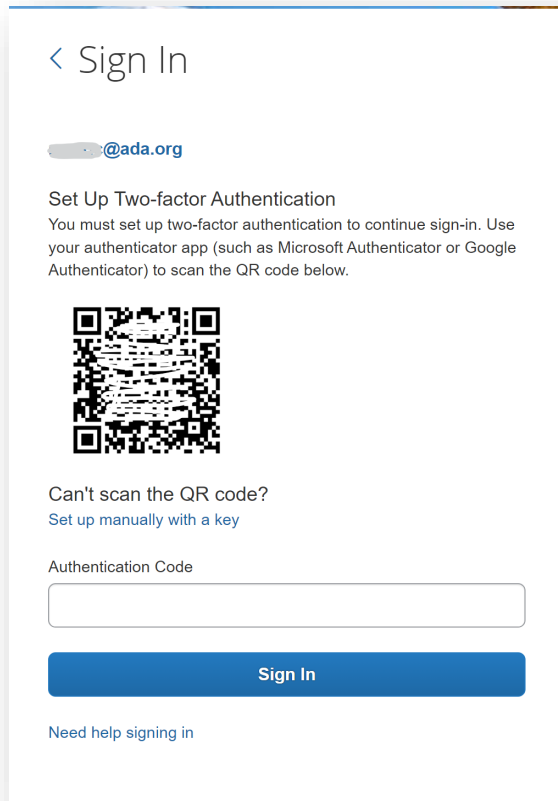**Setting up Concur MFA using the Microsoft Authenticator – for ADA Volunteers**

Concur now requires that all users have Multi Factor Authentication (MFA or 2FA) on their accounts. To set up MFA with Concur, please follow these steps.

1. Sign into Concur (www.concur.com) with your Concur username and password
2. After providing your valid username and password, you will see a screen similar to this:

‹ Sign In

████@ada.org

Set Up Two-factor Authentication
You must set up two-factor authentication to continue sign-in. Use your authenticator app (such as Microsoft Authenticator or Google Authenticator) to scan the QR code below.

Can't scan the QR code?
Set up manually with a key

Authentication Code

Sign In

Need help signing in

3. You may already have the Microsoft Authenticator installed on your personal phone to perform MFA functions. If you don't have it yet, find and install "Microsoft Authenticator" on the Google Play Store or the Apple App Store. (There are other compatible authenticators from Google, Twilio, or Duo, however, these instructions assume you are using the Microsoft Authenticator.)
4. On your phone, open your Microsoft Authenticator. <u>You must use the MS Authenticator app to scan the Concur QR code. Concur MFA won't work if you scan the QR code with your phone like you would for a restaurant menu.</u>
5. Click on the **+** button in the top right corner of the Microsoft Authenticator screen.
6. Select **Work or school account**
7. Select **Scan a QR code** and use your phone to scan the Concur QR code on your computer screen.
8. On your phone, you should see a new Authenticator in the list titled "SAP Concur"
9. Select **SAP Concur**, and you should see a one-time pass code that is six digits long.
10. On your computer, type that six digit code into the "Authentication Code" field and click **Sign In**.
11. You will be signed into Concur as normal, please proceed with your work.

You will be prompted for MFA each time you sign into Concur going forward.
1. Sign into Concur (www.concur.com) with your Concur username and password
2. Open your Microsoft Authenticator on your phone
3. Select the **SAP Concur** item and you will see a one-time pass code that is six digits long
4. On your computer, type that six digit code into the "Authentication Code" field, then click **Sign In**
5. You will be signed into Concur as normal, please proceed with your work.

If you run into problems with this procedure, please contact your ADA meeting planner for assistance. Alternately, you may contact other ADA staff: Christine Mackey (mackeyc@ada.org), Kim Banks (banksk@ada.org), Marione Farina (farinama@ada.org), or Pat Murphy (murphym@ada.org).

What if I lose my phone or change phones?
Generally speaking, when you upgrade your phone your MFA information should get migrated to the new phone. Also, if you backup your phone and your phone is lost, when you restore your backup to a new device, your MFA information should be intact.

But if for some reason you no longer have access to the Microsoft Authenticator app, you will have to reset your 2FA configuration for Concur.

To begin the process of resetting your Concur MFA configuration, sign in with your username and password. When prompted for "Two-factor Authentication" click on the **Unable to enter authentication code** link.
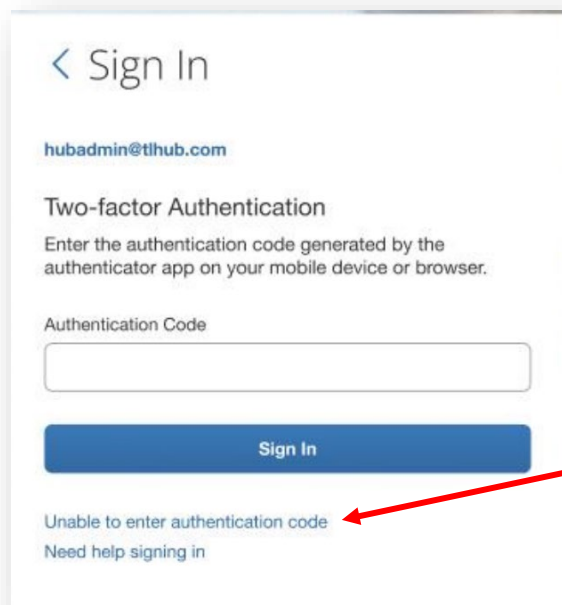
Click **Send** on the next dialog.
An email will be sent to the email address specified as Email1 in your Concur Profile Settings.
Click **Return to Sign In** to return to the first page of sign in.
Check your email inbox for a message with subject "Two-factor Authentication Reset Request".
Click the "Reset two-factor authentication" button in the email.
Perform the same steps you followed when first setting up Concur MFA.

How to use your browser for Concur MFA instead of your phone
If for some reason you prefer not to use your personal phone for Concur MFA, Concur advises that you can install a browser add-in to facilitate the Concur MFA login. ADA has not tested this option and can not provide support for it.

For Microsoft Edge browser: Authenticator: 2FA Client - Microsoft Edge Addons
For Google Chrome browser: (link provided by Concur did not work)