User Guide – SAP Concur User Support

SAP Concur User Support is available for Commonwealth employees 24 hours a day, 7 days a week, 365 days a year. Help is available via online, live chat, and phone support for system navigation and SAP Concur application questions. In order to use any of the User Support options, employees must first complete the User Information Confirmation.

User Information Confirmation

1. Sign into SAP Concur to access your home page. [Reference: SAP Concur User Guide – Signing In]
2. On the home page, click on the Support button.

3. SAP Concur will transfer you to the Concur Support site.
4. Complete the required fields on the User Information Confirmation page.
   a. First Name – this field is prepopulated with your first name.
   b. Last Name – this field is prepopulated with your last name.
   c. Email – this field is prepopulated with your email address.
   d. Work Phone – enter your work phone number.
   e. Phone Country Code – enter the number 1 in this field.
   f. Customer Selected Region – select North America from the dropdown list.
   g. Work Title – enter your work title.
   h. Select your Language – this dropdown list is pre-populated with English.

5. Click the Save button to continue to your User Portal. You can return to this page at any time by clicking on the Profile link on the User Support Portal home page.
Support Portal Home Page

1. Within the User Support Portal, select the Home tab for access to:
   a. **Ask me anything** – search box for typing in questions to access the Knowledge Base.
   b. **Training Videos** – link to SAP Concur Learning Services.
   c. **My Cases** – list of your cases. Click the **Create a Case** button to start a new case. See also Create a Case section of this guide.
   d. **Chat with support** – start a live online chat with an SAP Concur User Support technician.
   e. **Support Hotline** – call the hotline at 1-866-793-4040 to speak to an SAP Concur User Support technician.
   f. **Concur Open** – view the current or past system status.
   g. **Top Questions** – review common questions answered by SAP Concur User Support.
Knowledge Base

1. The Knowledge Base tab contains accepted solution answers to commonly asked questions. Explore the knowledge base by typing key words or a question in the Search edit field or use the checkboxes on the left to filter the articles based on your particular question or search topic.
Create a Case

1. On the Create a Case tab, type in a topic or question in the **Subject** edit field and add a **Description**. Suggested articles from the Knowledge Base will automatically display in the right section of the page. If your question isn’t answered by one of the articles, click on the **Continue Creating a Case** button.

![Create a Case interface](image_url)

*Note: Image shows the SAP Concur interface with tabs for Home, Knowledge Base, and Create a Case.*