Mobile Cell Phones – SAP Concur Log in

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Mobile Cell Phones – SAP Concur Log in

Purpose: Follow this procedure when a user reports issue with Mobile Cell Phones – SAP Concur Log in.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document required information and troubleshooting details in the incident.

3. Please attach any referenced knowledge articles to the incident.

4. Download the Concur Mobile Application from the App Store

5. Open the Concur Mobile App

6. Click on SSO Company Code Sign In

7. Enter the SSO company code (6WQRNG)

8. Log in using your Single Sign On, for FMC4ME

9. Follow the resolution process.

10. If additional assistance is needed, please follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Identity & Access

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Hardware

Service

End User Mobile Phone - Android

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

The user department and title can be found within Service Now. Please see SNOW - View User Information for additional instructions.

Corporate Departments: 9900XXXX, 5500XXXX, 6500XXXX and 1100XXXX

DTI-EUX-Unified Services Mobile Device Corporate – L3

IPS – Inpatient Services

DTI-EUX-Unified Services Mobile IPS – L3

RTG Departments: 5700XXXX

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All others

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