MFA
Procure to pay – Who to call   **April 2024**

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

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 – 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 – 571-553-4477

Vendor login assistance for iBuy Goods and Services Contracts

MFA P2P Help Desk - P2P@mfa.gwu.edu – 571-553-4477

MFA
Procure to pay – Who to call   **August 2021**

Assistance with iBuy   MFA P2P Help Desk - 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 – 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

Concur Expense:

Assistance entering an expense for reimbursement   MFA P2P Help Desk - P2P@mfa.gwu.edu – 202-994-2500

Assistance enter banking information – use Direct Deposit for MFA   How to Enroll / Employee Self-service