|  |  |  |  |
| --- | --- | --- | --- |
| Mobile App User Guide  Drive  **Last Revised: July 5, 2023** | This guide describes the current version, which is shown on the "[Introduction](https://www.concurtraining.com/customers/tech_pubs/MobileDocs/_MOBdoc_CCC.htm)" guide. | | Applies to these mobile devices:  Yes: iPhone  Yes: iPad  Yes: Android |
| **IMPORTANT:** Be aware that your company's configuration may not allow for all of the features described here. Generally, if a feature is not available in your configuration of the web version of SAP Concur, then it is not available in the mobile app. | | | |
| Drive is the SAP Concur service with an automatic distance capture tool that allows the user to track business mileage for reimbursement. Mileage is tracked by using the iOS and Android location services.  Drive enables users to:   * Document, report, and be reimbursed for distance driven * Improve mileage reporting, and help with compliance, and audit readiness * Proactively manage and standardize expense reporting * Flag each segment of their drive as business or personal when **Auto Capturing Mode** is enabled and accurately track distance driven * Use smart sensors to track when their vehicle is in motion and to capture distance from their mobile device * Turn mileage logs into expense line items in Concur Expense with one click * Enable **Auto Capturing Mode** to automatically capture driving distance on their schedule or manually start and stop distance capture per trip | | [Drive 2](#_Toc143770226)  [iPhone 3](#_Toc143770227)  [Track Mileage Automatically 3](#_Toc143770228)  [SetTrack Mileage Manually 7](#_Toc143770229)  [Enable Traffic Mode 10](#_Toc143770230)  [Access Drive Help 11](#_Toc143770231)  [Android 12](#_Toc143770232)  [Track Mileage Automatically 12](#_Toc143770233)  [Track Mileage Manually 14](#_Toc143770234)  [Enable Traffic Mode 17](#_Toc143770235)  [Access Drive Help 18](#_Toc143770236)  [iPad 19](#_Toc143770237)  [Track Mileage Automatically 19](#_Toc143770238)  [Track Mileage Manually 21](#_Toc143770239)  [Enable Traffic Mode 23](#_Toc143770240)  [Access Drive Help 24](#_Toc143770241) | |

**Please Note:**

* TheSAP Concur app for iOS and Android supports universal links, i.e. links that navigate directly to the app if it is installed or to the website if not.
* Such links are included in notification emails from SAP Concur related to the expense report changes.
* Universal link support for customers own use is currently not supported.
* Some security solutions may block the links embedded into email from opening the app directly. The proper exceptions for the security policy should be configured for SAP Concur universal link URLs (pattern to match:https://\*.concursolutions.com/\*). Known cases are:
* MDM/MAM policy that prescribes to open any link tapped in Outlook mobile app only in specified browser.
* Outlook mail server phishing protection that wraps all link embedded into e-mails to open the safety check service first.

## Drive

If the user's company uses Drive, they can automatically use GPS to track their travel – either manually or automatically – on their mobile device.

The SAP Concur mobile app captures their route data - which is available in Concur Expense and on the mobile app - where they can select the segments to add to an expense report.

## iPhone

### Track Mileage Automatically

Use **Mileage** on the home screen to set up the day and time (for example, Monday through Friday, 8 AM to 5 PM) for which the app will automatically track your trips by detecting car movement.

| Screen(s) | Description/Action |
| --- | --- |
|  | To set Drive to track distance ***automatically***:  1) **Drive** is always available on the main screen.  2) Tap **Enable**.  3) A screen requesting to use location will appear. Tap **Continue**. |
|  | 4) Choose the preference for location sharing. Drive requires access to location, which can be adjusted iby tapping **Open Settings**. |
|  | 5) On the **Drive Settings** screen, tap **Scheduled**. |
|  | 4) A prompt will appear to track motion to more accurately track mileage. Select **OK**.  5) Make the desired selections and then tap **Close** to return to the home screen.  **NOTE:** Drive will track distance automatically during the times the user has selected. |

### SetTrack Mileage Manually

Use **Mileage** on the home screen to initiate GPS tracking manually with a click of a button and then stop when you want your trip to end.

| Screen(s) | Description/Action |
| --- | --- |
|  | To use Drive to track distance ***manually***:  1) Once **Drive** is enabled, **Mileage capturing** will be visible on the home screen. Tap **Enable** to choose the correct setting.  2) On the menu that appears, tap **Start**. (This option appears if **User-Initiated** is selected in Settings.) |
|  | 3) When done, on the home screen, select **Start** to start tracking the mileage manually.  4) A prompt will appear to inform that the miles are now being tracked manually. Tap **OK** to clear. |
|  | 5) On the home menu, tap **Stop** once trip is complete. |

### Enable Traffic Mode

Use the **Traffic Mode** option to increase the time allowance to terminate a trip - when detecting no movement - from 7 minutes (default) to 15 minutes.

1. The **Traffic Mode** option is disabled by default and your selection is saved as part of the local profile settings.

| Screen(s) | Description/Action |  |
| --- | --- | --- |
|  | To enable **Traffic Mode**:  1) On the home screen, tap **Drive**.  2) Within the widget, tap **Enable**.  3) On the **Drive Settings** screen, select **User-Initiated** and then swipe the **Traffic Mode** toggle to the right.  **NOTE:** Enabling this option may cause a delay in ending the user's trip. The user can use the manual stop option as an alternative to end their trip sooner. | |

### Access Drive Help

Use the information icon to gain easy access to tips on how to use Drive.

| Screen(s) | Description/Action |  |
| --- | --- | --- |
|  | To access Drive help:  1) On the home screen, tap **Drive**.  2) Within the widget, tap **Enable**.  3) On the **Drive Settings** screen, tap the information icon (upper-right corner).  The **About Drive** screen appears with the **Product** **Tips**, **What's New**, **More** **FAQs,** and **How Drive Works** sections.  **NOTE:** If your mobile device is offline, the **About Drive** screen will appear blank and you will not be able to access the Drive help. | |

## Android

### Track Mileage Automatically

Use **Mileage** on the home screen to set up the day and time (for example, Monday through Friday, 8 AM to 5 PM) for which the app will automatically track your trips by detecting car movement.

| Screen(s) | Description/Action |
| --- | --- |
|  | To set Drive to track distance ***automatically***:  1) **Drive** is always available on the home screen.  2) Tap **Enable**.  3) On the **Drive Settings** screen, select **Scheduled**. |
|  | The scheduled settings appear on the **Drive Settings** screen.  4) Make the desired selections and then tap  (upper-left corner) to return to the home screen.  **NOTE**: Drive will track distance automatically during the times the user has selected. |

### Track Mileage Manually

Use **Mileage** on the home screen to initiate GPS tracking manually with a click of a button and then stop when you want your trip to end.

| Screen(s) | Description/Action | |
| --- | --- | --- |
|  | To use Drive to track distance ***manually***:  1) Tap **Drive.**  2) On the **Drive Settings**, make sure that **User Initiated** is selected. | |
|  | 3) When done, on the home screen, tap **Start**.  4) A warning message will appear. Tap **OK**. | |
|  | 5) To stop tracking, tap **Stop** on the home screen. |

### Enable Traffic Mode

Use the **Traffic Mode** option to increase the time allowance to terminate a trip - when detecting no movement - from 7 minutes (default) to 15 minutes.

1. The **Traffic Mode** option is disabled by default and your selection is saved as part of the local profile settings.

| Screen(s) | Description/Action |  |
| --- | --- | --- |
|  | To enable **Traffic Mode**:  1) On the home screen, tap **Drive** and then **Enable**.  2) On the **Drive Settings** screen select **User Initiated** and **Traffic Mode**.  **NOTE:** Enabling this option may cause a delay in ending the user's trip. The user can use the manual stop option as an alternative to end their trip sooner. | |

### Access Drive Help

Use the information icon to gain easy access to tips on how to use Drive.

| Screen(s) | Description/Action |  |
| --- | --- | --- |
|  | To access Drive help:  1) On the home screen, tap **Drive** and then **Enable**.  2) On the **Drive Settings** screen, tap the  icon (upper-right corner).  The **About Drive** screen appears with the **Product** **Tips**, **What's New**, **More** **FAQs**,and **How Drive Works** sections.  **NOTE:** If your mobile device is offline, the **About Drive** screen will appear blank and you will not be able to access the Drive help. | |

## iPad

### Track Mileage Automatically

Use **Mileage** on the home screen to set up the day and time (for example, Monday through Friday, 8 AM to 5 PM) for which the app will automatically track your trips by detecting car movement.

| Screen(s) | Description/Action |
| --- | --- |
|  | To set Drive to track distance ***automatically***:  1) **Drive** is always available on the main screen.  2) Tap **Enable**.  3) A screen requesting to use location will appear. Tap **Continue**. |
|  | 3) On the **Drive Settings** screen, tap **Scheduled**.  The scheduled settings appear on the **Drive Settings** screen.  4) Make the desired selections and then tap **Close** to return to the home screen.  **NOTE**: Drive will track distance automatically during the times the user has selected. |

### Track Mileage Manually

Use **Mileage** on the home screen to initiate GPS tracking manually with a click of a button and then stop when you want your trip to end.

| Screen(s) | Description/Action |
| --- | --- |
|  | To use Drive to track distance ***manually***:  1) Once **Drive** is enabled, **Mileage capturing** will be visible on the home screen. Tap **Enable** to choose the correct setting.  2) On the menu that appears, tap **Start**. (This option appears if **User-Initiated** is selected in Settings.) |
|  | 2) On the menu that appears, tap **Start**. (This option appears if **User-Initiated** is selected in Settings.)  3) When done, tap **Mileage** (lower-right corner) again.  4) On the menu, tap **Stop**. |

### Enable Traffic Mode

Use the **Traffic Mode** option to increase the time allowance to terminate a trip - when detecting no movement - from 7 minutes (default) to 15 minutes.

1. The **Traffic Mode** option is disabled by default and your selection is saved as part of the local profile settings.

| Screen(s) | Description/Action |  |
| --- | --- | --- |
|  | To enable **Traffic Mode**:  1) On the home screen, tap **Drive**.  2) Within the widget, tap **Enable**.  3) On the **Drive Settings** screen, select **User-Initiated** and then swipe the **Traffic Mode** toggle to the right.  **NOTE:** Enabling this option may cause a delay in ending the user's trip. The user can use the manual stop option as an alternative to end their trip sooner. | |

### Access Drive Help

Use the P219#yIS1 icon to gain easy access to tips on how to use Drive.

| Screen(s) | Description/Action |  |
| --- | --- | --- |
|  | To access Drive help:  1) On the home screen, tap **Drive**.  2) Within the widget, tap **Enable**.  3) On the **Drive Settings** screen, tap the information icon (upper-right corner).  The **About Drive** screen appears with the **Product** **Tips**, **What's New**, **More** **FAQs,** and **How Drive Works** sections.  **NOTE:** If your mobile device is offline, the **About Drive** screen will appear blank and you will not be able to access the Drive help. | |

**☼**