Completing Your Profile in Concur

All travelers and Concur travel arrangers must complete their profile **before** using Concur.

**Concur Travel Arranger:** Your profile must be completed **first** in order for your traveler to assign you as a travel arranger in their profile.

**Travelers:** You must complete your profile prior to booking any arrangements. This profile contains personal information and due to security reasons, your travel arranger cannot complete this important step. Once you have created your profile and assigned a travel arranger(s), your personal information will be encrypted, and the booking process may begin.

1. Navigate to the Concur tool via the OSU Travel website ([busfin.osu.edu/buy-schedule-travel/travel](busfin.osu.edu/buy-schedule-travel/travel))
   - Select “Book Travel Online”.
   - You will then be prompted to enter your OSU login credentials, this is your **name.#** and associated password.

   ![Login Required](image)

   - After logging in you will receive a popup with important information to remember.
   - Read the “Login Warning” dialog box and then select “OK”.
2. Access your profile information by following the path below:
   - Select Profile > Profile Settings > Personal Information
3. Complete each section of your profile, then select “save” at the bottom of the page.

The remainder of this guide will look at each profile section in detail, highlighting important fields and information.

**Name:**

Verify that this information appears as it does on the photo ID with which you will be traveling and update as necessary.

**Company Information:**

Verify that your employee ID is correct. If errors are found email the Travel Office (travel@osu.edu) before booking your trip.

**Work Address:**

Enter your work address.
Home Address:

Enter your home address

**Important:** The “Work Phone” field is the phone number that the airline will contact in the event of a flight change/delay/cancellation. It is highly recommended that the number listed in this box be your primary phone number.

Email Addresses:

This section is where you can list the email addresses to receive Concur notifications.

If you have multiple Travel Assistants who should receive all of your notifications, ensure that their email addresses are listed in this section. Select “[+] Add an email address” for each additional email address.
Emergency Contact:

Enter your Emergency Contact information.

Travel Preferences:

This section allows you to set default travel preferences for Air Travel, Hotels, Car Rentals, and add travel rewards programs to your profile. See the Travel Policy for important stipulations regarding the use of travel rewards programs.

Lastly, this section also contains information required by the TSA in order to purchase your airfare. If you have a TSA PreCheck number, you may provide it here.

International Travel: Passports and Visas:

If applicable, Passport and Visa information may be added to this section.
Assistants and Travel Arrangers:

This section is where you can assign a Travel Assistant/Arranger. Select “[+] Add an Assistant” for each assistant you wish to assign.

Detailed instructions and important notes can be found in the job aid titled “Assigning a Travel Assistant,” located at busfin.osu.edu/buy-schedule-travel/travel.

Credit Cards:

If you wish to use the booking tool to hold hotel reservations or car rentals, you will need to enter a credit card into your profile.

If you have any questions, or need further assistance please contact the Travel Office at 614-292-9290 or travel@osu.edu.