

How Does a Travel Coordinator Add a User to Concur

Statewide Travel Program

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1. General Information

There are two ways a Travel Coordinator can create a profile on Concur: self-registration or manual registration. Each agency has a different process to add new users. If your agency Travel Coordinators are unaware of the process used, email StatewideTravelProgram@dgs.ca.gov for assistance.

Self-registration allows agency employees to create a Concur profile for themselves. There is an approval process embedded in the self-registration process.

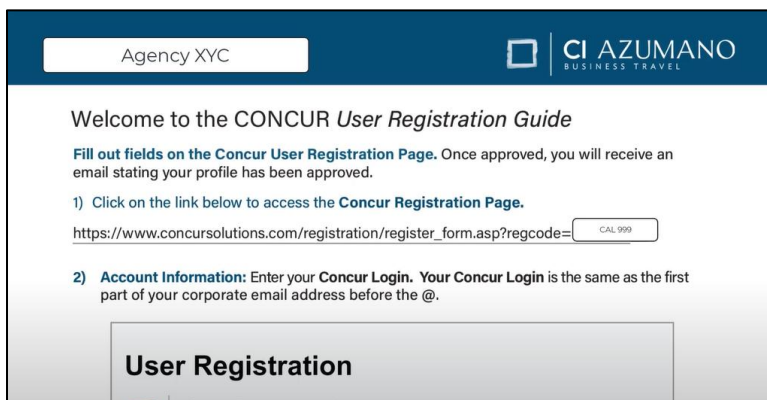
Manual registration requires agency Travel Coordinator(s) to create a Concur profile for each employee.

2. Self-Registration

Important: Not all agencies have self-registration set up.

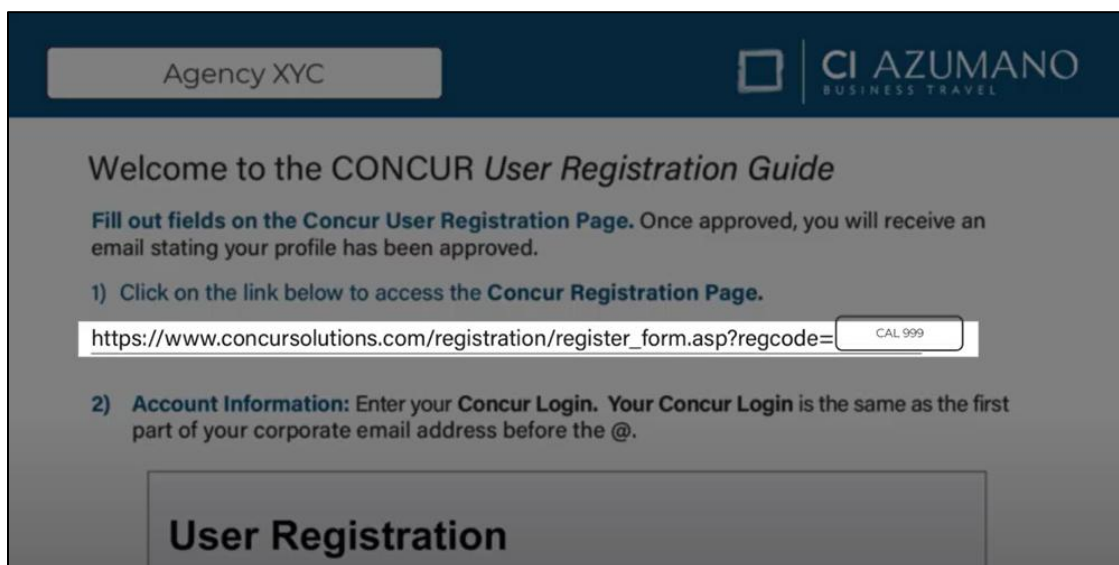
2.1 Information from CI Azumano

CI Azumano will assist with setting up self-registration for your agency. Once CI Azumano has set up the self-registration for your agency, you and the other agency Travel Coordinator(s) will receive a document from CI Azumano .

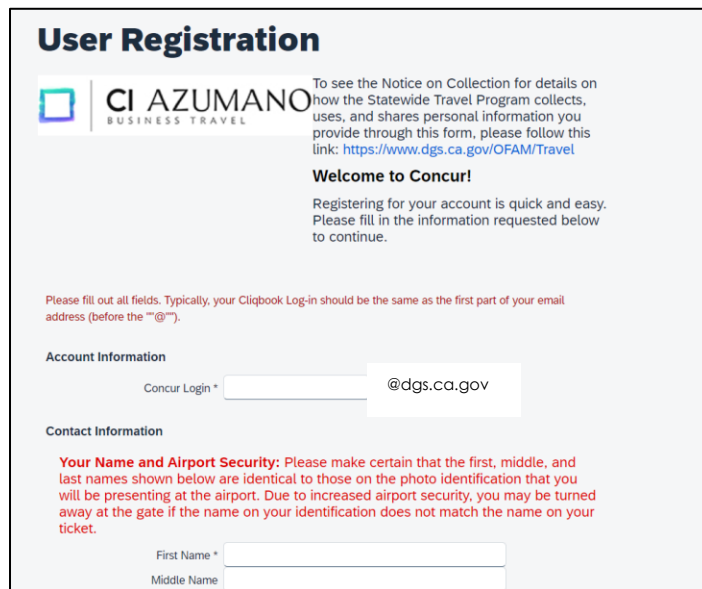


2.2 Share the Link

You can share the link given to you by CI Azumano to have your employees register under your agency.



When you send the link to the new user, they will see the agency specific version of this webpage. You will know it is the correct website because the email domain will be related to your agency. For example, @dgs.ca.gov.



User Registration

CI AZUMANO
BUSINESS TRAVEL

To see the Notice on Collection for details on how the Statewide Travel Program collects, uses, and shares personal information you provide through this form, please follow this link: <https://www.dgs.ca.gov/OFAM/Travel>

Welcome to Concur!

Registering for your account is quick and easy. Please fill in the information requested below to continue.

Please fill out all fields. Typically, your Cliqbook Log-in should be the same as the first part of your email address (before the "@").

Account Information

Concur Login * @dgs.ca.gov

Contact Information

Your Name and Airport Security: Please make certain that the first, middle, and last names shown below are identical to those on the photo identification that you will be presenting at the airport. Due to increased airport security, you may be turned away at the gate if the name on your identification does not match the name on your ticket.

First Name *

Middle Name

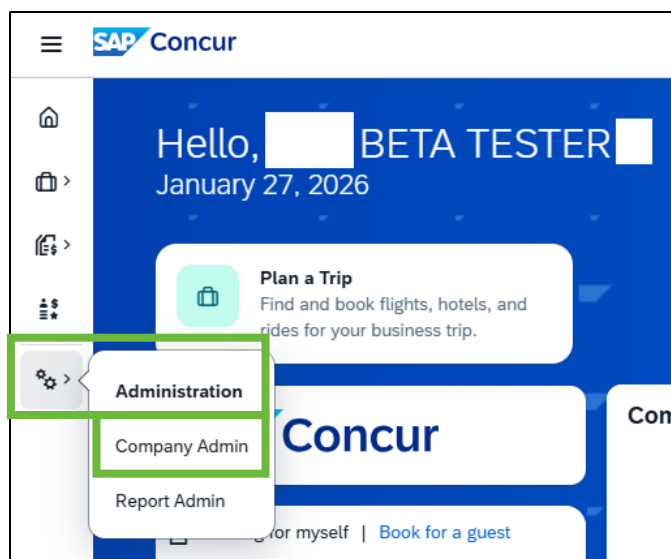
Please note: Travel Coordinators need to approve each self-registration.

2.3 Approving Self-Registration

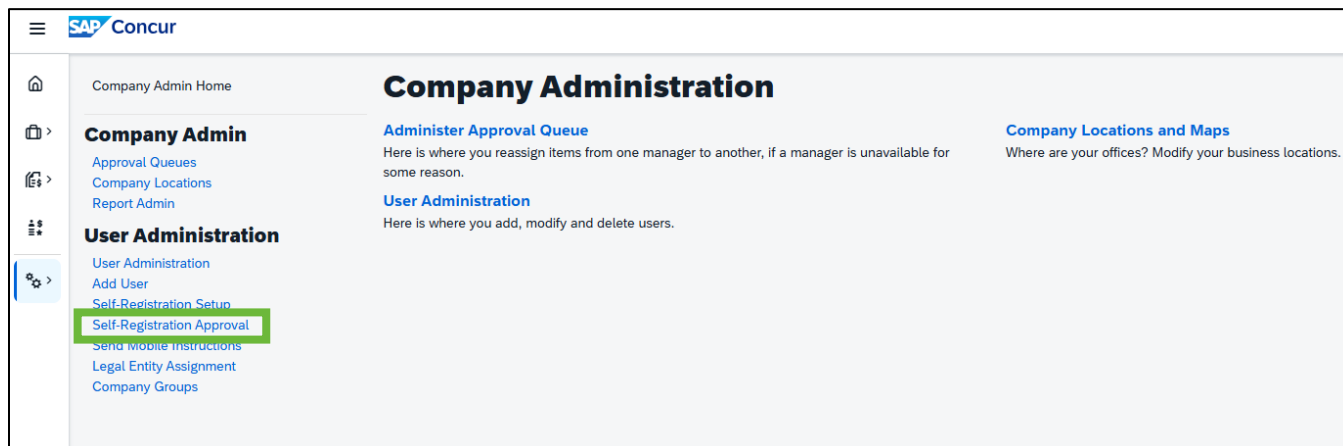
To grant self-registration approval permission to a Concur user, a Travel Coordinator contact for your agency must request the permission by emailing StatewideTravelProgram@dgs.ca.gov.

Log into Concur. See the video and/or guide 'How to Log into Concur' for more information.

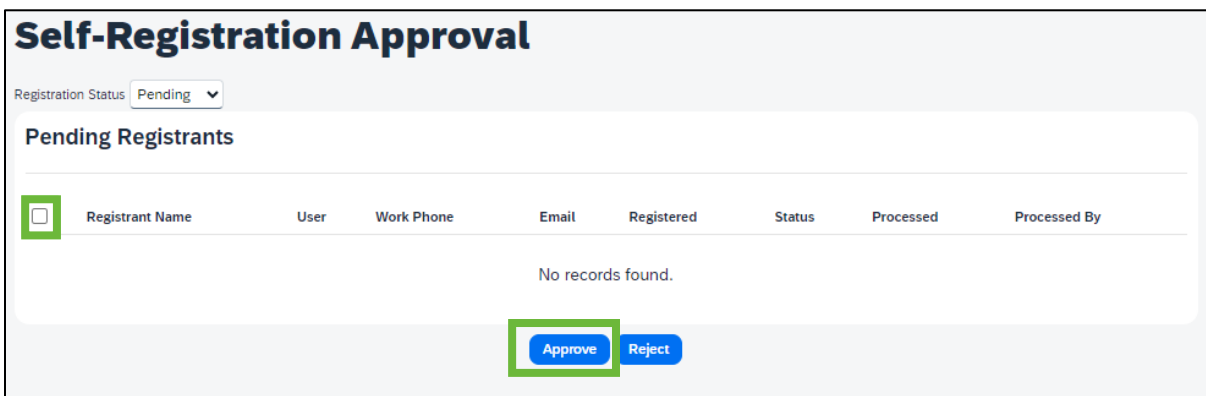
Once you have logged into Concur, click "Administration," "Company Admin."



On the left side of the 'Company Admin' page, click 'Self-Registration Approval.'



All Pending Registrants will be displayed and are approved by checking the box and clicking the blue 'Approve' button.



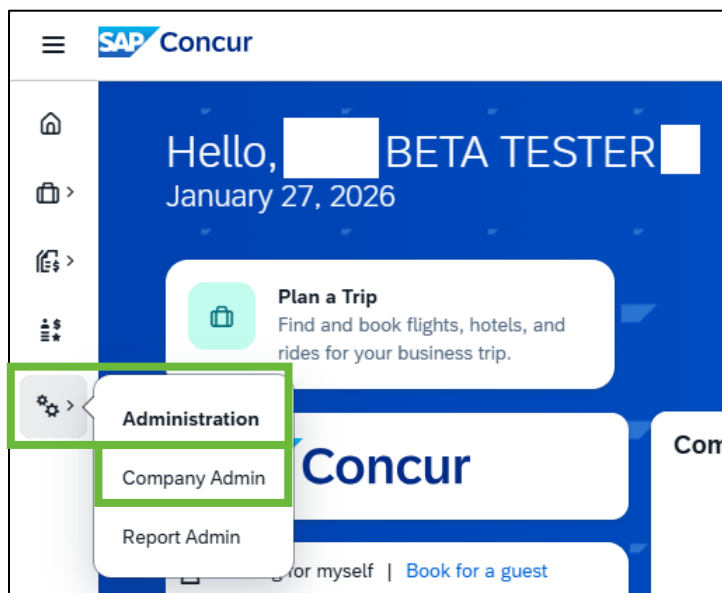
3. Manual Registration

To manually create Concur profiles, you must have an administrative account in Concur. See the video and/or guide 'How to Change a User's Concur Profile' for more information.

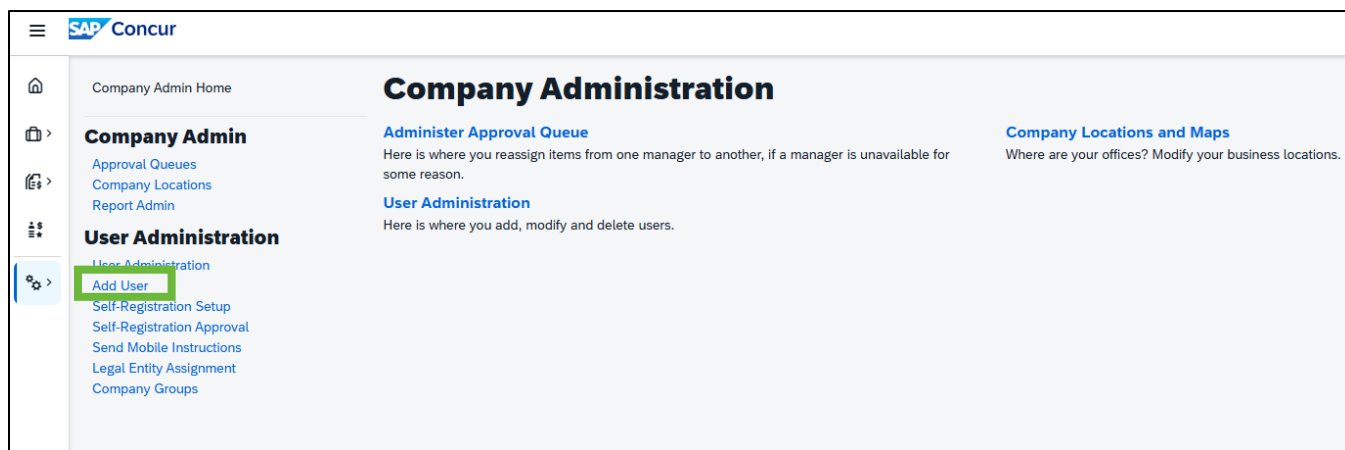
3.1 Log Into Concur

Log into Concur. See the video and/or guide 'How to Log into Concur' for more information.

Once you have logged into Concur, click "Administration," "Company Admin."



On the left side of the "Company Admin" page, Click "Add User" and fill in the required information.



3.2 User Details

The "User Details" page will load. This is where you will enter the traveler's information.

User Details

Save Save and Notify New User Save and New Cancel

Please ensure that the email address you entered is correct and active. [Learn More](#)

General Settings

CTE Login Name* (must be suffixed with a valid domain) Password* Verify Password*

@dgs.ca.gov

Title First Name* Middle Name Preferred Name Last Name* Suffix

Account Activation Date Account Termination Date

02/10/2026

Employee ID Email Address

The "CTE Login Name" must include the business domain for your agency – for example, DGS profiles use the @dgs.ca.gov email domain.

User Details

Save Save and Notify New User Save and New Cancel

Please ensure that the email address you entered is correct and active. [Learn More](#)

General Settings

CTE Login Name* (must be suffixed with a valid domain) Password* Verify Password*

@dgs.ca.gov

Title First Name* Middle Name Preferred Name Last Name* Suffix

Account Activation Date Account Termination Date

02/10/2026

Employee ID Email Address

Make sure the first, middle, and last name matches the photo identification the traveler will provide when traveling. If the name does not match the photo identification the traveler provides when traveling, they may be turned away. See the video and/or guide 'How to Change a User's Concur Profile' for information on how to change their name once the profile has been created.

User Details

Save Save and Notify New User Save and New Cancel

Please ensure that the email address you entered is correct and active. [Learn More](#)

General Settings

CTE Login Name* (must be suffixed with a valid domain) Password* Verify Password*

@dgs.ca.gov

Title First Name* Middle Name Preferred Name Last Name* Suffix

Account Activation Date Account Termination Date

02/10/2026

Employee ID Email Address

An email address is required here. The email entered must be the traveler's official business email address. This is the email Concur and CI Azumano will use to send communications.

User Details

Save Save and Notify New User Save and New Cancel

Please ensure that the email address you entered is correct and active. [Learn More](#)

General Settings

CTE Login Name* (must be suffixed with a valid domain) Password* Verify Password*

@dgs.ca.gov

Title First Name* Middle Name Preferred Name Last Name* Suffix

Account Activation Date Account Termination Date

02/10/2026

Employee ID

Email Address

3.3 Travel Settings

3.3.1 User Group Membership

If the user is also an agency Travel Coordinator, click "Travel Administrators." This will give the user permissions to add/modify users, view agency data, and more. This is **not** to be checked for people who are Travel Assistants/Arrangers. See the video and/or guide 'How to Add and Remove a Travel Arranger/Assistant' for more information.

Travel Settings

User Group Membership (Group Id)

Authorized Support Contact (50156296)

STP Staff (328511199)

Travel Administrators (26650155)

Important: Do not click the other permissions/checkboxes, as they are not applicable to anyone outside of the Statewide Travel Program.

3.3.2 Employee Position Details

This section is not necessary for the Travel Coordinator to complete. The employee will be able to complete this information on their own once they have logged in. Your agency may have different required questions within this section.

Rule Class
Default Travel Class (General Services_CI)

Employee Position/Title

Org. Unit/Division PAR/Level 2 STAR XML Profile Sync ID

Manager Name Edit None

3.3.3 Approving Manager

If your agency participates in Concur's pre-trip approval process, the traveler will need an approving manager attached to their profile to review and approve travel. See the video and/or guide 'Concur Pre-Trip Approval Guide' for more information.

Rule Class
Default Travel Class (General Services_CI)

Employee Position/Title

Org. Unit/Division PAR/Level 2 STAR XML Profile Sync ID

Manager Name Edit None

To add an approving manager, click "Edit."

Manager Name

----- Edit None

In the pop-up that appears, enter the manager's name and click "Search."

User Search

Company: General Services

Please enter a name (or partial name) of a person to search for.

Enter search string Search Cancel

A list of employees with Concur profiles that meet the search criteria will appear.

User Search
Company: General Services

Please enter a name (or partial name) of a person to search for.

Enter search string **Search** **Cancel**

27 Results

Name	Employee Position/Title	Email
Select		
Select Never, William Concur	Concur Administrator	
Select Never, William Concur	Concur Administrator	
Select Never, William	Concur Administrator	
Select Never, William STP		

Once you have found the correct user, click "Select" next to their name.

User Search
Company: General Services

Please enter a name (or partial name) of a person to search for.

Enter search string **Search** **Cancel**

27 Results

Name	Employee Position/Title	Email
Select		
Select Never, William Concur	Concur Administrator	
Select Never, William Concur	Concur Administrator	

The pop-up will disappear, and the manager selected will appear in the "Manager Name" box.

Manager Name

Edit **None**

3.4 Work Address

The "Work Address" is not necessary for the Travel Coordinator to complete, the employee will be able to complete this information on their own once they have logged in.

Work Address

Assigned Location Address same as assigned location

Please choose a company location. ▼

Street

City State/Province/Region Postal Code

3.5 Phone Number

The "Phone Number" is not necessary for the Travel Coordinator to complete, the employee will be able to complete this information on their own once they have logged in.

Phone Number

Work Phone Work Extension Work Fax

2nd Work Phone/Remote Office

3.6 Home Address

The "Work Address" is not necessary for the Travel Coordinator to complete, the employee will be able to complete this information on their once they have logged in.

Home Address

Street

City State/Province/Region Postal Code

Country/Region

3.7 Custom Fields

If your agency has any custom fields, they will appear here. Your agency may have different questions within this section. Any questions labeled "Required" must have a response.

Custom Fields

Fiscal Reporting Structure **[Required]**

3.8 Email Parameters

Once the profile is ready, an email will be sent to the traveler.

Be sure to change any information needed in the default email so it is accurate.

* Required Fields

Email Parameters

Save Save and Notify New User Save and New Cancel

If you click **Save and Notify New User**, the information below is what Concur will use in the email sent to the user. Change any of the default information as needed before you click **Save and Notify New User**.

From: DoNotReply@concursolutions.com Subject: Concur Account Information

Message Text

Dear [FIRSTNAME] [LASTNAME],

Welcome to Concur! Your Login ID is [LOGIN]. You can access the site and change your password using the following link:

[LOGINURL]

After you change your password the link will immediately expire. (It will also expire after one week).

Login ID = [LOGIN]
 First Name = [FIRSTNAME]
 Last Name = [LASTNAME]
 Login URL = [LOGINURL]

3.9 Save the New Profile

The 'Save' button can be found at the top and bottom of the page.

User Details

Save Save and Notify New User Save and New Cancel

Please ensure that the email address you entered is correct and active. [Learn More](#)

General Settings

* Required Fields

Email Parameters

Save Save and Notify New User Save and New Cancel

Click "Save and Notify New User" to create the account and to send an automated email to the traveler with a link to log in and set up their password.

* Required Fields

Email Parameters

Save **Save and Notify New User** Save and New Cancel

If you click **Save and Notify New User**, the information below is what Concur will use in the email sent to the user. Change any of the default informati

Click "Save" to save the profile. This option creates the Concur account but does not send a notification to the traveler.

* Required Fields

Email Parameters

Save Save and Notify New User Save and New Cancel

If you click **Save and Notify New User**, the information below is what Concur will use in the email sent to the user. Change any of the default informati

4. Additional Resources

4.1 CI Azumano

Email: CalTravel@ciazumano.com

Travel Agents: (877) 454-8785 (use only if trip is in progress)

- [CI Azumano Webpage](#)
- [Concur Login Page](#)

4.2 Statewide Travel Program

Email: StatewideTravelProgram@dgs.ca.gov

Find the following videos and guides on the [Statewide Travel Program Training Resources Page](#):

- Concur Pre-Trip Approval Guide
- How to Add and Remove a Travel Arranger/Assistant
- How to Change a User's Concur Profile
- How to Log into Concur
- Travel Coordinator 101