

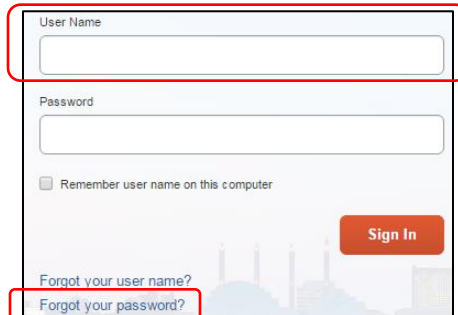
Logging on, Exploring Home Page, and Updating Your Profile

A. Logging on to Concur

1. Access the Concur Global Expense Management System at www.Concursolutions.com
2. Enter your **User Name** (pmfkey@ca.com; **not** pmfkey@contractor.ca.com).

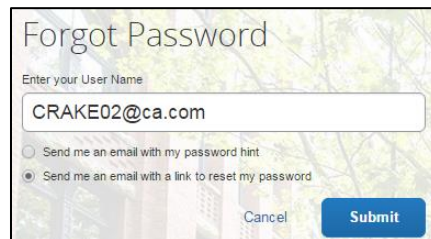
Note: The Concur system always uses pmfkey@ca.com as the login ID both for initial setup and afterwards.

3. First time users, select **Forgot your password**.



The login form contains a 'User Name' field, a 'Password' field, a 'Remember user name on this computer' checkbox, a 'Sign In' button, and two links: 'Forgot your user name?' and 'Forgot your password?'. The 'User Name' field and the 'Forgot your password?' link are highlighted with red boxes.

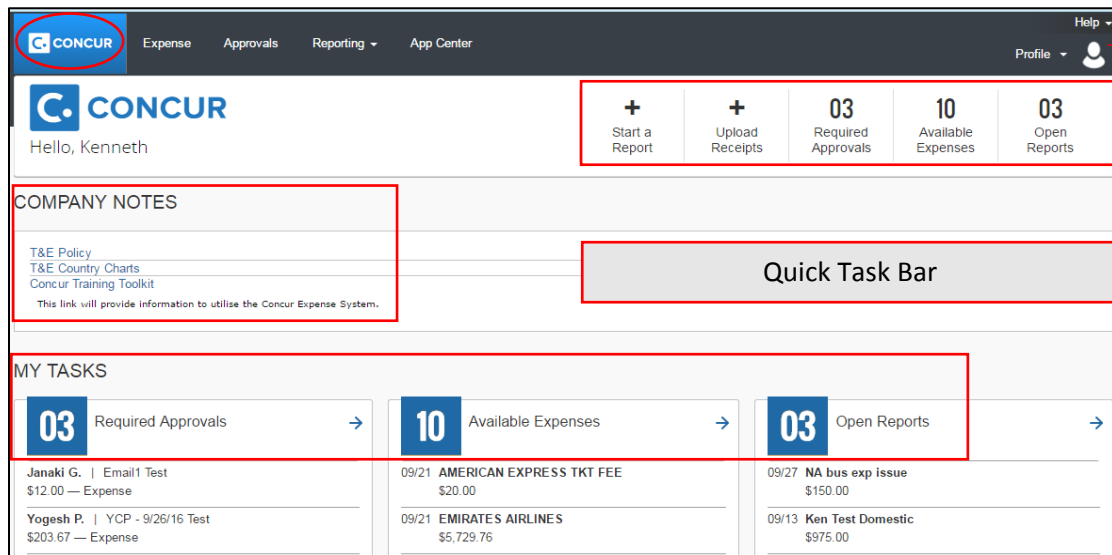
4. Then select **Send me an email with link to reset my password**.



The 'Forgot Password' form has a title 'Forgot Password', a label 'Enter your User Name', a text input field containing 'CRAKE02@ca.com', two radio button options: 'Send me an email with my password hint' and 'Send me an email with a link to reset my password' (which is selected), a 'Cancel' button, and a 'Submit' button.

5. Reset your password per the instructions in the email. You will then use this password going forward.

B. Exploring the Home Page

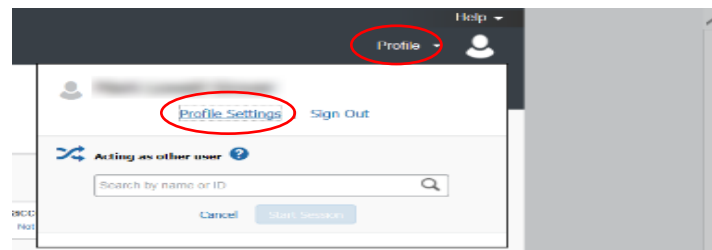


NOTE: To return to the home page from any other page, click the **Concur logo** on the top left of the screen.

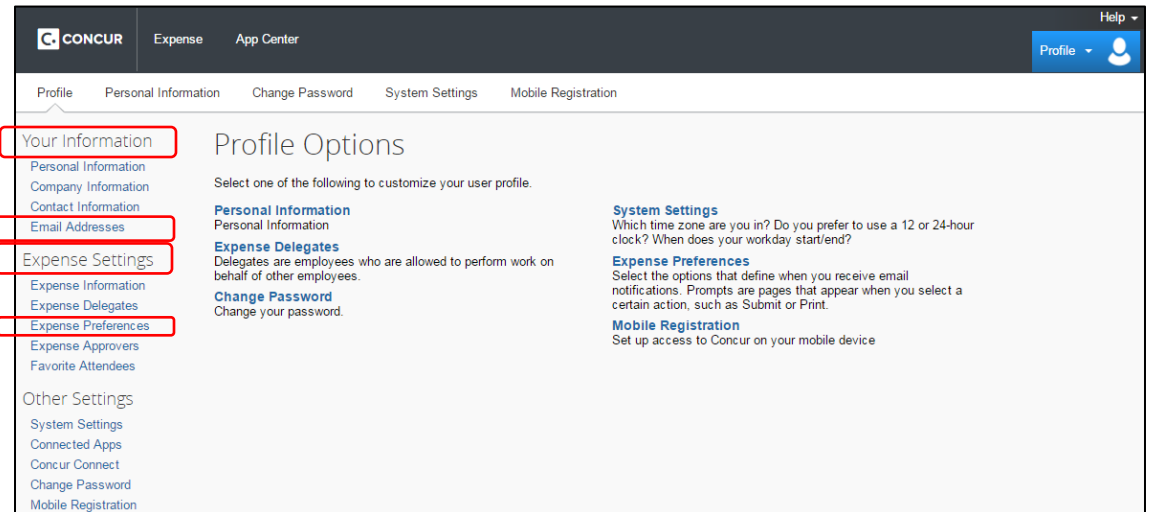


C. Updating Your Expense Profile

1. The first time you access the Concur system you will have to provide certain information and apply settings.
2. Click on the dropdown arrow next to **Profile** and select **Profile Settings**.



3. Under **Your Information / Personal Information**, you are only required to provide and “verify” **Email Addresses** to take advantage of the mobile capabilities, and, update your **Expense Preferences** under **Expense Settings**. Refer to the mobile app QRG for set-up of your mobile device.



Note: in addition, you can do optional updates to your contact information, including adding an expense delegate if you have an administrator doing expenses for you, and under system settings you can update language settings, date format, time zone, etc. There is also an option to change your password should you choose to do so.

D. Verify email address

- a. When you verify your email address you can:
 - i. associate information forwarded from that email address to your account.
 - ii. **forward your receipt images to receipts@concur.com to have your receipts uploaded into your Available Receipts.**
 - iii. Receive email notification messages for CA PM expense approval and status change notification emails from Concur
- b. How to verify my email address:
 - i. By default, the email address will be in the format of PMFKEY@ca.com which doesn't work for the receipt verification functionality. So pls. follow the next steps provided to add an email address for the receipt verification.
 - ii. Click On "Add an Email address" on the right corner (highlighted in yellow in screenshot below)



- iii. Add your email address you use for general communications with CA, either your personal email address used or your CA email *firstname.lastname@contractor.ca.com*.
- iv. Once you have saved an email address, click the **Verify** link.
- v. Check your email for a verification message from Concur.
- vi. Copy the code from the email message into the **Enter Code** box next to the Email address below.

My Profile - Personal Information

Disabled fields (gray) cannot be changed. If there are errors in these fields, contact your company's travel administrator.
Fields marked **[Required]** and **[Required**]** (validated and required) must be completed to save your profile.

Company Information Go to top

Employee ID: SHAMI10 Save

Contact Information Go to top

Mobile Phone: Save

Email Addresses Go to top

Please add at least one email address.

- [How do I add an email address?](#)
- [Travel Arrangers / Delegates](#)
- [Why should I verify my email address?](#)
- [How do I verify my email address?](#)

[+] Add an email address

Email Address	Verify	Contact?	Actions
Email 1: shami10@testcaatest.com	Check email for code	Yes	Resend Cancel
	Enter Code		OK

vii. Click **OK** to submit the code and complete verification.

Email Addresses Go to top

Please add at least one email address.

- [How do I add an email address?](#)
- [Travel Arrangers / Delegates](#)
- [Why should I verify my email address?](#)
- [How do I verify my email address?](#)

[+] Add an email address

Email Address	Verify	Contact?	Actions
Email 1: govja01@ca.com	Not Verified	Yes	
Email 2: janaki.govindarajan@ca.com	Verified	No	Disable Verification

Emergency Contact Go to top

viii. Once you see the Green Verified  Verified check, you are finished.

For any technical issues or assistance with the Concur system, contact the GIS Service desk via any of the channels as mentioned below:

PHONE SUPPORT

The GIS Service Desk can be reached on the below listed contact numbers. We operate 24x7.

Region	Telephone Numbers
North America / Latin America	Toll: +1-631-342-3955
	Toll Free: +1-877-742-2435
EMEA	Toll: +44 1753 242223
APJ	Toll: +61 2 8898 2510
India	Toll Free: 0008004402472
