This document is will guide you through the necessary steps when accessing your Concur profile for the first time. Included are logging in, reviewing and updating your profile information, and Concur Mobile instructions.

### Access Concur

Concur is a web-based software platform, available to access on your desktop, laptop, smartphone, or tablet. When signing in for the first time, it is recommended to use a full browser on a desktop computer or laptop. Please note that Concur performs best when accessed through the latest version of the Microsoft Internet Explorer web browser, but should operate on most browsers. If site functionality appears to be an issue, try upgrading your browser to the latest version.

1. Navigate to <https://fs.utoledo.edu/adfs/ls/IdpInitiatedSignOn.aspx?loginToRp=https%3A%2F%2Fwww.concur.com>.
2. Login using your UTAD and password.
3. You will be brought to the Home Screen and are now ready to review and update your profile information and settings. Ignore any alerts for now.

### Review and Update your Profile

Your profile within the Concur system securely stores your personal information, some of which is required by the federal Transportation Security Administration (TSA) to fly and may be useful for future system changes. Ultimately, you are in charge of your Concur Profile. Some information will be pre-loaded from existing system data. However, it is very important that all information is correct.

Best Practices:

* Review your first, middle, and last name. If a correction needs to be made to match your government issued ID, please email HumanResourcesDepartment@utoledo.edu.
* Add your work address.
* Add your home address.
* Add your contact information, including a mobile phone number. This can help us contact you in the event of an emergency or alert you about any safety concerns while you may be traveling on university business.
* Verify your email address in order to use enhanced features.
* Add your emergency contact.
* Create a Personal Car profile if you anticipate any future need to be reimbursed for mileage. Select the “IRS Rate” option when registering your vehicle for all non-grant related travel. The “OBM/Grant Rate” may be required for some grants and a second vehicle profile will need to be created to ensure that the proper rates are used.

Video: [Updating Your Expense Profile](http://www.concurtraining.com/resources/updating_your_expense_profile.htm)

### Download the Concur Mobile App

SAP Concur for Mobile complements the web based solution, allowing you to manage anything expense and or travel related, wherever you are. From booking and managing itineraries to capturing receipts and submitting expense reports, you can now do it all in one app with SAP Concur:

* Capture receipts with your smartphone
* Upload IRS compliant images directly to expense reports
* Immediately approve or reject expense reports via manager access
* Add car mileage to an expense report

To download from your Concur profile:

1. Click on Profile settings.
2. Click on Concur Mobile Registration.
3. Create new Mobile pin --> enter new Mobile pin --> update it.
4. Download the SAP Concur app.
5. Login to the Concur Mobile app using your UTAD@rockets.utoledo.edu as the Login ID and your new Mobile Pin. \*\*Please allow up to 24 hours for the pin to work within the app.

Some users may also need to clear the cache memory within the Concur Mobile App by following the steps below.

1. From the home screen tap on the three horizontal lines in the upper left corner to access the settings menu.
2. Tap on Sign Out of the app.
3. Double tap with two fingers on the SAP Concur Logo to enter the settings menu.
4. Select System > Clear Cache

If you are still experiencing problems logging into the app, please email us at PCardTravelSupport@utoledo.edu.