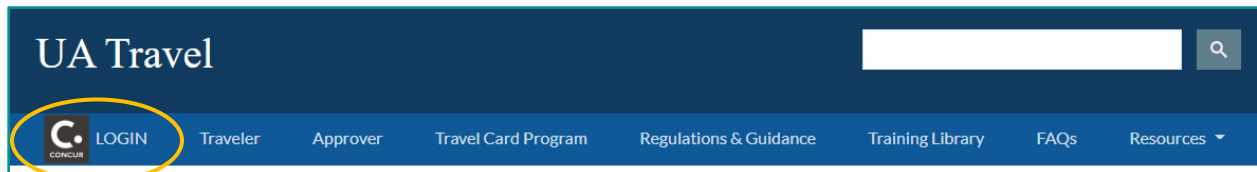


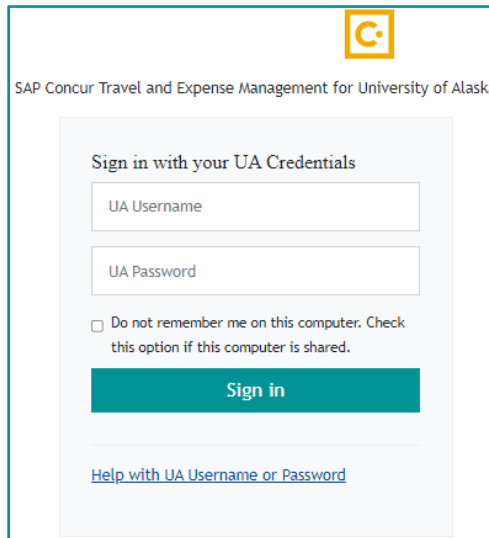
First-Time Login

If you have a UAUsername@alaska.edu email address

1. Start by navigating to the Concur login link on the [UA Travel](#) website



2. Login via single sign-on (SSO) using your UA credentials

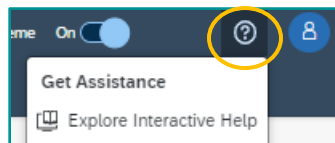


Your SSO information including passwords is managed by OIT through [ELMO](#).

Get Assistance

Concur offers an assistance tool in multiple areas of the platform.

1. Click the blue question mark in the top-right corner of the screen and select “Explore Interactive Help”



2. Select the topic with which help is needed or use the search bar to find a desired topic
3. Concur will provide a pop-up with helpful information on the selected topic.

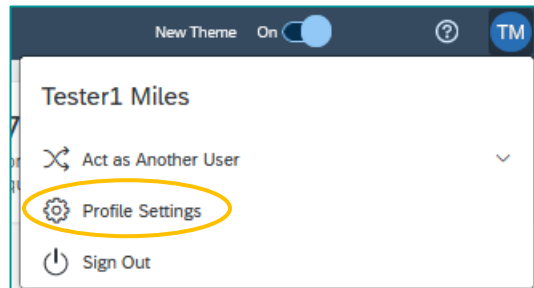
Note: The Concur assistance provides basic guidance on using the Concur system but does not reflect differences in system configuration for UA.



Profile

The first step in Concur for all travelers is viewing and updating your profile options. In the upper right-hand corner of the Concur dashboard, select the drop-down menu on Profile.

To view and modify profile information, select Profile Settings.



<p>Your Information</p> <ul style="list-style-type: none"> Personal Information Company Information Contact Information Email Addresses Emergency Contact Credit Cards <p>Travel Settings</p> <ul style="list-style-type: none"> Travel Preferences International Travel Frequent-Traveler Programs <p>Request Settings</p> <ul style="list-style-type: none"> Request Information Request Delegates Request Preferences Request Approvers Favorite Attendees <p>Expense Settings</p> <ul style="list-style-type: none"> Expense Information Expense Delegates Expense Preferences Expense Approvers Favorite Attendees <p>Other Settings</p> <ul style="list-style-type: none"> E-Receipt Activation System Settings Concur Connect Change Password Travel Vacation Reassignment Concur Mobile Registration 	<h2>Profile Options</h2> <p>Select one of the following to customize your user profile.</p> <p>Personal Information Your home address and emergency contact information.</p> <p>Company Information Your company name and business address or your remote location address.</p> <p>Credit Card Information You can store your credit card information here so you don't have to re-enter it each time you purchase an item or service.</p> <p>Travel Profile Options Carrier, Hotel, Rental Car and other travel-related preferences.</p> <p>Expense Delegates Delegates are employees who are allowed to perform work on behalf of other employees.</p> <p>Expense Preferences Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.</p> <p>Concur Mobile Registration Set up access to Concur on your mobile device</p> <p>System Settings Which time zone are you in? Do you prefer to use a 12 or 24-hour clock? When does your workday start/end?</p> <p>Contact Information How can we contact you about your travel arrangements?</p> <p>E-Receipt Activation Enable e-receipts to automatically receive electronic receipts from participating vendors.</p> <p>Travel Vacation Reassignment Going to be out of the office? Configure your backup travel manager.</p> <p>Request Preferences Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.</p> <p>Change Password Change your password.</p>
--	---



Personal Information

You must fill in required fields in your Personal Information such as middle name and contact information. You should also verify and update emergency contacts and travel preferences including mileage and membership plans. You can verify your email address and activate e-receipts from the Personal Information screen as well (covered later in this section).

DO NOT include special characters such as periods and hyphens. Special characters in the name, mileage plan, etc. cause the account to error during booking.

The mailing address is used by CTM and Concur Reporting but does not reflect where travel reimbursement checks are sent. Instead, checks are mailed to the most recent AP, HR, or MA address in Banner (whichever is newest). Please work with your department to ensure this information is up to date.

You can select eligible discount classes under Travel Preferences. If the “Government” discount is selected, the booking tool provides federal and state government rates available through the vendor. Unless you are eligible for federal or other state government rates/discounts, we recommend unselecting this preference before booking out of state travel.

Hot Tip: We recommend alaska.edu users also set a password in their Concur profile. This allows you to access Concur via [Concur Solutions](#) in the event the UA server is down. If you do not, Concur Solutions is still an accessible login. Click “Forgot password?” to set/reset the account password. This password is not linked with your SSO password.

