

Setting Up the Concur Mobile App:

The following will help you set up and log into your Concur mobile app for the first time.

First, log into Concur: <http://login.johnshopkins.edu/concur> using your JHED ID and password.

Open your Profile (upper right) in Concur and follow the steps outlined below:

The screenshot shows the Concur web interface. The top navigation bar includes 'CONCUR', 'Travel', 'Administration', 'App Center', and 'Help'. Below this is a secondary navigation bar with 'Profile', 'Personal Information', 'Change Password', 'System Settings', 'Mobile Registration', and 'Travel Vacation Reassignment'. The main content area is titled 'Mobile Registration' and features a banner with the text 'Capture your receipts and manage your travel on the go!' and a 'Learn More' button. Below the banner is a 'REVIEW YOUR LOGIN DETAILS' section with a 'Login Information' sub-section. The 'Username' field is populated with 'XXXXXXXX@johnshopkins.edu' and the 'Password' field contains a placeholder. To the right is a 'DOWNLOAD THE APP' section with icons for Apple, Android, Windows Phone, and Windows, and a 'Send Link' button. Three yellow callout boxes with red arrows provide instructions: 'STEP 1: Enter your phone number or email to receive the link to get the Concur App' points to the 'EMAIL or PHONE #' field; 'STEP 2: Take note of your Username / Login ID. This is what you use for the Concur App... your HOPKINS ID@johnshopkins.edu. Your JHED ID/Password will not work.' points to the 'Username' field; and 'STEP 3: Click on Forgot Mobile Password (PIN) to create a PIN.' points to the 'Forgot Mobile Password (PIN)' link in the left sidebar. The footer contains the World Travel logo, 'Company Policy Travel Policy', and copyright information.

STEP 2: Take note of your Username / Login ID. This is what you use for the Concur App... your HOPKINS ID@johnshopkins.edu. Your JHED ID/Password will not work.

REVIEW YOUR LOGIN DETAILS

Login Information

Username: XXXXXX@johnshopkins.edu

Password: Use the same password you use to log in to Concur for Web. If you don't know your password, you may reset your password or create a mobile PIN

DOWNLOAD THE APP

Or send a link to your device - enter your email address or mobile phone number (including country code for non-US numbers) and we will send you a link to get the app:

EMAIL or PHONE #

STEP 3: Click on Forgot Mobile Password (PIN) to create a PIN.

STEP 1: Enter your phone number or email to receive the link to get the Concur App

World Travel

Company Policy
Travel Policy

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Last logged in: 11/18/2015 1:41 PM

CONCUR Travel Administration App Center Help Profile

Profile Personal Information Change Password System Settings Mobile Registration Travel Vacation Reassignment

Forgot your Mobile Only Password (formerly PIN)?

Forgot your Mobile Only Password (formerly PIN)?
Please enter your login ID below and we will send you an email with a link to reset your mobile only password.
NOTE: This is different from your password. This is a mobile only password for companies that use Single Sign On (SSO) on the Web, but not on mobile.

Login ID :

STEP 4: Enter your Username / Login ID from the Mobile Registration page. This is your HOPKINS ID@johnshopkins.edu.
Click Submit. Watch for an email in your Johns Hopkins email account. (Don't worry - it will come)

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Travel Policy
 Last logged in: 11/18/2015 1:41 PM

Wed 11/18/2015 1:54 PM
 DoNotReply@concur.com
 PIN Reset Request
 To: mchisam1@johnshopkins.edu

STEP 5: Click link and create a PIN.
This PIN will be what you will use as your password in the Concur app.

Dear 6F12F3@johnshopkins.edu,

We have received a request to reset your mobile PIN because you forgot it. If you made this request, please follow the instructions below.

If you do not wish to reset your PIN, disregard this message.

To reset your PIN, click on the following URL:
<https://www.concursolutions.com/v.asp?x=1&d=1&u=65330816&i=1&t=15111818&h=Ejqlxja/Vx1FqwhrnHp2uw0xVY%3D>

Your PIN will be reset and you will be asked to create and re-enter a new PIN.

This is a one-time only link that will expire in 24 hours. If the link above is split into multiple lines, you may need to copy/paste the entire link into the Address field of your browser. If you are experiencing difficulty with this link and require assistance, please contact the program administrator at your company.

Note: Clicking on this link may log you out of any existing Concur session, so ensure that any work in progress has been saved beforehand.

Cheers,
 The Concur mobile team

Finally, open up the Concur Mobile app and enter in your Concur Username/Login ID and your newly created PIN. You should not have to re-login again to Concur on your mobile device.

Should you experience difficulties using the Concur or the Concur Mobile app, please contact: WTI's Concur technical support team (M-F 8a-8p ET):

Phone: 800-221-4730

Email: onlinehelp@worldtravelinc.com