



USER PROFILE SETUP



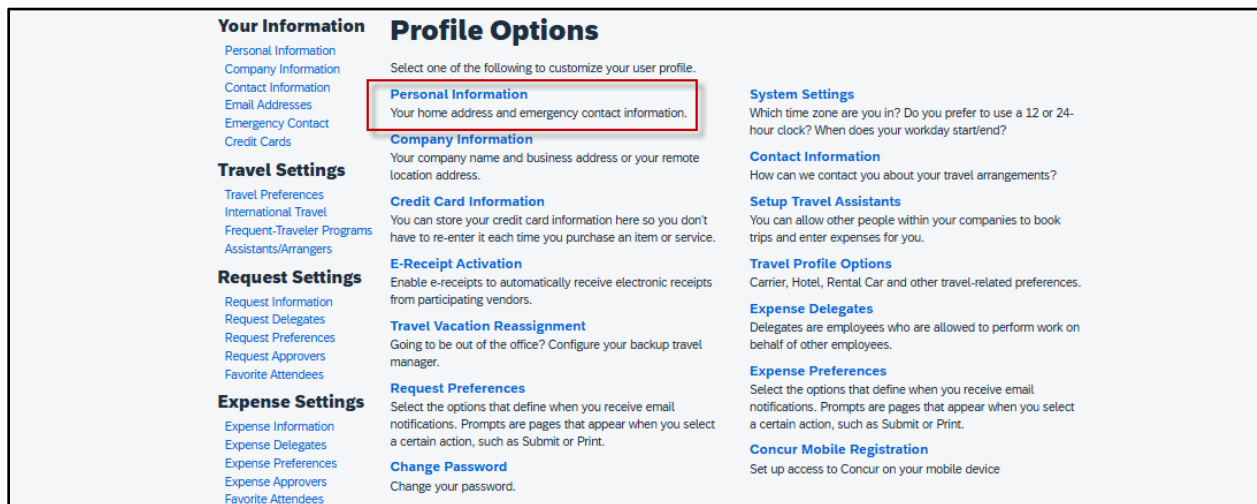
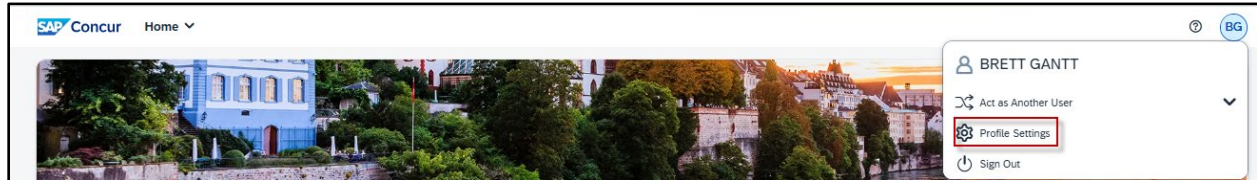


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To update your personal information, click **the icon** in the top right of the page that lists your initials, then select **Profile Settings**. Prior to using the Concur Travel application to book your travel, you must review and update your travel profile to prevent errors when booking.



NAME

Verify that your name matches exactly to the photo identification that will be presented at the airport. If changes need to be made, contact your personnel department to get your GHR file updated.

WORK AND HOME ADDRESS

Verify that your work and home addresses are correct. Your work address is specific to where your actual day to day workplace is located. *This information will be used for mileage calculations in the Expense module.*



CONTACT INFORMATION

Either a work or home phone number is required, along with a mobile phone number. These will only be used in an emergency if the travel management company needs to contact you about your booking or travel details. Phone numbers must be entered in the fields marked “**Required**” in a phone number format. Failure to do so will cause an error when booking travel in Concur.

EMAIL ADDRESS

Be sure your state issued email address is listed under this section. You may add two additional email addresses that the travel management company will automatically send all travel related notifications to. Three notifications are sent with each booking: itinerary, invoice notification, ticketing notification.

Once you have saved your email address, select the **Verify** link. A message from Concur will be sent to your email with a verification code. Enter this code into the **Enter Code** field next to the email address. Select OK to submit. ***When this verification is done, Concur can associate information forwarded from that email address to your account. You will be able to email receipts to receipts@concur.com and they will be uploaded into your Available Receipts section.***

NOTE: An email address can only be associated with one Concur profile. Delegates should not enter their state email addresses in another user’s profile.

EMERGENCY CONTACTS

Complete this section as necessary.

TRAVEL PREFERENCES

In this section you can enter:

- Discount travel rates/fare classes
- Air, Hotel and Car Rental preferences
- Add Frequent Traveler Programs



To add a **Frequent Traveler Program**, select **Add a Program**. If a program is entered incorrectly, it could result in an error in the reservation system. Use the **Search this Vendor** check box to prioritize the search in the Travel application. Keep in mind that the State's travel policy will usually override your individual vendor preferences.

UNUSED TICKETS

The **Unused Tickets** section will populate if a trip is canceled after ticketing and the airline ticket goes unused. Concur will not auto-reuse your unused ticket credits listed in your profile. During regular business hours the travel agent team will be alerted if the traveler has an unused ticket and if possible, use the credit towards your upcoming travel.



TSA SECURE FLIGHT

In the TSA Secure Flight section, verify the required **Gender** and **Date of Birth** fields. Complete the **DHS Redress No** and the **TSA Precheck Known Traveler Number** fields, as needed.



INTERNATIONAL TRAVEL: PASSPORTS AND VISAS

Passports and Visas can be added to your profile and the information will be included with your travel booking.

CREDIT CARDS

In the **Credit Cards** section, add or update your state issued travel card information. You must have a credit card saved here to book travel through Concur. You may only add a state issued travel card in Concur. Personal credit cards will not be accepted.

To add a credit card, select **Add a Credit Card**. It is recommended that you set the credit card as the default for air, car and hotel travel. If this is done, Concur will not prompt you to choose a credit card each time you are booking travel. The Billing Address will be the address the agency had the state travel cards delivered to. Please contact your travel card administrator if you need assistance with this address.

Credit Cards Go to top

[Add a Credit Card](#)

You currently have no credit cards saved.

Add a Credit Card * Required

Enter the appropriate information for the credit card you'd like to use below. Use the "Display Name" field to label the card so you can easily identify and select it when using features that require a credit card transaction.

Display Name (e.g., My Corporate Card) * Your name as it appears on this card *

Card Type * Credit Card Number * Expiration Date *

Use this card as the default card for:

Plane Tickets Rail Tickets Car Rentals Hotel Reservations

Billing Address

Enter the billing address for this credit card below. If this is a personal credit card, the billing address will typically be your home address. If it's a company card, the billing address might be your company address. The billing address must be the address where the bills for this card are currently delivered, not where you would prefer they be delivered. This information is used to verify your identity during credit card transactions. Your credit card may be declined if your billing address is inaccurate. Billing Addresses longer than 30 characters may cause certain Airlines (Direct Connects and Web Bookings) to decline your credit card. Please abbreviate long addresses if possible.

Street * Use this address

City * State * Zip/Postal Code *

Country/Region *

Be sure to **Save** all changes made to your personal information before proceeding.