

GSD. Concur requests and issues

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General Information:

Possible symptoms/errors:

User has contacted Global Service Desk regarding issues and requests for Concur and its functionalities.

Alternative names of the system:

Travel and ExpenseSAP Concur

IMPORTANT NOTICE:

N/A

Solution:

How to access Concur?

Concur is accessible via a tile in Okta.

Ask the user to log in with their Okta username and password.

URL: <https://globalaccess.freseniusmedicalcare.com/>

User should then choose his preferred MFA login method.

3. Once the user is logged in to OKTA, he can go to My Apps and look for the Concur app tile. Once clicked, it will log the user in to Concur through OKTA SSO (single sign on).

If the Concur tile is not loading, guide the user to open a ticket to Concur support.

How to request a Concur profile?

For new employees, new Concur profile is automatically created once they have Workday with populated company e-mail, manager, company and cost center.

If a user already has got Concur profile but still can't access Concur, ask them to check if their Workday profile contains the following elements:

Email ID and Manager in main screenCompany & Cost Center in Job -> Organizations screen.

If one of those items is missing or outdated, advise him to verify the details with local HR team.

Once the changes are done in Workday, user should wait 24-72 hours to apply the changes in Concur.

If there are still issues after 24-72 hours, user should create an Incident to Concur support team.

Questions regarding Concur functionalities

If user has any questions regarding any Concur functionalities such as IBAN/Bank details update, fuel, expense etc., they should visit BlueSpace FAQ page for Concur or open a ticket to Concur support.

GSD can create Incident tickets and pass them to the Int_WW_GSS-Concur_FLS_FME team; however, it is advisable that users raise the self-service tickets on their own.

Assignment Group:

Int_WW_GSS-Concur_FLS_FME

Ticket Creation:

Template: Concur requests and issues

Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

Okta

<https://globalaccess.freseniusmedicalcare.com/>

Concur ServiceNOW ticket

https://fmesp.service-now.com/sp?id=sc_cat_item&sys_id=65db77bcdb2ef050610899fbd39619d9

BlueSpace FAQ page <https://bluespace.fmeone.com/display/public/FMEGFO/FAQs#1904281476077d49a8f3c4be5b4e612ce17355d75>