



## This step-by-step guide will show you:

- How to log into Concur
- Verify your email address, check your details & enter your bank details
- How to set up the mobile app

Concur Request is Greene King's solution to manage the spend in pubs for goods and services supplied by local suppliers. This how to guide focuses on using the Concur web portal to activate your account, check your details and set up the mobile app.

1

### LOG IN FOR THE FIRST TIME

The initial set up of your Concur account must take place on the Web version. However, once this is complete you can then carry out all other actions on the Web version or Mobile app

- Once your account has been created you will receive a welcome email from [concurrequest@greeneking.co.uk](mailto:concurrequest@greeneking.co.uk) with a link to Concur
- If you haven't received an email please check your Junk folder
- Follow the link to <https://eu1.concursolutions.com/home.asp>

#### Sign In

Username, verified email address, or SSO code

supplier@greeneking.co.uk

Next

☒ Remember me  
[Forgot username?](#)

- Enter your email address as the username, tick 'Remember Me' and select 'Next'
- Select 'Sign in with your password'

#### < Sign In

supplier@greeneking.co.uk

Sign in with the link below

Sign in with your password

- Enter the password 'welcome' and select 'Sign In'

#### < Sign In

supplier@greeneking.co.uk

Password

|

Sign In

[Forgot password?](#)

1

## LOG IN FOR THE FIRST TIME (ONT.

- g) In the pop up window enter a new password ensuring it meets the requirements listed on screen

### Change Password

**⚠** Your password has expired and must be changed before you can sign in.

Your company requires your password to meet these requirements:

- Be between 7 and 60 characters
- Be different from your last 4 passwords

New Password ?

Confirm New Password

**Submit**

[Need support or not yet a Concur customer?](#)

- h) Re enter your chosen password to confirm and select 'Submit'
- i) Select 'Return to sign in' and log in with your new password

### Success

Your password has been successfully changed. Please sign in with your new password.

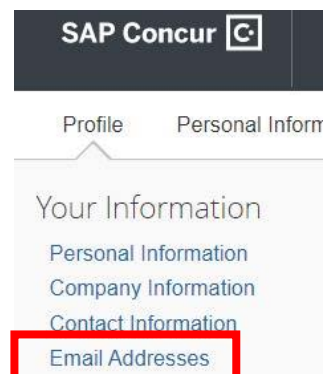
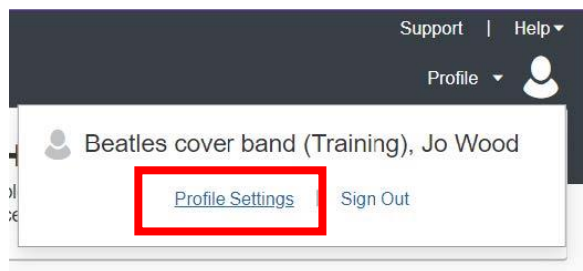
**Return to Sign In**

[Need support or not yet a Concur customer?](#)

2

## VERIFY YOUR EMAIL ADDRESS

- a) Select 'Profile' then 'Profile Settings'
- b) Under 'Your Information' select 'Email Address'



- c) Select 'Verify' then 'Ok'

**Email Addresses** Go to top

Please add at least one email address.

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

Email Address	Verify	Contact?	Actions
Email 1 concursupplier@greeneking.co.uk	Not Verified	Yes	<div> <div>Verify</div> <div>✎</div> </div>

[Add an email address](#)

2

## VERIFY YOUR EMAIL ADDRESS (ONT.

- d) You will receive an email with a code
- e) Copy and paste the code into the 'Enter Code' field in Concur and select 'Ok'

- f) A pop up will appear to confirm your email address is now verified

### Email Verification Status



Your email address has been verified.  
You may now send receipts to your receipt store by emailing  
receipts@concur.com

OK

- g) When you try to navigate to elsewhere in Concur it will prompt you to save, you can simply click 'Leave' instead

### Leave site?

Changes you made may not be saved.

☐

Prevent this page from creating additional dialogs

Leave

Cancel

3

## CHECK YOUR DETAILS

- a) Under 'Request Settings' on the left (whilst still in Profile Settings), select 'Request Information'

- b) Check all information on the screen is correct, if not please update and select 'Save'

4

## INPUT YOUR BANK DETAILS

- Under 'Expense Settings' select 'Bank Information'
- Complete all mandatory fields
- Select 'Save & Authorise'



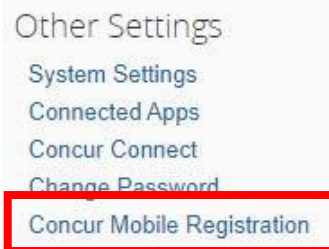
Please ensure that your bank details are correct, as no further verification is performed and this is where payment will be made to.

5

## SET UP THE MOBILE APP

The easiest way to use Concur is via the mobile app. Follow the steps here to get set up:

- Select 'Profile' then 'Profile Settings'
- Under 'Other Settings' select 'Concur Mobile Registration'



- Select 'Get Started'

- An email will be sent to you, open this on your mobile device
- Follow the steps in the email to download the app the way you usually would for your device
- Once installed, login with your email address and password. Note you will not be able to use the 'Company Code'



- Use a PC/Laptop to set up your account
- Check your Junk email folder for your welcome email and notifications
- If you lose the link to Concur you can simply enter 'Concur Log In' into your search engine to find the Log In page
- You can add and verify multiple email addresses for your Concur account



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



### PHONE NUMBERS

01284 843240



### EMAIL ADDRESSES

[concurrequest@greeneking.co.uk](mailto: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 <a href="mailto:concurrequest@greeneking.co.uk">concurrequest@greeneking.co.uk</a>