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.

Installing the Concur Mobile App

You must have the **Duo Mobile** app installed. Refer to the CUIT Multi-Factor Authentication – Duo web page. Install the **SAP Concur** app on your phone via the **App Store** or **Google Play**. If you previously installed the SAP Concur app, ensure that you have downloaded the most recent version.

1. Open the **SAP Concur** app on your phone. Select **OK** to the message, if it appears.

2. Select **Sign In**.

3. In the **Username, email address, or SSO code** field, enter your **UNI@columbia**, and select **Next**.
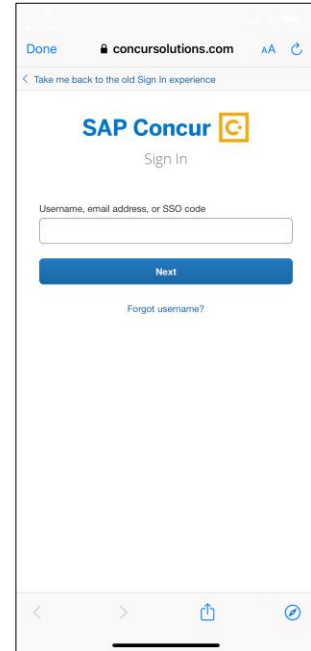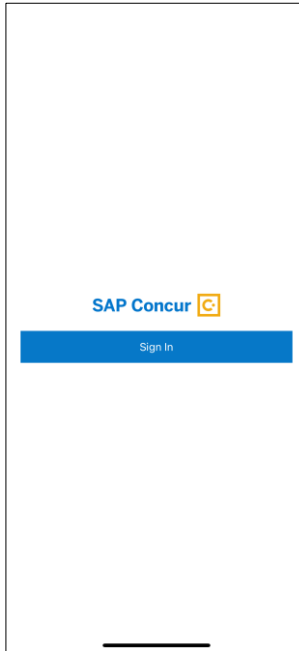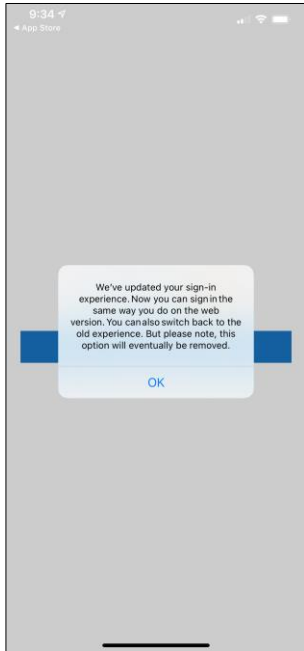
4. Select **Sign in with Shibboleth Login**.

5. Enter your **UNI** and **Password** and select **LOGIN**.
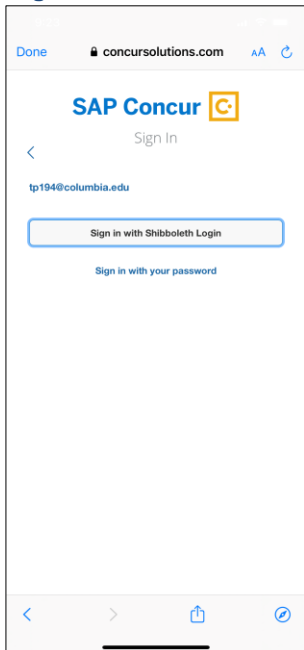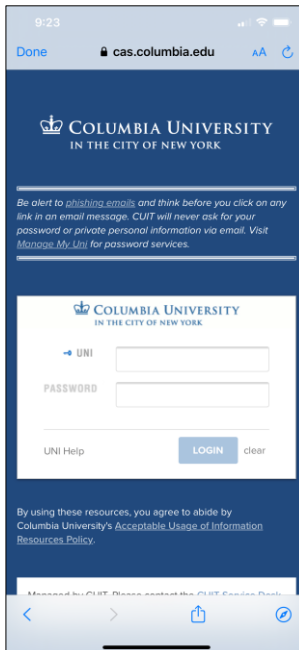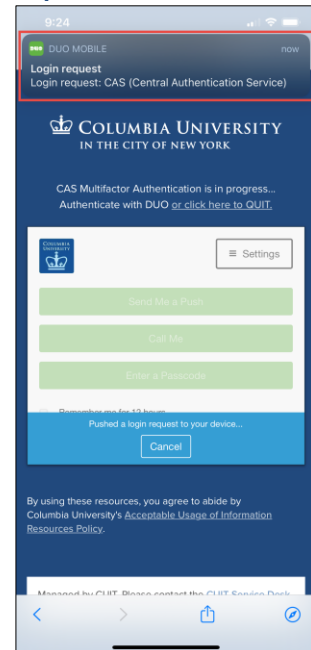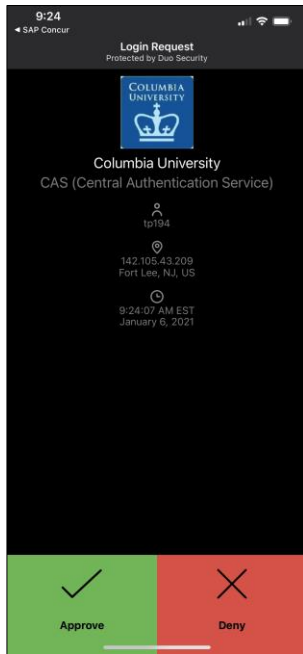

6. Select the **Duo Mobile Login request** alert.

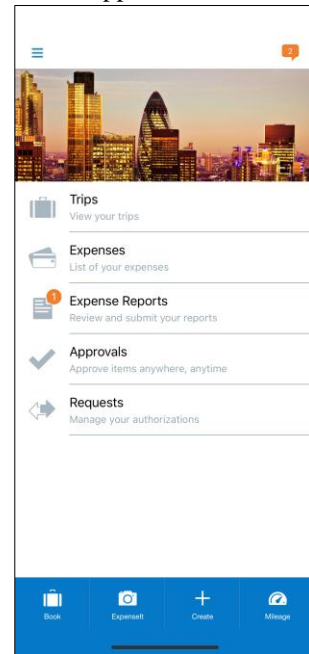COLUMBIA UNIVERSITY
IN THE CITY OF NEW YORK

7. Select **Approve**.

8. Select to go back to **SAP Concur**.

You can begin to use the Concur mobile app.

Note: *The Concur mobile App is intended for the end user only and does not support Delegation. Delegates must use the Concur Desktop application. Approval of Pre-Trips Requests with an Advance is not currently supported on the Concur mobile app.*

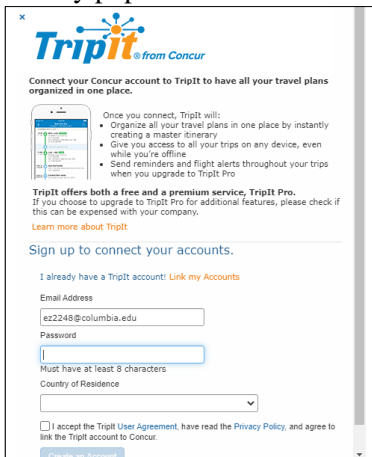## Setting Up and Installing the TripIt App

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. Ignore any upgrade messages.

1. Login into the **Concur** desktop application. In the Alerts section, notice the link to **Connect to TripIt**.
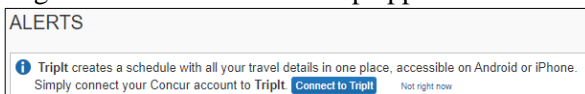
Note: *You can also access the TripIt link by going to* Profile Settings > Connected Apps.

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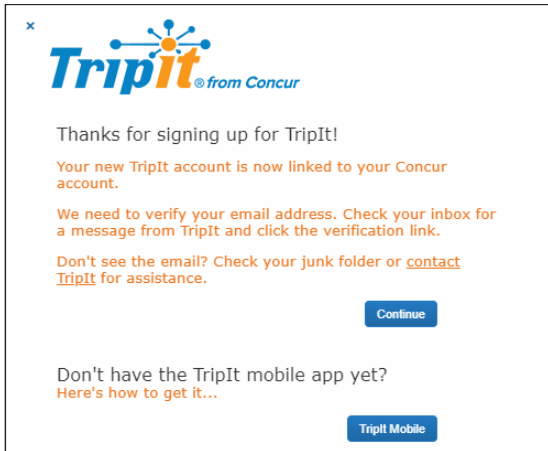

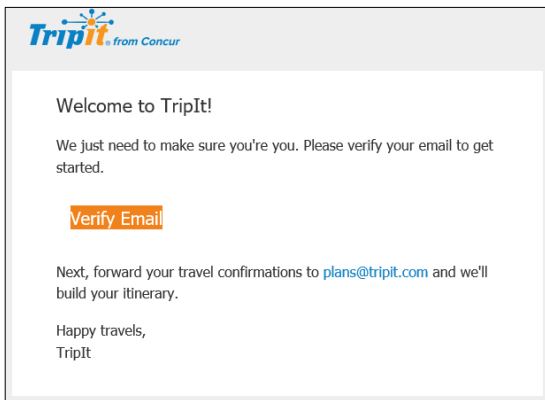**Note:** *If you already have a TripIt account, click* Link my Accounts.

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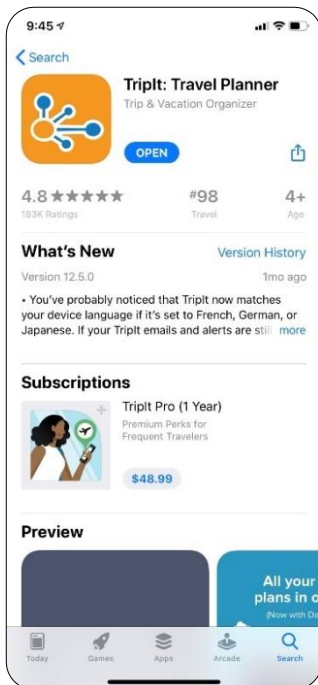
6. Install the **TripIt** app on your phone via the **App Store** or **Google Play**. Do not purchase and install the TripIt Pro app as the account you just created in Concur gives you free access to TripIt Pro features.

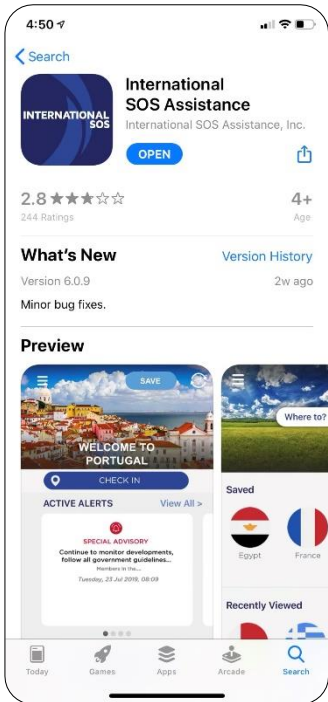7. Open the TripIt app on your phone and select **Sign In**.
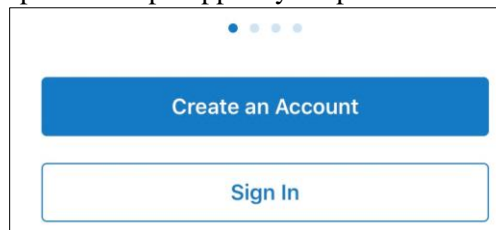
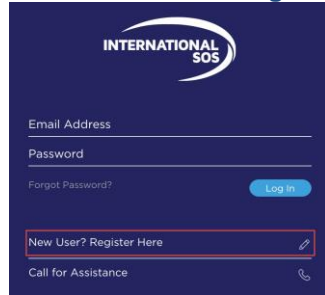8. Enter your **Email Address** and **Password** then select **Sign In**.

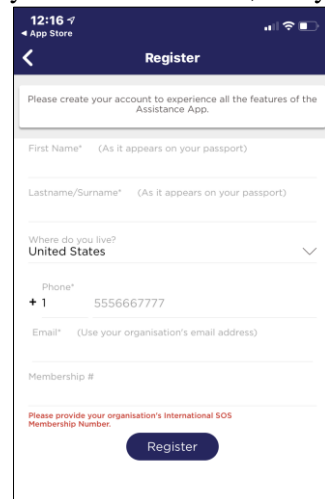## Setting Up and Installing the International SOS (ISOS) Assistance App

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.
3. Select **New User? Register Here**.
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