SAP Concur Release Notes	
Shared Changes	
Includes cross-product and site-wide changes for: Professional Edition, Standard Edition, and Small Business Edition	
Month	**Audience**
Release Date: November 11, 2023 Initial Post: Thursday, November 9, 2023	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](#)

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Authentication / Password Security

New Sign-In Settings Page

Information First Published	Information Last Modified	Feature Target Release Date
July 14, 2023	November 9, 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 **Sign-In Settings** page available to users with the required permissions. On the new **Sign-In Settings** page, the administrator will be able to define the login policy for SAP Concur solutions.

With the **Sign-In Settings** page, SAP Concur also plans to implement new login policy default settings.

The new **Sign-In Settings** page and policy defaults will be implemented in two phases.

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

PERMISSIONS

To access **Sign-in Settings** in Professional Edition, a user must have either the **Company Administration** permission or the **Password Manager** permission assigned to them. In Professional Edition, a user with the **Permission Administrator** or **Company Administration** permission can assign the **Password Manager** permission to a user who needs access to **Sign-in Settings**.

To access the **Sign-In Settings** page in Standard Edition, a user must have the **Can administer**, **Travel-Only administrator**, or **Expense and Travel administrator** check box selected on their user account page. In Standard edition, the client administrator can select **Can administer**, **Travel-Only administrator**, or **Expense and Travel administrator** on the desired user's user account page to enable the user to access **Sign-In Settings**.

Phase 1

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

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CLIENT ADMINS

- The client's current password policy settings will be migrated to the new **Sign-In Settings** page. Any existing values that fall below or above the SAP Concur minimum or maximum values will be adjusted to fall within SAP Concur parameters.

- During phase 1, client admins will have access to the **Sign-In Settings** page, and they will be able to update the SAP Concur default settings to meet their company's requirements if needed. However, they will not be able to set values below the SAP Concur minimum requirements, or above the SAP maximum requirements.

  ⚲ For more information about the SAP Concur minimum and maximum requirement values, refer to the table in the *SAP Concur Minimum, Maximum, and Default Values* section of this release note.

ALL USERS

- During phase 1, existing users do not need to take any action unless they update their password after October 18, 2023. If an existing user changes their password during phase 1, the new password must meet the requirements set on the **Sign-In Settings** page.

- During phase 1, when a new user creates their password, their password must meet the requirements set on the **Sign-In Settings** page.

Phase 2

Phase 2 begins on November 15, 2023. During this phase, passwords for users who sign in to SAP Concur with a Concur username and password must meet the requirements set on the **Sign-In Settings** page.

ALL USERS

- As of November 15, if an existing user signs in with a password that does not meet the requirements set in the **Sign-In Settings** page, the user will be prompted to update their password to meet the requirements.

- When a new user creates their password, their password must meet the requirements set on the **Sign-In Settings** page.

CHANGING OR RESETTING PASSWORDS FROM THE SIGN-IN PAGE

When a user changes or resets their password on the sign-in page, the message that is presented includes password policy requirements. For example, the message can include the minimum and maximum number of required characters, the types of characters required, and the number of unique password changes required before a password can be reused.

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Example

SIGN-IN SETTINGS PAGE REQUIREMENTS AND PARAMETERS

The new **Sign-In Settings** page enables admins to define the following requirements and parameters:

- Password length and character requirements
- Password expiration and reset requirements
- Account lockout parameters
- Inactive user session timeout parameters
- First sign in password change requirement
- Visibility of username reset link
- Email Address requirement for 2FA

BUSINESS PURPOSE / CLIENT BENEFIT

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

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Admin Experience

ACCESSING THE SIGN-IN SETTINGS PAGE

Professional Edition

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

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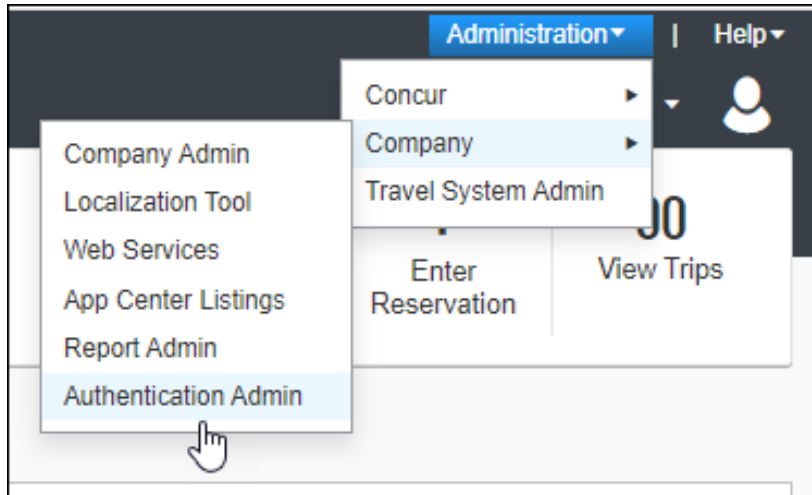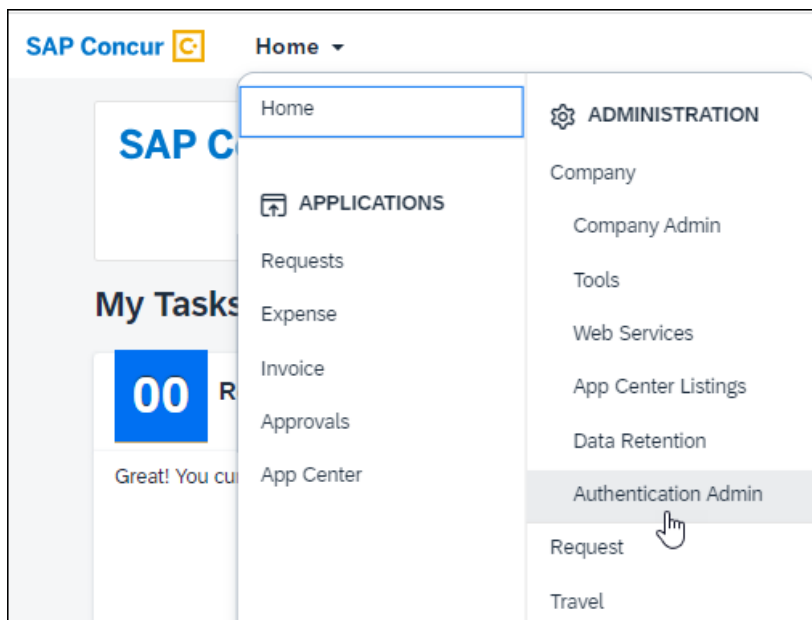
Standard Edition

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

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SAP CONCUR MINIMUM, MAXIMUM, AND DEFAULT VALUES

Review the following table for the SAP Concur minimum, maximum, and default values:

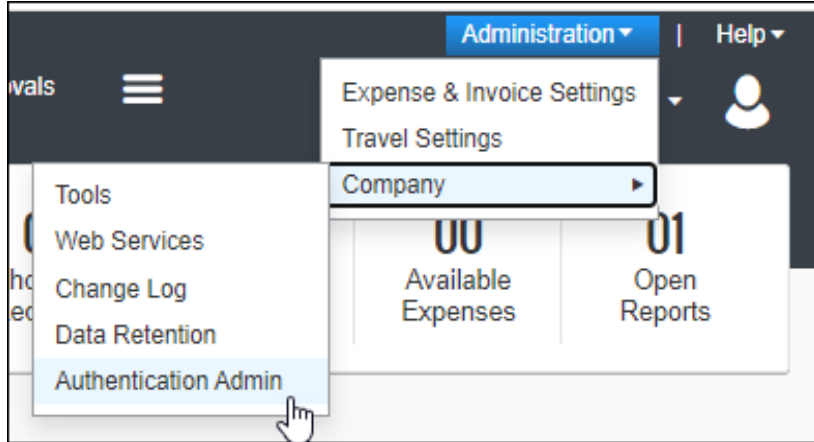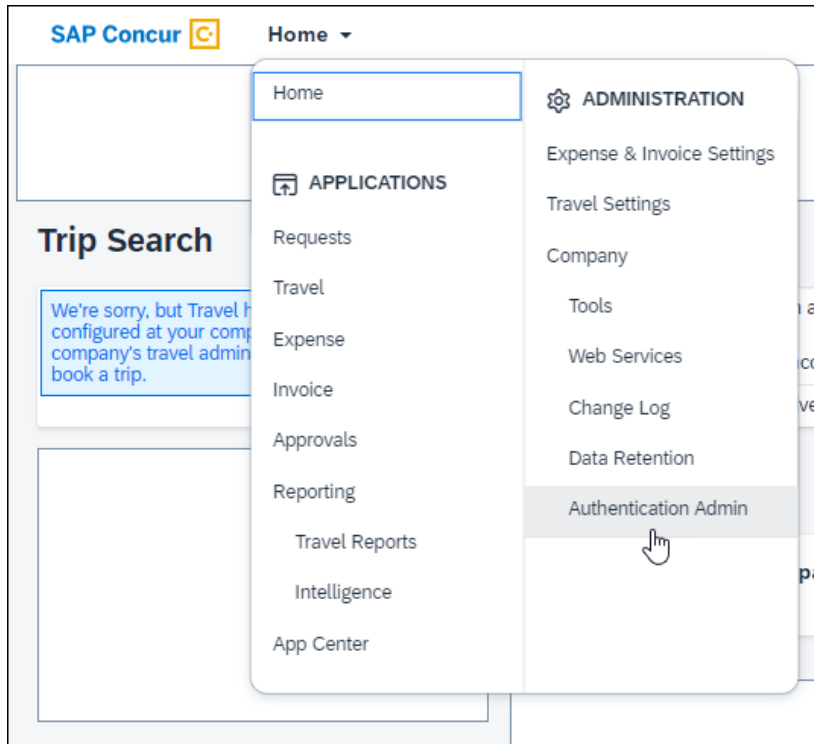| Password Strength (required password elements)	Minimum	Maximum	Default
Password length	8	255	8
Upper (A-Z) and lower (a-z) case letters required	True/False	True/False	True
Number (0-9) required	True/False	True/False	False
Number or special (non-alphabetic) character required	True/False	True/False	True
Special (non-alphanumeric) character required	True/False	True/False	False
Password Change (password reset and expiration)	**Minimum**	**Maximum**	**Default**
How often users are allowed to change their password	Never	Anytime	Anytime
Password reset allowed once per day	True/False	True/False	True
Number of password changes required before reusing a password	4	20	4
Passwords expire	True/False	True/False	True
Period after which password expires	1 month	1 year	6 months
Account Lockout (criteria for locking an account after failed attempt(s))	**Minimum**	**Maximum**	**Default**
Number of failed sign in attempts allowed before an account is locked	3	20	5
Sign in failure window (elapsed time before restarting the failure count)	10 min	240 min	10 min
Permanent lockout	True/False	True/False	False
Duration of account lockout	30 min	1440 min	120 min
Session Timeout (sign users out after a period of inactivity)	**Minimum**	**Maximum**	**Default**
Display sign out warning (display a warning x minutes before user is signed out due to inactivity)	0	15	15
Sign out an idle user (number of minutes a user can be idle before being automatically signed out)	10	120	30

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Other settings	Minimum	Maximum	Default
Hide the "Forgot Username" link	True/False	True/False	False
User must change their password on first sign in	True/False	True/False	True
Require users to receive an email link to set up 2FA	Enabled/Disabled	Enabled/Disabled	Enabled

Configuration / Feature Activation

This change occurs automatically.

📖 For additional information, refer to the *Shared: SAP Concur Password Policy Settings Setup Guide* and the *Shared: SAP Concur Two-Factor Authentication Setup Guide*.

Home Page

**Ongoing ** SAP Concur Homepage Changes

Information First Published	Information Last Modified	Feature Target Release Date
December 4, 2020	October 13, 2023	Q4 2021 – Q1 2024
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: In 2024, SAP Concur will begin redirecting the remaining clients in the US and EU datacenters to the new homepage. The remaining clients

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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

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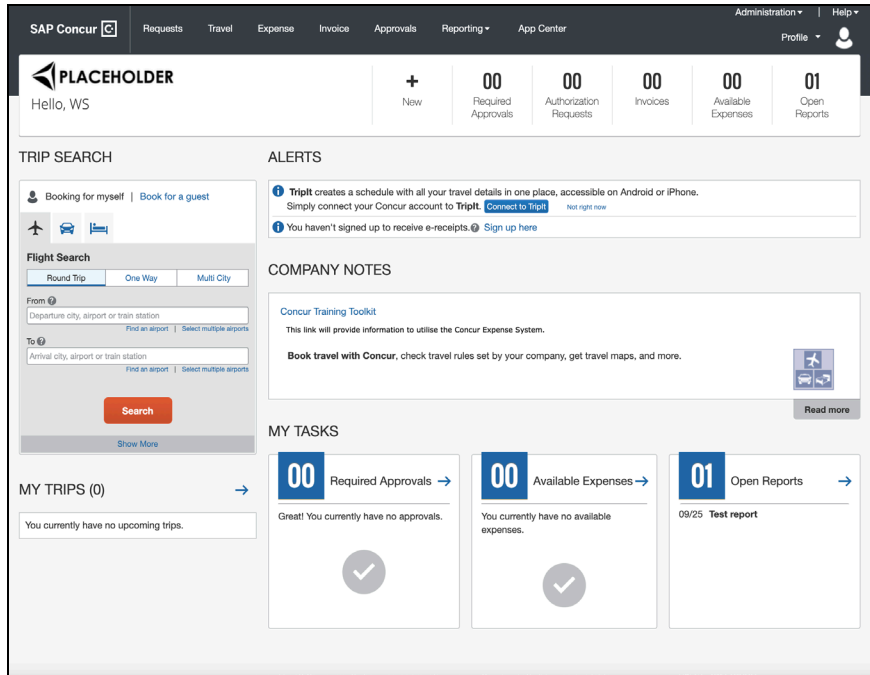
If some products or services are unavailable while other products and services are up and running, a modified version of the user's homepage similar to the following appears:
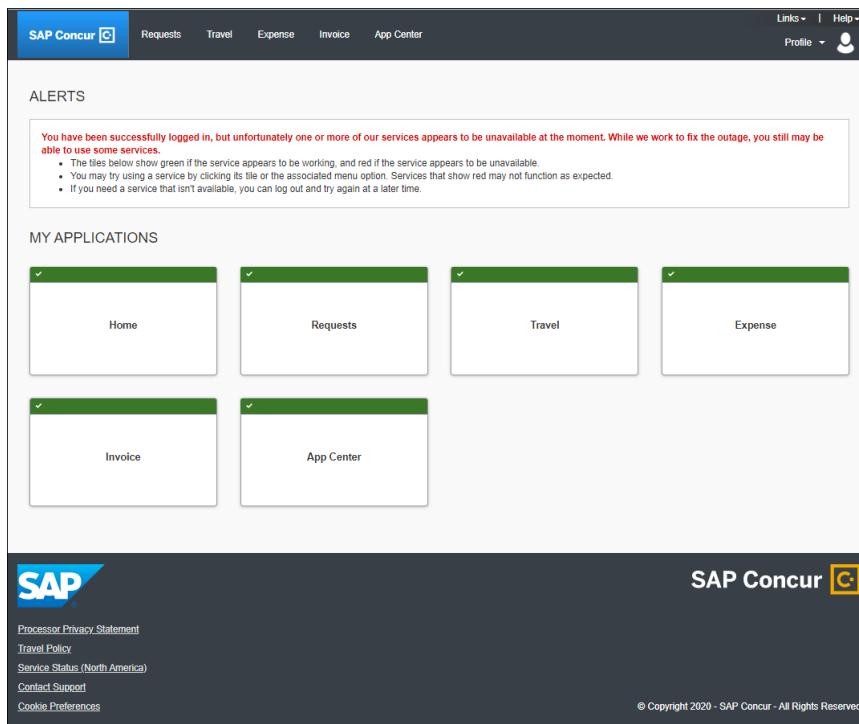
After a client is migrated to the new homepage, if one or more services are unavailable, when a user signs in to their SAP Concur products, they will see the usual homepage, but if the user navigates to a page for a service that is unavailable, they will see a page similar to the following:
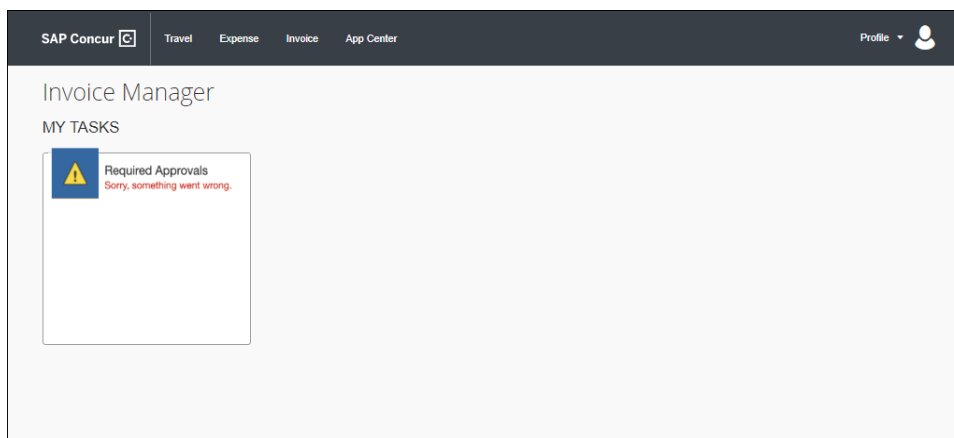
After migration to the new homepage, if all services are available, this change is transparent to the user and they see a homepage that is identical to the pre-migration homepage.

Example Homepage
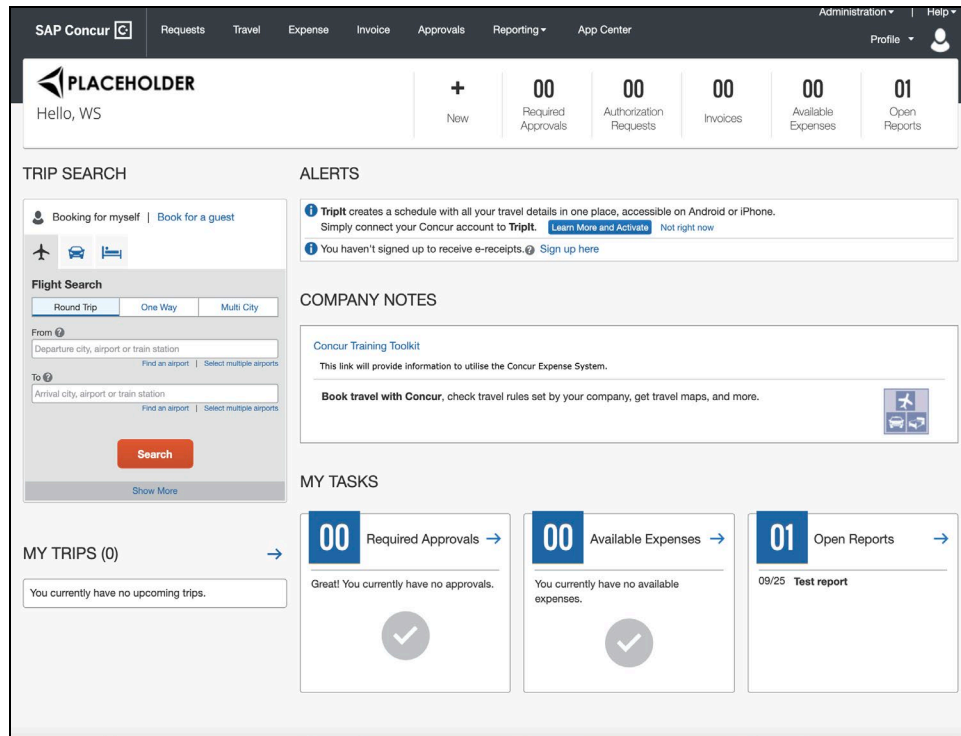
Configuration / Feature Activation

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

Localization

Ongoing Translation Term Updates in Croatian

Information First Published	Information Last Modified	Feature Target Release Date
October 13, 2023	--	November 11, 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

Starting with the October release, SAP Concur is changing the following terms in the Croatian version of the SAP Concur user interface to bring consistency in translation:

English Term	Current Croatian Term	Updated Croatian Term
receipt	priznanica	račun

English Term	Current Croatian Term	Updated Croatian Term
bill	račun, faktura	obračun

NOTE: Please keep track of this change as it might impact your company's internal documentation or training materials.

BUSINESS PURPOSE / CLIENT BENEFIT

This revision provides a more accurate translation and improved user experience in Croatian.

End-User Experience

The user sees the updated term for receipt and bill in the Croatian version of the SAP Concur user interface.

Configuration / Feature Activation

This change occurs automatically; No configuration steps are required.

Ongoing Translation Term Updates in Indonesian

Information First Published	Information Last Modified	Feature Target Release Date
October 13, 2023	--	November 11, 2023
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

All Products | All Editions

Overview

Starting with the October release, SAP Concur is changing the following terms in the Indonesian version of the SAP Concur user interface to bring consistency in translation:

English Term	Current Indonesian Term	Updated Indonesian Term
itinerary	rute perjalana rencana perjalanan	rencana perjalanan
expense	biaya pengeluaran	biaya

NOTE: Please keep track of this change as it might impact your company's internal documentation or training materials.

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This revision provides a more accurate translation and improved user experience in Indonesian.

End-User Experience

The user sees the updated term for itinerary and expense in the Indonesian version of the SAP Concur user interface.

Configuration / Feature Activation

This change occurs automatically; No configuration steps are required.

Profile Settings / Security

Ongoing Temporary Security Changes to User Profile

Information First Published	Information Last Modified	Feature Target Release Date
July 6, 2023	October 13, 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 profile options for an end-user:

End User Experience

Email 1

- If an end user changes an email address in the **Email Addresses** section of the **My Profile - Personal Information** page, a confirmation email is sent to both the old and updated email addresses. For example, if a user changes the email address associated with **Email 1**, a confirmation email is sent to both the previous (changed) and new **Email 1** addresses. And if the **Email 2** email address is changed, a confirmation email is sent to both the old and new **Email 2** email addresses.

- Existing profile settings that prevent the email change notification from being sent are ignored and the emails are sent to the end-user as stated in the previous bullet.

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Last Name

- **End users who sign in via SSO**: End users who sign in to SAP Concur Solutions via SSO can update the **Last Name** field on the **My Profile - Personal Information** page.

- **End 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 client data.

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 | SAP Help Portal](#).

Configuration / Feature Activation

This security change is enforced by default for all applicable products. No change to this behavior is 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.

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SAP Concur Integrations

SAP Concur Integration with Master Data Integration for Workforce Person New User Roles

Information First Published	Information Last Modified	Feature Release Date
November 9, 2023	--	Sep 24, 2023
Any changes since the previous monthly release are <mark>highlighted</mark> in yellow in this release note.		

Applies to:

Expense, Invoice, Request | Professional Edition

Overview

The SAP Concur Integration with Master Data Integration for Workforce Person is an upcoming integration. On September 24, 2023, two new user roles for this integration were exposed on the **User Permissions** page, on the **Expense**, **Invoice**, or **Request** tabs:

- SAP Master Data Integration Administrator
- Intelligent Enterprise Suite (IES) Integrations Administrator

These roles will be used with the upcoming integrations and should not be used until the integration is generally available.

Configuration / Feature Activation

These roles appear on the **User Permissions** page without requiring any additional configuration, however they should not be used until the integration is available.

Ongoing SAP Integration with Concur Solutions (ICS) for SAP ECC and SAP S/4HANA On-Premise Required Authentication Update

Information First Published	Information Last Modified	Cutoff Date
November 2022	November 9, 2023	December 31, 2023
Any changes since the previous monthly release are <mark>highlighted</mark> in yellow in this release note.		

Applies to:

Expense, Invoice | Professional Edition

Overview

SAP ICS clients are using two different authentication methods:

- Legacy authentication (without gateway)
- New gateway authentication based on Company JSON Web Token (JWT)

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SAP Concur has now consolidated the different methods into one target method: the new gateway authentication based on the company JWT (aka Oauth2.0). Currently, we are using both, the old user and password-based legacy authentication for most of the API calls and a company JWT-based authentication via the API gateway for some dedicated APIs.

To ensure there's no disruption for connections between SAP ECC or SAP S/4HANA on-premise and SAP Concur, we have defined a transition period that allows a transformation from legacy authentication to company JWT-based authentication at your own pace. All clients must be using the company JWT-based authentication by December 31, 2023. After December 31, 2023, the legacy authentication will stop working.

You must enable your SAP ECC or SAP S/4HANA on-premise system to perform this transformation, including updating to a supported release/support package if necessary. Please refer to the following information for details about supported releases/support packages and configuration steps:

- SAP Note 2914977 - FAQ: Concur Certificates, Authentication, and Connectivity

  NOTE: All clients should sign up for the ICS newsletter following the instructions in this note.

- Knowledge base Article 3079239 - Connection: Transformation to New Gateway
- Knowledge base Article 3097704 - SAP ICS: Transformation to New Gateway is Failing

Production Sandbox Environments

Clients with Production Sandbox Environment (PSE) entities that are using legacy authentication with ICS will need to perform maintenance to their authentication information ASAP to continue using ICS. Clients using the company JWT-based authentication are exempt from this maintenance.

  For more information, refer to the *Production Sandbox Environment Login Updates* release note in the SAP Concur Shared Changes Release Notes.

BUSINESS PURPOSE / CLIENT BENEFIT

This authentication update provides improved security over the legacy authentication method.

Configuration / Feature Activation

Please refer to the latest *SAP Integration with Concur Solutions* newsletter for more information about the configuration process.

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SAP Concur Sign In / Security

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

Information First Published	Information Last Modified	Feature Target Release Date
July 21, 2023	October 6, 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.

   📖   For a demonstration of how to sign in to SAP Concur, refer to the following video:
Sign in to SAP Concur

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 sign-in policy settings page and default sign-in policy settings on the same schedule with 2FA. For more information, refer to the *New Sign-In 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.

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- 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 **Sign-In Settings** page.

    For more information about the **Sign-In Settings** page, refer to the *New Sign-In 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 **Sign-In Settings** page. The ability to opt out of phase 2 on the new **Sign-In 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.

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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.
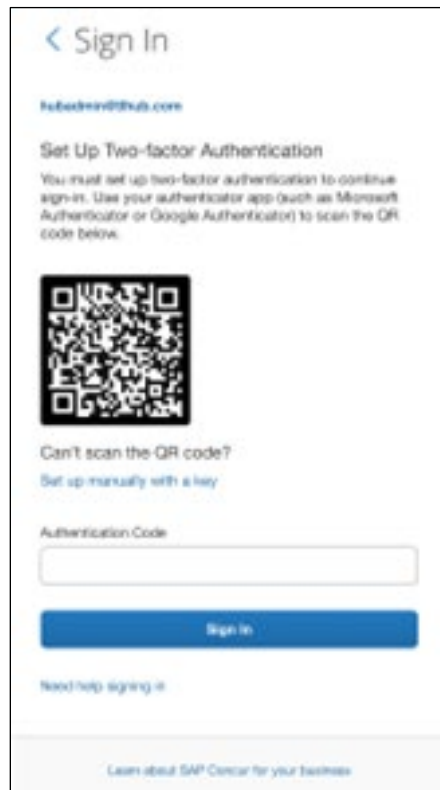
- If you are using a mobile device to setup 2FA and have already downloaded an authenticator app, you can scan the QR code on the **Set Up Two-Factor Authentication** page to begin setting up 2FA for SAP Concur solutions.

- 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.

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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.
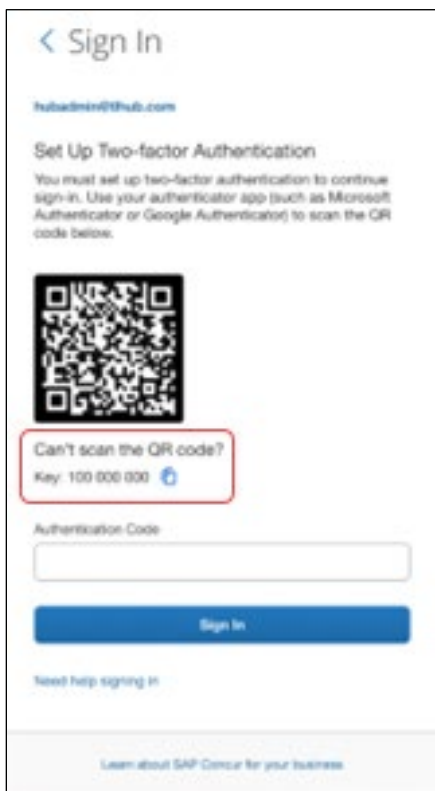
---

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.

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> **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 *Shared: SAP Concur Two-Factor Authentication Setup Guide* and the *Shared: SAP Concur Password Policy Settings Setup Guide*.

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.

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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
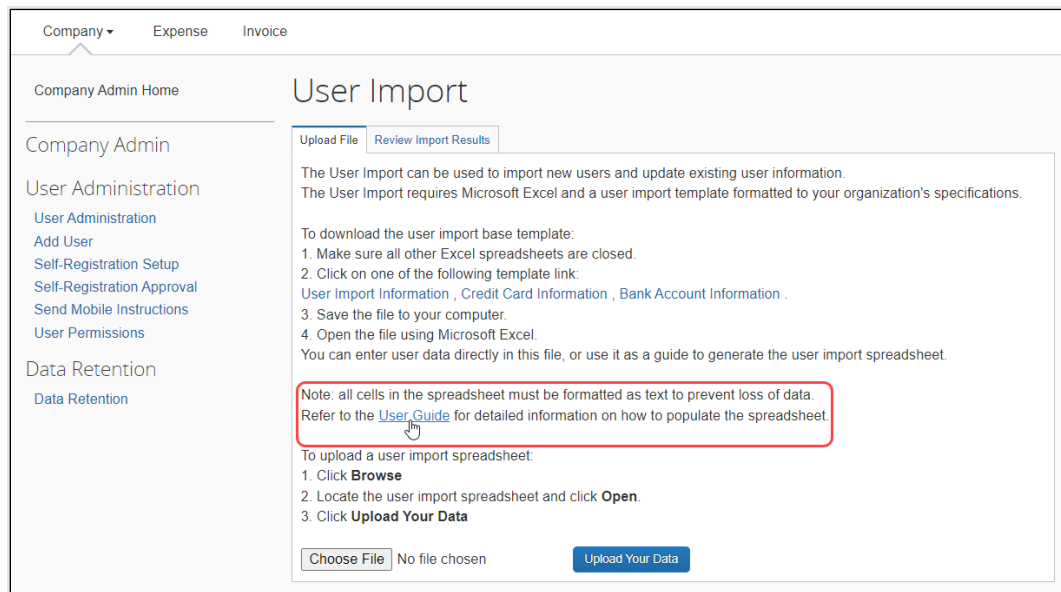
Configuration / Feature Activation

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	November 3, 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:

All Products | All Editions

Overview

SAP Concur has adopted the SAP Fiori with Horizon visual design theme family as the default appearance for SAP Concur solutions.

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 has been phased beginning on May 20, 2023. SAP Concur plans to fully implement the new themes, decommissioning the current, legacy (Gateway) theme, in April of 2024.

BUSINESS PURPOSE / CLIENT BENEFIT

These changes improve the overall user experience, better support accessibility features, and help 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.

During phase 1, admins with the required permissions accessed **Theme Settings** to choose between the following options:

- **Legacy Concur UI:** End users only see the legacy Concur Gateway theme.

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- **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.

Phase 2 – Beginning October 2, 2023: On October 2, 2023, SAP Concur began setting Morning Horizon as the default SAP Concur UI theme for all clients.

New clients automatically default to the Morning Horizon theme. Existing SAP Concur client admins have access to **Theme Settings** and can revert to the legacy Concur Gateway theme.

NOTE: Admins for preexisting Concur entities can choose either the legacy Concur Gateway theme or SAP Horizon for Fiori themes. A hybrid option that enables both sets of themes is not 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.
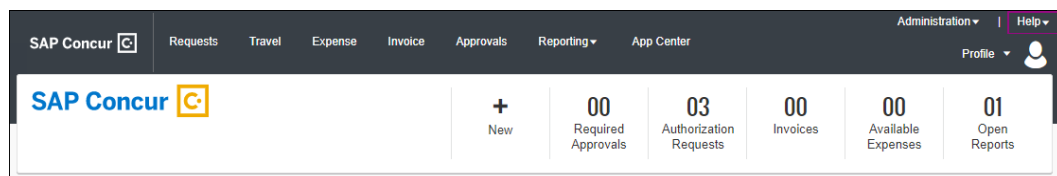

NOTE: **Clients with SAP Fiori Quartz themes**: On October 2, 2023, SAP Concur will decommission the SAP Fiori 3 Quartz themes and clients with SAP Fiori 3 Quartz themes will automatically default to the SAP Fiori with Horizon visual themes.

Implementation Schedule for Clients with Concur Budget

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

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NOTE: This does not impact SAP Concur mobile app. Budget clients 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:

<mark>**Phase 1 – October 2023:** During phase 1, Budget clients can opt in to the Horizon for Fiori themes. The opt-in phase will last approximately 90 days.</mark>

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 Budget will automatically default to the Morning Horizon theme.

<mark>When Morning Horizon becomes the default UI theme for clients with Budget in January, existing SAP Concur client admins will have access to **Theme Settings** and will be able to revert to the legacy Concur Gateway theme.</mark>

Phase 3 – April 2024: <mark>In April of 2024, SAP Concur plans to decommission the legacy Concur Gateway theme for all clients, including clients with Budget.</mark> 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

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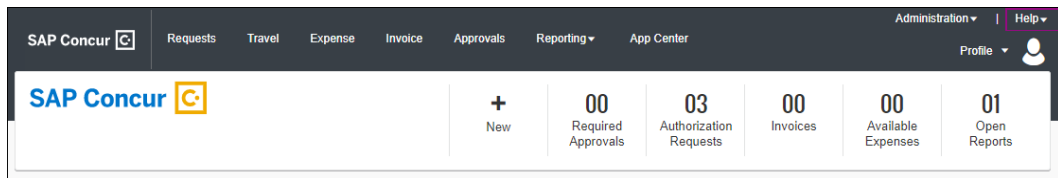Initial Post: Thursday, November 9, 2023

SAP FIORI WITH HORIZON DESIGN EXAMPLE
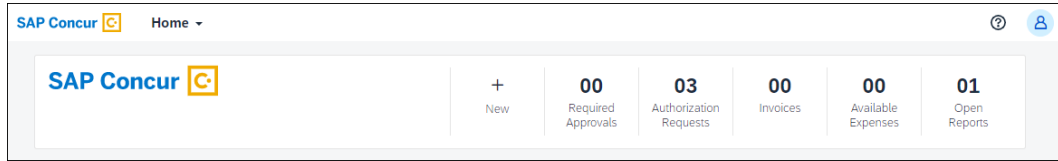
Navigation from the SAP Concur home page is also slightly modified so that it is simpler and more consistent with other SAP products.
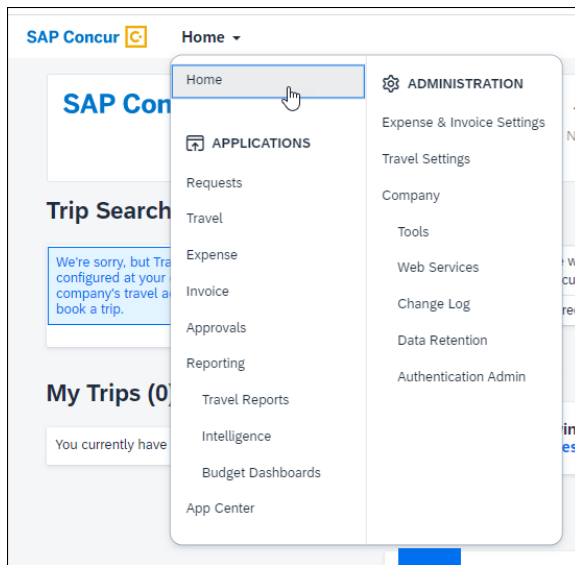
LEGACY HOME PAGE NAVIGATION

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.

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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.

Authentication / Password Security

Planned Changes Password Provisioning and Validation

Information First Published	Information Last Modified	Feature Target Release Date
November 9, 2023	--	December 7, 2023
Any changes since the previous monthly release are highlighted <mark>in yellow</mark> in this release note.		

Applies to:

Travel, Expense, Invoice, Request | Professional Edition

Overview

On December 7th, SAP Concur will allow passwords to be set for non-single sign-on (SSO) users when creating a user. Provisioned passwords will be validated against the company password policies deployed on October 18 to ensure strong security.

Provisioned Password Expiration

For users who do not log in within 14 days of their user account creation within SAP Concur, the provisioned password will expire, and they will need to follow the **Forgot Password** process within the login user interface.

> **NOTE:** Users must have a valid email address before they can proceed with the **Forgot Password** process.

Employee Import File Types

Only SSO and TEXT will be supported with Employee Import file types. Base passwords such as EMPID, LOGINID, WELCOME are not supported.

Password updates are not supported via Employee Import file or APIs. Updates can be made via the **Administration** or **My Profile** page within SAP Concur.

BUSINESS PURPOSE / CLIENT BENEFIT

Password provisioning allows administrators to enforce security standards for passwords. It also reduces the risk of non-owners taking over user accounts due to weak passwords.

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End-User Experience

Users will see an error message which prompts them to change their password in compliance with password policies.

Configuration / Feature Activation

This change occurs automatically.

    📖   For additional information, refer to the *Shared: SAP Concur Password Policy Settings Setup Guide* and the *New Sign-In Settings Page* release note in this document.

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 clients 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).

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BUSINESS PURPOSE / CLIENT BENEFIT

The SAP Help Portal has improved search capabilities and there is a mechanism for clients 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**.

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

Example

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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.

SAP Concur Integrations

Planned Changes SAP Cloud Identity Services into SAP Concur

Information First Published	Information Last Modified	Feature Target Release Date
November 9, 2023	--	Phase 1 - January 15, 2024
Any changes since the previous monthly release are highlighted in yellow in this release note.		

Applies to:

Travel, Expense, Invoice, Request | Professional Edition

Overview

SAP is making it easier for you to integrate identity and access management (IAM) between systems. SAP Cloud Identity Services, including Identity Authentication and Identity Provisioning, will be available to SAP Concur clients who have purchased one of the SAP cloud solutions which bundle Identity Authentication and Identity Provisioning. The goal is to provide a seamless single sign-on (SSO) experience across SAP systems while ensuring that system and data access are secure.

The provisioning of Identity Authentication and Identity Provisioning tenants will be triggered when a client creates an incident. Once the tenant provisioning is completed, the client can complete the configuration of Identity Authentication as SSO for SAP Concur and Identity Provisioning for SAP Concur as a target system from within the SAP Cloud Identity Services administration console.

For clients with existing Identity Authentication and Identity Provisioning tenants, the tenants will be reused. With the Identity Authentication and Identity Provisioning tenants, clients can configure Identity Authentication as single sign-on for centralized authentication and Identity Provisioning for seamless user management with SAP Concur products. This configuration will enable the creation and provisioning of users, as well as single sign-on (SSO) functionality to all SAP business applications.

For the initial Phase 1 of this update, this process will support the following configurations:

- New or existing Concur Expense, Concur Request, Concur Invoice, and/or Concur Travel (integrated with Concur Expense) clients that have at least one existing tenant of SAP Cloud Identity Services

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	NOTE:	Concur Travel-only is not supported for Phase 1.

- Clients who use their own identity provider (third-party IdP)
- Clients who do not have their own identity provider (third-party IdP)

BUSINESS PURPOSE / CLIENT BENEFIT

Identity Authentication enables authentication and SSO for users in the cloud, simplifying user experience. Business users in cross-application business scenarios will only need to log in once versus maintaining a login for each application. Identity Authentication offers centralized security for authentication and SSO for protecting system-to-system communication.

Identity Provisioning manages identity lifecycle processes seamlessly by allowing clients to provision identities/users from a source system to SAP Concur. Maintaining users in multiple systems across a heterogeneous landscape will be obsolete.

Identity Provisioning is a centrally administered user management and identity provisioning service which is key for an end-to-end integration. Global User ID (or User UUID) is a unique id that helps to integrate user-related data across system boundaries seamlessly. Global User ID can either be created by the client using Identity Authentication or it can be provided by the client. Clients will benefit from the simple configuration and the central user management.

Configuration / Feature Activation

This integration will be available for new or existing SAP Concur clients with Professional Edition that also have existing SAP Cloud Identity Services. Configuration steps will be provided in a future release note.

Sign In With Concur

****Planned Changes** Sign-In With Concur Enhancements**

Information First Published	Information Last Modified	Feature Target Release Date
June 9, 2023	November 3, 2023	December 6, 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.

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==In early December 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.
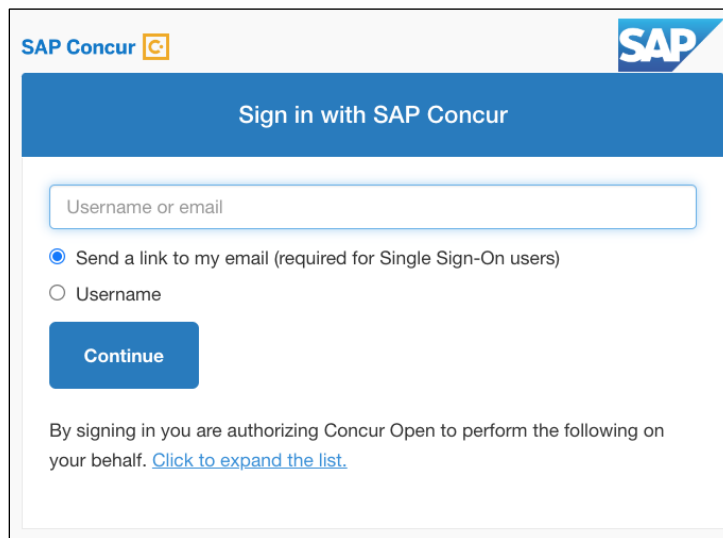
BUSINESS PURPOSE / CLIENT BENEFIT

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

After

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

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."
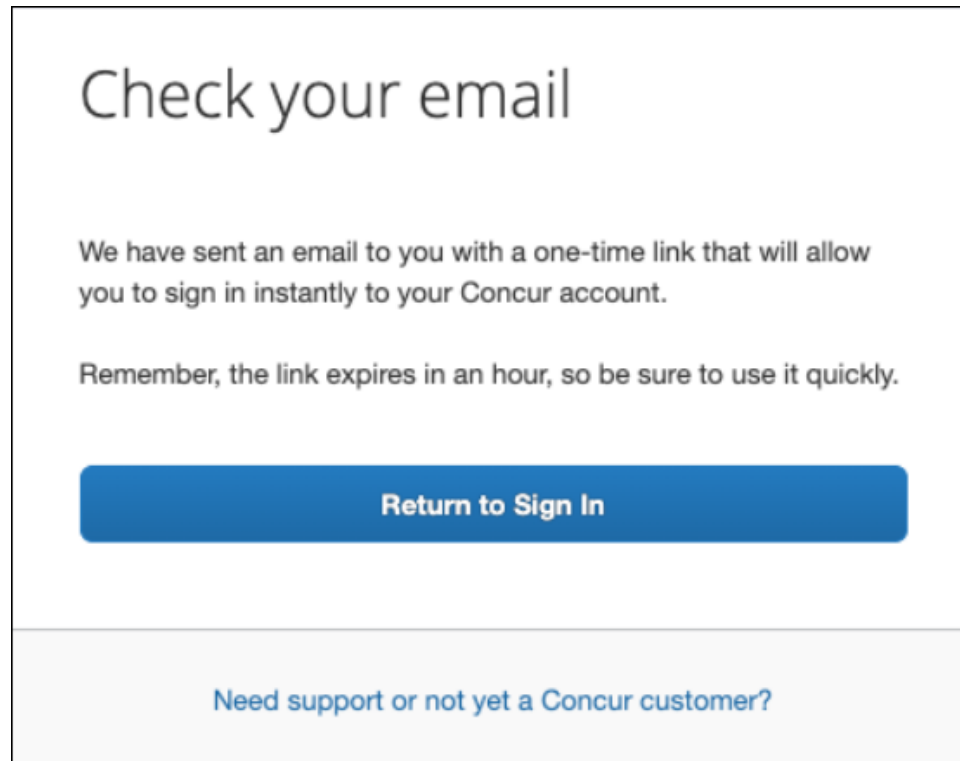
Configuration / Feature Activation

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.

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User Import

Planned Changes Removal of Password Column from Spreadsheets

Information First Published	Information Last Modified	Feature Target Release Date
November 9, 2023	--	December 5, 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

To continue enhancements to password security, when administrators download the Standard User Import spreadsheet from the **Administration** menu, the **Password** column will no longer appear.

The Password column will also be removed from the Professional User Import spreadsheet.

BUSINESS PURPOSE / CLIENT BENEFIT

As of August 2nd, 2023, Concur no longer accepts passwords provisioned by administrators. Passwords are randomly generated for new users created via import. Therefore, the **Password** column will be removed now that it is no longer applicable.

End-User Experience

If a user tries to upload an older Excel spreadsheet that contains the **Password** column, the password column and data will be ignored while the other columns will be processed as usual.

To reset their password, users can click **Forgot password** upon first login, or the admin can send them a welcome email that includes a link to reset their password.

Configuration / Feature Activation

This change occurs automatically.

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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.

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> **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.

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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.
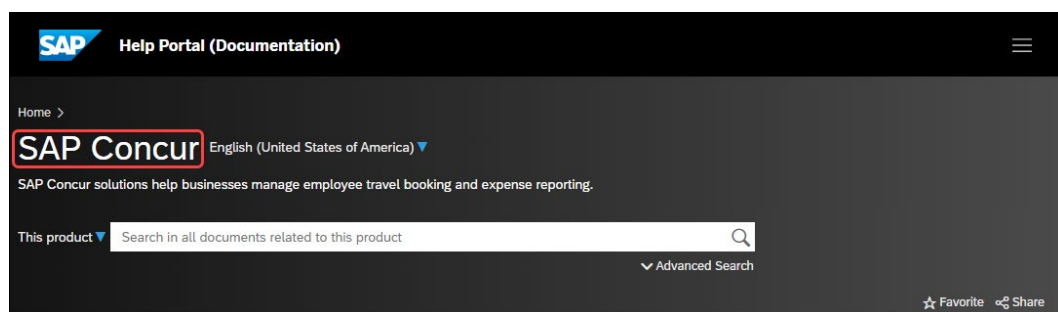
SAP Concur Support Portal – Selected Users

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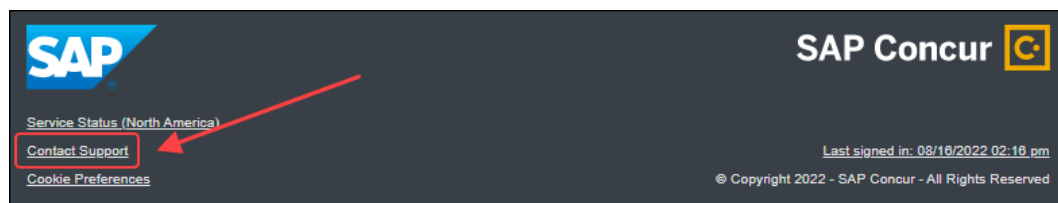
Click **Contact Support** to access the SAP Concur support portal, then click **Resources**.

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

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