



PUBLIC

# Frequently asked questions

## Concur Home Page Redesign

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## FREQUENTLY ASKED QUESTIONS

### What is the SAP Concur home page redesign?

We are excited to introduce a refreshed SAP Concur home page on the web that features an intuitive design and user-friendly navigation. This redesign is part of our commitment to delivering personalized modern technology tailored to our customers' needs. There are no functionality changes with this redesign; it is only a visual UI update.

### How will my organization benefit from the SAP Concur home page redesign?

The new SAP Concur home page provides:

- A refreshed, modern design
- Simplified navigation
- Streamlined user workflows to facilitate faster completion of tasks
- Improved scalability, performance, and responsiveness
- An aligned user experience across SAP products

### Which products will be affected?

The home page for SAP Concur solutions on the web ([concursolutions.com/home](https://concursolutions.com/home)).

### How does this home page redesign impact my organization?

The SAP Concur home page redesign will not change any features of SAP Concur products. It is a change in the look and feel of the home page.

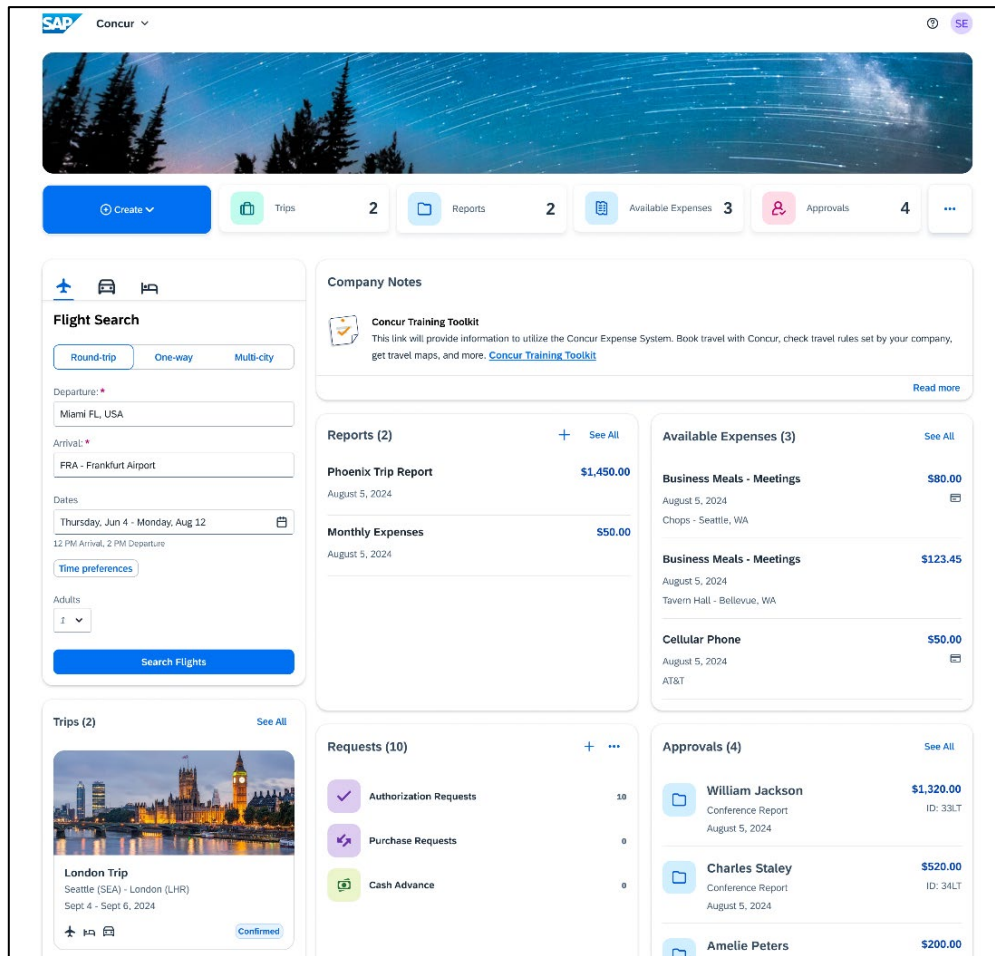
The changes should not be significant enough to require any retraining for you or your employees. However, if your organization has made custom training materials for your employees, you may want to update your materials with new home page screens to reflect the changes.

### When will the new SAP Concur home page be available?

- **Starting in late August 2024**, users will have the option to enable the new home page through a banner at the top of the home page. Users will also be able to revert back to the legacy home page through the banner.
- **Starting in late October 2024**, the new home page will become the default home page users see. Users will still have the option to revert back to the legacy home page through the banner.
- **Starting in January 2025**, the legacy home page will be retired, and the new home page will be the only option.

### What does the new SAP Concur home page look like?

Below is a screenshot of the new SAP Concur home page. Your home page may look different depending on which SAP Concur solutions you have. Please note that design elements are subject to change prior to release.



## Is it mandatory to change to the new SAP Concur home page?

Yes. Users can choose to enable the new home page starting in late August. Beginning in January 2025, the legacy home page will be retired, and the new home page will be the only option.

## How can I provide feedback on the new SAP Concur home page?

These are the methods to provide feedback:

- On the new home page, users will be prompted to provide feedback via a survey.
- If you have a change that would be considered an enhancement to the design, Authorized Support Contacts can submit an Improvement Request through the [Continuous Influence Sessions](#) process.
- If you believe you have found a bug, Authorized Support Contacts can submit a Support Case through the Customer Support Portal. In your case, please include the phrase “New Concur home page”.

If you have any other questions, reach out to your SAP Concur account team.

## As an administrator can I enable the new SAP Concur home page for my organization?

No. Admins cannot turn the new home page on or off for their users. This change is at the user level. Users can enable the new home page via the banner at the top of the home page starting in late August 2024.

**How is this different than the SAP Fiori with Horizon visual theme?**

SAP Fiori with Horizon is a visual theme family from SAP that was adopted across SAP Concur solutions in 2023. The theme provided a modern look, improved consistency across solutions, and a more inclusive and accessible design. The new home page design continues to use the SAP Fiori with Horizon visual theme.

The SAP Concur home page redesign uses modern technology and best practices to provide an enhanced, user-centric experience, while also visually aligning with other SAP products.

In both cases, there are no changes to the features or functionality of SAP Concur products. Like any visual change, we expect the home page to continue to evolve and improve over time to meet customer needs.

**Will SAP Concur training content be updated with the new visual theme?**

Yes. We are working to update our training materials and documentation with images of the new SAP Concur home page. We will be creating a new training asset to address the new home page and all ConcurTraining.com assets will be updated as we migrate them to learning.sap.com.