

Requesting Concur Password Reset for Sponsored Guests

Objective: This quick start guide is used to teach Sponsored Guests how to request for a reset to their password in Concur.



Note: If you are a SLAC employee having trouble logging into Concur, please contact [SLAC I.T.](#)

1. If you are a Sponsored Guest and require a password reset, **send** an email to travel@slac.stanford.edu requesting a password reset.
2. If you are a Sponsor submitting a request on a Guest's behalf, please **attach** an email showing the traveler requested a password reset.
3. Travel@SLAC will reset your password to a generic password.
4. The new password will be directly sent to the Sponsored Guest's email address saved in the Guest's Concur profile. This email will include instructions for logging in and resetting the Guest's password.