Shared: App Center Administrator

User Guide

Last Revised: December 21, 2018

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
Table of Contents

Section 1: Permissions ...........................................................................................................................................1

Section 2: Overview ................................................................................................................................................1

Section 3: Managing Consumer Apps ..................................................................................................................2
  What the User Sees .............................................................................................................................................3
  Restricted App ....................................................................................................................................................3
  Unsupported Product ..........................................................................................................................................4
  Accessing the Manage User Applications Page ...............................................................................................5
  Managing an App ................................................................................................................................................6

Section 4: Managing Enterprise Apps ..................................................................................................................6
  Accessing the App Center Page ..........................................................................................................................6
  Searching for Apps ................................................................................................................................................7
  Connecting an Enterprise App .............................................................................................................................8
    Connecting an App – From the App Center .........................................................................................................8
    Connecting an App – From the Manage Partner Applications Page .............................................................11
  Disconnecting an Enterprise App ........................................................................................................................12
    Disconnecting an App – From the App Center .................................................................................................12
    Disconnecting an App – From the Manage Partner Applications Page ...................................................13
# Revision History

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
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<td>April 27, 2020</td>
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</table>
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 Consumer Applications, and connecting to Enterprise Applications.

Consumer and Enterprise Applications are pre-built integrations with SAP Concur. 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.

Consumer Applications 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 consumer apps, please refer to the App Center Release Notes.
Section 3: Managing Consumer Apps

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

Some SAP Concur clients need to restrict which apps the end users can connect to on the App Center. You can use the Manage User Apps page to configure the behavior of the user applications in your App Center. The app settings can:

- Show a message that the app is not available.
- Prevent users from connecting to the app, and break any connections that the users have already made to the app through the App Center.
NOTE: Some Consumer applications cannot be disabled, including:

- TripLink Applications (if applicable)
- SAP Concur Applications (such as Concur Mobile)

These applications are components of the SAP Concur offerings and cannot be removed.

What the User Sees

Restricted App

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

If an administrator activates the app restriction settings, the user sees a message that the app is unavailable, and does not see the **Connect** button:
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.

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

Works with these Concur Offerings:
- Expense - Professional
- Travel - Professional
Accessing the Manage User Applications Page

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

The Manage User Apps page:
Managing an App

To manage an app:

For the desired app, select (enable) the check box for the desired settings.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
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<tbody>
<tr>
<td>Hide Listing Details</td>
<td>This setting, when enabled, hides the <strong>Connect</strong> button and the majority of the information on the app listing page. Additionally, it adds a message to the app listing that the app is unavailable.</td>
</tr>
<tr>
<td>Prevent users from connecting</td>
<td>This setting, when enabled, hides the <strong>Connect</strong> button on the app listing, and also breaks any existing connections to the app that the company's users have already made.</td>
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Section 4: Managing Enterprise Apps

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**:

Select the desired category in the **Categories** list:
Use the arrow buttons to scroll through the Enterprise Applications apps:

Connecting an Enterprise App

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

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

- **To connect an 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.

![App Center](image)

The remainder of this procedure covers the Activate process.

**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.

2. Click **Connect** to begin the connection process.

3. Use the arrow to expand the sections on the **Terms & Conditions** window.

![Terms & Conditions](image)

You will see up to three Terms and Conditions for review:
Section 4: Managing Enterprise Apps

- **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/](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](https://developer.concur.com/faq/).

4. 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:

![App Center Screenshot](image)

**Connecting an App – From the Manage Partner Applications Page**

Some apps must be enabled using the **Manage 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 connect an app:

1. Sign in to SAP Concur 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.

Disconnecting an Enterprise 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 App Center

To disconnect an app:

1. Select the app listing in the App Center.
2. Click Disconnect.
3. Take the disconnect steps.
DisConnecting an App – From the Manage Partner Applications Page

To disconnect an app:

1. Click Administration > Company > Web Services > Enable Partner Application.
2. Select the desired application.
3. Click Disable.