



You're not on Your Own! SAP Concur Provide **Ongoing Support**

We're here to support you. There are a number of SAP® Concur® best practice resources and avenues of support for you to access. Here are the three main channels for support.

SUPPORT PORTAL

1

Concur Support includes a knowledge base, chat support, technical documentation and more. We'll run through a few common questions about the portal further down.

What if I haven't used the Support Portal before?

It would be best to have a quick review of the '**How to Navigate Concur Support**' guide to learn about the Knowledge Base, Chat Support and more.



How do I submit a case within the Concur Support?

- Take screenshots of issues you encounter
- Document step-by-step details of what led up to the issue
- Note the name and login ID of who experienced the issue
- Provide browser and version info

YOUR PEER NETWORK

2

Get help from your peers through [User Groups](#) organised by Client Development, and the [SAP Concur Community](#).

Can customers check the service status themselves?

We know performance matters to you. That's why we give you access to the most updated information on service availability with SAP Concur Open, our [Service Status Dashboard](#). SAP Concur Open gives you visibility into any known widespread performance issues or outages. You can check it anytime or subscribe to updates.

YOUR SAP CONCUR TEAM

Your SAP Concur team want you to be successful and see a great return on your investment. Turn to Customer Support, Client Development, and Client Sales for assistance as and when you need.

For more information, you can read the '[Getting the Most from SAP Concur Customer Support](#)' to learn how to best use SAP Concur Customer Support for key tasks.

You can also watch 'Getting the most from SAP Concur Customer Support' video, which outlines the three channels for connecting with Customer Support. You can find it in the Concur Support Portal > Resources > Webinars.

3

We see this as an ongoing shared journey – so make sure you take advantage of the full SAP Concur Support Network.