



Configuring Provisioning for Plumm

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

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- 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.

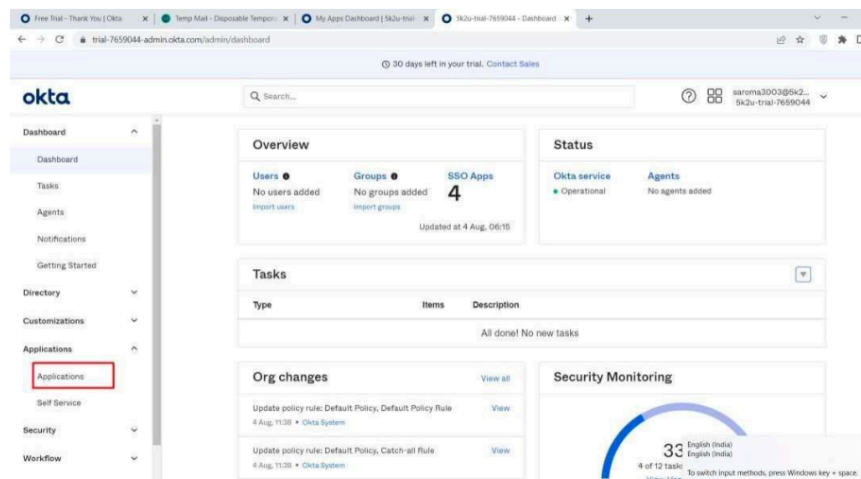


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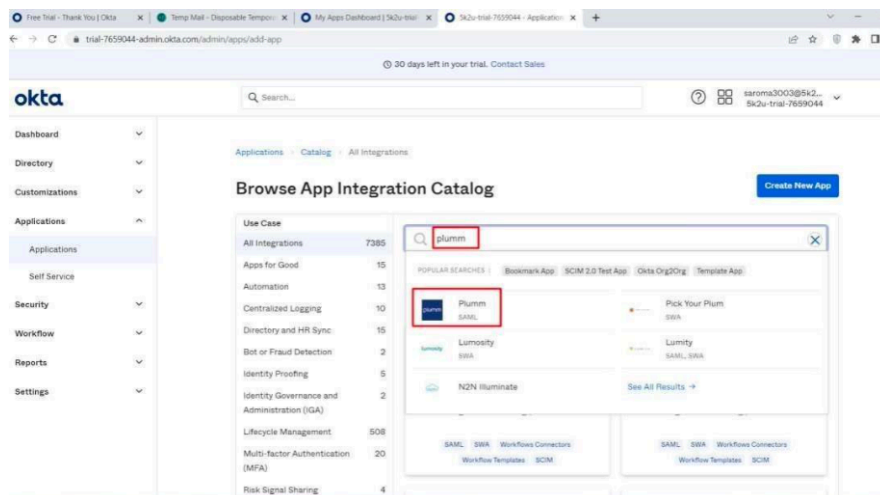
Step-by-step configuration instructions

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



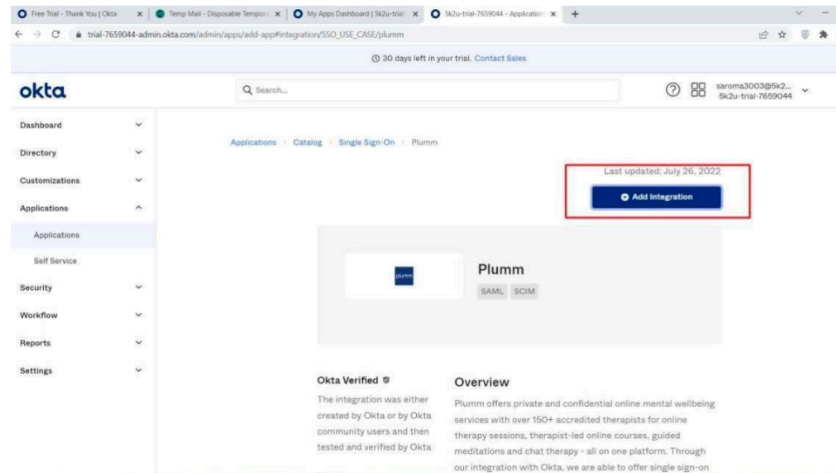
2. Search and select the Plumm app from the app catalog



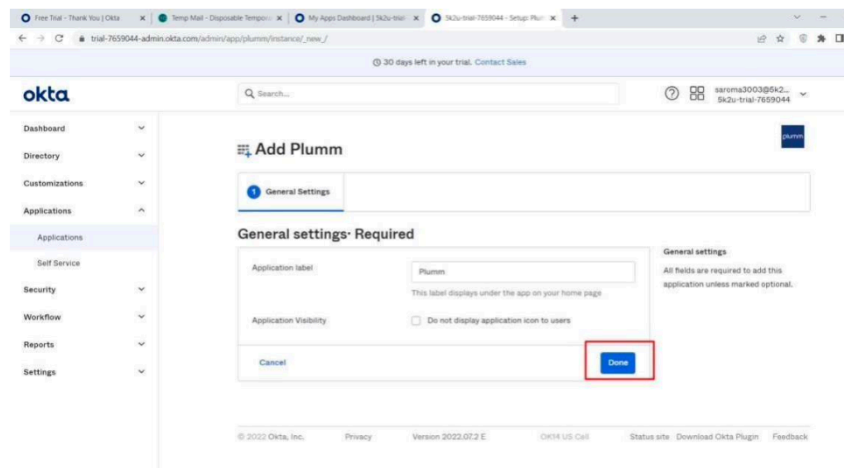


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3. Click on “Add Integration”

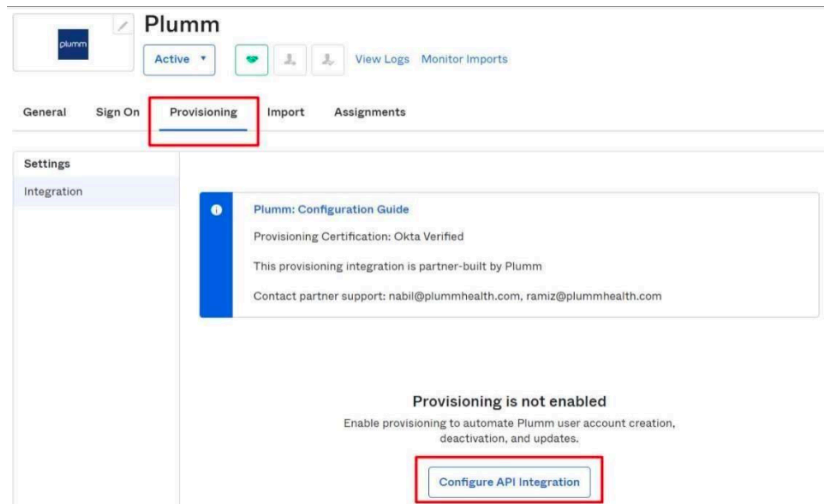


4. Click “Done”

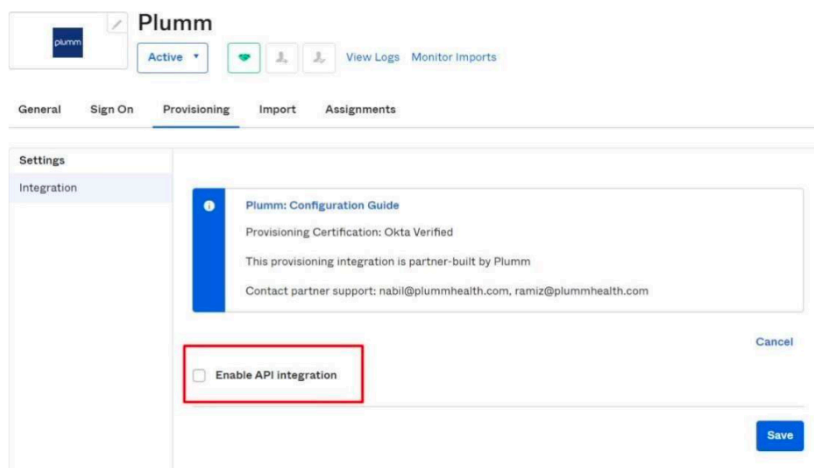




5. Go to the “Provisioning” tab and choose “Configure API Integration”



6. Enable the provisioning features by checking the corresponding box





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
Integration

Plumm: Configuration Guide
Provisioning Certification: Okta Verified
This provisioning integration is partner-built by Plumm
Contact partner support: nabil@plummhealth.com, ramiz@plummhealth.com

Cancel

Plumm was verified successfully!

Enable API integration

Enter your Plumm credentials to enable user import and provisioning features.

API Token:

8. Save the settings

Integration

Plumm: Configuration Guide
Provisioning Certification: Okta Verified
This provisioning integration is partner-built by Plumm
Contact partner support: nabil@plummhealth.com, ramiz@plummhealth.com

Cancel

Plumm was verified successfully!

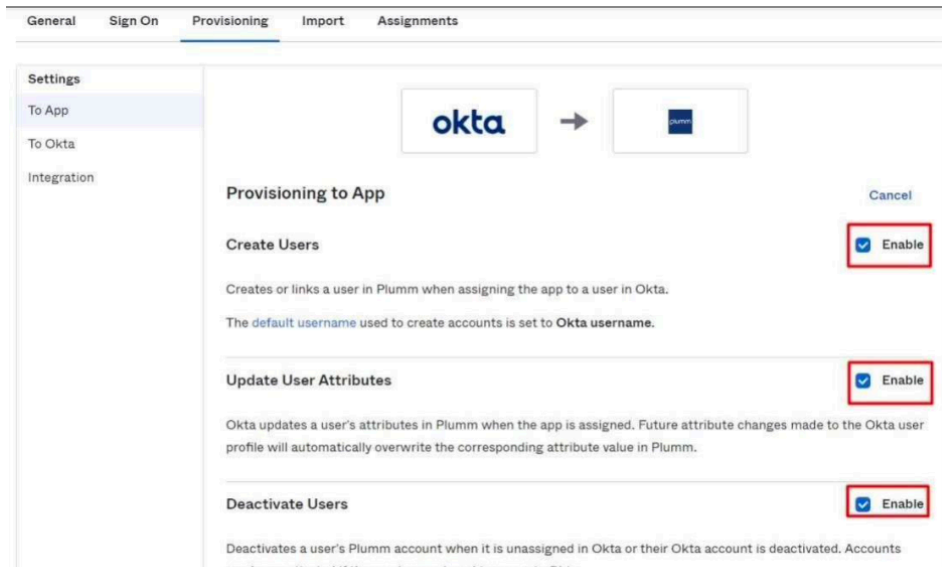
Enable API integration

Enter your Plumm credentials to enable user import and provisioning features.

API Token:

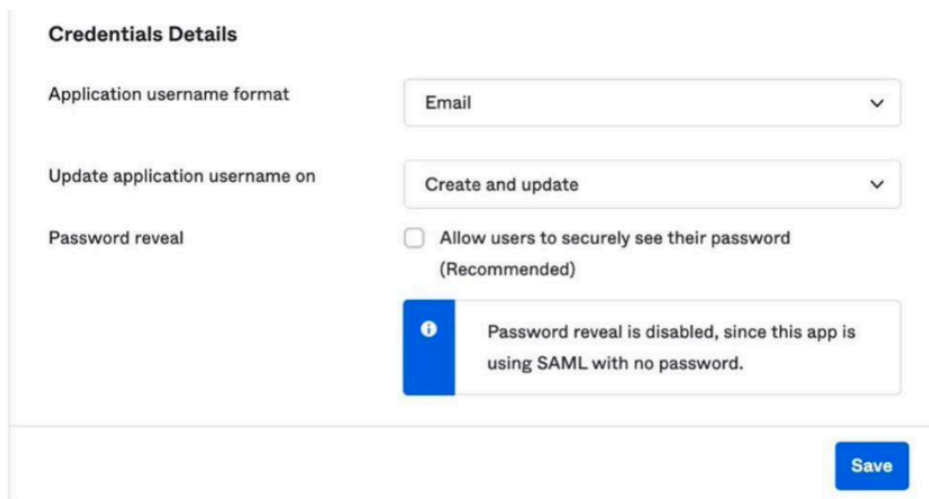


9. On the left panel, select “To App” and opt for “All Provisioning Features”



10. Save the changes

11. Specify “Email” as the application username format in the Okta sign-on application tab





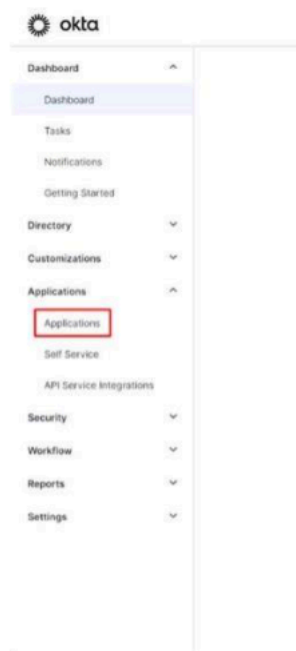
Troubleshooting Tips

- 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

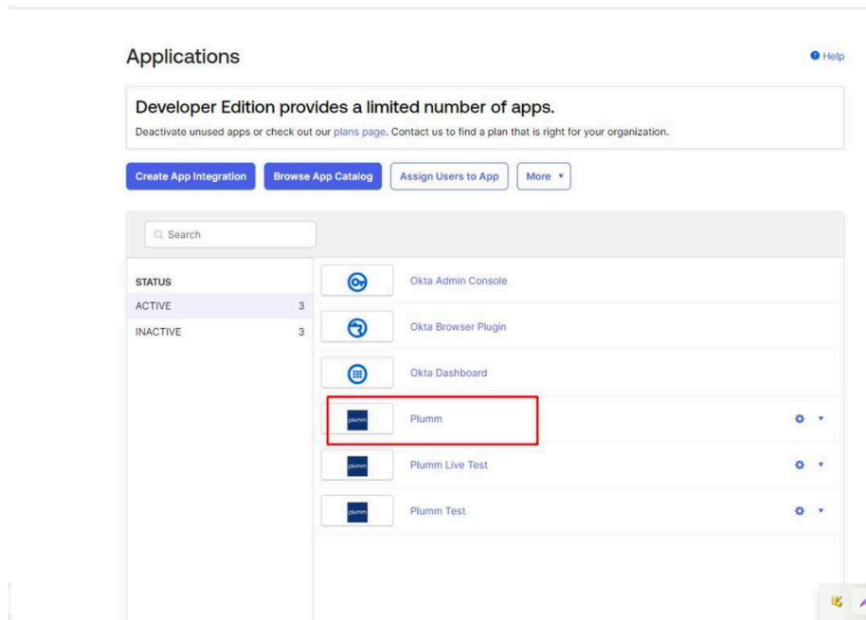
Step 1: Navigate to the main navigation, select "Applications", and click on it



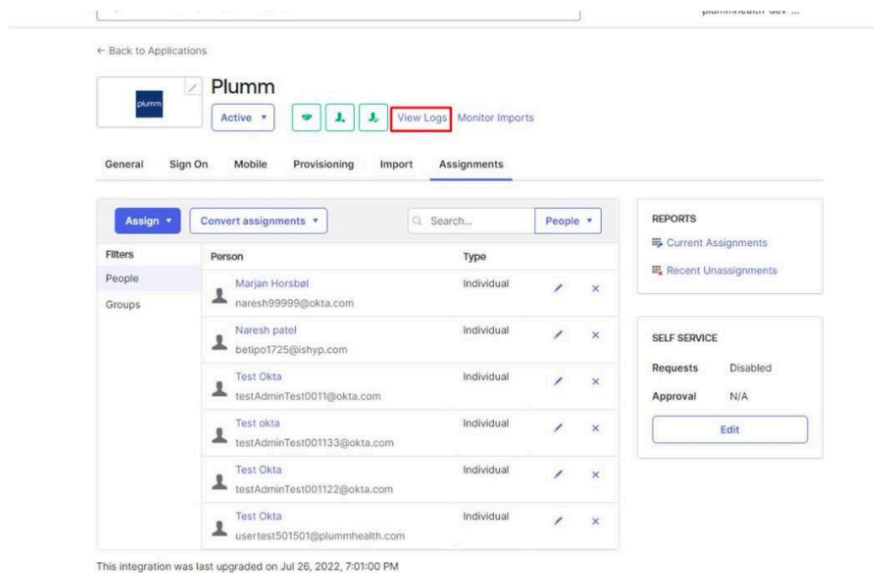


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Step 2: On the applications page, locate and click on “Plumm:



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'

The screenshot shows the 'System Log' interface. At the top right, there is a link to 'Back to Reports'. Below this, there are input fields for 'From' (09/15/2023 00:00:00) and 'To' (12/14/2023 23:59:59), along with a time zone dropdown set to '(GMT+5:30) India Standard Time - Asia/Calcutta'. A search bar contains the text 'failure' and is highlighted with a red box. Below the search bar is a bar chart titled 'Count of events over time' showing event frequency across a timeline. At the bottom, there is a link to 'Show event trends by category'.

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

This screenshot shows the event details for a failed push user deactivation. At the top, there is a 'Count of events over time' bar chart and a 'Show event trends by category' link. Below, a table lists events. The first event is highlighted with a red box and expanded to show details. The event details include the time (Nov 03 15:24:47), actor (Naresh Jagani (User)), and event info. The event info contains a failure message: 'FAILURE: Forbidden. Errors reported by remote server: Invalid JSON: Unexpected character ['<' (code 60)]: expected a valid value (JSON String, Number, Array, Object or token 'null', 'true' or 'false') at [Source: (String) '<!DOCTYPE html><html lang="en" xmlns="http://www.w3.org/1999/xhtml"><head><link rel="stylesheet']'. The targets list includes 'Plumm Test (AppInstance)', 'test test (User)', and '1 more targets'. A 'Download CSV' link is visible at the top right of the event details panel.

Time	Actor	Event Info	Targets
Nov 03 15:24:47	Naresh Jagani (User)	Push user deactivation to external application FAILURE: Forbidden. Errors reported by remote server: Invalid JSON: Unexpected character ['<' (code 60)]: expected a valid value (JSON String, Number, Array, Object or token 'null', 'true' or 'false') at [Source: (String) '<!DOCTYPE html><html lang="en" xmlns="http://www.w3.org/1999/xhtml"><head><link rel="stylesheet']'. href="https://cdn.sucuri.net/css/whitelabel/typography.css?611e2" /> <link rel="stylesheet" href="https://cdn.sucuri.net/css/whitelabel.css?611e2" /> <link rel="stylesheet" href="https://cdn.sucuri.net/css/whitelabel/buttons.css?611e2" /> <link rel="stylesheet" href="https://cdn.sucuri.net/css/whitelabel/footer.css?611e2" /> <link rel="stylesheet" href="https://cdn.sucuri.net/css/whitelabel" [truncated 1999 chars]; line: 1, column: 2]	Plumm Test (AppInstance) test test (User) 1 more targets