Shared: App Center Administrator

User Guide

Last Revised: January 25, 2021

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
January 25, 2021	Updated images and details regarding app disablement to *Managing Consumer Apps* 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 **Manage Partner Applications** page. Updated the *Connecting an Enterprise App* and *Disconnecting an Enterprise App* sections.
September 12, 2018	Updated the *What the User Sees* 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 *Managing Consumer Apps* section.
July 19, 2017	Minor edit; no change to Last Revised date on cover or footers
March 18, 2017	New guide.

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App Center Administrator

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 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.

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.

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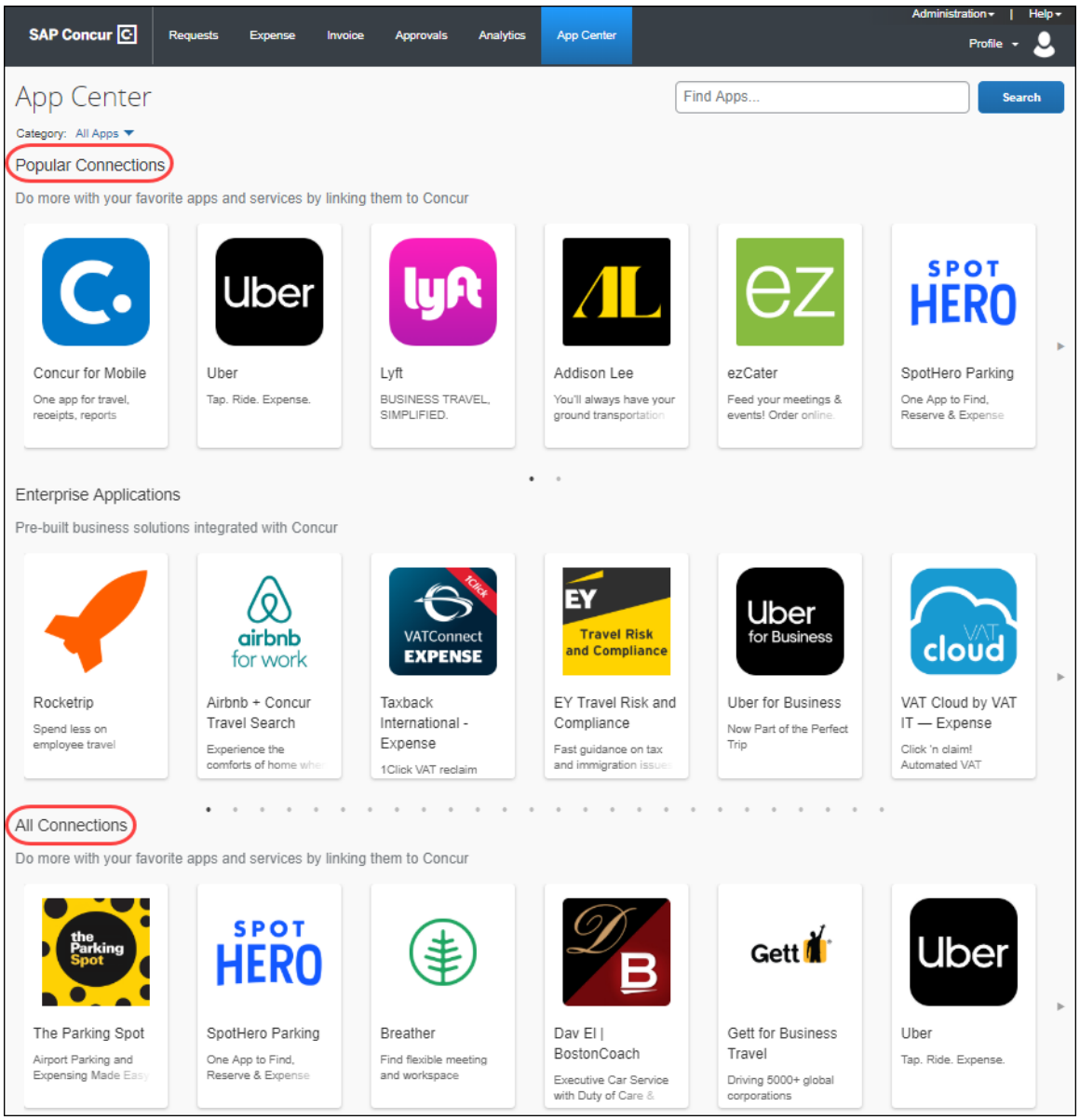
Section 3: Managing Consumer Apps

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 on the App Center. You can use the **Manage User Apps** page to disable the user applications in your App Center. The app settings:

- Remove the app from the **App Center** tab within your SAP Concur instance.
- Prevent users from connecting to the integration from outside the App Center and break any connections that the users have already made to the app through the App Center.

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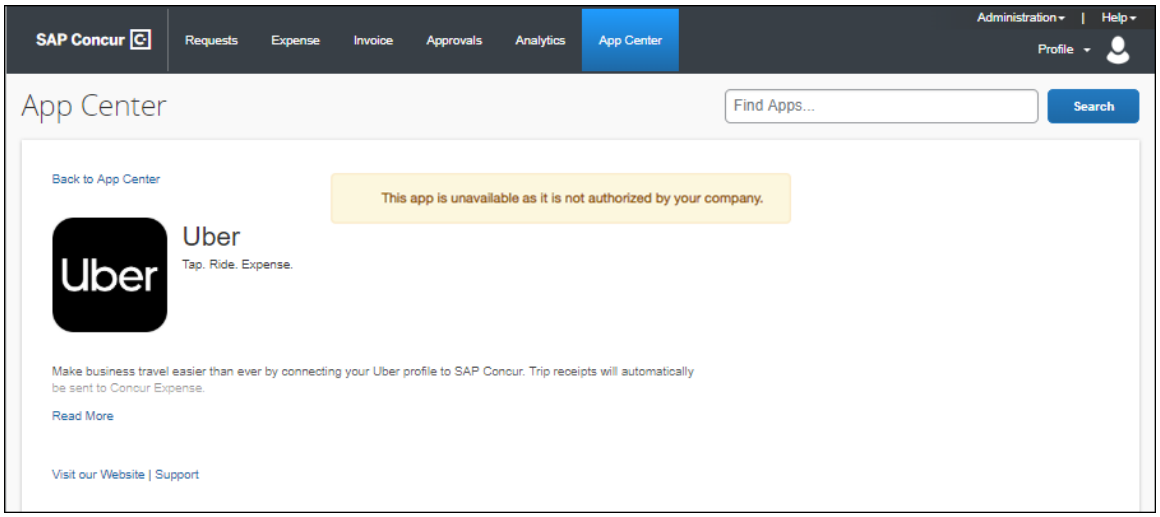


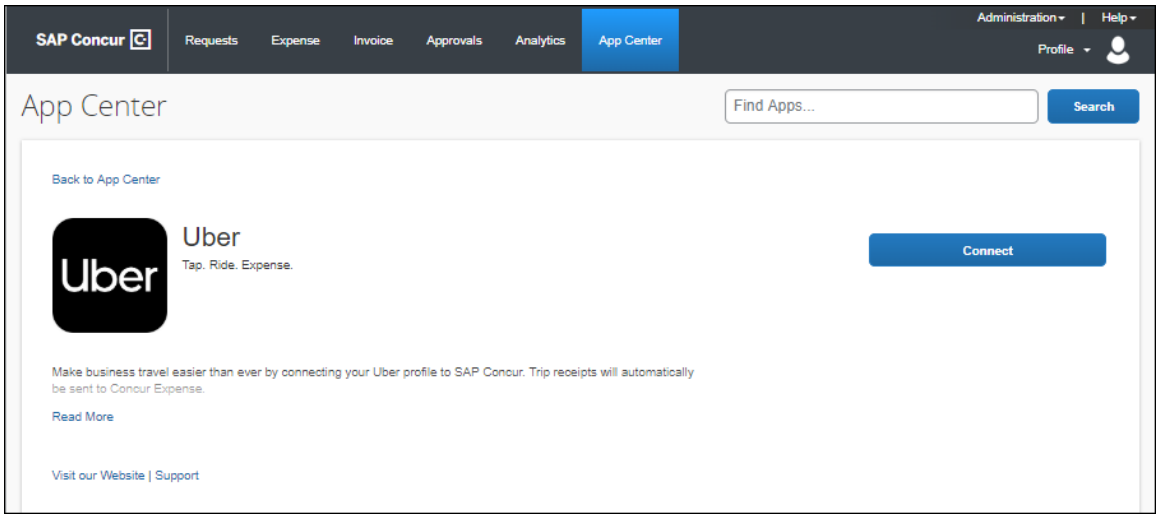
NOTE: Some Consumer applications cannot be disabled, including:

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

Consumer 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

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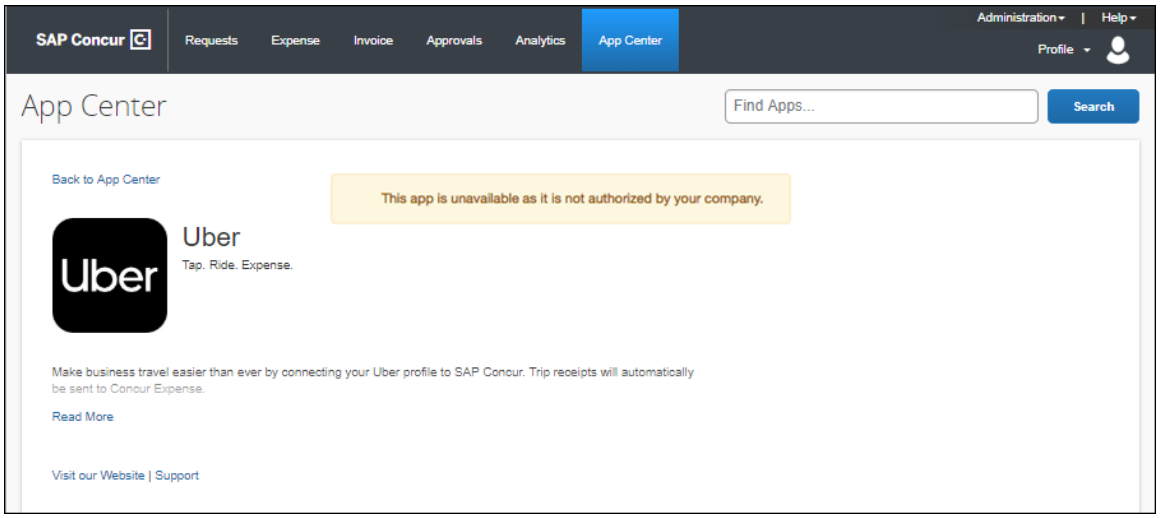
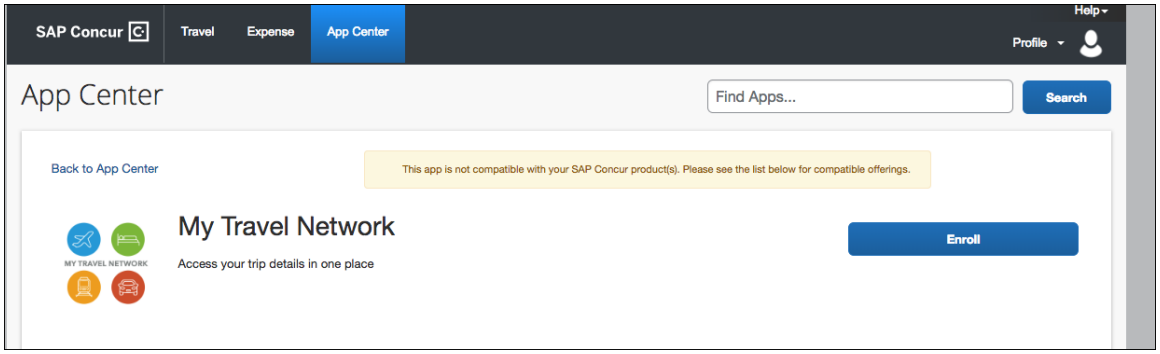
public App Center, they will not see a **Connect** button and will see a message that the app is unavailable:

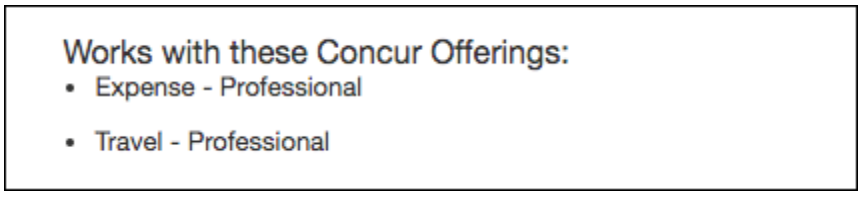


Unsupported Product

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.



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



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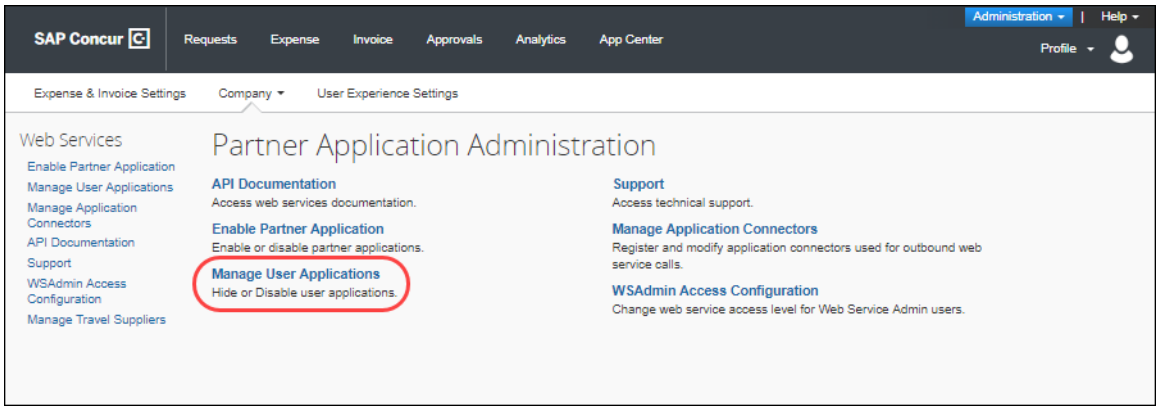
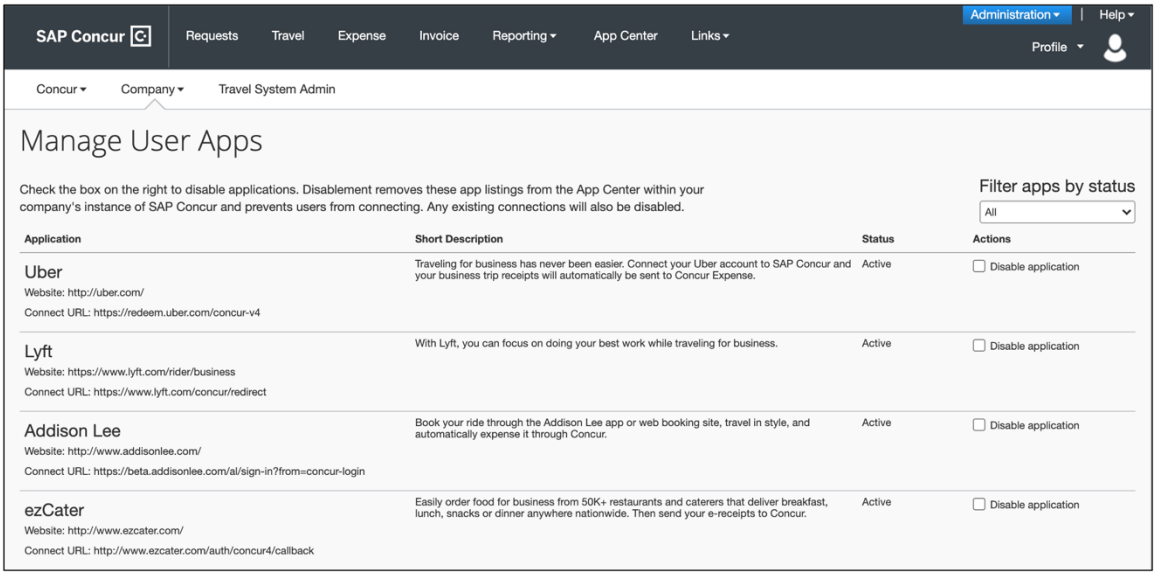
Accessing the Manage User Applications Page

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



The **Manage User Apps** page:



Disabling an App

- ***To disable an app:***

For the desired app, select the **Disable application** check box. This will remove it from the App Center within your SAP Concur solutions and will prevent any users from connecting. Any existing connections between users and this partner application will be broken when you select the **Disable application** check box.

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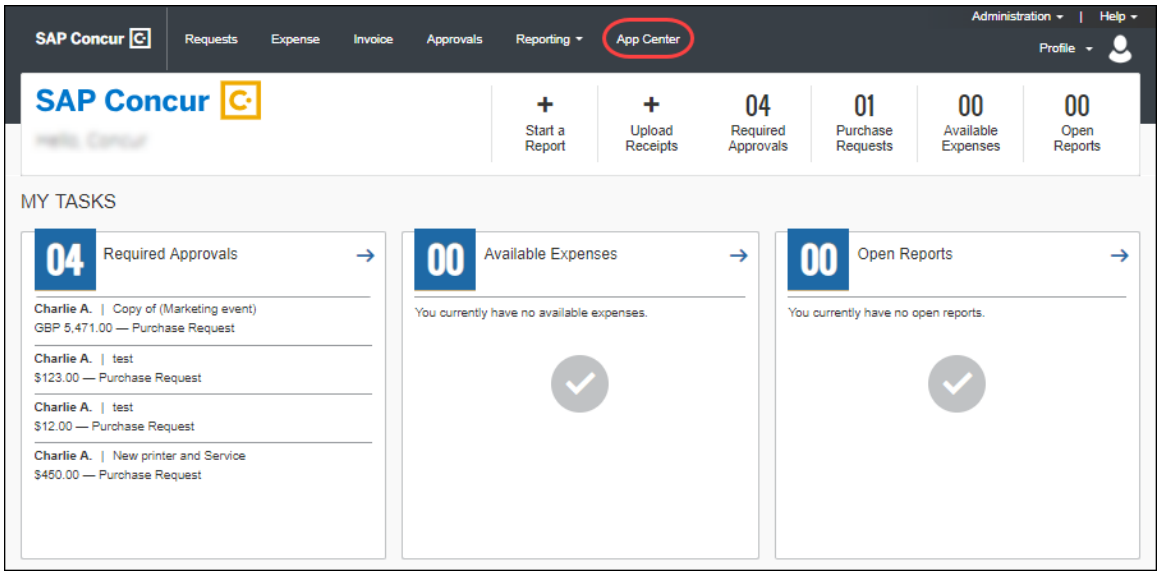
Section 4: Managing Enterprise Apps

Accessing the App Center Page

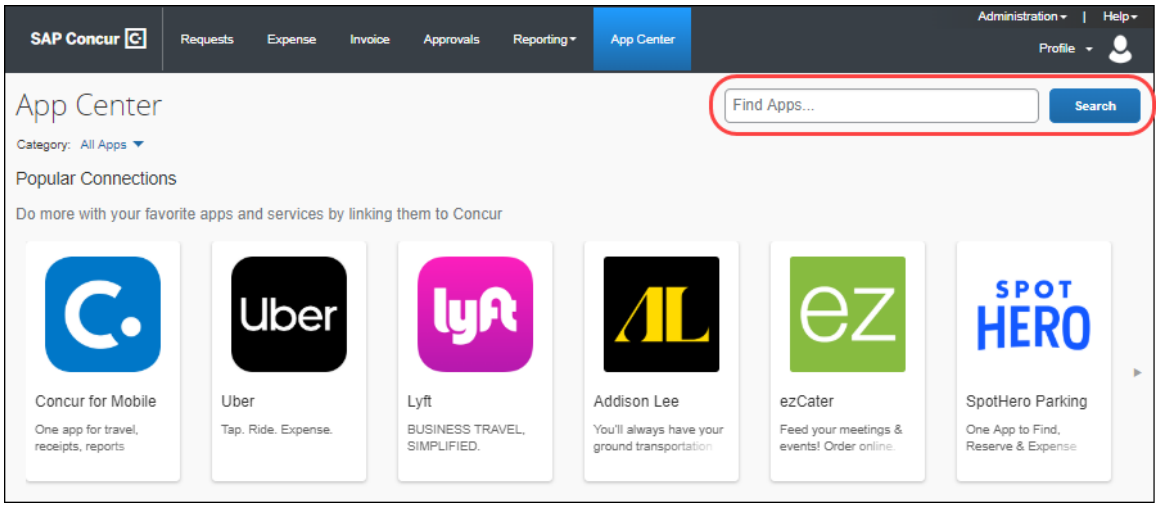
The **App Center** page is available on the top menu of the SAP Concur home page.



Searching for Apps

To search for apps, the administrator may:

Enter the desired app name in the search field and click **Search**:



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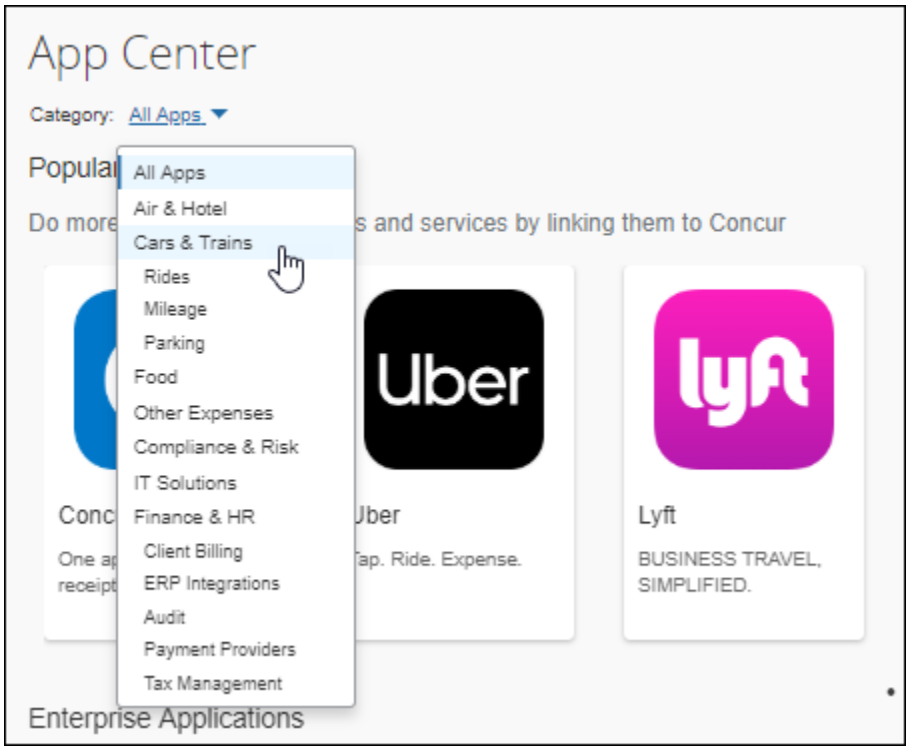
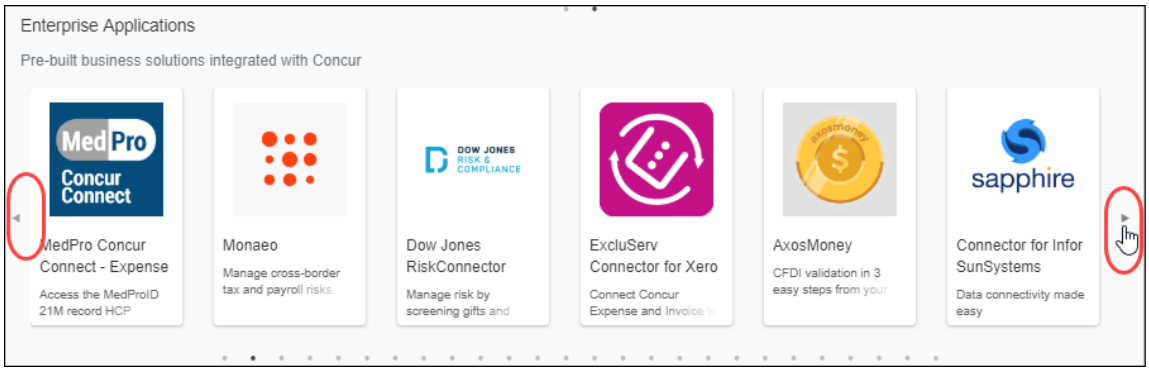
Select the desired category in the **Categories** list:



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.

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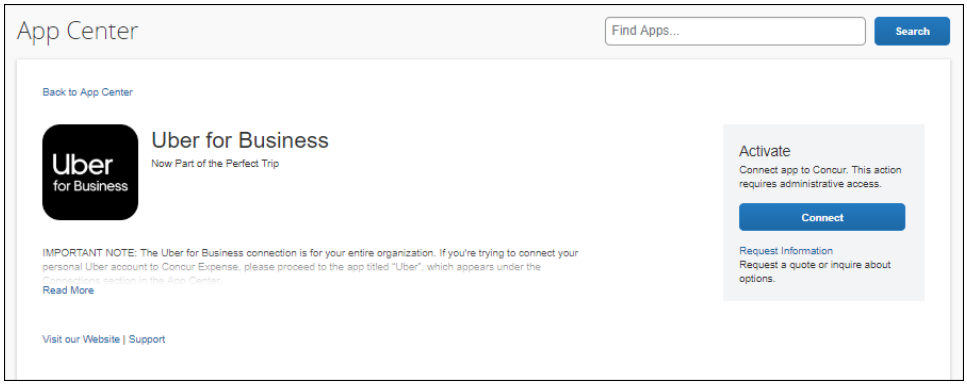
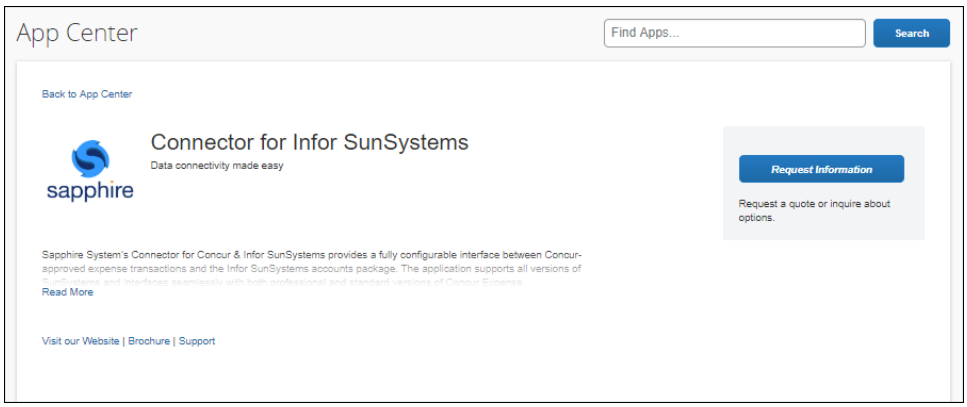
Connecting an App – From the App Center

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.



   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.

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

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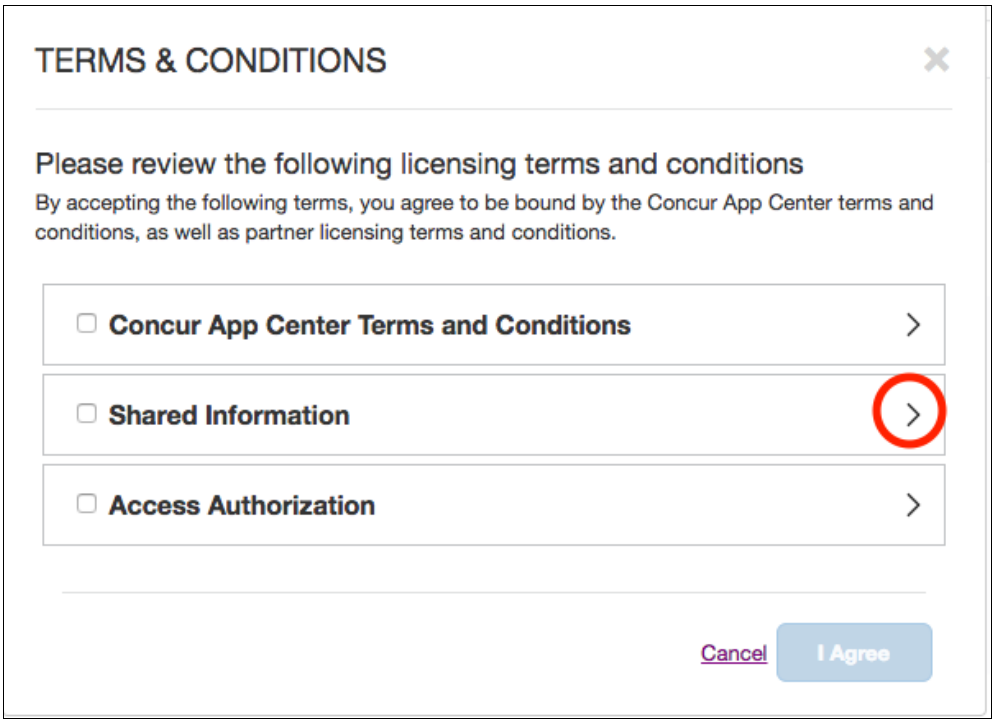

You will see up to three Terms and Conditions for review:

- **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*.

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

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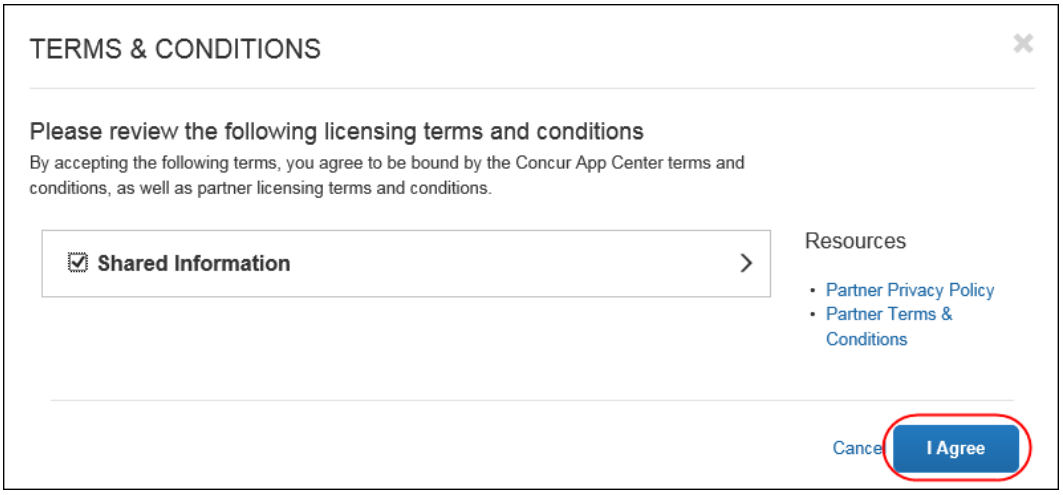
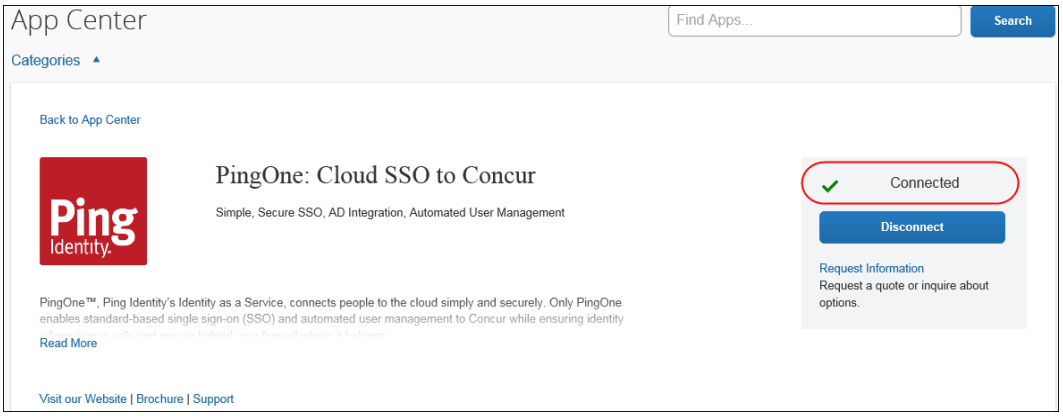
5. Click **I Agree**.

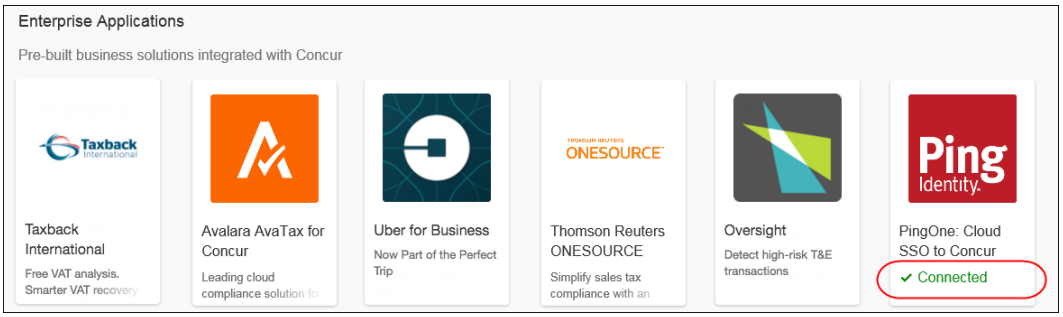


6. You will then be redirected to the partner site in a new window. Here, you will sign in using your existing account or create a new administration account with the partner.

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:





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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 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.

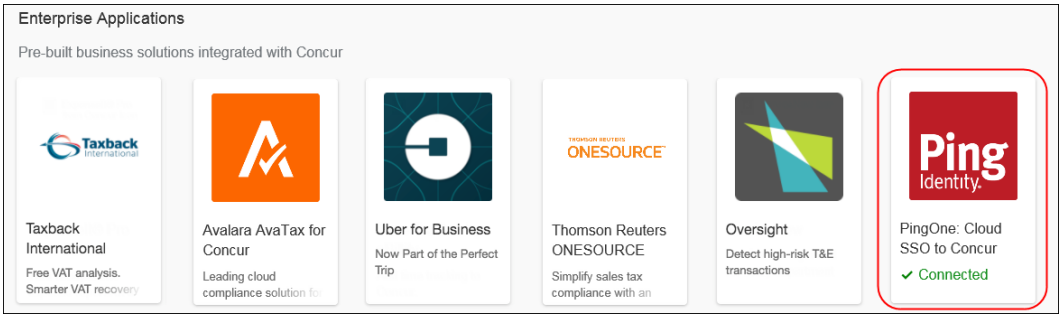
Disconnecting an Enterprise App

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.



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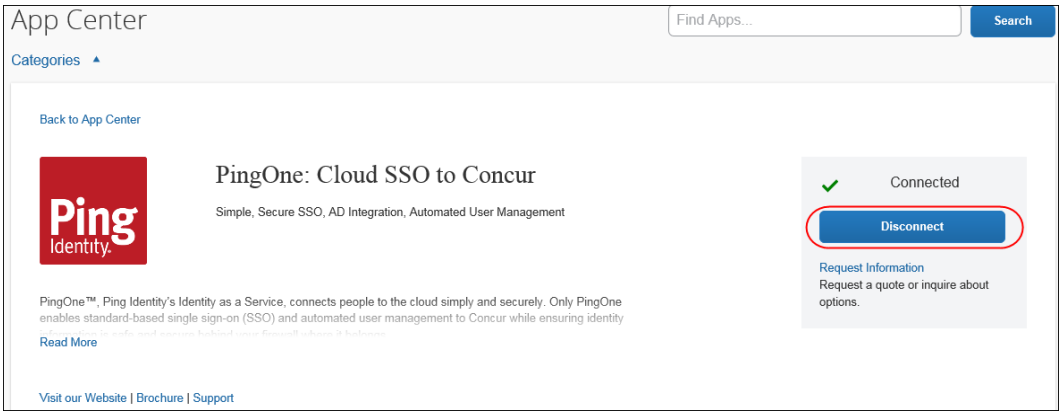
2. Click **Disconnect**.



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**.

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