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What should I do the first time I log into Concur Travel?

The first time you log into Concur Travel you should change your password.

- On the Travel Center home page, click on **Profile** then **Profile Settings** link.
- Click the **Change Password** link.
- Enter your old password, new password and then click **Save**

Before Reserving Travel

- Click the **Personal Information** link to review and update your profile.
- You must save your profile before you first attempt to book a trip

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What do I do if I forgot my password?

- Click on the *Forgot My Password* link on the login page.
- Enter your login ID.
- Concur Travel will send you your password hint.
 - Passwords for Concur Travel are case sensitive.

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Why does the system seem slow at times?

Concur Travel applies your company's policy and searches for contracted rates, a function that other sites do not do. This requires additional processing time. Concur Travel also performs real-time live searches, which does not use cache data.

Troubleshooting:

- You may be doubling security. Make sure your Internet Explorer settings are at **Medium Security**
 - Under *Tools* -> *Internet Options* -> *Security*
- If you are outside of your company's network, do not dial into your VPN
- Go to www.concursolutions.com and then access Concur Travel

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How do I search for flights into multiple cities or into one city and out of another?

Click the "multi-segment" radio button at the top of the search parameter box. Concur Travel will allow you to choose up to six destinations.

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I have seen a lower fare somewhere else – why can't I see it in Concur Travel?

There may be various reasons why the lowest fare flight is not showing.

Check your settings in Air Search on Flight Page.

- If the *Class of Service* is anything other than Coach, it will not display the lowest fare
- If *Refundable Only* is checked the system will be searching for fully refundable fares, which are more expensive
- Many public web sites display a "From" rate that may change or may no longer be available when you purchase the flight. Concur searches live inventory, not cached data
- If you see a rate that can be booked, that site may have specific inventory priced only for that site (i.e. Priceline and Cheaptickets.com)

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I am having difficulty finding a specific hotel.

- If you have entered the name, it may be misspelled
- The hotel may be sold out
- The address in the database may not match what was entered. For example: 1st St. vs. First St.
- If you entered a specific address or company location, make sure you limit the 'Search within' distance to 5 miles or less to limit the number of returned properties
 - The system will show you many hotels and you may need to view more than one page to find it.

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What is the difference between *Hold Trip* and *Purchase Now*?

Purchase Now

- This option will purchase and ticket your flights as well as confirm Car and Hotel reservations

Hold Trip

- Hold Trip is an additional option and is not configured on all sites
- This option will save your itinerary and confirm the Car and Hotel but does not ticket your flights
 - It allows the user to come back later to purchase the flights
- To prevent a hotel no-show charge, cancel a 'Reserved' itinerary if you are not going to use it
- Quoted airfare rates are based upon availability and are not guaranteed until ticketed
 - This means the fare may change before purchasing the ticket

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Can I book at any time?

Yes. However, your reservation may be subject to a company required approval process. All reservations within 12 hours of departure should be booked directly with an agent to ensure ticketing is complete for travel. [TOP](#)

Can I cancel a reservation in Concur Travel?

Yes:

- Car and hotel reservations can be cancelled at any time prior to the vendor's specific cancellation deadline
 - Airline reservations can be cancelled up to 6 hours before the scheduled flight time
 - Any itinerary containing an international car or hotel reservations cannot be cancelled in Concur and must be done through a travel agent
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- In the Travel Center home page, click the **Accept Invitation** button in the travel information tab
 - Click on the **Book Trip** button to book the itinerary
 - Click on the **View Trip Information** link to display the **Clone Trip Details** screen
 - Choose to either use the specified flights or customize the search criteria

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Can I access Concur Travel on my smartphone?

Yes. Concur's mobile app is a natural extension of Concur's full-featured, web-based service. A traveler can view his/her itineraries, with details about flights, hotels, and rental cars. The mobile app also displays flight information, such as confirmation number, gate information, etc. The traveler can access air vendor websites (where available) to check-in as well as view and change seat assignments.

Hotel or rental car can be added to an existing itinerary. Where available, the user can call vendors and see a map to hotel or rental car locations. A traveler also can add or cancel dining, hotels, taxis, or rental cars. Flight information cannot be changed using the mobile app.

To download the app, users can go to the Mobile Registration page under their profile and request that an email be sent which includes the URL and installation instructions.

iPhone, and **iPad**: On the smartphone, users can go to the **App Store** and search for Concur. Users select the Concur Mobile application and select Install

Android: Users can go to the **Android Market** and search for Concur

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For immediate online travel and navigational support, please call your Fox World Travel Office or email: online@foxworldtravel.com.