Concur 2FA User Guide

Statewide Travel Program

**DGS** CALIFORNIA DEPARTMENT OF GENERAL SERVICES

Contents

Concur Two-Factor Authentication User Guide

Concur requires the use of two-factor authentication (2FA) to use the platform. This guide is intended to assist in setting up 2FA for the first time, as well as resetting 2FA. Keep in mind that the use of a mobile device is completely optional and is not required to set up 2FA with Concur; it is up to the user if they do not have a work-issued mobile device whether they want to use their personal device. For this guide, all examples will be from Authenticator: 2FA Client Extension for Microsoft Edge and the Microsoft Authenticator mobile application.
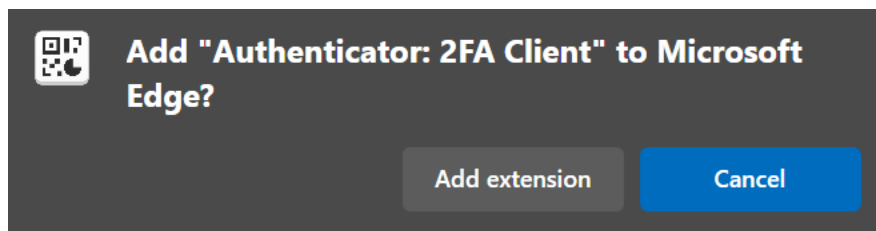
1. Web Browser Extension

1.1. Installing Extensions

If you do not have a department-issued mobile device or prefer to use your desktop, you can use an authenticator app on your browser such as Chrome Authenticator or Microsoft Edge. Please inquire with your IT department about the allowed extensions.
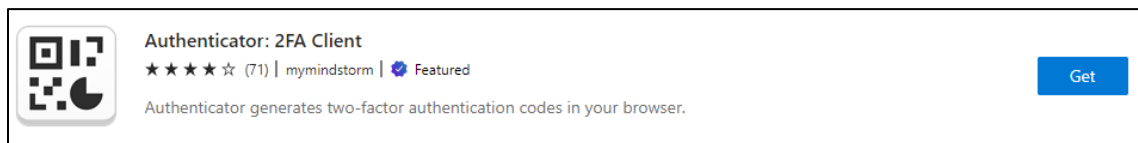
After installing the browser extension allowed by your IT department, you will be prompted with an onscreen message confirming you wish to install the extension. Select **"Add extension."**
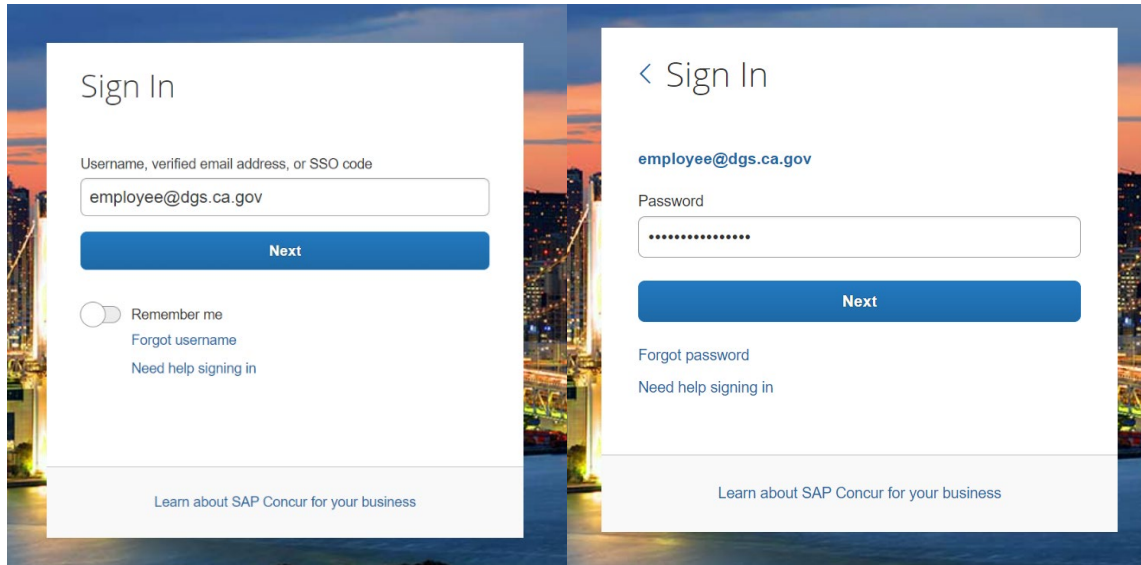

Once you have installed the extension, select the icon resembling a puzzle piece to pin the extension to your web browser's toolbar for easier access in the future.
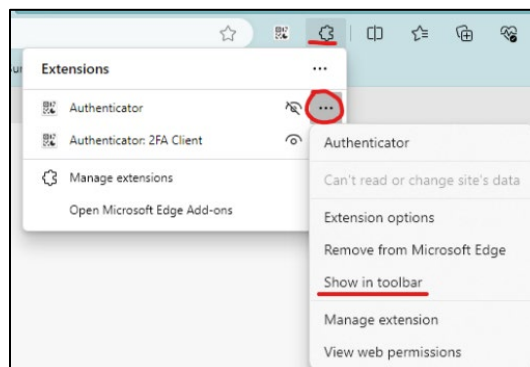
1.2. Setting Up 2FA with Concur

Navigate to your agency's Concur login page, found here. Follow the standard login process by entering your assigned username and password.


1.2.1. First-Time 2FA Setup

If you have not set up 2FA for your Concur login yet, please continue reading this section. If you have already established 2FA, please continue to Section 1.2.2.

After entering your username and password, an onscreen message will display, informing you an email was sent with instructions to establish 2FA.
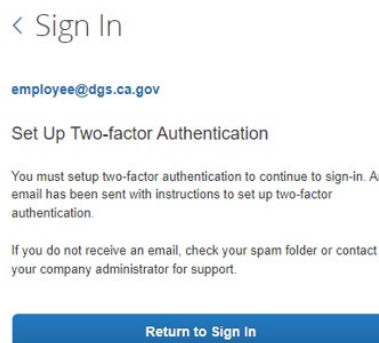
Open the email with the subject **"Two-Factor Authentication Reset Request"** from noreply@concur.com. Click on the button labeled **"Reset Two-Factor Authenticator,"** or the hyperlink provided in the email. Once you select the link, you will be directed back to the Concur login page with your username prefilled.
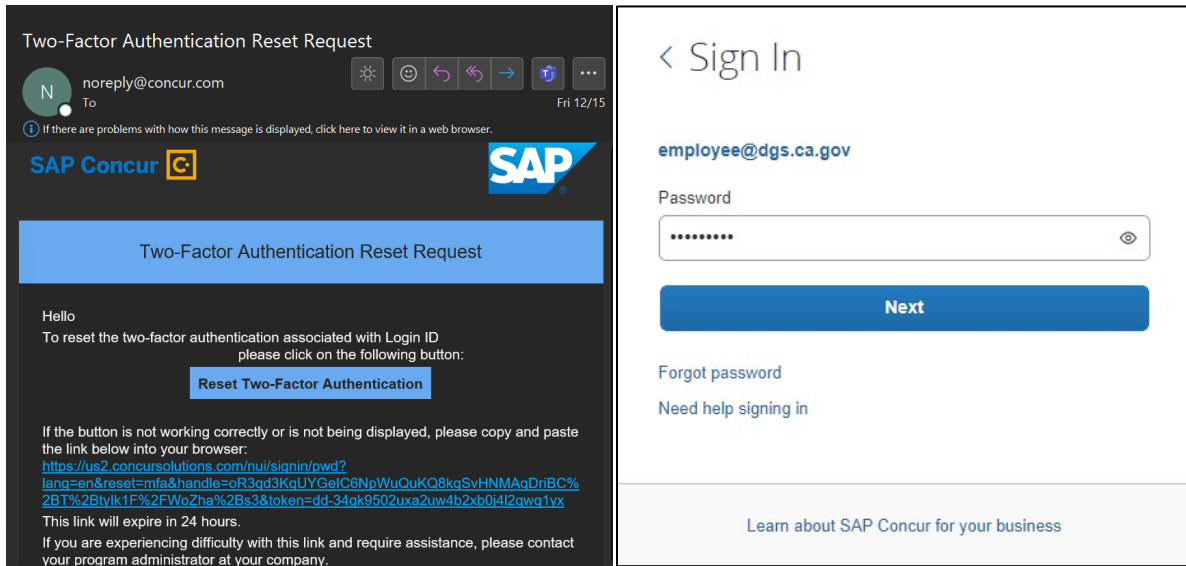
After entering your password and selecting **"Next,"** you will see a QR Code that will need to be scanned with your newly installed Authenticator extension.
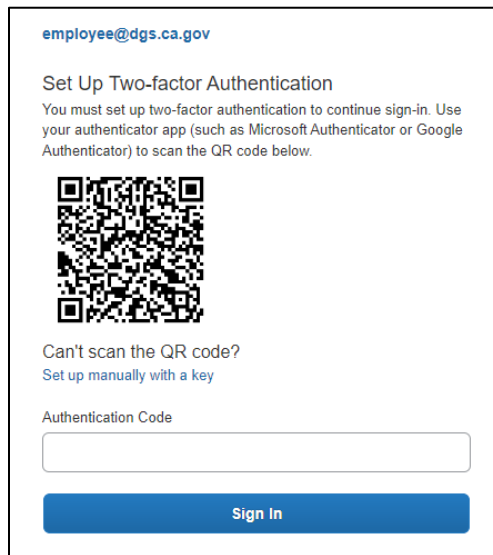
1.2.2. Scanning the QR Code

Ensuring your Authenticator extension is installed, open the extension in your browser's toolbar. ***Please make sure you open Authenticator on the same webpage as the Concur QR code.***

The Authenticator extension will open a pop-up screen displaying a key icon with a note indicating no accounts are available to display (first-time users of Authenticator only).

Navigate to the top of the Authenticator toolbar and select the scan icon (semi-open square with the line through the middle). By selecting the scan icon, you will have activated QR capture within the extension. You can be sure of this by the webpage becoming more muted, and your mouse cursor turning black.
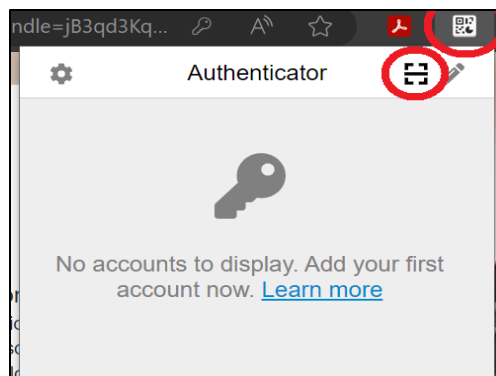

While in QR capture mode, click and drag your mouse, drawing a square completely over the QR code. If done successfully, you will see a pop-up notification informing you that your Concur account was added to two-factor authentication. Select OK and navigate back to the Concur login page.

1.2.3. Using a Manual Key

If you are unable to scan the QR code as detailed in Section 1.2.2., 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.
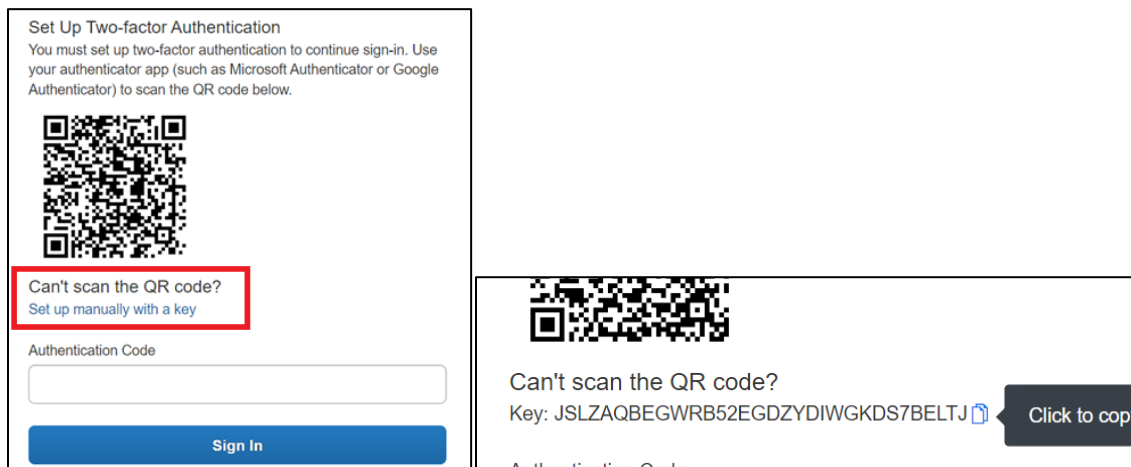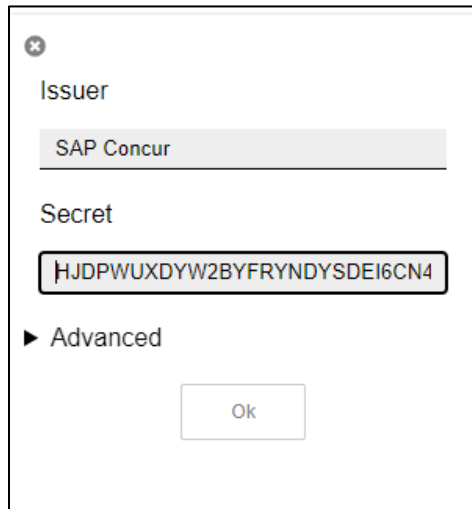

Using the Authenticator extension, first select the pencil icon, then the plus symbol. Next, select the **"Manual Entry"** option.

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

- In the "Issuer" field – enter "SAP Concur"

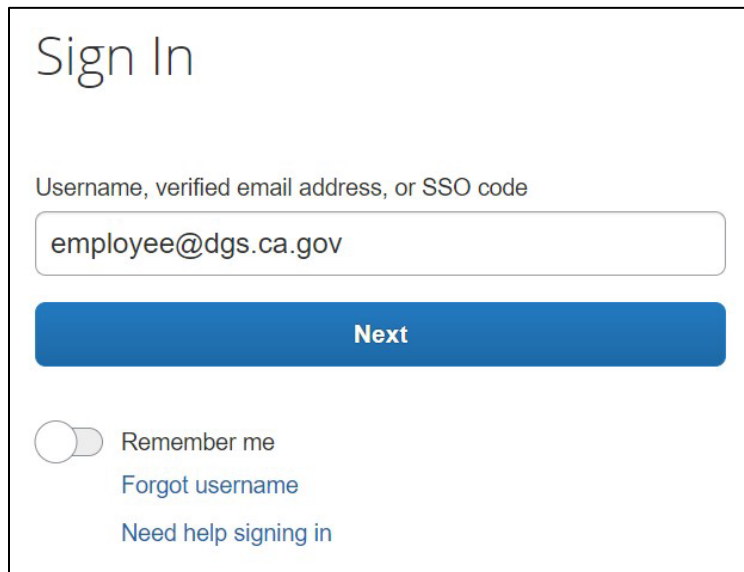- In the "Secret" field – paste the manual key referenced above
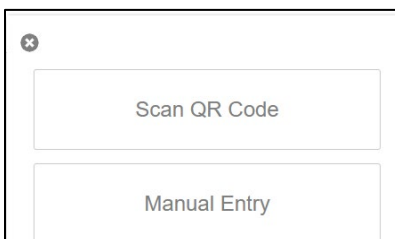
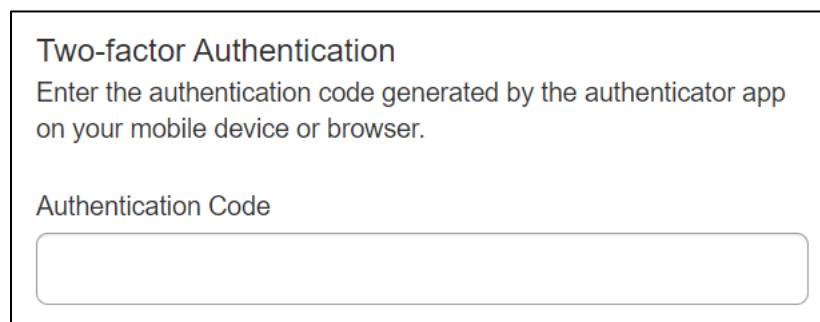After selecting the **"Ok"** button, you will be taken to the main screen for your Authenticator extension.

1.3. Signing Into Concur

Once you have established 2FA with your Concur account (see Section 1.2), you're ready to log in. Proceed to the Concur login page and continue entering your username and password.
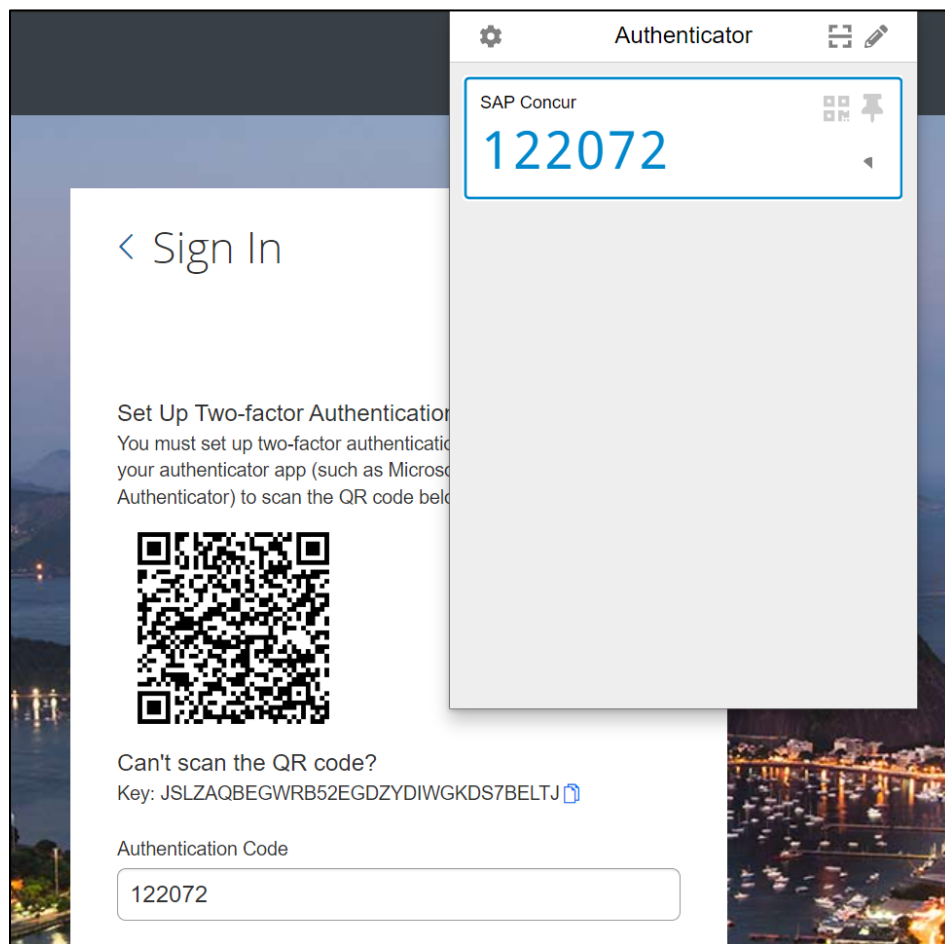
Sign In

Username, verified email address, or SSO code

employee@dgs.ca.gov

Next

Remember me
Forgot username
Need help signing in

A pop-up will display, prompting you to enter in your two-factor authentication code. In the same browser window, open your Authenticator extension. You should see your tile labeled **"SAP Concur"** with a six-digit code. Click on the code to automatically copy it to your clipboard, then paste it into the **"Authentication Code"** field on the Concur login page.

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

Authentication Code

Please note that your Authenticator extension resets the code every 60 seconds. This is displayed in the bottom right of your Authenticator extension. You must enter the code and sign in before the code resets, otherwise you will need to copy the newly populated code after the 60-second timer resets.
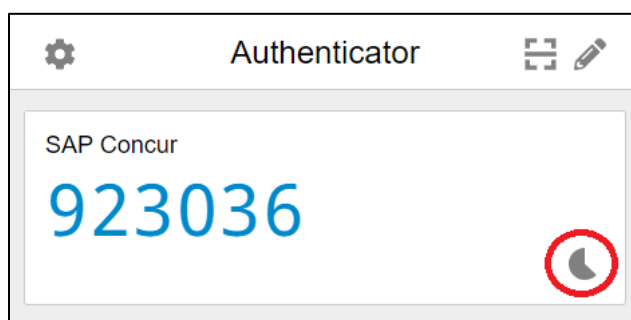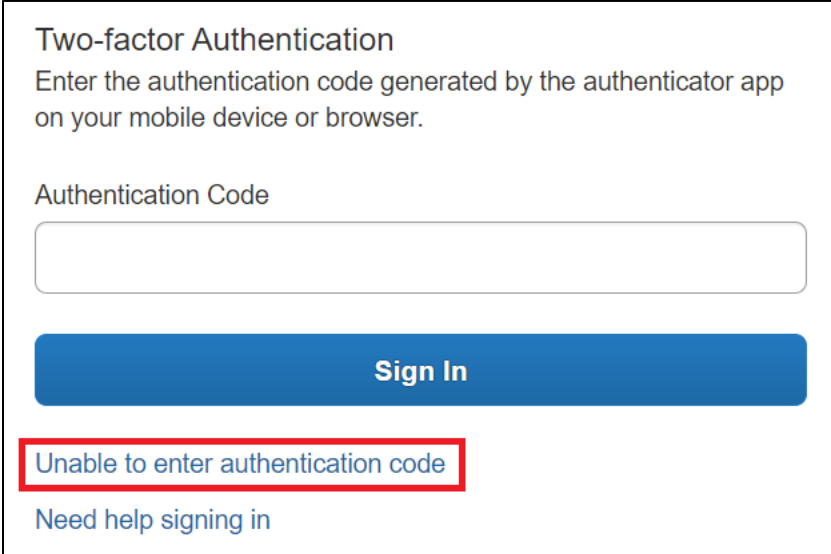
1.4. Resetting 2FA

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.

At your Concur login page, after entering your username and password, you will be prompted for a six-digit authentication code. This is the screen where you can begin your 2FA reset process.

Select **"Unable to enter authentication code."** You will receive an email sent to your associated Concur account containing a link to reset your 2FA. Once you select the link, please repeat the process outlined in Section 1.2.1.

*If you did not update the email in your Concur profile and you are locked out, please contact your agency travel coordinator and request they update your Concur email. Once updated, click **"Unable to enter authentication code"** to trigger the email again.*

2. Mobile Application
2.1 Installing 2FA Mobile Application

This method is optional and not required. If you choose to establish 2FA on a work-issued mobile device, please check with your IT department on their approved list of applications prior to downloading. *For purposes of this guide, screenshots from Microsoft Authenticator will be used.*

Navigate to your mobile app store to download an application such as Microsoft Authenticator or Google Authenticator.

2.1 Setting Up 2FA Mobile Application
2.1.1 First-Time 2FA Setup

Once you have downloaded the mobile authenticator application approved by your IT department, you will complete the steps outlined in Section 1.2.1.

2.1.2 Scanning the QR Code

After establishing your 2FA account with Concur, you will be taken to a screen with a QR code. Open your mobile authenticator application and select the **"+"** icon, then select the **"Work or School"** option. An onscreen message will display asking how you would like to add your account. Select the **"Scan QR code"** option and scan the QR code shown on your Concur login screen.
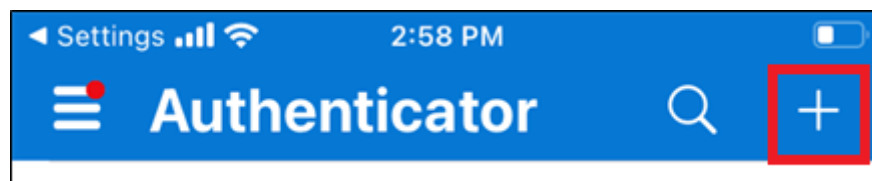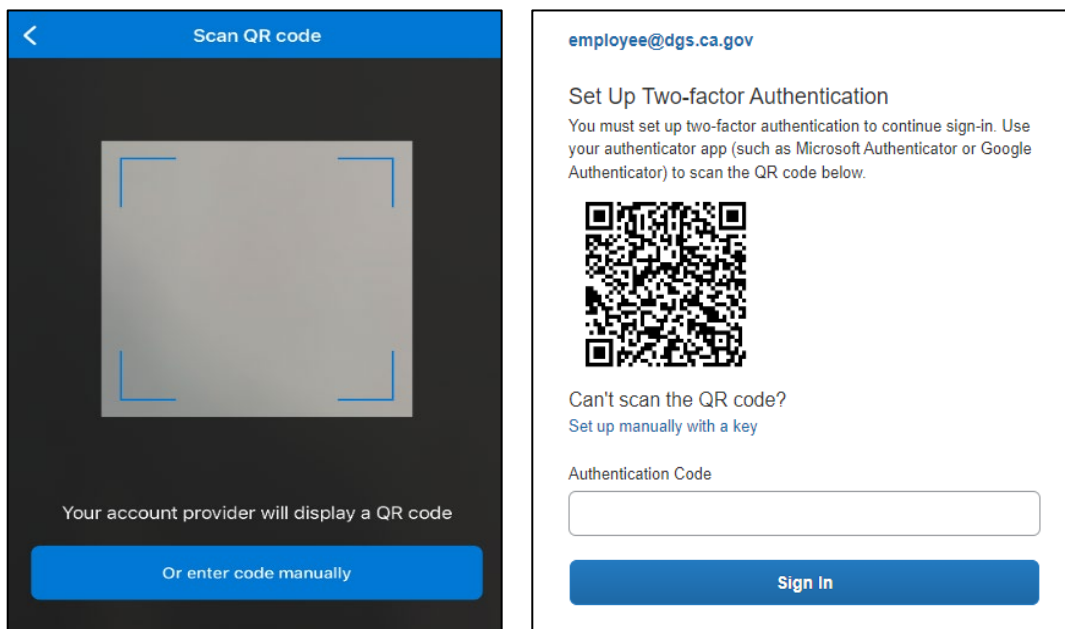
After scanning the QR code, your mobile authenticator application will generate a temporary unique six-digit code. Enter this code into the **"Authentication Code"** field on your Concur login page and sign in.
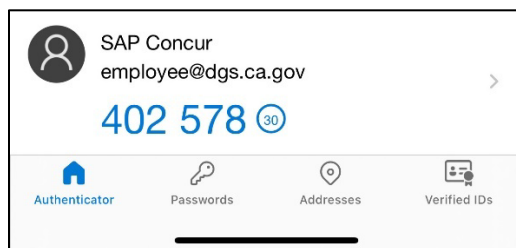
2.1.3 Using a Manual Key

If you are unable to scan the QR code, you can still finalize your Concur 2FA by using the manual key option. On the Concur login page where you are prompted to scan the QR code, select the link titled **"Set up manually with a key."** After clicking the link, you will see a random generated key code. Keeping this screen up, repeat the initial process in Section 2.1.2 on your mobile device, until you reach the QR code scanning screen. You should see a button that says **"Or enter code manually."** 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. Finally, enter the six-digit code on your mobile authenticator application in your Concur login screen and select **"Sign in"** to successfully log in.
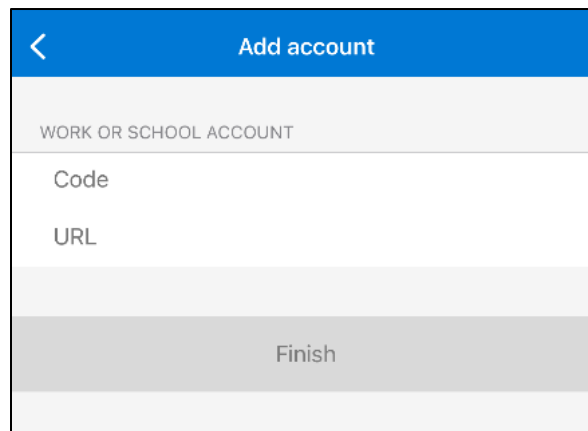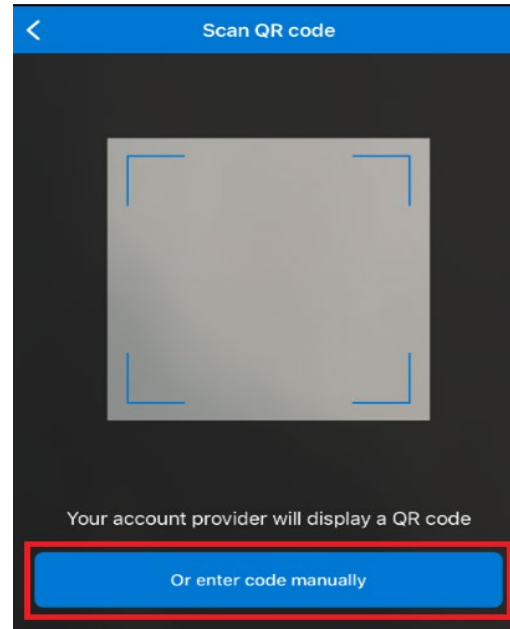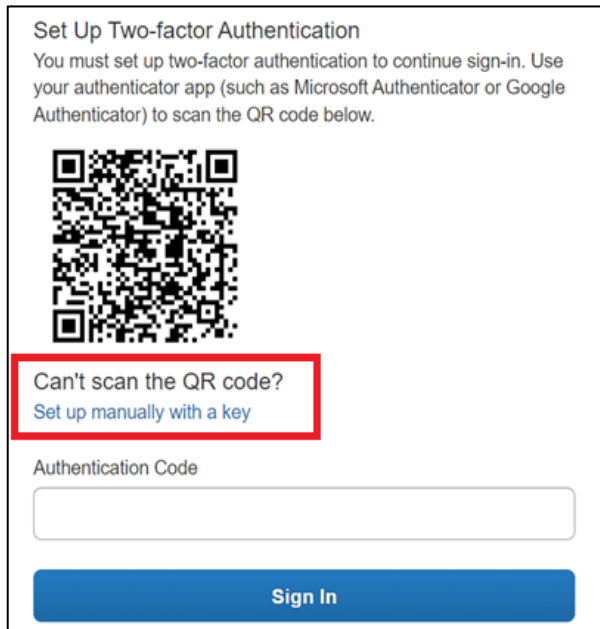
3. Resources

For additional information or assistance with 2FA, please contact your agency travel coordinator. If you are your agency's travel coordinator, or do not know who your travel coordinator is, please email StatewideTravelProgram@dgs.ca.gov.

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