First-Time Login
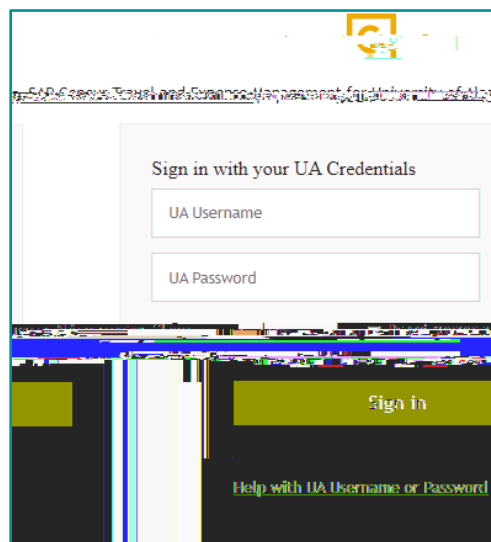
If you have a UAUsername@alaska.edu email address

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

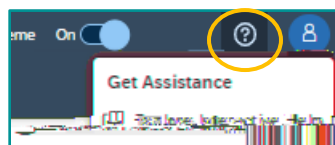2. Login via single sign-on (SSO) using your UA credentials

Your SSO information including passwords is managed by OIT through ELMO.

Get Assistance

Concur offers an assistance tool in multiple areas of the platform.

1. Click the blue question mark in the top-right corner of the screen and select "Explore Interactive Help"


2. Select the topic with which help is needed or use the search bar to find a desired topic
3. Concur will provide a pop-up with helpful information on the selected topic.

Note: The Concur assistance provides basic guidance on using the Concur system but does not reflect differences in system configuration for UA.

Profile

The first step in Concur for all 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.
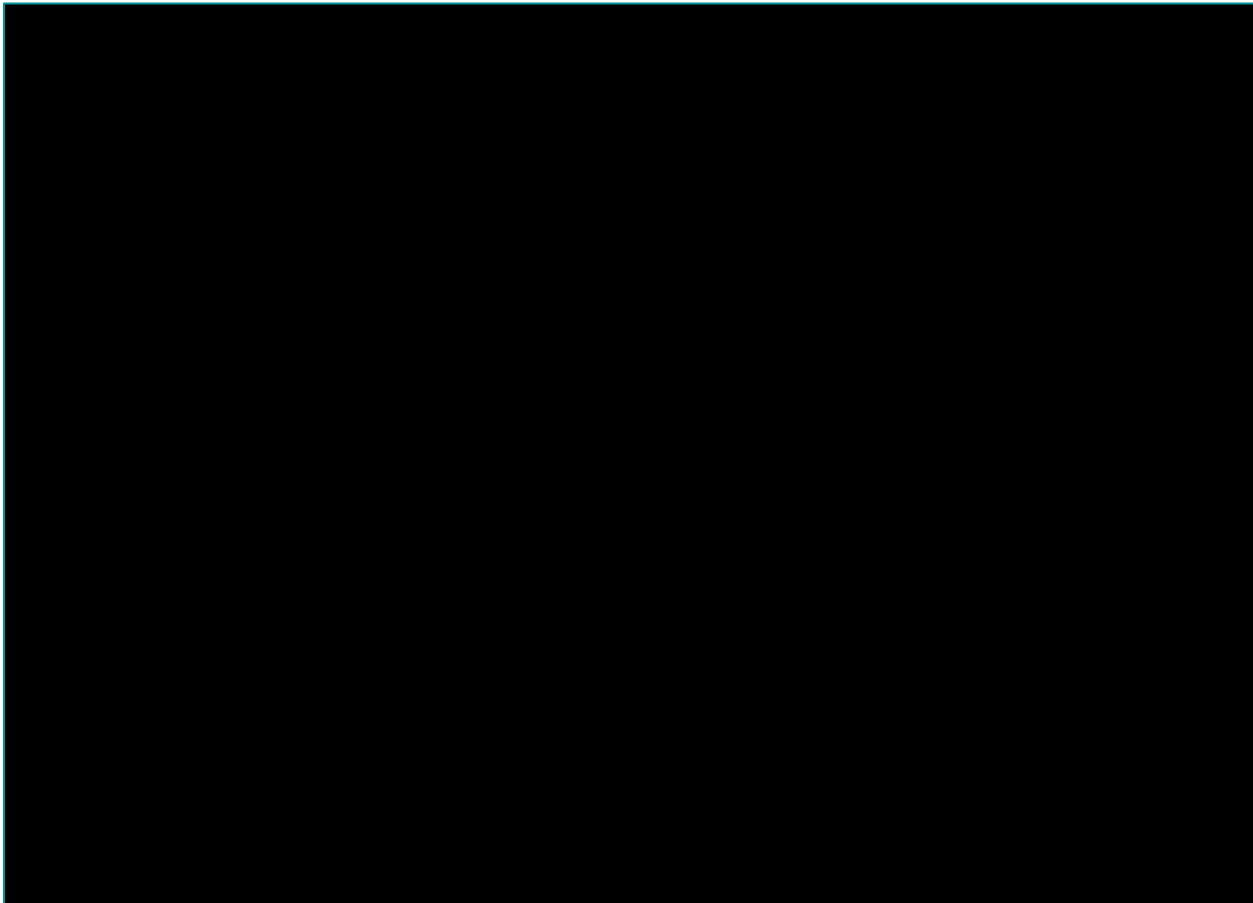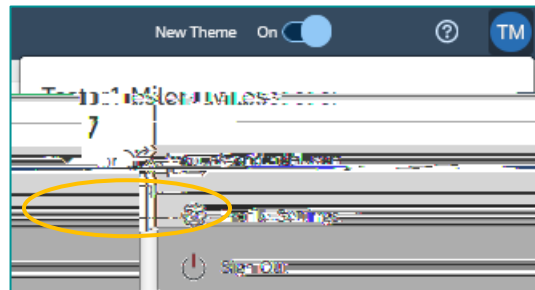
Personal Information

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.