

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.

New password policies were effective November 2023. If you haven't accessed your Concur account since then, you may be required to reset your password to meet the new Concur Travel password policies. The new password requirements will be noted on the page when resetting your password.

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

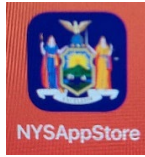
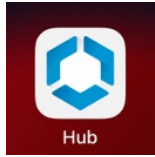
Note: Your valid NYS work email address saved in your Concur Travel profile will be required to set up 2FA.

There are two options for two-factor authentication.

- Token on your mobile device from the Microsoft Authenticator application.
- Web extension on your computer browser.

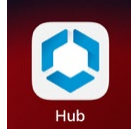
Install two-factor authentication application on mobile device:

1. On your state issued mobile device, you will have the “Hub” or “NYS App Store” application (for Hub, proceed to step 2, for NYS app store, proceed to step 3 on page 5)

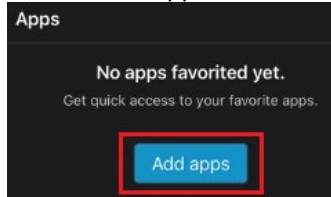


2. **Install Microsoft Authenticator from Hub:**

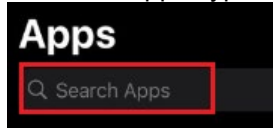
- a) Open Hub application.



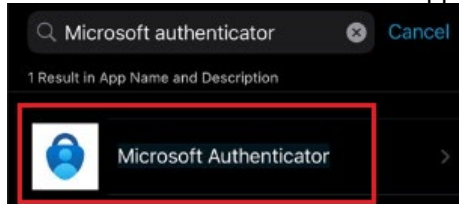
- b) Select “Add apps”.



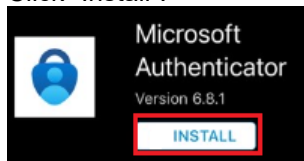
- c) In Search Apps, type “Microsoft Authenticator”.



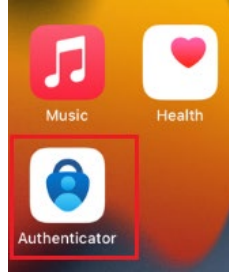
- d) Select the Microsoft Authenticator application.



- e) Click “Install”.



- f) The Microsoft Authenticator app will be installed on your mobile device.



- g) Once installed, open the Authenticator app by clicking on it.

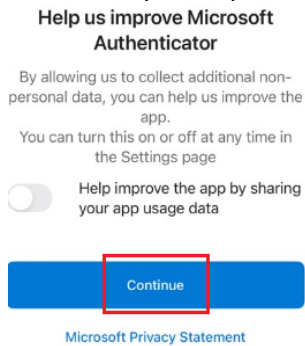


- h) On the “Microsoft respects your privacy” screen, click “Accept”.

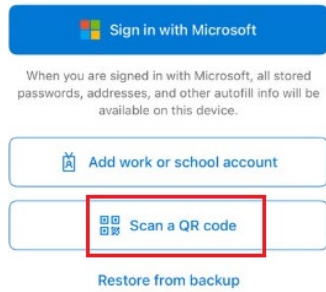
Microsoft respects your privacy
We collect required diagnostic data to keep the app secure and updated. This does not include any personal data.



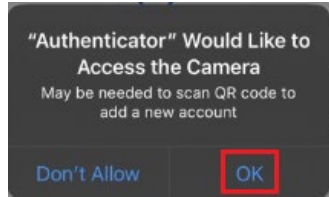
- i) On the “Help us improve Microsoft Authenticator” page, click “Continue”.



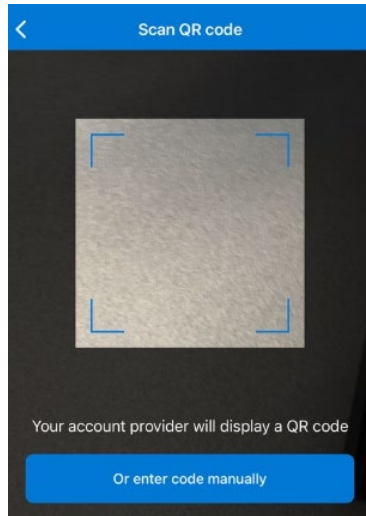
- j) On the “Secure Your Digital Life” page, select “Scan QR code”.



- k) On the “authenticator Would Like to Access the Camera” page, select “OK”.

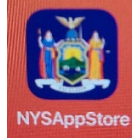


- l) Your screen should look like the picture below. You are now all set to scan the QR code.



3. **Install Microsoft Authenticator from NYS AppStore:**

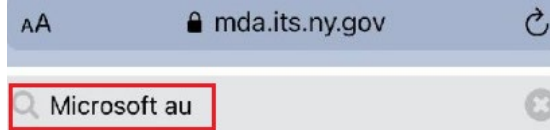
- a) Open NYS App Store application.



- b) Select "Search" at bottom of page.



- c) In the "Search" field, type Microsoft Authenticator".



- d) Select the "Microsoft Authenticator" from the dropdown.



- e) Click "Install".



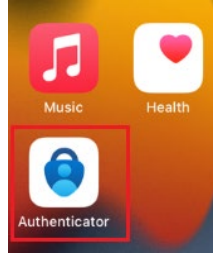
- f) On the "App Installation in progress" page, click "OK".

App Installation in progress

Your request has been received. It may take some time to process app installation request.



- g) The Microsoft Authenticator app will be installed on your mobile device.



- h) Once installed, open the Authenticator app by clicking on it.



- i) On the “Microsoft respects your privacy” screen, click “Accept”.
- Microsoft respects your privacy**

We collect required diagnostic data to keep the app secure and updated. This does not include any personal data.



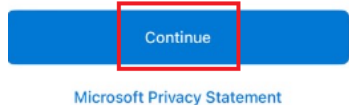
- j) On the “Help us improve Microsoft Authenticator” page, click “Continue”.

Help us improve Microsoft Authenticator

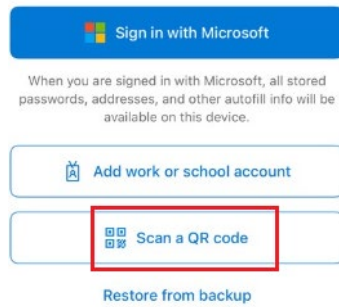
By allowing us to collect additional non-personal data, you can help us improve the app.

You can turn this on or off at any time in the Settings page

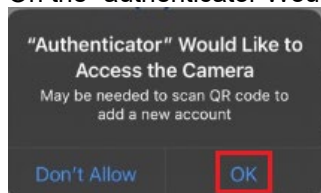
Help improve the app by sharing your app usage data



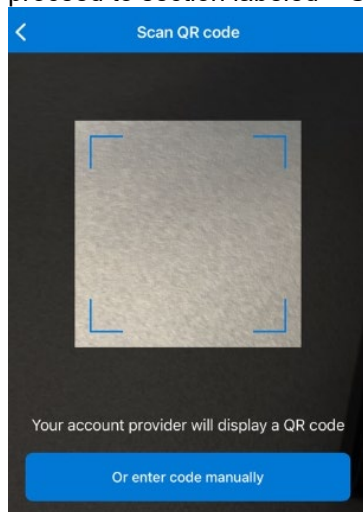
- k) On the “Secure Your Digital Life” page, select “Scan QR code”.



- l) On the “authenticator Would Like to Access the Camera” page, select “OK”.



- m) Your screen should look like the picture below. You are now all set to scan the QR code. (Please proceed to section labeled – Scanning QR code with token on mobile device).



Add Web Extension to Microsoft Edge Browser

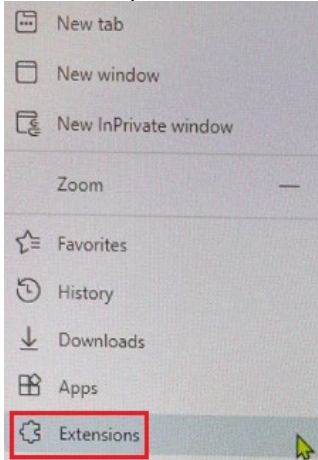
1. Open Microsoft Edge Internet browser.



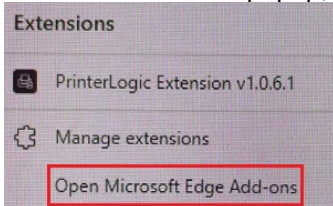
2. In the top right corner of Microsoft Edge, select "Settings and more" (3 dots).



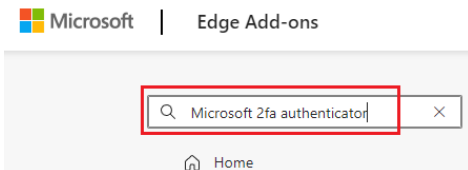
3. On the dropdown select "Extensions"



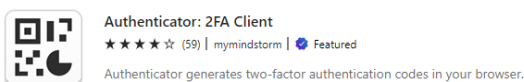
4. On the "Extensions" popup, select "Open Microsoft Edge Add-ons:".



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”.

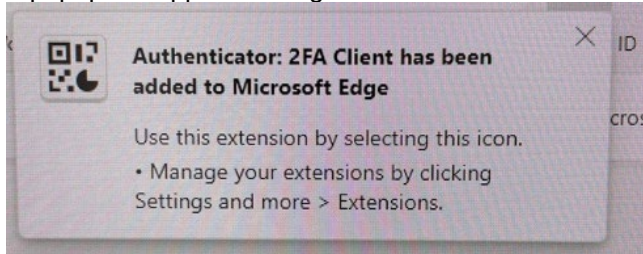


Add “Authenticator: 2FA Client” to Microsoft Edge?

Add extension

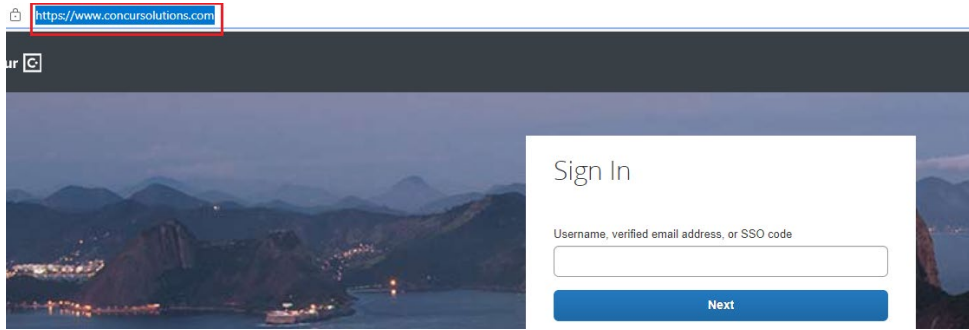
Cancel

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



Scanning QR Code with token on mobile device

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



2. On the Sign In section, enter your state 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

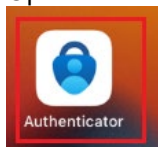
4. This will bring you to the QR code page.

Set Up Two-factor Authentication

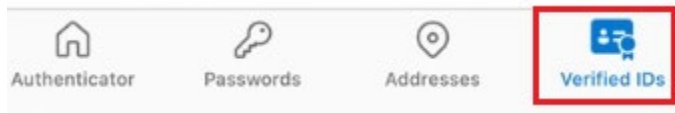
You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.



5. Open the Microsoft Authenticator app on your mobile device.



6. In the bottom right corner of the Microsoft Authenticator application, select “Verified IDs”.

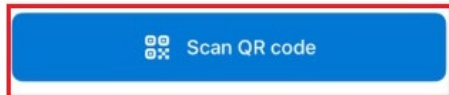


7. On the “Accept a Verified ID for more control of your identity” screen, click “Scan QR code”.

Accept a Verified ID for more control of your identity

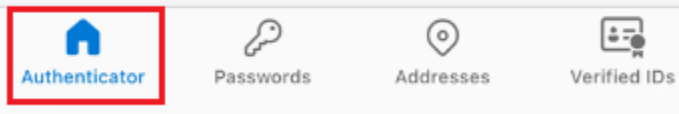
Some websites and organizations now offer Verified IDs. They make account setup simpler and safer, while giving you more visibility and control over your personal data.

A website typically offers a Verified ID through a QR code. Scan the code to get started.



8. Hold the phone up to the QR code to complete the scan.

9. In the bottom left corner of the screen, select “Authenticator”.



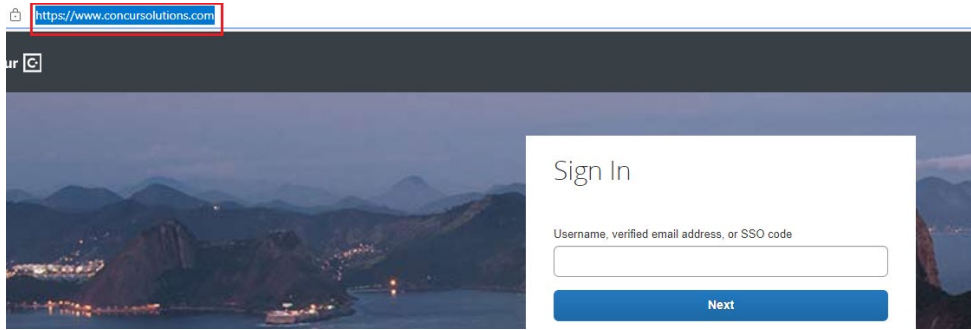
10. You will now be able to view you authentication code that will change every 30 seconds.



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

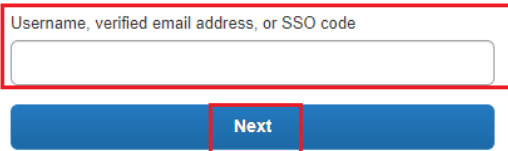
Scanning QR Code with Microsoft Edge Web Extension

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

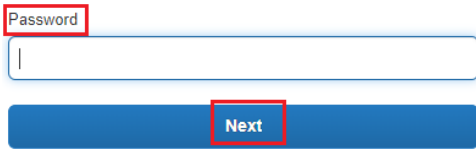


2. On the Sign In section, enter your state work email address, and click "Next".

Sign In

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

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

A close-up of the password input field. The label "Password" is highlighted with a red border. The input field is empty and has a vertical cursor. Below the input field is a blue button with the text "Next", also highlighted with a red border.

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

Set Up Two-factor Authentication

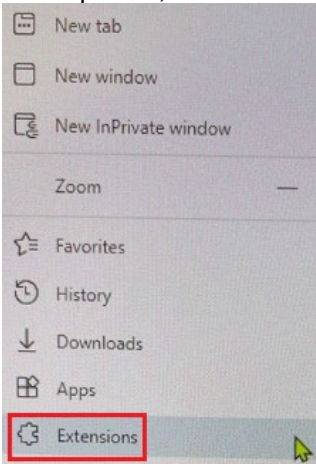
You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.



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



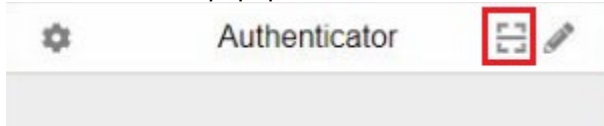
6. On the dropdown, select “Extensions”



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



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



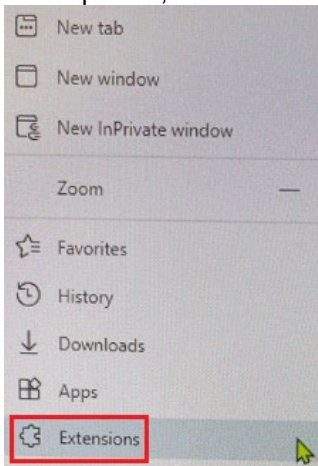
9. The screen will go grey and have a + sign cursor. With the + sign cursor, draw a square around QR code. This will scan the QR code.



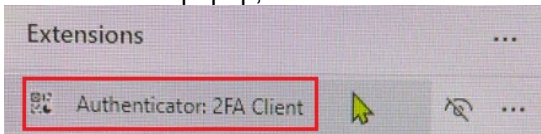
10. In the top right corner of Microsoft Edge, select “Settings and more” (3 dots).



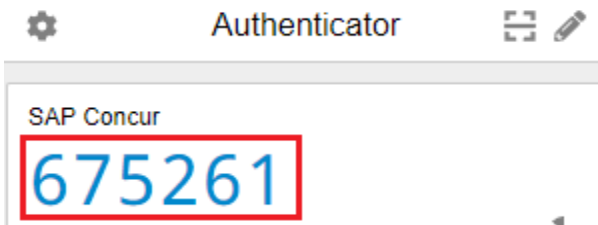
11. On the dropdown, select “Extensions”



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



13. The Authenticator popup will appear with your authentication code. The code changes every 30 seconds. Enter code in the authentication code box right away or repeat steps for another code.



14. 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