This job aid covers the steps for setting up and installing the Concur Mobile app, TripIt Pro app, and the International SOS (ISOS) app on your phone.

Setting Up and Installing the Concur Mobile App

1. Login into Concur.

2. Click Profile on the top right of your screen, then click Profile Settings. The Profile page appears.

3. Click the Concur Mobile Registration tab. The Concur Mobile page appears.

The email address associated with your Concur account is populated. You can click Get Started to receive a link to download the Mobile App.

Important: You cannot use the same password for the mobile app as the one used to log into Concur. Do not reset your password.

4. Click create a Concur Mobile PIN. The fields to create the PIN appear.

5. Create and retype a PIN in Create PIN and Retype PIN and click Set Mobile PIN. You can use letters, numbers, or special characters but no spaces; a minimum of four characters is recommended.
6. Install the Concur Mobile App on your phone via the App Store or Google Play. If you clicked Get Started above, you can use the link in the email sent to you.

7. Open the Concur Mobile App on your phone, enter your Work Email and select Next.

8. Enter the PIN you created and select Sign in to Concur.

If You Forget Your PIN

You can reset your Concur Mobile PIN in the Concur Desktop Application.

1. Navigate to Profile > Profile Settings and click the Forgot Concur Mobile PIN link on the bottom right of the Profile Settings screen.

2. Enter your Login ID (uni@columbia.edu) and click Submit. You will receive a system generated email with instructions on how to reset your PIN.

Note: The Concur Mobile App is intended for the end user only and does not support Delegation. Delegates must use the Concur Desktop Application.
Setting Up and Installing the TripIt App

By registering TripIt through your Concur account, you automatically receive all the features of TripIt Pro at no cost. If you have previously installed TripIt, you can link it to your Concur account to receive the TripIt Pro features. Do not purchase and install the TripIt Pro app and ignore any upgrade messages.

1. Login into Concur. In the Alerts section that appears upon logging in, you will see a link to Connect to TripIt.

   ![Alerts](image)

   **Note:** You can also access the TripIt link by going to Profile Settings > Connected Apps.

2. Click **Connect to TripIt**. A sign-up window appears with the Email Address associated with your Concur account already populated.

   ![Sign up to connect your accounts](image)

   **Note:** If you already have a TripIt account, click **Link my Accounts**.

3. Create a **Password** with at least 8 characters, select your **Country of Residence**, and accept the **User Agreement**.

4. Click **Create an Account**. A message appears for you to verify your email address.
5. Go to your email inbox, view the email from support@tripit.com and click Verify Email.

The TripIt webpage appears. Do not select the TripIt Pro free trial option.

6. Install the TripIt app on your phone via the App Store or Google Play. Do not purchase and install the TripIt Pro app as the account you just created in Concur gives you free access to TripIt Pro features.

7. Open the TripIt app on your phone and select Sign In.

8. Enter your Email Address and Password then select Sign In.
Setting Up and Installing the International SOS (ISOS) Assistance App

The International SOS Assistance App is a stand-alone app to assist with international travel. It is not linked with your Concur account, just install it and register on your phone.

1. Install the ISOS app on your phone via the App Store or Google Play.
2. Open the app and allow it to use your location and send notifications when prompted.
4. Enter your First Name and Lastname/Surname as it appears on your passport, your Phone number, and your Email address.
5. In the Membership # field enter Columbia’s membership number 11BSGC000064.
6. Select Register. An email will be sent to the email address you provided.
7. Go to your email inbox, view the email from app@internationalsos.com, and click the link provided to set your password. The webpage to update your password appears.
8. Type a New password, Re-type your new password, and select Update Password. The password must be at least six characters, one upper case letter, one special character (@#$%^&+=_).
Getting Help
Please contact the Finance Service Center
http://finance.columbia.edu/content/finance-service-center

You can log an incident or request a service via Service Now
https://columbia.service-now.com