

<div>SAP Concur Release Notes</div> <div>Shared Changes</div> <div>Includes cross-product and site-wide changes for: Professional Edition, Standard Edition, and Small Business Edition</div>	
Month	Audience
<div>Release Date: September 16, 2023</div> <div>Initial Post: Friday, September 15, 2023</div>	Client FINAL

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Release Notes

This document contains shared release notes and planned changes. Shared release notes and planned changes document features and changes that apply to SAP Concur solutions site-wide or to multiple SAP Concur products and services. They include but are not limited to:

- Security-related features and changes such as annual security certificate renewals and changes in support for security ciphers and protocols
- Site-wide UI features and changes such as changes to the home page, changes to the site header or footer, or the implementation of new site-wide UI themes
- Sign-in process features and changes such as the addition or removal of sign-in features, URL changes, and domain name changes
- Production and test environment features and changes
- Global settings or administration page features and changes such as the addition of new site-wide settings or changes to the design of the administration pages
- Changes to processes such as where and when release notes are published

For New Features and Changes that apply to a single product and/or service see the release notes for that product or service. Links to the product and service-specific release notes can be found on the following pages:

- [Professional Edition](#)
- [Standard Edition](#)

Annual Certificate Renewal

New SSL certificate for *.concursolutions.com and *.api.concursolutions.com

Information First Published	Information Last Modified	Feature Target Release Date
July 6, 2023	August 11, 2023	August 24, 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

To ensure the ongoing security of our products and services, the *.concursolutions.com and *.api.concursolutions.com SSL certificates are updated on an annual basis. The current certificates will expire on September 29, 2023 (*.concursolutions.com) and September 10, 2023 (*.api.concursolutions.com). SAP Concur plans to issue new certificates at 11PM PDT on August 24, 2023.

Clients who have not pinned the expiring certificate do not need to take any action as their expiring certificate will be renewed automatically. **Most clients do not pin the certificate.**

NOTE: SAP ICS customers who follow the certificate handling processes described in the following note do not need to take any action:
[2914977 - FAQ: Concur Certificates, Authentication, and Connectivity.](#)

Clients who have pinned the expiring certificate must update to the new certificate before the new certificate is issued at 11PM PDT on August 24, 2023.

Clients who have pinned the certificate and who do not update it with the new certificate by 11PM PDT on August 24, 2023, will experience disruption to SAP Concur products and services.

BUSINESS PURPOSE / CLIENT BENEFIT

Annual certificate renewal provides ongoing security for our products and services.

Configuration / Feature Activation

! IMPORTANT: Certificate pinning is not recommended, and you do so at your own risk.

To support security for SAP Concur solutions, security certificates are renewed regularly. Pinned certificates are not renewed automatically and, if a pinned certificate is not renewed before it expires, the pinned certificate can cause a disruption of service.

To avoid disruption of service, clients who pin their security certificates must pin both the RSA and ECDSA certificates. The new certificates can be accessed from the following web pages:

***.concursolutions.com**

https://assets.concur.com/concurtraining/cte/en-us/concursolutions-com-chain_ECDSA.pem

https://assets.concur.com/concurtraining/cte/en-us/concursolutions-com-chain_RSA.pem

***.api.concursolutions.com**

https://assets.concur.com/concurtraining/cte/en-us/api-concursolutions-com-chain_ECDSA.pem

https://assets.concur.com/concurtraining/cte/en-us/api-concursolutions-com-chain_RSA.pem

NOTE: If you are not sure whether your concursolutions.com certificate is pinned, consult with your IT department.

Data Retention

****Ongoing** Data Retention Feature Enhancements**

Information First Published	Information Last Modified	Feature Target Release Date
January 20, 2023	September 8, 2023	Phased between February and September 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

SAP Concur is making several changes to the Data Retention feature:

- On February 21, 2023, SAP Concur renamed the Sensitive Data Retention Periods page to Profile Data Retention Periods.
- On September 5, 2023, SAP Concur began removal of the **Purge User** button from SAP Concur Standard Edition.
- On September 7, 2023, SAP Concur began removal of the **Purge User** button from SAP Concur Professional Edition.

NOTE: In a previous version of the release notes, we stated that the **Type {name} to confirm settings** field was planned to be removed.

SAP Concur does not plan to remove this field.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes help clients configure SAP Concur solutions to better support regional data protection regulations.

Sensitive Data Changed to Profile Data (Feb 21, 2023)

On the **Data Retention** page, the admin sees **Profile Data** Instead of **Sensitive Data**.

Before

The screenshot shows the 'Data Retention' settings page in SAP Concur. At the top, there are two tabs: 'Settings' and 'Monitor'. Below the tabs, a message states: 'Set default retention periods for how long to keep content.' A green checkmark indicates 'Data Retention is Enabled'. The page lists several data categories with their retention periods and a link to 'Previous Setting':

- Travel**: Keep data for 2 years. [Previous Setting](#)
- Invoice**: Keep data for 2 years. [Previous Setting](#)
- Expense**: Keep data for 2 years. [Previous Setting](#)
- Request**: Keep data for 2 years. [Previous Setting](#)
- Sensitive Data**: Keep data for 6 months. [Previous Setting](#)

The 'Sensitive Data' section is highlighted with a red rectangular box. Below the list, there is a section titled 'Manage Holds & Purge Users' with a description: 'The Hold User (or Remove Hold) and Purge User buttons display on the page where you manage your users.' At the bottom, there is a blue button labeled 'Discard Pending Configuration'.

After

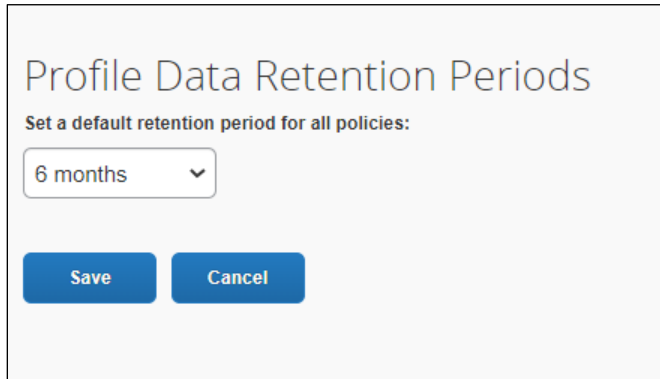
The screenshot shows the 'Monitor' tab of a settings page. At the top, there are two tabs: 'Settings' and 'Monitor'. Below the tabs, a message states: 'Set default retention periods for how long to keep content.' A green checkmark icon is followed by the text 'Data Retention is Enabled'. Below this, there are four sections, each with a title and a retention period: 'Travel' (Keep data for 2 years.), 'Invoice' (Keep data for 2 years.), 'Expense' (Keep data for 2 years.), and 'Request' (Keep data for 2 years.). The 'Profile Data' section is highlighted with a red rectangular box; it has the title 'Profile Data' and the retention period 'Keep data for 6 months.'. Below these sections is a heading 'Manage Holds & Purge Users' with a subtext: 'The Hold User (or Remove Hold) and Purge User buttons display on the page where you manage your users.' At the bottom of the page is a blue button labeled 'Discard Pending Configuration'.

The **Sensitive Data Retention Periods** page has been renamed to **Profile Data Retention Periods**.

Before

The screenshot shows a configuration page titled 'Sensitive Data Retention Periods'. At the top left, it says 'Step 5 / 6'. Below the title, there is a subtext: 'Set a default retention period for all policies:'. Underneath this is a dropdown menu with the text 'Select months' and a downward arrow. At the bottom of the page, there are three buttons: 'Previous', 'Next', and 'Cancel'.

After



Profile Data Retention Periods

Set a default retention period for all policies:

6 months ▼

Save Cancel

Changes to the Purge User Button

PURGE USER BUTTON REMOVAL

On September 5, 2023, SAP Concur began removal of the **Purge User** button from SAP Concur Standard Edition. On September 7, 2023, SAP Concur began removal of the **Purge User** button from SAP Concur Professional Edition.

To help ensure that user data is retained and/or removed within the correct time period, as required by regional data protection regulations, SAP Concur removed the **Purge User** button.

Configuration / Feature Activation

The following changes were made automatically:

- The Sensitive **Data Retention Periods** page was renamed to **Profile Data Retention Periods**.
- The **Purge User** button was removed.



For more information about the Data Retention feature, refer to the [Shared: Data Retention Setup Guide](#) (Professional edition) or the [Shared: Data Retention Setup Guide for Concur Standard Edition](#).

Home Page

****Ongoing ** SAP Concur Homepage Changes**

Information First Published	Information Last Modified	Feature Target Release Date
December 4, 2020	May 13, 2022	Q4 2021 – Future Release
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

In Q4, 2021, SAP Concur began redirecting clients to a new homepage. The appearance of the new homepage is identical to the previous SAP Concur homepage. The new homepage has enhanced functionality when services become temporarily unavailable.

The roll out of the new homepage is phased:

Phase 1: In October of 2021, SAP Concur began redirecting Concur Expense, Concur Invoice, and Concur Request clients in the US Datacenter to the new homepage.

Phase 2: In December 2021, SAP Concur began redirecting Concur Expense, Concur Invoice, and Concur Request clients in the EU Datacenter to the new homepage.

Phase 3: At a date to be determined, SAP Concur will begin redirecting the remaining clients in the US and EU datacenters to the new homepage. The remaining clients include those with Concur Travel standalone or Concur Travel with Expense, Invoice, and/or Request.

BUSINESS PURPOSE / CLIENT BENEFIT

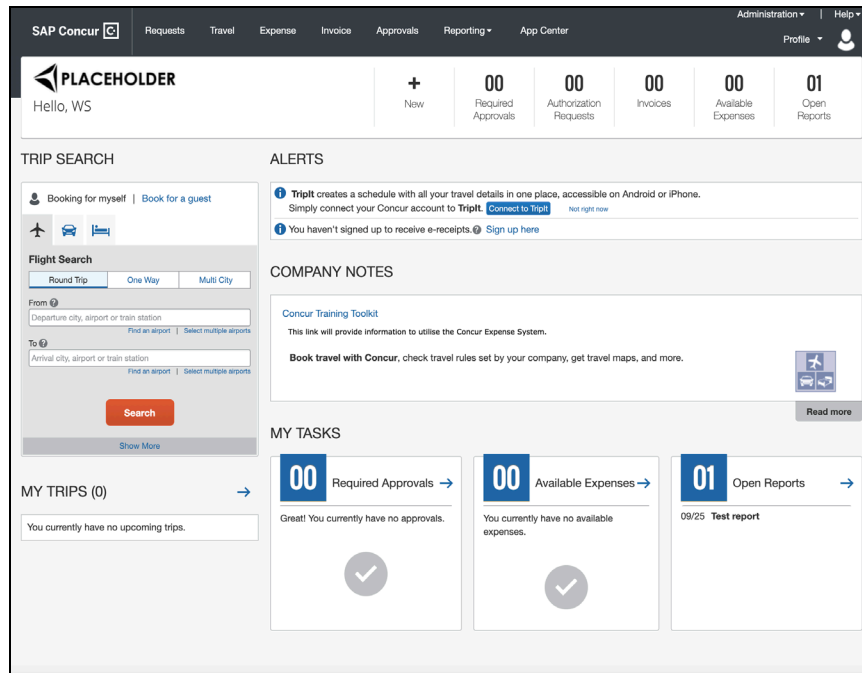
This change ensures that the SAP Concur homepage is available even when some services are unavailable and improves the consistency of the sign in experience.

End-User Experience

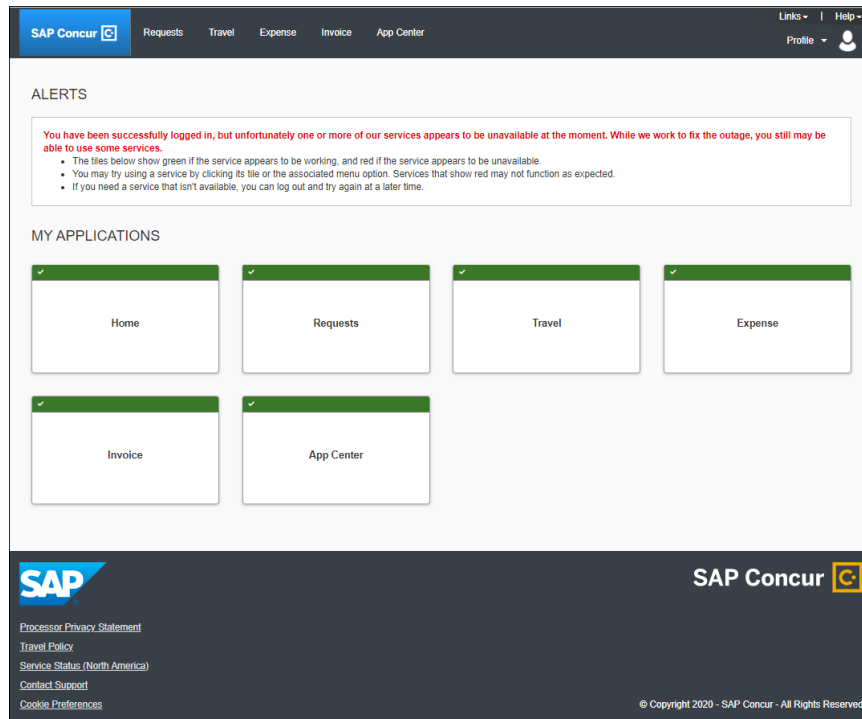
With the old homepage, when a user signs into their SAP Concur products, they see their homepage.

NOTE: The appearance of the homepage varies depending on which products and services are enabled for the client and the permissions assigned to the user.

Example

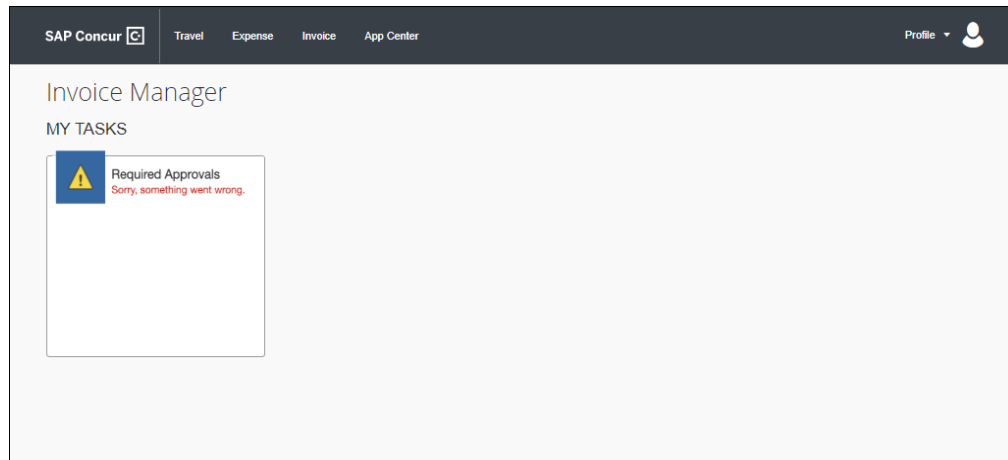


If some products or services are unavailable while other products and services are up and running, a modified version of the user's homepage similar to the following appears:



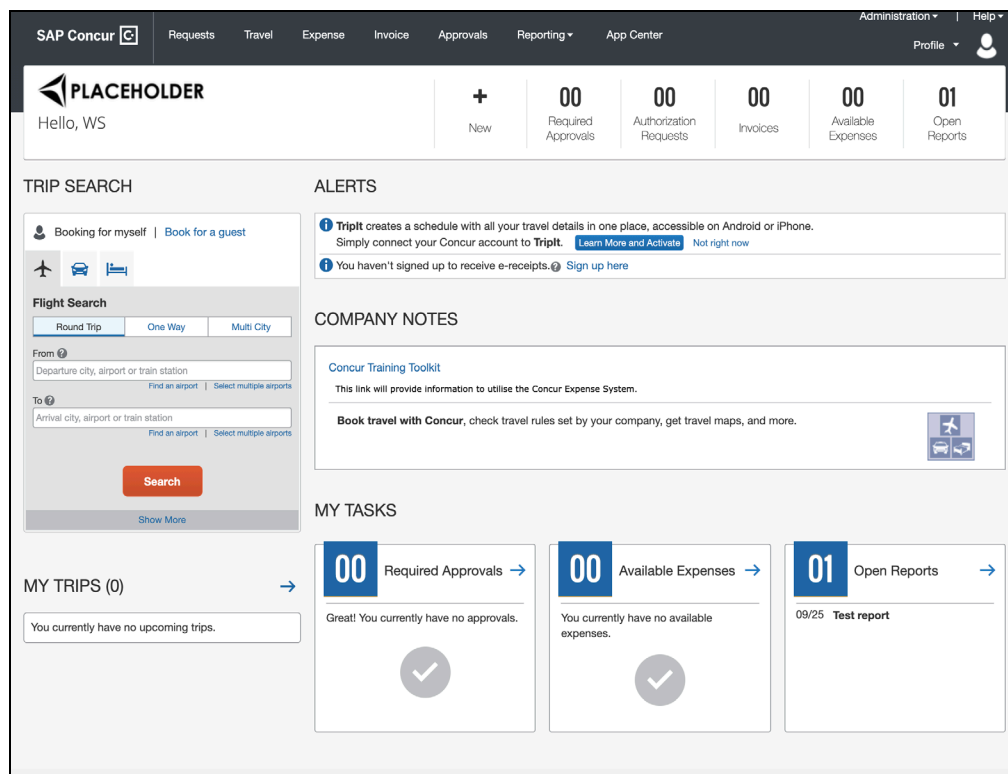
After a client is migrated to the new homepage, if one or more services are unavailable, when a user signs in to their SAP Concur products, they will see the

usual homepage, but if the user navigates to a page for a service that is unavailable, they will see a page similar to the following:



After migration to the new homepage, if all services are available, this change is transparent to the user and they see a homepage that is identical to the pre-migration homepage.

Example Homepage



Configuration / Feature Activation

This change occurs automatically; there are no configuration or activation steps.

Import/Extract

Run Now Button for Import Jobs

Information First Published	Information Last Modified	Feature Target Release Date
July 14, 2023	September 15, 2023	July 21, 2023 – August 2023, September 7, 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Travel, Expense, Invoice, Request | Professional & Standard

Overview

On July 21, 2023, SAP Concur enabled the **Run Now** button for SAP Concur client administrators in SAP Concur Profession edition. In SAP Concur Standard edition, the **Run Now** button for SAP Concur client administrators was enabled on September 7, 2023.

Run Now enables clients to run some import jobs on demand.

BUSINESS PURPOSE / CLIENT BENEFIT

This change enables clients to run import jobs on demand without contacting SAP Concur for assistance.

Admin Experience

- **Run Now** is available on the **Import/Extract** page.
- File upload is handled separately from this feature. In most cases, uploaded files will be processed during the next scheduled run for the relevant job and the applicable file.
- Files that exceed size limits might not run immediately. If you attempt to run an import that exceeds the maximum size limit, you will receive a message that the import will occur during the next scheduled process.
- If you attempt to run a job on demand (click **Run Now**) while other jobs are already running for your company, you will receive a message letting you know that another job is already running and that you can try again after the process is complete.
- When more than one file is present, you will be informed as to which files can be selected to "run now" and which files are not eligible. Files that are not eligible will be run as part of the next scheduled cycle.

NOTE: Before clicking **Run Now**, you might need to take steps to prepare the system for the import. For example, if the import contains new field data, you might need to confirm that the new fields exist in the system before importing the data.

Configuration / Feature Activation

This feature was enabled automatically.

Profile Settings / Security

Temporary Security Changes to User Profile

Information First Published	Information Last Modified	Feature Target Release Date
July 6, 2023	July 21, 2023	June 28, 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Travel, Expense, Invoice, Request | Professional & Standard

Overview

The evolving cybersecurity landscape requires that SAP Concur temporarily adopt the following security measures when editing the following fields in the user's profile:

USER EXPERIENCE

Email 1

- If a user changes the **Email 1** email address on the **My Profile - Personal Information** page, a confirmation email is sent to both the old and updated email addresses.
- Existing profile settings that could prevent the email change notification from being sent are ignored and the emails are sent to the user as stated in the previous bullet.

Last Name

- **Users who sign in via SSO:** Users who sign in to SAP Concur Solutions via SSO can update the **Last Name** field on the **My Profile - Personal Information** page.
- **Users who sign in using a username and password:** The system prevents users who sign in using a username and password from updating the **Last Name** field on the **My Profile - Personal Information** page. An administrator can change the information in the **Last Name** field through the **User Administration** page.

ADMINISTRATOR EXPERIENCE

- Administrators can still change the **Last Name** field of a user's profile through the **User Administration** page.
- Administrators can also continue to update the **Last Name** field of a user's profile through the Concur API, import file, and feed options.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes help to ensure the integrity of SAP Concur data for clients.

Accounts Disabled by SAP Concur

During routine monitoring activities, SAP Concur may notice abnormal changes to user profiles including name, primary email address, secondary email address, and potentially fraudulent travel bookings. The accounts within your environment that may be linked to fraudulent activity may be disabled. To reenable these accounts, please work directly with your account administrator, or SAP Concur Support. We encourage all clients to adhere to strong password security measures and configurations. For further information, please visit the Password Security article on the SAP Help Portal:

[Password Security](#)

Configuration / Feature Activation

This security change is enforced by default for all applicable products. No change to this behavior will be available to the client at this time and the client will be notified of any changes they may need to make in a future release.

! **IMPORTANT:** These changes are temporary and will be reversed in the future: clients will be informed of these changes in a subsequent release

SAP Concur User Assistance

****Ongoing** Links From the SAP Concur Solutions UI to Product Documentation Being Removed**

Information First Published	Information Last Modified	Feature Target Release Date
May 12, 2023	June 8, 2023	Ongoing in 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

Some pages in the SAP Concur solutions UI include links to product documentation or other content. In June 2023, SAP Concur will begin removing these links.

The SAP Help Portal is the central source for all product documentation, release notes, and other content. SAP Concur clients can use the [SAP Concur](#) page on the SAP Help Portal to find the complete library of SAP Concur solutions documentation.

BUSINESS PURPOSE / CLIENT BENEFIT

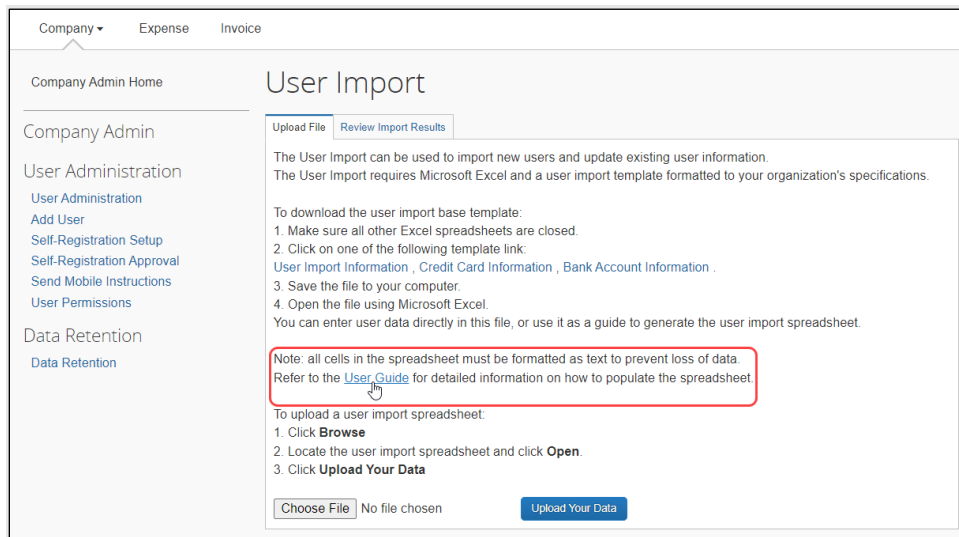
Because the links to product documentation from the SAP Concur solutions UI point to English-only content, the experience is not optimal for users that view the UI in languages other than English. In addition, direct links to a single document prevent the user from viewing and navigating the entire content library.

To align with SAP best practices, in June 2023, SAP Concur will begin removing direct links from the SAP Concur solutions UI that point to product documentation on concurtraining.com. This process will be ongoing in 2023.

Admin and End-User Experience

SAP Concur solutions UI pages with links to product documentation will be updated to remove the links.

Example



Configuration / Feature Activation

This change will be made in phases, starting in June 2023.

SAP Fiori Themes

****Ongoing** SAP Fiori Horizon Themes for Concur Mobile and Web**

Information First Published	Information Last Modified	Feature Target Release Date
February 10, 2023	September 15, 2023	Phased release: May 2023 through April 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Overview

SAP Concur plans to adopt the SAP Fiori with Horizon visual design theme family for all SAP Concur solutions on both the mobile app and the web.

Implementation of the SAP Fiori with Horizon visual design theme impacts the look and feel of SAP Concur solutions by updating fonts, font sizes, icons, colors, and shapes. In addition, in both the SAP Concur mobile and web UI, navigation from the home page is slightly modified.

Introduction of the new design themes will be phased beginning on May 20, 2023. SAP Concur plans to fully implement the new theme, decommissioning the current, legacy theme, in 2024.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes improve the overall user experience, better support accessibility features, and help to provide a consistent user experience across all SAP products.

Admin Experience

MOBILE

SAP Concur has implemented SAP Fiori with Horizon in the Mobile app.

WEB UI

SAP Concur began implementing SAP Fiori with Horizon themes in phases beginning in May 2023:

Phase 1 – May 20, 2023, and June 22, 2023: On May 20, 2023, SAP Concur implemented **Theme Settings** for SAP Concur Professional edition clients and for most Standard edition clients. On June 22, 2023, **Theme Settings** were enabled for the remaining Standard edition clients.

Admins with the required permissions can access **Theme Settings** from the following locations:

- **Standard Edition:** Theme settings are accessed from the **Administration > Tools** page.
- **Professional Edition:** Theme settings are available on the **Administration > Company > Company Admin > Company Settings** page.

In the theme setting section, admins can choose between the following options:

- **Legacy Concur UI:** End users only see the legacy Concur Gateway theme.
- **Legacy Concur UI and Fiori Horizon:** End users see the legacy Concur Gateway theme by default. On the **Profile Settings > System Settings** page, they can choose between the Concur Gateway theme, Morning Horizon, Evening Horizon, and high contrast themes.

- **Fiori Horizon:** End users see Morning Horizon by default. On the **Profile Settings > System Settings** page they can choose between the Morning Horizon, Evening Horizon, and high contrast themes.

Theme Settings

☒ **Legacy Concur UI**
Users only see Concur Gateway theme

☐ **Legacy Concur UI and Fiori with Horizon**
Users can choose between Concur Gateway, Morning Horizon, Evening Horizon and high contrast themes
Default theme: Concur Gateway

☐ **Fiori with Horizon**
Users can choose between Morning Horizon, Evening Horizon and high contrast themes
Default theme: Morning Horizon

Save

If you select **Legacy Concur UI** and then click **Save**, the following message is presented:

"Successfully updated theme settings!"

Users can set themes on the Profile System Settings page. The page will be reloaded to show changes."

If you select **Legacy Concur UI and Fiori with Horizon** and then click **Save**, the following message is presented:

"This change to theme settings is permanent and cannot be undone. The Fiori with Horizon themes will be options for users to use and cannot be removed. Okay to proceed?"

After you click **OK**, the following message is presented and the **Legacy Concur UI** option is no longer available in **Theme Settings**:

"Successfully updated theme settings!"

Users can set themes on the Profile System Settings page. The page will be reloaded to show changes."

If you select the **Fiori with Horizon** option, after you click **OK**, all options in **Theme Settings** are removed and the follow message is presented:

"Users can choose between Morning Horizon, Evening Horizon and high contrast themes
Default theme: Morning Horizon

This company is already using the latest theme settings"

NOTE: If you select **Fiori with Horizon** in **Theme Settings**, you will not have the option to revert to options that include the legacy Concur Gateway theme until the option is made available in October 2023.

Phase 2 – Beginning October 2, 2023: On October 2, 2023, SAP Concur plans to start the process of setting Morning Horizon as the default SAP Concur UI theme for all clients. The process of updating all existing SAP Concur clients to the new default setting will take some time. New clients will automatically default to the Morning Horizon theme.

When Morning Horizon becomes the default UI theme in October, existing SAP Concur client admins will have access to **Theme Settings** and will be able to revert to the legacy Concur Gateway theme.

NOTE: When Morning Horizon becomes the default theme, Admins for preexisting Concur entities will be able to choose either the legacy Concur Gateway theme or SAP Horizon for Fiori themes. A hybrid option that enables both sets of themes will not be available.

Phase 3 – April 2024: SAP Concur plans to decommission the legacy Concur Gateway theme. When it is decommissioned, Morning Horizon will become the default theme and end users will be able to choose between Morning Horizon, Evening Horizon, and high contrast themes.

NOTE: Clients with SAP Fiori Quartz themes: On October 2, 2023, SAP Concur will decommission the SAP Fiori 3 Quartz themes and clients with SAP Fiori 3 Quartz themes will automatically default to the SAP Fiori with Horizon visual themes.

Implementation Schedule for Clients with Concur Budget

Currently, some screens in Budget are not fully compatible with Horizon for Fiori themes.

NOTE: This does not impact SAP Concur mobile app. Budget customers already have access to the new theme on the mobile app.

To address this issue, clients with Budget will be migrated to the new themes on the following schedule:

Phase 1 – October 2023: Beginning on October 2, 2023, Budget clients will be able to opt in to the Horizon for Fiori themes. The opt-in phase will last approximately 90 days.

Phase 2 – January 2024: Beginning in January 2024, SAP Concur plans to implement Morning Horizon as the default SAP Concur UI theme for clients with Budget. The process of updating all existing SAP Concur clients to the new default setting might take some time.

NOTE: New clients with Budge will automatically default to the Morning Horizon theme.

When Morning Horizon becomes the default UI theme in October, existing SAP Concur client admins will have access to **Theme Settings** and will be able to revert to the legacy Concur Gateway theme.

NOTE: When Morning Horizon becomes the default theme, Admins for preexisting Concur entities will be able choose either the legacy Concur Gateway theme or SAP Horizon for Fiori themes. A hybrid option that enables both sets of themes will not be available.

Phase 3 – April 2024: SAP Concur plans to decommission the legacy Concur Gateway theme. When it is decommissioned, Morning Horizon will become the default theme and end users will be able to choose between Morning Horizon, Evening Horizon, and high contrast themes.

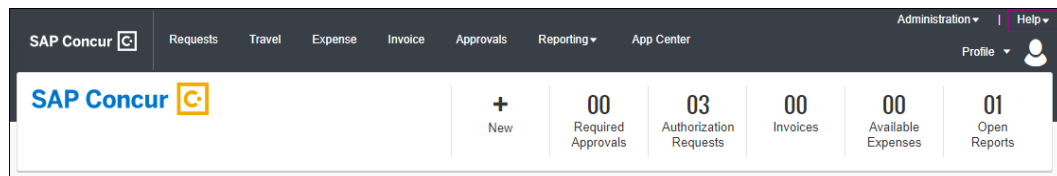
TMC Experience

The **Theme Settings** page is available in Global View.

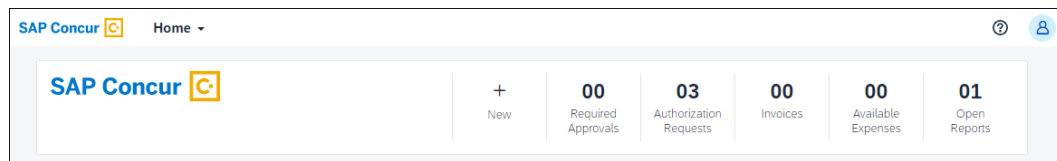
End User Experience

With the SAP Fiori with Horizon visual design themes, the overall look of SAP Concur solutions is updated with new fonts, icons, colors, and shape design.

LEGACY PAGE DESIGN EXAMPLE



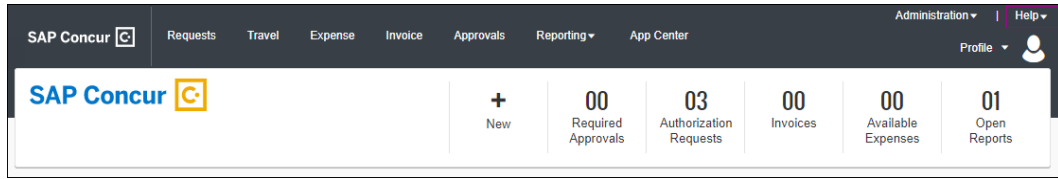
SAP FIORI WITH HORIZON DESIGN EXAMPLE



Navigation from the SAP Concur home page is also slightly modified so that it is simpler and more consistent with other SAP products.

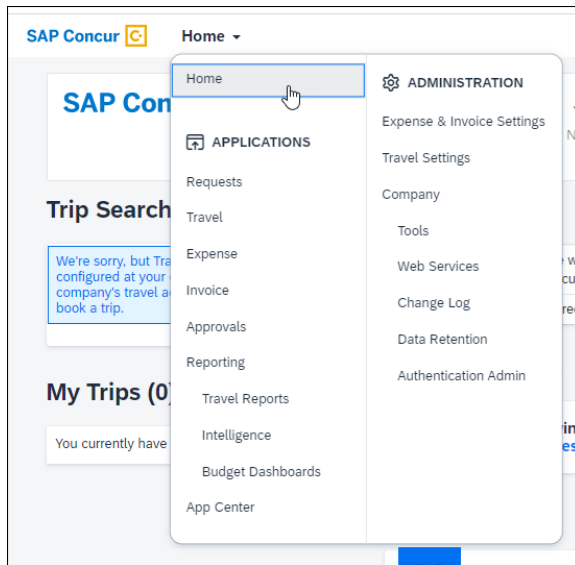
LEGACY HOME PAGE NAVIGATION

With the legacy theme, navigation from the home page relies on product tabs and the **Administration** menu.



SAP FIORI WITH HORIZON HOME PAGE NAVIGATION

With the SAP Fiori with Horizon visual design theme, navigation from the Concur home page to Concur product and administration pages is consolidated in the **Home** menu.



Configuration / Feature Activation

SAP Concur is implementing these changes through a phased approach that began in May 2023 and is targeted to be completed in April 2024.

Sign In With Concur

Sign-In With Concur Enhancements

Information First Published	Information Last Modified	Feature Target Release Date
June 9, 2023	September 8, 2023	Late September 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | Professional & Standard

Overview.

Sign-in With Concur (SiwC) functionality enables an app to access a user's SAP Concur account through an authorized endpoint. This functionality is typically used by partner applications.

In late September 2023, SAP Concur plans to implement the following improvements to SiwC functionality:

- Make the experience consistent with the SAP Concur mobile and web sign-in experiences.
- Allow users to sign-in using SSO (in accordance with company policies).
- Add support for localization of the SiwC page into all SAP Concur-supported languages.

NOTE: These changes are backwards compatible. Applications that currently use SiwC functionality should not require any updates to accommodate these changes.

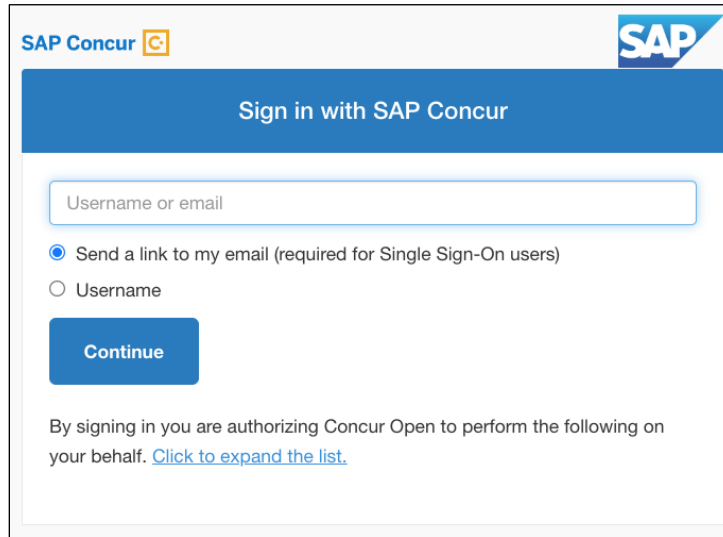
BUSINESS PURPOSE / CLIENT BENEFIT

These enhancements improve the consistency of the user sign-in experience, enable users to sign-in through SSO (if their company policies allow it), and enable the localization of the sign-in page.

End-User Experience

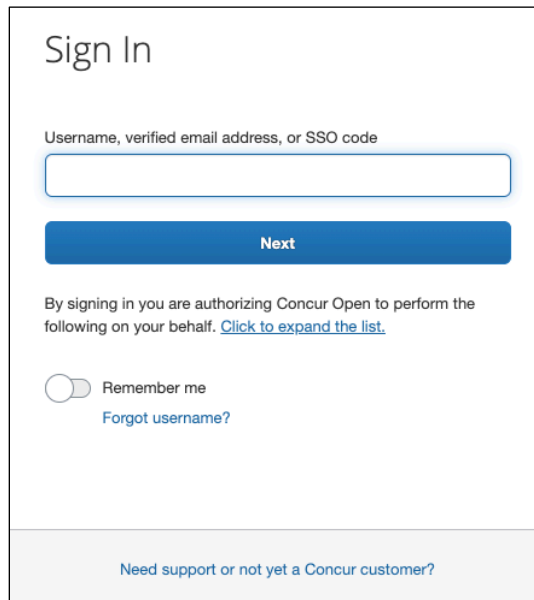
End users who are prompted to sign in to their SAP Concur account through a partner app or other method that uses SiwC functionality will see an updated sign in page.

Before



The screenshot shows the 'Sign in with SAP Concur' page. At the top left is the 'SAP Concur' logo, and at the top right is the 'SAP' logo. Below the logos is a blue header bar with the text 'Sign in with SAP Concur'. Underneath the header is a text input field labeled 'Username or email'. Below the input field are two radio button options: 'Send a link to my email (required for Single Sign-On users)' (which is selected) and 'Username'. A blue 'Continue' button is positioned below the radio buttons. At the bottom of the page, there is a paragraph of text: 'By signing in you are authorizing Concur Open to perform the following on your behalf. [Click to expand the list.](#)'

After



The screenshot shows the 'Sign In' page. At the top is the heading 'Sign In'. Below it is a text input field labeled 'Username, verified email address, or SSO code'. A blue 'Next' button is located below the input field. Below the button is a paragraph of text: 'By signing in you are authorizing Concur Open to perform the following on your behalf. [Click to expand the list.](#)'. Below this text is a toggle switch labeled 'Remember me' and a link 'Forgot username?'. At the bottom of the page, there is a link: 'Need support or not yet a Concur customer?'.

The sign in page includes an option to review a list of the information the application is authorized to access if the user signs in to their SAP Concur solutions through SiwC. The authorization list varies depending on the application. For example, an application might be authorized to read a user's profile information, read company profile information, obtain traveler preferences, or obtain an OPENID token.

After a user enters their username, verified email address, or company SSO Code, the available sign in options are presented. The available options depend on their company's configuration.

Examples

< Sign In

[\[blurred email address\]](#)

Signin with:

SAP Concur Password

OR

Sign in with an Email link

[Need support or not yet a Concur customer?](#)

< Sign In

[\[blurred email address\]](#)

Signin with:

Account Login

University Foundation

SAP Concur Password

OR

Sign in with an Email link

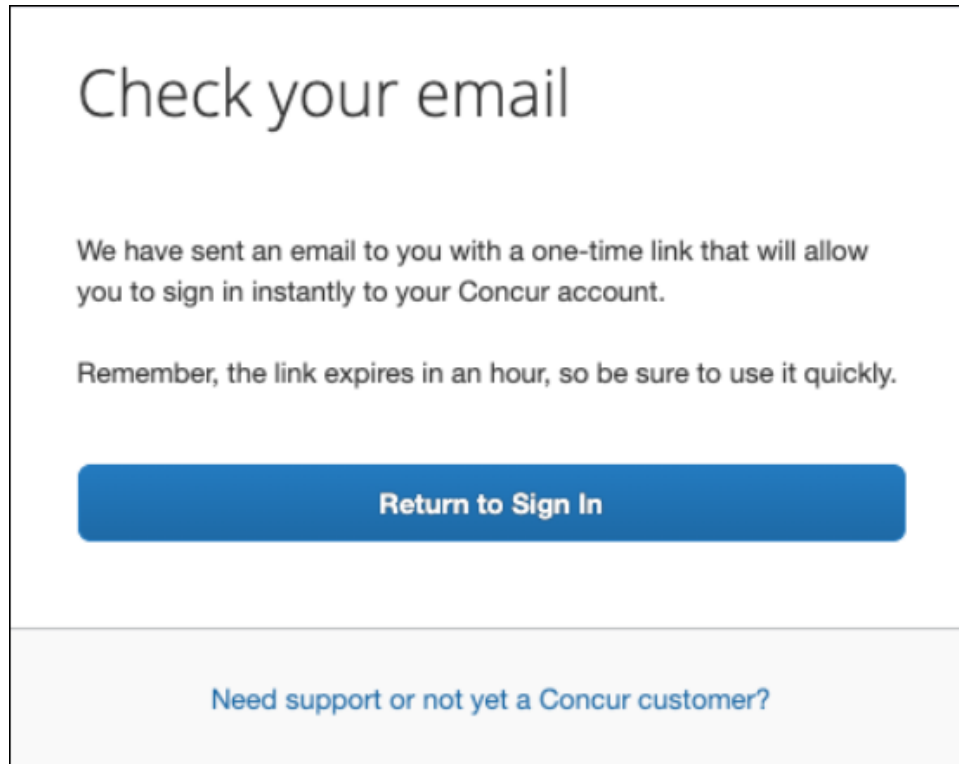
[Need support or not yet a Concur customer?](#)

The user can also click **Sign in with an Email link** to receive an email with a sign-in link. After clicking **Sign in with an Email link**, an email is sent to the email address provided on the first sign-in page and the following message is presented:

"Check your email.

We have sent an email to you with a one-time link that will allow you to sign in instantly to your Concur account.

Remember, the link expires in an hour, so be sure to use it quickly."



Configuration / Feature Activation

This change occurs automatically.

NOTE: These changes are backwards compatible. Applications that currently use SiwC functionality should not require any updates to accommodate these changes.

User Administration

User Administrator Can Now Assign Delegates to Users

Information First Published	Information Last Modified	Feature Target Release Date
August 22, 2023	--	August 8, 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Expense, Invoice, Request | Standard Edition

Overview

On August 8, 2023, SAP Concur added the ability for Standard edition user administrators to assign delegates to users.

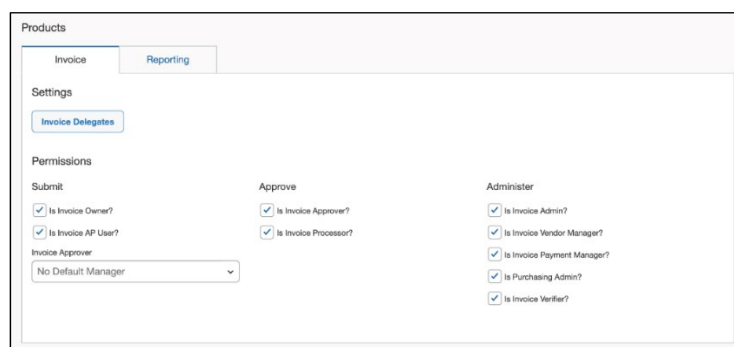
NOTE: Prior to adding the ability for admins to assign delegates to users, users could define their own delegates. Users can still define their own delegates. This change is an addition.

BUSINESS PURPOSE / CLIENT BENEFIT

With this change, both users and admins can designate delegates on a user's account page making the process more efficient.

Admin Experience

The admin now sees an option to assign delegates to a user on the user's account page.



The screenshot shows the 'Products' section with 'Invoice' and 'Reporting' tabs. Under 'Settings', there is a button labeled 'Invoice Delegates'. Below this, the 'Permissions' section is divided into three columns: 'Submit', 'Approve', and 'Administer'. Each column has a list of permissions with checkboxes. In the 'Submit' column, 'Is Invoice Owner?' and 'Is Invoice AP User?' are checked. In the 'Approve' column, 'Is Invoice Approver?' and 'Is Invoice Processor?' are checked. In the 'Administer' column, 'Is Invoice Admin?', 'Is Invoice Vendor Manager?', 'Is Invoice Payment Manager?', 'Is Purchasing Admin?', and 'Is Invoice Verifier?' are checked. There is also a dropdown menu for 'Invoice Approver' with the text 'No Default Manager'.

Configuration / Feature Activation

The ability for the user administrator to assign delegates to users was added automatically. There are no steps to enable this feature.

Planned Changes

The following features and changes are targeted for future releases. SAP Concur solutions reserves the right to postpone implementation of – or completely remove – any enhancement/change mentioned here.

SAP Concur Sign In / Security

****Planned Changes** New Login Policy Settings Page**

Information First Published	Information Last Modified	Feature Target Release Date
July 14, 2023	September 15, 2023	October 18 and November 15, 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

Beginning in Q3 2023, SAP Concur plans to make a new **Login Settings** page available to users with the Company Admin role. On the new **Login Settings** page, a Company Admin will be able to define the login policy for SAP Concur solutions.

The new login policy settings page will be implemented in two phases.

Phase 1 begins on October 18, 2023. During this phase the new login settings page becomes available and the new default settings are available.

Phase 2 begins on November 15, 2023. During this phase, the default settings become the minimum password requirements for SAP Concur sign in via username and password.

NOTE: SAP Concur also plans to implement mandatory two-factor authentication on the same schedule with 2FA. For more information, refer to the ****Planned Changes** Mandatory Two-Factor Authentication (2FA) for SAP Concur Sign In** release note in this document.

The new **Login Settings** page enables admins to define policies for the following:

- Required password length
- Required password components
- Password reset
- Password expiration
- Account lockout
- Session time out

NOTE: A default policy is in effect until the administrator manually changes the policy through the **Login Settings** page.

BUSINESS PURPOSE / CLIENT BENEFIT

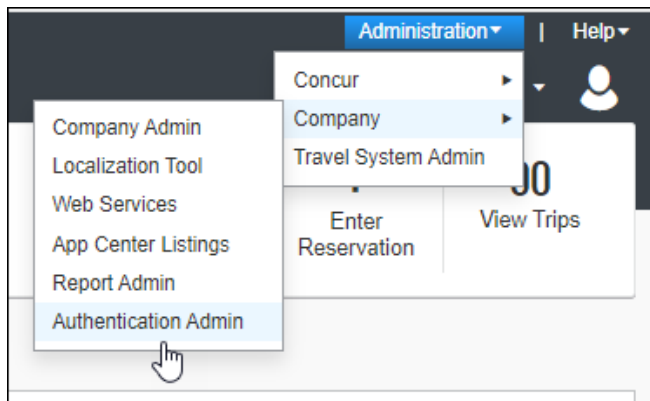
The availability of the **Login Settings** page centralizes login policy settings and simplifies the process for setting login policies.

Admin Experience

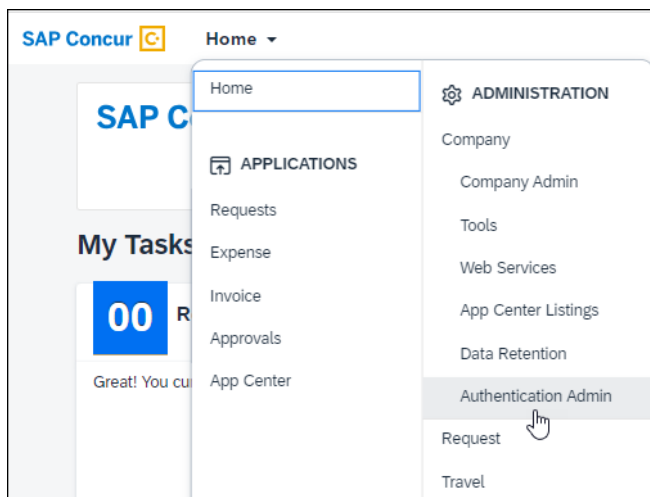
A Concur Administrator can navigate to the **Login Settings** page and configure the login policy for their SAP Concur solutions.

PROFESSIONAL EDITION

To access the **Login Settings** page in SAP Concur Professional Edition with the Concur Gateway UI Theme, click **Administration > Company > Authentication Admin**. On the **Authentication Administration** page, click **Login Settings**.

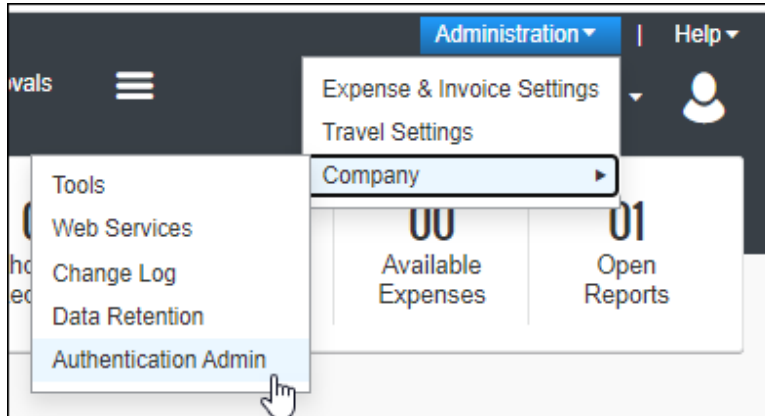


In SAP Concur Professional Edition with an SAP Fiori Theme (E.G. Morning Horizon), click **Home > Authentication Admin**. On the **Authentication Administration** page, click **Login Settings**.

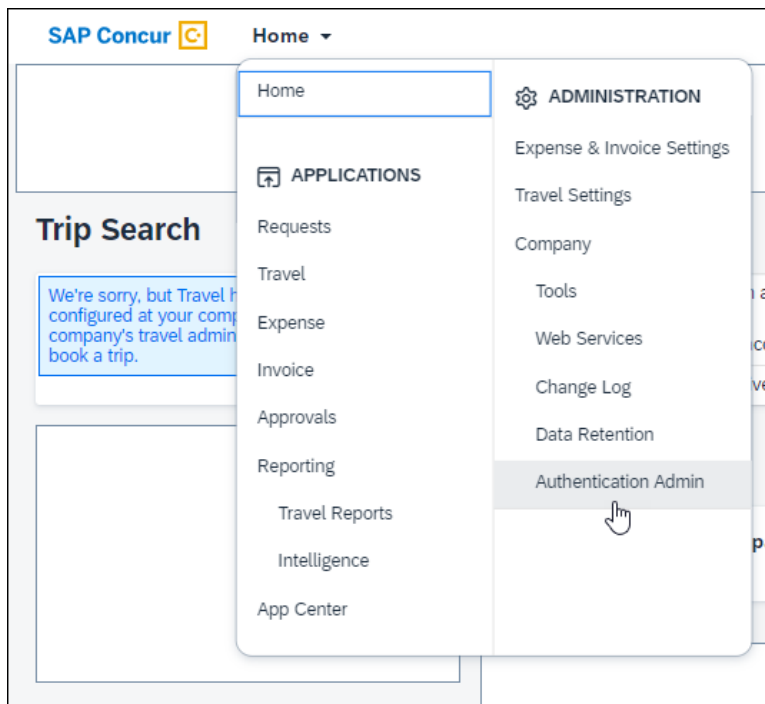


STANDARD EDITION

To access the **Login Settings** page in SAP Concur Standard Edition with Concur Gateway UI Theme, click **Administration > Company > Authentication Admin**. On the **Authentication Administration** page, click **Login Settings**.



In SAP Concur Standard Edition with an SAP Fiori Theme (E.G. Morning Horizon), click **Home > Authentication Admin**. On the **Authentication Administration** page, click **Login Settings**.



Configuration / Feature Activation

This change occurs automatically.



For additional information, refer to the [Concur Sign In Security Changes - Two-Factor Authentication \(2FA\) and New Password Policy UI \(SignIn Settings UI\) FAQ](#).

****Planned Changes** Mandatory Two-Factor Authentication (2FA) for SAP Concur Sign In**

Information First Published	Information Last Modified	Feature Target Release Date
July 21, 2023	September 15, 2023	October 18 and November 15, 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

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

Mandatory 2FA will be implemented in two phases. The first phase is targeted for October 18, 2023. The second phase is targeted for November 15, 2023.

NOTE: SAP Concur also plans to implement a new login policy settings page and default login policy settings on the same schedule with 2FA. For more information, refer to the ****Planned Changes** New Login Policy Settings Page** release note in this document.

BUSINESS PURPOSE / CLIENT BENEFIT

2FA provides improved security for Sap Concur clients.

Implementation Phases for Mandatory 2FA

PHASE 1

Phase 1 of the mandatory 2FA implementation begins on October 18, 2023.

During this phase:

- All users can set up 2FA without adding or verifying an email address in the **Email Address** section of their **Profile Settings > Personal Information** page.

NOTE: Valid Email Address

A valid email address is an email address that can send and receive email messages.

- Although a valid email address is not required during this phase, SAP Concur recommends that users add a valid email address before phase 2 begins on November 15, 2023.
- Beginning on October 18, if it is not already setup, after a user enters their SAP Concur sign in credentials (username and password) on the Concur sign in page, they will be prompted to setup 2FA.

PHASE 2

Phase 2 of the mandatory 2FA implementation begins on November 15, 2023.

During this phase:

- To ensure they can receive a link via email to begin the setup of 2FA, all users must have a valid email address added to the **Email Address** section of their **Profile Settings > Personal Information** page in Concur.

NOTE: Company Admins will be able to disable the email address requirement through the new **Login Policy Settings** page.

For more information about the **Login Policy Settings** page, refer to the ***Planned Changes** New Login Policy Settings Page* release note in this document.

- If the user does not have a valid email address added to their profile, they must contact their Company Admin or Concur Customer Support to setup 2FA.
- The user's email address must be a valid one, but it does not have to be verified.

NOTE: A verified email address is an email address that has been successfully verified through the **Email Address** section of a user's **Profile Settings > Personal Information** page in Concur.

Users are **not** required to verify their email address.

- Company Admins will have the option to opt out of phase 2 and enforce only phase 1. The option to disable phase 2 will be available through the new **Login Policy Settings** page. The ability to opt out of phase 2 on the new **Login Policy Settings** page will be available one week prior to launch of phase 2.

NOTE: Opting out of phase 2 is not recommended. Phase 2 offers an additional layer of security for your SAP Concur user accounts.

User Experience

When this change is implemented, users will be required to enroll in 2FA during the sign in process and they might need to download an authenticator app to complete 2FA if they do not already have one.

NOTE: If you have multiple username and password sign in credential combinations for SAP Concur solutions, you must follow the enrollment process for each set of credentials.

2FA ENROLLMENT PROCESS

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

NOTE: Your company might have requirements or restrictions concerning authenticator apps. You might need to contact your administrator or IT department to confirm which authenticator apps are permitted. SAP Concur does not have access to information about your company's specific authenticator app requirements.

3. 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 with this step.

4. Enter the 6-digit code into the **Authentication Code** field on the **Set Up Two-Factor Authentication** page.
5. Click **Sign In**.

ENROLLMENT PROCESS USING A MANUAL KEY

If you are unable to scan the QR code on the **Set Up Two-Factor Authentication** page, you can use the manual process.

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

The manual setup key is presented.



2. Follow the steps in your authenticator app to enter the key manually. 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 with this step.

3. 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.

4. Click **Sign In**.

After 2FA is implemented for SAP Concur solutions, users must use 2FA when they sign in to SAP Concur solutions. This typically means that the user will be prompted to enter a one-time 6-digit code generated by the authenticator app each time they sign in to SAP Concur solutions.

Configuration / Feature Activation

2FA will be automatically implemented; there are no steps to enable 2FA for SAP Concur solutions.

After it is implemented, users will be prompted to enroll in 2FA during the sign in process and once enrolled, users will be required to perform 2FA when signing in to SAP Concur solutions.



For additional information, refer to the [Concur Sign In Security Changes - Two-Factor Authentication \(2FA\) and New Password Policy UI \(SignIn Settings UI\) FAQ](#).

SAP Concur User Assistance

****Planned Changes** SAP Concur Product Documentation Moving to the SAP Help Portal**

Information First Published	Information Last Modified	Feature Target Release Date
June 9, 2023	September 15, 2023	Q3 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Product | All Editions

Overview

Currently, most SAP Concur product documentation is published to concurtraining.com. SAP Concur User Assistance is targeting the third quarter of 2024 to publish all product documentation (such as setup and user guides) to the [SAP Help Portal](#).

NOTE: Some SAP Concur product documentation, such as the monthly admin summaries and end user help topics, is already published to the [SAP Help Portal](#). The [SAP Help Portal](#) also provides links to the product documentation published to concurtraining.com so customers are encouraged to bookmark and start using the SAP Help Portal now to access product documentation.

! **IMPORTANT:** In 2024, after the product documentation is moved to the [SAP Help Portal](#), links and bookmarks that point to the **tech_pubs** folder on concurtraining.com will stop working. Please update your links and bookmarks to the [SAP Help Portal](https://help.sap.com/docs/SAP_CONCUR) (https://help.sap.com/docs/SAP_CONCUR).

BUSINESS PURPOSE / CLIENT BENEFIT

The [SAP Help Portal](#) has improved search capabilities and there is a mechanism for customers to provide feedback. This change also aligns with SAP best practices for the publication of product documentation and prepares the content for future user assistance innovations.

Admin Experience

The SAP Concur solutions setup guides, user guides, and fact sheets will continue to be available from the concurtraining.com landing pages until the product documentation is moved to the [SAP Help Portal](#).

Admins can find links to the full SAP Concur product documentation library from the [SAP Help Portal](#).

Please be aware that during this transition there will be procedures and images 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.

For more information, refer to the [SAP Fiori with Horizon Visual Theme for SAP Concur Solutions](#) FAQ.

ACTION ITEM

Ensure that you update any custom configuration that you may have that references the **tech_pubs** folder on concurtraining.com (https://www.concurtraining.com/customers/tech_pubs/*) to point to the [SAP Help Portal](#) (https://help.sap.com/docs/SAP_CONCUR) instead. Custom configuration that may be impacted by this change can come from several sources such as Training Admin, Company Info, and the new travel **experience** Configurable Message Boards.

End-User Experience

End users who access help topics from within SAP Concur solutions will not experience any changes because those help topics are already available from the [SAP Help Portal](#) through links provided in the products.

DOWNLOADING PDFs

Content available from the SAP Help Portal can be selected and downloaded as a custom PDF file. From the SAP Help Portal, click **Download PDF > Create Custom PDF**, select the desired topics from the left navigation pane, and click **Create PDF**.



For a video that includes these clicks, refer to the **Using Online Help** topic available from the SAP Help Portal.

Example

SAP Help Portal (Documentation)

Browse by Product | SAP Learning Journeys | What's New | Dashboards | Explore SAP | Search | User Icon

Home > Concur Expense > Concur Expense Professional Edition Administration Help

Concur Expense Professional Edition Administration Help

2023_08 | English (United States of America) | Production

This document | Search in this document | Advanced Search

Using Online Help

- Legal Notice
- Resources for Administrators - Professional Edition
 - > Available Permissions and Roles
 - > Managing Users
 - > Managing User Permissions
- What's New - Professional Edition
- SAP Concur Historical Release Notes
- > Release Note Admin Summaries (Translated, HTML Format) - Professional Edition
- > Profile
- > Optional Concur Services

Release Note Admin Summaries (Translated, HTML Format) - Professional Edition

Profile

Optional Concur Services

Using Online Help

Looking for Support?

[Support Info and FAQs on SAP Concur Community \(English Only\)](#)

[SAP Concur Support and Resources](#)

Access Online Help

To access online Help, hover the mouse pointer over the **Help** menu (upper-right corner of the page) and then click the appropriate link from the menu that appears. Online help opens on its own tab. To return to SAP Concur solutions, close the help tab or click the **Concur** tab.

Note

Some companies may have alternate themes enabled, which change the navigation to certain pages. In some themes, some menus on the home page may be consolidated in the **SAP Concur Home** menu.

Search for topics in Help

To search for a topic:

1. Type a keyword in the search field and press Enter or click the magnifying glass. A list of topics appears.
2. Click the appropriate topic title.

Watch the video linked below to learn more about using the SAP Help Portal:

Open this video in a new window

Copyright | Disclaimer | Privacy Statement | Legal Disclosure | Trademark | Terms of Use | System Status | Ask a question about the SAP Help Portal

Cookie Preferences | Accessibility and Sustainability

SAP | Find us on | Facebook | YouTube | LinkedIn | Instagram | Twitter | Share

Configuration / Feature Activation

The location change will happen automatically; there are no configuration or activation steps.

The exact date that the product documentation will be available from the [SAP Help Portal](#) will be provided in future release notes.

Client Notifications

Accessibility

Accessibility Enhancements

SAP implements changes to better meet current Web Content Accessibility Guidelines (WCAG). Information about accessibility-related changes made to SAP Concur solutions is published on a quarterly basis. You can review the quarterly updates on the [Accessibility Updates](#) page.

In-Product User Assistance

Client Customized Content

If your company creates customized content for SAP Concur solutions through a user assistance tool such as SAP Enable Now or Concur User Assistant by WalkMe, the changes described in these release notes might affect your customized content. SAP Concur recommends reviewing the monthly release notes for all of your SAP Concur solutions as well as the Shared Changes Release Notes to confirm whether any of the planned or released changes might impact your internal, customized content.

If any changes in a release impact your content, work with your internal teams to update your content accordingly.

Subprocessors

SAP Concur Non-Affiliated Subprocessors

The list of non-affiliated subprocessors is available from the *SAP Sub-processors / Data Transfer Factsheets* page.

► **To access the SAP Concur Sub-processors List:**

1. Click the following link to navigate to the *SAP Sub-processors / Data Transfer Factsheets* page:
[SAP Sub-processors / Data Transfer Factsheets](#)
2. Sign in to the SAP Support Portal using your Support User ID (S-user) and password.

NOTE: SAP customers must sign in to the SAP Support Portal using their Support User ID (S-user) and password. For information about S-User IDs, [Your New Support User ID \(S-user\)](#) and to the [Learn All About S-User IDs](#) blog post.

3. On the *SAP Sub-processors / Data Transfer Factsheets* page, type "Concur" in the **Search** field.
4. In the **Title** column, click **SAP Concur Sub-processors List**.

If you have questions or comments, please reach out to: Privacy-Request@Concur.com

Supported Browsers

Supported Browsers and Changes to Support

When changes to browser support are planned, information about those changes will also appear in the [Shared Planned Changes](#) release notes.



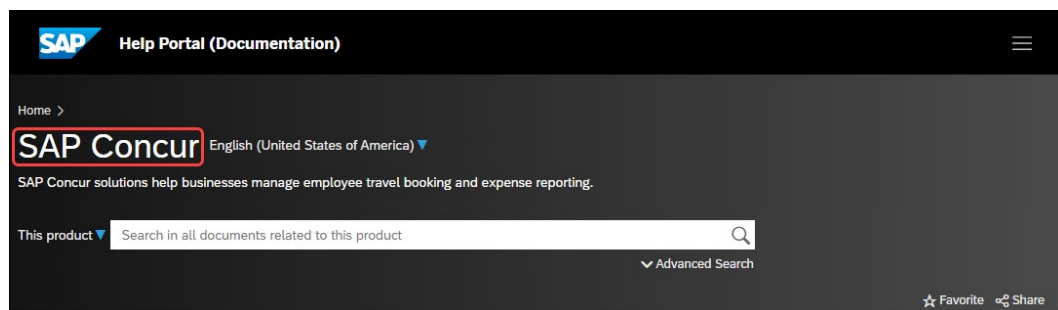
For information about supported browsers and planned changes to supported browsers, refer to the [Concur Travel & Expense Supported Configurations](#) guide.

Additional Release Notes and Other Technical Documentation

Online Help

You can access release notes, setup guides, user guides, admin summaries, supported configurations, and other resources via the in-product Help menu or directly on the SAP Help Portal.

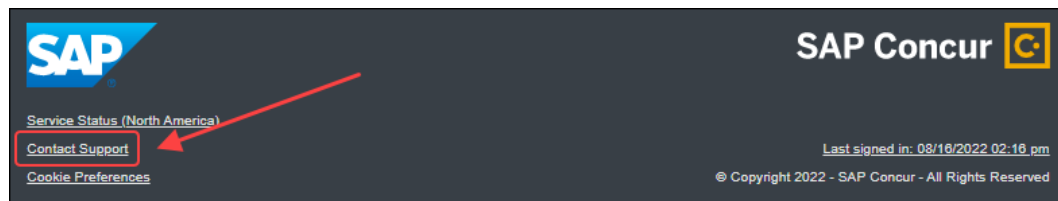
To access the full set of documentation for your product, use the links in the SAP Concur **Help** menu, or visit the [SAP Concur solutions page](#).



SAP Concur Support Portal – Selected Users

Access release notes, webinars, and other technical documentation on the SAP Concur support portal.

If you have the required permissions, **Contact Support** is available on the SAP Concur **Help** menu and in the SAP Concur page footer.



Click **Contact Support** to access the SAP Concur support portal, then click **Resources**.

- Click **Release/Tech Info** for release notes, technical documents, etc.
- Click **Webinars** for recorded and live webinars.

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