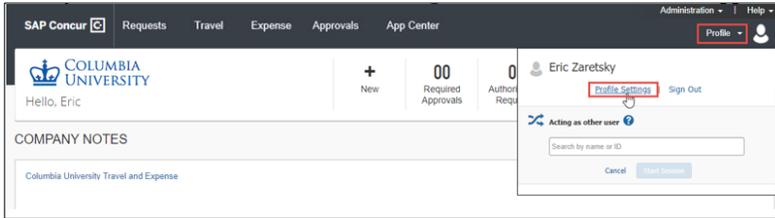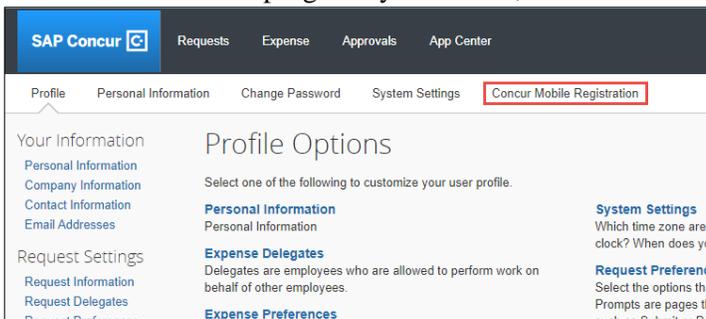This job aid covers the steps for setting up and installing the Concur Mobile app on your phone.

Setting Up and Installing the Concur Mobile App
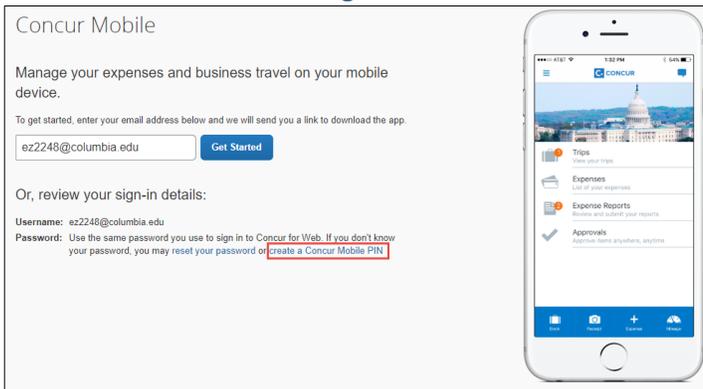
1. Login into **Concur**.

2. Click **Profile** on the top right of your screen, then click **Profile Settings**. The Profile page appears.


3. Click the **Concur Mobile Registration** tab. The Concur Mobile page appears.

   The **email address** associated with your Concur account is populated. You can click **Get Started** to receive a link to download the Mobile App.

   Important: *You cannot use the same password for the mobile app as the one used to log into Concur. Do not reset your password.*

4. Click **create a Concur Mobile PIN**. The fields to create the PIN appear.
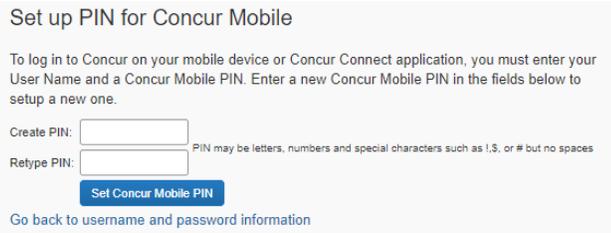
5. Create and retype a PIN in **Create PIN** and **Retype PIN** and click **Set Mobile PIN**. You can use letters, numbers, or special characters but no spaces; a minimum of four characters is recommended.

6. Install the Concur Mobile App on your phone via the **App Store** or **Google Play**. If you clicked Get Started above, you can use the link in the email sent to you.

7. Open the Concur Mobile App on your phone, enter your **Work Email** and select **Next**.

8. Enter the **PIN** you created and select **Sign in to Concur**.

Note: *The Concur Mobile App is intended for the end user only and does not support Delegation. Delegates must use the Concur Desktop Application.*

Getting Help

Please contact the Finance Service Center
http://finance.columbia.edu/content/finance-service-center

You can log an incident or request a service via Service Now
https://columbia.service-now.com