Migrate Concur Authenticator to another device

If there isn't a "SAP Concur" entry in your Authenticator app then you will need to follow these instructions through to Step 6 – where your phone is required.

If there is already a "SAP Concur" entry in your Authenticator app to start – you might be able to avoid this process and simply use that code. However, if it's not working then I would suggest starting fresh by deleting the entry and starting from the beginning of this guide.

1. To start the process, navigate to the following website:
   https://us2.concursolutions.com/

(It is best to open it on a separate device, either your laptop or surface, and not the device you are trying to set up the Authenticator on - as you will have to scan a QR code from the website, etc…)

2. At the "Sign In" prompt please type in your full Krispy Krunchy email address to start logging in.
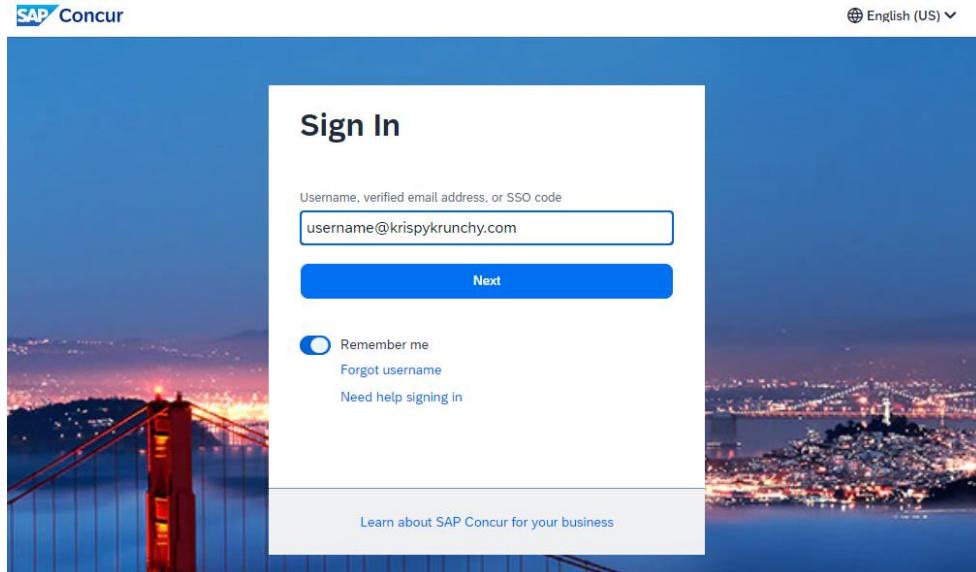
3. If you don't know your password, then be sure to click the "Forgot password" link below – it will send a password to your Krispy Krunchy email address from 'noreply@concur.com' with the subject "Password Reset Request" containing a "Reset Your Password" link within the message.
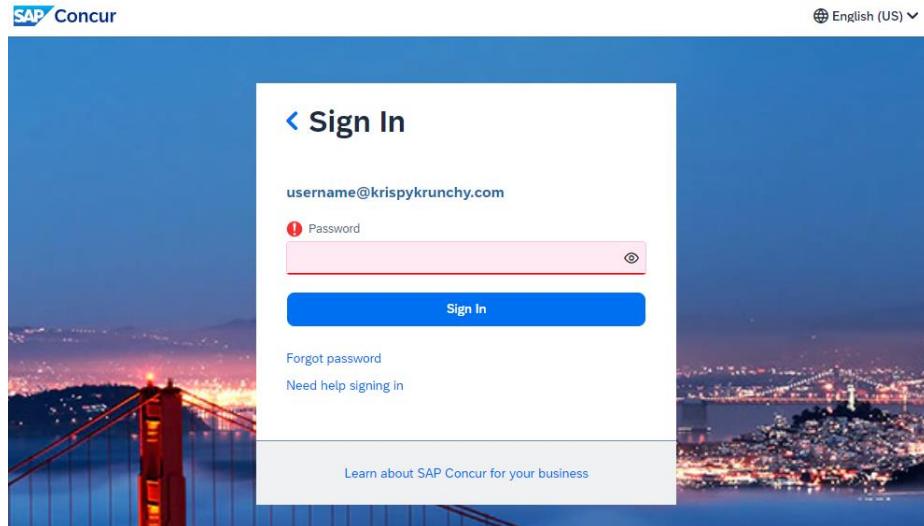

4. After clicking the link in your email, it will open the following page in your browser. Be sure to set your new password using the requirements listed on the page and then click "Submit" once you have finished. That will be your new password.
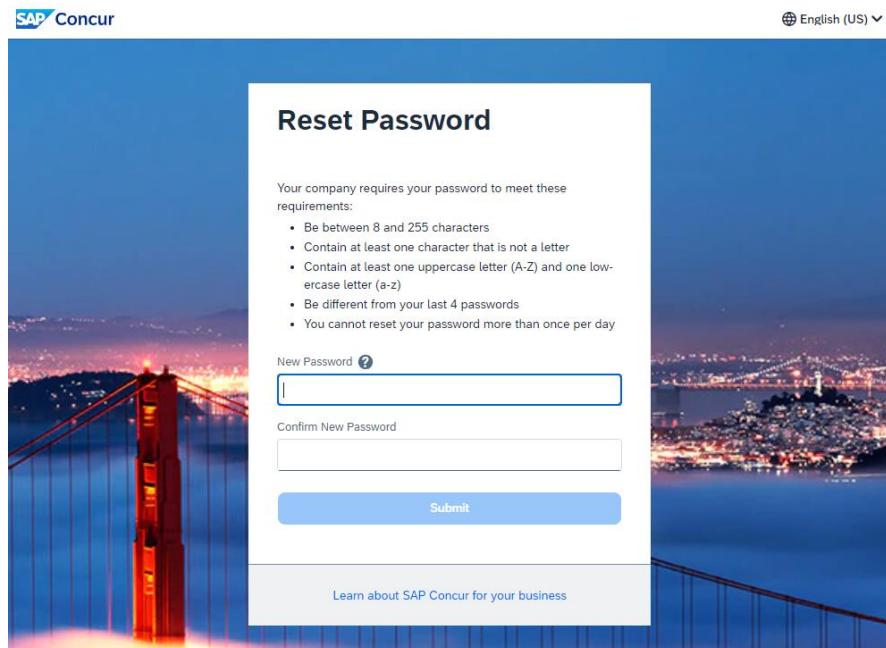
5. However, if you already know the password but you are <u>NOT</u> getting the Two-Factor Authentication code on your phone, then please click the link under the sign-in for "Unable to enter authentication code". After hitting "Send" when the page loads you will be sent an email from ['noreply@concur.com'](mailto:noreply@concur.com) with subject "Two-Factor Authentication Reset Request".
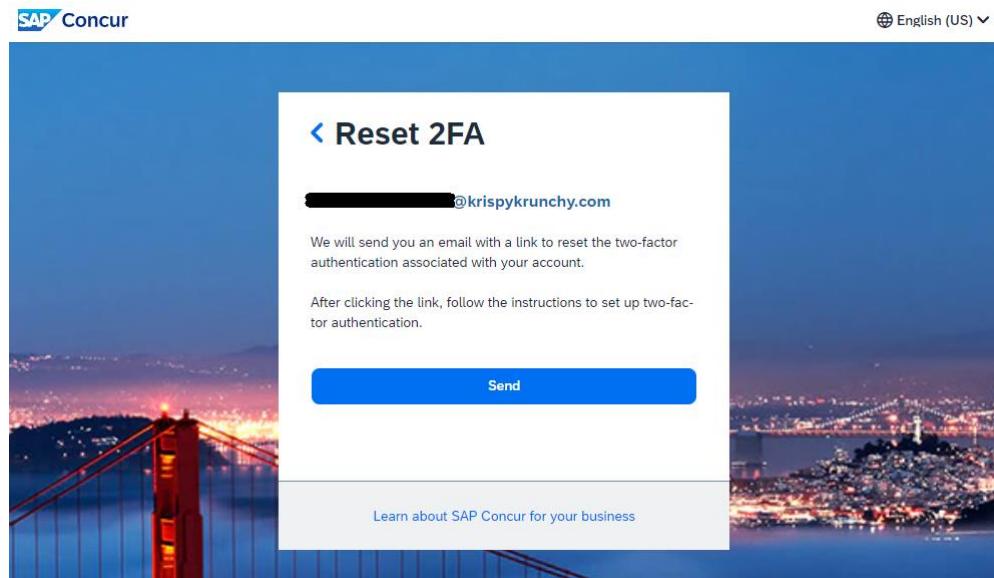
6. In your email, click the link for "Reset Two-Factor Authentication" which will open a new page – confirm your email address and password and then you will see the following page:
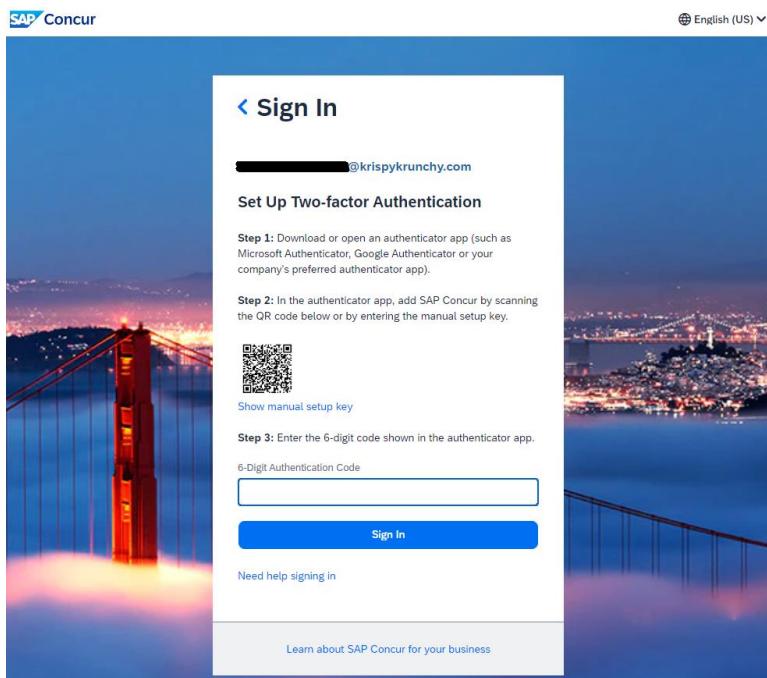
7. On your Mobile device, get ready to scan the code – for the Microsoft Authenticator app, press the "+" sign in top right and then go to "Other (Google, Facebook, etc…)" and it will open your camera to "Scan a QR code".

8. After scanning it will add an entry to the app labeled "SAP Concur" - each time you need to access the Concur website or application you will have to go to your Authenticator app and enter the 6-digit code that gets generated. It works a little differently than the Microsoft one, which prompts automatically each time. Concur requires you to open the app to get the code.

If you run into any issues or have any questions, feel free to reach out to support@krispykrunchy.com, which will submit a ticket and then we will reach out as soon as we are available to help.

Thanks!