plumm

okta

## Plumm for Okta

## **Configuring Provisioning for Plumm**

This guide outlines the necessary steps to efficiently set up provisioning for Plumm.

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- Features
- Requirements
- Step-by-step configuration instructions Troubleshooting tips

## Features

Provisioning incorporates the following key functionalities:

- 1. Push New Users Creation of new users via Okta will replicate in the Plumm application.
- 2. Push Profile Updates Modifications to a user's profile via Okta will synchronise with the Plumm application.
- 3. Push User Deactivation Disabling a user's access via Okta will deactivate the corresponding user in Plumm (Deactivation in Plumm involves revoking login access while retaining user information).
- 4. Reactivate Users User accounts can be reactivated within the application.

### Requirements

Before continuing provisioning for Plumm, contact the Plumm support team to activate this feature.



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#### Step-by-step configuration instructions

To commence, get in touch with the Plumm Support Team and specify preferences for Okta login and user provisioning.

#### 1. Click on "Applications" in the left menu



#### 2. Search and select the Plumm app from the app catalog

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Security	~	Centralized Logging	10 Plumm	Pick Your Plum	
Workflow	~	Directory and HR Sync	15 Lumosity	Lumity	
Reports	~	Bot or Fraud Detection	2 500A	SAML, SWA	
Settings	~	Identity Governance and	2 N2N Illuminate	See All Results. →	
		Administration (IGA)	508		
		Multi-factor Authentication (MFA)	20 SAML SWA Workflows C Workflow Templates 5	ometters SAML SWA Workflow CIM Workflow Templates	es Connectors SCIM

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#### 3. Click on "Add Integration"

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okta		Q Search		②
Dashboard	~			
Directory	¥	Applications   Catalog   Single Sign-On   Plumm		
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Applications				
Self Service		-	Plumm	
Security	~		SAML SCIM	
Workflow	~			
Reports	~			
Settings	~	Okta Verified 🛡	Overview	
		The integration was either created by Okta or by Okta community users and then	Plumm offers private and confidential online mer services with over 150+ accredited therapists for therapy sessions, therapist-led online courses, g	ntal wellbeing conline uided
		tested and verified by Okta	meditations and chat therapy - all on one platfor our integration with Okta, we are able to offer si	m. Through ngle sign-on

#### 4. Click "Done"

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Applications		General settings. Re	equired	
Self Service		Application label Plumm		General settings All fields are required to add this
Security	~		This label displays under the app on your home page	application unless marked optional.
Workflow	~	Application Visibility	<ul> <li>Do not display application icon to users</li> </ul>	
Reports	~			
Settings	~	Cancel	Done	



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#### 5. Go to the "Provisioning" tab and choose "Configure API Integration"

Plumm Active	nm
General Sign On Pro	visioning import Assignments
Settings	
Integration	Bumm: Configuration Guide
	Provisioning Certification: Okta Verified
	This provisioning integration is partner-built by Plumm
	Contact partner support: nabil@plummhealth.com, ramiz@plummhealth.com
	Provisioning is not enabled
	Enable provisioning to automate Plumm user account creation, deactivation, and updates.
	Configure API Integration

# 6. Enable the provisioning features by checking the corresponding box

General Sign On	Provisioning Import Assignments
Settings	
Integration	Plumm: Configuration Guide     Provisioning Certification: Okta Verified     This provisioning integration is partner-built by Plumm     Contact partner support: nabi@plummhealth.com, ramiz@plummhealth.com
	Cancel



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7. Enter the provided API Token and click "Test API Credentials" (If successful, a verification message will appear at the top of the screen

#### Plumm Api Token: - ph\_\$ecret\_key\_)P(0\*17u6y5t

Settings		
ntegration	Plumm: Configuration Guide     Provisioning Certification: Okta Verified     This provisioning integration is partner-built by Plumm     Contact partner support: nabil@plummhealth.com, ramiz@plummhealth.com	1
	Plumm was verified successfully!	Cancel
	Enable API Integration     Enter your Plumm credentials to enable user import and provisioning features.	
	API Token	
	Test API Credentials	

#### 8. Save the settings

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	O Plumm: Configuration Guide	le la
	Provisioning Certification: C	Okta Verified
	This provisioning integration	n is partner-built by Plumm
	Contact partner support: na	bil@plummhealth.com, ramiz@plummhealth.com
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	Plumm was verified success	ifully!
	<ul> <li>Enable API integration</li> </ul>	
	Enter your Plumm credentials to enab	le user import and provisioning features.
	API Token	•••••
		Test API Credentials



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#### 9. On the left panel, select "To App" and opt for "All Provisioning Features"

General Sign On	Provisioning Import Assignments	
Settings		
То Арр		
To Okta	ORCA	
Integration	Provisioning to App	Cancel
	Create Users	Enable
	Creates or links a user in Plumm when assigning the app to a user in Okta.	
	The default username used to create accounts is set to Okta username.	
	Update User Attributes	C Enable
	Okta updates a user's attributes in Plumm when the app is assigned. Future attribute of profile will automatically overwrite the corresponding attribute value in Plumm.	nanges made to the Okta user
		Contraction of the second
	Deactivate Users	Enable Enable

#### 10. Save the changes

# 11. Specify "Email" as the application username format in the Okta sign-on application tab

Application username format	Ema	il.	~
Update application username on	Crea	te and update	~
Password reveal	C All	ow users to securely see their passwo ecommended)	ord
	0	Password reveal is disabled, since using SAML with no password.	this app is



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#### Update application username on Create only Password reveal Allow users to securely see their password (Recommended) SAML Signing Certificates SAML Setup Single Sign On using SAM Generate new certificate work until you configure trust Okta as an IdP. Created Туре Expires Status Actions C View SAML setup i SHA-2 Today Aug 2032 Active Actions \* View IdP metadata Download certificate User authentication Edit

12. Click "Actions" and then select "View IdP metadata"

#### 13. Save the file as an XML Document and send it to the Plumm team for confirmation





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## **Troubleshooting Tips**

- Activating Okta provisioning in Plumm initially requires contacting Plumm Support. Reach out to your customer success manager for queries during configuration.
- Note: Plumm doesn't support alterations to usernames or email addresses.
   When users are deactivated in Okta, they will also be deactivated in Plumm. Their data remains available as an 'inactive user'. Contact your customer success manager for permanent deletion of user data.

## **Error Troubleshooting**

If you're experiencing issues while adding or removing users from the platform, please follow these steps to identify the error causing the failure of these actions.

### 🗘 okta Dashboard . Dashboard Tasks Notifications Getting Started Directory Customizations Applications Applications Self Service API Service Integrations Security Workflow Reports Settings. ~

#### Step 1: Navigate to the main navigation, select "Applications", and click on it



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#### Step 2: On the applications page, locate and click on "Plumm:

Applications			<b>0</b> H		
Developer Edition prov Deactivate unused apps or check out	Developer Edition provides a limited number of apps. Deactivate unused apps or check out our plans page. Contact us to find a plan that is right for your organization.				
Create App Integration Browse /	App Catalog	Assign Users to App			
Q Search					
STATUS	6	Okta Admin Console			
ACTIVE 3					
INACTIVE 3	0	Okta Browser Plugin			
		Okta Dashboard			
	pluman	Plumm	0 .		
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#### Step 3: Once redirected to the Plumm application screen, click on 'View Logs'



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#### Step 4: Withing the System Log page, use the search bar to look for 'Failure'



#### Step 5: The system will display records of failed 'Event Information'

osao osao low event trends by categ	05:38 IOFY	0.0 0.0 0.0	9630 9630				
Events: 5 🔳 💡			± Download CSV	,			
Time	Actor	Event Info	Targets				
Nov 03 15:24:47	Naresh Jagani (User)	Push user deactivation to external application FAILURE: Forbiddan, Errors reported by remote server: Invalid JSDN: Unexpected character (<* (code 601): expected a valid value (JSDN Bring, Number, Array, Object or token hult, "true" or "atale") at [Source: [String]           Number, Array, Object or token hult, "true" or "atale") at [Source: [String]         The second sec	Plumm Test (Appinstance) test test (User) 1 more targets	/ 0	a •	<b>2</b>	3

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