

FAQ: Signing into the **SAP Concur Mobile App**

What is changing about my SAP Concur mobile app sign-in experience?

We updated the mobile sign-in experience to match the web version of SAP® Concur® solutions. You will continue to have the option to sign in with your username and password, Single Sign-On (SSO), or biometrics (depending on your device capabilities) on iOS and now Android devices (OS 9.0 or above). Your options may vary due to your company's policy and configuration.

Why am I being asked to sign in so often after updating the app?

In our mobile app update 9.86, we changed the way your sign-in credentials are authenticated and removed the ability to automatically sign into the SAP® Concur® mobile app. This will strengthen security, but could mean you are asked to sign in more often.

These changes help us align to your company's settings and policy as well as your device's biometric settings (fingerprint or facial recognition) when available.

If you have biometrics available on your device, we strongly suggest that you enable this function in order to make signing in quick and easy.

How do I enable fingerprint or facial recognition on my device?

Many devices have biometrics sign-in options, such as fingerprint or facial recognition, that can be set up within your device settings. These methods can help you sign in quickly in the future.

Note: Some company settings do not allow biometrics to be used to sign in.

What actions do I need to take and what are my new sign-in options?

To view the new sign-in experience, first make sure you update your SAP Concur mobile app (version 9.86 or newer). You'll then be able to sign in using one of these options:

- Username and password. Sign in using the credentials you use on the web version of your SAP Concur solution.
- Mobile SSO. You can find your company SSO code on the web version of your SAP Concur solution by going to **Profile > Profile Settings > Concur Mobile Registration**.
- Biometrics. Once signed in, you can set up biometrics such as fingerprint and facial recognition so that you can use these methods to sign in quickly in the future.

Please note your available options may vary. To see your organization's sign-in policies and your available options, visit the Mobile Registration page in the web version of your SAP Concur solution by going to **Profile > Profile Settings > Concur Mobile Registration**.

Are there any additional resources to help me sign into the SAP Concur mobile app?

You can find materials on how to sign into the SAP Concur mobile app, reset your password, and more on the SAP Concur Mobile App User Resource pages for both [Android](#) and [iPhone](#).

Why is the sign-in experience changing?

We've worked on making our sign-in experience for the web version of SAP Concur as simple as possible. With these updates, you'll have the same, seamless experience no matter how you're accessing your SAP Concur solution.

These updates will also increase reliability and strengthen security so you can sign in with ease and confidence at your desk and on the road.

What if I already use Single Sign-On or a username and password?

Users who already use Single Sign-On or a username and password to sign in will not be impacted.

How do I reset my password?

To reset your password on your mobile device, open the SAP Concur mobile app and enter your unique identifier (username, e-mail, or SSO code) and click **Next**. Then tap **Sign in with Password > Forgot Password > Send**. You'll receive an e-mail with further instructions on how to reset your password.

Note: Your company may not let you change your password but instead, it may require you to use your company's identity provider sign-in page.

Does this impact my sign-in experience on the web version?

No. However, in addition to using your username on the web version, you'll also be able to use your verified e-mail address or company SSO code.

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