Shared: SAP Concur Two-Factor Authentication

Setup Guide

Last Updated: June 26, 2024

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: Overview 1

Shared Sign-In Credentials and 2FA 1

Section 2: Prerequisites and Options 2

Section 3: User Enrollment in 2FA 3

Enrollment Process via QR code with email requirement 3

Enrollment Process with email requirement using a Manual Key 7

Enrollment Process via QR code without the email requirement 10

Enrollment Process without email requirement using a Manual Key 13

Section 4: User Experience After Enrollment 15

Section 5: User-initiated Reset for 2FA 17

Section 6: Administrator Reset for 2FA 20

Professional Edition 20

Standard Edition 20

Section 7: Administrator Opt-Out of Email Requirement 21

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Revision History

Date	Notes/Comments/Changes
June 26, 2024	Updated screen shots and text related to screenshots.
January 24, 2024	Modified QR codes. Cover date not updated.
November 15, 2023	Removed phase 1 information.
November 9, 2023	Added link to demo video.
November 3, 2023	Updated throughout.
October 30, 2023	Initial publication out of DRAFT status.
October 27, 2023	Updated draft.
October 17, 2023	New setup guide published in DRAFT.

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SAP Concur Two-Factor Authentication Setup Guide

NOTE: Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

Section 1: Overview

To enhance the security of all SAP Concur users, two-factor authentication (2FA) is mandatory for users who sign in to SAP Concur solutions with a Concur username and password.

📖 For a demonstration of how to sign in to SAP Concur, refer to the following video:
Sign in to SAP Concur with Two-Factor Authentication

When an SAP Concur user signs in to SAP Concur using their username and password for the first time, they will be prompted to setup 2FA.

After they have set up 2FA, users who sign in to SAP Concur solutions with a username and password must use 2FA when they sign in. This typically means that the user will be prompted to enter a one-time 6-digit code generated by an authenticator app each time they sign in to SAP Concur solutions.

This document describes the process and requirements for setting up 2FA, resetting 2FA if needed, and the process of signing in to SAP Concur solutions with 2FA after it has been set up.

NOTE: 2FA typically requires the use of a third-party authenticator app. SAP Concur cannot provide details about setting up a third-party application. Refer to the documentation for the authenticator app you are using for information about your chosen authenticator app.

Shared Sign-In Credentials and 2FA

For security reasons, SAP Concur does not recommend sharing sign-in credentials between users.

If you choose to share credentials against recommendations, you must also consider the following:

- To share credentials that require 2FA, every user who shares the credentials must set up their authenticator app using the same QR code or manual key.
- If a user who shares credentials must reset 2FA, then all users who share those credentials must also reset 2FA using the same QR code or manual key.

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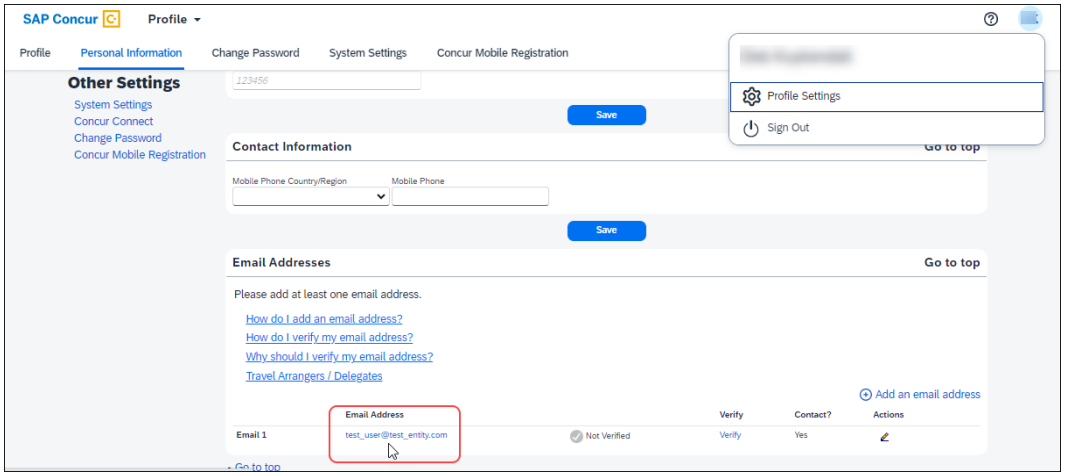
- If a new user is added to a group that shares credentials, that user must use the same QR code or manual key that was used by the other members of the group to setup their authenticator app. If that QR code or manual key is no longer available, all members of the group must reset or set up 2FA using a new, identical QR code or manual key.

Section 2: Prerequisites and Options

Depending on your company's configuration, users must meet some requirements to complete 2FA setup or reset 2FA.

- **Authenticator app**
  Users must have an authenticator app installed on a mobile device or as a browser plug-in to set up and use 2FA.
- **Valid Email Address:**
  By default, users must have an **Email 1** or **Email 2** email address configured in the **Email Addresses** section of the **My Profile – Personal Information** page.

  Email Addresses



Users who do not have access to the **Email Addresses** section of the **My Profile – Personal Information**—for example, invoice-only users—must have a valid email address associated with their user account. The email address associated with their account can be confirmed by their company's Concur user administrator.

During the initial setup process, after the user enters their sign-in credentials for the first time, an email containing a link to set up 2FA is sent to the configured email address(es).

- A Concur company administrator can disable the option to require a valid email address.

For more information, refer to the *Administrator Opt-Out of Email Requirement* section of this document.

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NOTE: Disabling the email requirement is not recommended as this requirement adds an additional level of security to the enrollment process.

- If the required email address option is disabled, users can set up 2FA without using an email link.
- If a user has a valid **Email 1** or **Email 2** address set up in the **Email Addresses** section of the **My Profile – Personal Information** page, they can initiate the 2FA reset process. The reset link will be sent to the configured email address(es).

  However, if the user does not have a valid email address set up, the user must contact their company administrator or IT department to reset 2FA.

  An SAP Concur user administrator can reset 2FA for the user through an option on the user's **User Account** page.

📖 For more information, refer the *Administrator Reset for 2FA* procedures.

Section 3: User Enrollment in 2FA

The first time a user signs in to SAP Concur solutions with a Concur username and password, they are prompted to enroll in 2FA.

If they do not already have an authenticator app installed on their mobile device or as a browser plug-in, they must download one to complete the enrollment.

The user can enroll either by scanning a QR code, or by manually entering a key.

NOTE: Some companies have restrictions or guidance about which applications (including third-party authenticator apps) their users can install on their devices. You might need to confirm which authenticator apps are approved for your company by checking with your company's IT department. SAP Concur does not have access to information about your company's specific authenticator app requirements.

If a user has multiple username and password word sign-in credentials for SAP Concur solutions, they must complete the enrollment process for each set of credentials.

Enrollment Process via QR code with email requirement

By default, the 2FA enrollment process requires that users have a valid **Email 1** or **Email 2** address configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions. Users who do not have access to the **Email Addresses** section of the **My Profile – Personal Information**—for example, invoice-only users—must have a valid email address associated with their user account.

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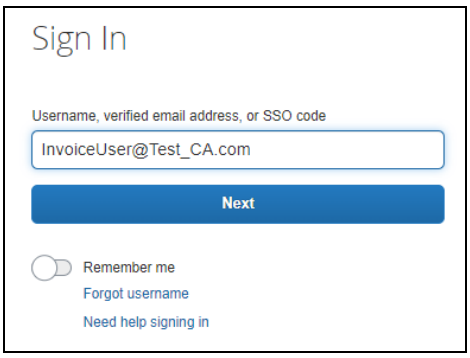
NOTE: A Concur company administrator can disable the option to require a valid email address. For more information, refer to the *Administrator Opt-Out of Email Requirement* section of this document.

To enroll in 2FA

1. On the Concur mobile or web sign-in page, enter your SAP Concur username and password.

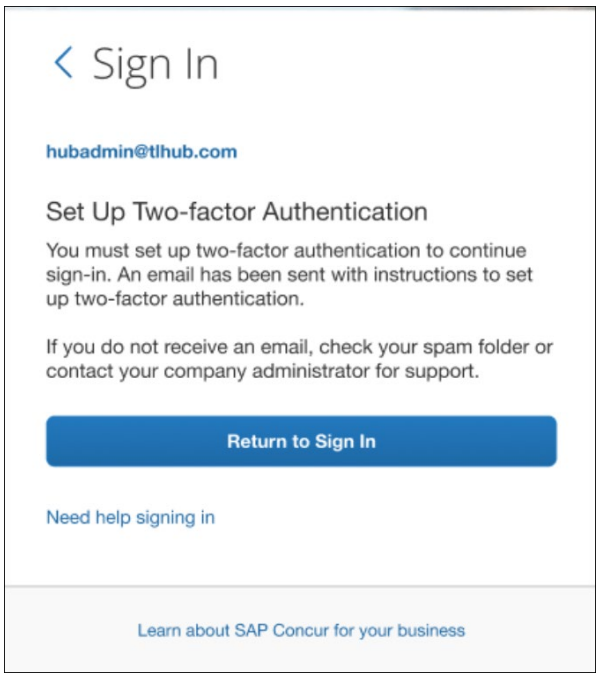


2. The following message is presented:

   "You must set up two-factor authentication to continue sign-in. An email has been sent with instructions to set up two-factor authentication.

   If you do not receive an email, check your spam folder, or contact your company administrator for support."

   Click **Return to Sign In**.



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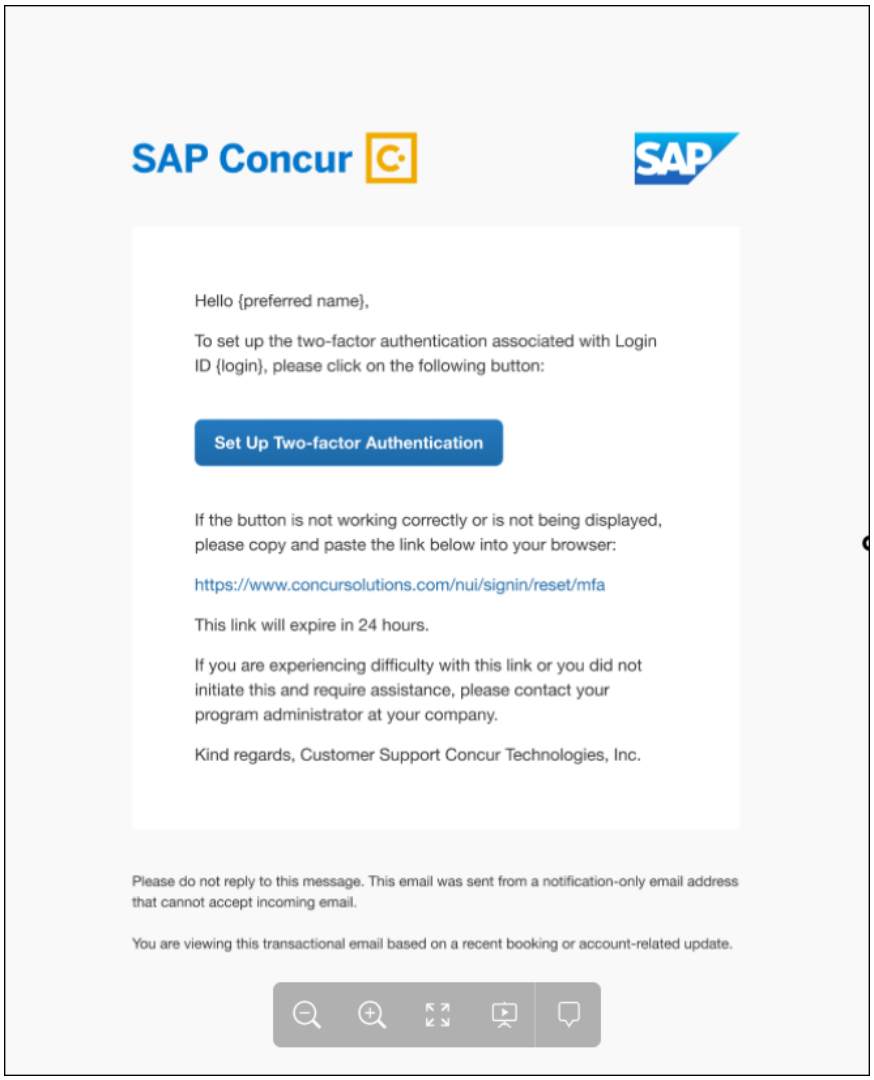
3. Open the email that was sent to the email address(es) configured on the **My Profile – Personal Information** page or to the email address associated with your user account.

NOTE: If you did not receive the email, check your spam folder or contact your company's Concur administrator or IT department.

4. Click **Set Up Two-Factor Authentication**.



5. On the SAP Concur sign-in page, enter your password and click **Next**.

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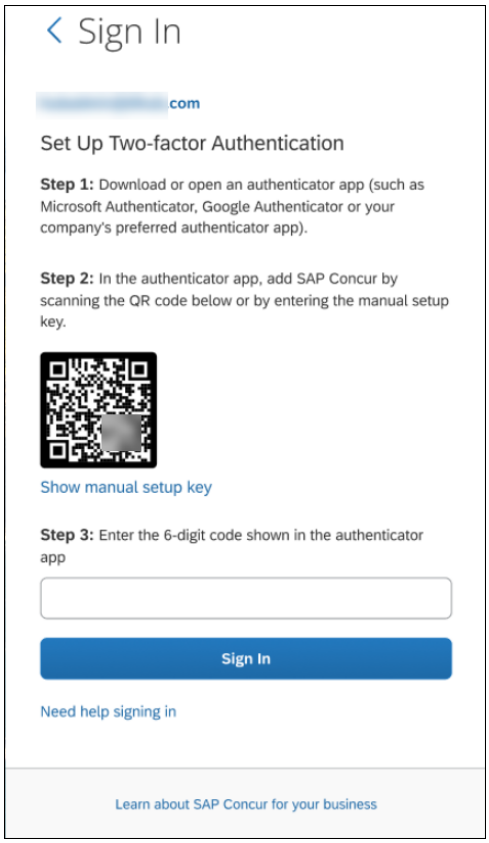
6. The **Set Up Two-Factor Authentication** page is presented.



- If you are using a mobile device to setup 2FA and have already downloaded an authenticator app, you can scan the QR code on the **Set Up Two-Factor Authentication** page to begin setting up 2FA for SAP Concur solutions.
- If you do not yet have an authenticator app setup, you can download one and then proceed to setup 2FA.
- If you do not have a mobile device or prefer not to use one for this process, you can use an authenticator app in a web browser.

7. Follow the steps or prompts from the authenticator app to generate a 6-digit code. These steps vary depending on which authenticator app you are using.

NOTE: SAP Concur does not have information about which authenticator app you use and cannot provide steps for this process. Consult the authenticator app user guide or your company's IT department if you require assistance setting up the authenticator app or generating the 6-digit code.

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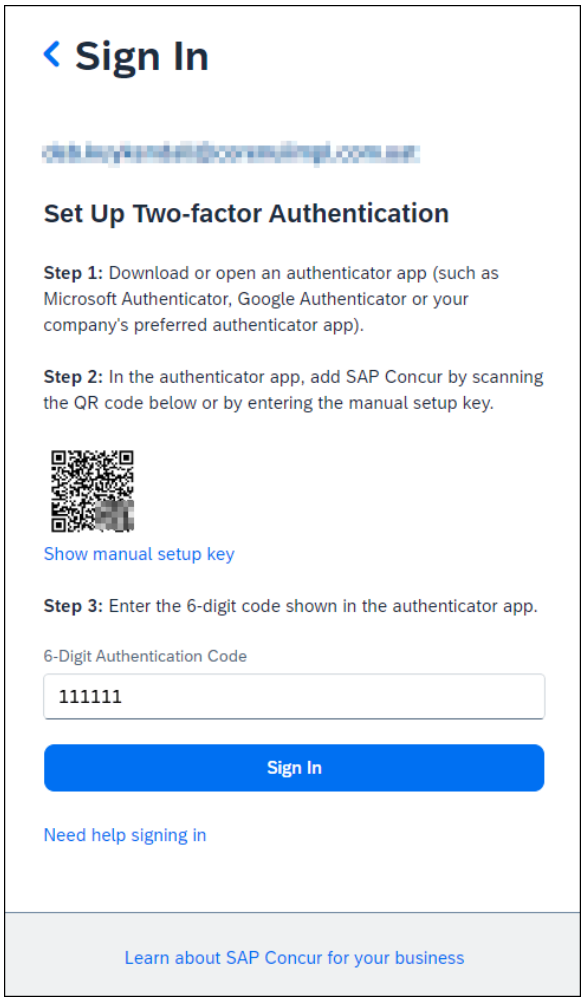
8. Enter the 6-digit authentication code generated by your authenticator app and then click **Sign In**.



Enrollment Process with email requirement using a Manual Key

If you are unable to scan the QR code on the **Set Up Two-Factor Authentication** page—for example, if you are unable to use the camera on your device to scan the QR ode—you can use the manual process.

1. On the Concur mobile or web sign-in page, enter your SAP Concur username and password.

2. The following message is presented:

   "You must set up two-factor authentication to continue sign-in. An email has been sent with instructions to set up two-factor authentication.

   If you do not receive an email, check your spam folder, or contact your company administrator for support."

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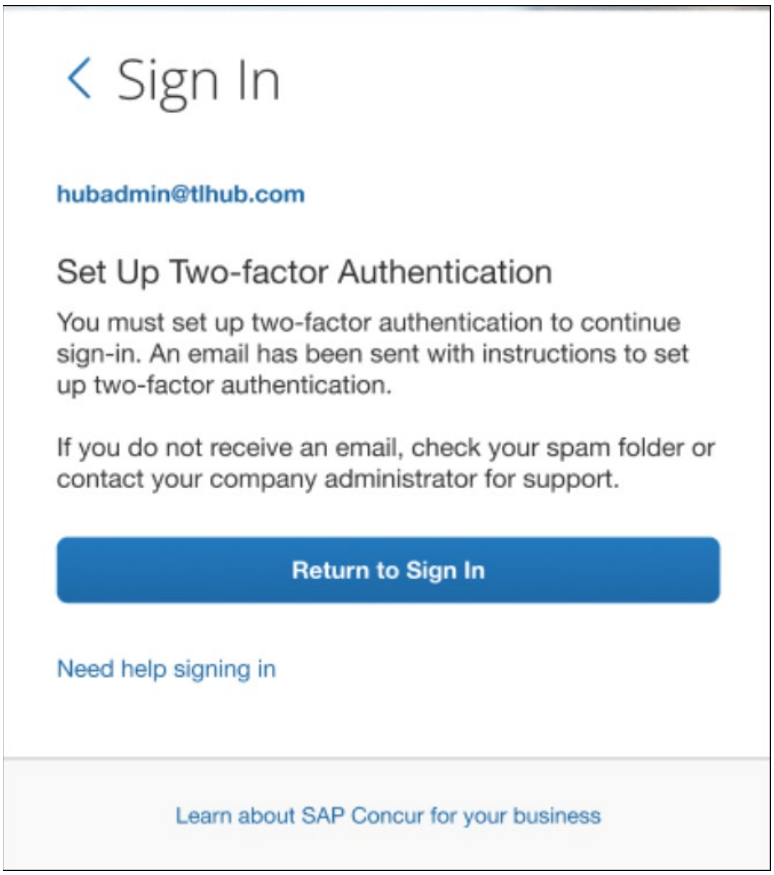
Click **Return to Sign In**.



3. Open the email that was sent to the email address configured on the **My Profile – Personal Information** page or to the email address associated with your user account.

NOTE: If you did not receive the email, check your spam folder or contact your company's Concur administrator or IT department.

In the body of the email, click **Set Up Two-Factor Authentication**.

4. On the SAP Concur sign-in page, enter your password and then click **Next**.

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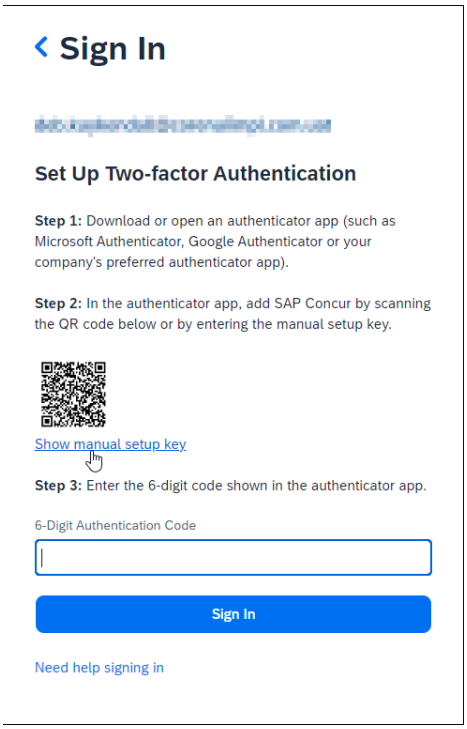
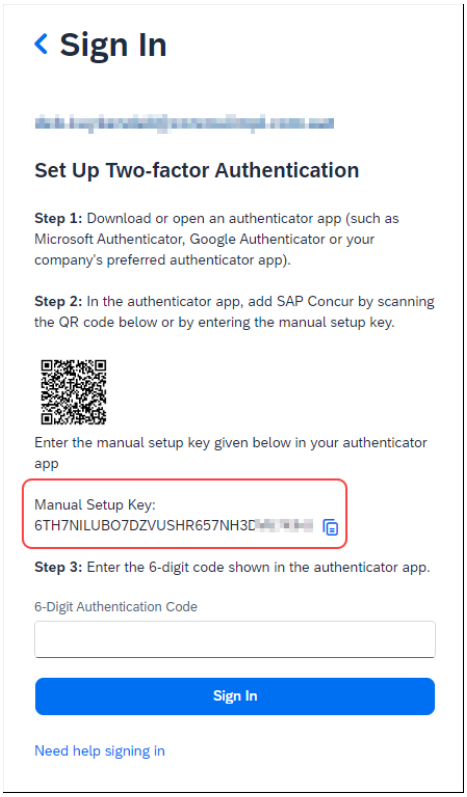
5. Click **Set up manually with a key**.



6. Record the key.



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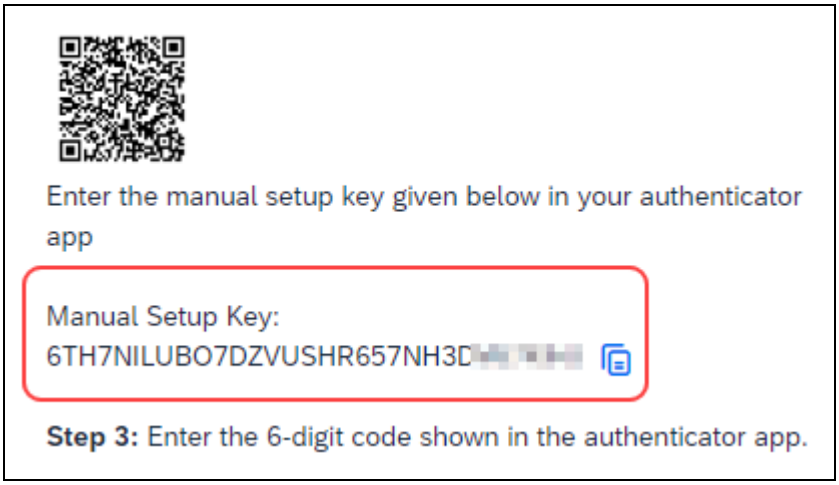
NOTE: If you are setting up 2FA on your mobile device or in a web browser, you can use the icon to the right of the key to copy the key.



7. Follow the steps in your authenticator app to enter the key manually. These steps vary depending on which authenticator app you are using.
   - Typically, you will need to add a name or other identifier for the account the key is associated with, for example "SAP Concur".
   - If you are using Google Authenticator, choose the Time Based option.

NOTE: SAP Concur does not have information about which authenticator app you use and cannot provide steps for this process. Consult the authenticator app user guide or your company's IT department if you require assistance setting up the authenticator app.

8. After you enter the key manually and follow the steps in your authenticator app, the authenticator app will generate a 6-digit code. Enter the code into the **Authentication Code** field on the **Set Up Two-Factor Authentication** page.

9. Click **Sign In**.

Enrollment Process via QR code without the email requirement

By default, the 2FA enrollment process requires that users have a valid **Email 1** or **Email 2** address configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions.

Although it is not recommended, the default email requirement can be disabled by a company administrator.

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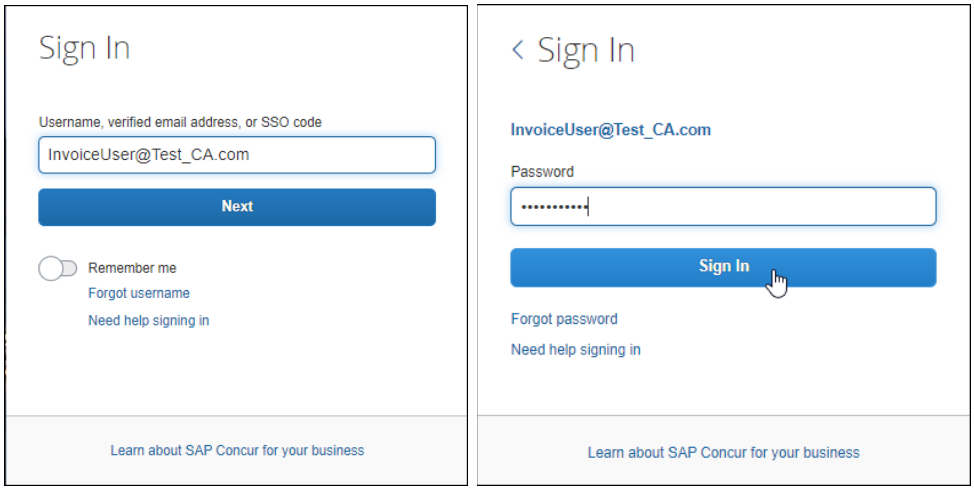
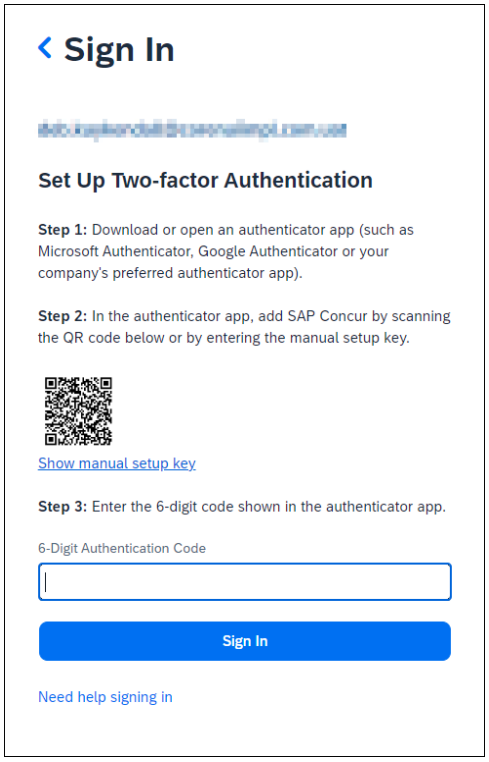
To enroll in 2FA without an email link

1. On the Concur mobile or web sign-in page, enter your SAP Concur username and password.



2. The **Set Up Two-factor Authentication** page is presented.



3. If you are using a mobile device to setup 2FA and have already downloaded an authenticator app, launch the authenticator app.
   - If you do not yet have an authenticator app, download one and then proceed to setup 2FA.

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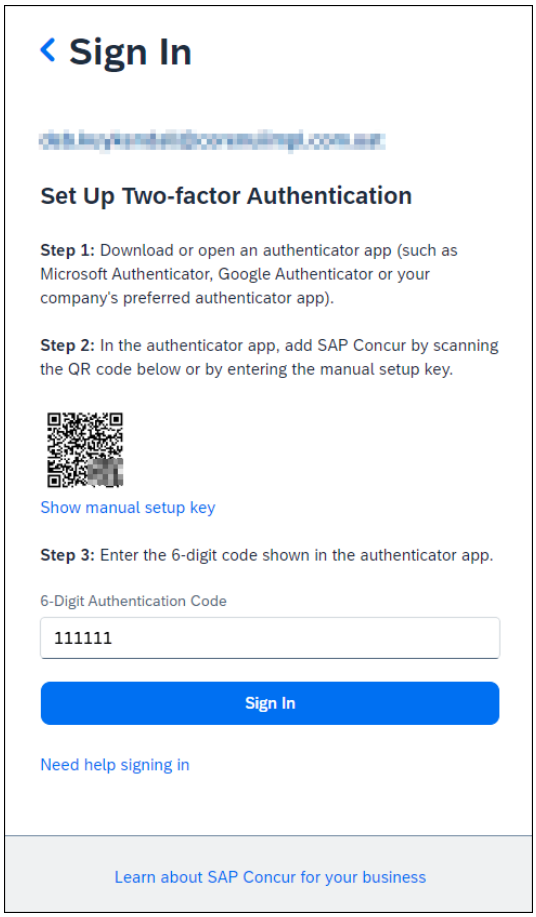
- If you do not have a mobile device or prefer not to use one for this process, you can use an authenticator app in a web browser.

4. Follow the steps or prompts from the authenticator app to scan the QR code on the **Set Up Two-factor Authentication** page and generate a 6-digit code.

   The steps vary depending on which authenticator app you are using.

NOTE: SAP Concur does not have information about which authenticator app you use and cannot provide steps for this process. Consult the authenticator app user guide or your company's IT department if you require assistance setting up the authenticator app or generating the 6-digit code.

5. On the SAP Concur **Sign In** page, enter the 6-digit code into the **Authentication Code** field in the **Set Up Two-Factor Authentication** section and then click **Sign In**.



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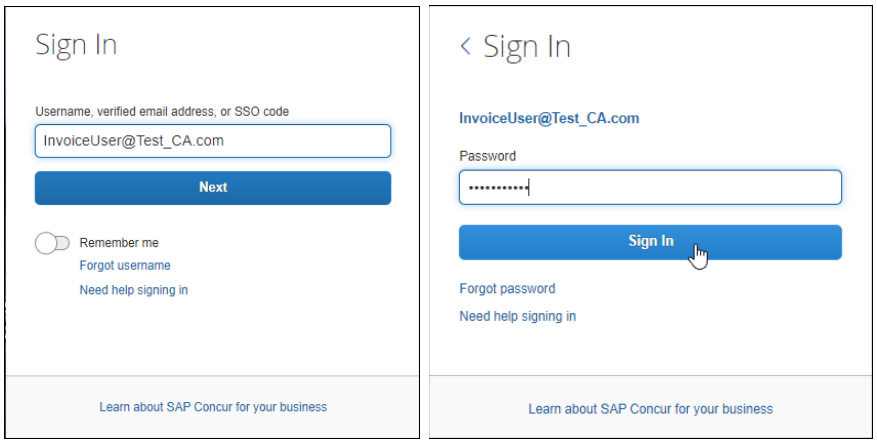
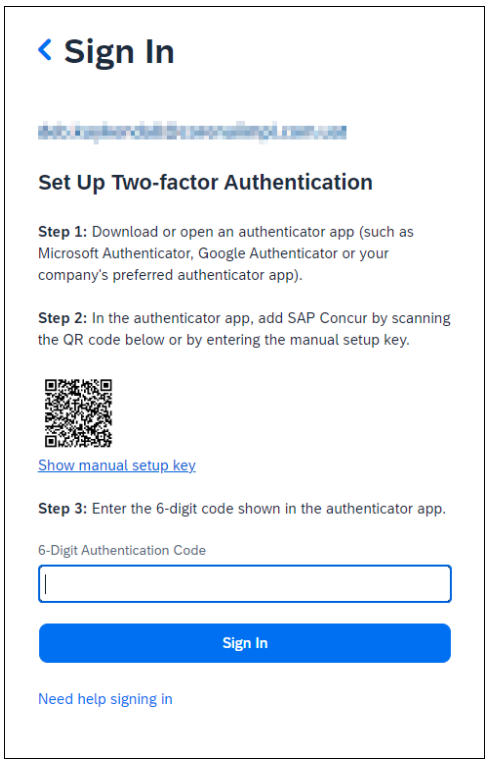
Enrollment Process without email requirement using a Manual Key

If you are unable to scan the QR code on the **Set Up Two-Factor Authentication** page—for example, if you are unable to use the camera on your device to scan the QR ode—you can use the manual process.

1. On the Concur mobile or web sign-in page, enter your SAP Concur username and password.



2. The **Set Up Two-factor Authentication** page is presented.



3. Click the **Set up manually with a key** link.

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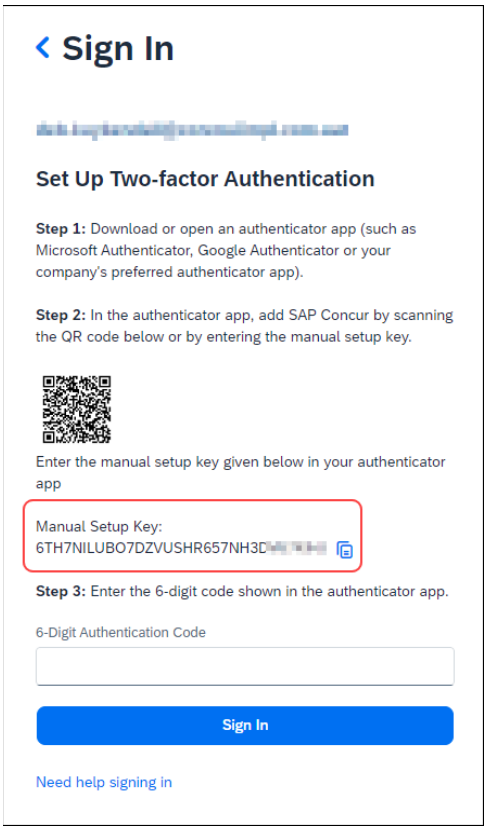
4. Record the setup key.



NOTE: If you are setting up 2FA on your mobile device or in a web browser, you can use the icon to the right of the key to copy the key.

5. Follow the steps in your authenticator app to enter the key manually. These steps vary depending on which authenticator app you are using.

   - Typically, you will need to add a name or other identifier for the account the key is associated with, for example "SAP Concur".

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- If you are using Google Authenticator, choose the Time Based option.

NOTE: SAP Concur does not have information about which authenticator app you use and cannot provide steps for this process. Consult the authenticator app user guide or your company's IT department if you require assistance setting up the authenticator app.

6. After you enter the key manually and follow the steps in your authenticator app, the authenticator app will generate a 6-digit code. Enter the code into the **Authentication Code** field on the **Set Up Two-Factor Authentication** page.

7. Click **Sign In**.

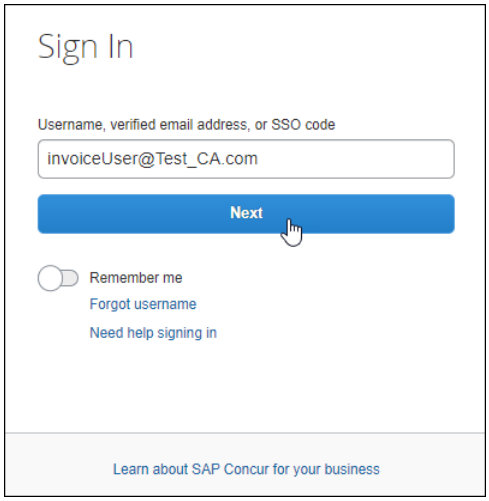
Section 4: User Experience After Enrollment

After a user has enrolled in 2FA for SAP Concur, after entering their username and password to sign in to SAP Concur solutions, they are prompted to enter the 6-digit authentication code generated by their authenticator app.

To sign in to SAP Concur solutions with 2FA:

1. Navigate to concursolutions.com or open Concur Mobile.

2. Enter your username.



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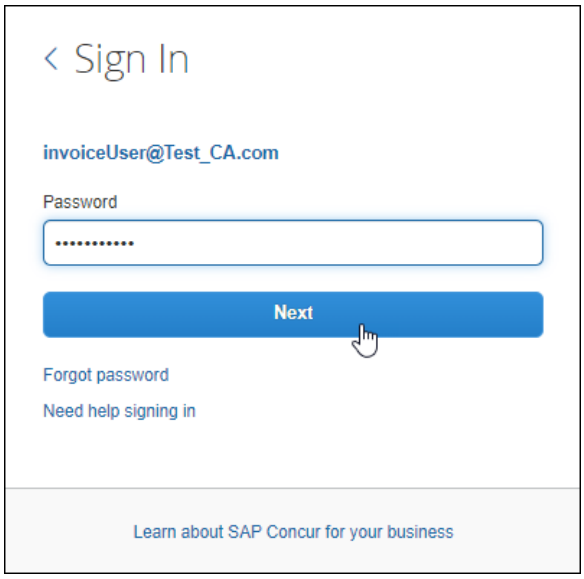
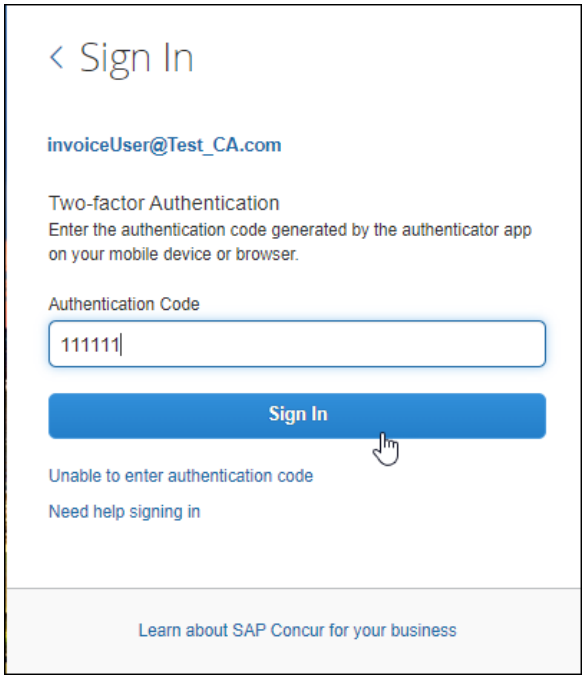
3. Enter your password.



4. Enter the 6-digit authentication code generated by your authenticator app and then click **Sign In**.



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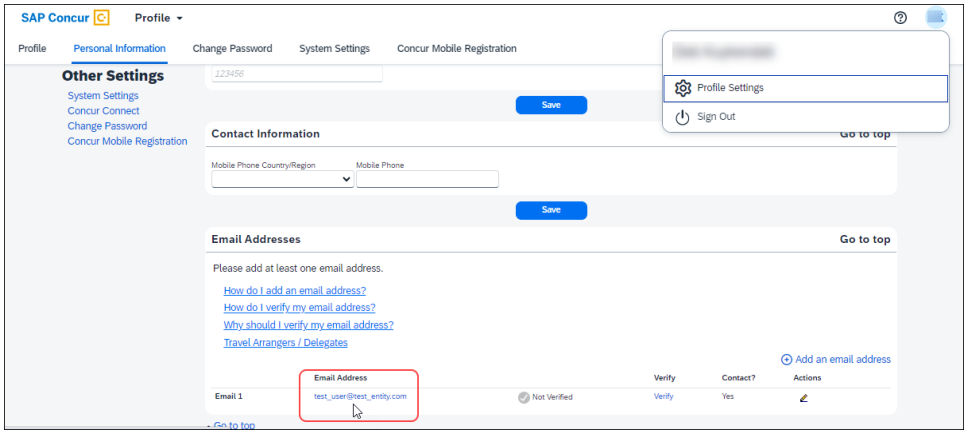
Section 5: User-initiated Reset for 2FA

You might need to reset and re-enable 2FA for Concur sign in. For example, you might replace the mobile device you initially used to set up 2FA, or you might want to change your authenticator app.

Resetting 2FA has the following prerequisites:

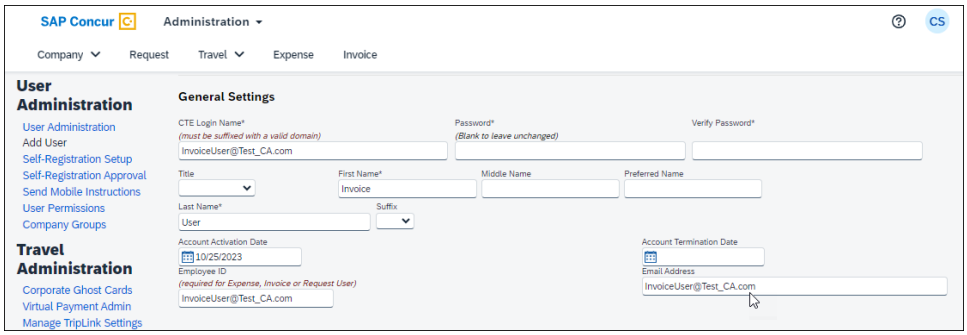
- User-initiated 2FA reset cannot be completed in Concur Mobile. You must reset 2FA by signing in to concursolutions.com via a web browser.

- You must have a valid **Email 1** or **Email 2** address configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions.



Some users do not have access to the **Email Addresses** section of the **My Profile – Personal Information** page—for example, Concur Invoice-only users.

If you do not have access the **Email Addresses** section of the **My Profile – Personal Information** page, you can contact your company's Concur administrator to confirm you have a valid email address associated with your Concur user account.



- You must be able to access email sent to the configured **Email 1** or **Email 2 address.** Or, in the case of users who do not have access to the **Email**

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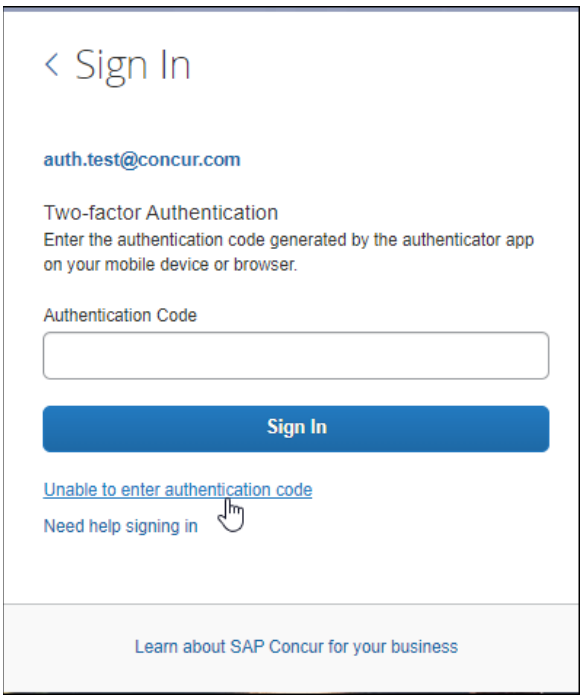
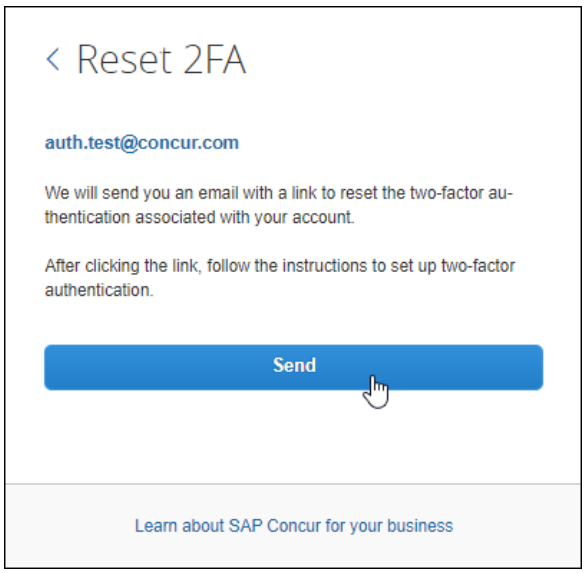
Addresses section of the **My Profile – Personal Information** page, access to email sent to the email address configured in your user account.

To reset 2FA

1. On the SAP Concur sign-in page, enter your username and password.
2. On the Two-factor Authentication page, click Unable to enter authentication code.



3. On the **Reset 2FA** page, click **Send**.



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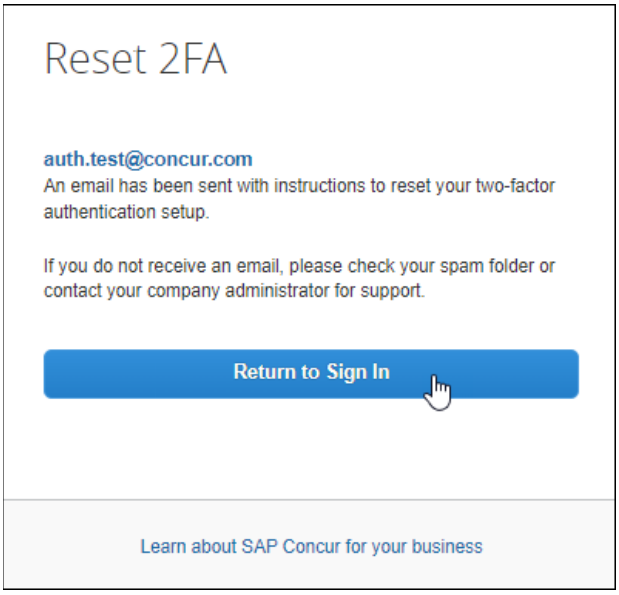
A reset email is sent to the **Email 1** and/or **Email 2** addresses configured in the **Email Addresses** section of the **My Profile – Personal Information** page in SAP Concur solutions.

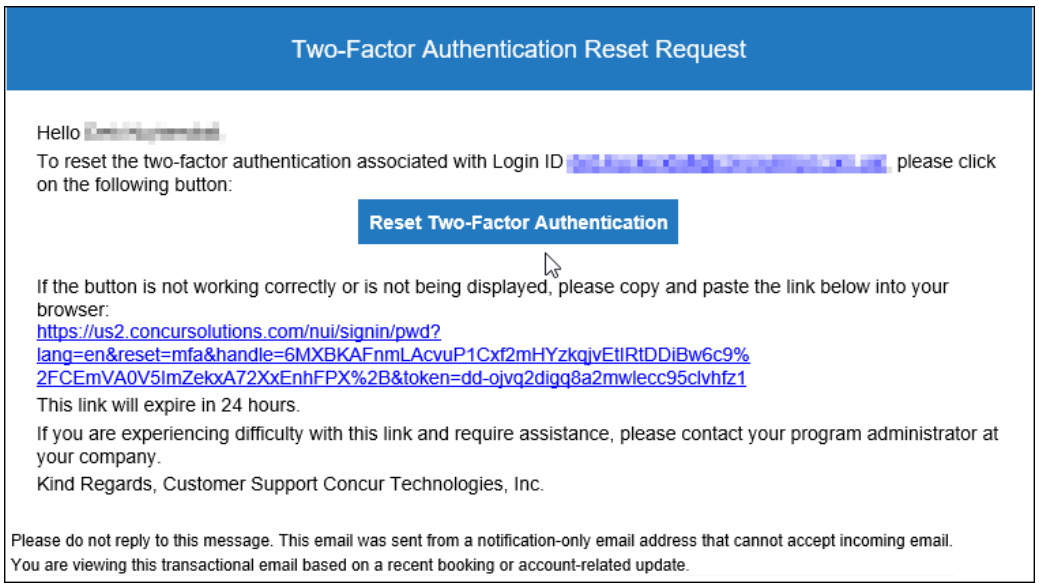
NOTE: The reset link will not be sent to addresses after **Email 2**.

4. Click **Return to Sign In**.



5. Open the **Two-Factor Authentication Reset Request** that was sent from noreply@concur.com to the address (**Email 1** and/or **Email 2**) configured on the **My Profile – Personal Information** page in SAP Concur solutions.

6. In the email, click **Reset Two-Factor Authentication**.



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7. On the SAP Concur **Sign In** page, enter your password.

NOTE: You will not be prompted to enter your username. The username associated with the configured email address is automatically used to sign in.

8. On the **Set Up Two-factor Authentication** page, follow the steps in *Section 2: Enroll in 2FA* to re-enroll in 2FA for SAP Concur.

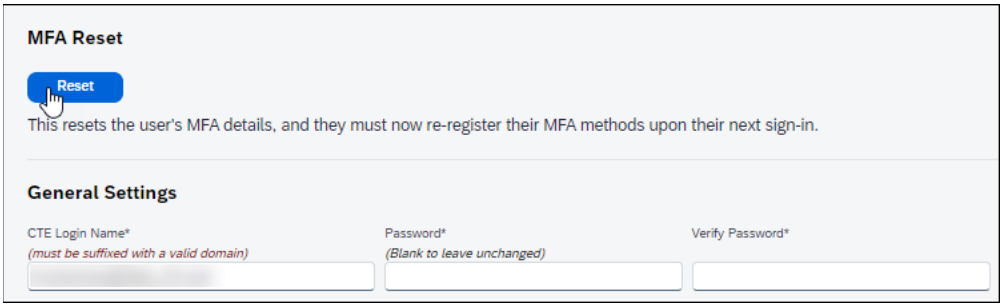
Section 6: Administrator Reset for 2FA

If a user is unable to reset 2FA, a company administrator with the permission to administer users can reset 2FA for the affected user.

Professional Edition

To reset 2FA for a user

1. Sign in to SAP Concur solutions as an administrator with permission to administer users. For example, **User Administration** or **Company Administration**.
2. Open the user account page for the user who needs 2FA to be reset.
3. In the **MFA Reset** section of the user's account page, click **Reset**.



Standard Edition

To reset 2FA for a user

1. Sign in to SAP Concur solutions as an administrator with permission to administer users. For example, **Travel and Expense Administrator**.
2. Open the **User Details** page for the user who needs 2FA to be reset.
3. In the **MFA Reset** section of the user's account page, click **Reset**.

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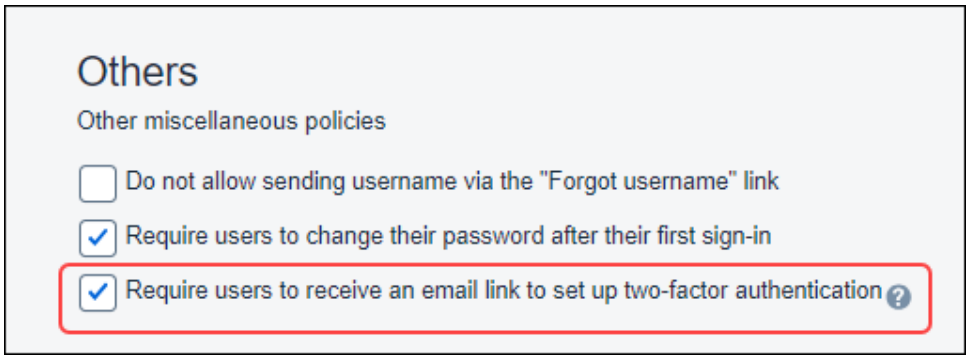
Section 7: Administrator Opt-Out of Email Requirement

A company administrator can opt-out of the email requirement on the **Sign-in Settings** page.

NOTE: Disabling the email requirement is not recommended as this requirement adds an additional level of security to the enrollment process.

To disable the email requirement for 2FA

1. In SAP Concur solutions, navigate to **Administration > Authentication Admin > Sign-in Settings.**
2. In the **Others** section of the **Sign-in Settings** page, uncheck Require users to receive an email link to set up two-factor authentication.



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