First Time Login

Login

If you have a UAUsername@alaska.edu email address

1. Start by navigating to the Concur login link on the UA Travel website

2. Login via single sign-on (SSO) using your UA credentials

Note: Your SSO information including passwords is managed by OIT through ELMO.
Update Profile

The first step for all Concur travelers is viewing and updating your profile options. In the upper right-hand corner of the Concur dashboard, select the drop-down menu on Profile.

To view and modify profile information, select Profile Settings.

![Profile Options](image)

- **Profile Options**
  - **Personal Information**
    - Your home address and emergency contact information.
  - **Company Information**
    - Your company name and business address or your remote location address.
  - **Credit Card Information**
    - You can store your credit card information here so you don’t have to re-enter it each time you purchase an item or service.
  - **Travel Profile Options**
    - Carrier, Hotel, Rental Car and other travel-related preferences.
  - **Expense Delegates**
    - Delegates are employees who are allowed to perform work on behalf of other employees.
  - **Expense Preferences**
    - Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.
  - **Concur Mobile Registration**
    - Set up access to Concur on your mobile device.

- **System Settings**
  - Which time zone are you in? Do you prefer to use a 12 or 24-hour clock?
  - When does your workday start/stop?

- **Contact Information**
  - How can we contact you about your travel arrangements?

- **E-Receipt Activation**
  - Enable e-receipts to automatically receive electronic receipts from participating vendors.

- **Travel Vacation Reassignment**
  - Going to be out of the office? Configure your backup travel manager.

- **Request Preferences**
  - Select the options that define when you receive email notifications. Prompts are pages that appear when you select a certain action, such as Submit or Print.

- **Change Password**
  - Change your password.
Personal Information

You must fill in required fields in your Personal Information such as middle name and contact information. You should also verify and update emergency contacts and travel preferences including mileage and membership plans. You can verify your email address and activate e-receipts from the Personal Information screen as well (covered later in this section).

DO NOT include special characters such as periods and hyphens. Special characters in the name, mileage plan, etc. cause the account to error during booking.

The mailing address is used by CTM and Concur Reporting but does not reflect where travel reimbursement checks are sent. Instead, checks are mailed to the most recent AP, HR, or MA address in Banner (whichever is newest). Please work with your department to ensure this information is up to date.

You can select eligible discount classes under Travel Preferences. If the “Government” discount is selected, the booking tool provides federal and state government rates available through the vendor. Unless you are eligible for federal or other state government rates/discounts, we recommend unselecting this preference before booking out of state travel.

**Hot Tip:** We recommend alaska.edu users also set a password in their Concur profile. This allows you to access Concur via Concur Solutions in the event the UA server is down. If you do not, Concur Solutions is still an accessible login. Click “Forgot password?” to set/reset the account password. This password is not linked with your SSO password.