PIN Reset

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. When activating your Travel Card, you will be prompted to establish a PIN. This guide will assist you if you need to reset your Concur PIN or retrieve the PIN for your Travel Card.

Accessing Concur to Reset Your Concur PIN

1. Go to Travel.ou.edu and login with your 4x4.
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 OU Email Address and click Submit.

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

Forgot Concur Mobile PIN

FORGOT YOUR CONCUR MOBILE PIN?

Please enter your login ID below and we will send you an email with a link to reset your Concur Mobile PIN.

NOTE: This is different from your password. This is a Concur Mobile PIN for companies that use Single Sign On (SSO) on the Web, but not on mobile.

Login ID *

Concur@ou.edu

Submit Cancel

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

Forgot Concur Mobile PIN

FORGOT YOUR CONCUR MOBILE PIN?

Request submitted. Check your email for instructions and a link to reset your Concur Mobile PIN. If you do not see the email, check your junk mail or resubmit your request.
8. You should then receive an email from DoNotReply@concursolutions.com with a link to reset your PIN. Click on the provided link to reset your PIN.

9. Enter a new PIN, re-enter your PIN for confirmation and click Submit.

10. 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 the Bank’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/](https://cardportal.works.com/gar/).

14. Click on the **Register a card** hyperlink.

15. Enter your full 16 digit card number and click **Submit**.
17. 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: 412345000). When complete, click **Submit**.
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 OU 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. Click Accept to continue.

25. You will be taken back to the main login screen. Enter your newly created user ID and password, then click Login.
27. 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.
30. Enter the **three digit security code** from the back of your card and click **Next**.

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

33. 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.