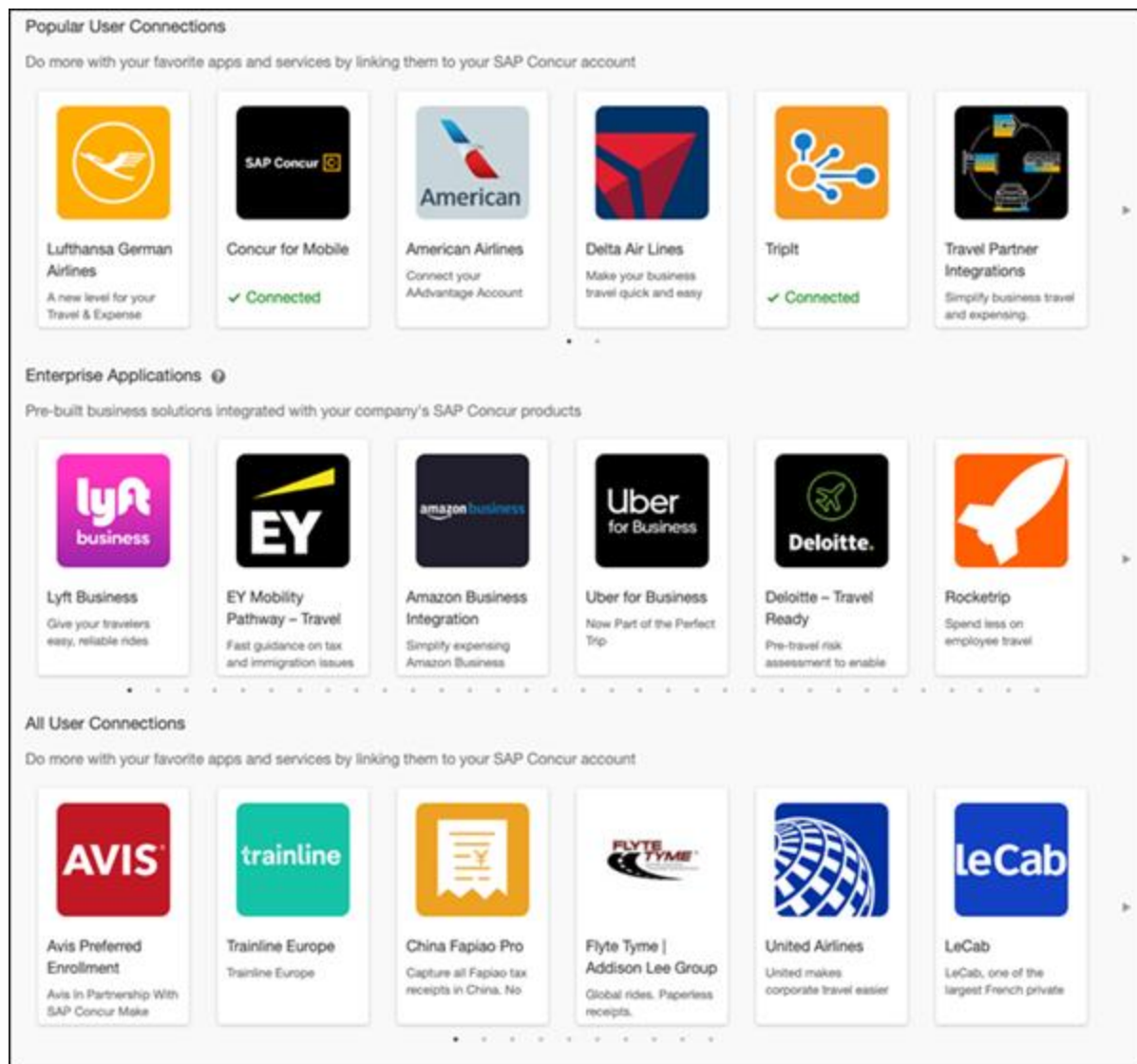
User Connection and Enterprise Applications are pre-built integrations with SAP Concur solutions. Applications are available to support a wide variety of functions including IT, Finance, Compliance, Sales, and more. These applications improve spend management and compliance while making travel and expensing easier for users.

User Connections are available for end users to directly connect to. Enterprise Applications must be enabled by a company administrator before the end user can connect with them.

Most of the setup steps are the same for all providers. For information on specific providers and new User Connection apps, please refer to the [App Center Release Notes](#).

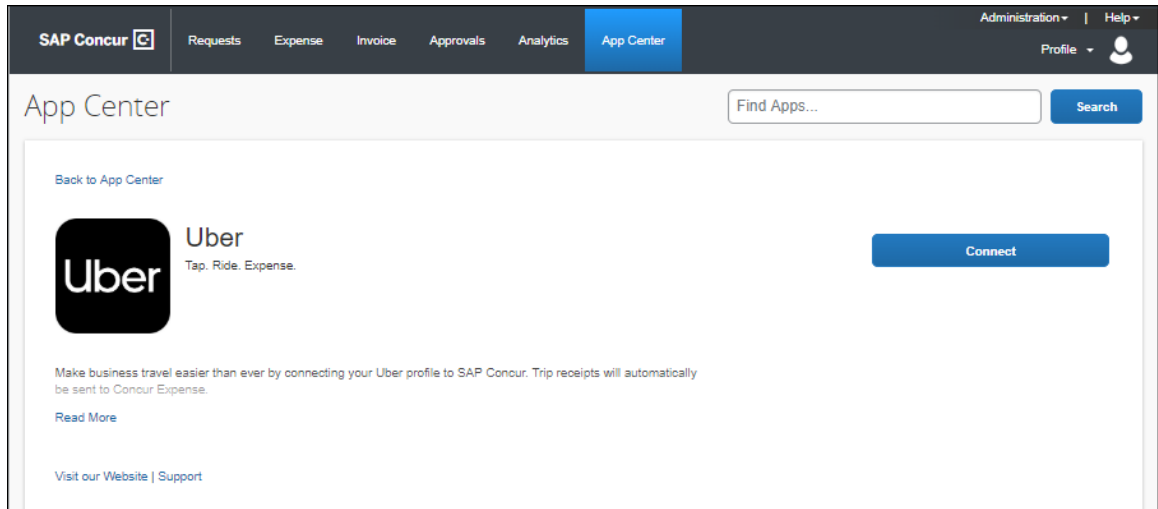
## Section 3: What the User Sees

User Connection apps allow the user to connect their SAP Concur account to the app supplier without involving the SAP Concur administrator. A User Connection app appears in the **User Connections** sections in the App Center.



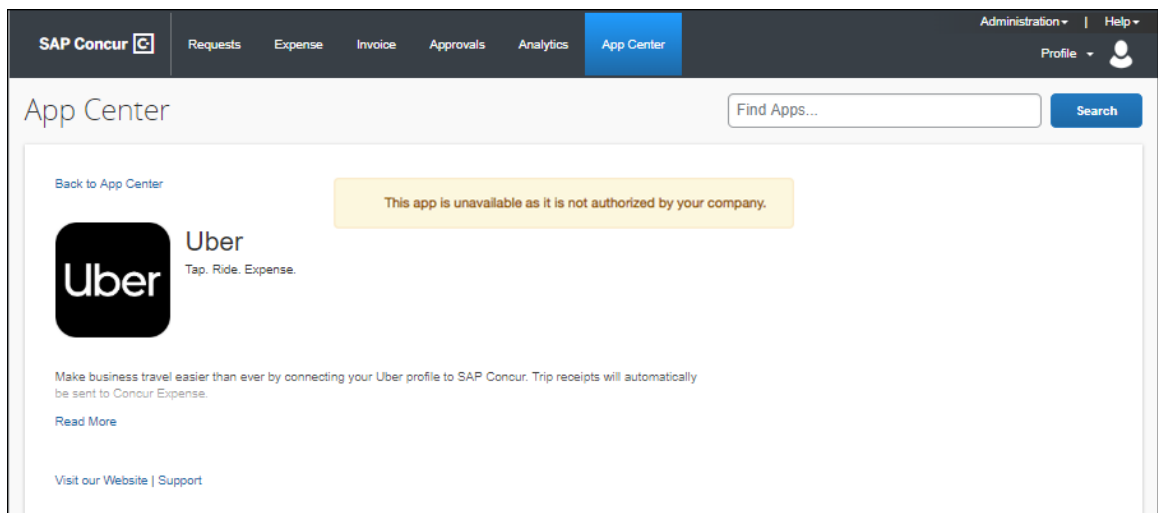
## What the User Sees

User Connection apps allow the end user to connect directly with the app supplier, using the **Connect** button, in the **App Center**:



### ***Disabled App***

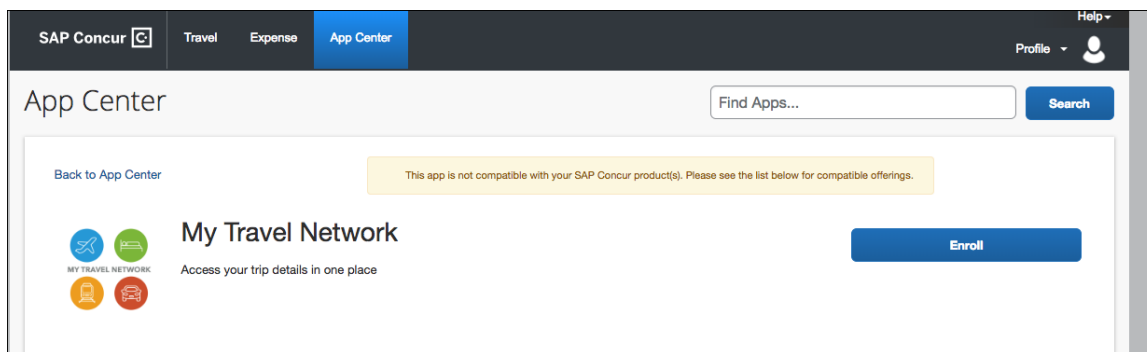
Disabled apps will not appear in the user's App Center link within your SAP Concur solution. If a user accesses a disabled app via a direct link or login link from the public App Center, they will not see a **Connect** button and will see a message that the app is unavailable:



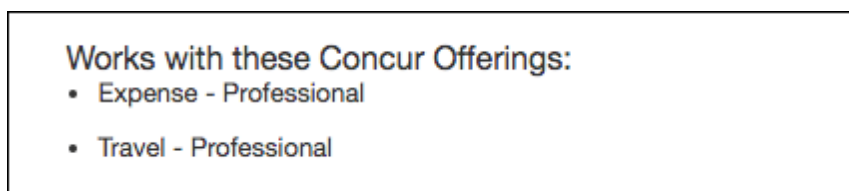
### ***Unsupported Product***

If the user accesses the listing for an app that is not supported by their SAP Concur products, the user will see an error directing them to the list of compatible products.

## Section 3: What the User Sees

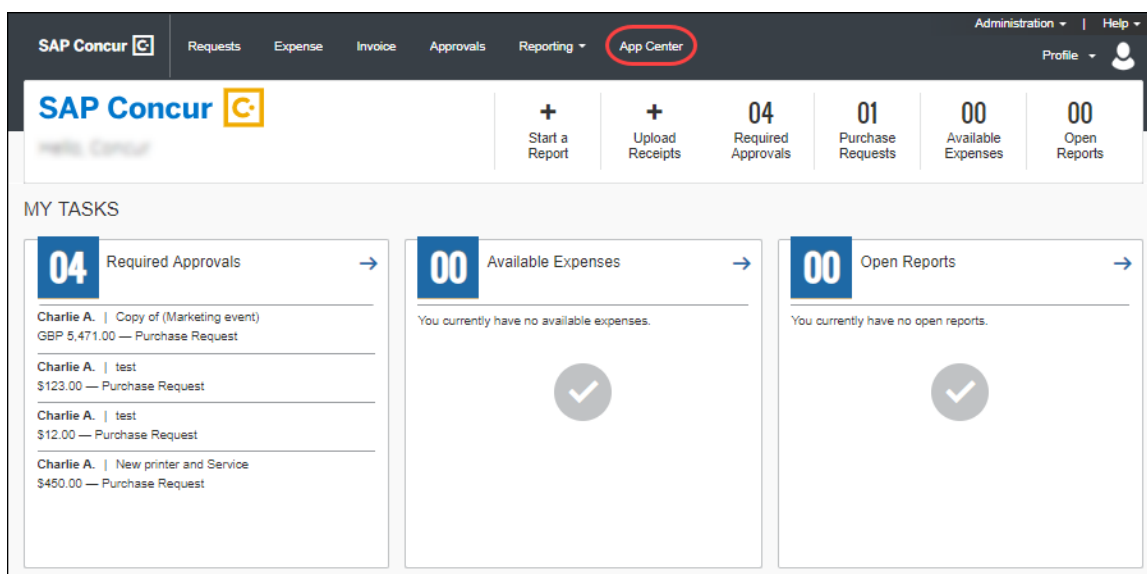


The SAP Concur products supported by the app are listed in the **Works with these Concur Offerings** section of the App Center listing.



## Accessing the App Center Page

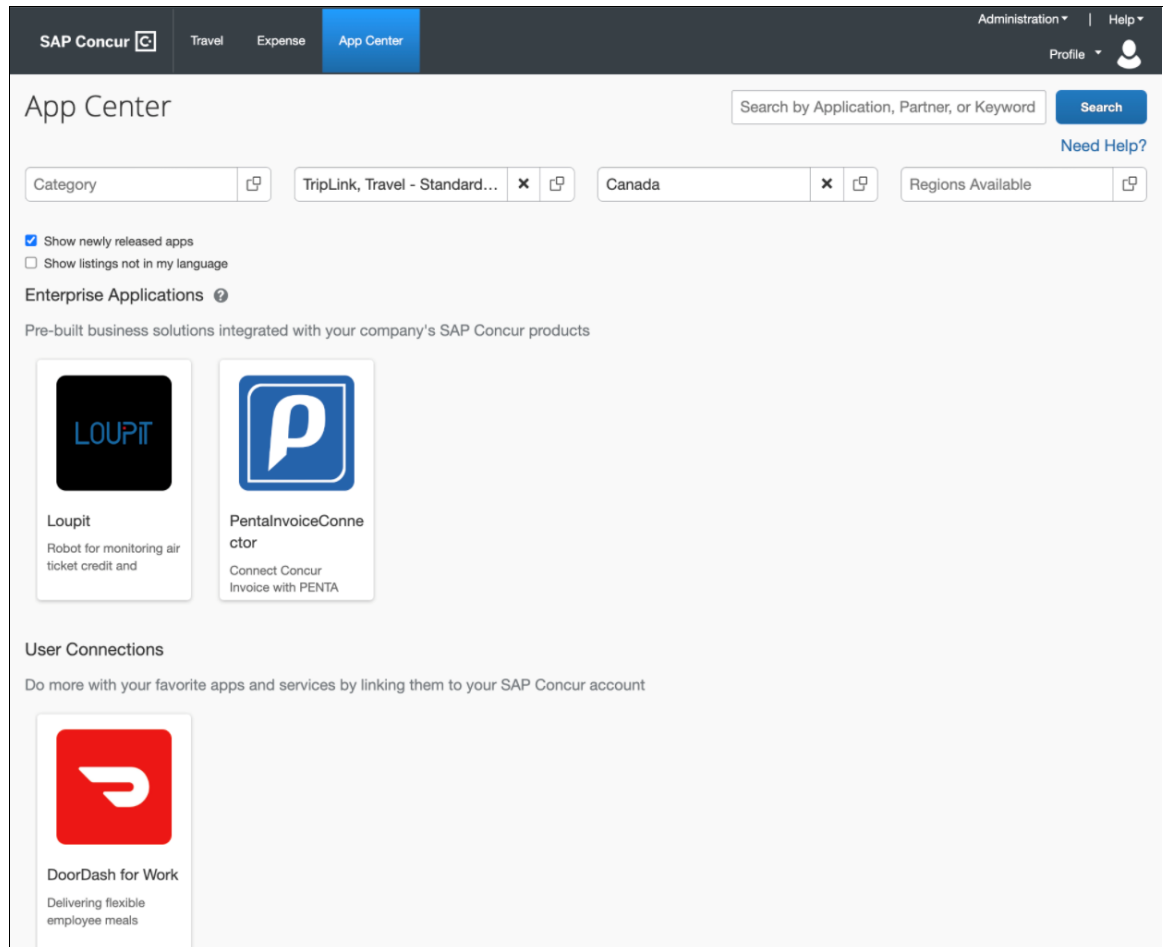
The **App Center** page is available on the top menu of the SAP Concur home page.



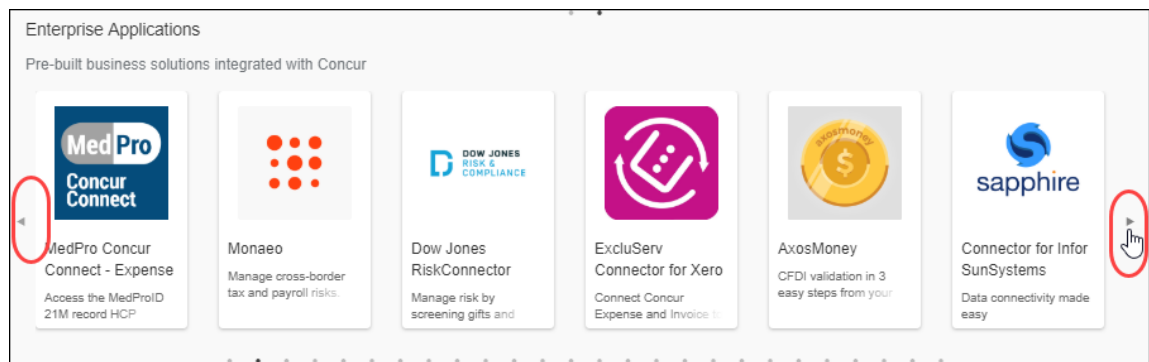
## Searching for Apps

To search for apps, the administrator may:

Enter the desired app name in the search field and click **Search** or filter apps by Category, Product, Country, or Region. You can also view the newly released apps by clicking the **Show newly release apps** checkbox.



Use the arrow buttons to scroll through the Enterprise Applications apps:



## Section 4: Configuration

### Connecting an App

There are several ways to connect an app. These processes are described below.

#### ***Connecting an App – From the Enable Partner Applications Page***

Some apps must be enabled using the **Enable Partner Applications** page in SAP Concur. To complete this process, the user must have the correct permission:

- **Professional Edition:** Web Services Admin
- **Standard Edition:** Can Administer



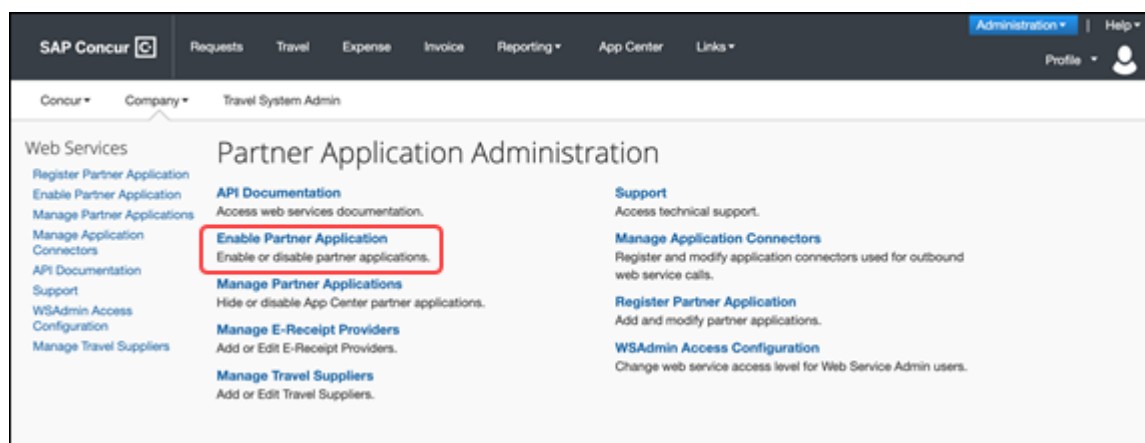
For more information on how to assign user roles in Professional Edition, refer to the *Shared: User Administration User Guide*.



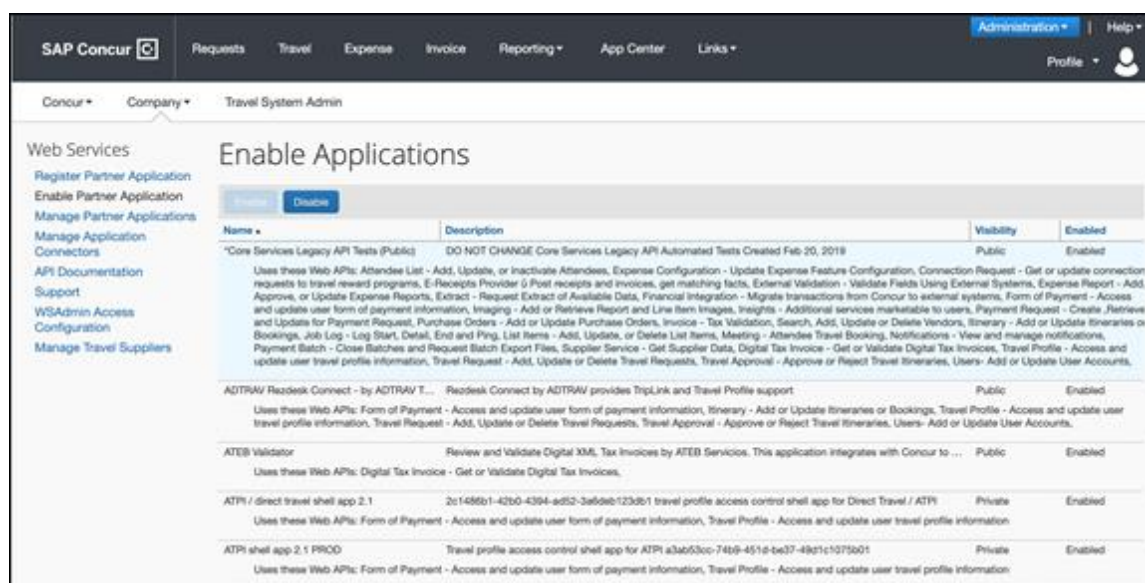
For more information on how to assign user roles in Standard Edition, refer to the *Shared: Users Setup Guide*.

► **To access the Enable Partner Applications page:**

The **Manage User Applications** page is available at **Administration > Company > Web Services > Enable Partner Applications**.



The **Enable Partner Applications** page appears.



► **To connect an app:**

1. Sign into your SAP Concur solution as a user with the required permission.
2. Click **Administration > Company > Web Services > Enable Partner Application**.

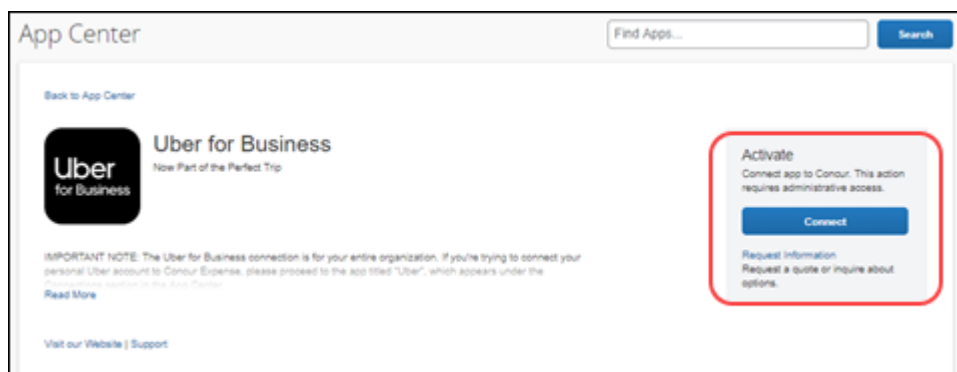
3. Select the desired application.
4. Click **Enable**. You will be prompted to agree to the data sharing terms and conditions.

### **Connecting an Enterprise App – From the App Center**

The App Center Enterprise Applications will require one of the two supported authorization flows.

► **To connect an enterprise app:**

1. Click the App Center listing for the desired app. The listing displays. Depending on the application, you will see one of two options:
  - ♦ The **Activate** (Connect) option. These applications can be activated directly from the App Center.



- ♦ The **Request Information** option. These apps are customizable for your company or are serviced by the partner directly. For these apps, the partner will contact you to connect.



The remainder of this procedure covers the **Activate** process.

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**NOTE:** The **Request Information** option can be used for answers to any questions regarding the integration and customization, or for support in the connection process.

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- Click **Connect** to begin the connection process.
- Use the arrow to expand the sections on the **Terms & Conditions** window.

You will see up to three Terms and Conditions for review:

- ◆ **Concur App Center End-User Terms & Conditions.** These are the basic terms of use for individual users in the App Center. You will be asked to accept these terms only once.
- ◆ **Shared Information.** This states the specific information that will be shared with the partner. This is specific to the partner integration you are connecting to. You will be asked to accept these terms for each application.



For more information on the exact information shared with partners, please visit <https://developer.concur.com/api-reference/>.

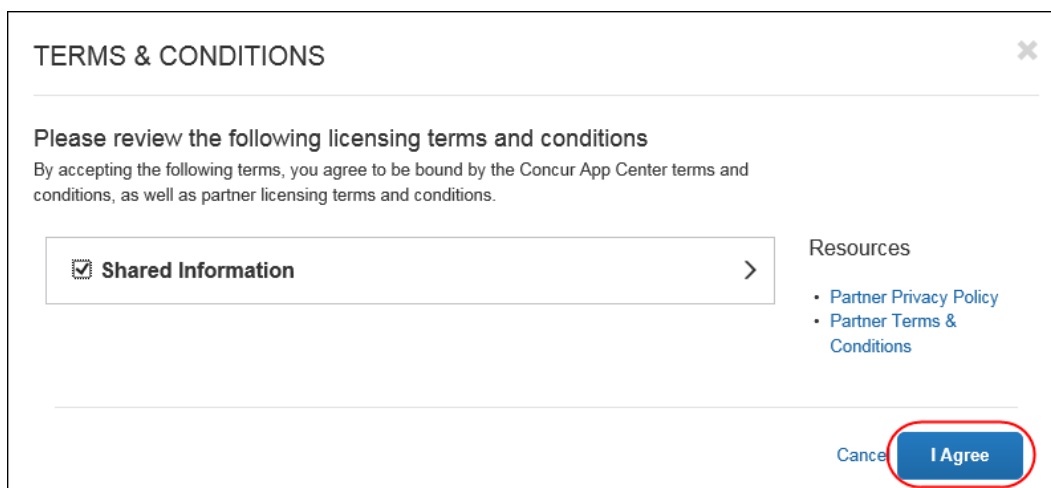
- ◆ **Customer Authorization to Link Accounts.** These are the basic terms of use for company-wide integrations. Your company will be asked to accept these terms only once.



For answers to frequently asked questions regarding the Customer Authorization to Link Accounts, please see our [FAQ](#).

- Select the check boxes for each of the applicable Terms and Conditions for the app.

5. Click **I Agree**.



TERMS & CONDITIONS

Please review the following licensing terms and conditions

By accepting the following terms, you agree to be bound by the Concur App Center terms and conditions, as well as partner licensing terms and conditions.

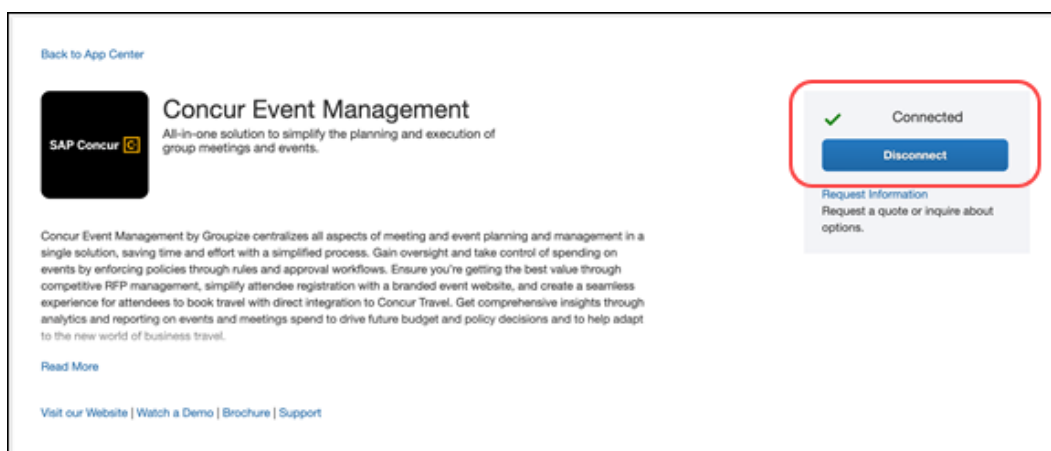
☒ Shared Information >

Resources

- [Partner Privacy Policy](#)
- [Partner Terms & Conditions](#)

[Cancel](#) [I Agree](#)

6. You will then be redirected to the partner site in a new window. Here, you will sign in using your existing account or create a new administration account with the partner.
7. Once signed in, your administration account can be used going forward to manage the application and integration with SAP Concur. Follow the steps on the partner's site to complete the integration.
8. When the partner application integration is complete, the app will show as **Connected** in the App Center:



[Back to App Center](#)

**SAP Concur** **Concur Event Management**  
All-in-one solution to simplify the planning and execution of group meetings and events.

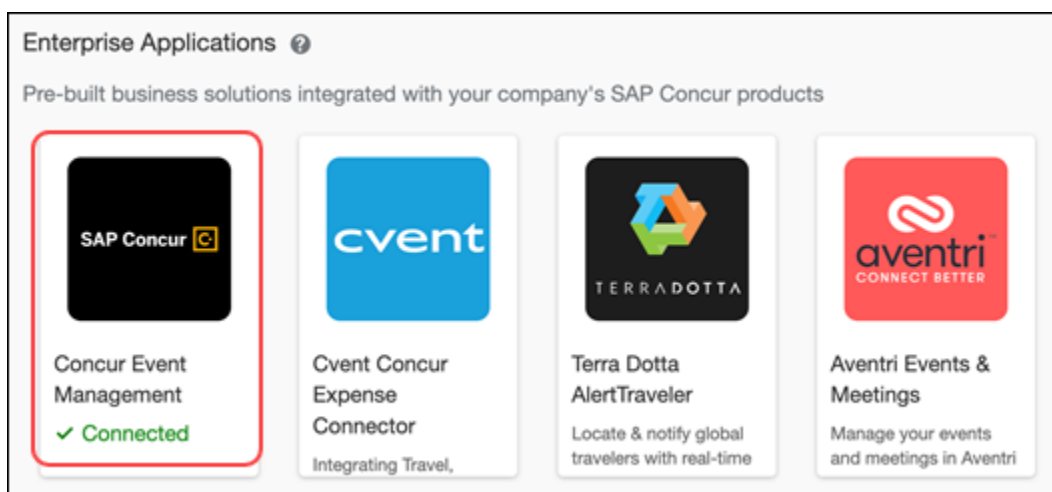
Concur Event Management by Groupize centralizes all aspects of meeting and event planning and management in a single solution, saving time and effort with a simplified process. Gain oversight and take control of spending on events by enforcing policies through rules and approval workflows. Ensure you're getting the best value through competitive RFP management, simplify attendee registration with a branded event website, and create a seamless experience for attendees to book travel with direct integration to Concur Travel. Get comprehensive insights through analytics and reporting on events and meetings spend to drive future budget and policy decisions and to help adapt to the new world of business travel.

[Read More](#)

[Visit our Website](#) | [Watch a Demo](#) | [Brochure](#) | [Support](#)

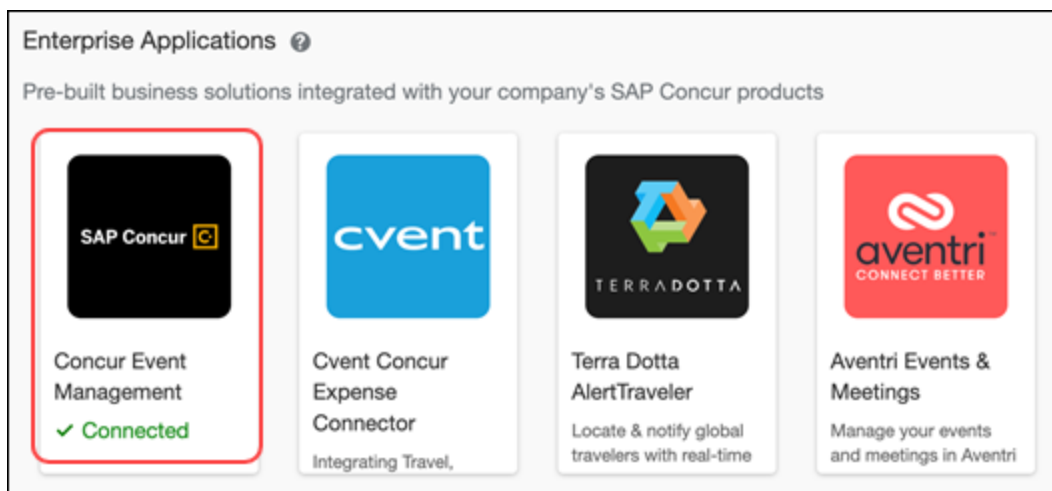
[Request Information](#)  
Request a quote or inquire about options.

Connected  
[Disconnect](#)



► **To verify whether your organization is connected to an application:**

1. Log in to your SAP Concur solution.
2. Click **App Center**.
3. In the **Enterprise Applications** area, check the desired app for the **Connected** status.



## Disconnecting an App

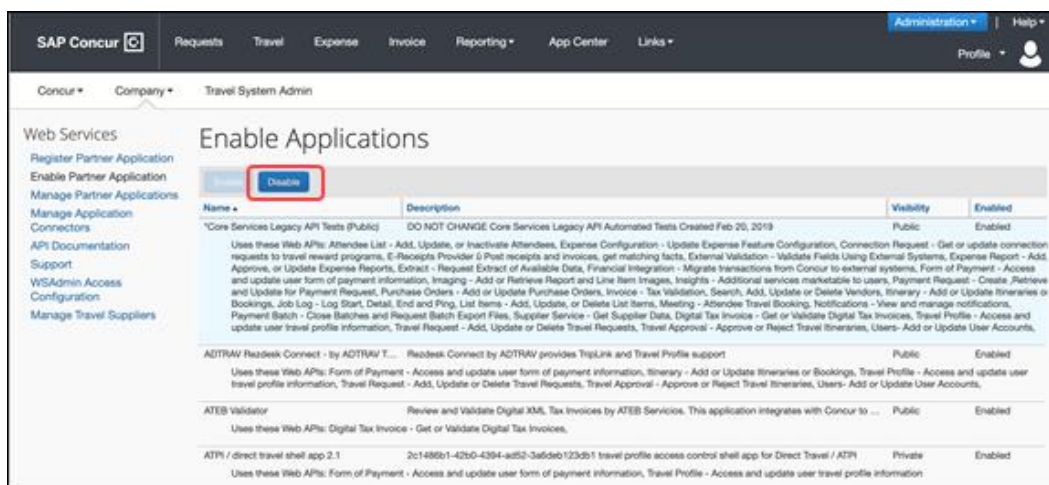
The administrator can disconnect from an app at any time. As soon as the app is disconnected, the integration will be stopped.

### **Disconnecting an App – From the Enable Partner Application Page**

Apps that are enabled via the **Enable Partner Applications** page can be disabled from the same page.

► **To disconnect an Enterprise Application via the Enable Partner Application:**

1. Click **Administration > Company > Web Services > Enable Partner Application**.
2. Click the app you would like to disconnect.
3. Click **Disable**.



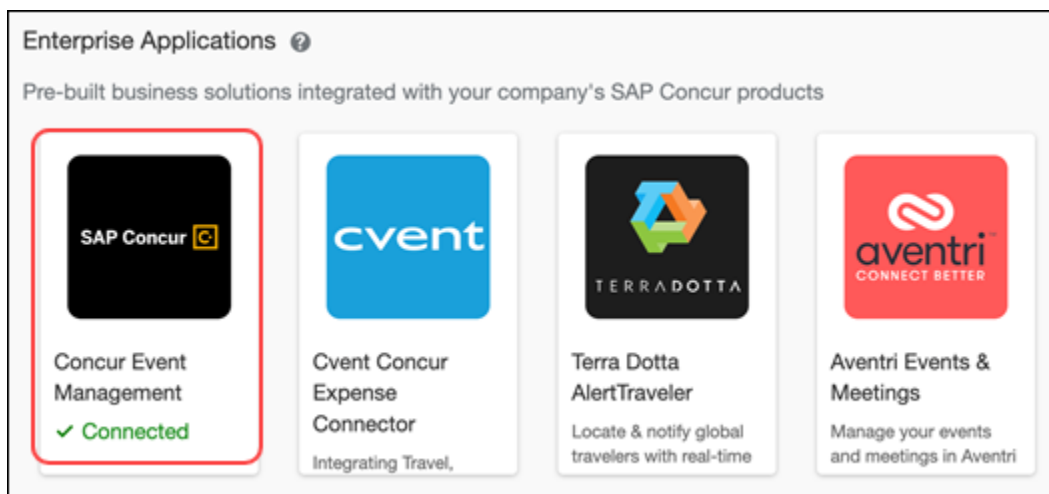
4. Follow any additional disconnect processes with the partner.

**Disconnecting an App – From the App Center**

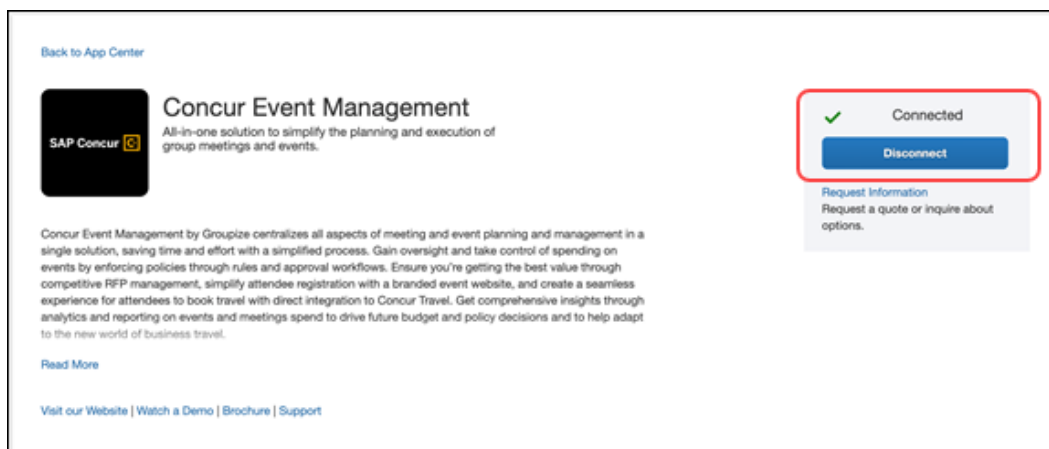
Apps that were connected using the App Center can also be disabled in the App Center.

► **To disconnect an app via the App Center:**

1. Select the app listing in the App Center.



2. Click **Disconnect**. Only Administrators with the Web Services admin role can disable Enterprise Applications.



3. For Enterprise Applications, follow any additional disconnect steps provided by the partner.

## Disabling an App

### *Disabling an App – From the Manage Partner Applications Page*

Some SAP Concur clients need to restrict which apps the end users can connect and view on the App Center. You can use the **Manage Partner Applications** page to disable the applications in your App Center.

The app settings:

- Remove the app from the **App Center** tab within your SAP Concur instance.
- For **User Connections**: Prevent users from connecting to the integration from outside the App Center.
- For both **User Connections** and **Enterprise Applications**: Break any connections that the users or your company has already made to the app through the App Center.

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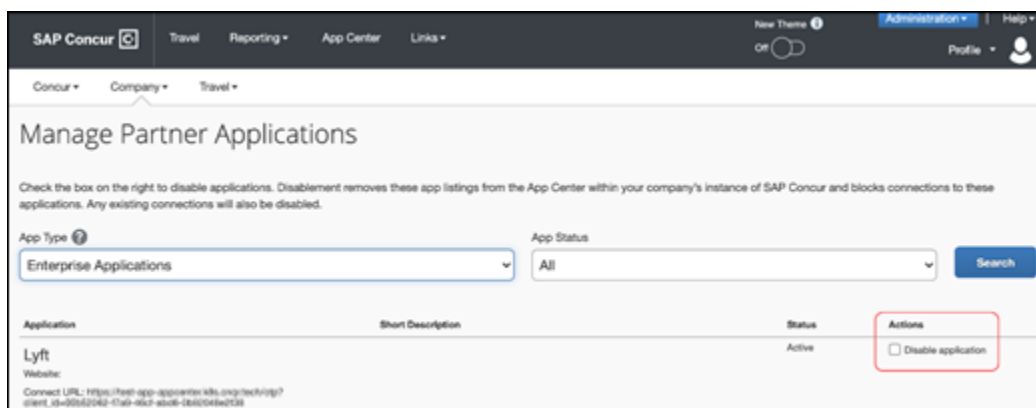
**⚠ IMPORTANT:** If any employees or your business are connected to an application via the SAP Concur App Center, disabling the application will break those connections and block future connections.

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#### ► **To disable an app:**

1. Log in to your SAP Concur solution as a user with the correct permission:
  - ◆ **Professional Edition:** Web Services Admin
  - ◆ **Standard Edition:** Can Administer

2. Click **Administration > Company > Web Services > Manage Partner Applications**.
3. Depending upon which type of application you would like to disable, select *User Connections* or *Enterprise Applications* in the App Type filter.
4. Click **Search**.
5. For the desired application, select the **Disable Application** check box.



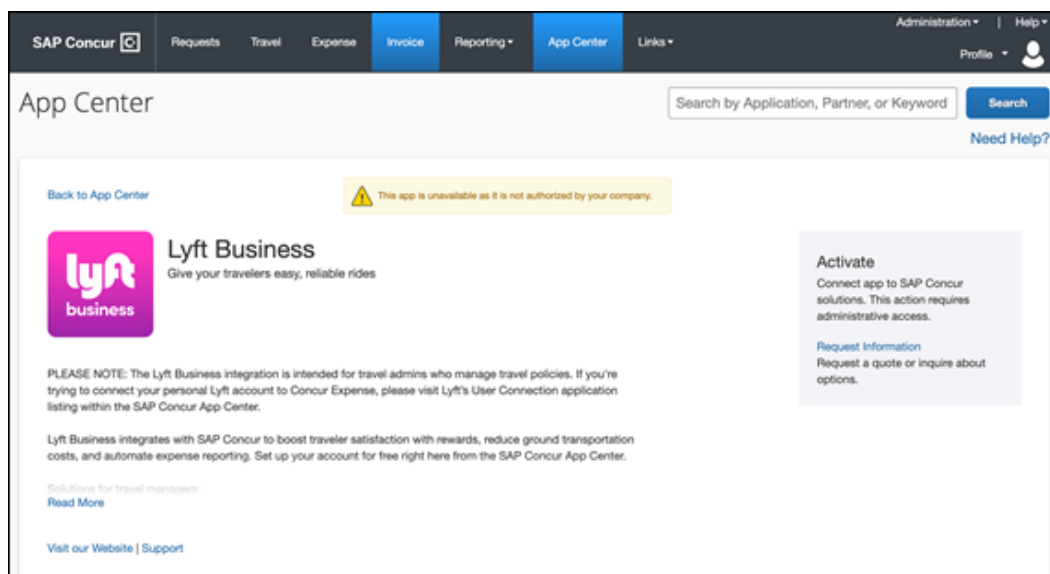
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**⚠ IMPORTANT:** To avoid service disruptions, it is highly recommended to confirm that your organization is not connected to an Enterprise Application before disabling it.

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6. Click **Confirm** on the dialog. The listing for that application will be removed from your company's SAP Concur App Center and connections will be disabled.

Users who access the listing page using a direct link or from the public App Center will see a message that the app is unavailable and the connect button will be removed.



**NOTE:** Some User Connection applications cannot be disabled via this tool, including:

SAP Concur Applications (such as Concur Mobile). These applications are components of the SAP Concur offerings and cannot be removed.

To manage Concur TripLink applications, you will need to use the TripLink Admin Controls. View the [User Guide for TripLink](#) for more details.

