### Section 1: Getting Started

**Step 1: Log on to Concur Travel**

1. In the **User Name** field, enter your **user name**.
2. In the **Password** field, enter your **password**.
3. Click **Login**.

*If you are not sure how to start Concur Travel, check with your company’s system administrator.*

### Section 2: Use My Concur

**Step 1: Explore the available options**

1. Explore the **Trip Search** section.
2. Look at the **Weather** section (not available in Concur Standard).
3. Explore the **Travel Info** section.
4. Locate the **Trip List** section.
5. View the **Trips Awaiting Approval** section. *This section appears only if you are logged on as an approver.*

### Section 3: Update Your Profile

**Step 1: Change your password**

1. At the top of the My Concur page, click **Profile**.
2. On the **Other Settings** menu on the left side of the page, click **System Settings**.
3. On the **System Settings** page, update the appropriate information, and then click **Save**.

**Step 2: Change your time zone, date format, or language**

1. At the top of the My Concur page, click **Profile**.
2. On the **Other Settings** menu on the left side of the page, click **Change Password**.
3. In the **Old Password** field, enter your current password.
4. In the **New Password** field, enter your new password.
5. In the **Re-enter New Password** field, enter your new password.
6. In the **Password Hint** field, enter a hint or reminder for instances when you have forgotten your password.
7. Click **Submit**.

**Step 3: Update your personal information**

1. At the top of the My Concur page, click **Profile**.
2. Click **Personal Information** in the middle of the page.
3. On the **Personal Information** page, update the appropriate information, and then click **Save**.

**Step 4: Set up a Travel Arranger or Assistant**

1. At the top of the My Concur page, click **Profile**.
2. Select **Personal Information**.
3. Scroll down to the **Assistants and Travel Arrangers** section.
4. Click **Add an Assistant** located to the right of the section.
5. In the **Search Criteria** field, type the last name of the person you wish to add as an assistant/travel arranger.
6. Click **Search**.
7. From the **Assistant** dropdown menu, select the appropriate assistant.
8. Select **Can Book Travel for Me**.
9. Select **Is my primary assistant for travel**, if necessary.
10. Click **Save**.

### Section 4: Make a Travel Reservation

**Step 1: Make a flight reservation**

1. On the **Flight** tab, select one of these:
   - Round Trip
   - One Way
   - Multi-Segment
2. In the **Departure City** and **Arrival City** fields, enter the cities for your travel.
3. In the **Departure** and **Return** fields, select the appropriate dates and times.
4. If you need a car, select **Pick-up/Drop-off car at airport**.
5. If you need a hotel, select **Find a Hotel**. *(More information appears; make the appropriate choices.)*
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
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<tr>
<td>6</td>
<td>Select <strong>Refundable Only</strong>, if appropriate.</td>
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<tr>
<td>7</td>
<td>In the <strong>Search Flights By</strong> field, select either <strong>Price</strong> or <strong>Schedule</strong>.</td>
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<tr>
<td>8</td>
<td>Click <strong>Search</strong>.</td>
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<tr>
<td>9</td>
<td>Before clicking <strong>Reserve</strong> for the appropriate flights, click <strong>show details</strong>.</td>
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<td>10</td>
<td>Click the <strong>View Seatmap</strong> icon next to the flight.</td>
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<tr>
<td>11</td>
<td>Click any green (unoccupied) seat (move the mouse pointer over a seat to see the number). Click <strong>Select Seat</strong>, and then click <strong>Close</strong>.</td>
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<tr>
<td>12</td>
<td>Click <strong>Reserve</strong>.</td>
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</table>

**Step 2: Select a car**

1. If you specified that you need a car on the **Flight** tab, you will see car results for the car search.
2. Select the appropriate rental car, and then click **Reserve**.

**Step 3: Select a hotel**

*If you selected the Find a Hotel option on the Flight tab, the hotel results are displayed after you choose your rental car.*

1. Use the filter options to narrow your search by **Amenity**, **Neighborhood**, or **Chain**.
2. Click **Show Details** for a specific hotel to view more detailed information.
3. A rate range appears. Click **choose room** to view rates and details about the room.

**Step 4: Complete the Booking**

1. Enter your trip information in the **Trip Name** and **Trip Description** fields.
2. Click **Next** to finalize your reservation.
3. To complete the booking, click **Purchase Ticket**.

**Section 5: Cancel or Change an Airline, Car Rental, or Hotel Reservation**

*Flight changes are available for e-tickets that include a single carrier.*

*If the trip is already ticketed but has not occurred, you can change the time or date of the flight. Your change options will be with the same airline and routing.*

Contact your travel agency, the appropriate Website, or vendor directly if you did not book your trip using Concur Travel.

1. At the top of the My Concur page, click **Travel**.
2. In the **Upcoming Trips** section of My Concur, click the name of the trip.
3. Click **Change Trip**.

4. On the itinerary, click the appropriate link to:
   - Email your itinerary
   - Change seat
   - Change the flight day or time for travel (you cannot change the airline)
   - Add, change, or cancel parking
   - Add, change, or cancel a taxi
   - Add, change, or cancel car rental
   - Add, change, or cancel hotel

5. To cancel your entire trip, in the **Upcoming Trips** section of My Concur, click the name of the trip.
6. Click **Cancel Trip**, and then click **OK**.