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# 2-Step Verification

Statewide Travel Program

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# 1. General Information

Two-Factor Authentication is also known as Two-Step Verification or 2FA. Many websites such as Concur and Conferma require the use of 2FA to log in. The process to add 2FA is the same for any website that requires it.

The use of a mobile device is optional and is not required to set up 2FA. It is up to you if you do not have a work-issued mobile device whether you want to use your personal device.

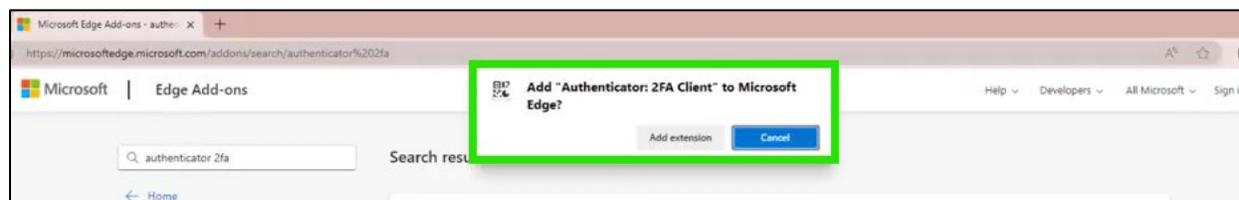
For this guide, all examples will be from Authenticator: 2FA Client Extension for Microsoft Edge and the Microsoft Authenticator mobile application.

## 2. Download an Authenticator

The first thing you will need to do is download an authenticator. Since each agency will have their own internal information technology group that likely dictates what their employees can download and use, please check internally within your agency on what is acceptable.

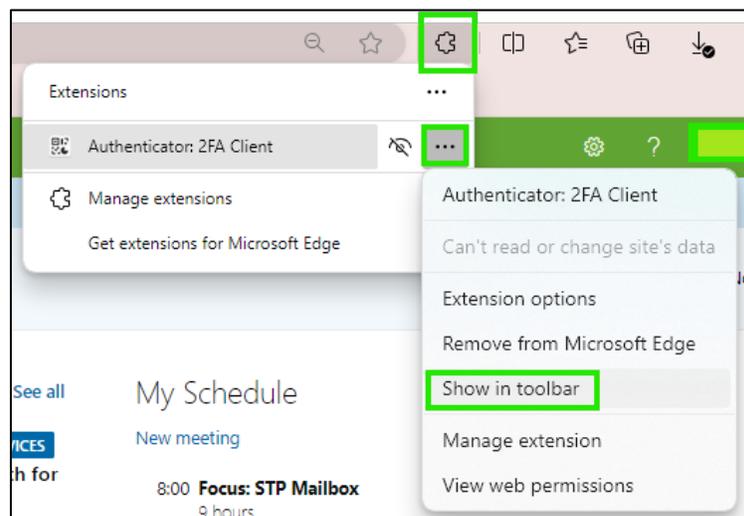
### 2.1 Authenticator for Microsoft Edge

Go to [microsoftedge.microsoft.com](https://microsoftedge.microsoft.com) and search for 'Authenticator: 2FA Client.' Click 'Get.' Click 'Add extension.'



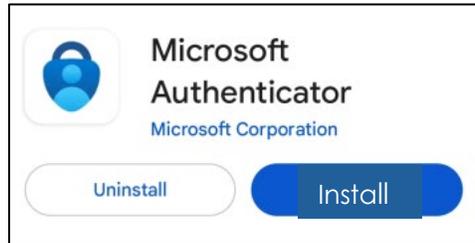
You will know it has downloaded when a pop-up says, "Authenticator: 2FA Client has been added to your browser."

Once you have installed the extension, select the icon resembling a puzzle piece to pin the extension to your web browser's toolbar for easier access in the future.



## 2.2 Authenticator Phone App

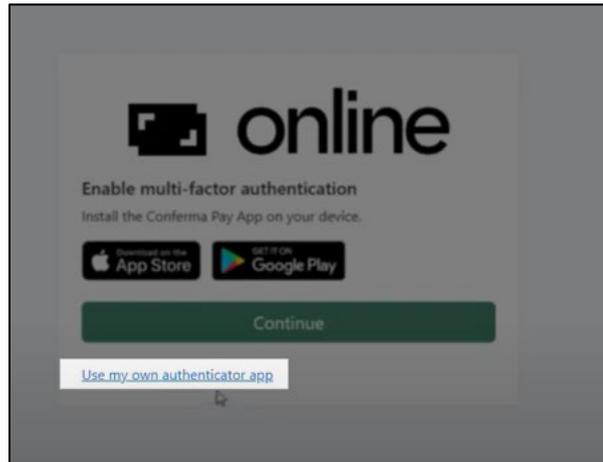
Open the app store on your device and search for 'Microsoft Authenticator.' Click 'Install.'



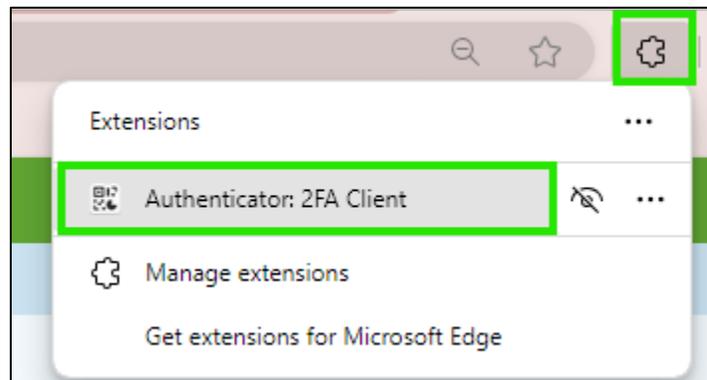
## 3. First-Time 2FA Setup

### 3.1 Microsoft Edge Authenticator

Go to the website you need to log into. Enter your username and password. Click 'use my own authenticator app.'

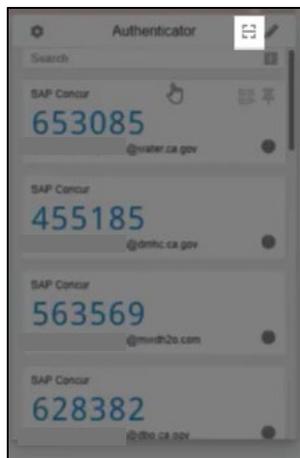


Go to your extensions and click 'Authenticator: 2FA Client.' Please make sure you open the authenticator on the same webpage as the QR code.



Click the 'scan' button (semi-open square with the line through the middle).

## 2-STEP VERIFICATION

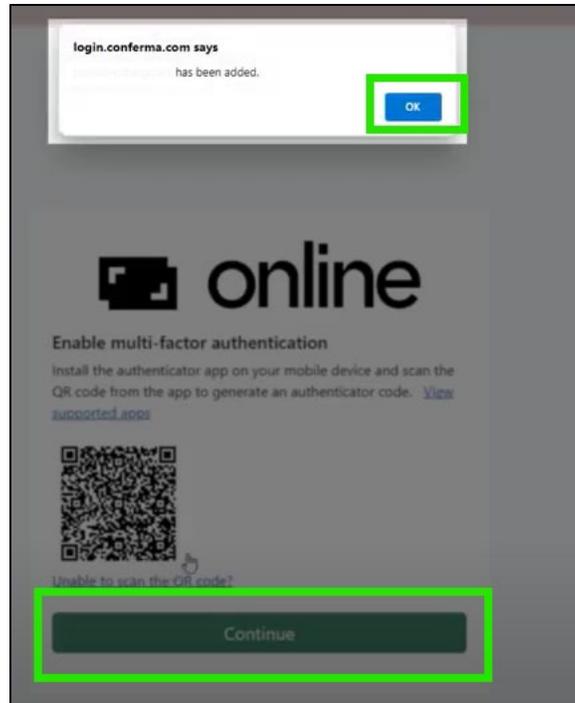


Click and drag to scan the entire QR code. Be sure to scan the code on the website and not the example given by the authenticator app.

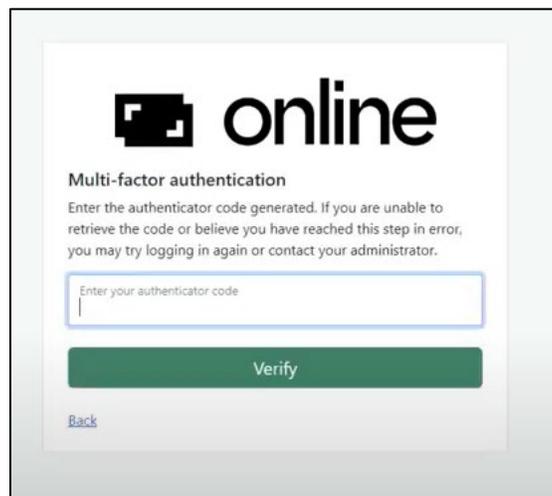


If done correctly, a pop-up will say, "This account has been added." Click 'OK' and 'Continue.'

## 2-STEP VERIFICATION

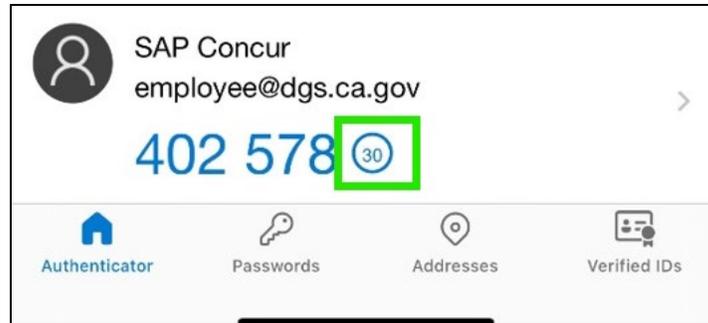


Now, you will see a box where you need to input the authenticator code.



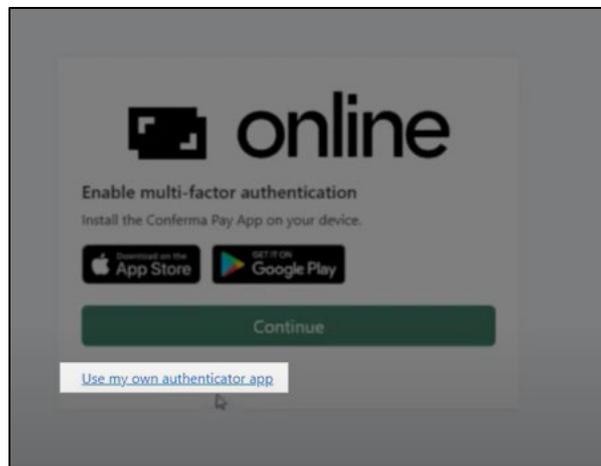
Go back to your extensions, click 'Authenticator: 2FA' and search for the correct account. Click to copy the code and then paste it in the box. Click 'Verify' and 'Continue,' and you have successfully logged in.

Please Note: The code will only last 30 seconds. Pay attention to the number in the circle to see how long until the code expires.



## 3.2 Microsoft Phone App Authenticator

Go to the website you need to log into. Enter your username and password. Click 'Use my own authenticator app.'

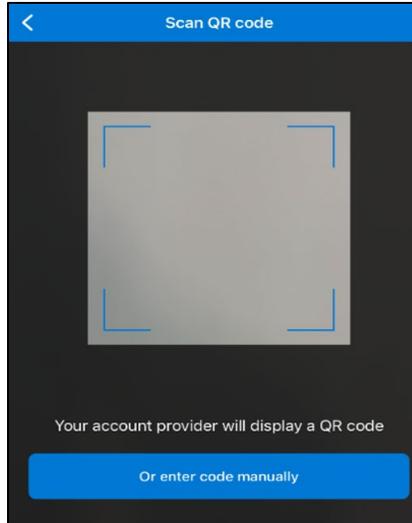


Open the authenticator app on your device. Click the 'Add' button.

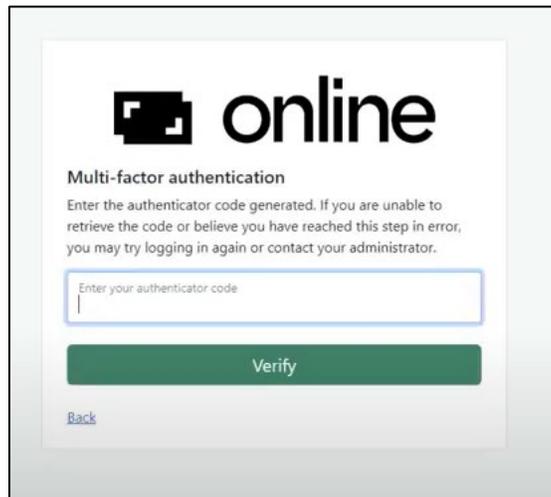


Choose 'Work or school account,' then select 'Scan a QR Code.' Use the device's camera to scan the entire QR code. If done correctly, the account will show up in the authenticator app.

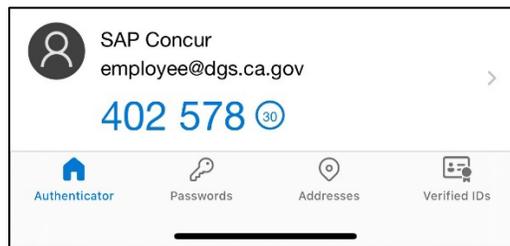
## 2-STEP VERIFICATION



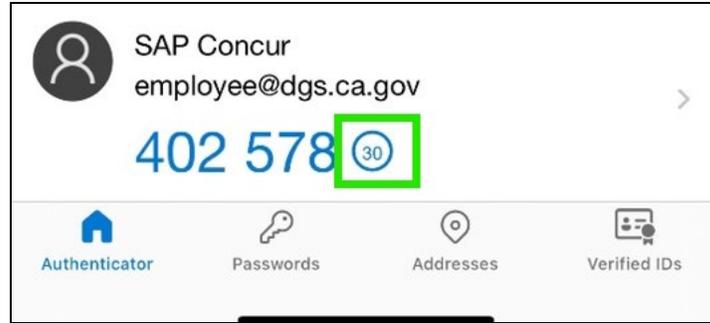
Now, you will see a box where you need to input the authenticator code on the website.



After scanning the QR code, your mobile authenticator application will generate a temporary unique six-digit code. Enter this code into the 'Authentication Code' field on your Concur login page, click 'Verify' and 'Continue,' and you have successfully logged in.



Please Note: The code will only last 30 seconds. Pay attention to the number in the circle to see how long until the code expires.



### 3.3 Manual Key

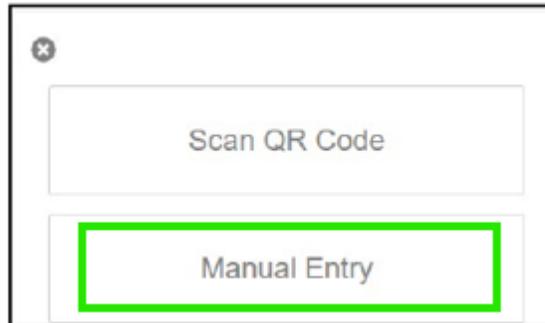
If you are unable to scan the QR code as detailed in Sections 3.1 or 3.2, you can manually enter a code to finalize the authentication setup. Located directly under the QR code, you can select the link titled 'Set up manually with a key.' Selecting this will display an autogenerated key code.



#### 3.3.1 Microsoft Edge Authenticator

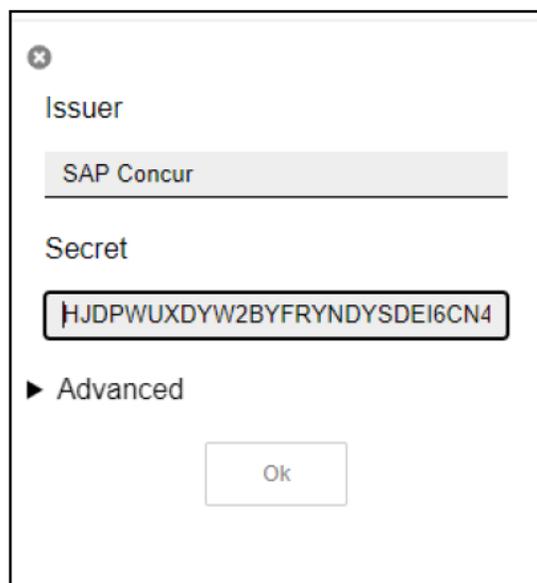
Go to your extensions and click 'Authenticator: 2FA Client.' First select the pencil icon, then the plus symbol. Next, select the 'Manual Entry' option.





You will be brought to a new screen with additional fields to be completed.

- In the 'Issuer' field – enter the name of the webpage.
- In the 'Secret' field – paste the manual key referenced above.



After selecting 'Ok,' you will be taken to the main screen for your authenticator extension. If done correctly, the account will show up as an option in the extension.

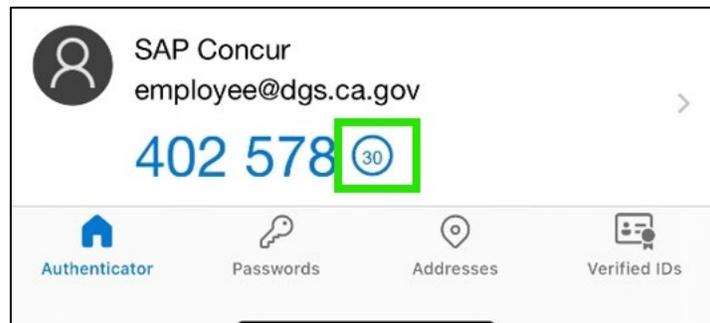
Now, you will see a box where you need to input the authenticator code on the website

## 2-STEP VERIFICATION



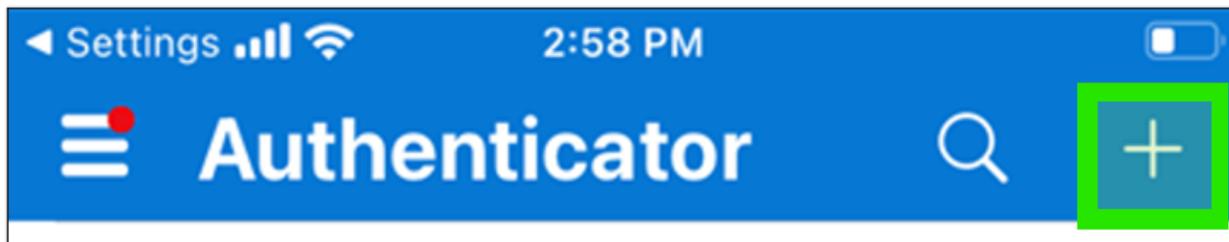
Go to your extensions, click 'Authenticator: 2FA' and search for the correct account. Click to copy the code and then paste it in the box. Click 'Verify' and 'Continue,' and you have successfully logged in.

Please Note: The code will only last 30 seconds. Pay attention to the number in the circle to see how long until the code expires.



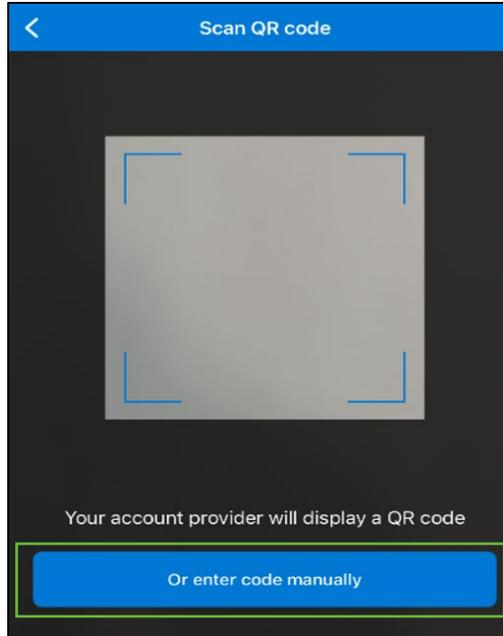
### 3.3.2 Mobile Authenticator

Open the Authenticator app on your device. Click the 'Add' button.

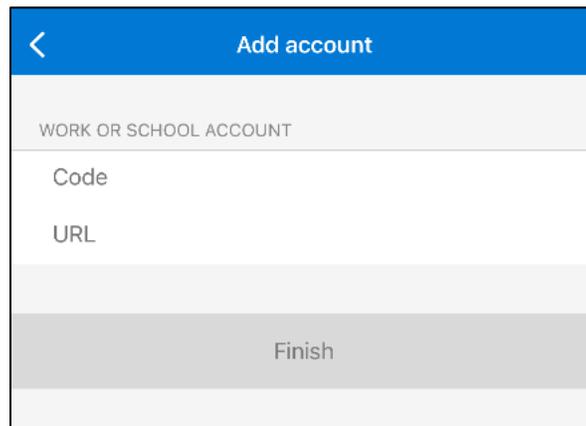


Choose 'Work or school account,' then select 'Scan a QR Code.' Choose 'Or enter code manually'

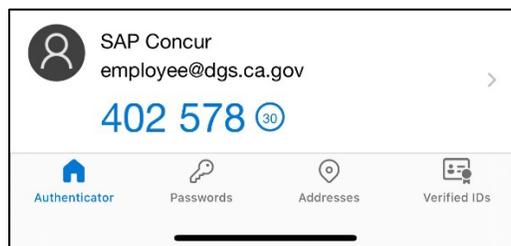
## 2-STEP VERIFICATION



By selecting this button, you will be brought to a screen to enter the manual key code, as well as the URL for your Concur login page. Enter the information and select 'Finish.' This will add your Concur account to your mobile authenticator application.

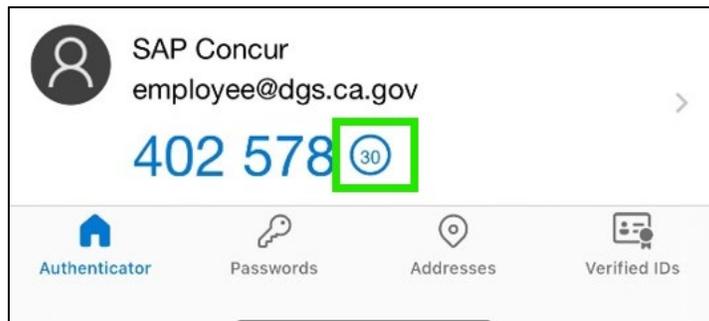


Your mobile authenticator application will generate a temporary unique six-digit code. Enter this code into the 'Authentication Code' field on your Concur login page, click 'Verify' and 'Continue,' and you have successfully logged in.



## 2-STEP VERIFICATION

Please Note: The code will only last 30 seconds. Pay attention to the number in the circle to see how long until the code expires.

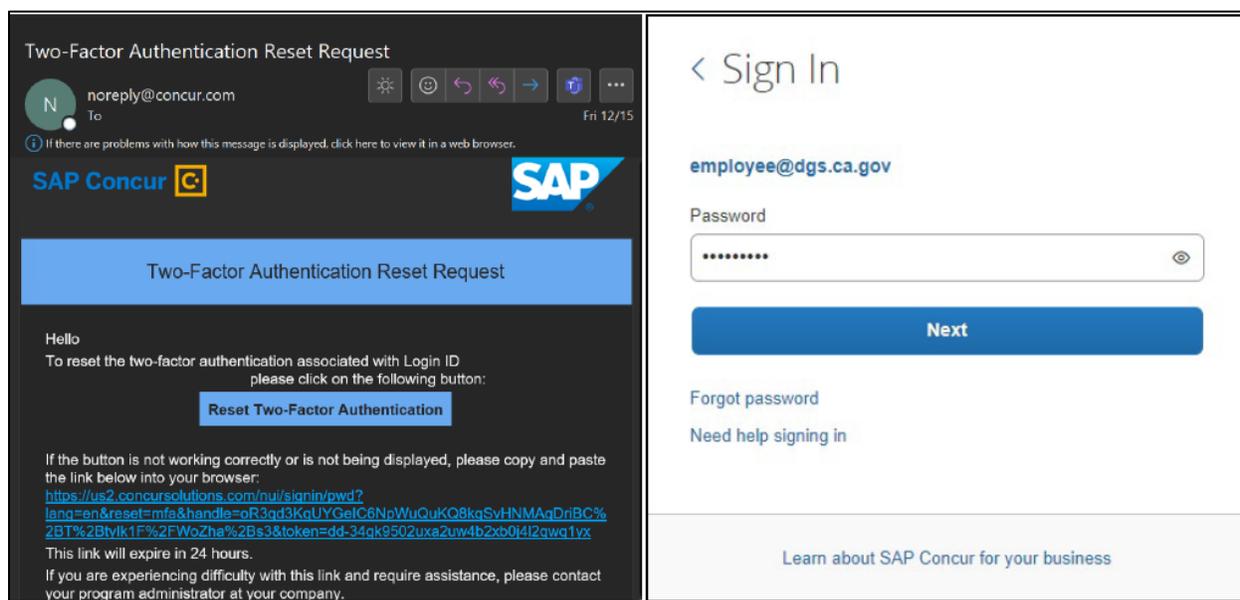


## 4. 2FA Within Concur

### 4.1 2FA for Concur Log-in

To set up 2FA on Concur, you will need to do an additional step. Go to the [Concur login page](#). After entering your username and password, an onscreen message will display, informing you an email was sent with instructions to establish 2FA.

Open the email with the subject 'Two-Factor Authentication Reset Request' from noreply@concur.com. Click on the button labeled 'Reset Two-Factor Authenticator,' or the hyperlink provided in the email. Once you select the link, you will be directed back to the Concur login page with your username prefilled.



After entering your password and selecting 'Next,' you will see a QR Code that will need to be scanned with your newly installed Authenticator extension. Continue with step 2 of Section 3.1 if you have installed it on your web browser or step 2 of Section 3.2 if you installed it on your phone.

### 4.2 Resetting 2FA for Concur Log In

Prerequisite: You have previously established 2FA with your Concur account. You can reset your 2FA account if you have a new device or lost your device. After entering your username and password on the Concur login page, you will be prompted for a six-digit authentication code. This is the screen where you can begin your 2FA reset process.

## 2-STEP VERIFICATION

Select 'Unable to enter authentication code.' You will receive an email sent to your associated Concur account containing a link to reset your 2FA.

### 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](#)

Once you select the link, please repeat the process outlined in Section 3.1 if you have installed it on your web browser or Section 3.2 if you installed it on your phone.

If you are locked out, please contact your agency Travel Coordinator(s) and request they update your Concur email. Once updated, click 'Unable to enter authentication code' to trigger the email again.

## 5. Troubleshooting Tips

There are a few reasons you might receive the error: "The authentication code you entered is incorrect" when setting up two-factor authentication (2FA). Below are the most common scenarios that cause this error.

### 5.1 You enter the manual key as the Authentication Code

The 'Authentication Code' field is where you should enter the six-digit code generated by the Authenticator app AFTER you have added the account in the authenticator app using the key provided by SAP Concur.

To set up 2FA, you should download an authenticator app (if you don't have one already) and add an account within the authenticator app, using either the QR code or the manual key. After the account is added, the authenticator app will display a six-digit code that you should copy and enter in the 'Authentication Code' field in the SAP Concur Sign In page. For resources on setting up 2FA, please read sections 2-4 of this document.

### 5.2 The code has expired

The authentication code is time-based and expires every 30 seconds. Please make sure that the authentication code entered is still active in the Authenticator app.

### 5.3 The time on your device is not synchronized

#### 5.3.1 iOS device

- On your iPhone, go to 'Settings.'
- Scroll down, then select 'General.'
- Scroll down, then select 'Date & Time.'
- Select 'Set Automatically' to 'true.'
- Close and reopen the Authenticator app.
- Enter the authentication code shown on the app.

#### 5.3.2 Android device

- Go to the main menu of the Authenticator app.
- Select the three dots in the top right corner.
- Select 'Settings.'
- Select 'Time correction for codes.'
- Press 'Sync now.'
- The message displayed will confirm if the time has been synchronized or if it was already correct.
- Close and reopen the Authenticator App.
- Enter the authentication code shown on the app.

### 5.3.3 Google Authenticator app

- Go to the main menu of the Google Authenticator app.
- Click the three dots in the upper right corner.
- Select 'Settings.'
- Select 'Time correction for codes.'
- Select 'Sync now.'
- The message displayed will confirm if the time has been synchronized or it was already correct.
- Close and reopen the authenticator app.
- Enter the authentication code to SAP Concur again.

### 5.3.4 Laptop or Computer

- Click the Authenticator icon to open the extension.
- When the Authenticator opens, click the cog wheel icon in the upper-left corner to open settings.
- Click 'Sync Clock with Google.'
- Click 'Allow' to give permission to "Read and change your data on [www.google.com](http://www.google.com) on the pop-up if shown." (Optional)
- The message displayed will confirm if the time has been synchronized.

## 5.4 2FA opened in multiple places

Every time you open the 'Enroll in 2FA' page, a unique QR code and secret key are displayed. However, we only honor the latest initialized secret. Therefore, if you opened the 'Enroll in 2FA' page in two different browsers or in a browser and in the mobile app, the only QR code and manual key that will work will be the ones from the page that was opened last. If that is the case, you should delete the account you had created in the authenticator app or extension and add a new account using the latest generated QR code or manual key.

## 5.5 Adding spaces to the code

There should not be any space in the six-digit authentication code field. Remove any spaces, then try again.

## 5.6 Additional issues

If none of the above troubleshooting tips fix your issue, please delete the account you created in the authenticator app or extension and add a new account to troubleshoot the issue. In addition, you can also uninstall the authenticator app and install it again.

## 6. Additional Resources

For additional information or assistance with 2FA, please contact your agency Travel Coordinator(s). If you are your agency's Travel Coordinator, or do not know who your Travel Coordinator is, please email [StatewideTravelProgram@dgs.ca.gov](mailto:StatewideTravelProgram@dgs.ca.gov).

For additional Concur user guides and videos, please visit the Statewide Travel Program website's [resources page](#).