

Getting the Most from SAP Concur User Support Desk

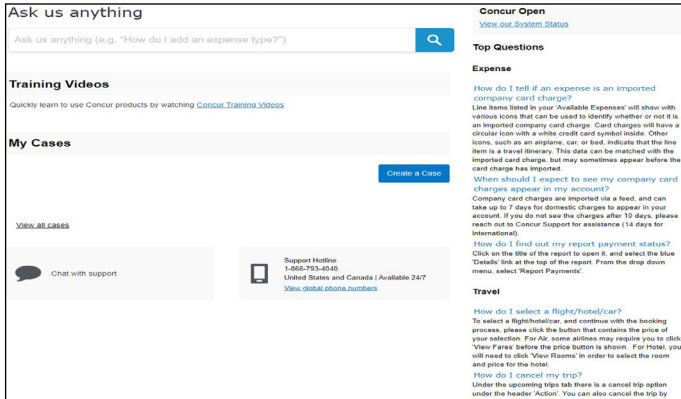
Quick Reference Guide

Service Overview

When customers subscribe to SAP Concur User Support Desk (USD), users receive 24/7 assistance from knowledgeable SAP Concur experts.

SAP Concur USD Portal

The USD portal facilitates self-resolution of issues. From the portal, users can search the Knowledge Base, submit a service inquiry or request, and initiate a chat session.

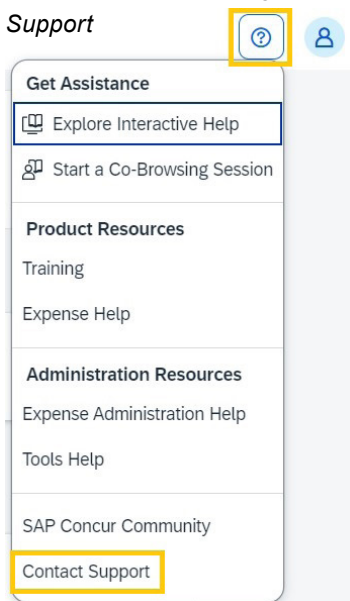


- Home > Ask us anything search box, Training Videos, My Cases, Chat with Support, Support Hotline, SAP Concur Open, Top Questions for Expense and Travel
- Knowledge Base > Articles, Ask us anything search box
- Create a Case > Submit a Case, Suggested Articles

Portal Access

Users can conveniently access the SAP Concur USD portal through Single Sign-On on their SAP Concur solution. In addition to English, the language portal options are Chinese (Simplified), French, German, Japanese, Portuguese (Brazilian), and Spanish.

Access the portal through Question mark (?) icon > Contact Support



Alternate Contact Support Link Locations

The Contact Support link may also be found at the bottom of the page



User Support Desk Assistance



Users may contact SAP Concur USD for assistance through phone, by creating a case or chat.

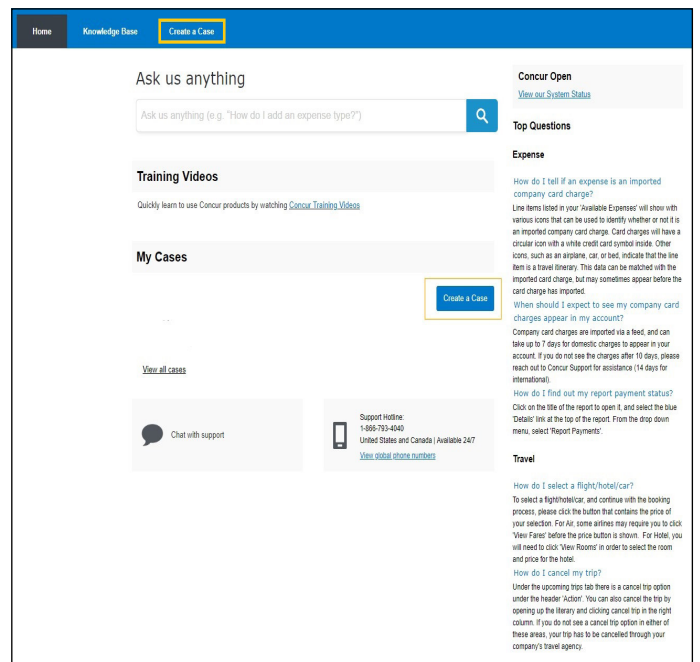
Phone Support

USD English Phone Support is available 24/7. The Global Phone Numbers can be found on the portal home page > Support Hotline > View global phone numbers. Foreign language support is offered in the local time zone of the designated language.

Support Hotline:
1-866-793-4040
United States and Canada | Available 24/7
[View global phone numbers](#)

Case Management

Users can create and submit a case from the portal home page or the Create a Case tab.



Create a Case

The system will guide users through the completion of required fields and submission. To include any documents or screenshots, click the **Submit & Add Attachments** button.

View/Update a Case

Users can view submitted cases through the **My Cases** section from the home page. To open an existing case, click the **Case Number** or **Subject** link.

To update a case, click **Add Comment** in the **Case Comments** section. To close a case, click **Close Case**, select **Close** under **Status**, and click **Submit**

Chat with Support

On the USD Portal home page, click **Chat** with support and select from options of Expense, Travel, Invoice, or Concur Request based on assistance needed. Once selected, click **Chat Now**, a dialog box will display while waiting for the session to initiate. USD Chat Support is available 24/7 in English.



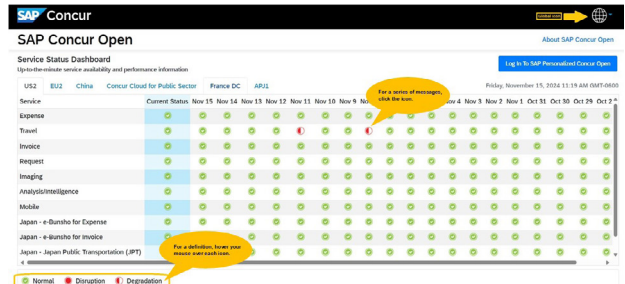
Co-browse

SAP Concur USD also offers a Co-browse feature which is a secured screenshare application providing view-only access to your SAP Concur solution. To utilize this feature while either on chat or phone with USD:

1. In SAP Concur, **navigate to Question mark (?) icon > Start a Co-Browsing Session**.
2. Accept the privacy notification pop-up, this will generate a session code.
3. Provide the session code to USD.

SAP Concur Open

[SAP Concur Open](#), our Service Status Dashboard, brings 24/7 visibility to the availability of SAP Concur services.



SAP Personalized Concur Open

Users can log in to a personalized view of their Service Status Dashboard.

To access SAP Personalized Concur Open, log in using your existing SAP Concur credentials or e-mail address if using Single Sign-On (SSO) by following the steps below:

1. Navigate to [SAP Concur Open](#).
2. Click Log in to SAP Personalized Concur Open.
3. Select Username Or Select Send a link to my e-mail (required for SSO users)
 - a.) Enter SAP Concur username and click Continue.
 - a.) Enter the e-mail address and click *Continue*.
 - b.) Enter password and click *Sign In*.
 - b.) From your e-mail, click *Sign in with SAP Concur*.