

#	Inquiry / Troubleshooting Steps	Responsible	Escalation
1	<p>User Does Not See Tripkicks When Accessing Concur Travel</p> <ul style="list-style-type: none"> Is user using Edge or Chrome? Tripkicks only works in Edge or Chrome. Does user have the Tripkicks Extension added to the browser they are using? Check the “puzzle” icon on top right of browser to confirm the Tripkicks icon is present. If user does not have the extension, they must first add it via the same means that the extension was deployed to the company. 	Company or support@tripkicks.com	support@tripkicks.com
2	<p>Email Address Not Recognized During Tripkicks Activation</p> <ul style="list-style-type: none"> Tripkicks uses the 1st email address stored in Concur profile. Is it possible that the user’s Concur account has another associate email address? If so, please try that. If it is still not recognized, please reach out to support@tripkicks.com, and they can look up the email address for that user. 	support@tripkicks.com	support@tripkicks.com
3	<p>Tripkicks Activation Code Not Working</p> <ul style="list-style-type: none"> Try the code one more time, to ensure that are no leading or trailing spaces. Request another activation code through the same process. If that doesn’t work, please contact support@tripkicks.com 	support@tripkicks.com	support@tripkicks.com
4	<p>User Did Not Receive Activation Code Email from Tripkicks</p> <ul style="list-style-type: none"> Try to request the email one more time through Tripkicks. Check your spam / email filters. Contact Tripkicks to confirm that the email was sent. Tripkicks will try one more time, and then reach out to the company to attempt to track the email / and identify the blockage. 	support@tripkicks.com	Company

