

APR
2026

How to Log Into Concur

Statewide Travel Program

Table of Contents

- Table of Contents 2
- 1. General Information 3
- 2. How to Log into Concur 4
 - 2.1 Go to Concur's log in page. 4
 - 2.1.1 CI Azumano Website 4
 - 2.1.2 Concur Website 4
 - 2.2 Enter Your Username 5
 - 2.3 Enter your Password 6
 - 2.4 Forgot Password 7
 - 2.4.1 Reset password received 8
 - 2.4.2 Password accepted 9
 - 2.4.3 Password requirements not met 10
 - 2.4.4 No reset password email received 11
 - 2.5 Two-Factor Authentication 11
- 3. Additional Resources 13
 - 3.1 CI Azumano 13
 - 3.2 Statewide Travel Program 13

1. General Information

To access Concur, reach out to your agency Travel Coordinator(s). You can also check out the video and/or guide 'How Does a Traveler Request Access to Concur?'

Upon accessing Concur, you need to complete your profile before any trips can be booked.

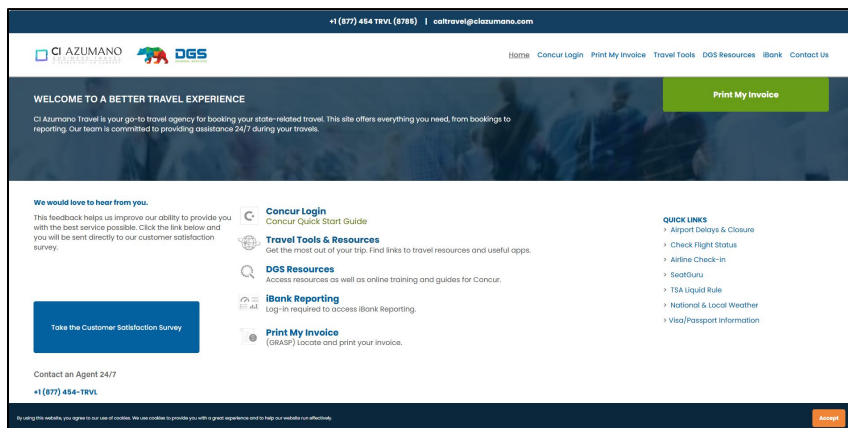
2. How to Log into Concur

2.1 Go to Concur's log in page.

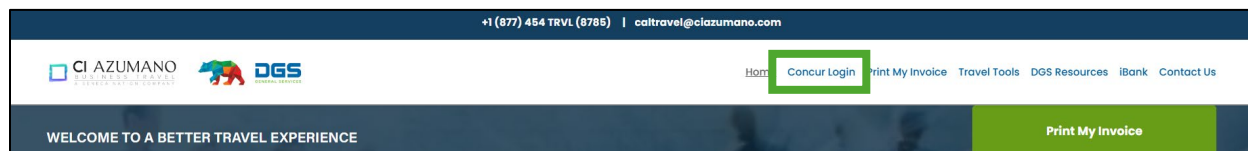
There are two ways to access the Concur log in page.

2.1.1 CI Azumano Website

Go to the CI Azumano website at: www.caltravel.ciazumano.com. It is recommended to bookmark the CI Azumano webpage for your future reference.

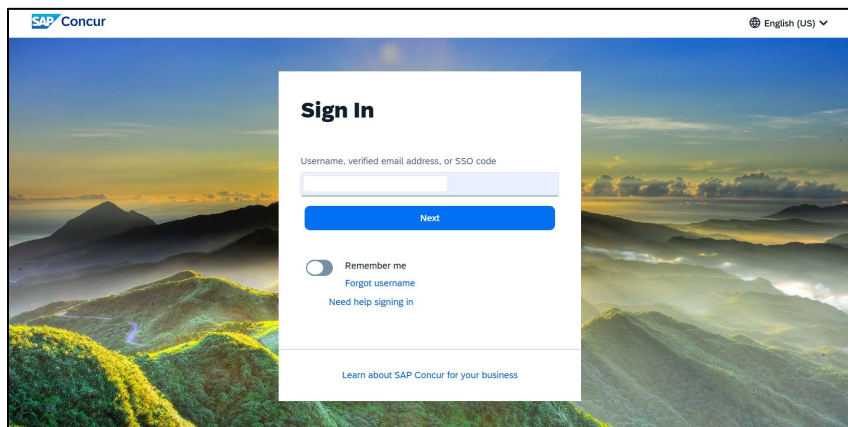


At the top of the page, click "Concur Login."



2.1.2 Concur Website

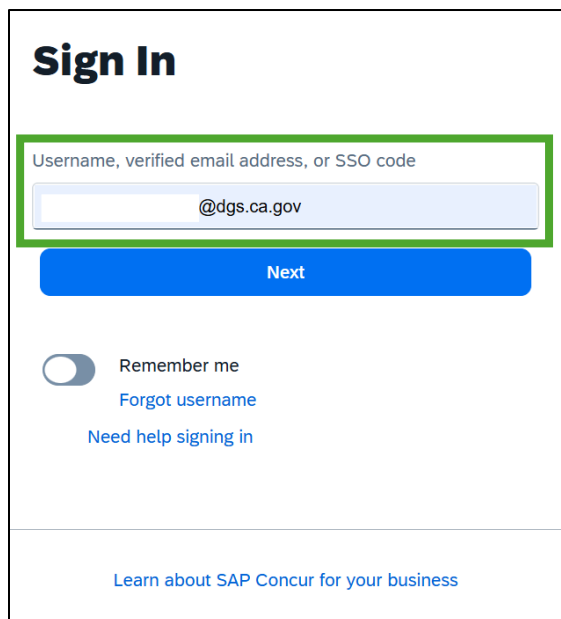
You can also go straight to Concur at: www.concursolutions.com. It is recommended to bookmark the Concur webpage for your future reference.



2.2 Enter Your Username

Your agency Travel Coordinator will provide your username to you after they have granted you access to Concur.

Enter your username under "Username..."



Sign In

Username, verified email address, or SSO code

@dgs.ca.gov

Next

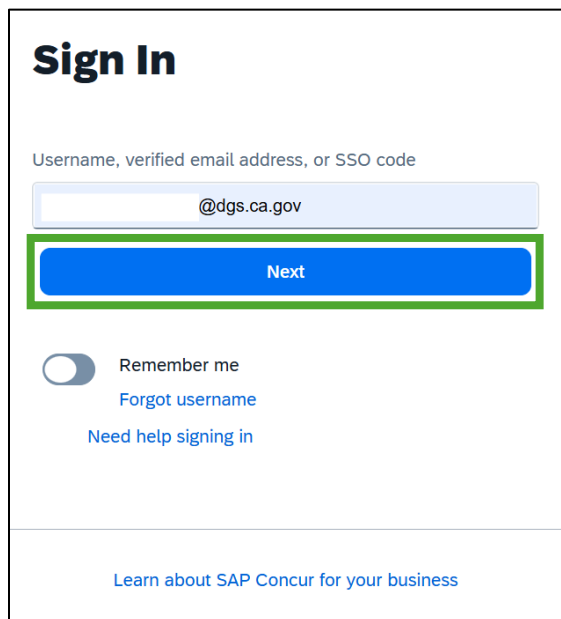
Remember me

[Forgot username](#)

[Need help signing in](#)

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

Click 'Next.'



Sign In

Username, verified email address, or SSO code

@dgs.ca.gov

Next

Remember me

[Forgot username](#)

[Need help signing in](#)

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

2.3 Enter your Password

Your agency Travel Coordinator will provide your password to you after they have granted you access to Concur.

Click "SAP Concur Password."

< Sign In

@dgs.ca.gov

Sign in with:

SAP Concur Password

OR

Sign in with an Email Link

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

Enter your password then click "Next."

< Sign In

@dgs.ca.gov

Password

.....

Next

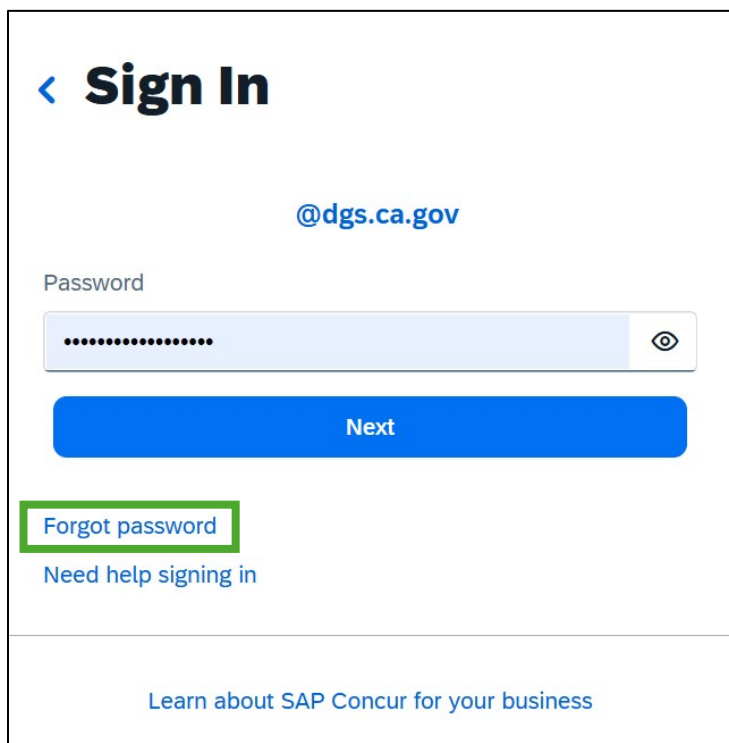
[Forgot password](#)

[Need help signing in](#)

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

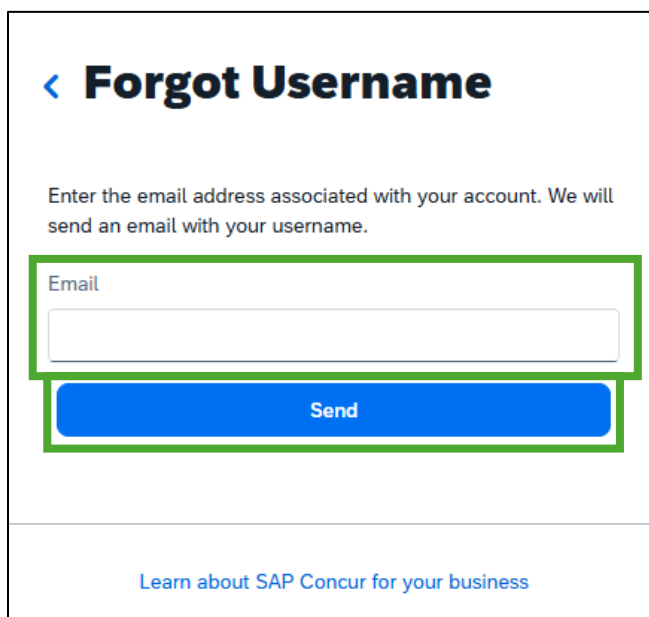
2.4 Forgot Password

If you forgot your password, click forget password.



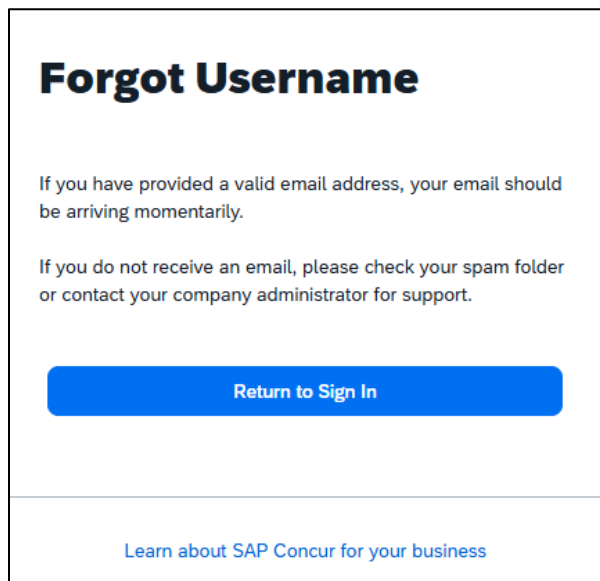
The screenshot shows the 'Sign In' page. At the top left is a back arrow and the text 'Sign In'. Below this is the email address '@dgs.ca.gov'. There is a 'Password' field with a masked password and a visibility toggle icon. A blue 'Next' button is positioned below the password field. A green rectangular box highlights the 'Forgot password' link, which is located below the 'Next' button. Below the 'Forgot password' link is the text 'Need help signing in'. At the bottom of the page is a link that says 'Learn about SAP Concur for your business'.

Enter your email. This must be the same email that is linked to your Concur profile. Click "Send."



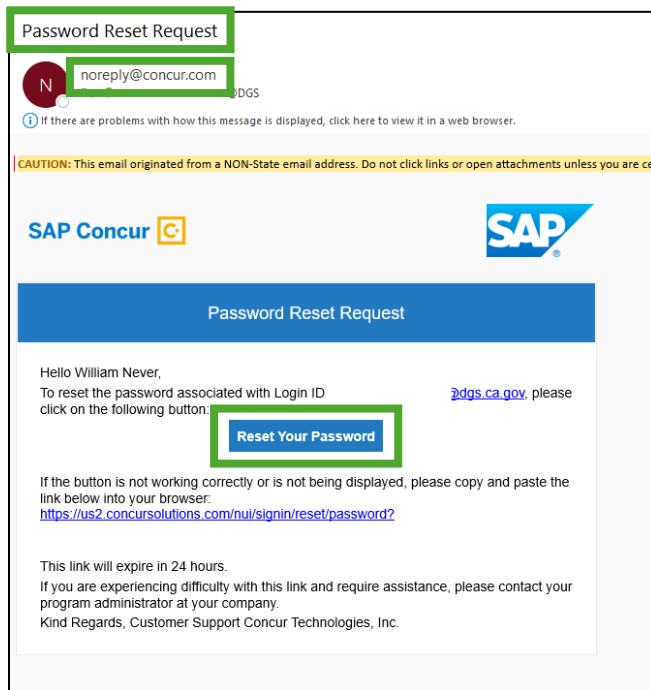
The screenshot shows the 'Forgot Username' page. At the top left is a back arrow and the text 'Forgot Username'. Below this is the instruction: 'Enter the email address associated with your account. We will send an email with your username.' There is an 'Email' input field with a green border. Below the input field is a blue 'Send' button, also with a green border. At the bottom of the page is a link that says 'Learn about SAP Concur for your business'.

If your email is linked to a Concur profile, you will receive an email from Concur to proceed with resetting your password. You may exit the webpage, as the Concur email will contain a link to reset the password.



2.4.1 Reset password received

You will receive an email from Concur with the link to reset your password. Click the "Reset Your Password" link within the email.



The link will take you to the "Reset Password" page.

Reset Password

Your company requires your password to meet these requirements:

- Be between 8 and 255 characters
- Be different from your last 4 passwords

New Password ?

Confirm New Password

Submit

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

Enter the new password, ensuring it meets Concur's password requirements. Click "Submit."

Reset Password

Your company requires your password to meet these requirements:

- Be between 8 and 255 characters
- Be different from your last 4 passwords

New Password ?

Confirm New Password

Submit

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

2.4.2 Password accepted

If the password meets the requirements, a note will appear to let you know the password reset has been successful.

Success

Your password has been successfully changed. Please sign in with your new password.

Return to Sign In

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

Click “Return to Sign In” and start the sign in process from the beginning. See section 2.2 of this document for additional information.

Success

Your password has been successfully changed. Please sign in with your new password.

[Return to Sign In](#)

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

2.4.3 Password requirements not met

If the password does not meet the requirements, Concur will let you know by highlighting the password box in red and adding an “X” next to the requirement that is not met.

Reset Password

Your company requires your password to meet these requirements:

- ✓ Be between 8 and 255 characters
- ✗ Be different from your last 4 passwords

✗ New Password ?

.....

✗ Confirm New Password

.....

[Submit](#)

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

Enter a new password that meets the requirements and click "Submit."

Reset Password

Your company requires your password to meet these requirements:

- ✓ Be between 8 and 255 characters
- ✗ Be different from your last 4 passwords

✗ New Password ?

✗ Confirm New Password

Submit

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

2.4.4 No reset password email received

If you do not receive an email from Concur, check your spam/junk folders. If you still do not see the email, reach out to your agency Travel Coordinator(s) for additional assistance.

2.5 Two-Factor Authentication

Enter the two-factor authentication. If you would like information on how to set up two-factor authentication, please see the video and/or guide 'How to Set Up 2FA (two-factor authentication).'

< **Sign In**

@dgs.ca.gov

Two-factor Authentication

Enter the authentication code generated by the authenticator app on your mobile device or browser.

6-Digit Authentication Code

Sign In

[Unable to enter authentication code](#)

[Need help signing in](#)

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

HOW TO LOG INTO CONCUR

Click "Sign in."

< Sign In

@dgs.ca.gov

Two-factor Authentication
Enter the authentication code generated by the authenticator app on your mobile device or browser.

6-Digit Authentication Code

970067

Sign In

[Unable to enter authentication code](#)

[Need help signing in](#)

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

The Concur homepage will load.

SAP Concur

Hello, William
April 29, 2026

Plan a Trip
Find and book flights, hotels, and rides for your business trip.

DGS GENERAL SERVICES

Company Notes

CI AZUMANO
BUSINESS TRAVEL
A SENECA NATION COMPANY

Welcome to Concur, Managed by CI Azumano Travel

Approvals

No Approvals

Flight Search

Round-trip One-way Multi-city

For travel questions, please email
DGSTravel@dgs.ca.gov

Is your driver's license REAL ID compliant?
A new form of identification will be required for air travel within the U.S. starting May 7, 2025.
Click here for more information on REAL ID.

If this is your first time logging in, you must complete your Concur profile before being able to book. See the video and/or guide 'How to Set Up a Concur Profile' for more information.

3. Additional Resources

As a traveler, your first resource for all travel-related inquiries is your agency Travel Coordinator(s). Other helpful resources are:

3.1 CI Azumano

Email: CalTravel@ciazumano.com

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

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

3.2 Statewide Travel Program

Email: StatewideTravelProgram@dgs.ca.gov

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

- o How to Set Up a Concur Profile
- o How Does a Traveler Request Access to Concur
- o How to Set Up 2FA (two-factor authentication)