User Guide – Mobile App Install & Log In

Installing and using SAP Concur Mobile App is optional. It is not required by Commonwealth travel policy.

There are various options for installing and logging-in to the mobile app. Variations may depend on the type of mobile device (iPhone or Android) and whether you are using a commonwealth-issued device or a personal device. The following instructions are general in nature and may not cover all scenarios.

Install the App

1. On a Commonwealth-issued mobile device:
    a. Open the App Catalog.

    b. Find the SAP Concur mobile app and click the Install button.

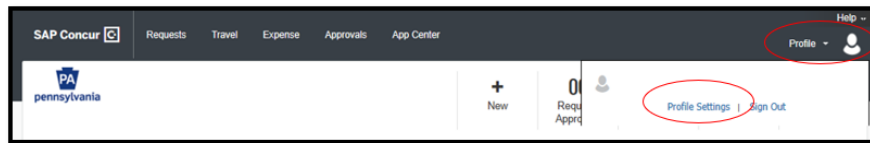2. For personal mobile devices, the app is available in the App Store (iPhone) or Google Play Store (Android).
    a. Open the App Store or Google Play Store on your mobile device. Type SAP Concur in the search field.
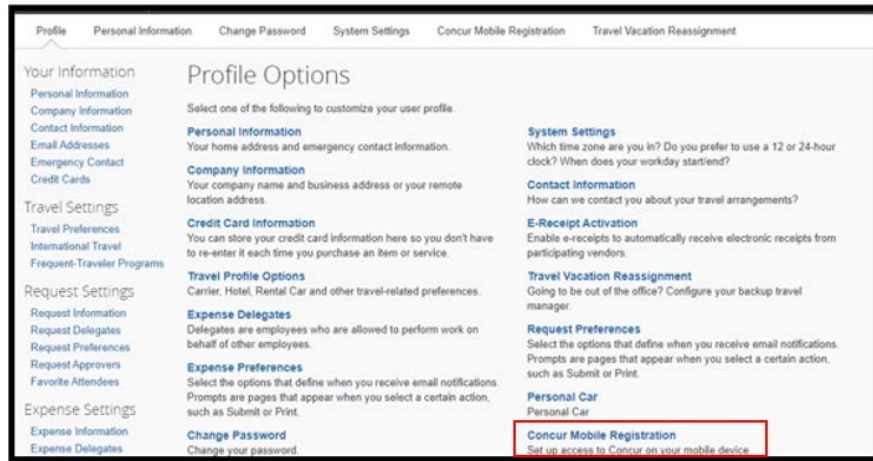   b. Find the SAP Concur mobile app and click the Install button.
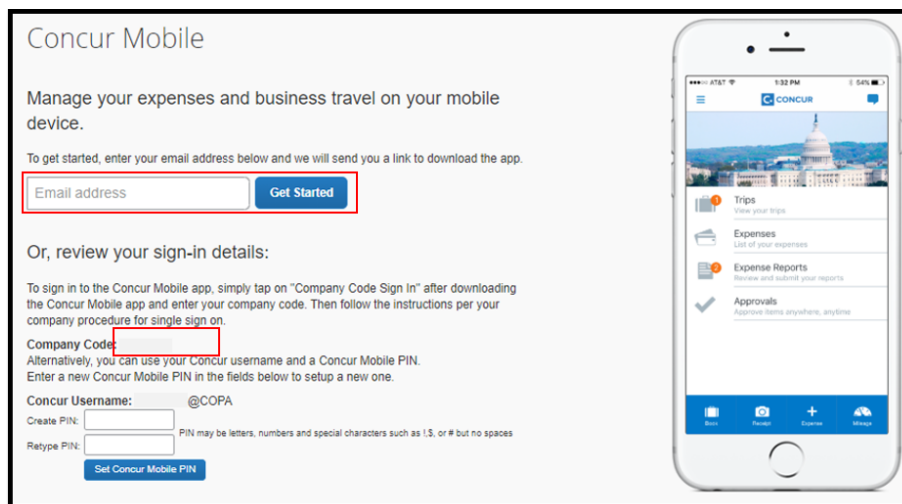
Log in with Single Sign On

1. On a computer (not a mobile device), sign into SAP Concur to access your home page. [Reference: SAP Concur User Guide – Signing In]

2. On the home page, click the Profile dropdown and then select the **Profile Settings** link.

3. On the Profile Options page, click on the Concur Mobile Registration link.

4. If you haven't installed the app yet, enter your email address and click the Get Started button to have a link emailed to you to download the app.
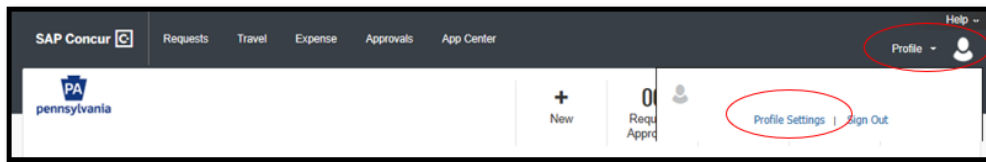

5. After installing the app on your mobile device, open it and click on the **SSO Company Code Sign In** button and enter the company code. Click on the **Sign in with SSO** button.

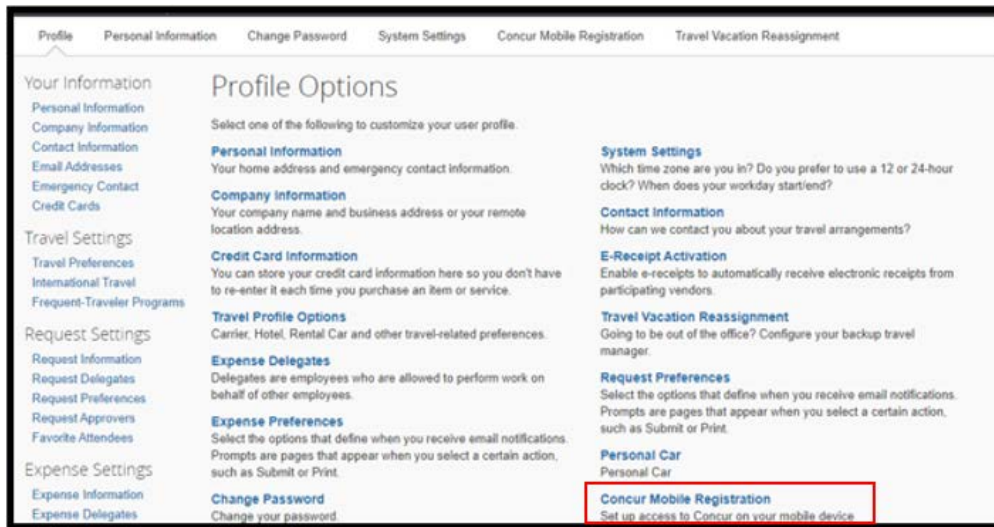6. Type in your userID (CWOPA/userid) and password.   Click the **Log On** button.

   When you open the SAP Concur app on your mobile device in the future, the single sign-on will open the app. You will not need to enter a Username or PIN/Password.

Log in with PIN

1. Sign into SAP Concur to access your home page. [Reference: SAP Concur User Guide – Signing In]
2. On the home page, click the Profile dropdown and then select the **Profile Settings** link.

3. On the Profile Options page, click on the **Concur Mobile Registration** link.

4. On the Concur Mobile Page, type a PIN in the **Create Pin** field. A PIN may be letters, numbers and special characters such as !, $, or # but no spaces. Type the PIN again in the **Retype PIN** field. Click the **Set Concur Mobile PIN** button.

When you open the SAP Concur app on your mobile device, you will need to enter your Username and PIN to log in. If you forgot your PIN, you will have to return to the Profile Options page after logging in on your computer and click the **Forgot Concur Mobile PIN** link under Other Settings.

Log in with Password

1. Open the SAP Concur app on your mobile device.
2. Enter your Username (8-digitID@COPA). Click the **Next** button.
3. Enter your Password. Click the **Sign in to Concur** button.

    If you do not remember your password, click the **Forgot Password** link in either Step 2 or 3 to and follow the instructions to have password reset instructions emailed to you.