

Logging into Concur for the First Time

On the next page you will find some guidance on who to log into Concur for the first time.

What is Concur?

Concur is the part of Sap where you can claim mileage. You have to initially enter your vehicle details. It will automatically, using Google Maps, work out the mileage for your routes.

Logging In

To log into Concur, you will need to enter a 'false' email address. This is one that we have put into the system on your behalf but it does not link to any email account. All it does is enable Concur to understand that you are part of Gloucestershire County Council.

Your 'false' email address is your personnel number rounded up to eight digits plus @gloucestershire.gov.uk.

The example, if my personnel number was 012345, when asked for my Username or verified email address, I would enter 00012345@gloucestershire.gov.uk. When Concur resets your password, it knows not to send the reset email to the 'false' email address, and instead will send it to your personal email address.

If you do not know your personnel number, please reach out to your Gloucestershire County Council contacts who will be able to provide you with it.

Training and Guidance

We recommend attending the training sessions that are noted on our email, especially to understand how to use Concur. However, if you do want to give it a go, we have some hints and tips below.

- If you have claimed for mileage manually in the last few months, you will need to check the vehicle that was set up on the system. For some of you, this should be ok if you added the registration to their claim so we could look up the details on the DVLA site but others will just see "Generic car" so will need to change it to your actual car.
- If you look at previous claims, the route may have been edited to fit the mileage they claimed or, make up a route completely but the overall distance claimed for should match.
- You will want to get into the habit of keeping fuel receipts so you can add the Fuel for Mileage entry when claiming mileage which allows GCC to reclaim VAT (and is a requirement as per the expenses policy). It's not needed for fully electric vehicles though.
- You might want to download the Concur App as it makes capturing receipt images easier and you can add expenses and create claims in the App which also has a useful Drive feature that allows drivers to capture journeys automatically as you drive them!

First time log in to SAP Concur for mileage claims

Note: The first login on SAP Concur should be on your laptop or desktop computer rather than your mobile device.

[Concur link](#)

1. Add your login to sign in (for you this is your personnel number @gloucestershire.gov.uk, if you have a number with less than eight digits round up at the beginning with zeroes e.g. [00123456@gloucestershire.gov.uk](#)).

2. Then click **Next**.

Username, verified email address or SSO code

3. In the next screen click on the **SAP Concur Password** option.

SAP Concur Password

4. Then click on [Forgot password](#)

5. In the next screen click on to send an email to yourself to reset the password.

6. In the email you receive click on

7. In the next screen set a password and click **Submit**

New Password 

Confirm New Password

8. Then click

9. In the next screen add your email address and click **Next**

Username, verified email address or SSO code

10.. Then click

11. In the next screen add your new password and click

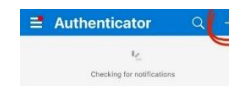
12. In the next screen there will be a QR code.



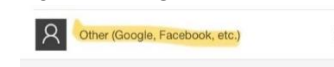
This is used to enable Two-factor Authentication.

13. Download an authenticator app to your mobile phone. **We recommend Microsoft Authenticator.**

14. In the authenticator app click on **Add account** or '+' sign or whichever button is available in the authenticator app for you to add a new account.



15. Select 'Other'



16. Scan the QR code on the Concur screen to add your SAP Concur to the authenticator app.



17. Add the 6-digit code from the app into the **Authentication Code** field on the Concur sign in page before the code expires (after around 30 seconds) then click **Sign In**. the app will generate a new one every 30 seconds.

Authentication Code

18. You are now logged into SAP Concur, for future logins always use the **SAP Concur Password** option which means a password needs to be added (**do not** use the IAS option). A 6 digit code from your authenticator app will also be required for future logins.

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