REQUEST ASSISTANCE:

- Utilize the “Submitting a Travel Request Guide” found in the “Concur Training” section of the Financial Services Center website.
- When logged into Concur, find the “Help” button in the top-right of your screen. From there, you can select “Training” or “Request Help” to locate various short videos and training documents related to Concur Request.

BOOKING TRAVEL ASSISTANCE:

- Utilize the “Booking Travel In Concur” guide found in the “Concur Training” section of the Financial Services Center website.
- Between the hours of 8am—6pm CST, you may call Corporate Travel Planners’ Online Help Desk to assist in guiding you through the Concur online booking process free of charge at 877-727-5188. If you call and have an agent book for you, rather than guide you through the online process, you will be charged.
- When logged into Concur, find the “Help” button in the top-right of your screen. From there, you can select “Training” or “Travel Help” to locate various short videos and training documents related to Concur Travel.

EXPENSE REPORT ASSISTANCE AND USER SUPPORT DESK:

- Utilize the “Building a Concur Expense Report” guide found in the “Concur Training” section of the Financial Services Center website.
- When logged into Concur, find the “Help” button in the top-right of your screen. From there, you can select “Training” or “Expense Help” to locate various short videos and training documents related to Concur Expense.
- You may access the Concur Expense User Support Desk free of charge 24/7; navigate to Help —> Contact Support for instructions for contacting User Support. (See Next Page)
EXPENSE REPORT ASSISTANCE, CONTINUED—USER SUPPORT DESK INFORMATION:

- Employees must use their company assigned email address when communicating with the Concur User Support Desk, and must complete two security questions before contacting the User Support Desk for the first time.
  - Simply click Contact Support as described above to access the end user support portal. You will be immediately brought to the User Information Confirmation screen, where you will need to enter a work phone number and select and answer two security questions. **Once saved, you may then contact Concur User Support via phone, chat or by submitting a case.**

- Contact Information for Concur’s Extended Services—User Support Desk:
  - **Online Submission — Available 24/7/365**
    Please use the Contact Support option within the Help menu of your Concur Program to check status of, update and open new cases online. Cases can be created 24/7/365.
    - Users can enter the end-user support portal by logging into Concur with their existing credentials at www.concursolutions.com and clicking on the Contact Support option in the Help menu in the upper right-hand corner of Concur. Once in the end-user support portal, users must click “+Create a Case”.
  - **Live Chat—Available Monday through Friday 9:00 AM to 3:00 PM Central Time**
    At this time, support is provided in English only. To get to Chat, users must click on the Contact Support option within the Help menu of Concur and then “Chat with Support.”
  - **Phone Support—Available in English 24/7/365**
    - US, Canada, and Puerto Rico: **1-866-793-4040**
    - If calling from another country, find the appropriate number to call by navigating to Help—>Contact Support and click the “View Global Phone Numbers” link in the “Support Hotline” box on the right side of the screen.

Concur User Support Desk representatives can provide support for the majority of questions you will have. However, there are a few situations where you will need to contact the Financial Services Center instead, such as issues with name changes, approver changes, etc. For changes to personal information and workflow-related issues such as these, contact the Trinity employee listed on the right side of the screen for “Name Changes/Policy Questions” in the training page accessed by navigating to Help—>Training.