

## **CONCUR MULTI-FACTOR AUTHENTICATION (MFA) TIME SYNCHRONIZE ISSUE**

If you set up the Concur MFA properly and it won't accept your authenticator code, the time on your mobile device may not be synchronized. Please follow the below steps to fix this issue:

*iOS devices:*

1. Go to the phone Settings
2. Scroll down and click on General
3. Scroll down and click on Date & Time
4. Select Set Automatically to true
5. Close and reopen the authenticator app
6. Enter the authentication code in SAP Concur again

*Android devices (the steps may vary depending on the device model):*

1. Go to the phone Settings
2. Select General management
3. Select Date and time
4. Enable the Automatic date and time toggle
5. Restart your phone

*If you are using an Android device and the Google Authenticator app, please also follow the steps below:*

1. Go to the main menu of the Google Authenticator app
2. Click on the three dots on the top right-hand side
3. Click on Settings
4. Select Time correction for codes
5. Click Sync now
6. The message displayed will confirm if the time has been synchronized or if it was already correct
7. Close and reopen the authenticator app
8. Enter the authentication code in SAP Concur again

If you have followed all steps and still can't access Concur, open a ticket at [Five Below \(zendesk.com\)](https://z.zendesk.com)