

## Concur FAQ

### Q. How do I access Concur? Is it available from off-campus?

A. Concur is accessible anywhere, just type in the address [www.concursolutions.com](http://www.concursolutions.com) and login.

### Q. What web browsers are supported?

A. All web browsers are supported.

### Q. How do I get an account for Concur?

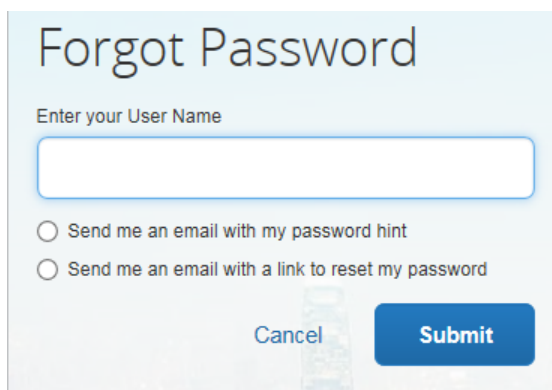
A. All CCSU full-time and permanent part-time employees, supervisors and all faculty have an account already created. Please contact the CCSU Travel Help Desk with any questions related to access, at: [CCSUTravelHelpDesk@ccsu.edu](mailto:CCSUTravelHelpDesk@ccsu.edu) or (860) 832-2580.

### Q. What is my Concur username and password?

A. Username is as follows: [bluenetID@ccsu.edu](mailto:bluenetID@ccsu.edu) (this is the ID you use to login to your computer for the day).

### Q. How do I reset my Concur password?

A. There is a forgot my password link on the Concur page which allows you to reset it or provide the password hint (see below).



### Q. Where do I find training documents?

- A.
- Training documents are available on the Travel page.
  - Concur Help has tutorials available as well. \*Please note that these videos are not CCSU specific and may have different information available than what we see on our account.\*

### Q. How do I set a delegate to allow another person to enter travel on my behalf?

- A.
1. In your Profile Settings you can assign a delegate to a person within your department.
  2. Select Expense Delegates, on the Profile Options in the center, click Add, type delegate's last name, click on the delegates name from the list.
  3. Next you will check off what the delegate will be able to do on your behalf, then **hit the Save button.**

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### Q. How do I sign my travel documents?

A. Once your travel document has been created, all you will need to do is click on the red Submit Request button and it will route to your approvers.

### Q. Who do I call for help?

A.

- Contact [CCSUTravelHelpDesk@ccsu.edu](mailto:CCSUTravelHelpDesk@ccsu.edu) or (860) 832-2580.

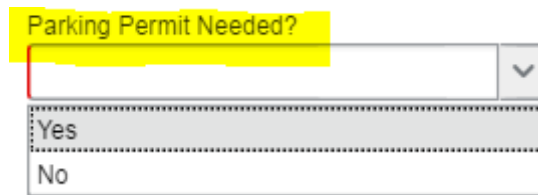
### Q. When is Gelco being decommissioned?

A. During the Concur implementation, Gelco will continue to be available to process travel requests and reimbursements for trips with a travel date prior to 11/1/2016 and paper requests/reimbursements will continue to be accepted until further notice.

### Q. How can I request a Parking Pass?

A.

- When creating your Request (TA), on the Request Header you must answer the question below.



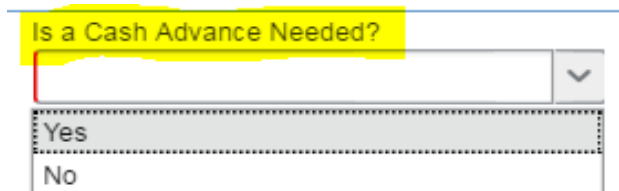
A screenshot of a web form element. The label "Parking Permit Needed?" is highlighted in yellow. Below it is a dropdown menu with a downward arrow icon. The menu is open, showing two options: "Yes" and "No".

- If you do not have your current Automobile insurance information on file, the system has been designed with an audit rule to let you know it is not on file.

### Q. How can I request a Cash Advance?

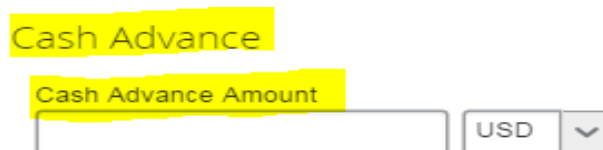
A.

- When creating your Request (TA), on the Request Header you must answer the question below.



A screenshot of a web form element. The label "Is a Cash Advance Needed?" is highlighted in yellow. Below it is a dropdown menu with a downward arrow icon. The menu is open, showing two options: "Yes" and "No".

- If you answer Yes, you must enter a dollar amount.



A screenshot of a web form element. The label "Cash Advance" is highlighted in yellow. Below it is a text input field with the label "Cash Advance Amount" also highlighted in yellow. To the right of the input field is a dropdown menu with "USD" selected and a downward arrow icon.

- If you answer No and enter a dollar amount the system has been designed with an audit rule to flag you to make a change.