

## MFA

### Procure to pay – Who to call

August 2021

#### P2P General Assistance:

Procure to Pay – General information – why and how to

<https://p2p.gwdocs.org/>

Procure to Pay.. *"I want to ..."*

<https://p2p.gwdocs.org/i-want>

Request for access to Concur Invoice / Expense /Travel – submit a MFA Solution Center Ticket (requests are processed every two weeks)

MFA solution Center / 202-741-3636

#### Login Assistance:

Problems with AnyConnect VPN on my MFA computer

MFA Solution Center / 202-741-3636

Reset your NetId @gwu.edu password

GWU Email/NetID Help / <https://identity.gwu.edu/claim/>

How to claim your GW NetID

<https://identity.gwu.edu/claim/claimAccountIndex>

Problems with iBuy password (this is single sign-on)

GWU Help Desk / <https://it.gwu.edu/support/> 202-994-4948

Problems with my username or password on [go.vpn.gwu.edu](https://go.vpn.gwu.edu)

GWU Help Desk / <https://it.gwu.edu/support/> 202-994-4948

Assistance with VMWare Horizon on my MFA or personal computer

MFA Solution Center / 202-741-3636

Assistance logging in to GWU on my VMWare Horizon Client

MFA Solution Center / 202-741-3636

Issue with EAS Connectivity (Enterprise Accounting System / Oracle)

MFA Finance & Accounting Page - MFA Connector

Problems with EAS Password

GWU Help Desk / <https://it.gwu.edu/support/> 202-994-4948

#### Requisitions / Concur Invoice:

Assistance with creating a requisition

MFA P2P Help Desk – [P2P@mfa.gwu.edu](mailto:P2P@mfa.gwu.edu) – 571-553-4477

Help with entering an invoice that does not require a Purchase Order (P.O.)

MFA P2P Help Desk - [P2P@mfa.gwu.edu](mailto:P2P@mfa.gwu.edu) – 571-553-4477

Vendor login assistance for iBuy Goods and Services Contracts

MFA P2P Help Desk - [P2P@mfa.gwu.edu](mailto:P2P@mfa.gwu.edu) – 571-553-4477

## **MFA**

### **Procure to pay – Who to call**

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Assistance with iBuy

MFA P2P Help Desk - [P2P@mfa.gwu.edu](mailto:P2P@mfa.gwu.edu) – 571-553-4477

### **Procurement Cards – “P-cards”:**

Assistance with my P-card charges in Concur

MFA P2P Help Desk - [P2P@mfa.gwu.edu](mailto:P2P@mfa.gwu.edu) – 202-994-2500

Requests to be issued a p-card

<https://p2p.gwdocs.org/pcard-enrollment> or Contact your PGA

Request for Increase in credit to a p-card

Contact your PGA / copy to [pcard@mfa.gwu.edu](mailto:pcard@mfa.gwu.edu)

### **Concur Expense:**

Assistance entering an expense for reimbursement

MFA P2P Help Desk - [P2P@mfa.gwu.edu](mailto:P2P@mfa.gwu.edu) – 202-994-2500

Assistance enter banking information – use Direct Deposit for MFA

[How to Enroll](#) / [Employee Self-service](#)