Guide

A **PIN** is classified as a Personal Identification Number. There is a **PIN** to access the Concur Mobile app and a **PIN** for your Travel Card. In Concur, you will first establish your **PIN** when setting up your Profile. This guide will assist you if you need to reset your Concur **PIN**. This guide will also assist you if you need to retrieve the **PIN** for your Travel Card.

Accessing Concur to Reset Your Concur **PIN**

1. Go to [Travel.ouhsc.edu](http://Travel.ouhsc.edu) and login with your HSC credentials.
2. Click **Profile** from the main menu and select **Profile Settings**.
3. From the left side menu, scroll down to **Other Settings** and select **Forgot Concur Mobile PIN**.
4. Enter your **HSC Email Address** and click **Submit**.

5. Once the Login ID is accepted, you will receive the confirmation below.

6. You should then receive an email from [DoNotReply@concursolutions.com](mailto:DoNotReply@concursolutions.com) with a link to reset your **PIN**. Click on the **provided link** to reset your **PIN**.

7. Enter a new **PIN**, re-enter your **PIN** for confirmation and click **Submit**.
10.

11. Once you have successfully reset your PIN, you’ll see the screen below. Use your new PIN when prompted to enter a password or PIN on the Concur Mobile app.

12.

Accessing Bank of America’s Site to Retrieve Your Travel Card PIN

13. To retrieve your Travel Card PIN information, you’ll need to register your card on Bank of America’s Global Card Access website: https://cardportal.works.com/gar/.

14. Click on the Register a card hyperlink.

15.
16. Enter your full 16 digit card number and click **Submit**.

17. 

18. Complete the **required fields** on the screen. Your name should be entered exactly as it appears on your card. Your Verification ID is your six digit HR ID plus three zeroes at the end (example: 512345000). If your HR ID begins with a zero, your Verification ID will be 111 and then your HR ID (example: 111012345). When complete, click **Submit**.

19. 

20. On the next screen, complete the required fields.
21. 

22. Please note that the user ID and password you create will not be tied to an existing HSC account. You may create any user ID and password of your choice. This website is to retrieve your Travel Card PIN only. When complete, click Submit.

23. The Terms and Conditions for accessing Bank of America’s website will appear.
24.

25. Click **Accept** to continue.

26. You will be taken back to the main login screen. Enter your newly created **user ID** and **password**, then click **Login**.
27.

28. You will be prompted to answer one of your security questions and then you will be taken to the homepage of Bank of America’s Global Card Access site. To retrieve your PIN, click Check Your PIN.

29.

30. Enter the three digit security code from the back of your card and click Next.

31.
32. You will be redirected to a page that will display your four digit PIN one digit at a time. Click **Show my PIN**.

33. Enter Security Code to view PIN again

34. If you need to view your PIN again, click **Enter Security Code to view PIN again**. You will be asked to enter your **three digit security code** again and the PIN will display one digit at a time.