

– Client Fact Sheet – Personalized Concur Open December 23, 2019

Concur Open is the SAP Concur service status dashboard that displays known and widespread outages and incidents for select SAP Concur services and all data centers. Concur Open displays the current service status as well as incident history for the past 20 days.

Personalized Concur Open

Personalized Concur Open provides a custom view of Concur Open. Users can:

- View service status for the services and the data center that are *specific to their company*
- Access subscription options for updates about the incidents that impact the services *specific to their company*
- View service history for the past two years as well as detailed root cause analysis information and the actions taken by SAP Concur for specific incidents

NOTE: Personalized Concur Open is available *in addition to* the generic Concur Open. Users can continue to access Concur Open.

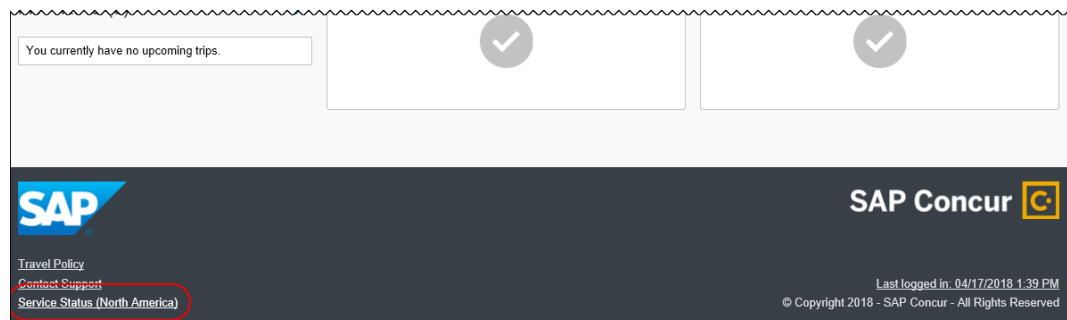
Contents

Personalized Concur Open	1
What the User Sees – Concur Open (Generic View) 1	
What the User Sees – Personalized Concur Open... 3	
Sign In to the Personalized View	3
View Service History and Incident Analysis.....	7
Subscribe to Updates	8
User Remains Signed In.....	9
SSO - More About Email Addresses in Profile	10

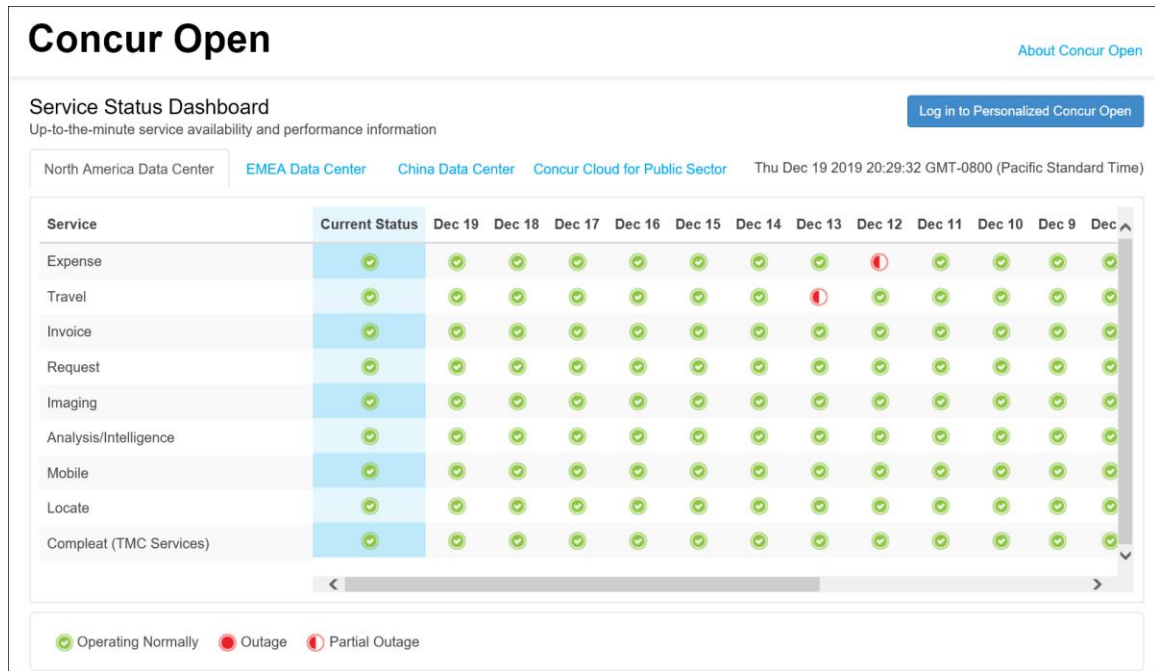
What the User Sees – Concur Open (Generic View)

Users can access Concur Open two ways:

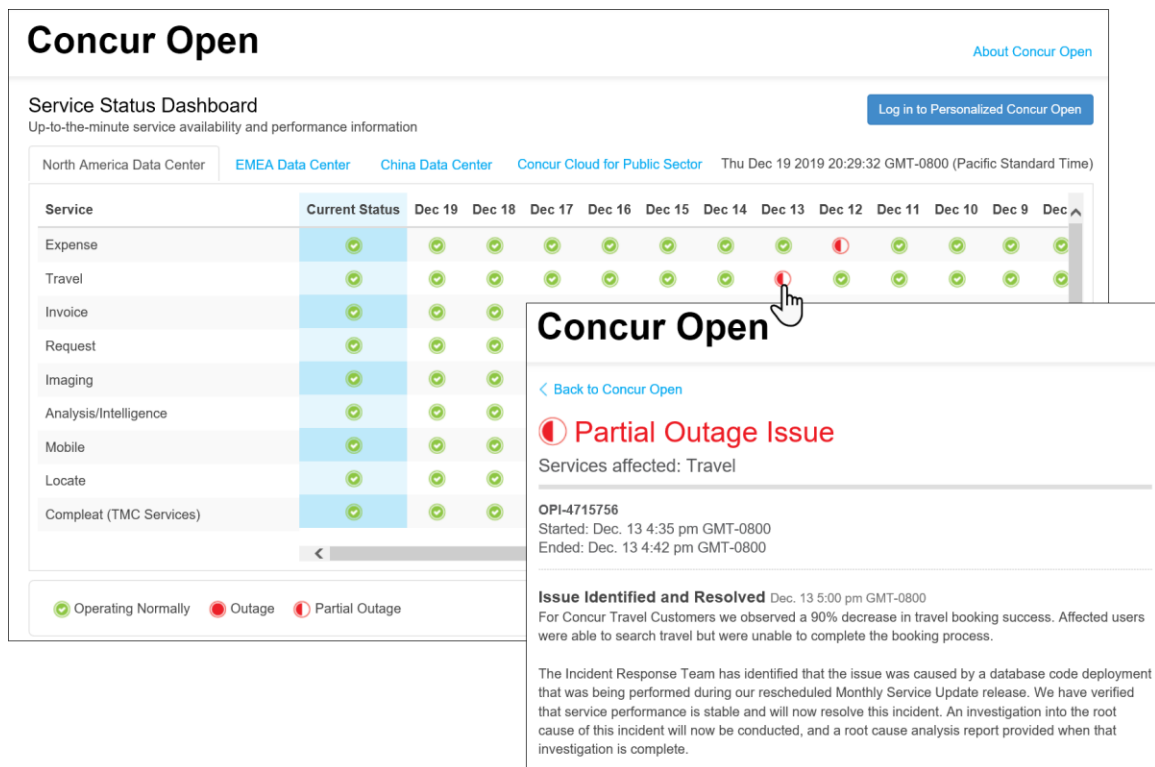
- Enter the public site directly using <https://open.concur.com>
– **or** –
- Sign in to SAP Concur and then click **Service Status** in the lower-left corner of the SAP Concur screen



Concur Open appears. In the generic view of Concur Open, the user sees all data center tabs, the service activity (up to the previous 20 days), and the "service" legend (bottom of the page).



The user can click an icon to review information about service activity.



What the User Sees – Personalized Concur Open

The user accesses Personalized Concur Open through the generic Concur Open – either via the public site (<https://open.concur.com>) or after signing in to SAP Concur.

Signing in is required so the user clicks the **Log in to Personalized Concur Open** button.

Concur Open [About Concur Open](#)

Service Status Dashboard
Up-to-the-minute service availability and performance information

North America Data Center [EMEA Data Center](#) [China Data Center](#) [Concur Cloud for Public Sector](#) Thu Dec 19 2019 20:29:32 GMT-0800 (Pacific Standard Time)

Service	Current Status	Dec 19	Dec 18	Dec 17	Dec 16	Dec 15	Dec 14	Dec 13	Dec 12	Dec 11	Dec 10	Dec 9	Dec 8
Expense	✓	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓
Travel	✓	✓	✓	✓	✓	✓	✓	✗	✓	✓	✓	✓	✓
Invoice	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Sign In to the Personalized View

The personalized view does not require a new username/password. Instead, users use their existing SAP Concur credentials.

- For customers who do **not** use SSO, users sign in with their SAP Concur username and password.
- For customers who do use SSO, users can access the personalized view using their email address (described below).

When the user clicks the **Log in to Personalized Concur Open** button, the **Sign In With SAP Concur** page appears.

Sign in with SAP Concur

☒ Send a link to my email (required for Single Sign-On users)

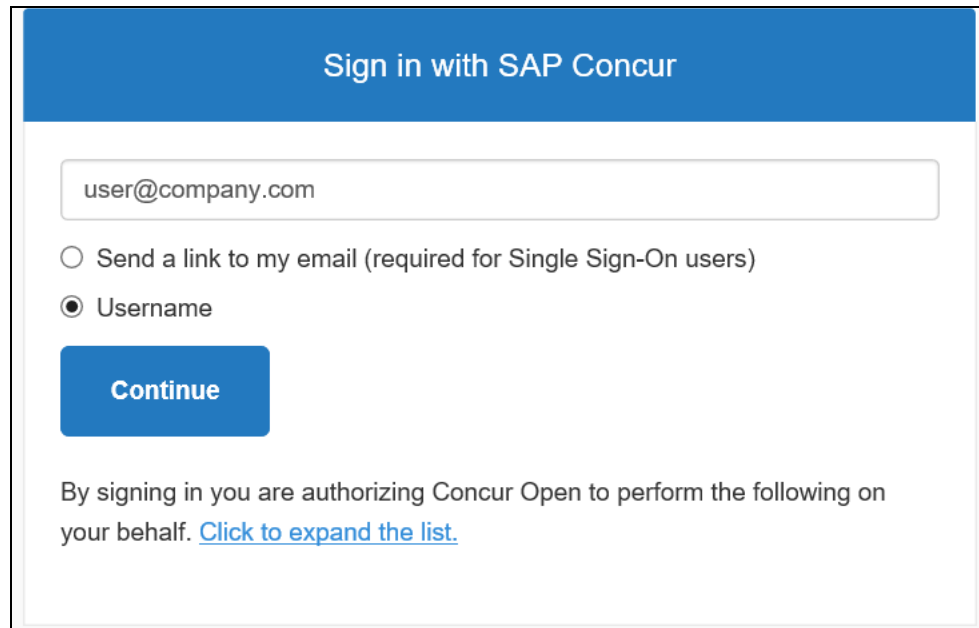
☐ Username

Continue

By signing in you are authorizing Concur Open to perform the following on your behalf. [Click to expand the list.](#)

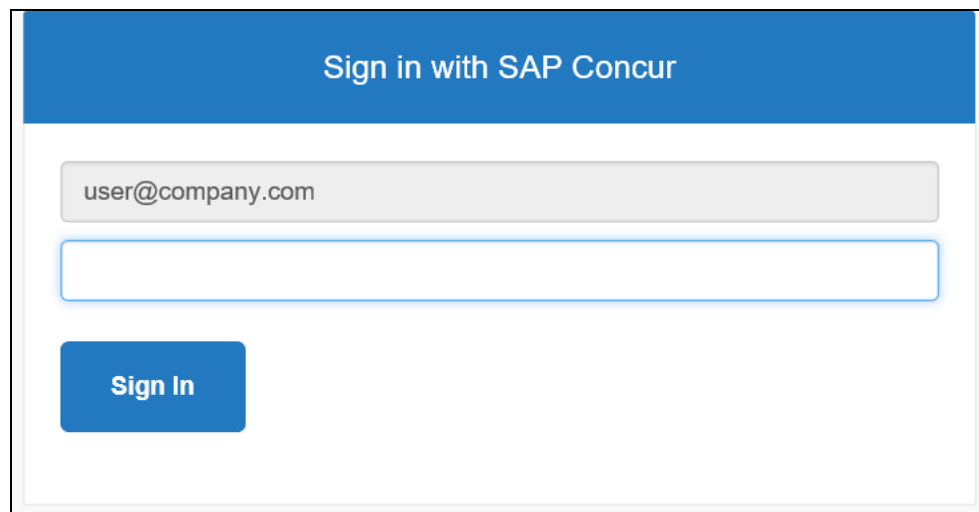
Then, depending on the user's normal sign-in procedure:

- **Username and password:** If the user normally signs in to SAP Concur using their username and password, then – on this page – the user enters their username, clicks **Username** (if necessary), and clicks **Continue**.



The screenshot shows a web form titled "Sign in with SAP Concur". At the top is a blue header bar with the title in white. Below the header is a text input field containing "user@company.com". Underneath the input field are two radio button options: "Send a link to my email (required for Single Sign-On users)" and "Username". The "Username" option is selected. Below the radio buttons is a blue button labeled "Continue". At the bottom of the form, there is a paragraph of text: "By signing in you are authorizing Concur Open to perform the following on your behalf. [Click to expand the list.](#)"

This page appears.



The screenshot shows the same "Sign in with SAP Concur" web form. The text input field still contains "user@company.com". Below the input field is an empty password input field. The "Continue" button is replaced by a blue button labeled "Sign In". The rest of the form, including the header and the authorization text at the bottom, remains the same.

The user enters their password and clicks **Sign In**. The user is then directed to the personalized view.



Refer to *User Remains Signed In* for additional information.

- **SSO:** If the user does not know their SAP Concur sign-in credentials (for example, the user's company uses SSO to access SAP Concur services), then – on this page – the user enters their email address, clicks **Send a link to my email**, and clicks **Continue**.

Click to expand the list.'"/>

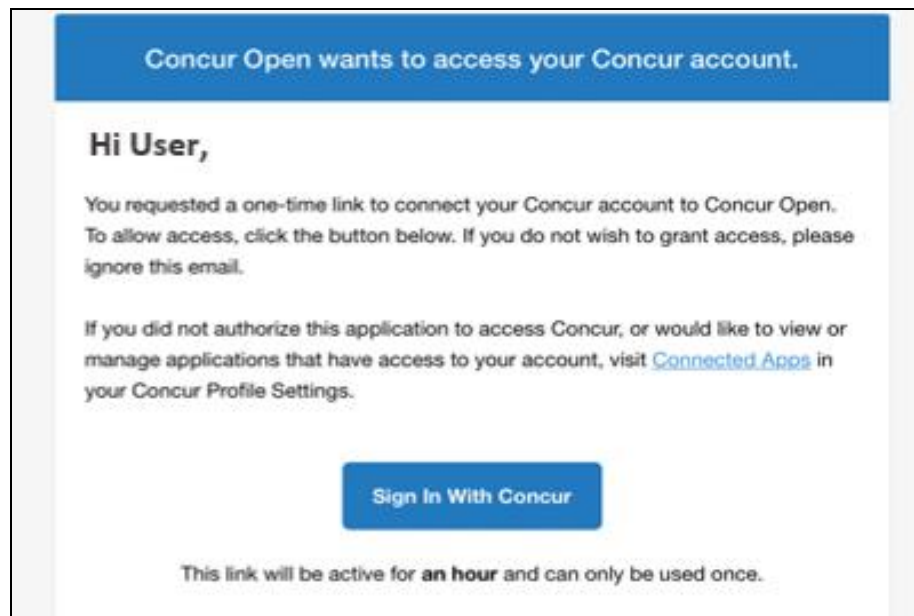
SAP Concur compares the email address entered by the user to the email address in the user's SAP Concur profile. If the email addresses match, then SAP Concur generates a one-time sign-in token (link) that can be used for one hour.



Refer to *SSO – More About Email Addresses in Profile* for more detail.

This message appears.

An email similar to this is sent to the email address.



The user clicks **Sign In With Concur**. The user is then directed to the personalized view.

NOTE: The **one-time** link is active for **one hour**. If the user does not click the link within an hour of it being generated, then the user must request another token.



Refer to *User Remains Signed In* for additional information.

Once signed in, the personalized **Service Status Dashboard** page appears.

SAP Personalized Concur Open for <Company name>

Service Status Dashboard

Up-to-the-minute service availability and performance information

Log Out

Subscribe to Updates

North America Data Center

Thu Dec 19 2019 20:53:41 GMT-0800 (Pacific Standard Time)

Service	Current Status	Dec 19	Dec 18	Dec 17	Dec 16	Dec 15	Dec 14	Dec 13	Dec 12	Dec 11	Dec 10	Dec 9
Expense	✓	✓	✓	✓	✓	✓	✓	✓	⚠	✓	✓	✓
Travel	✓	✓	✓	✓	✓	✓	✓	⚠	✓	✓	✓	✓
Invoice	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Request	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Imaging	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Analysis/Intelligence	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Locate	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

✓ Operating Normally
⚠ Outage
⚠ Partial Outage

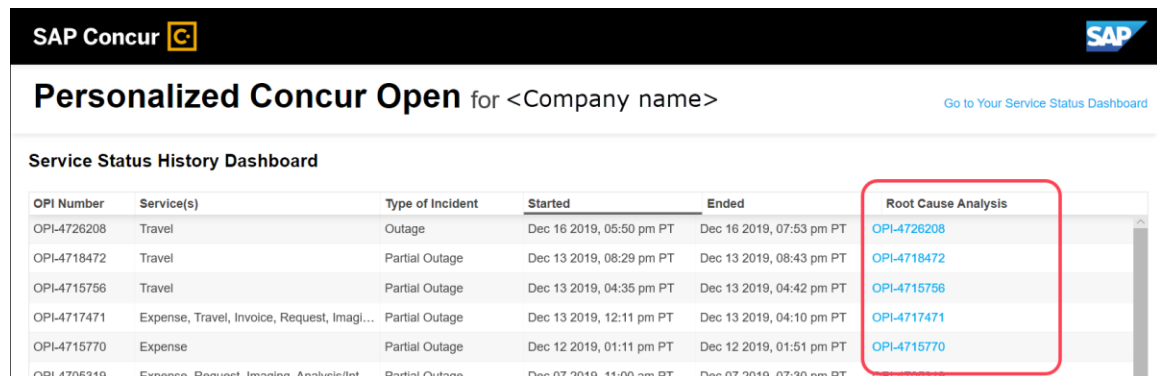
View Service Status History

On this page, the user can:

- View:
 - ♦ **Status of SAP Concur services:** On this personalized page, the list of SAP Concur services includes only those that the user's company uses.
 - ♦ **Service history and incident analysis that applies to their company:** SAP Concur employs existing "targeting" logic to determine the incidents that apply to the specific company.
- Subscribe to updates

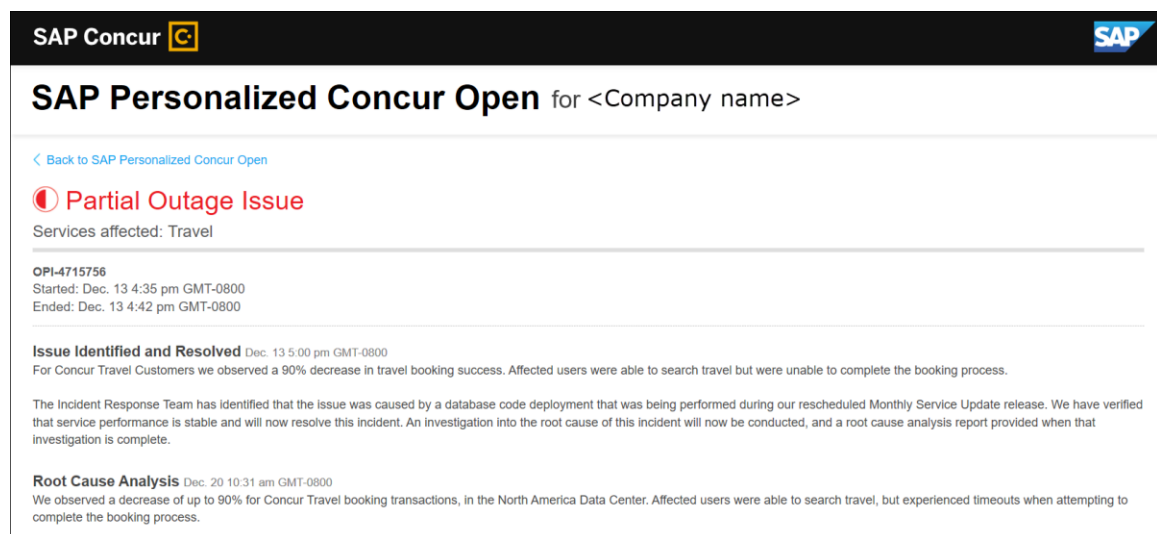
View Service History and Incident Analysis

The user clicks **View Service Status History** in the lower-left corner of the page to view the **Service Status History Dashboard** page. It provides history for the past two years, showing the type of each incident as well as the associated start/end time.



OPI Number	Service(s)	Type of Incident	Started	Ended	Root Cause Analysis
OPI-4726208	Travel	Outage	Dec 16 2019, 05:50 pm PT	Dec 16 2019, 07:53 pm PT	OPI-4726208
OPI-4718472	Travel	Partial Outage	Dec 13 2019, 08:29 pm PT	Dec 13 2019, 08:43 pm PT	OPI-4718472
OPI-4715756	Travel	Partial Outage	Dec 13 2019, 04:35 pm PT	Dec 13 2019, 04:42 pm PT	OPI-4715756
OPI-4717471	Expense, Travel, Invoice, Request, Imagi...	Partial Outage	Dec 13 2019, 12:11 pm PT	Dec 13 2019, 04:10 pm PT	OPI-4717471
OPI-4715770	Expense	Partial Outage	Dec 12 2019, 01:11 pm PT	Dec 12 2019, 01:51 pm PT	OPI-4715770

The user clicks the link in the **Root Cause Analysis** column to view the root cause information for specific incidents.



SAP Personalized Concur Open for <Company name>

[Back to SAP Personalized Concur Open](#)

Partial Outage Issue

Services affected: Travel

OPI-4715756
Started: Dec. 13 4:35 pm GMT-0800
Ended: Dec. 13 4:42 pm GMT-0800

Issue Identified and Resolved Dec. 13 5:00 pm GMT-0800
For Concur Travel Customers we observed a 90% decrease in travel booking success. Affected users were able to search travel but were unable to complete the booking process.

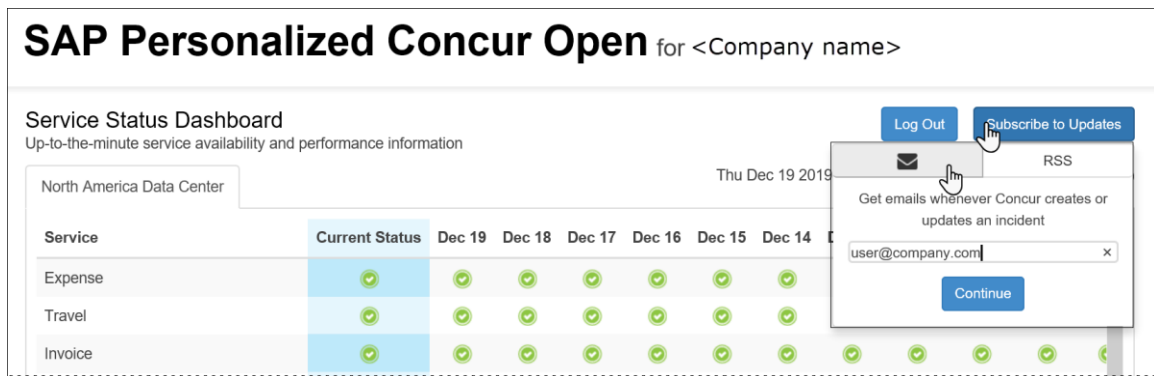
The Incident Response Team has identified that the issue was caused by a database code deployment that was being performed during our rescheduled Monthly Service Update release. We have verified that service performance is stable and will now resolve this incident. An investigation into the root cause of this incident will now be conducted, and a root cause analysis report provided when that investigation is complete.

Root Cause Analysis Dec. 20 10:31 am GMT-0800
We observed a decrease of up to 90% for Concur Travel booking transactions, in the North America Data Center. Affected users were able to search travel, but experienced timeouts when attempting to complete the booking process.

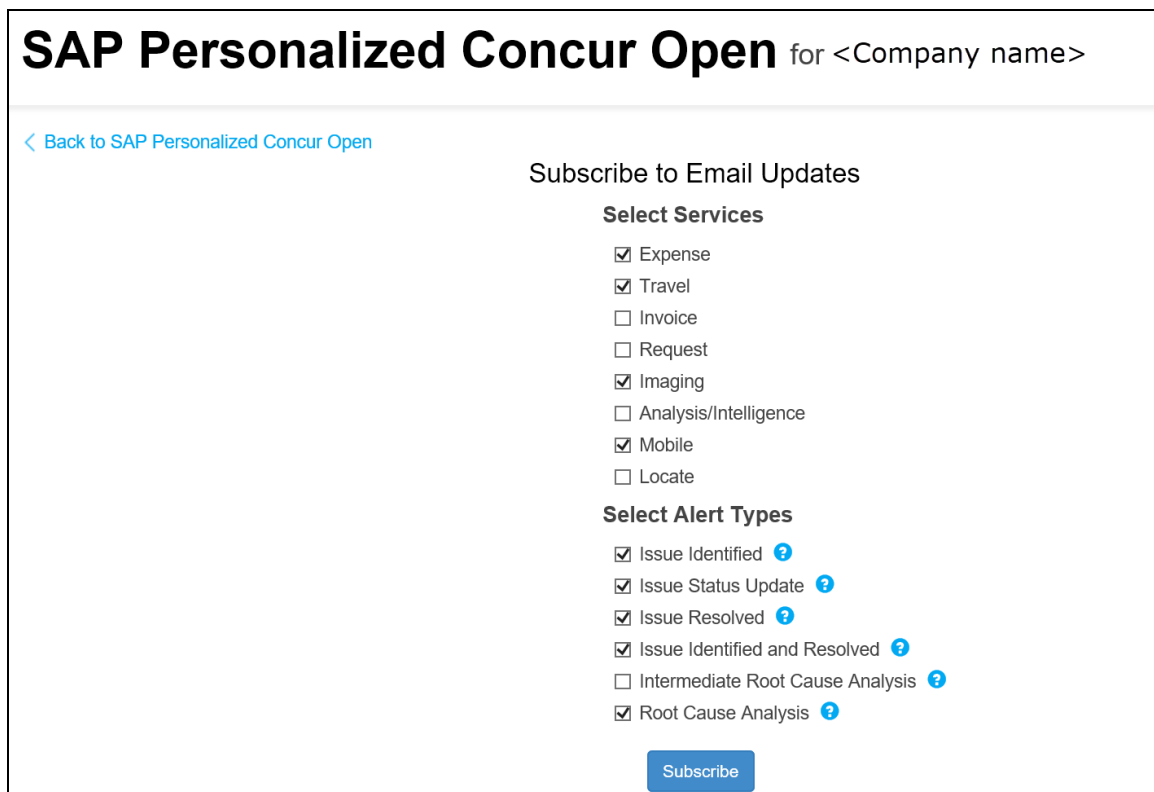
The user clicks **Back to SAP Personalized Concur Open** to return to the personalized main page.

Subscribe to Updates

On the **Service Status Dashboard** page, the user clicks **Subscribe to Updates** to request notifications via email or RSS feed. To subscribe to email notifications, the user clicks the envelope icon (if necessary) and then enters their email address.



The user clicks **Continue**. This page appears.



The page lists only the services associated with the user's company. The user selects the desired services and alert type. The user clicks **Subscribe**. A confirmation message appears.

SAP Personalized Concur Open for <Company name>

[< Back to SAP Personalized Concur Open](#)

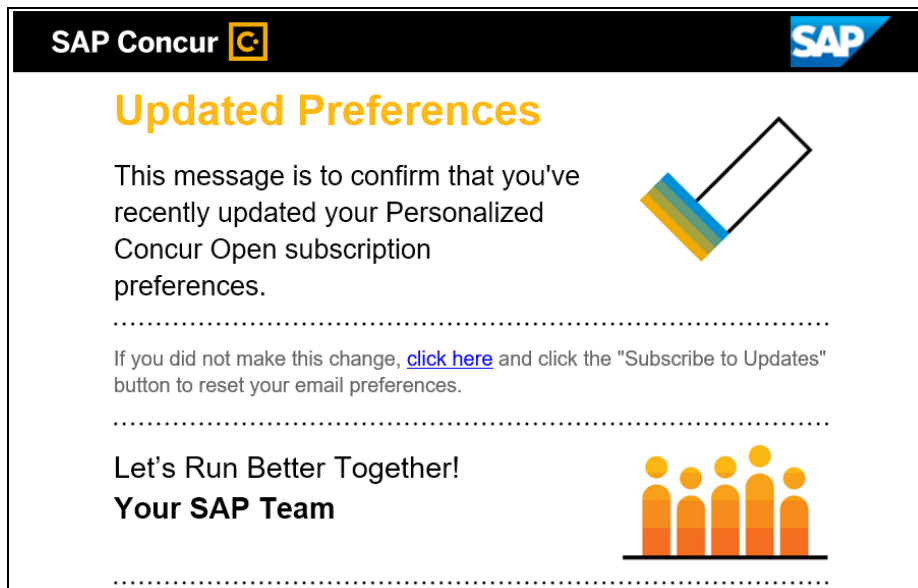
Almost there!

Check your email for a link to verify your subscription.

Then you're all set to receive SAP Personalized Concur Open updates.

Check your junk folder if you do not see the email in your inbox.

The user receives a confirmation email.



User Remains Signed In

All users – regardless of whether they signed in via user name/password or via SSO email token – automatically remain signed in for 30 days (via a cookie). In that 30-day period, whether the user enters directly (<https://open.concur.com>) or they click **Service Status** in the lower-left corner of the SAP Concur screen, they are directed to the generic Concur Open page. When they click **Log in to Personalized Concur Open**, users bypass the signin page and go directly to the **SAP Personalized Concur Open** page.

If, during the 30-day period, the user wants to sign out, they click **Log Out** on the **Service Status Dashboard** page. (Clearing the cache also terminates the 30-day period.)








If, during the 30-day period, the customer acquires additional services from SAP Concur, the user should sign out and sign back in, in order to see the new service information.

SSO - More About Email Addresses in Profile

As described above, for SSO users who access Personalized Concur Open via the email token, SAP Concur authenticates the user by comparing the email address entered by the user to the email address in the user's SAP Concur profile.

Note the following:

- The email address that the user enters:
 - ♦ Must match the email address in the **Email 1** field in their SAP Concur profile; **Email 1** must be "verified."

Email Address	Verification Status	Verify	Contact?	Actions
Email 1	Verified	Disable Verification	Yes	
Email 2	Verified	Disable Verification	No	 
Email 3	Not Verified	Verify	No	 
Email 4	Verified	Disable Verification	No	 

- ♦ Must be unique to that user; it cannot be shared with multiple people or logins in their company

NOTE: Users can have duplicate (non-unique) email addresses in their profile but **not** in the **Email 1** field. Email 1 must be unique.

The notification below could be sent to the user as a result of having the email associated to multiple concur profiles.

Dear Concur User,

An attempt to login or connect to a partner application was made using this email address. We could not authorize this request because of an error. This is most likely because this email address is found to be a duplicate in our system. Please contact your administrator to resolve this issue.

If you did not request to be connected to any partner application, please ignore this email.

Best practice for SSO users – before requesting the token email – is to ensure Email 1 in Profile is accurate and unique.

- If an employee no longer has access to SAP Concur (for example, leaves the company), that employee can no longer access the personalized view. Remember, in order to access the personalized view, they must have a Concur login or an email address in Profile. An inactive user or terminated employee has neither of those things.

