


# The SAP Concur Administrator's Guide to Success

Continue to drive business and end-user adoption forward with tools to help optimize your SAP® Concur® solutions.


## Improve your speed-to-productivity with Training Resources

Steps to access training materials:


- 1 Log into **SAP Concur solutions**
- 2 **Help** on the right-hand top menu
- 3 Select either **Expense Help** or **Invoice Help**
- 4 Find **Resources for Users - Professional Edition**
- 5 Click on **Concur Training Toolkit**

 View training materials for end-users under **Get Started** and for Administrators under **Learn to Administer**


Access the **Concur Training Toolkit** to:



View basic training for end-users



Learn to be an administrator



Learn more about reporting

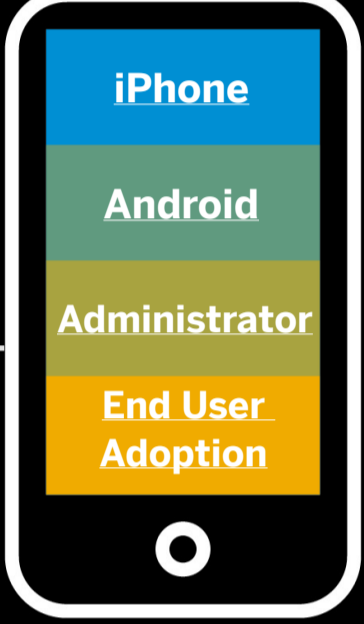


**HELPFUL TIP**  
Bookmark the [Admin Resource Center](#) for Administrators and the [End-User Support Center](#) for users for quick access to trainings, FAQs, community connections, and more!

## Drive end-user adoption with the Mobile App

Once in the Concur Training Toolkit, navigate to the top menu and hover over **Related Products** to find **Mobile**. Here you can view training for Concur mobile, as well as guides to drive user adoption.

**Click each to access mobile resources**



**DID YOU KNOW?**

61%

of travelers book and pay for travel on a mobile device.<sup>1</sup>

## Optimize efficiency and performance with Reporting

Find resources for the reporting service your organization purchased on the Concur Training Toolkit homepage under **Learn About Reporting**.



**Not sure which reporting platform you have?**  
First, login to SAP Concur solutions. From the top black bar, you will see **Reporting** with a drop-down to show **Analysis** or **Intelligence**. You must have reporting permissions to see these options.

## System questions? Utilize your Contact Resources

Have a question or unresolved issue, but not sure who to reach out to?

For support questions, such as:

For functional questions, such as:

**“** I get an error when I try adding a new user. **”**


**“** Mileage is not easy to report. **OR** I want to review my contract. **”**

You should reach out to **SAP Concur Support**. You can access support by navigating to **Help** on the upper right of your screen, then click on **Contact Support**. You can call or chat with support, or create a case for assistance.


You should reach out to your **Client Engagement Executive**. We recommended reviewing your services at least once a year so we can help evaluate usage and answer questions to optimize your experience with SAP Concur solutions.

## Connect with peers in the SAP Concur Customer Community


Join a culture of collaboration, where you can:



Leverage collective brain power



Elevate your professional brand



Stay competitive through continuous learning

JOIN TODAY!