Concur/travelND mobile app policy change:

Concur is planning to implement a new policy for the Concur mobile app to maintain access and a security posture for the seven most recent full versions at any given time. When implemented, this means that a user will be logged out automatically if the user hasn't updated the Concur mobile app over the course of seven updates (typically seven months) and is using the eighth most recent version. The user will be able to log back in as soon as the Concur mobile app is updated. The current version is **9.78**. If you are on version **9.72 or below**, you will need to update to the current version.

This policy is planned to go into effect with the late April / early May 2020 Concur mobile app release. We cannot provide the exact date because this depends on when the app stores (for example, Google Play / Apple App Store) accept and publish the updated version. This would mean that any users on version 9.72 (late August / early September 2019) and every earlier version will be unable to log in upon the release of version 9.79 (late April / early May 2020). Each subsequent release will see another version deprecated (for example, upon release of version 9.80 in late May / early June 2020, then version 9.73 would be deprecated).

For each subsequent release of the Concur mobile app, the eighth oldest version will be deprecated. For example, upon release of version 9.80 in late May / early June 2020, then version 9.73 would be deprecated. In late June / early July 2020 when version 9.81 is released, then version 9.74 would be deprecated, and so on.

Concur will be communicating to users about updating the Concur mobile app within the Concur mobile app. Depending on the user's personal settings, there are a variety of communications that will be directed to users who need to update the app such as the mobile message center, push notifications, and pop-ups. The plan is to only start messages when a user is on the third most recent version with increasing communications and urgency each month a user doesn't take action. This approach may evolve depending on user response to content and methods.

Please call our help desk at 631-4289 if you need assistance.

**To check which version of the Concur mobile app you are currently using, open the mobile app and click on:

- *Menu* in the upper left corner
- select *Settings*
- view the app version under the *General* section