

SCIM Integration

Features

Telmediq Provisioning supports the following features:

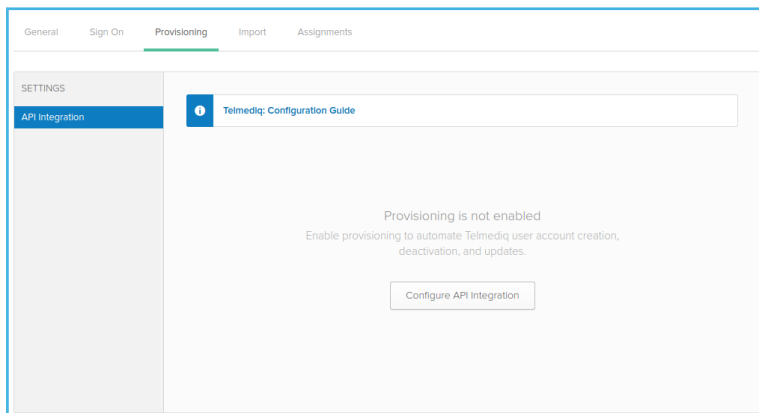
- Creating users
- Updating user attributes
- Deactivating users

Unlike normal SCIM provisioning, Telmediq will not return an error upon creation of a user with an existing username. It will simply update the existing user with the new information provided.

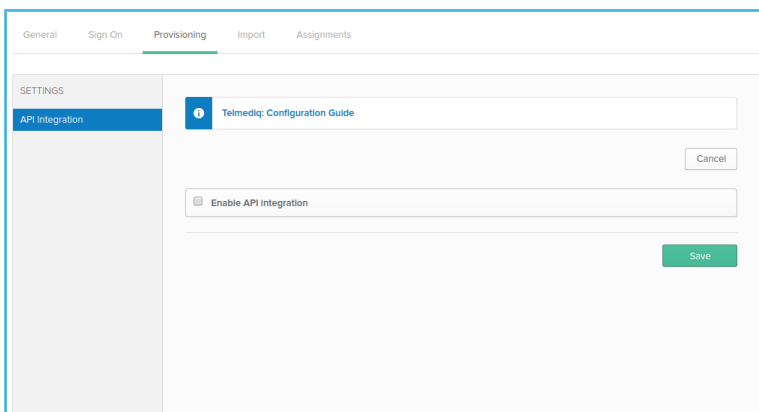
Requirements

Clients must contact Telmediq support to have account credentials set up for activation of the API integration. They will need to provide the account subdomain during the setup process.

Step-by-step Configuration Instructions



In the provisioning tab click on the Configure API Integration button.



Check enable API Integration.

Enter your API info on the next form. The base url should follow the format *https://<subdomain>.app.telmediq.com/scim/v1/* where subdomain is the subdomain chosen for your account at the time of creation.

The username is the account id that was provided to you by Telmediq support. The password is the one provided to you by Telmediq support. Once entered, click Test API Credentials and then save once that test passes.

Adding Groups and Users to Telmediq

Select the newly added Telmediq SCIM App, then open the Assignments Tab. Choose Add Group.

When adding this group to Telmediq, Okta can pass Telmediq additional identifying attributes.

In this case, we would add an additional attribute to this group of users "Basic". Telmediq will configure our provisioning to assign users with the "Basic" attribute to a basic permission group.

Note: This could be all users with no additional attribute are mapped into the basic permission group.

Assign Applications to RSFH Admins

Locale

Time zone

User type

entitlements

roles

Cost center

Organization

Division

Department

Permission Group

For an administrator group, we would add an additional attribute to this group of users “Admin”. Telmediq will configure our provisioning to assign users with the “Admin” attribute to an account administrator group.

Note: There could be an existing attribute that may be used to identify these administrators if one exists.

Known Issues/Troubleshooting

If the API configuration test does not succeed, please ensure that the username and password are correct. The username should start with AC and be 34 characters long. If it still does not connect, check that the base url is showing the correct URL as above in the configuration instructions.

When trying to provision a user an error may occur saying that “the email is already in use”. This means that a user was manually entered into Telmediq and not through the Telmediq Provisioning app. The existing user will need to be removed before provisioning.