

How to set up SAP Concur 2FA after 18 October 2023

Two-factor Authentication is an authentication process that requires two different authentication factors to establish identity.

Recommended:

Set up 2FA using the web version of SAP Concur on your desktop/laptop first as you need to scan a code using your phone. Once set up is complete, you can then sign in on the mobile app using the 2FA app generated codes.

Set Up Two-Factor Authentication

You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.



Can't scan the QR code?

[Set up manually with a key](#)

Authentication Code

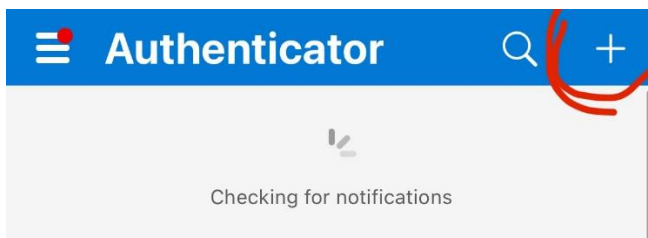
Sign In

[Need help signing in](#)

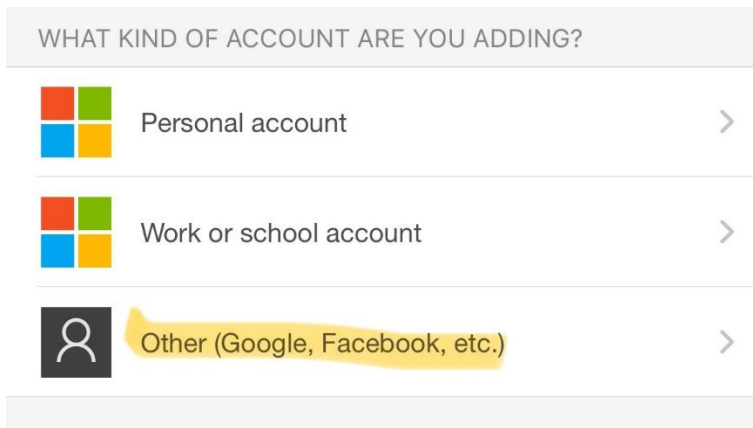
1. Enter your Concur username and password as usual and you will then be presented with a QR code as shown above.
2. Download an authenticator app to your mobile phone from the Apple App Store or Google Play store. **We recommend Microsoft Authenticator.**

Microsoft Authenticator is already installed on GCC managed devices.

3. Click on 'Add account' or '+' sign or whichever button is available in the authenticator app for you to add a new account.



4. Select 'Other'



Once the QR code scanner starts on the app, scan the QR code on the Concur screen on your laptop/desktop. This will add your SAP Concur account to the authenticator app.

5. A 6-digit code will be generated in the app, and must be entered into the 'authentication code' field on the Concur sign in page before the code expires and you will be successfully signed in.

6. Future sign-ins to Concur will only require the 6-digit code from your Authenticator app.

If you are unable to scan the QR code, you can manually add your account. Click the 'Set up manually with a key' option and a secret key will display which must then be entered in an authenticator app on your phone by selecting either 'add account' or 'enter set up key' depending on chosen authenticator app.

If you need any more information please get in touch with the ContactUs team by emailing contactus@gloucestershire.gov.uk or by calling 01452 425888.