

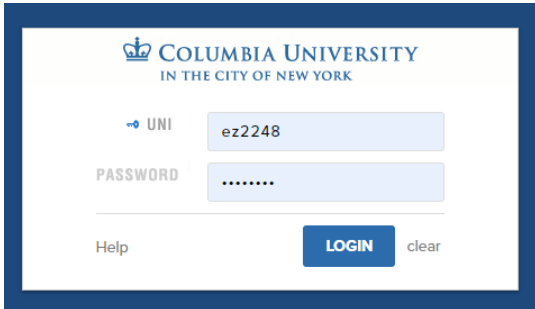
Your Concur Profile stores personal information used for creating expense reports and booking travel. Upon your initial log in to Concur, you should verify and update your Profile. You can update your personal information, departmental information, default ChartFields, and email addresses. In addition, setup travel preferences for air, hotel, or car rental, TSA information, and credit cards. You can name Delegates to prepare Requests and Expense Reports or book travel on your behalf.

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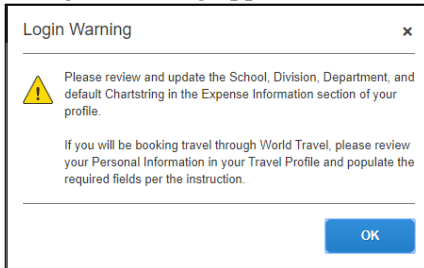
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### Logging in to Concur and Accessing Your Profile Settings

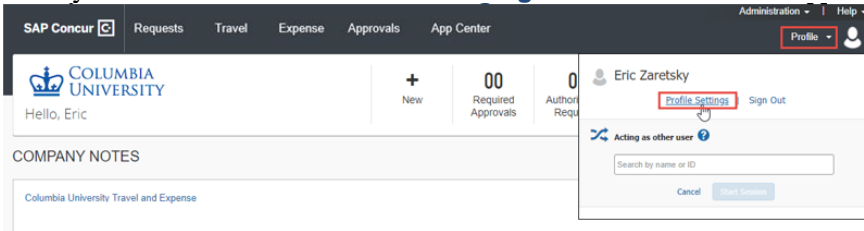
1. Access Concur from the Columbia Travel and Expense Portal.



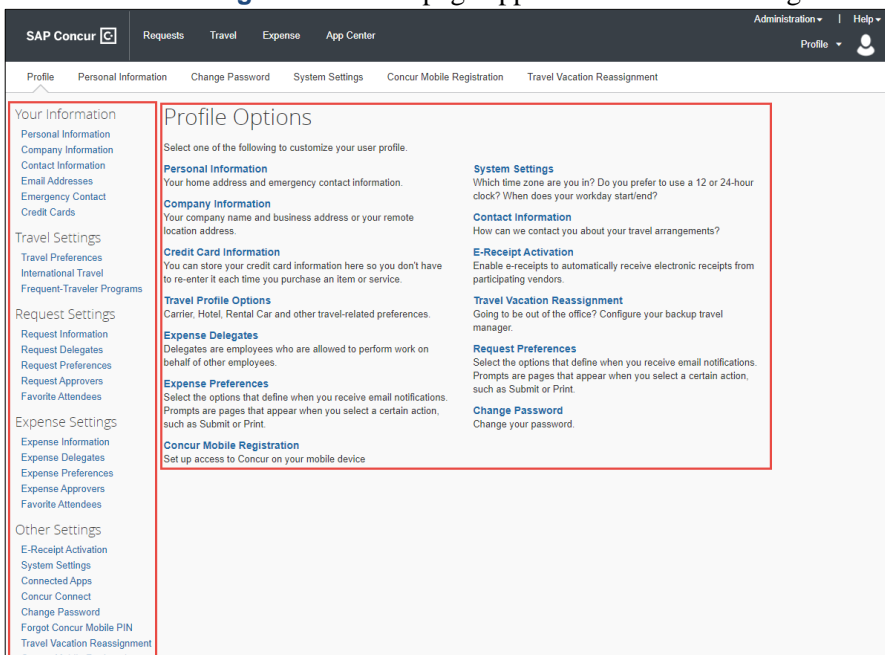
A Login Warning appears reminding you to review and update your Profile settings.



2. Enter your **UNI** and **Password** and click **Login**. Your Concur dashboard appears.

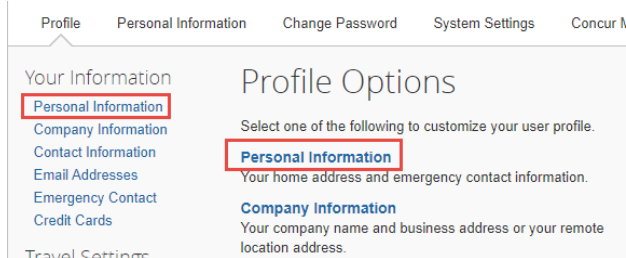


3. Click **Profile** on the top right of your screen.
4. Click **Profile Settings**. The Profile page appears with links to navigate to Profile Settings.



### Updating Required Information

You will find the most common profile tasks on the **Profile Options** page. You can also use the menus on the left to select a setting to update. The first time you update your Concur Profile, you must ensure the following required pieces of information are complete: Your **Name** (including Middle and Suffix), **Company Information**, **Home Address**, **Contact Information**, **Emergency Contact** and **TSA Secure Flight**. You cannot click Save until all required fields are complete.



Click the **Personal Information** link from the left menu or the Profile Options. The Your Information page appears. You can scroll to sections for Company Information, Home Address, Email Address, Contact Information, Emergency Contact and TSA Secure Flight on this page. These are intermingled with Travel Preferences and other optional sections. After making updates, you can click **Save** anywhere on the page.

### Confirming Your Name

Your name appears as it would in the PAC system. Be sure that it matches with how your name appears on your travel documents such as your driver's license or passport. If there is a discrepancy, speak with your Departmental HR representative regarding the process for updating PAC.

**Middle Name** is a required field. Be careful to enter your middle name, an initial, or select **No Middle Name** to match how it appears on your travel document. If you need to change it after entering and saving for the first time, you must contact the Finance Service Center.

### Confirming Company Information

Your **Company Information** will automatically be populated. The name of your **Manager** will appear if they are in PAC. If there is a discrepancy, speak with your Departmental HR representative.

### Home Address

Scroll down to the section for **Home Address**.

Home Address Go to top

Street[Required]

City[Required] State/Province

Postal Code[Required] Country/Region[Required]

Save

1. Complete the **Street**, **City**, and **Postal Code** fields.
2. Select the **Country/Region** from the dropdown menu.

### Contact Information

Contact Information Go to top

Work Phone[Required\*\*] Work Extension Work Fax 2nd Work Phone/Remote Office

Home Phone[Required]

Pager Other Phone

Mobile Phone Country/Region Mobile Phone[Required]

Save

1. Complete the **Work Phone**, **Home Phone**, and **Mobile Phone** fields. Select your **Mobile Phone Country/Region** from the dropdown when entering your mobile phone number.
2. Add any other contact numbers, as desired

### Emergency Contact

Scroll down to the section for **Emergency Contact**.

Emergency Contact Go to top

Name[Required] Relationship

Street  Address same as employee

City State/Province Postal Code

Country/Region Phone[Required] Alternate Phone

Save

1. Enter the **Name** of your Emergency Contact. Optionally, you can enter your Emergency Contact's **Relationship**.
2. You can complete the **Street**, **City**, **Postal Code**, and **Country/Region** fields **OR** you can select the **Address same as employee** if your emergency contact lives at the same address as you.
3. Complete the required **Phone** field.

### TSA Secure Flight

Scroll down to the section for **TSA Secure Flight**.

TSA Secure Flight

The Transportation Security Authority (TSA) requires us to transmit information collected from you. Providing information is required. If it is not provided, you may be subject to additional screening or denied transport or authorization. TSA may share information you provide with law enforcement or intelligence agencies or others under its records notice. For more on TSA privacy policies or to view the records notice and the privacy impact assessment, see the TSA's web site at [WWW.TSA.GOV](http://WWW.TSA.GOV).

Gender **[Required]**    Date of Birth (mm/dd/yyyy) **[Required]**    DHS Redress No.    TSA Pre✓ Known Traveler Number

Male  Female

1. Select the option for **Gender**.
2. Enter your **Date of Birth**.
3. Optionally, you can enter a **DHS Redress No** (to help eliminate watch list misidentification) and/or your **TSA Pre** number for expedited security screening.

After you have completed all required fields, click **Save** anywhere on the page.

### Other Information

#### Work Address

The **Work Address** section is optional but recommended to make updating other Profile Settings, such as Credit Cards, easier. In addition, it is also recommended if you anticipate needing to be reimbursed for Personal Car Mileage.

Work Address Go to top

Company Name: Columbia University    Assigned Location: Please choose a company location

Street:  Address same as assigned location

City:     State/Province:

Postal Code:     Country/Region: United States of America

**Save**

#### Email Addresses

You can email expense receipt attachments to [receipts@concur.com](mailto:receipts@concur.com), so they are available in Concur to import into your Expense Reports. In order to do so, you must list any email address that you will use in this section. This would include the email of Expense Delegates who prepare Expense Reports on your behalf (see the section on Delegates). Click the the FAQ links to view details.

Email Addresses Go to top

Please add at least one email address.

- [How do I add an email address?](#)
- [Travel Arrangers / Delegates](#)
- [Why should I verify my email address?](#)
- [How do I verify my email address?](#)

**Add an email address**

Email Address	Verify	Contact?	Actions
Email 1    ez2248@columbia.edu	<input type="radio"/> Not Verified	Yes	<a href="#">Verify</a>

1. Click the **Add an email address** link.
2. Enter your **Email Address**.
3. Click **OK**.
4. Click **Verify**. A verification email with a Verification Code is sent to the address. If you do not see it in your inbox, check your Junk/Spam folder

Verify CQ

Check email for code    [Resend](#) | [Cancel](#)    Yes

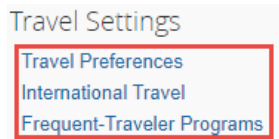
Enter Code     **OK**

5. Copy the Verification Code from the email and paste into the **Enter Code** field and click **OK**.

### Travel Settings

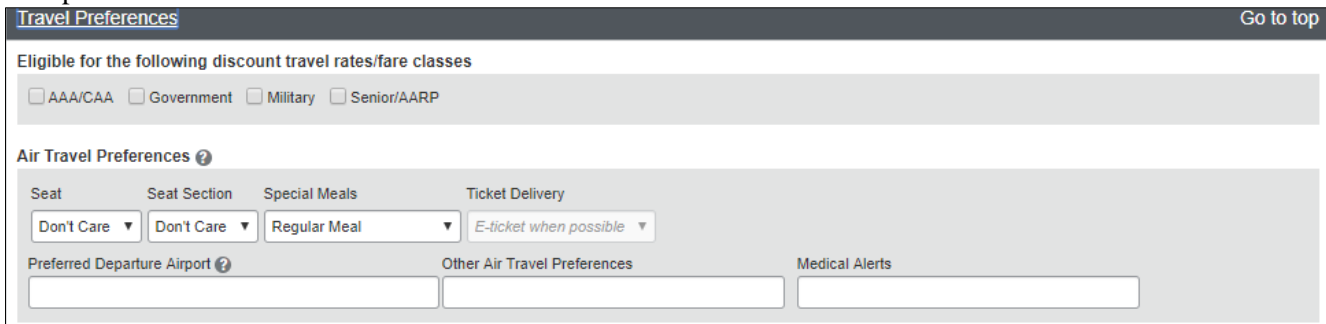
The Travel Settings section allows you to save your preferred travel settings. When booking travel through Concur, your search results will correspond to any saved travel preferences. Add your Frequent Traveler or Advantage Programs to be applied to the associated flights, hotels or car rentals you book. You can also enter your Passport information and International Visas. In addition, you can add your personal credit card or Corporate Credit Card information for making hotel reservations and booking rental cars through Concur Travel.

**Note:** You can book Air or Rail tickets in Concur Travel using the Columbia Air/Rail Central Pay Account feature without the need to use a credit card.

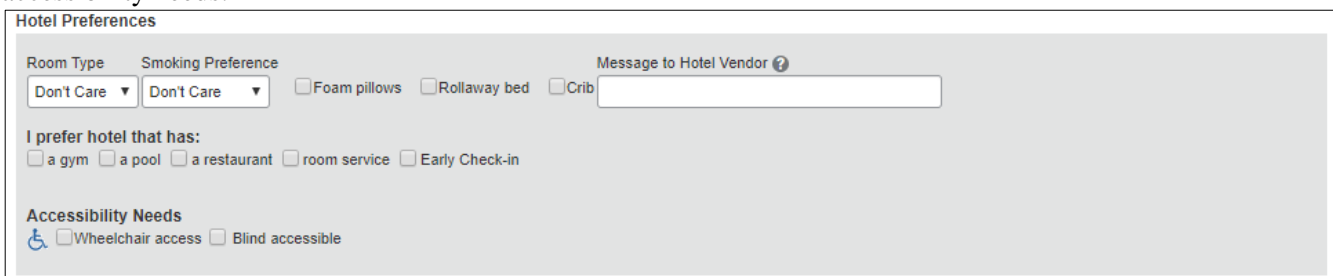


### Travel Preferences

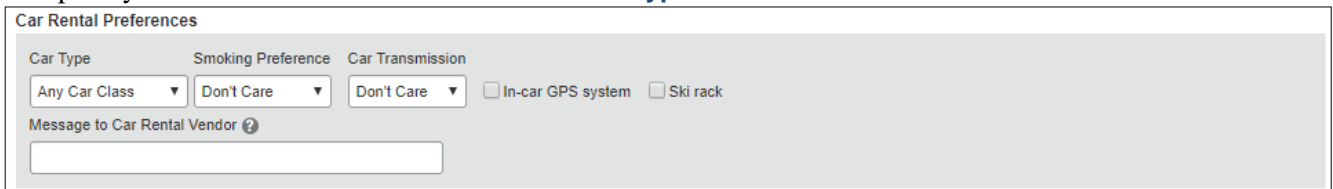
1. Select any **discount travel rates/fare class** for which you are eligible such as Military or Senior/AARP.
2. Complete your **Air Travel Preferences** such as **Seat**, **Special Meals**, and **Preferred Departure Airport**, among other preferences.



2. Complete your **Hotel Preferences** such as **Room Type**, **Smoking Preference** and other hotel amenities and accessibility needs.



3. Complete your **Rental Car Preferences** such as **Car Type** and other car features and amenities.



### Frequent Traveler Programs

Enter your **Frequent Traveler Programs** for Air/Rail, Hotels or Rental Cars.

Frequent-Traveler Programs

Your Frequent Traveler, Driver, and Hotel Guest Programs + Add a Program

No programs defined

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**My travel network, all your reward programs connected in one place**

By connecting your reward programs, if you book with participating providers, you'll receive your negotiated rates and amenities, get e-receipts, and your travel plans any time on any device, using Concur or Triplt.

Important terms and conditions apply.

Concur must share information with travel partners as part of connecting your accounts. Learn more about how your information is [shared](#) and [e-receipts](#).

By clicking "I Agree" below, you agree to the terms above and acknowledge that you have reviewed the information on data sharing.

1. Click **Add a Program**. The Add Travel Programs window appears.

Add Travel Programs

**i** Please enter programs EXACTLY as they appear on your card, excluding spaces and dashes. Do not include the carrier code. If you enter a program incorrectly, you will get a profile error from the reservation system. For example, if your card is printed "AA12345" or "John Doe/12345", your program number is "12345".

The page allows you to enter up to 5 travel programs at a time. First, select the type of program (carrier name, car rental, or hotel), then select the name of the company from the adjacent list. Finally, enter the program number (frequent traveler number, etc.)

1     Air/Rail Carrier    Frequent Traveler / Driver/ Guest Number    Search this vendor

2     Hotel    Frequent Traveler / Driver/ Guest Number    Search this vendor

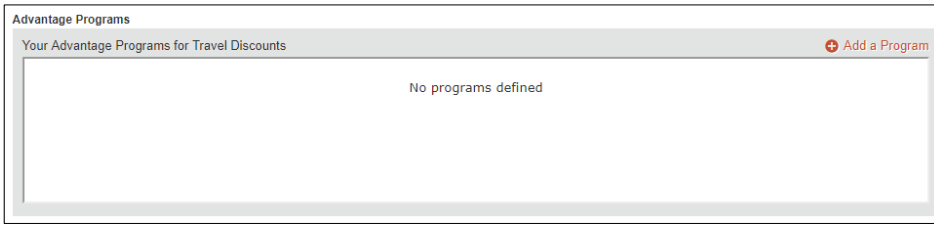
3     Car Rental Company    Frequent Traveler / Driver/ Guest Number    Search this vendor

4     Air/Rail Carrier    Frequent Traveler / Driver/ Guest Number    Search this vendor

5     Air/Rail Carrier    Frequent Traveler / Driver/ Guest Number    Search this vendor

2. Select the icon for **Airline**, **Car Rental**, or **Hotel**.
3. Select the **Air/Rail Carrier**, **Hotel**, or **Car Rental Company** based on the icon you selected.
4. Enter the **Frequent Traveler/Driver/Guest Number** *exactly* as it appears on your membership card. Refer to the blue notes section for more information.
5. Repeat steps 2 through 4 for each Frequent Traveler Program you want to add.
6. Click **Save**.
7. Click **I Agree** to the Terms and Conditions

You can also update the **Advantage Programs** section that provide discounts and other travel benefits.



Advantage Programs

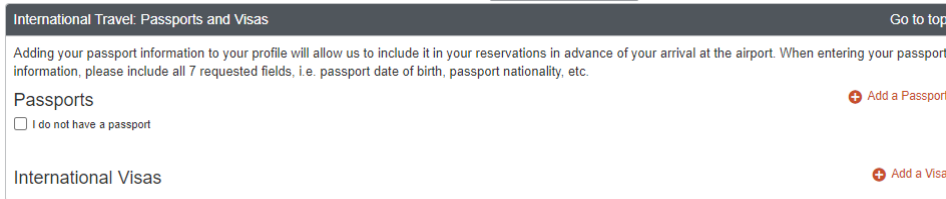
Your Advantage Programs for Travel Discounts + Add a Program

No programs defined

### International Travel: Passports and Visas

Add your **Passports and Visas** information to have it included in your travel reservations to make international travel easier. If you add your passport information, make sure to populate all the fields.

1. Scroll down to the **International Travel: Passport and Visas** section.



International Travel: Passports and Visas Go to top

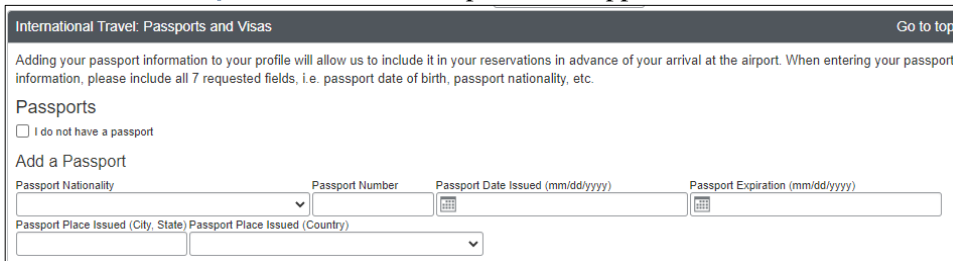
Adding your passport information to your profile will allow us to include it in your reservations in advance of your arrival at the airport. When entering your passport information, please include all 7 requested fields, i.e. passport date of birth, passport nationality, etc.

Passports + Add a Passport

I do not have a passport

International Visas + Add a Visa

2. Click **Add a Passport**. The Add a Passport fields appear.



International Travel: Passports and Visas Go to top

Adding your passport information to your profile will allow us to include it in your reservations in advance of your arrival at the airport. When entering your passport information, please include all 7 requested fields, i.e. passport date of birth, passport nationality, etc.

Passports

I do not have a passport

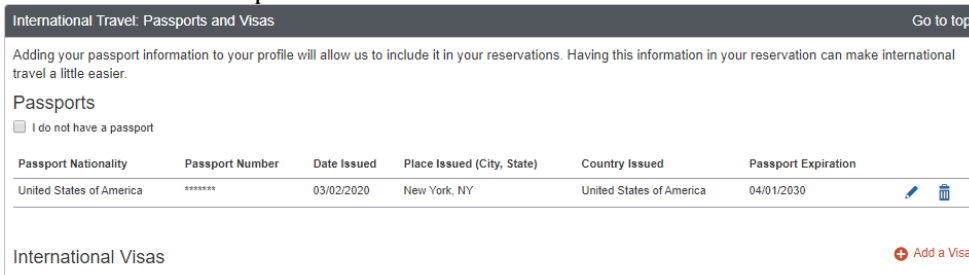
Add a Passport

Passport Nationality  Passport Number  Passport Date Issued (mm/dd/yyyy)  Passport Expiration (mm/dd/yyyy)

Passport Place Issued (City, State)  Passport Place Issued (Country)

3. You must enter information for all fields, **Passport Nationality**, **Passport Number**, **Passport Date Issued**, **Passport Expiration**, **Passport Place Issued (City, State)** and **Passport Place Issued (Country)**, in order to receive travel alerts.

4. Click **Save**. The Passport is added.



International Travel: Passports and Visas Go to top

Adding your passport information to your profile will allow us to include it in your reservations. Having this information in your reservation can make international travel a little easier.


Passports

I do not have a passport

Passport Nationality	Passport Number	Date Issued	Place Issued (City, State)	Country Issued	Passport Expiration	
United States of America	*****	03/02/2020	New York, NY	United States of America	04/01/2030	<span style="float: right;">✎ 🗑</span>

International Visas + Add a Visa

5. If you have any Visas, click **Add a Visa**. The Add a Visa fields appear.



International Visas

Add a Visa

Visa Nationality  Visa Type  Visa Number  Visa Expiration

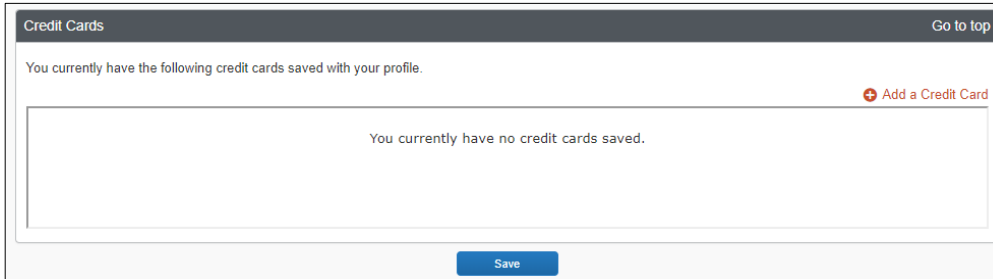
Visa Nationality  Visa Type  Visa Number  Visa Expiration (mm/dd/yyyy)  🗑 ✕

6. Enter the Visa information.
7. Click **Save**. You can add additional Visas, if needed.

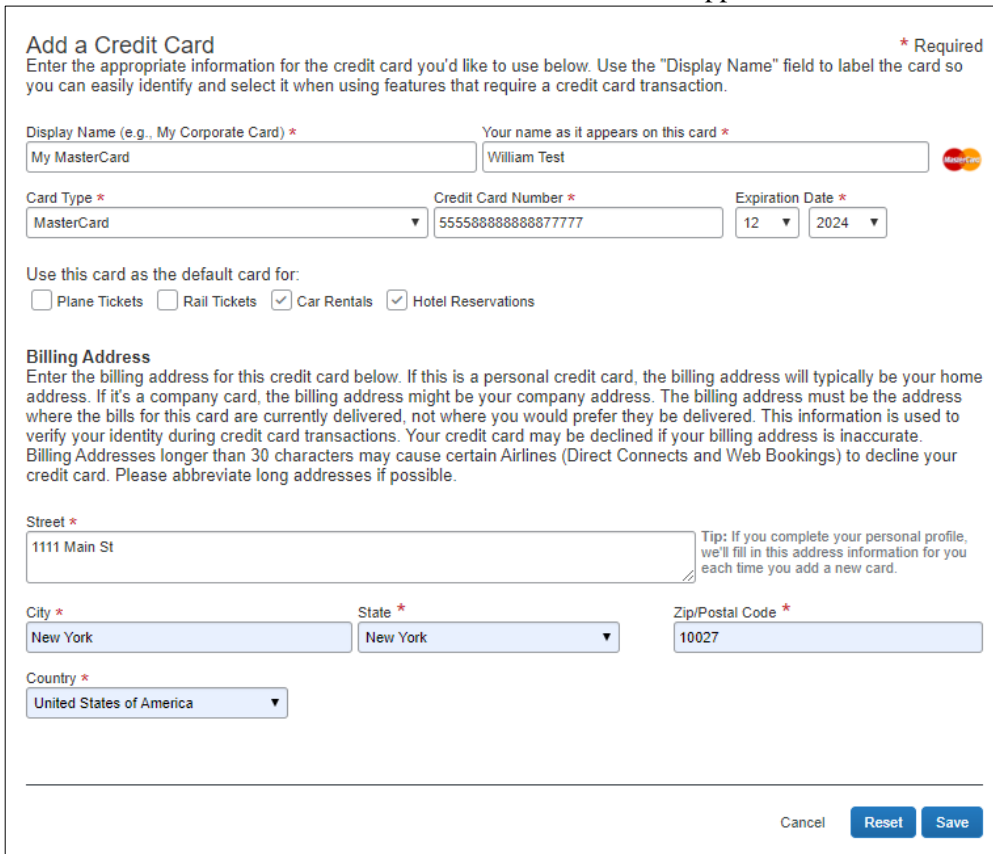
### Credit Cards

You can add personal credit cards or, if eligible, your Columbia University Corporate Card as forms of payment when booking travel. You can book Air or Rail tickets in Concur Travel using the *Columbia Air/Rail Central Pay Account* feature without having to use a credit card. In addition, if you decide to indicate a different credit card when making a travel purchase, that card is automatically added to your profile.

1. Scroll down to the **Credit Cards** section.



2. Click **Add a Credit Card**. The Add a Credit Card window appears.



3. Enter a **Display Name** for the card you are adding which will appear as an option when booking travel.
4. Enter **Your name as it appears on your card**, select the **Card Type**, **Credit Card Number** and **Expiration Date**.
5. Select the **Use this card as the default for** making purchases for Air, Rail, Car Rentals or Hotel Reservations.
6. If you saved your address in the Personal Information section of your Profile, it appears in the **Billing Address**. Edit or enter a new address as needed.
7. Click **Save**. Repeat steps 2 through 7 to add additional credit cards.

### Request and Expense Settings

**Request and Expense Settings** allow you to setup preferences and defaults for when you prepare and submit Pre-Trip Requests, Cash Advance Requests or Expense Reports. Settings for Request/Expense Information, Request/Expense Delegates and Favorite Attendees are exactly the same and updating these settings can be accomplished in either place as the information is identical.

#### Request Settings

- Request Information
- Request Delegates
- Request Preferences
- Request Approvers
- Favorite Attendees

#### Expense Settings

- Expense Information
- Expense Delegates
- Expense Preferences
- Expense Approvers
- Favorite Attendees

Rather than scrolling through a single page, each setting must be selected in order to view and edit.

### Request/Expense Information

Click **Request Information** or the **Expense Information** link to display the form.

The screenshot shows the 'Request Information' form with the following fields and values:

Reimbursement Currency: US, Dollar	User Type: Officers of Administration	User Type Sub-category: Director - TECH	<input type="checkbox"/> Request Authorization
School: (140000X) FIN Finance	Division: (14AD00X) FIN Administration	Sub-Division: (140400X) FIN Finance Serv	<b>Admin Department: (1404202) FIN Finance Info S</b>
<b>GL BU: 1</b>	<b>Department: 2</b>	<b>PC Business Unit: 3</b>	<b>Project: 4</b>
Activity: 5	Initiative:	Segment:	Site:

The Request / Expense Information is pre-populated from PAC with your School, Division, Sub-Division and Admin Department. These values will default to new Requests / Report and have an impact on workflow routing. The Division will drive workflow routing to Senior Business Officers when applicable.

The **Admin Department** will drive workflow routing to the Initial Reviewer when applicable. It is possible that your Level 8 Admin Department may not be populated. Ask your School or Department Senior Business Officer for guidance on how to update PAC.

Enter the **ChartFields**. If you enter codes in the ChartFields rather than text, click the field dropdown and select **Code**.

The screenshot shows a dropdown menu for the 'Project' field. The selected value is '4'. Below the dropdown, there is a search bar with the text 'Type to search by:'. There are two radio buttons: 'Text' (selected) and 'Code'. A red box highlights the 'Code' radio button. Below the search bar, there is a list of search results, including 'GI Funding (UR004672)'.

These will also populate as the default in new Requests / Reports. The **Department (2)** ChartField (and Dollar amount) will drive workflow routing to a Financial Approver.

If you leave any ChartFields blank, you will need to complete those ChartFields on your Requests or Expense Reports.

### Delegates

You can name colleagues to act on your behalf to prepare Requests, Expense Reports, or book Travel. **Delegates** can create the reports and notify you when complete but they cannot submit expense reports on your behalf. You will receive notifications when the report is ready to review and submit. If you are an Approver, you can name a colleague to approve Requests or Reports on your behalf. Your colleague must also be setup as an Approver in order for you to add them as an Approver Delegate.

Click the **Request Delegates** or the **Expense Information** link to display the form.

Name	Can Prepare	Can Book Travel	Can Submit Reports	Can Submit Requests	Can View Receipts	Can Use Reporting	Receives Emails	Can Approve Temporary	Can Preview For Approver	Receives Approval Emails
------	-------------	-----------------	--------------------	---------------------	-------------------	-------------------	-----------------	-----------------------	--------------------------	--------------------------

1. Click **Add**.
2. Type your **Search** using last name, UNI, email, etc. A list of matches appears.

Search by employee name, email address, employee id or login id

Sheeran, Kate Add

Sheeran, Kate  
User ID: ks2070  
Logon ID: ks2070@columbia.edu

3. Select the desired match or click the **Add** button next to the search field if your selection is not added.
4. Select the appropriate **checkboxes** to assign the permissions you wish to give the delegate:
  - **Can Prepare** -The Delegate may prepare expense reports on your behalf. You will still be required to submit the Report for approval
  - **Can Book Travel** – The Delegate may reserve and book air/rail, hotels or rental cars on your behalf
  - **Can Submit Reports** – The Delegate is able to click Submit on your reports to check for the accuracy and completeness of Reports but cannot actually submit for approval. Your delegate will need to inform you by email that your Report is ready for submission and you will need to open the Report created on your behalf and click Submit to submit for approval. If you do not select this option, your Delegate must click Ready for Review, which sends you an alert and changes your Report status to Ready for Review. You must review the Report for accuracy and completeness and submit.
  - **Can Submit Requests** – The Delegate is able to click Submit on your Requests to check for the accuracy and completeness of Requests but cannot actually submit for approval. Your delegate will need to inform you by email that your Request is ready for submission and you will need to open the Request created on your behalf and click Submit to submit for approval. If you do not select this option, your Delegate must click Ready for Review, which sends you an alert and changes your Request status to Ready for Review. You must review the Request for accuracy and completeness and submit.
  - **Can View Receipts** - Defaulted when selecting Can Prepare. This allows the Delegate to view your receipt store, receipts images, etc.
  - **Can Use Reporting** - If you have any reporting rights (typically restricted) you may assign that reporting license to 2 individuals
  - **Receives Approval Emails** - The Delegate will be copied on all emails generated by Concur notifying you of items pending your approval
  - **Can Approve** – If you are an Approver, the Delegate may approve Reports and Requests on your behalf. The Delegate must also be setup in Concur as an Approver
  - **Can Approve Temporary** – Indicate the date range you are giving this Delegate to approve reports and requests on your behalf

# Columbia University Finance Training

## Training Guide: Setting up Your Concur Profile for Travel and Expense Users

- **Can Preview for Approver** - The Delegate will be able to review / validate all information that the approver sees, but cannot approve, when they are acting as that Approver
- **Receives Approval Emails** – The Delegate will be copied on all emails generated by Concur notifying you of requests and reports pending your approval

**Add Save Delete**

Delegates are employees who are allowed to perform work on behalf of other employees.  
You may assign a temporary approver for a maximum of 365 days.  
Expense and Request share delegates. By assigning permissions to a delegate, you are assigning permissions for Expense and Request.

Name	Can Prepare	Can Book Travel	Can Submit Reports	Can Submit Requests	Can View Receipts	Can Use Reporting	Receives Emails	Can Approve Temporary	Can Preview For Approver	Receives Approval Emails
<input type="checkbox"/> Sheeran, Kate	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Click **Save**.

### Favorite Attendees

When preparing an Expense Report, the names and details of attendees are required for several Expense Types, such as Business Meals and Entertainment. You can save Favorite Attendees and Attendee Groups if you anticipate creating multiple Reports with the same attendees (i.e., recurring team meetings or events.)

Click the **Favorite Attendees** link to add or edit Attendees.

### Favorite Attendees

Attendees Attendee Groups

Find every attendee where Last Name  Begins With  zaretsky  [Advanced Search](#)

<input type="checkbox"/>	Attendee Name	Attendee Title	Institution/Company	Attendee Type
No Attendees Found				

### Adding a Favorite Attendee

1. Click **New Attendee**. The Add Attendee form appears.

### ADD ATTENDEE

Attendee Type  Last Name  First Name

CU Administration

2. Select the **Attendee Type** from the dropdown menu.

Attendee Type

CU Administration

- CU Administration
- CU Alumni
- CU Donor
- CU Faculty
- CU Recruit
- CU Student
- Group Event - 10+ Attendees
- Outside Party
- Spouse/Significant Other/Dependent

3. Enter the **Last Name** and **First Name**.

4. Click **Save**.

### Adding an Attendee Group

1. Click the **Attendee Groups** tab.

Attendee Name	Attendee Title	Institution/Com...	Attendee Type
No Attendee groups found			

2. Click **Add New**. The Group form appears displaying the Favorite Attendees list.

Attendee Name	Attendee Title	Institution/Company	Attendee Type
Kris, Carballo			CU Administration
Sheeran, Katherine			CU Administration

2. Type the **Group Name** and select the desired **Attendee Names** to be in the group.

Attendee Name	Attendee Title	Institution/Company	Attendee Type
<input checked="" type="checkbox"/> Kris, Carballo			CU Administration
<input checked="" type="checkbox"/> Sheeran, Katherine			CU Administration

4. Click **Save Group**.

### Request Preferences

You can turn on or off email alerts and prompts associated with Requests and Expense Reports.

Click the **Request Preference** link to display the settings.

Request Preferences

Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

Send email when...

- The status of a request changes
- A request is submitted for approval
- The status of an expense report changes
- New company card transactions arrive

Prompt...

- For an approver when a request is submitted

### Expense Preferences

Click the **Expense Preference** link to display the settings.

Expense Preferences

Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

Send email when...

- The status of a cash advance changes
- A cash advance is submitted for approval
- The status of an expense report changes
- New company card transactions arrive
- Faxed receipts are successfully received
- An expense report is submitted for approval
- A card feed import completes

Prompt...

- For an approver when an expense report is submitted

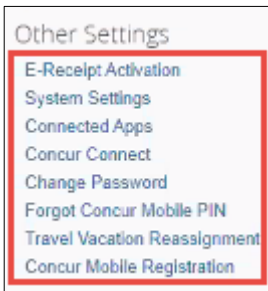
Display...

- Make the Single Day Itineraries page my default in the Travel Allowance wizard

Select the desired options and click **Save**.

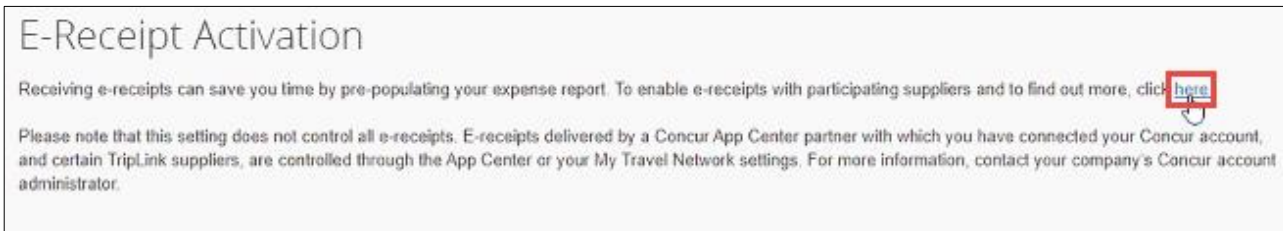
### Other Settings

Other Settings include preferences for E-Receipts, language, calendar and number format, Apps from various vendors that you can connect to Concur, and Mobile PIN resets.

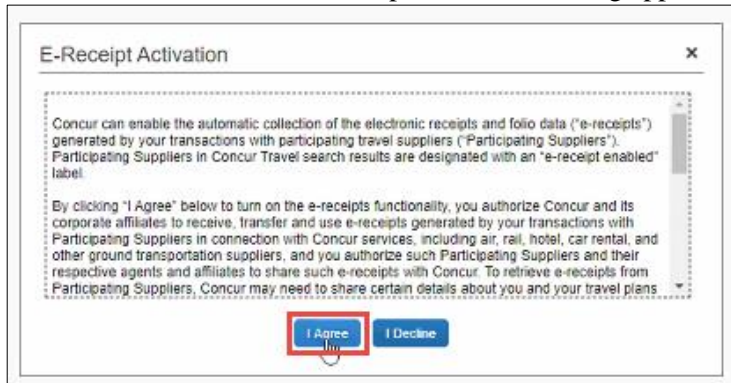


### E-Receipt Activation

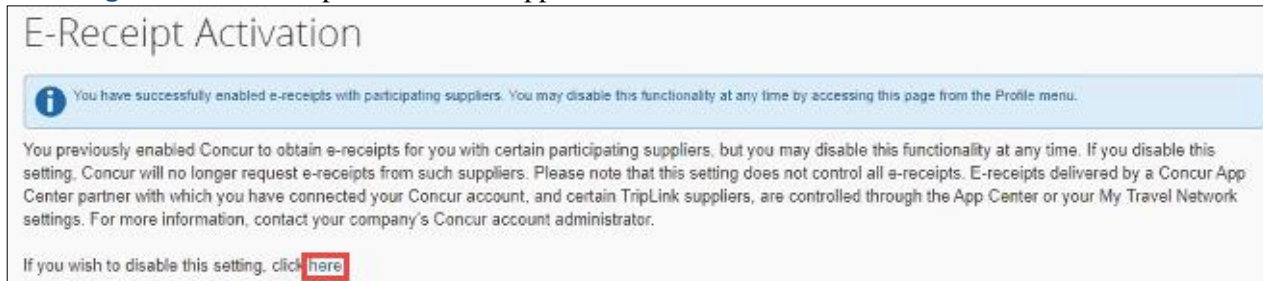
By enabling E-Receipts, you can pre-populate an Expense Report with E-Receipts from participating suppliers when you book your travel using Concur.



1. Click the [here](#) link. The E-Receipt Activation dialog appears.



2. Click [I agree](#). The E-Receipt confirmation appears.



You can disable the E-Receipts by click the [Here](#) link again.

### System Settings

**System Settings**

**Regional Settings and Language**

Default Language: English (US) ▼

Number Format: 1,000.00 ▼

Placement of Currency Symbol: Before the amount ▼

Negative Number Format: -100 ▼

Negative Currency Format: -100 ▼

mile/km: mile ▼

Date Format: mm/dd/yyyy ▼

Time Format: h:mm AM/PM ▼

Hour/Minute Separator: : ▼ 03/05/2020 03:18 pm

Time zone (local time): (UTC-05:00) Eastern Time (US & Canada) ▼

**Calendar Settings**

Start week on: Sunday ▼

Start Day View At: 08:00 am ▼

End Day View At: 08:00 pm ▼

Default View: month ▼

**Other Preferences**

Rows per page: 25 ▼

**Other Settings**

Alternative UI Mode for Expense, Invoice, and Request ?

**Email Notifications**

Send an email every time something is put in or removed from my approval queue

Send a daily summary of items in my queue

Let me know when one of my requests is approved or denied

Send Confirmation Emails ?

Send Trip-on-Hold Reminder Emails ?

Send Ticketed Travel Reminder Email ?

Send Cancellation Emails ?

Save Reset Cancel

1. Select the desired **Regional Setting and Language**, **Calendar Settings** or **Other Preferences** settings.
2. Select when to receive **Email Notifications**.
2. Click **Save**.

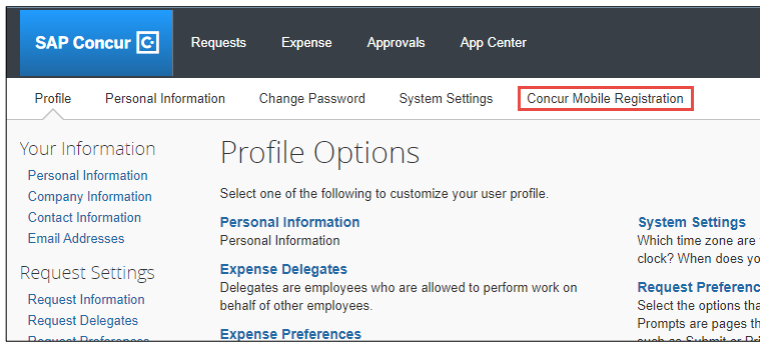
### Connected Apps

The Connected Apps page displays the TripIt app that you can link to Concur to help manage your trips

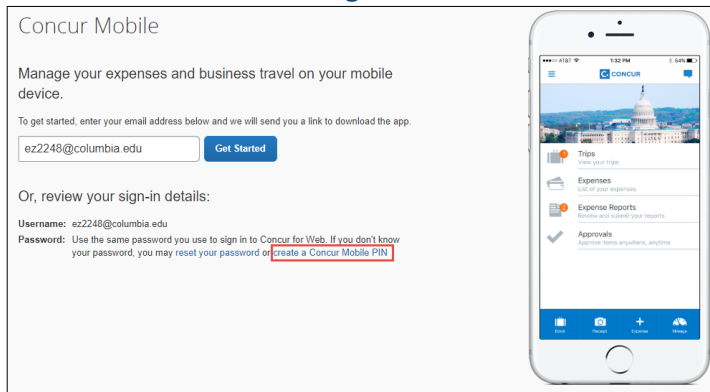
### Concur Connect

Concur Connect displays the apps that are currently linked to Concur account.

### Concur Mobile Registration



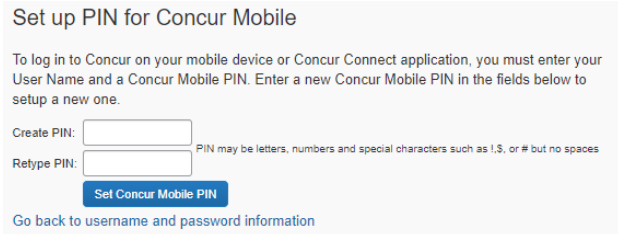
1. Click the **Concur Mobile Registration** tab. The Concur Mobile page appears.



The **email address** associated with your Concur account is populated. You can click **Get Started** to receive a link to download the Mobile App.

**Important:** *You cannot use the same password for the mobile app as the one used to log into Concur. Do not reset your password.*

2. Click **create a Concur Mobile PIN**. The fields to create the PIN appear.



3. Create and retype a PIN in **Create PIN** and **Retype PIN** and click **Set Mobile PIN**. You can use letters, numbers, or special characters but no spaces; a minimum of four characters is recommended.
4. Install the Concur Mobile App on your phone via the **App Store** or **Google Play**. If you clicked Get Started above, you can use the link in the email sent to you. Open the app and sign in with your email and PIN. Refer to the job aid for **Setting Up and Installing Concur Mobile, Triplt, and ISOS Apps** for more details.

### Getting Help

Please contact the Finance Service Center

<http://finance.columbia.edu/content/finance-service-center>

You can log an incident or request a service via Service Now

<https://columbia.service-now.com>