



This step-by-step guide will show you:

- How to log into Concur using the 2 Factor Authentication
- How to set up the mobile app authentication App

Concur Request is Greene King's solution to manage the spend in pubs for goods and services supplied by local suppliers.

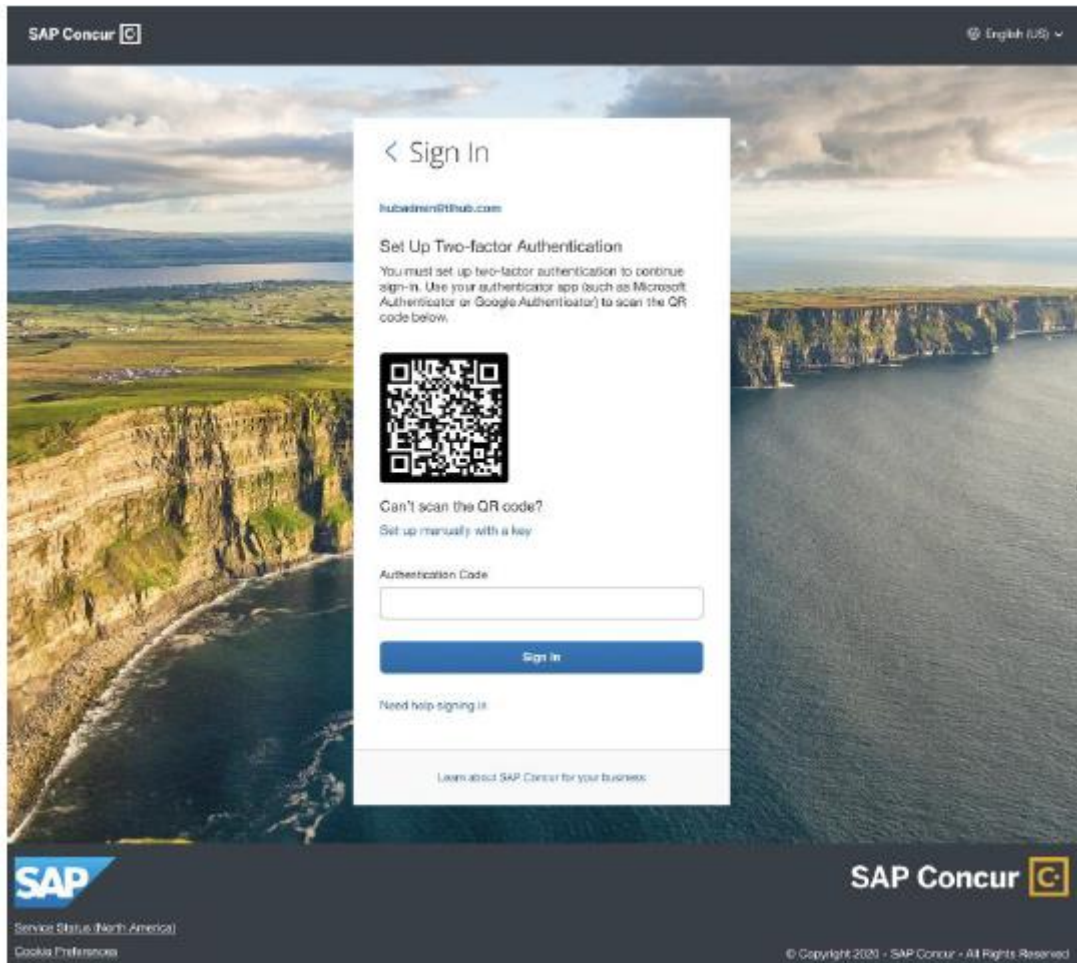
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1. Enter your username and password.

Two screenshots of the SAP Concur Sign In page. The top screenshot shows the "Sign In" form with the "Username, verified email address, or SSO code" field filled with "hubadmin@thub.com". The bottom screenshot shows the same form with the "Password" field filled. Both screenshots include a "Next" button and links for "Remember me", "Forgot username", and "Need help signing in". The background of the login page features a scenic view of a coastline with cliffs and the ocean. The SAP Concur logo is visible in the top left and bottom right corners of the page.

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



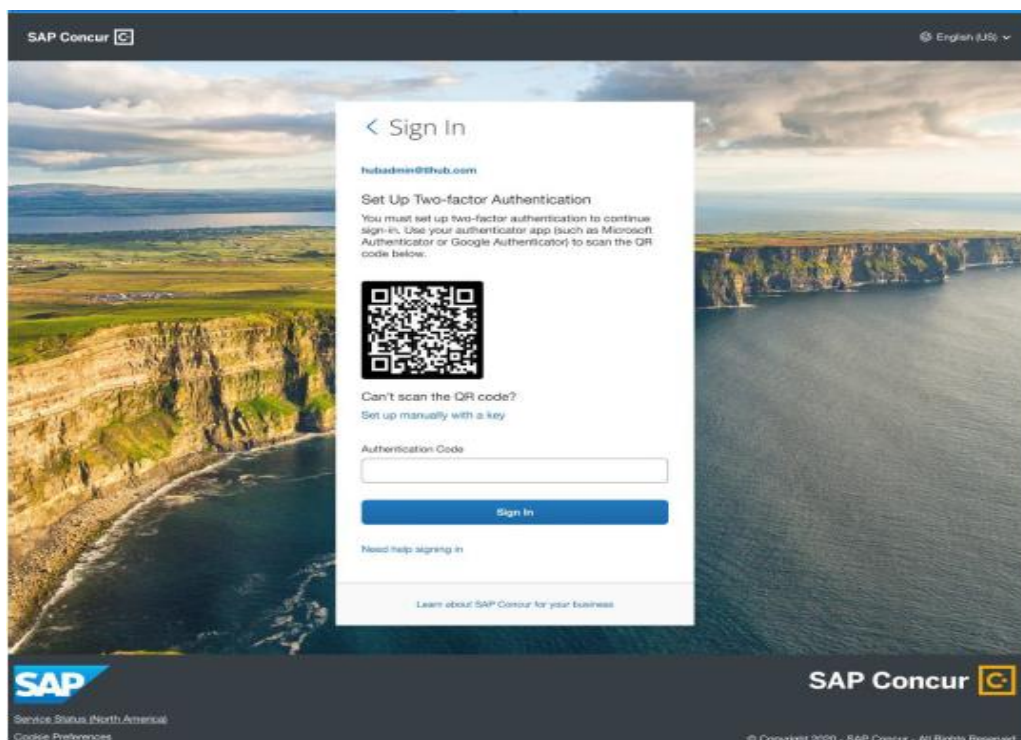
3. Download an authenticator app of your choice to your mobile phone. You can use a corporate phone or use your personal device. You are free to use any authenticator app, such as [Twilio Authy Authenticator](#), [Duo Mobile](#), [Microsoft Authenticator](#), [Google Authenticator](#).
4. Go to the App Store or Google Play Store and search/download the authenticator app you wish to use.
5. 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 such as [Google Chrome](#) and [Microsoft Edge](#).

6. Click on 'Add account' or '+' sign or whichever button is available in the authenticator app for you to add a new account.
7. Once the QR code scanner starts on the app, scan the QR code shown on the Concur sign in page. This will add your SAP Concur account to the authenticator app.
8. Once this is done, right below the account, a 6-digit code will be generated.
9. 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.
10. You are now successfully signed in.

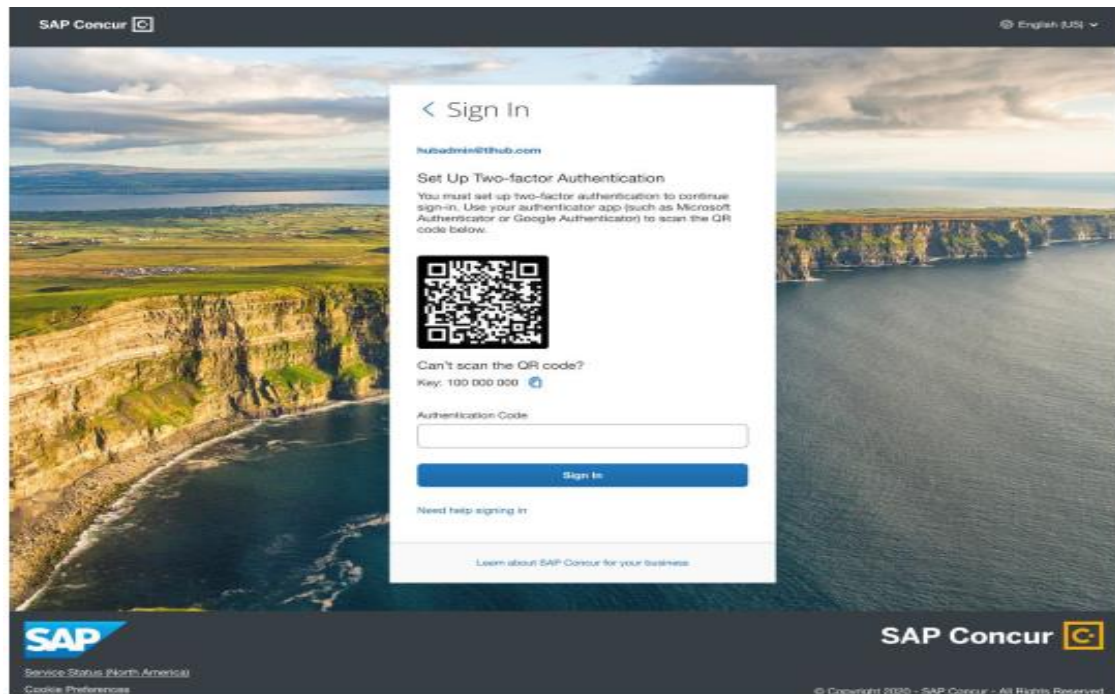
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Section 2: Having trouble with scanning QR code?

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., hubadmin@concur.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.



For training issues and support with the system please contact Concur Support...



PHONE NUMBERS

01284 843240



EMAIL ADDRESSES

concurrequest@greeneking.co.uk

I Need Help With...	Support Resource	Contact Details
Requesting a new Concur account	Pub General Manager	Contact pub directly
My request/claim hasn't been approved	Pub General Manager	Contact pub directly
I have another problem with the system	Concur Support Team	01284 843240 concurrequest@greeneking.co.uk