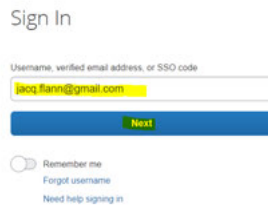


# Profile Set Up

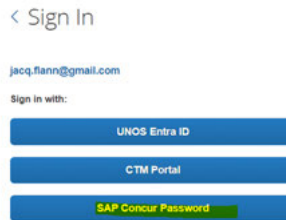
**\*\*\*your username is the word UNOS and then your email address. There is no space between them. Example: your email is john.doe@medical.com: Your username is UNOSjohn.doe@medical.com\***

Visit: <https://us2.concursolutions.com>

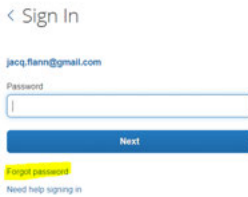
Type in your user name, click next:



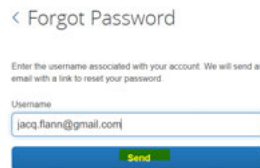
Click "SAP Concur Password":



Click "Forgot Password" Link:

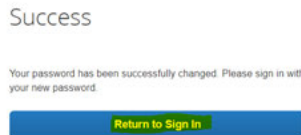


Click "Send":

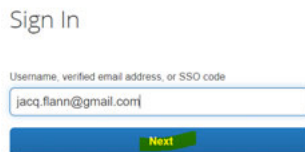


Check your email for forgot password link, open email and click "Reset your Password", follow the instructions to set up a new password.

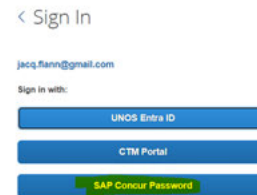
Click "Return to Sign In":



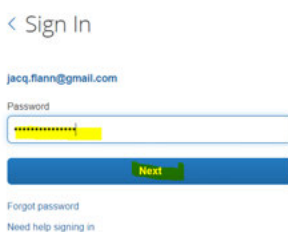
Enter Username, click next:



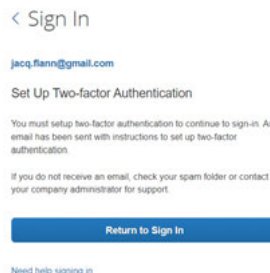
Click "SAP Concur Password":



Enter password, click next:



Two Factor Authentication Information will populate:



**Follow instructions on next page to continue with 2FA:**

# Two Factor Authentication (2FA) - Setup Guide for End Users

Two Factor Authentication is required to set up an account in SAP Concur. By setting up 2FA, you add an extra layer of security to your SAP Concur account sign in. Once 2FA has been set up, you will first enter your SAP Concur password. When prompted, you will provide a verification code that is dynamically generated by an authenticator app.

This Setup Guide is divided into 3 sections:

1. Enrollment
2. Trouble with Scanning QR Code
3. Reset 2FA

## Section 1: Enrollment

1. Visit: <https://us2.concursolutions.com/>
2. Enter your username - remember your username is the word UNOS and then your email address. No space between. (**UNOS**youremail@email.com). Click Next.
3. Enter your password. Click Sign In.

Sign In

Username, verified email address, or SSO code

UNOSjohn.doe@medcenter.com

Next

- Remember me  
[Forgot username](#)  
[Need help signing in](#)

< Sign In

UNOSjohn.doe@medcenter.com

Password

|

Sign In

- [Forgot password](#)  
[Need help signing in](#)

3. After you enter your password, you will see a new screen with a QR code presented.

< Sign In

[jacq.flann@gmail.com](mailto:jacq.flann@gmail.com)

#### 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

4. If you do not already have an authenticator app on your phone, Download an authenticator app of your choice to your mobile phone. You are free to use any authenticator app such as Microsoft Authenticator, Google Authenticator, Twilio Authy Authenticator, or Duo Mobile.

**If you already have an authenticator app on your phone, you can either:**

1. Scan the QR code and click Open in Authenticator, your default authenticator will open and ask if you want to add this token/account. Click Yes.

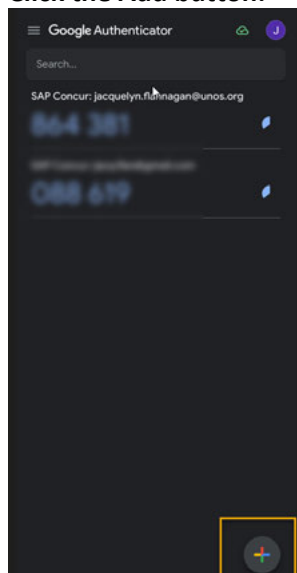
**OR**

2. Open the desired authentication app, click the Plus sign, then scan the QR code

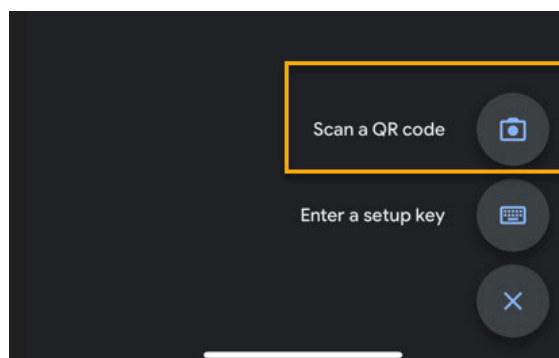
### Google Authenticator Example

1. Open the Google Authenticator App

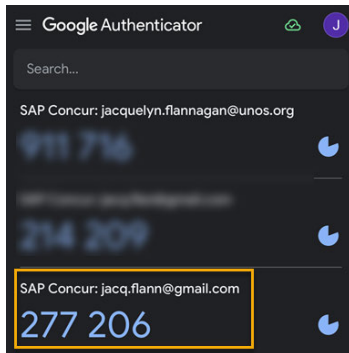
Click the Add button:



Click "Scan a QR code":



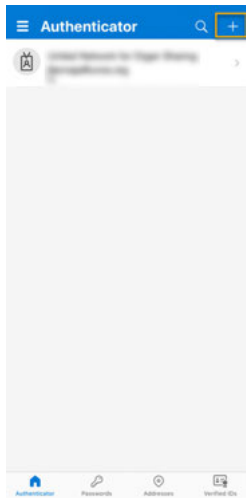
As soon as the camera scans the QR code it will add the account/token to your authenticator:



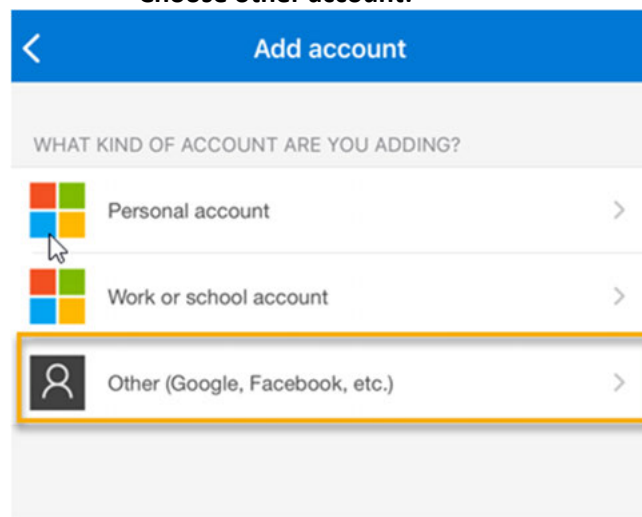
## Microsoft Authenticator Example

### 1. Open the Microsoft Authenticator App

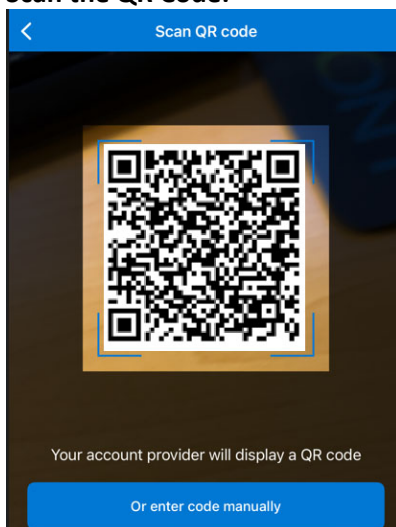
Click the add button:



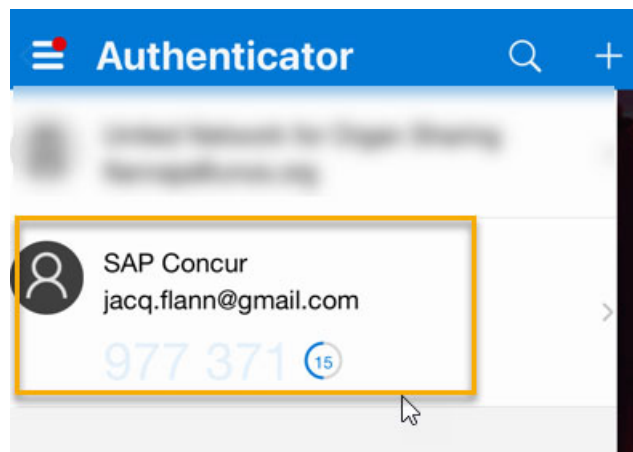
Choose other account:



Scan the QR Code:



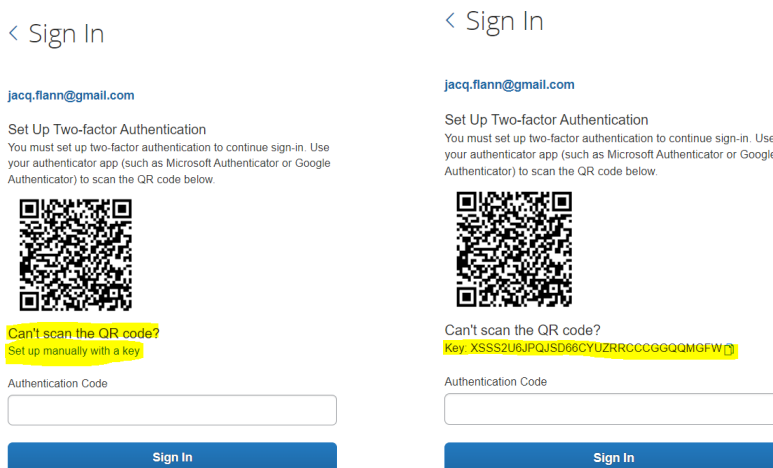
The account/token has now been added to your account:



5. If you do not already have an authenticator app on your phone, Download an authenticator app of your choice to your mobile phone. You are free to use any authenticator app such as Microsoft Authenticator, Google Authenticator, Twilio Authy Authenticator, or Duo Mobile.
6. If you do not have a phone or do not want to download an authenticator app to your mobile phone, you can use an authenticator app on your browser through web browsers such as Google Chrome or Microsoft Edge.
7. Once your account has been set up in an authenticator, right below the account, a 6-digit code will be generated.
8. Before the six-digit code expires, please copy that code into the ' Authentication Code' field on the SAP Concur sign in page and hit Sign In.
9. You are now successfully signed in.

**Section 2: Having trouble with scanning QR code?**

1. If you are unable to scan the QR code, you can manually add your account. Click the ' Set up manually with a key' option.
2. Once you click, a secret key should be visible on your screen.



3. Next, go into your authenticator app on your phone or browser. Based upon what authenticator app you are using, there should be the option ' Enter a setup key' for Google Authenticator or 'Add account' for MSFT Authenticator - Click ' Add account' → Other account→ ' Enter code manually'.
4. There will be two fields visible on the Authenticator app: Account and Secret Key. In the Account field enter your SAP Concur account username shown on your SAP Concur screen (i.e., **UNOSjoe.doe@medicalcenter.com**)

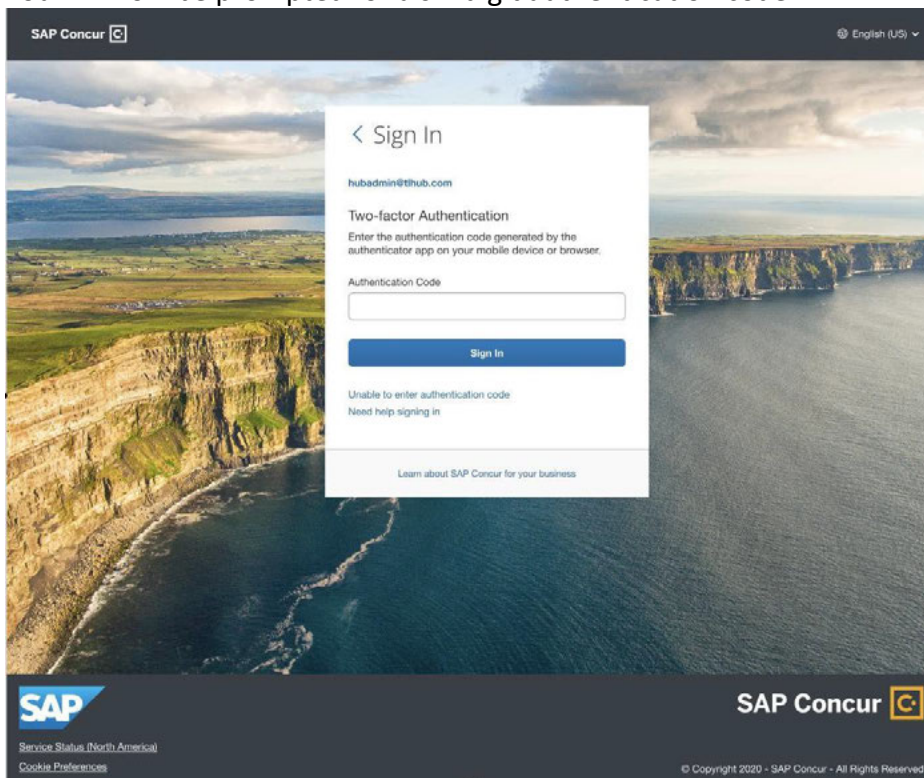
5. In the Secret Key field, enter the secret key shown on the SAP Concur page. For example: 123 456 789.
6. Once the account is added, beneath the SAP Concur account in your authenticator app, a six-digit code will be generated.
7. Before the code expires, enter the code into the ' Authenticator Code' field on your Concur screen.

### **Section 3: Reset 2FA.**

Do you have a new device or did you lose your device and need to reset 2FA? Do you want to switch your Authenticator app and use a different one?

Prerequisite: You have previously enrolled in 2FA.

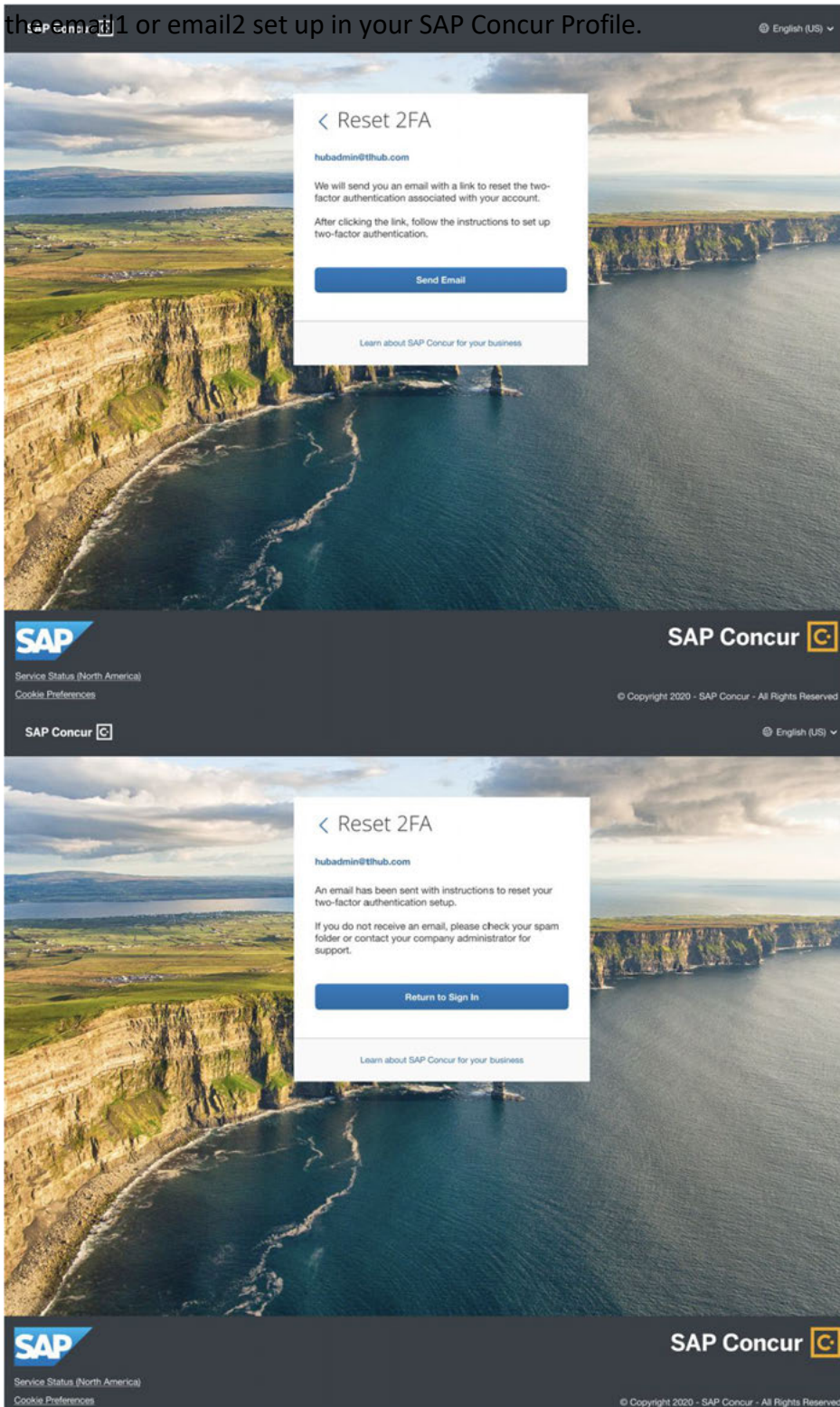
1. Enter your username and password.
2. You will now be prompted for a six-digit authentication code.



3. If you need to reset your 2FA for a new device OR you lost your phone and need to enroll in 2FA again for your replacement device OR you wish to switch to a different Authenticator App, click ' Unable to enter authentication code'.



4. You will receive an email with a link to reset 2FA. Please note: This email will be sent to the email1 or email2 set up in your SAP Concur Profile.



5. To check whether your email is updated in your Profile. You need to sign in to your SAP Concur account and go to: Profile>Profile Settings>Personal Information>Email addresses.
6. If you did not update email1 in your Profile and are locked out, please contact the Admin of your company and ask them to update the email for you. Once updated, click 'Unable to enter authentication code' to trigger the email one more time.
7. If you receive an email, it will contain a link to reset 2FA. Click the link to receive the QR code. Follow the same steps provided in the 2FA Enrollment section to set up 2FA.

