

ALTOUR

Website by CONCUR

Indiana State University's preferred travel agency is Altour Travel. An agent can assist you with making your airline reservations by calling 800-428-6186 or you can use their online booking system, CONCUR. Both methods of booking will be directly billed to ISU.

You can set up access to CONCUR for airfare through the Direct Billing section of the [Travel website](#), or by clicking [here](#).

If this is your first time accessing this site you will need to enter your ISU email address (no alias) in the User Name field and then use **welcome1** as the password. You will then need to set up your *profile* and 'Change Password.' Once you have set up your password, **click on the *Travel* tab:**

CONCUR Travel App Center

Profile 00 View Trips

Indiana State University
More. From day one.
Hello, Hope

TRIP SEARCH

ALERTS

Recent changes to airfare ticketing rules may cause an itinerary to price at a higher cost when one ticket is issued for the entire itinerary vs. pricing each segment of the itinerary individually. If in doubt, please call an ALTOUR agent for assistance with booking your reservation to secure the lowest available airfare. This is a known issue and is being addressed.

Make the most of your trip with great apps in the Concur App Center

Explore Now

And then click on *Recorded tutorials for Concur Travel/Expense/Mobile:*

Rule Class

Booking for myself | Book for a guest

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Flight Search

Travel Alerts

Company Notes Upcoming Trips Trips Awaiting Approval

Concur Service Availability

Welcome Travelers!

The Altour Online Help Desk:

Or, tell us in your words what you want to do

Search

This will take you to online tutorial videos, quick reference guides, etc:

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Concur Training

The Concur Training Toolkit provides online training and support for Concur's suite of corporate travel and expense management solutions. To access training for a specific solution, select a link in the left menu

- Logging on to Concur Travel and Expense
- Updating your Concur Travel Profile
- Exploring the My Concur Homepage
- Changing a trip after purchase
- Reviewing Requests as an Approver
- Concur Mobile - BlackBerry
- Concur Mobile - Android
- Concur Mobile - iPhone
- Concur Mobile - iPad
- Expense Quick Start Guide
- Expense Quick Reference Guide
- Using Receipt Store Quick Start Guide
- End-User FAQ's
- Creating a travel reservation (air, hotel, and car)
- Changing a trip (after purchase)
- Working with Travel Templates
- Cloning a reservation
- Sharing a trip reservation
- Reviewing requests as an approve

To add or make changes to your personal information, password, etc., choose the **Profile** option:

The screenshot shows the Concur web application interface. At the top, there is a navigation bar with 'CONCUR', 'Travel', and 'App Center'. On the right side of this bar, there is a 'Profile' dropdown menu and a user icon, with a red arrow pointing to it. Below the navigation bar, there are tabs for 'Travel', 'Trip Library', 'Templates', and 'Tools'. The main content area includes a 'Rule Class' dropdown, a 'Travel Alerts' section with information about Triplt and e-receipts, a 'Company Notes' section with tabs for 'Upcoming Trips' and 'Trips Awaiting Approval', and a 'Concur Service Availability' section. At the bottom, there is a 'Flight Search' section with options for 'Round Trip', 'One Way', and 'Multi City'. The page also features the Indiana State University logo and the text 'WELCOME TO CONCUR TRAVEL!'.

Fees:

Online Booking Fee: \$10

Full Service Booking Fee (via phone): \$29.00 Additional \$10.00 if after Regular business hours. Regular business hours end at 5:00pm EST (Agents still available to assist after hours)

Car Rental and Lodging:

You may also choose to utilize their program to book your car rental and hotel needs, however, you will need to use a personal credit card as they cannot be direct billed to ISU. In order to avoid out of pocket expense you must book your rental cars through Enterprise Car Rental, and for Hotels.com for lodging.