



PUBLIC

Frequently asked questions

SAP Fiori with Horizon Visual Theme

Topic: SAP Concur solutions

Date: 02/28/2024

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FREQUENTLY ASKED QUESTIONS

IMPORTANT NOTICE: Starting April 10, 2024, we plan to retire the legacy theme (Concur Gateway) and all customers will use the SAP Fiori with Horizon visual theme. For specific target dates, see [this FAQ](#).

What is SAP Fiori with Horizon?

SAP Fiori® with Horizon is a visual theme family from SAP® that is being adopted across SAP Concur® solutions. By enabling this option, your organization will benefit from a refreshed, modern look and feel, improved consistency across the solutions, and a more inclusive and accessible design for everyone. SAP Fiori with Horizon provides theme options for users to choose from including Light and Dark Modes on the SAP Concur mobile app and the web, and high contrast modes on the web.

How will my organization benefit from the new visual theme?

With the SAP Fiori with Horizon visual theme family, you will benefit from:

- A refreshed, modern look and feel in all SAP Concur solutions
- Improved consistency across SAP Concur solutions
- Inclusive and accessible design for everyone, at its core
- An aligned user experience across all SAP products

Which products will be affected?

The SAP Fiori with Horizon visual theme will apply to the entire suite of SAP Concur solutions on both the SAP Concur mobile app and on the web. Once a theme is applied, it is applied to every product in the suite.

How does this new visual theme impact my organization?

The SAP Fiori with Horizon visual theme will not change any features of SAP Concur products. It is primarily a change in the look and feel of SAP Concur products— for example, fonts, font sizes, icons, colors, and rounded corners. The navigation menus will also be slightly modified on the SAP Concur mobile app and the web, to make it easier for you to find what you are looking for. For more details on the changes to the navigation on mobile and the web, see the question titled [“What are the navigation changes to the SAP Concur mobile app and the web?”](#).

The changes should not be significant enough to require any retraining for you or your employees. However, if your organization has made custom training materials for your employees, you may want to update your materials with the refreshed screens and navigation instructions to reflect the changes.

When is the SAP Fiori with Horizon visual theme available?

For SAP Concur solutions on the web, the SAP Fiori with Horizon visual theme family has been available since May 20, 2023. Administrators have the option to enable the new visual theme for their organization. For the most up-to-date information on the availability of the theme, make sure to check out the release notes.

On the SAP Concur mobile app, the SAP Fiori with Horizon visual theme is available to all customers globally.

What does the SAP Fiori with Horizon theme look like?

To see what the new theme looks like, check out the demo videos:

- [Mobile app demo](#)
- [Signed-in web experience demo](#)

In addition, you can [preview the theme on the web](#).

Is it mandatory to change to the SAP Fiori with Horizon visual theme?

SAP Concur mobile app: SAP Fiori with Horizon visual theme is the default theme. The legacy (Concur Gateway) theme is no longer available on the mobile app.

SAP Concur solutions on the web: SAP Fiori with Horizon visual theme is the default for customers. Administrators can revert to the legacy theme (Concur Gateway) if necessary.

Beginning **April 10, 2024, we plan to retire the legacy theme** (Concur Gateway) and all customers will use the SAP Fiori with Horizon visual theme. Depending on your data center, here are the target dates for this change:

- Customers on EMEA (EU) data center: April 10
- Customers on US (US2) data center: April 11
- Customers on China data center: April 15
- Customers on Concur Cloud for Public Sector data center: April 22

Can my organization continue to use the legacy Concur Gateway theme?

SAP Fiori with Horizon visual theme is the default theme. Administrators have the option to revert to the legacy theme (Concur Gateway) if necessary. To switch back to the legacy theme, follow the instructions in the FAQ titled, "[How do I enable the SAP Fiori with Horizon visual theme for my organization?](#)" to navigate to the theme settings page. From there, you will be able to revert to the legacy theme.

Please note that beginning **April 10, 2024, the legacy theme will be retired**, and the SAP Fiori with Horizon visual theme will be the default theme.

Can I preview the SAP Fiori with Horizon visual theme before turning it on for my entire organization?

Answer text. Yes, you can preview the SAP Fiori with Horizon visual theme on the web by following these instructions:

1. First, sign into SAP Concur solutions.
2. Admins or users can navigate to the *Appearance Settings* page by adding the following to the SAP Concur solutions base URL:

[/Profile/AppearanceSettings.asp](#)

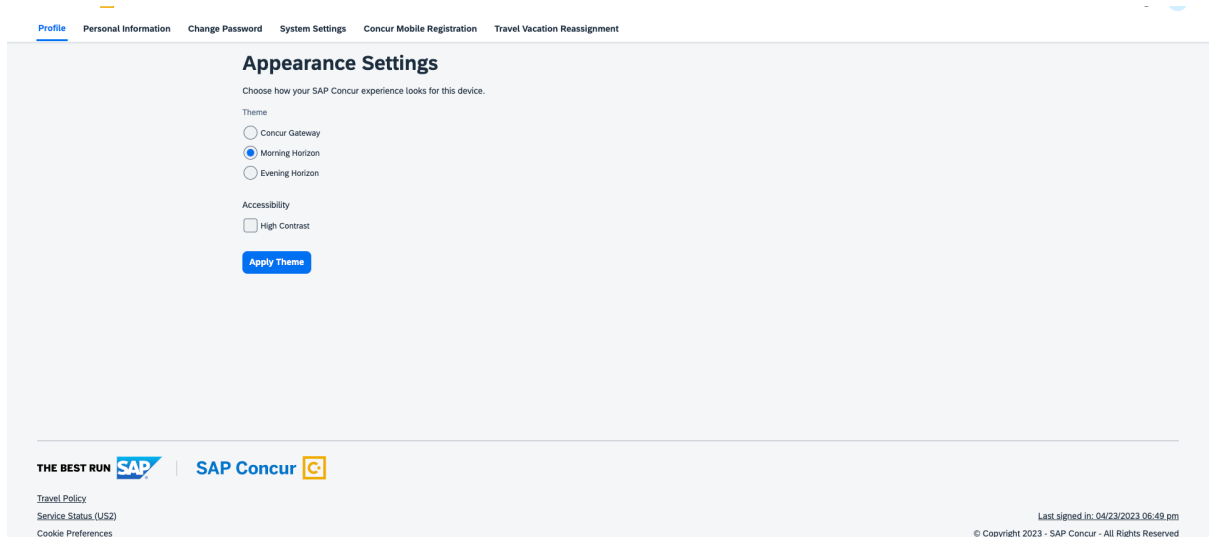
For example, if your entity is in the US (North America) data center, after signing into SAP Concur solutions, the URL you use to navigate to the Appearance Settings page is:

<https://us2.concursolutions.com/Profile/AppearanceSettings.asp>

If your entity is in the EU (EMEA) data center, after signing into SAP Concur solutions, the URL you use to navigate to the Appearance Settings page is: <https://eu2.concursolutions.com/Profile/AppearanceSettings.asp>

3. After navigating to *Appearance Settings*, select the desired theme to preview and then click *Apply Theme*. The available themes are as follows:
 - a. Concur Gateway

- b. Morning Horizon
- c. Evening Horizon
- d. In addition to the Horizon themes, you can enable High Contrast mode



4. After clicking *Apply Theme*, the chosen theme is applied to the SAP Concur User interface until you sign out of SAP Concur solutions or until the theme is manually disabled.

How do I enable the SAP Fiori with Horizon visual theme for my organization?

SAP Concur mobile app: The SAP Fiori with Horizon visual theme is live on the SAP Concur mobile app. You do not need to take any action to enable it. Users can choose between Light Mode and Dark Mode themes by following the instructions in the question, "[How do users change their theme setting?](#)".

SAP Concur solutions on the web (professional edition) for customers with Concur Travel:

Administrators can enable the theme for their organization by following these steps:

1. Navigate to *Company Admin* and select *Company Settings*.
2. There are two *Theme Settings* options:
 - a. *Legacy Concur UI and Fiori Horizon*. Users can choose between Concur Gateway, Morning Horizon, Evening Horizon, and high contrast themes. Concur Gateway will remain the default theme.
 - b. *Fiori Horizon*. Users can choose between Morning Horizon, Evening Horizon, and high contrast themes. When this option is selected, Morning Horizon will automatically become the default for users.
 - i. **Important note: if you select this theme setting (*Fiori Horizon*), you cannot revert to any other theme settings.**
3. Select the desired *Theme Setting* and click *Save*.
4. Now that you've enabled a theme setting, users can select their theme setting by following the instructions in the question, "[How do users change their theme setting?](#)".

SAP Concur solutions on the web (professional edition) for customers without Concur Travel:

Administrators can enable the theme for their organization by following these steps:

1. An Administrator User can navigate to the *Administer Company Permissions* page via this URL:
 - a. If your entity is in the US (North America) data center, after signing into SAP Concur solutions, enter this URL: https://us2.concursolutions.com/companyadmin/permission_role_detail.asp
 - b. If your entity is in the EU (EMEA) data center, after signing into SAP Concur solutions, enter this URL: https://eu2.concursolutions.com/companyadmin/permission_role_detail.asp
2. On this page, the Administrator User can assign the “Company Administration” permission to themselves.
3. Once the “Company Administration” permission is assigned to the Administrator User, they can navigate to the *Company Settings* page by clicking *Company*, then *Company Admin*, and then *Company Settings*. There they will have access to the theme settings.
4. There are two *Theme Settings* options. To enable the new visual theme, Administrators must select an option that includes Fiori Horizon:
 - a. *Legacy Concur UI and Fiori Horizon*. Users can choose between Concur Gateway, Morning Horizon, Evening Horizon, and high contrast themes. Concur Gateway will remain the default theme.
 - b. *Fiori Horizon*. Users can choose between Morning Horizon, Evening Horizon, and high contrast themes. When this option is selected, Morning Horizon will automatically become the default for users.
 - i. **Important note: if you select this theme setting (*Fiori Horizon*), you cannot revert to any other theme settings.**
5. Select the desired *Theme Setting* and click *Save*.
6. Now that you’ve enabled a theme setting, users can select their theme setting by following the instructions in the question, “[How do users change their theme setting?](#)”.

SAP Concur solutions on the web (standard edition):

Administrators can enable the theme for their organization by following these steps:

1. Navigate to *Administration*, click *Company*, and then click *Tools*. Under *Tools*, click *Appearance Admin*.
2. There are two *Theme Settings* options. To enable the new visual theme, Administrators must select an option that includes Fiori Horizon:
 - a. *Legacy Concur UI and Fiori Horizon*. Users can choose between Concur Gateway, Morning Horizon, Evening Horizon, and high contrast themes. Concur Gateway will remain the default theme.
 - b. *Fiori Horizon*. Users can choose between Morning Horizon, Evening Horizon, and high contrast themes. When this option is selected, Morning Horizon will automatically become the default for users.
 - i. **Important note: if you select this theme setting (*Fiori Horizon*), you cannot revert to any other theme settings.**
7. Select the desired *Theme Setting* and click *Save*.
8. Now that you’ve enabled a theme setting, users can select their theme setting by following the instructions in the question, “[How do users change their theme settings?](#)”.

How do individual users change their theme settings?

To change your theme setting on the web, follow these steps:

1. After signing into Concur Solutions, go to *Profile Settings*.

2. Under *Profile Options*, click *System Settings*.
3. If your organization has enabled the SAP Fiori with Horizon visual theme family, you will see a section labeled *Appearance Settings*.
4. Using the drop-down, select your preferred theme and click *Save*.

To change your theme setting on the SAP Concur mobile app, follow these steps:

1. Go to your *Profile* and click *Settings*.
2. Scroll down to *Appearance* and choose your preferred setting.
 - a. Note: Accessibility options, like high contrast fonts are accessed via the Accessibility menu found under the iOS or Android device Settings.

How can I provide feedback on the UI theme?

These are the methods to provide feedback:

- If you have a change that would be considered an **enhancement to the UI**, Authorized Support Contacts can submit an Improvement Request through the Customer Support Portal.
- If you believe you have **found a bug**, Authorized Support Contacts can submit a Support Case through the Customer Support Portal. In your case, please include the phrase “Fiori”.

If you have any other questions, reach out to your SAP Concur account team.

What are the navigation changes to the SAP Concur mobile app and the web?

With the SAP Fiori with Horizon visual theme there are some navigation changes on the web:

- SAP Concur solutions (for example, Concur Expense, Concur Travel, and Concur Invoice) are organized under the *Home* drop-down menu.
- For Administrators, the administration pages are organized under the *Home* drop-down menu.
- Any customized links will appear under the *Home* drop-down menu.
- The help section is no longer titled *Help*, but rather is represented with a question mark symbol.
- The profile section is no longer titled *Profile*, but rather is represented with a symbol of a person.

Navigation changes on the SAP Concur mobile app:

- The home screen has been redesigned, providing the important information you need at your fingertips.
- The bottom tabs give quick access to the home screen and your core SAP Concur solutions (for example, Concur Expense and Concur Travel).
- A new action button (camera icon) allows users to quickly capture images of receipts and use Expenselt[®], depending on your specific products and configurations.

As an administrator can I enable SAP Fiori with Horizon for a select group of users?

No, SAP Fiori with Horizon will become available to all users when an Administrator enables the SAP Fiori with Horizon visual theme family. Each user can then navigate to system settings in their user profile to select one of the SAP Fiori with Horizon themes. There is no option to enable SAP Fiori with Horizon for a selection of users.

When a user changes themes on the web will that affect their SAP Concur mobile theme?

No, the theming on the web and the SAP Concur mobile app are independent. For example, users can have the Evening Horizon theme on the web and the Morning Horizon theme on the SAP Concur mobile app.

Is this similar to the NextGen UI transition that took place for Concur Expense and Concur Request in 2022?

No, the SAP Fiori with Horizon visual theme is not similar to the NextGen UI transition that took place in 2022 for Concur Expense and Concur Request. NextGen UI was both a technology update to the Concur platform and a UI redesign, using the Concur Gateway visual theme. The change to SAP Fiori with Horizon is purely a visual theme update. SAP Fiori with Horizon will eventually replace the legacy theme (Concur Gateway). There are no changes to the platform and no changes to the features of SAP Concur products.

When will SAP Concur training content be updated with the new visual theme?

We are working to update our training materials and documentation with the new visual theme. We are prioritizing updating the SAP Concur mobile app materials since the theme is the default setting for the mobile app. For web documentation, we aim to have the most used ConcurTraining.com assets updated prior to the theme becoming the default on October 2, 2023. We plan to have all ConcurTraining.com assets updated prior to the legacy theme retirement beginning on April 10, 2024.

Where can I learn more about SAP Fiori with Horizon?

Here are resources to learn more about the new theme:

- [SAP Concur Training Resource Center](#) for Administrators
- [SAP Concur Community](#)
- [Mobile app demo video](#)
- [Signed-in web experience demo video](#)