An Important change to how you access your Volunteer Expenses – Introducing Multi Factor Authentication (MFA)

What is MFA? It is a multi-step account login process that requires users to enter more information than just a password. Just like online banking, you will need to prove it is you accessing the system.

Your login details will **NOT** change, you will just need to carry out an additional step to log in.

All volunteers that access the SAP concur volunteers' expenses website will need to do this from **Monday 16th October 2023.**

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Downloading OR using an Authenticator App

If you already have an Authenticator App on your phone you can use this. You will need to open the app an add a new 'other account' which will open your camera to scan a QR code.

If you don't have an Authenticator App on your phone, you will need to download an App on your phone.

We suggest you download the Microsoft Authenticator App

[Microsoft Authenticator - Apps on Google Play](#) for Android phones

or

[Microsoft Authenticator on the App Store (apple.com)](#) for iPhone

After you have downloaded the app, you will need to log into the SAP Concur website as usual and follow the instructions.

If using a desktop computer to input expenses

1. Access the volunteer Expenses website - concur.co.uk/rvs

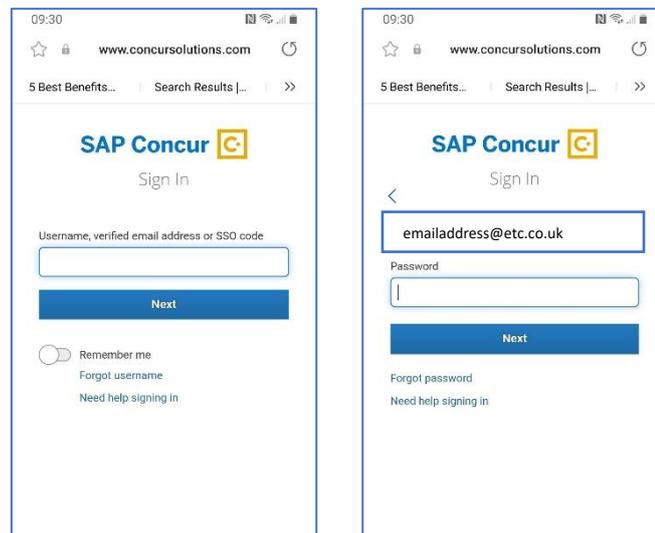2. Log in using your username and password as usual
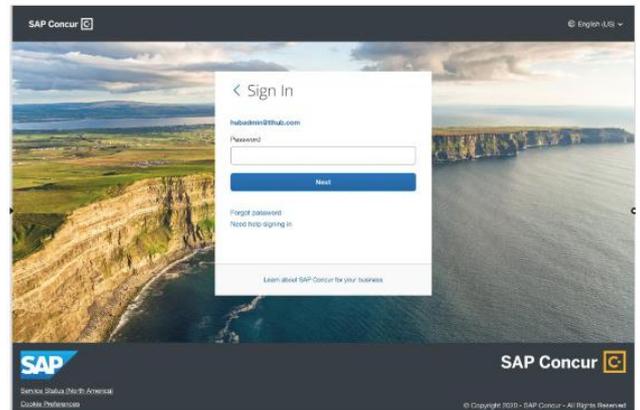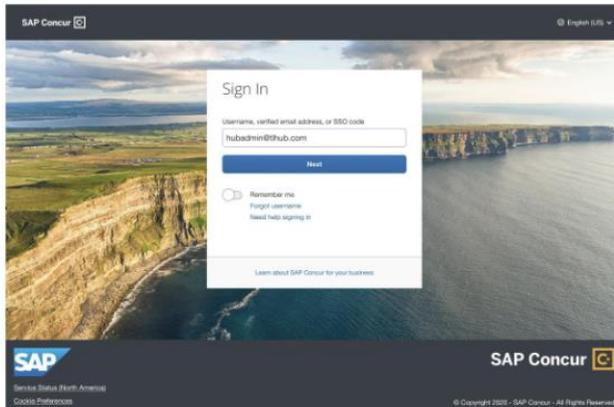
3. After you enter your password, you will see a new screen with a QR code and a box to enter an authentication code.
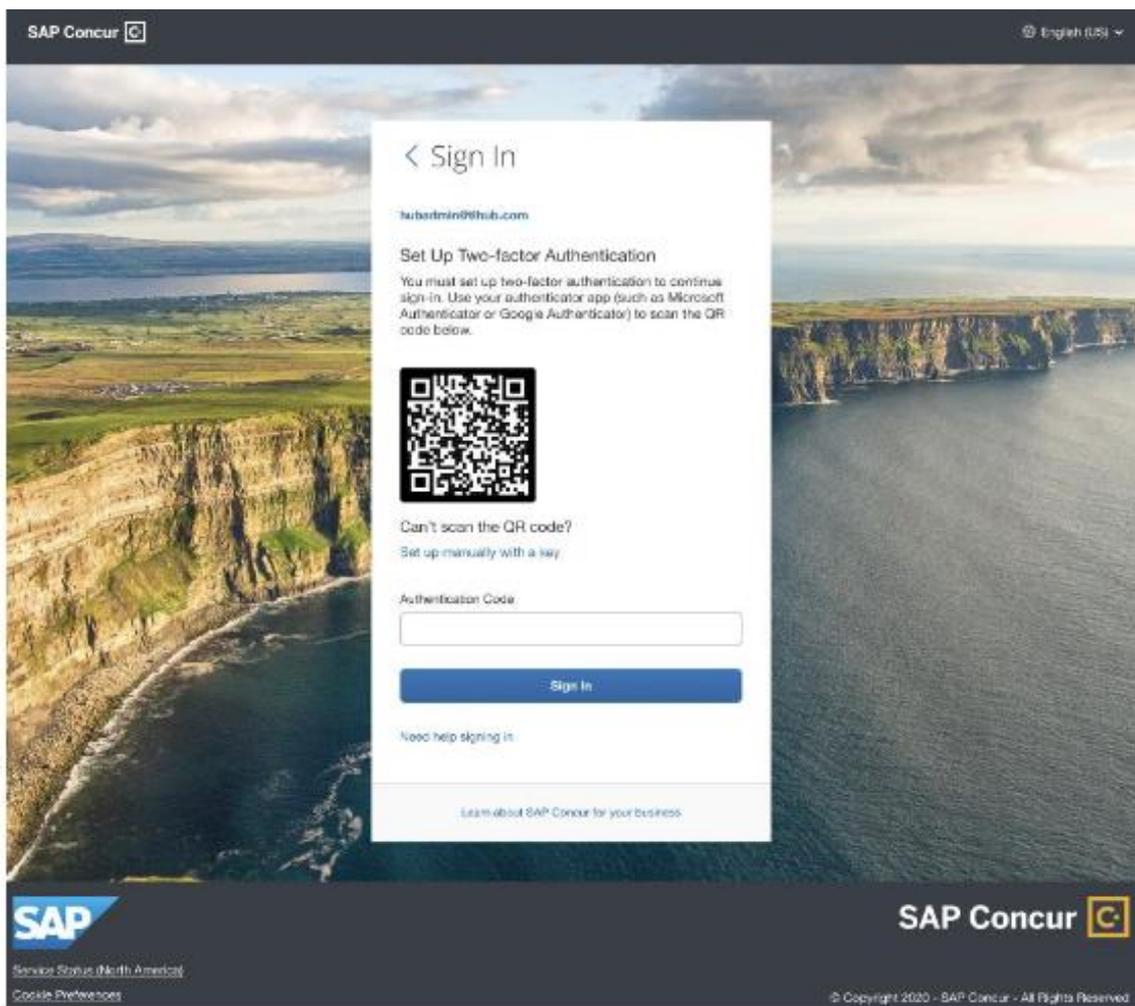
- At this point you will need to open the authenticator app and click on '**Add Account'** or '**+**' button for you to add a new account. You need to click on **'other account'.**

- This will open a QR code scanner on your phone. Scan the QR code shown on the Concur sign in page on your computer. This will add your SAP Concur account to the authenticator app.

- Once this is done, on the Authenticator App, a 6-digit code will be generated.

- Before the six-digit code expires, please type that code into the ' Authentication Code' field on the SAP Concur sign in page and press sign in.

- You are now successfully signed in.

- You will need to do this every time you access the site.

If using your phones internet browser to input expenses

1. Access the volunteer Expenses website - concur.co.uk/rvs

2. Log in using your username and password as usual.

3. After you enter your password, you will see a new screen with a QR code and a box to enter an authentication code.

- At this point you will need to open a new window on your phones browser so you can switch between the SAP concur page and the Authenticator App.

- Open the authenticator app and click on 'Add Account' or '+' button for you to add a new account. You need to click on 'other account'.

- This will open a QR code scanner on your phone. You will need to press the 'OR ENTER CODE MANUALLY' button, this will ask you to enter an account name and secret key.

- On the SAP concur page under the QR code press on the 'Set up manually with a key', and it will give you the required information needed to type into the Authenticator App.

- For the 'account name' use your SAP concur username and then enter the secret key from the SAP concur screen.

- Once this is done, in the Authenticator App, a 6-digit code will be generated.

- Before the six-digit code expires, please type that code *(you can copy and paste it)* into the 'Authentication Code' field on the SAP Concur sign in page and press sign in.

- You are now successfully signed in.

- You will need to do this every time you access the site.

If you have a new device and need to reset your Authenticator App

If you have previously enrolled in Multifactor Authentication and are using a new device or want to use a new authenticator app, please follow these steps-

1. Access the volunteer Expenses website - concur.co.uk/rvs

2. Log in using your username and password as usual

3. You will now be prompted for a six-digit authentication code

4. If you need to reset your MFA for a new device OR you lost your phone and need to enrol in MFA again for your replacement device OR you wish to switch to a different Authenticator App, click ' Unable to enter authentication code'.

5. You will receive an email with a link to reset MFA. Please note: This email will be sent to the email you use as your username.

6. Open this email and it will contain a link to reset MFA. Click the link to receive the QR code.
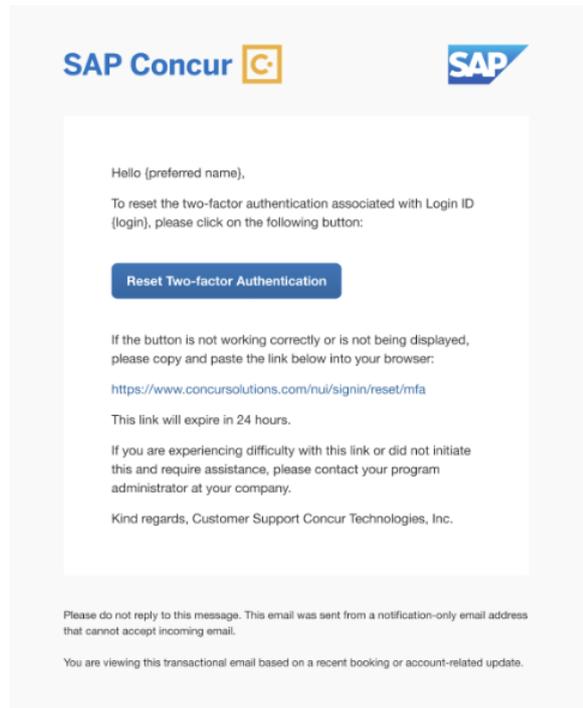
7. Follow the same steps provided at the start of this guidance document to proceed.

Frequently Asked Questions

Why do I need to use Multi Factor Authentication on the SAP Concur website?

Multi-Factor Authentication (MFA) is a higher level of security to ensure enhanced protection to protect your personal details which SAP Concur has introduced.

If you are struggling and need support to complete Multifactor Authentication, please contact our Support Team on 0808 196 3382