

Concur Two-Factor Authentication (2FA)

Setup Guide

November 2023

Disbursements & Travel Services

Purpose

Effective 10/18/2023, all UTSA employees are required to use the university's [Duo Mobile](#) authentication app to set up two-factor authentication (2FA) in Concur until the online booking tool is set up in a **Travel Vendors** sub-tile within PeopleSoft.

By setting up 2FA now, you add an extra layer of security to your SAP Concur user account when using the ConcurSolutions.com web page or Concur Mobile app to book travel.

Agenda

This Setup Guide is divided into sections:

1. Enrollment (effective 10/18/2023)
2. How to troubleshoot scanning QR Code
3. How to Reset 2FA

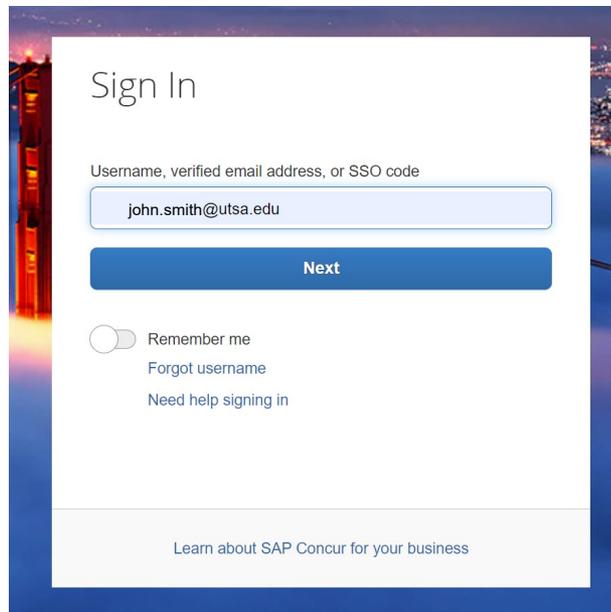
Section 1: Enrollment

Section 1: Enrollment

- If you are using the Web (concur solutions.com) or Concur Mobile, you are required to enroll in 2FA.
- This is applicable to both Production and Test accounts. Each account will have a unique 2FA associated with your log in.
- Therefore, if you use multiple different Concur accounts to login using username/password, you are required to set up 2FA for all these accounts.

Section 1: Enrollment Continued

- Enter your username and password as usual. Select/click **Next**.



Sign In

Username, verified email address, or SSO code

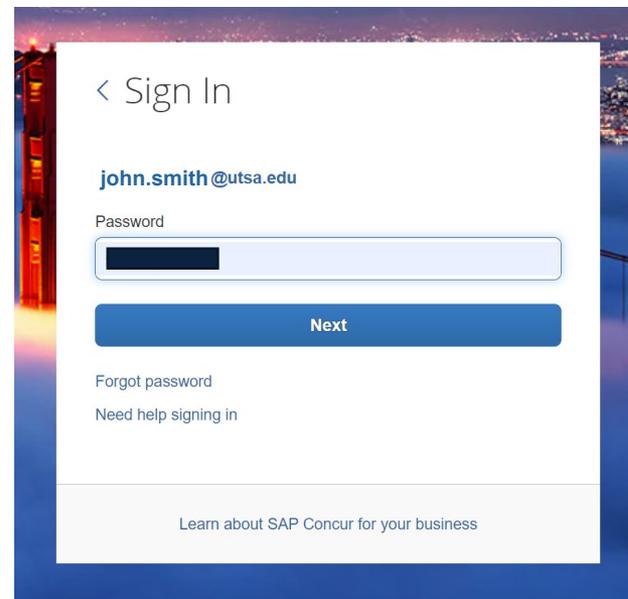
[Next](#)

Remember me

[Forgot username](#)

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< Sign In

[john.smith@utsa.edu](#)

Password

[Next](#)

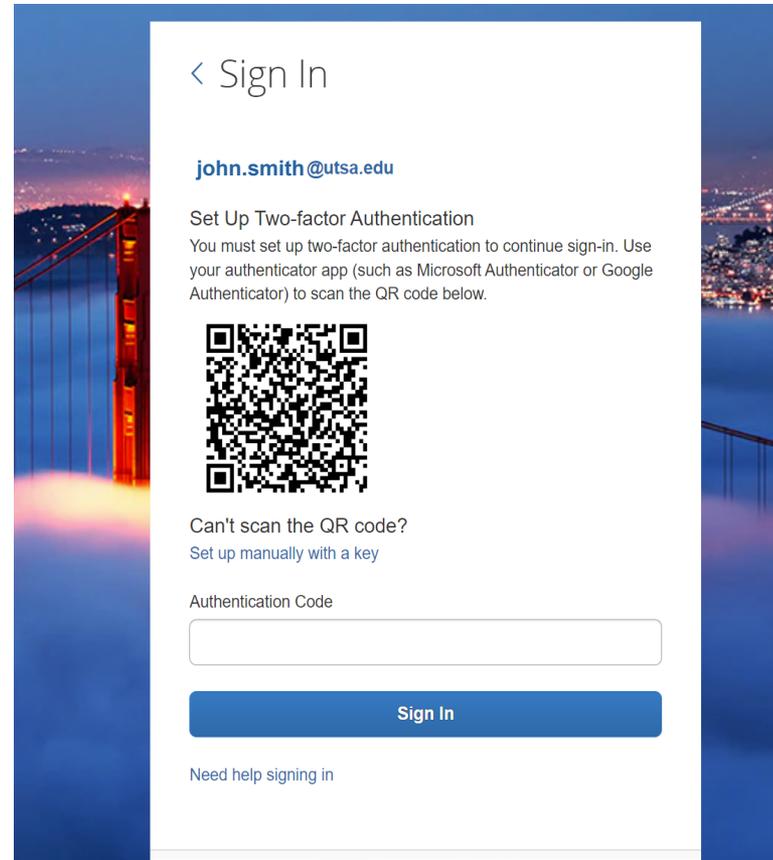
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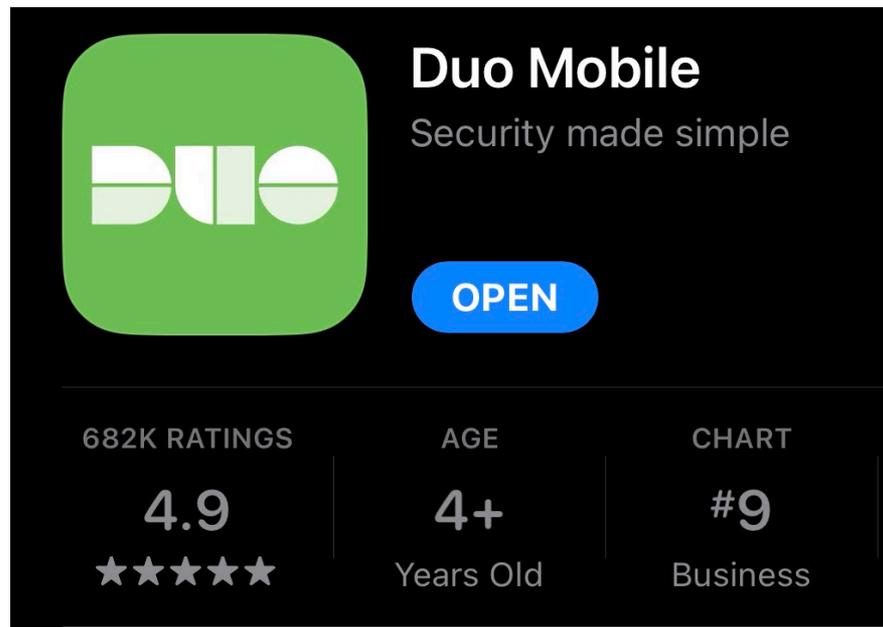
Section 1: Enrollment Continued

- A new screen will display a QR code.



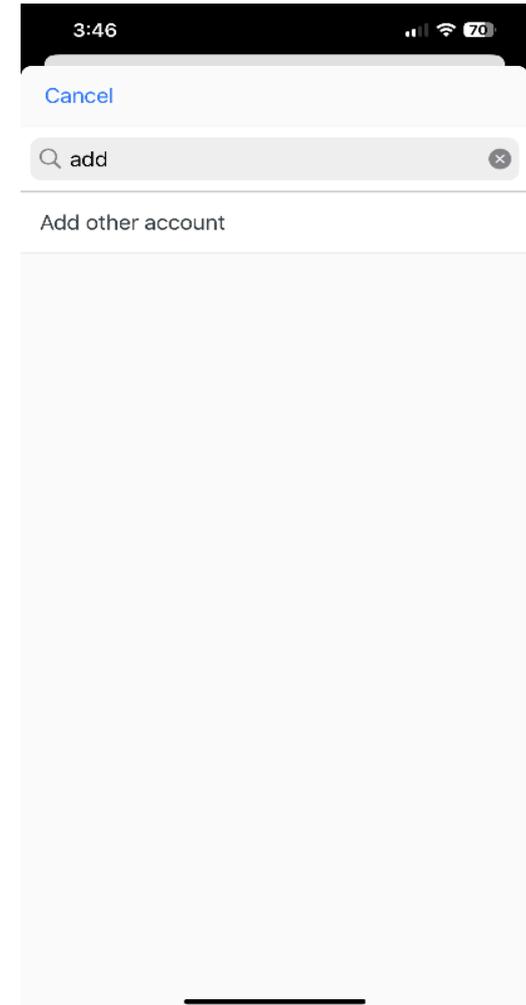
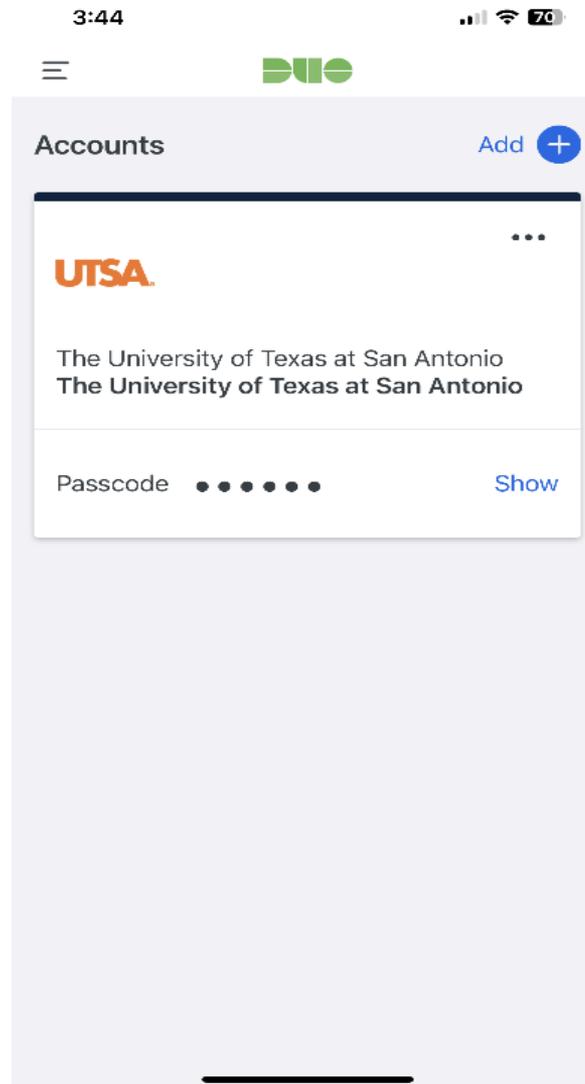
Section 1: Enrollment Continued

- If you haven't already downloaded the UTSA preferred authenticator app [Duo](#) [Mobile](#) to access PeopleSoft remotely, please do so now to access Concur.



Section 1: Enrollment Continued

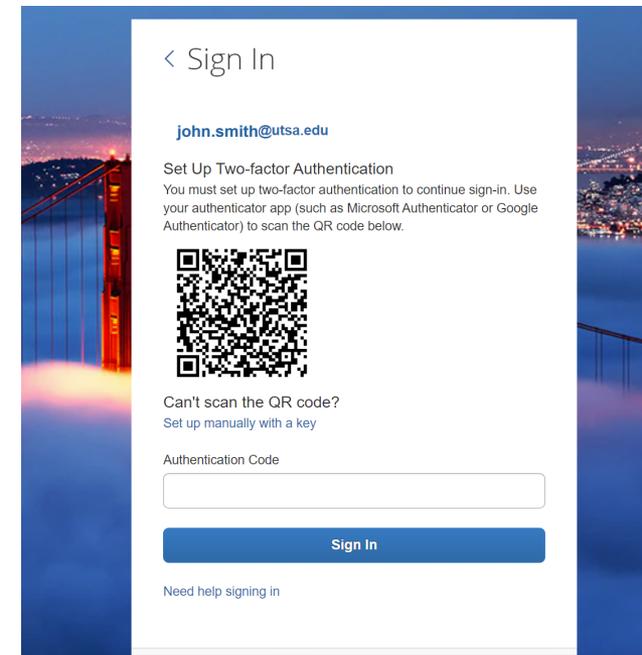
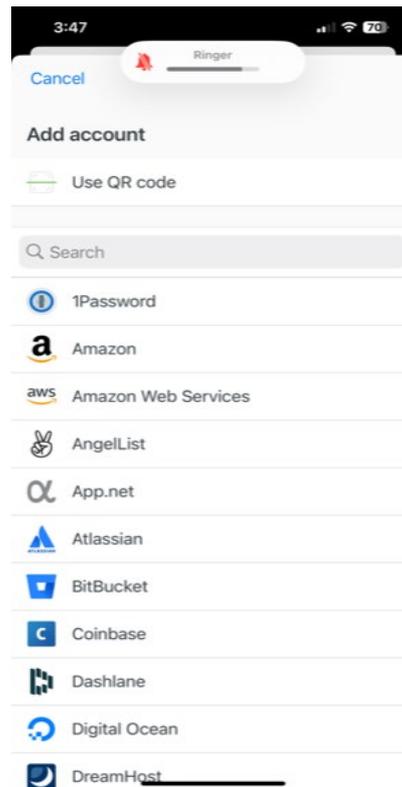
- Select **Add** or the + sign to add a new account.



Section 1: Enrollment Continued

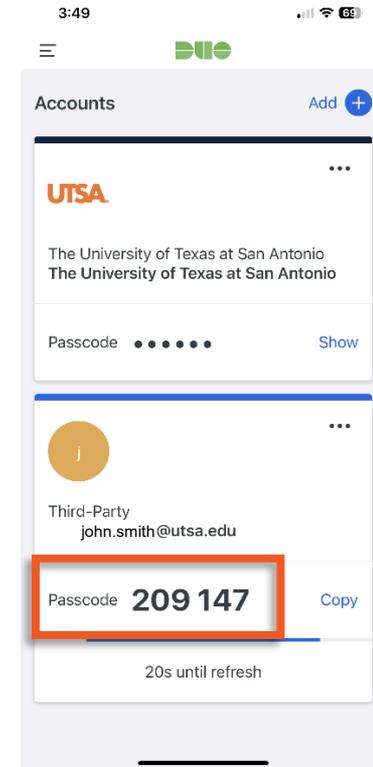
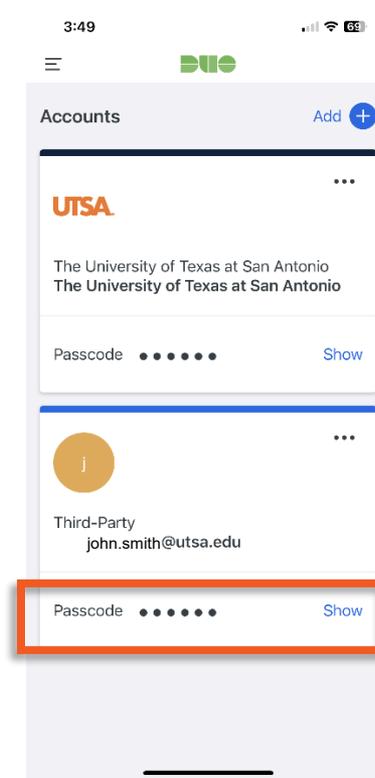
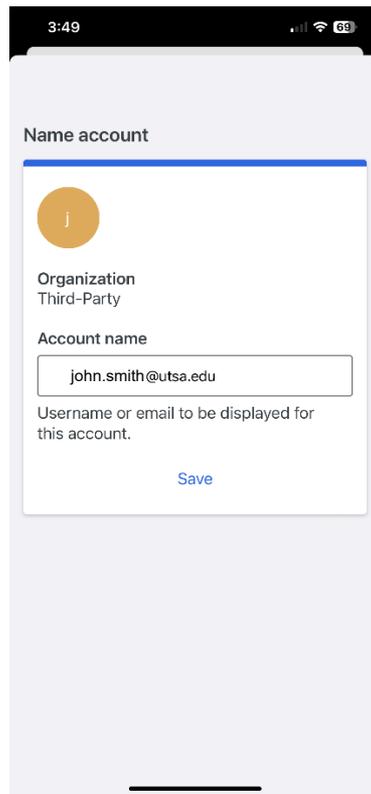
- Once the QR code scanner is enabled, scan the QR code shown on the Concur sign-in page. This step will add your SAP Concur account to the Duo

Mobile authenticator app.



Section 1: Enrollment Continued

Below the account, a six-digit code will automatically generate. Under the Third-Party account, you will see the hidden passcode, select **Show** to view the code.



Section 1: Enrollment Continued

- Copy the six-digit code into the **Authentication Code** field on the SAP Concur sign-in page before it expires and select the **Sign In** button.



< Sign In

[john.smith@utsa.edu](#)

Set Up Two-factor Authentication
You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.



Can't scan the QR code?
[Set up manually with a key](#)

Authentication Code

Sign In

[Need help signing in](#)

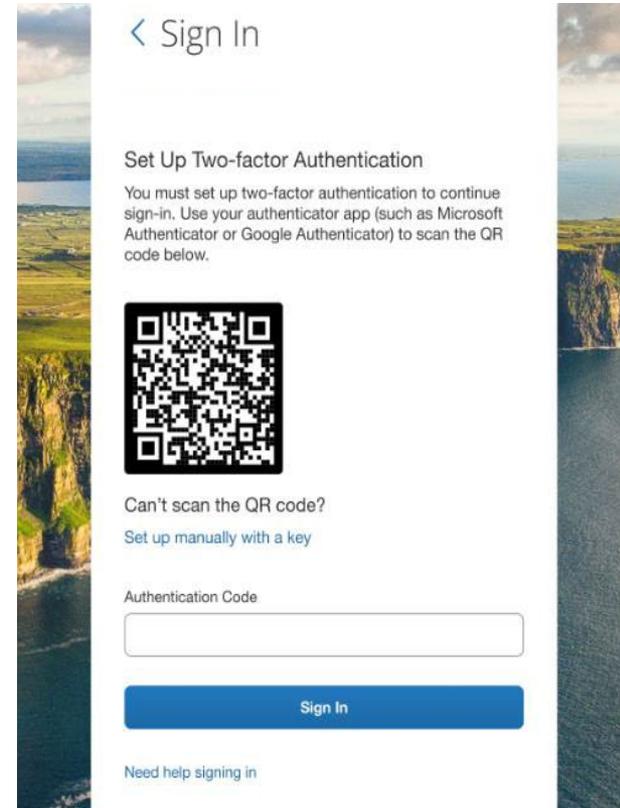
Section 1: Enrollment Continued

You are now successfully logged in.

Section 2: How to troubleshoot scanning QR code

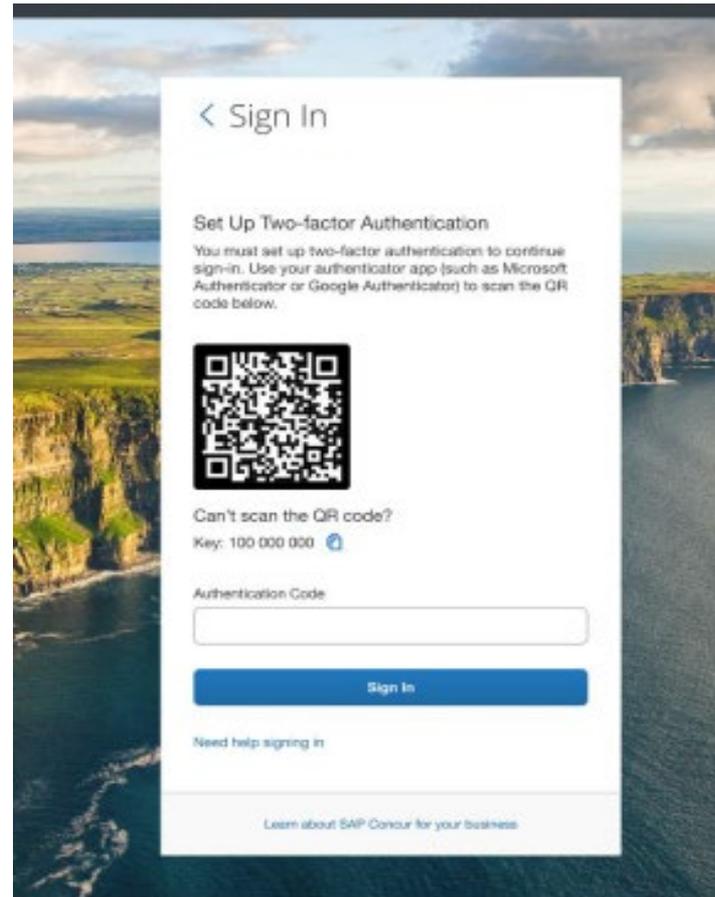
Section 2: How to troubleshoot scanning QR code Continued

- If you are unable to scan the QR code, you can manually add your account. Select **Set up manually with a key** to continue.



Section 2: How to troubleshoot scanning QR code Continued

- A secret key should be visible on your screen.



Section 2: How to troubleshoot scanning QR code Continued

- Next, go into your authenticator app ([Duo Mobile](#)) on your phone.

Select options **Add account > Other account > Enter code manually.**

Section 2: How to troubleshoot scanning QR code Continued

- There will be two fields visible: **Account** and **Secret Key**. In the **Account** field enter your SAP Concur account username shown on your SAP Concur screen (e.g., john.smith@utsa.edu).

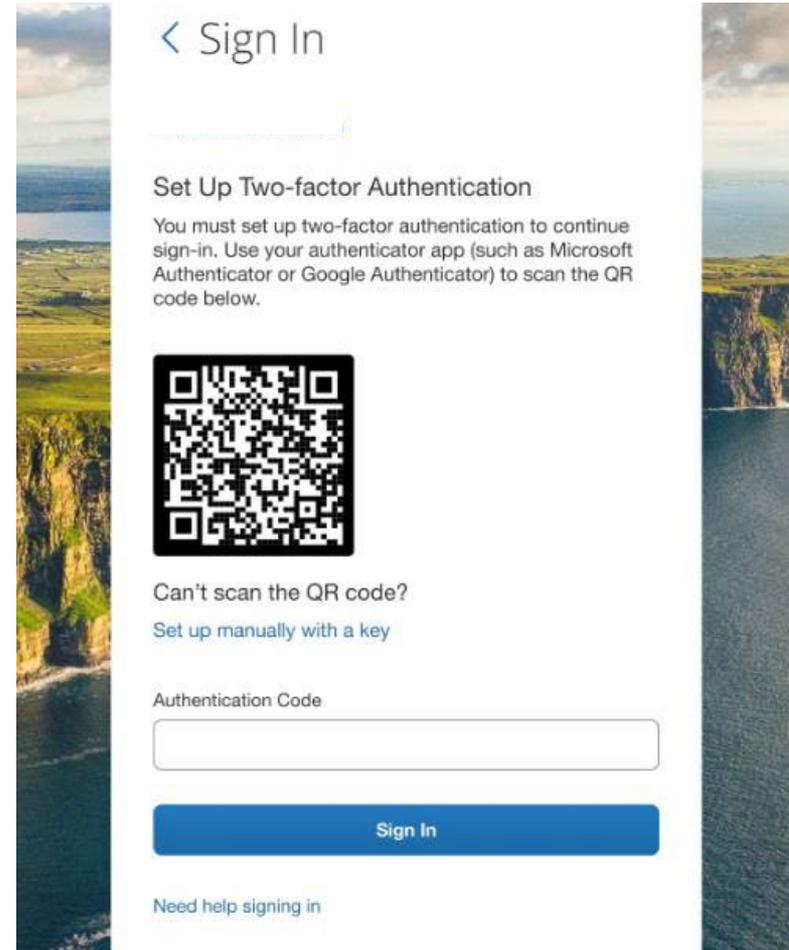
Section 2: How to troubleshoot scanning QR code Continued

- In the **Secret Key** field, enter the secret key shown on the SAP Concur page. For example: 123 456 789.
- Once the account is added to your Duo Mobile app, a six-digit code beneath the SAP Concur account will generate.
- Before the code expires, enter the code into the **Authenticator Code** field on your Concur screen.

Section 3: How to Reset 2FA

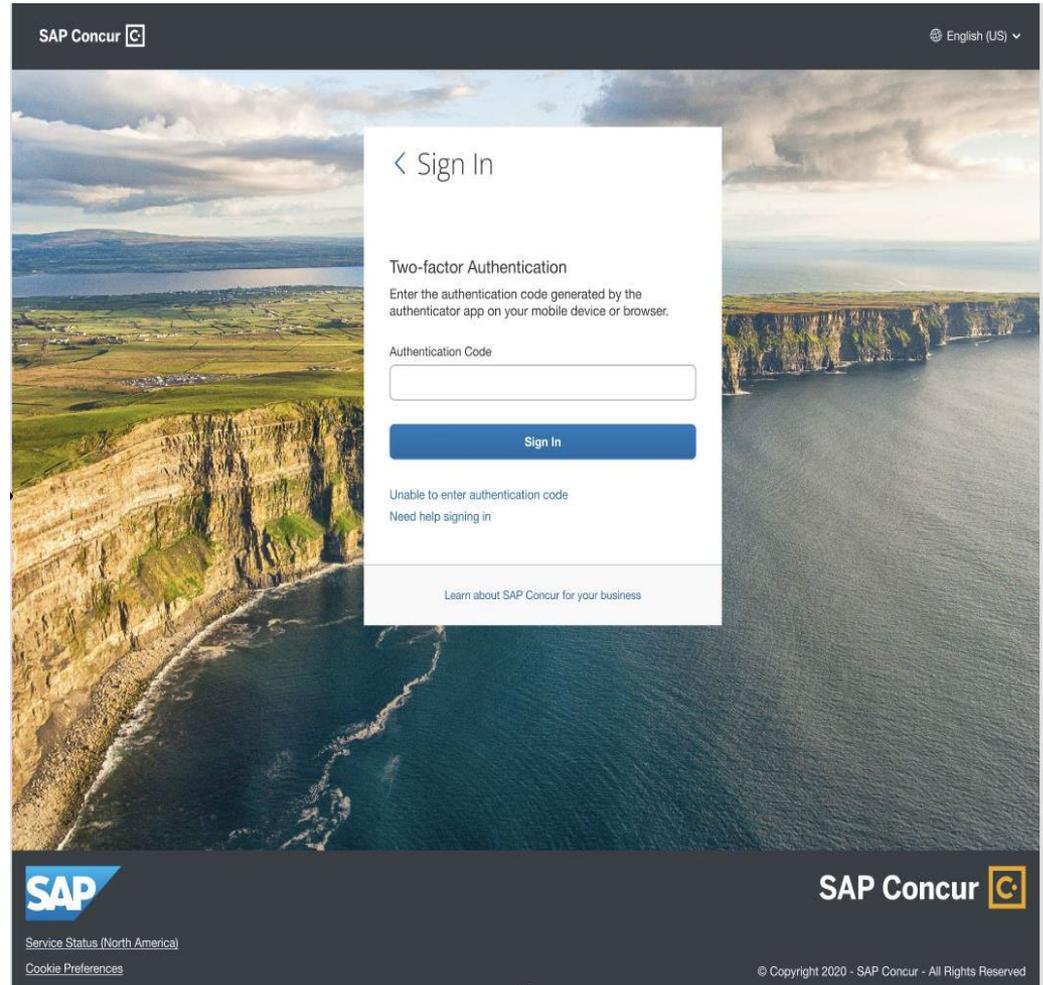
Section 3: How to Reset 2FA

- Do you have a new device or did you lose your device and need to reset 2FA?
- Prerequisite: You need to have previously enrolled in 2FA.



Section 3: How to Reset 2FA Continued

- Enter your username and password. You will be prompted for a six-digit authentication code.



Section 3: How to Reset 2FA Continued

- Select **Unable to enter authentication code**
- An email will be sent to your UTSA email address (e.g., John.Smith@utsa.edu). The email will include a link to reset 2FA

Section 3: How to Reset 2FA Continued

Select **Send Email**

SAP Concur 

English (US) 

< Reset 2FA

We will send you an email with a link to reset the two-factor authentication associated with your account.

After clicking the link, follow the instructions to set up two-factor authentication.

[Send Email](#)

[Learn about SAP Concur for your business](#)

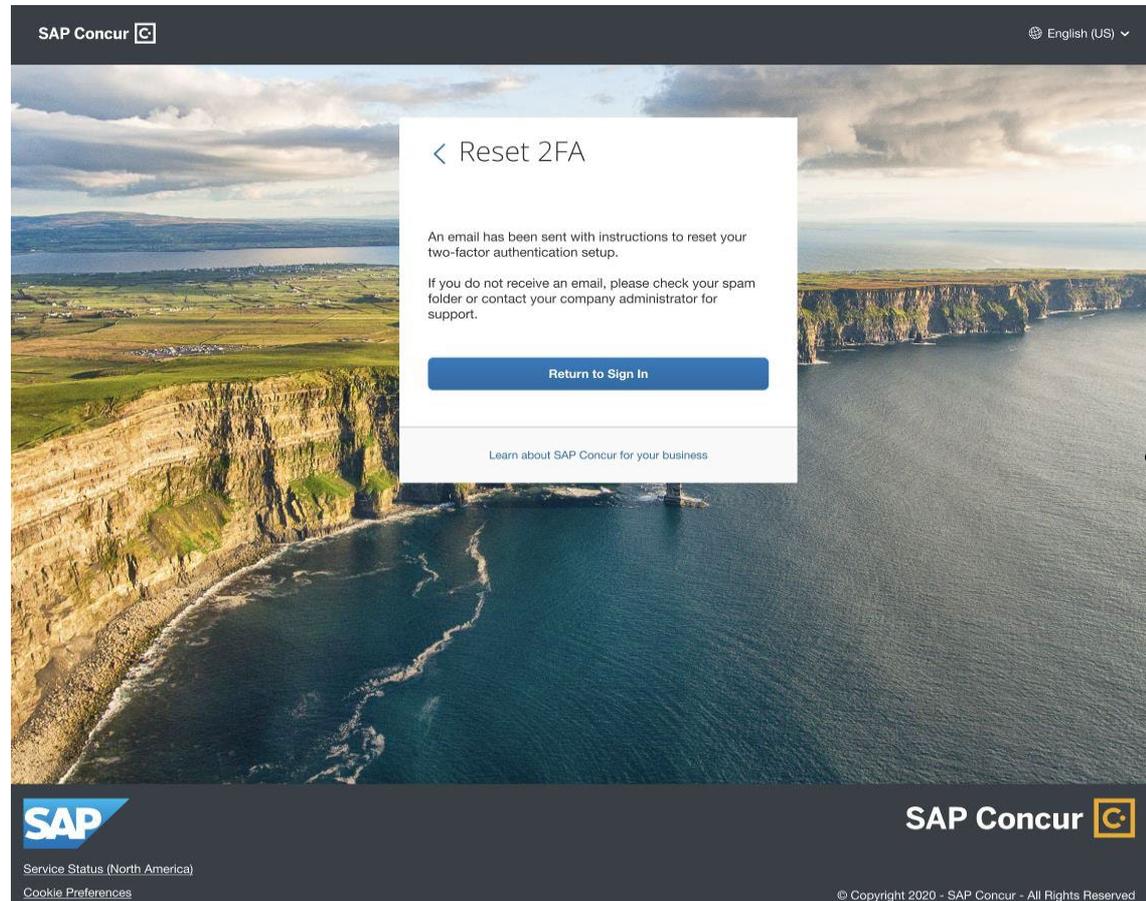
 **SAP Concur** 

[Service Status \(North America\)](#)
[Cookie Preferences](#)

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Section 3: How to Reset 2FA Continued

Select **Return to Sign In** to return to the sign-in screen

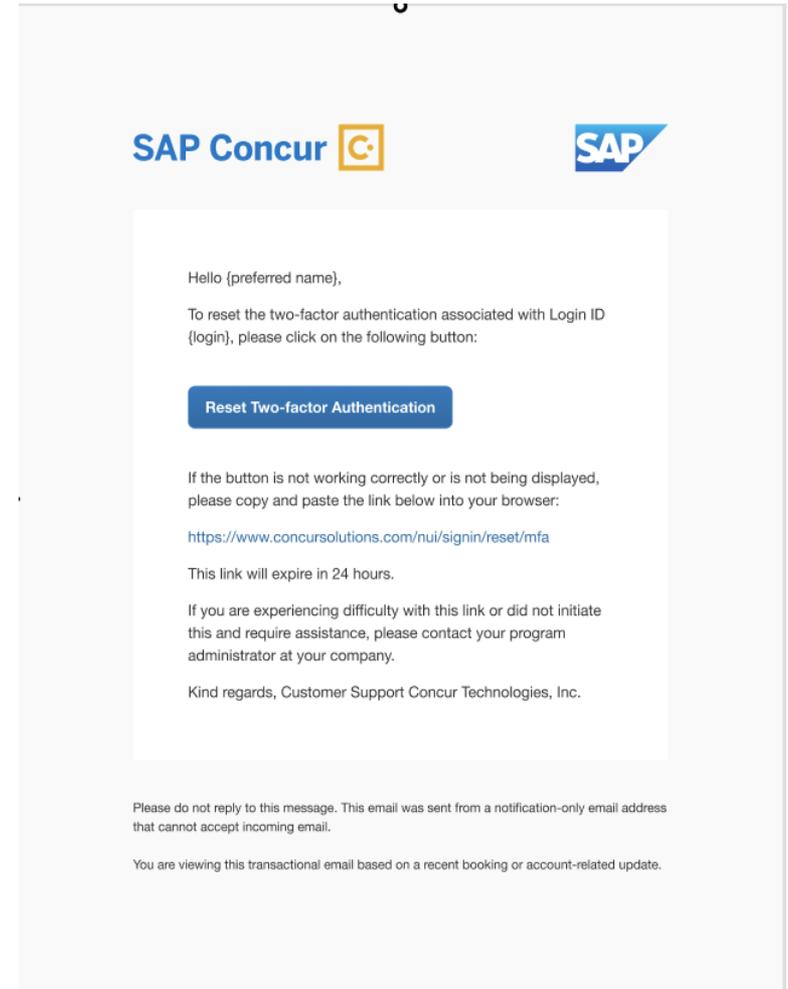


Section 3: How to Reset 2FA Continued

- To verify whether your email is updated in your Concur profile, you will be required to log in. Navigate to **Profile > Profile Settings > Personal Information > Email address**. Update field to reflect your **utsa.edu** email address
- If you did not update **email 1** in your Concur profile and are locked out, please contact [Disbursements and Travel Services](#) and request that your email be updated on your behalf. Once updated, select **Unable to enter authentication code** to trigger a new email

Section 3: How to Reset 2FA Continued

- The new email will include a link to reset 2FA. Select the link to receive a QR code. Follow the steps provided in Section 1: Enrollment to set up 2FA.



Contact Us

If you have questions about this job aid, you can contact us at

Disbursements & Travel Services

Website: [Disbursements & Travel Services](#)

Email: disbursements.travel@utsa.edu

Phone: (210) 458-4213

Thank you

The University of Texas at San Antonio

UTSA Financial Affairs

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