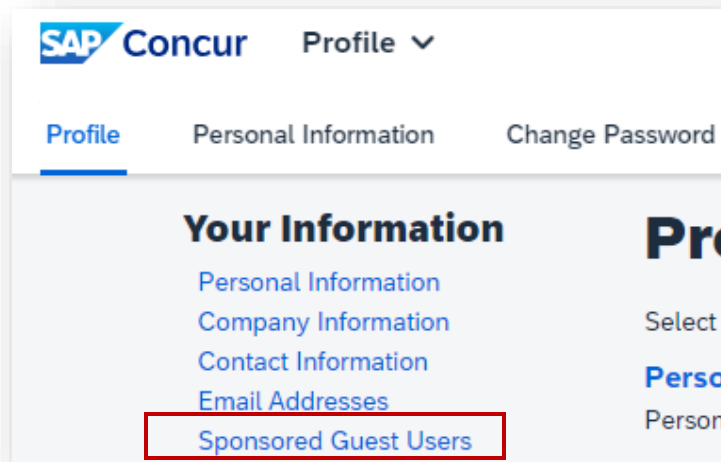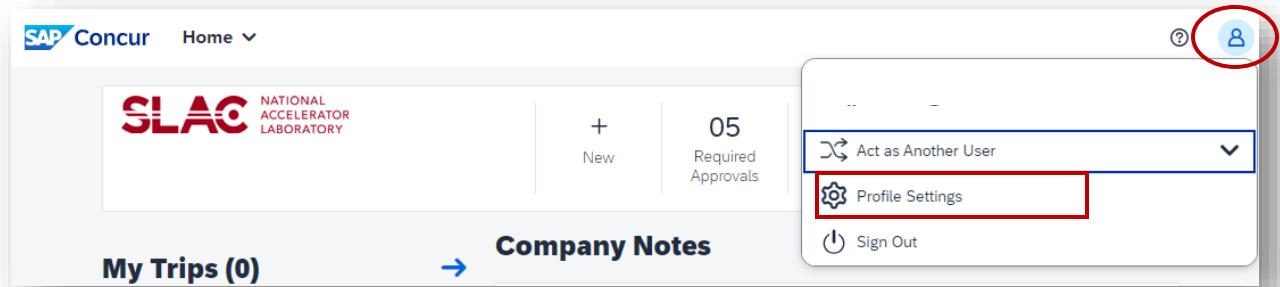# Creating a Sponsored Guest Account

Objective: This section will cover the steps for creating a sponsored guest account.

A *Sponsored Guest* is a term used in the Concur Travel System to refer to visiting guests or individuals who are relocating.

1. From the Concur home page, **go** to *Profile > Profile Settings > Sponsored Guest Users*.

2. **Click** *[+] Add a Sponsored Guest User*.

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3. You will be directed to a page for creating a Sponsored Guest profile. **Fill out** the form as completely as possible, ensuring that all required fields marked with an asterisk or highlighted in red are completed. **Pay attention** to the following special rules:

a. **Role(s)**: Check the box labeled "Expense User" and select "Visitor/Non-Employee."
b. **CTE Login Name**: Create a Concur login for the Sponsored Guest. Follow the format firstlastSG@Slac.Stanford.Edu
   a. Note: This should NOT be the actual email address of the Sponsored Guest.
c. **Password**: Create a generic password for the user.
d. **Account Termination Date**: Leave this field blank.
e. **Employee ID**: Input sponsored guest's name in the following format: FirstLast.
f. **Email Address:** Enter the Sponsored Guest's actual email address in this field.
g. **Non-Employee User Type**: Select the appropriate response.
h. **Sponsor Name**: This should be the name of the admin creating the account for the guest.
i. **Sponsorship Start and End Date**: Enter the dates as stated on the invitation letter and click Save.
j. **Message to Hotel Vendor**: Unless you have a specific message, write "N/A."

4. In the Expense and Invoice Settings, fill out the following fields as indicated below:

    a. **Employee Group**: Select Visitor/Non-Employee

    b. **Country of Residence**: Select UNITED STATES
       Note: The Concur system requires that the country of residence to listed as the United States since all reimbursements are issued in US dollars. Always select UNITED STATES.

    c. **Ledger**: Select PeopleSoft

    d. **Reimbursement Currency**: Select US, Dollar

    e. **Traveler Type**: Select Non employee

    f. **U.S Citizen/Green Card Holder?**: Select correct option

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5. If the Sponsored Guest already has an established account, you'll encounter an error message. In such cases, please reach out to travel@slac.stanford.edu and provide the name of your guest, and request to be added as a sponsor.
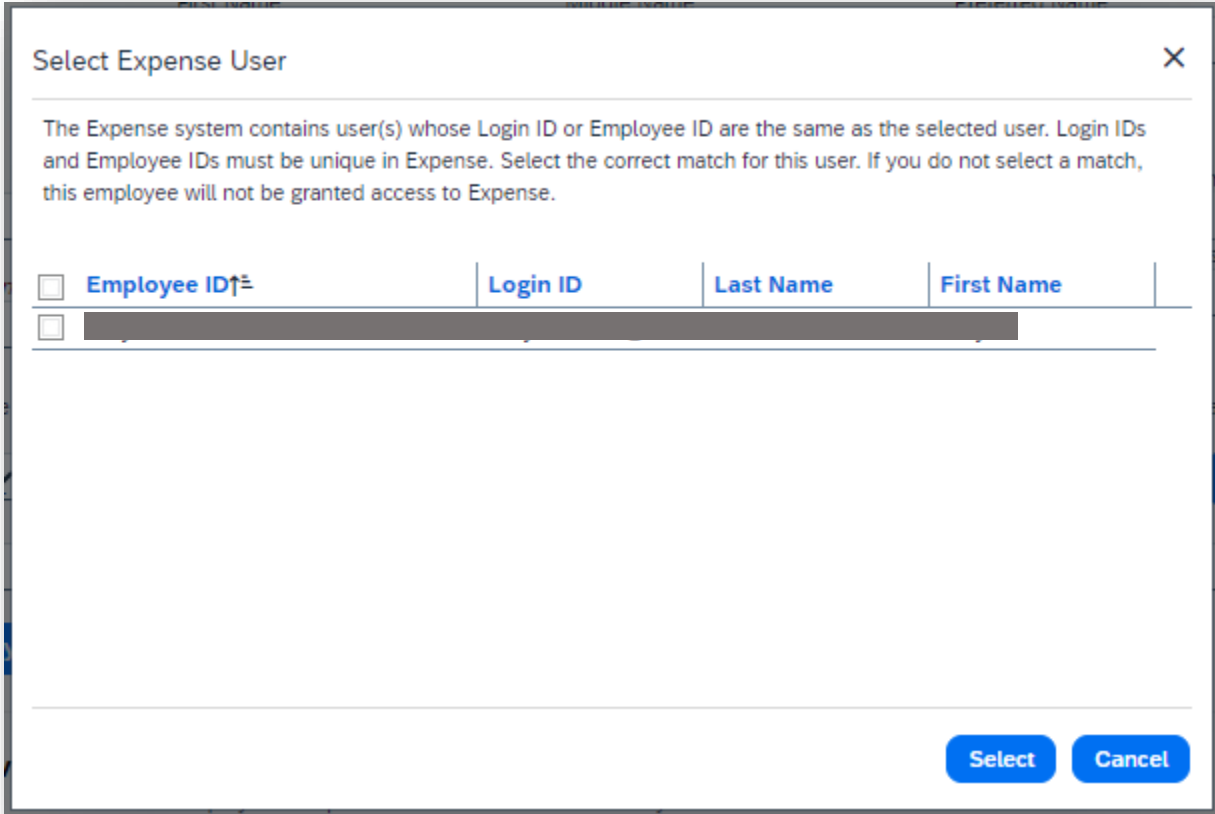
6. If you do not receive the error message, once the form is complete, double check the form and then **click** *Save and Notify New User*.

Note: Do not edit the *Email Parameters*. The setup listed is necessary for giving your Sponsored Guest access to Concur.

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7. After the form is submitted, an email will be automatically generated and forwarded to the Sponsored Guest (as shown in the example below). This email will contain a link allowing them to reset their password to activate their Sponsored Guest account.
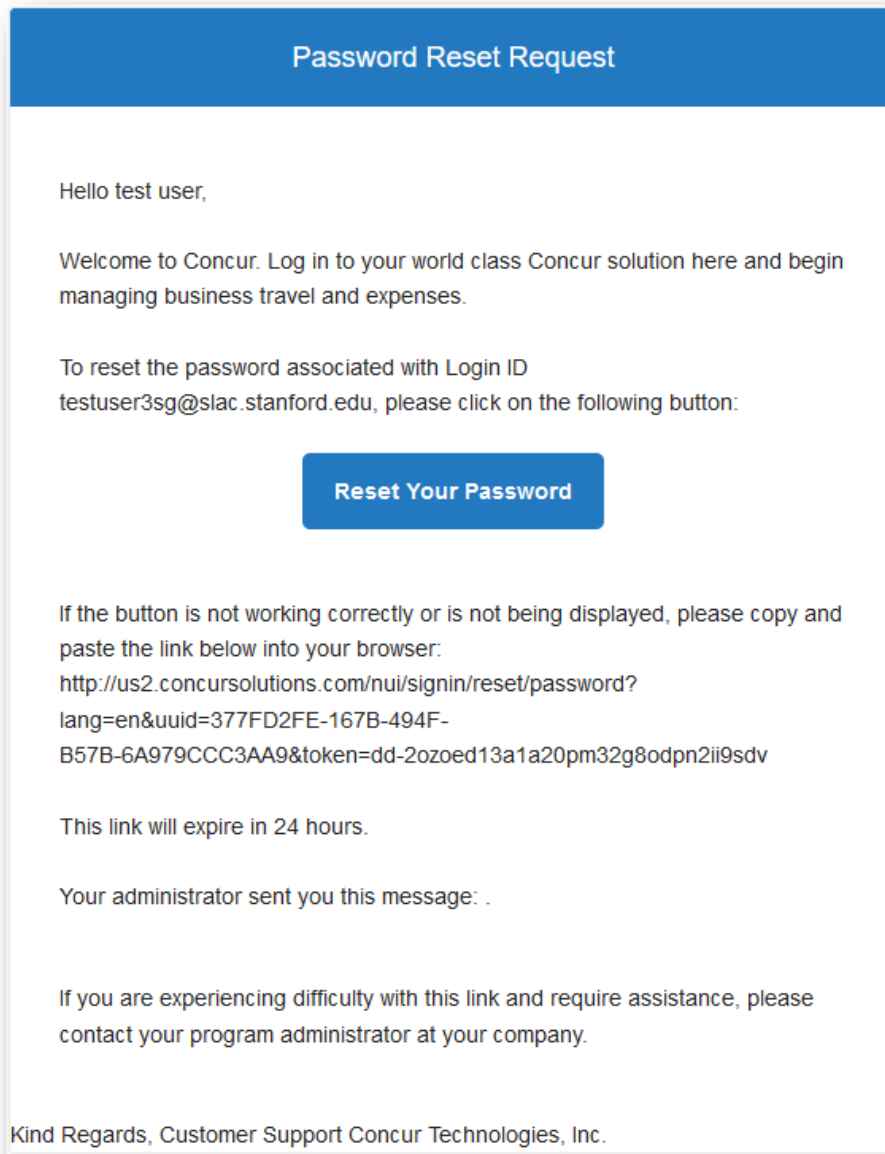
Password Reset Request

Hello test user,

Welcome to Concur. Log in to your world class Concur solution here and begin managing business travel and expenses.

To reset the password associated with Login ID testuser3sg@slac.stanford.edu, please click on the following button:

Reset Your Password

If the button is not working correctly or is not being displayed, please copy and paste the link below into your browser:
http://us2.concursolutions.com/nui/signin/reset/password?lang=en&uuid=377FD2FE-167B-494F-B57B-6A979CCC3AA9&token=dd-2ozoed13a1a20pm32g8odpn2ii9sdv

This link will expire in 24 hours.

Your administrator sent you this message: .

If you are experiencing difficulty with this link and require assistance, please contact your program administrator at your company.

Kind Regards, Customer Support Concur Technologies, Inc.

8. If the Sponsored Guest fails to access the link and cannot log in and change their password within one week the link will expire. please reach out to travel@slac.stanford.edu and provide the name of your guest, and request a password reset.