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.**
   - ![Login into Concur](image)

2. **Click Profile on the top right of your screen, then click Profile Settings.** The Profile page appears.
   - ![Click Profile Settings](image)

3. **Click the Concur Mobile Registration tab.** The Concur Mobile page appears.
   - ![Concur Mobile Page](image)

   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.
   - ![Create PIN Fields](image)

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