

# Frequently Asked Questions

## Concur Mobile App--Version Policy Update

May 2020

### **Why is Concur supporting only the most recent version of its Mobile App?**

As part of its ongoing effort to provide exemplary customer service and improve the user experience for its Mobile App, Concur is--effective this month--only supporting the most recent version of the app. The Concur Mobile App is typically updated on a monthly basis. In the past, Concur supported all versions of its Mobile App.

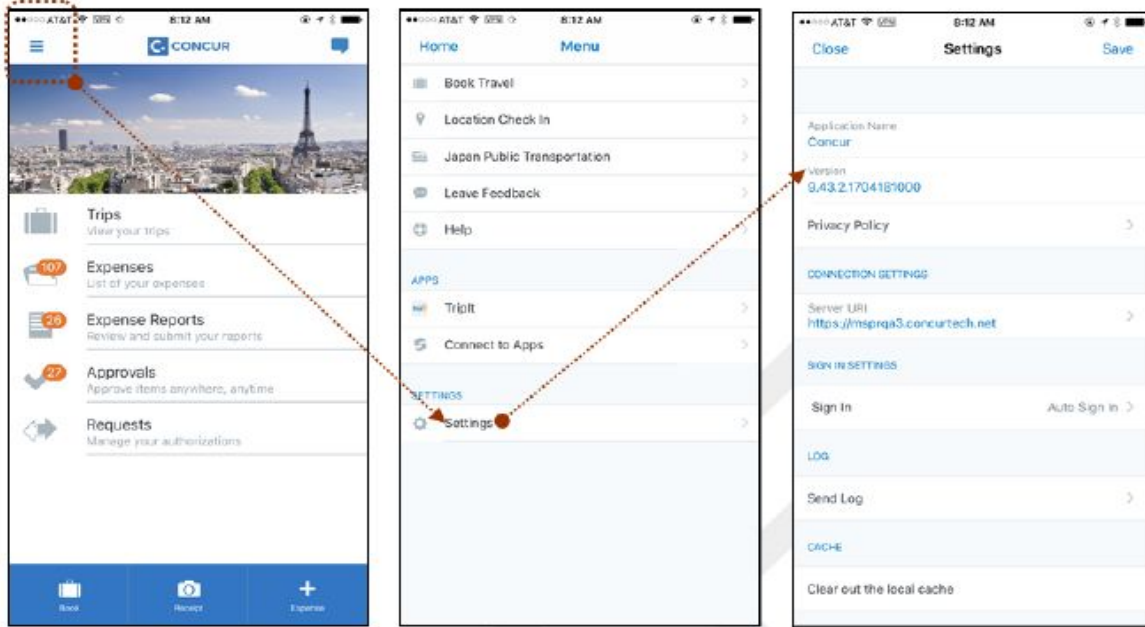
### **What versions of the Concur Mobile App are impacted?**

The updated version support policy covers users on both the Android and iOS versions of the Concur Mobile App. Version numbers are the same across both platforms. Any users on Version 9.72 (late August / early September 2019) and all earlier versions won't be able to log in when Version 9.79 is released this month.

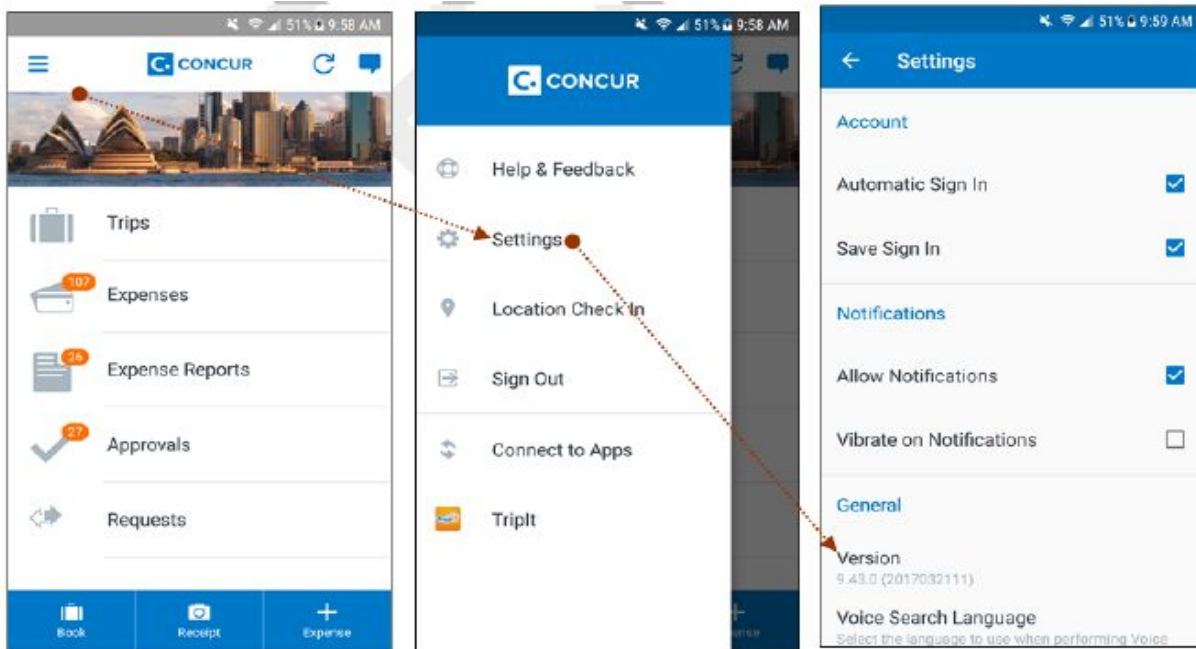
## How can users determine which version of the Concur Mobile App they're using?

Click the icon in the upper left corner and go to Settings. See screenshots:

To check the version number on the iPhone:



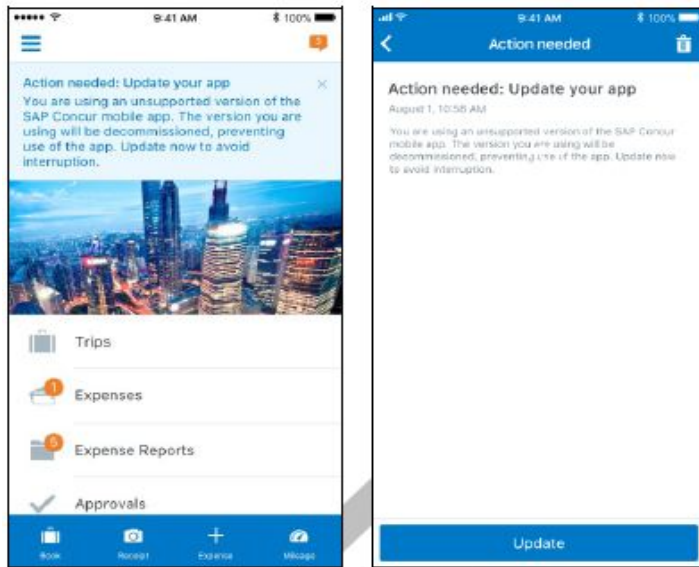
To check the version number on the Android:



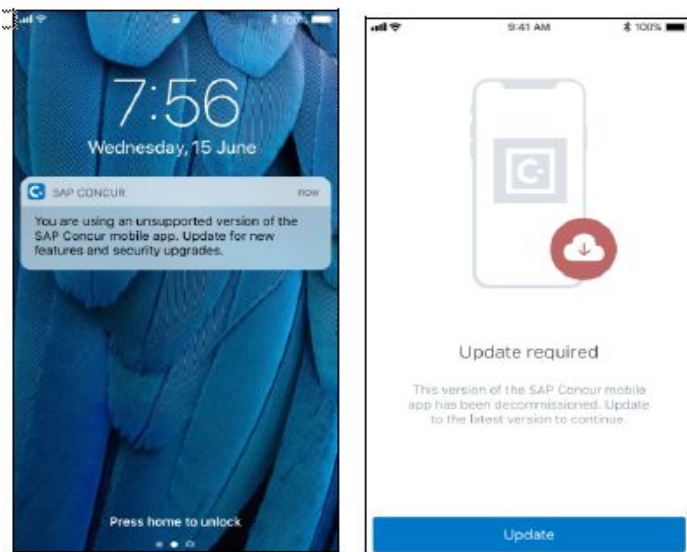
## How will users be advised they need to update their Concur Mobile App?

Concur is using a variety of communications that will be directed to users who need to update the app, including a message on its Message Center, push notifications, and pop-ups. Concur's plan is to only start messages when a user is on the third-most-recent version and increase communications each month users don't update the Mobile App. See screenshots for examples of messaging.

### Messaging recommending action:



### Messaging requiring action:



**What happens if users don't update their Concur Mobile App?**

After the release of every new version of the Concur Mobile App (typically near the end of each month), any users who are on the eighth-most-recent version will not be able to log in the next time they try to open the app. Users will be directed to update the Concur Mobile App from their respective app store. After the updated version has been downloaded, users can then log in as they normally do.

When a user is required to download the latest version of the Concur Mobile App, no data such as receipt images, expenses, travel bookings, etc. will be lost. Everything will be available when the user logs back in.

**How does a user update the Concur Mobile App?**

The Concur Mobile App can be updated through Google Play or Apple App Store. A recommended best practice is to have the auto-update feature turned on. The auto-update feature is turned on using the device settings. This allows users--when logging out and back into the Concur Mobile App--to always have the most recent version of the app.

**Is the Triplt Pro App affected by the updated version support policy for the Concur Mobile App?**

The Triplt Pro App—also offered by Concur—is not affected by Concur's version support policy for its Mobile App.

**Who can I contact for more information about the updated Concur Mobile App?**

Please contact Procurement Services at [procurement.services@umich.edu](mailto:procurement.services@umich.edu) or (734) 764-8218 with any questions about the Concur Mobile App.