SAP-concur Two-factor Authentication Enrollment Process

All of UBC employees accessing SAP-Concur via desktop or mobile will be required to set up two-factor authentication (2FA). The UBC Duo app may be used for this authentication.

Two-factor authentication (2FA) in Concur is an essential security measure for UBC travellers, providing an additional layer of protection for your account. By requiring a second form of verification, typically something you know (like a password) and something you have (like a mobile device), 2FA significantly enhances the security of your Concur account. This extra step helps safeguard your personal and sensitive travel information from unauthorized access, reducing the risk of potential security breaches and ensuring that only authorized individuals can access and make changes to your account. In today's digital landscape, where cyber threats are prevalent, implementing 2FA is a proactive measure to ensure the confidentiality and integrity of your corporate travel data.

Two-Factor Authentication (2FA) – Enrollment Process

1. On the Concur web sign-in page or mobile app, enter your SAP Concur username and password.
(Important *the user name should be your valid UBC email address. Contact UBC travel support if it is not.)*

Sign In

Username, verified email address, or SSO code

Next

Remember me
Forgot username
Need help signing in

< Sign In

Password

••••••••

Next

Forgot password
Need help signing in

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2. You will see an on-screen message stating that you will receive an email to "Set-up Two-factor Authentication. Click on the link.

Hello [preferred name],

To set up the two-factor authentication associated with Login ID [login], please click on the following button:

Set Up Two-factor Authentication

If the button is not working correctly or is not being displayed, please copy and paste the link below into your browser:

https://www.concursolutions.com/nui/signin/reset/mfa

This link will expire in 24 hours.

3. You will be redirected to Scan your Concur QR code but first you will need an "Authenticator App" such as we use with WorkDay, i.e.

4. If you already have the Duo Mobile App set up on your mobile device, it is very easy to add SAP-Concur to the App. If you do not have a mobile phone or do not want to download the Duo App onto your mobile phone, you can use an authenticator app on your browser such as Google Chrome or Microsoft Edge.

5. **Instruction for the Duo App**:   Open to Mobile App and Click on "Add +"
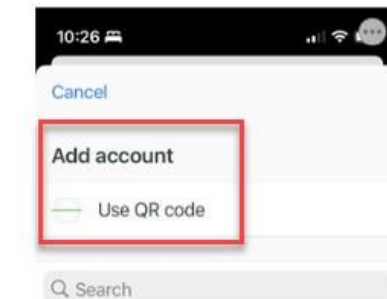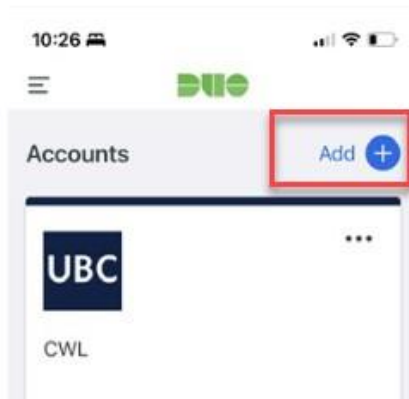
6. Scan the QR Code shown on the Concur sign-in page. This will add your SAP Concur account to the Duo authenticator app.
7. Once this is done, right below the account, a 6digit code will be generated.
8. Copy the code onto the Concur Sign-in page "Authentication Code" field before it expires.
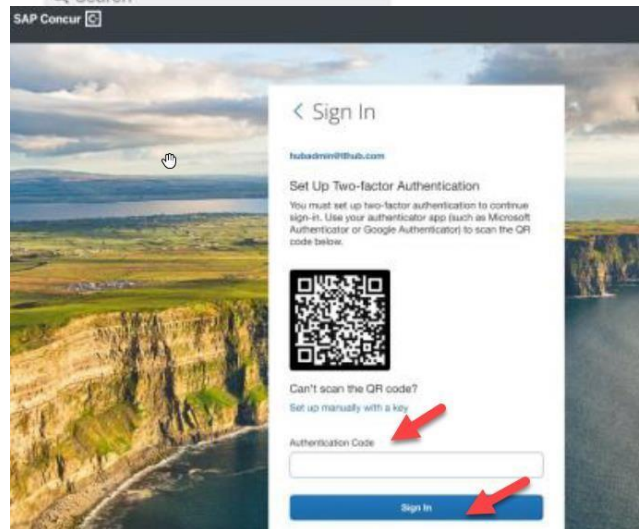
Having trouble scanning the QR code?

1. If you are unable to scan the QR code, you can manually add your account by clicking on the "Set up manually with a key option". Then copy the key number generated.
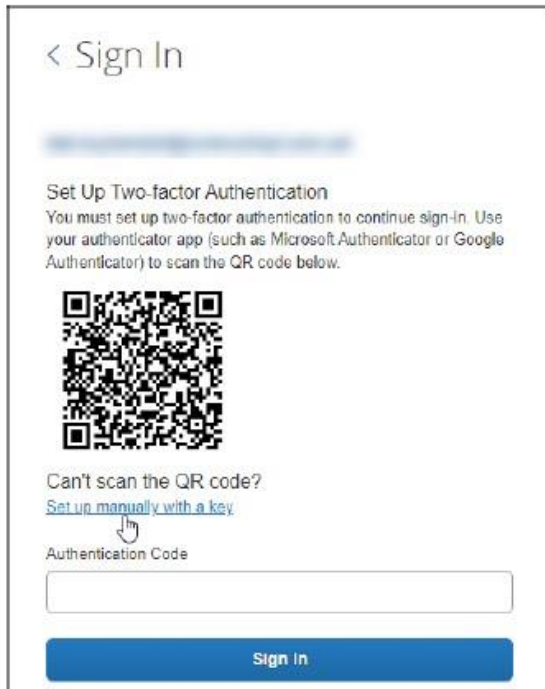
2. This key number does not get entered on the Concur page. Go to the authenticator app you've chosen and look for the option "Enter a setup key" or
   a. For Google use "Add Account"
   b. For Microsoft "Add Account" ➡ "Other Account" ➡ Enter code manually

3. Once the Account is added to your chosen authenticator app it will generate a six-digit code which you will need to add to the Concur sign-in page "Authentication Code" field.