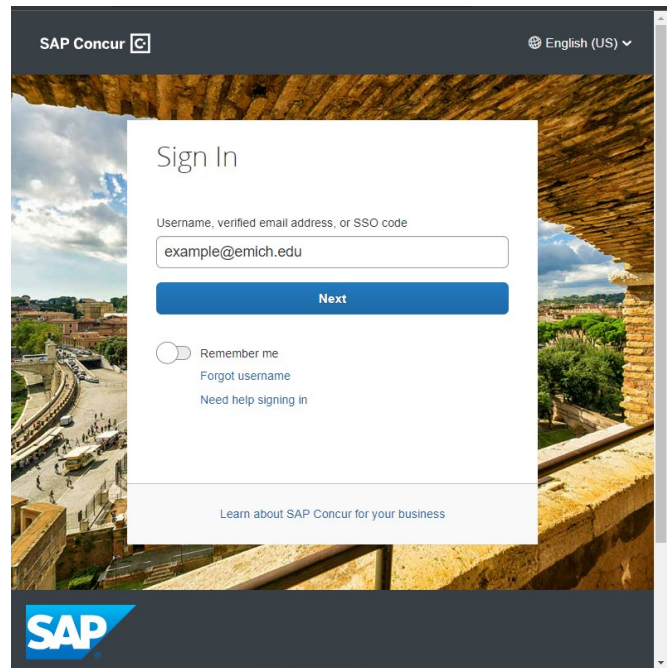


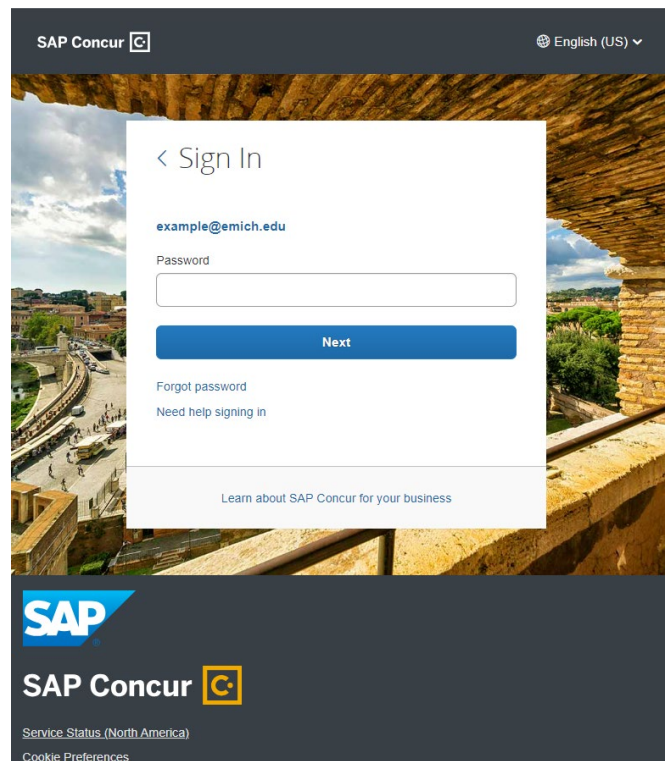
Logging on to Concur, setting up Two-Factor Authentication, or resetting your Concur password

Logging on to Concur

1. Go to <https://www.concursolutions.com/signin.asp>
2. In the **Username** field, enter your Emich user name. Including the @emich.edu
3. Choose **Next**.



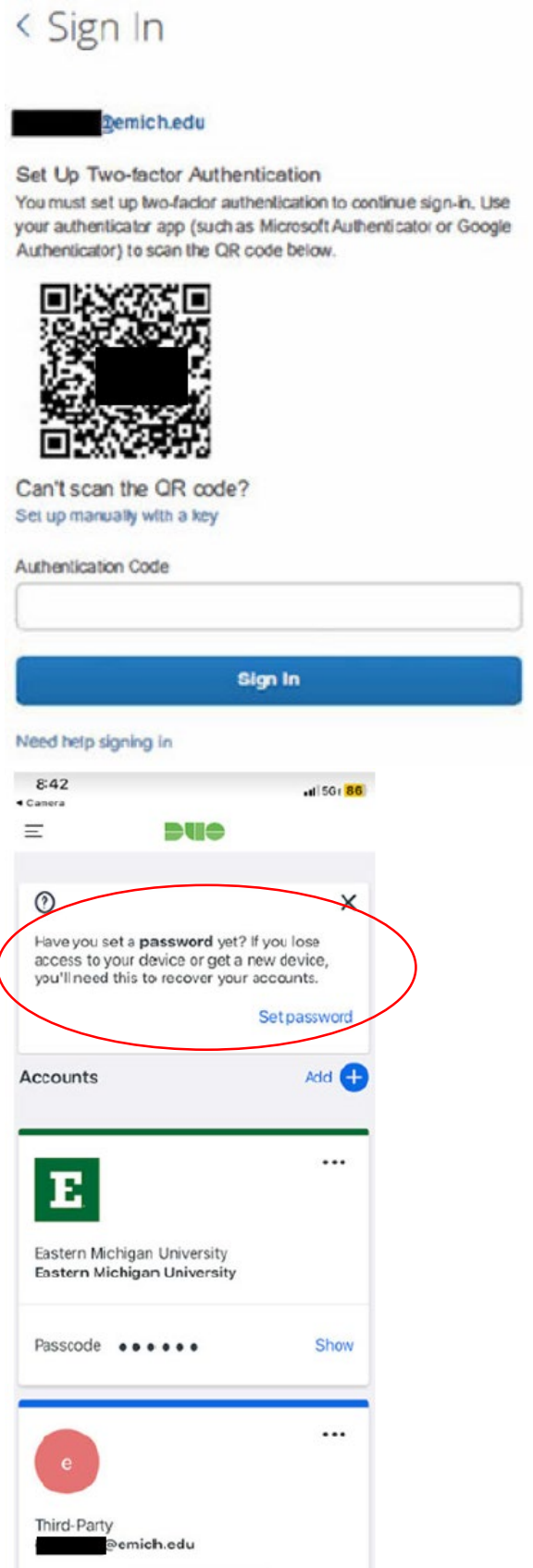
4. In the **Password** field, enter your password.
5. Click **Sign In**.
6. First time signing into Concur at Eastern Michigan University? The temporary password is **welcome** no punctuation or capital letters.
7. You will then be prompted to choose a new password.



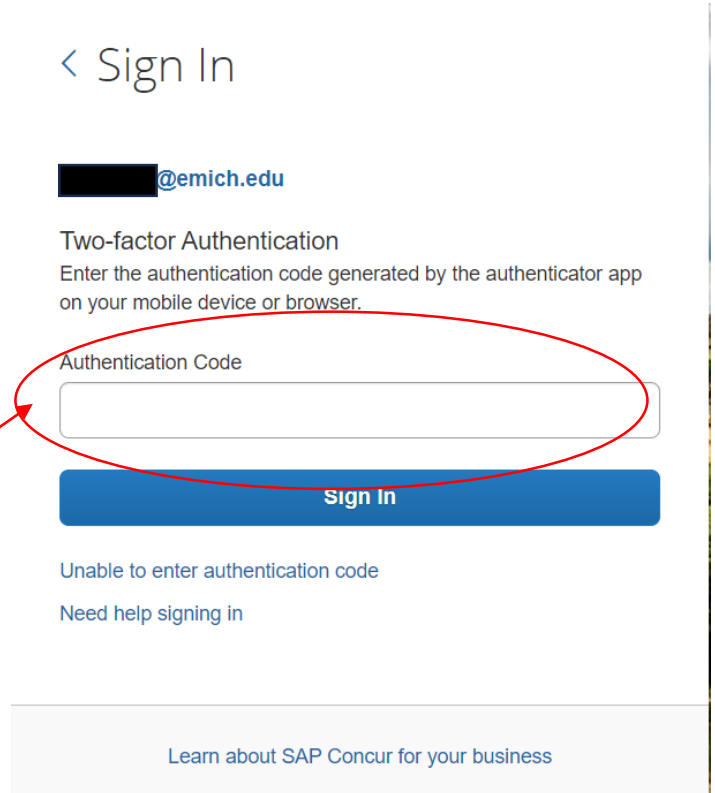
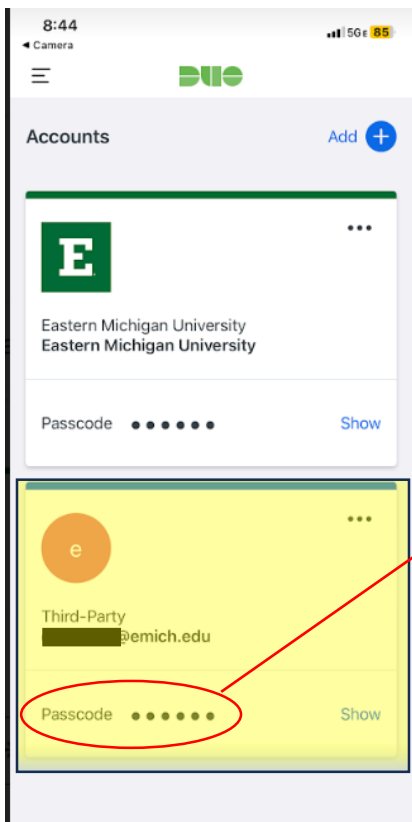
Setting up a Two-Factor Authentication in Concur for the first time

1. The first time logging in to Concur, scan the QR code. If Duo is already downloaded on your device, it should take the user directly to the Duo App. If it does not (for example, your device requests if you would like to create other setups/preferences), we recommend just getting out of the preferences/setup screens and scanning the QR code again.

2. After scanning the QR code, once in Duo App, if you haven't already done this in your Duo App, you may see the option for you to choose a password to add to Duo. This is in case you lose access to your device or get a new device, you can use this password to recover your Duo accounts (not just Concur). This step is optional but would be recommended.

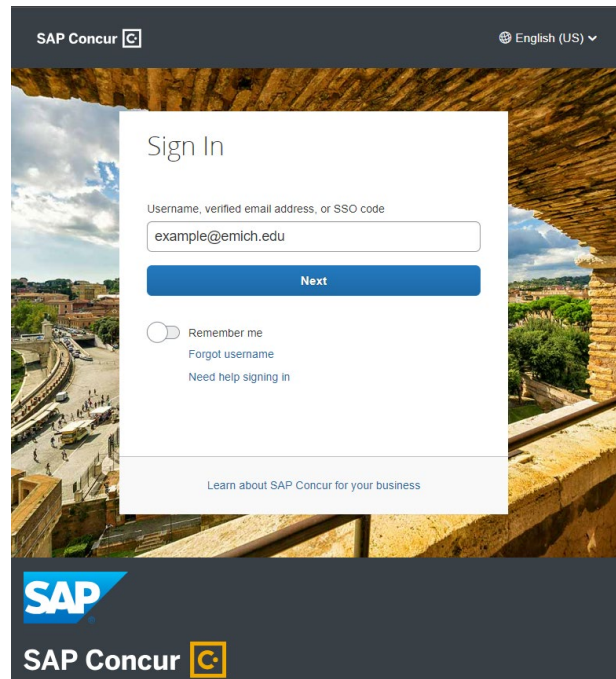


3. Since scanning the QR code was the only process needed to add your Concur account to Duo, you should see your Concur username/account (see highlighted section below). Now any time you log into Concur in the future, simply enter your username, password, and click "Show" to see your Passcode (Authentication Code) to enter into the Concur login screen.

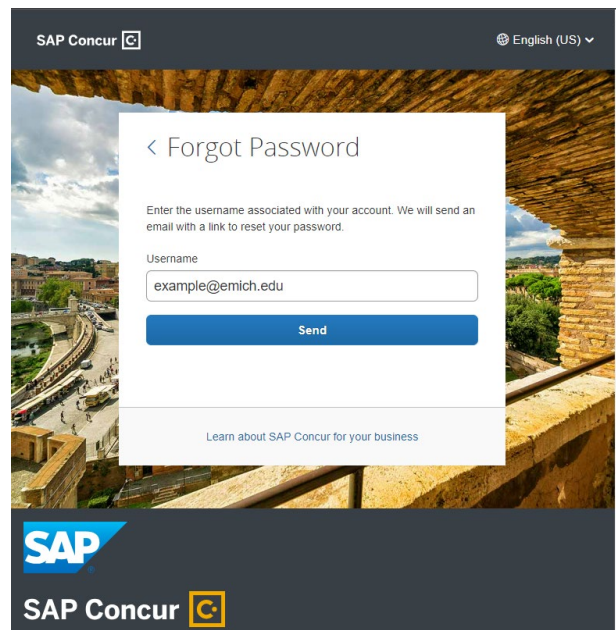


How to reset your Concur password

1. Go to <https://www.concursolutions.com/signin.asp>
2. In the **User Name** field, enter your Emich user name. Including the @emich.edu
3. Choose **Next**
4. Choose the **Forgot password** link
5. Choose **Send**
6. Once you receive an email from Concur follow the link in the email to create a new password.



The image shows the SAP Concur Sign In page. The header includes the SAP Concur logo and a language dropdown set to English (US). The main content area has a background image of a stone archway. A white sign-in box is centered, containing the title 'Sign In', a prompt 'Username, verified email address, or SSO code', and a text input field with 'example@emich.edu'. Below the input is a blue 'Next' button. Further down are links for 'Remember me' (with a toggle switch), 'Forgot username', and 'Need help signing in'. At the bottom of the box is a link to 'Learn about SAP Concur for your business'. The footer features the SAP logo and the text 'SAP Concur' with a small icon.



The image shows the SAP Concur Forgot Password page. The header is identical to the Sign In page. The main content area has the same background image. A white 'Forgot Password' box is centered, with a back arrow and the title '< Forgot Password'. It contains a prompt 'Enter the username associated with your account. We will send an email with a link to reset your password.' and a text input field with 'example@emich.edu'. Below the input is a blue 'Send' button. At the bottom of the box is a link to 'Learn about SAP Concur for your business'. The footer is identical to the Sign In page.