

Concur Travel

On October 18, 2023, Concur Travel has implemented a two-factor authentication (2FA) for all users who rely on basic authentication (Concur Travel username and password) when accessing **concursolutions.com** on web or mobile.

Additionally, new password policies are scheduled for November 15, 2023, at which time, users will be required to reset their password if their current password does not meet the new Concur Travel password policies.

OGS Authorized Users are required to set up 2FA during the sign in process.

Note: Your valid email address saved in your Concur Travel profile will be required to set up 2FA.

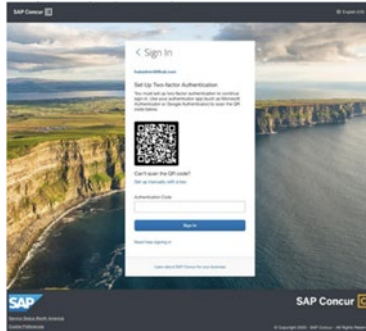
There are two options for two-factor authentication.

1. **Authenticator Application onto your mobile device.**
2. **Web extension on your computer browser.**

Instructions for enrollment for All other OGS Authorized Users:

You can use a corporate mobile phone or use your personal device. Go to the App Store or Google Play Store to download an authenticator app of your choice onto your mobile phone for example search Microsoft Authenticator or Google Authenticator. Then download the app of your choosing.

1. Open the app after it installs
2. Click add or "+"
3. You will need to allow the app to access your phones camera
4. Go to: [concursolutions.com](https://concur.com)
5. Enter your username and password as usual.
6. After you enter your password, you will see a new screen with a QR code presented



7. Scan QR code using Authenticator app on phone
8. Before the six-digit code expires - enter that code into the "Authentication Code" field on the Concur Travel sign in page and click "Sign In".
9. You are now successfully signed in.

If you do not have access to a phone, you can use an authenticator app on your Web browser (Google Chrome and Microsoft Edge). Follow the instructions indicated below.

Add Web Extension to Microsoft Edge Browser

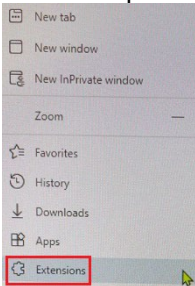
1. Open Microsoft Edge Internet browser.



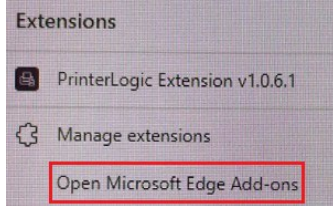
2. In the top right corner of Microsoft Edge, select "Settings and more" (3 dots).



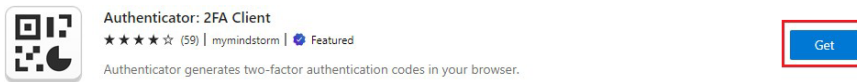
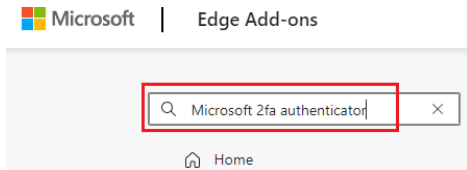
3. On the dropdown select "Extensions"



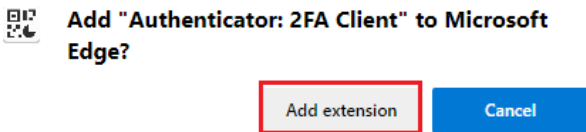
4. On the “Extensions” popup, select “Open Microsoft Edge Add-ons:”.



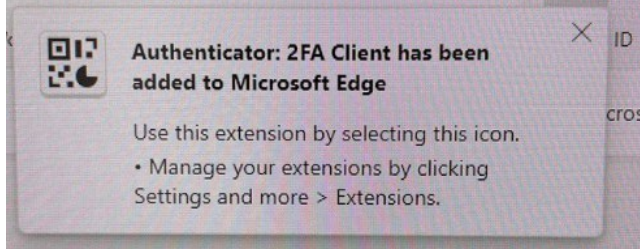
5. On the ‘Microsoft Edge Add-ons’ webpage, search “Microsoft 2fa authenticator”.



6. On the “Authenticator: 2FA Client”, click “Get”
7. On the “Add Authenticator: 2FA Client to Microsoft Edge” popup, select “Add extension”.



8. A popup will appear stating “Authenticator: 2FA Client has been added to Microsoft Edge”



Add Web Extension to Google Chrome Browser

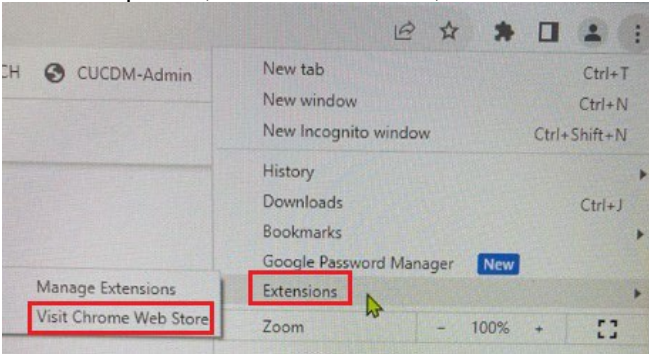
1. Open Google Chrome Internet browser.



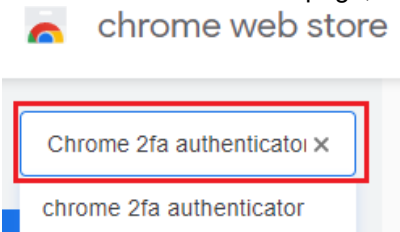
2. In the top right corner of Google Chrome, select “Customize and control Google Chrome” (3 dots).



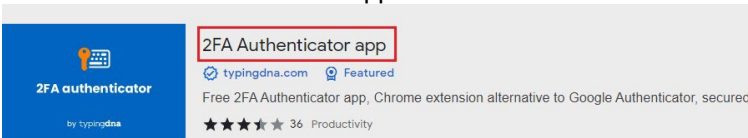
3. On the dropdown, select “Extensions, then Visit Chrome Web Store”



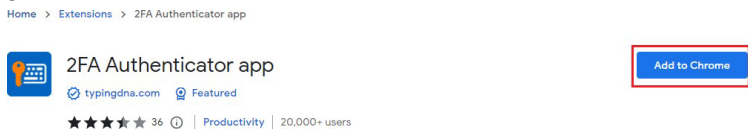
4. On the chrome web store page, search “Chrome 2fa authenticator”



5. Select the “2FA Authenticator app”



6. Click “Add to chrome”



7. On the popup, select, "Add extension"



Add "2FA Authenticator app"?

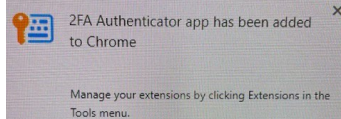
It can:

Read and change all your data on all websites

Modify data you copy and paste

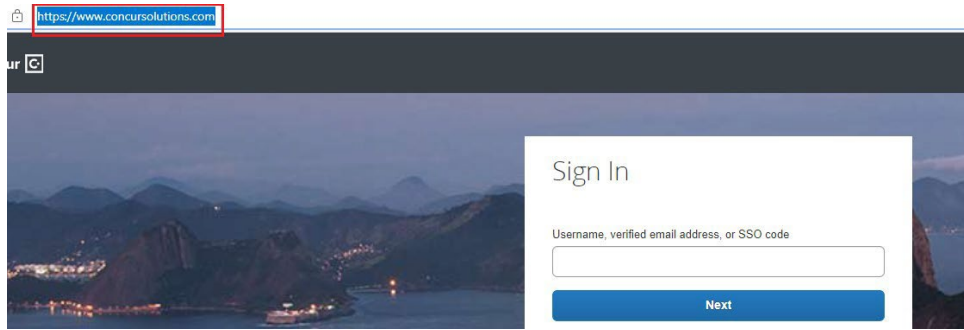


8. A popup will appear stating, "2FA Authenticator app has been added to Chrome".



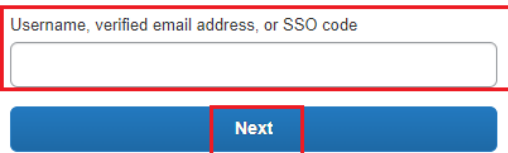
Scanning QR Code with Microsoft Edge Web Extension

1. From Microsoft Edge web browser, go to: <https://www.concursolutions.com>

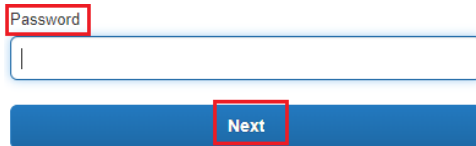


2. On the Sign In section, enter your work email address, and click "Next".

Sign In

A close-up view of the "Sign In" form. The text input field is highlighted with a red box and contains the placeholder text "Username, verified email address, or SSO code". Below the input field is a blue button with the word "Next" in white text, also highlighted with a red box.

3. Enter your Concur Solutions password and click "Next".

A close-up view of the password input field. The label "Password" is highlighted with a red box above the input field. The input field itself is empty and has a vertical cursor. Below the input field is a blue button with the word "Next" in white text, also highlighted with a red box.

4. This will bring you to the QR code page.

Set Up Two-factor Authentication

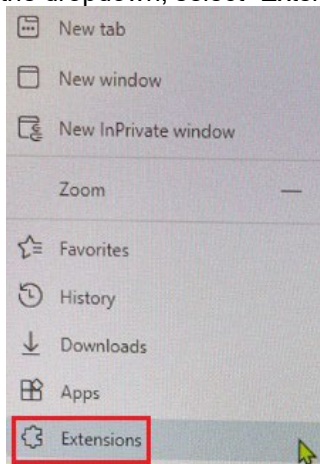
You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.



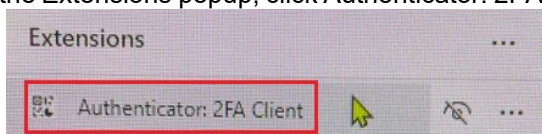
5. In the top right corner of Microsoft Edge, select "Settings and more" (3 dots).



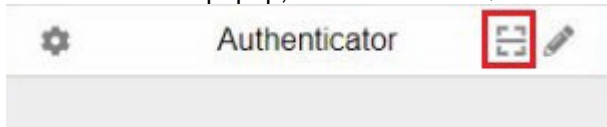
6. On the dropdown, select “Extensions”



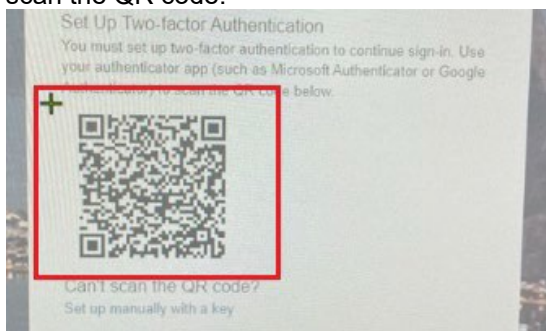
7. On the Extensions popup, click Authenticator: 2FA Client.



8. On the Authenticator popup, click the “Scan QR code” icon.



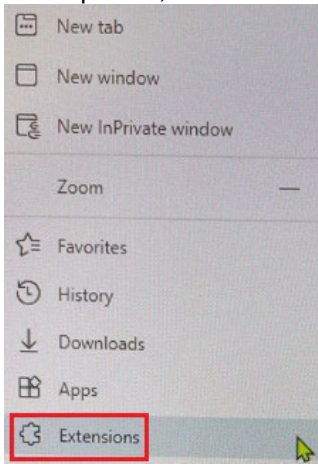
9. The screen will go grey and have a + sign cursor. With the + sign cursor, draw a square around QR code. This will scan the QR code.



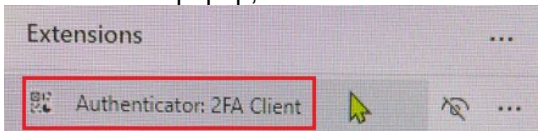
10. In the top right corner of Microsoft Edge, select “Settings and more” (3 dots).



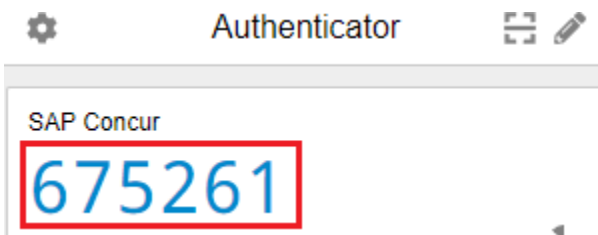
11. On the dropdown, select "Extensions"



12. On the Extensions popup, click Authenticator: 2FA Client.



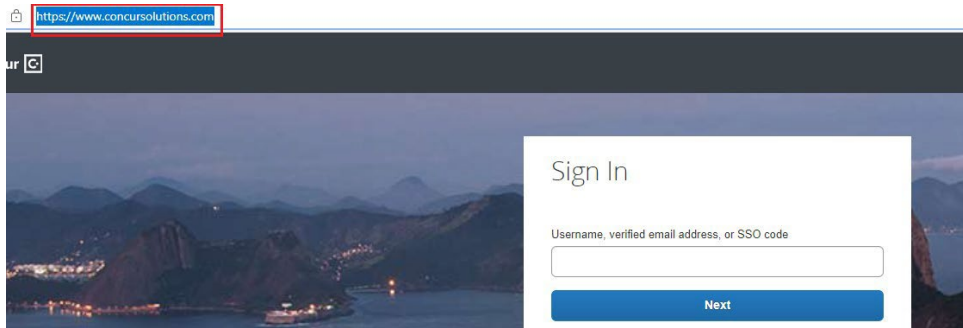
13. The Authenticator popup will appear with your authentication code.



14. Enter your QR code into the "Authentication Code" section to access the website.

Scanning QR Code with Google Chrome Web Extension

1. From a Google Chrome web browser, go to: <https://www.concursolutions.com>



2. On the Sign In section, enter your work email address, and click "Next".

Sign In

Username, verified email address, or SSO code

3. Enter your Concur Solutions password and click "Next".

Password

4. This will bring you to the QR code page.

Set Up Two-factor Authentication

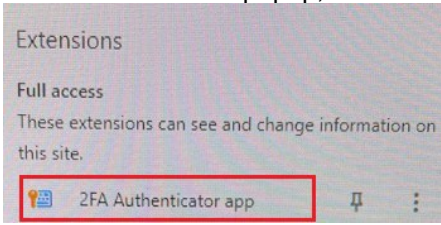
You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.



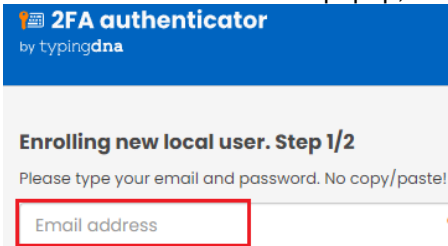
5. On the top right of the webpage, click on the "Extensions" icon in the toolbar.



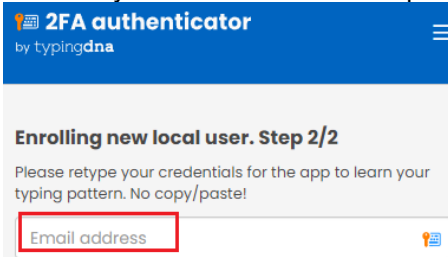
6. On the “Extensions” popup, select “2FA Authenticator app”.



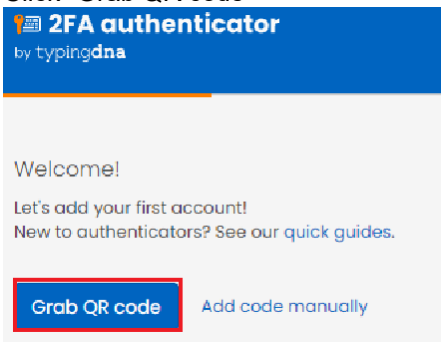
7. On the “2FA authenticator” popup, enter your email address.



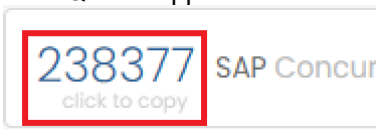
8. Re-enter your email address in step 2/2.



9. Click “Grab QR code”



10. Your QR will appear.



11. Enter your QR code into the “Authentication Code” section to access the website.

Having trouble with scanning QR code?

1. If you are unable to scan the QR code, you can manually add your account. Click the “Set up manually with a key” option.
2. Once you click, a secret key should be visible on your screen.
3. If you need to reset your 2FA for a new device and need to re-enroll in 2FA again, click “Unable to enter authentication code.” You will receive an email with a link to reset 2FA.
4. To check whether your email is updated in your Profile. You need to sign in to your Concur Travel account and go to: Profile>Profile Settings>Personal Information>Email addresses.
5. If you did not update email in your Profile and are locked out, please contact onlinehelp@stovrofftaylortravel.com to update the email for you. Once updated, click “Unable to enter authentication code” to trigger the email one more time.
6. If you receive an email, it will contain a link to reset 2FA. Click the link to receive the QR code. Follow the same steps provided in Enrollment (above) to set up 2FA.

For assistance or questions, please contact onlinehelp@stovrofftaylortravel.com