SciLeads SCIM Provisioning Configuration Guide

This guide provides step-by-step instructions for configuring SCIM provisioning between Okta and SciLeads.

Prerequisites

Before you begin configuring SCIM provisioning, ensure the following:

- You have admin access to both your Okta organization and your SciLeads account
- Your SciLeads account has SCIM provisioning enabled (contact SciLeads support if unsure)
- You have the SciLeads application assigned to you in Okta

Supported Features

SciLeads supports the following SCIM 2.0 provisioning features:

Feature	Supported	Notes
Create users	Yes	New users are automatically provisioned with appropriate licenses
Update user attributes	Yes	Changes to user profile sync from Okta to SciLeads
Deactivate users	Yes	Users are deactivated (soft delete) when unassigned or deprovisioned
Import users	Yes	Existing SciLeads users can be imported into Okta
Group push	No	Group management is not currently supported
Sync password	No	Passwords are managed separately; use SSO for authentication

Attribute Mappings

The following attributes are supported:

Okta Attribute	SciLeads Attribute	Required	Notes
userName	Email	Yes	Must be a valid email address
givenName	First Name	Yes	User's first name
familyName	Last Name	Yes	User's last name
displayName	Display Name	Yes	Full display name
email	Email	Yes	Primary email address (type: work)
active	Active Status	Yes	User approval status
externalId	External ID	No	Okta-assigned identifier (max 100 characters)

> **Note:** The `externalId` attribute doesn't have a default mapping in Okta. We recommend mapping it to the Okta user ID for consistent user identification.

Configuration Steps

Step 0: Install app from OIN catalog

1. Sign in to your Okta Admin Console
2. Navigate to **Applications** > **Browse App Catalog**
3. Search and add **SciLeads Portal** integration

Step 1: Access the SciLeads Application in Okta

1. Sign in to your Okta Admin Console
2. Navigate to **Applications** > **Applications**
3. Search for and select **SciLeads** from the application catalog

Step 2: Configure General Settings

1. Click the **General** tab
2. Verify the application label and other general settings
3. Click **Done** to proceed

Step 3: Generate SCIM API Credentials

Before configuring provisioning in Okta, you need to generate API credentials in SciLeads:

1. Sign in to your SciLeads account as an administrator (`https://iam.scileads.com`)
2. Navigate to **SCIM Credentials**
3. Click **Direct JWT Token** and **Generate Credentials**
4. Copy and securely store the following:
   - **SCIM Base URL**: `https://iam.scileads.com/scim/v2`
   - **API Token**: The generated Bearer token

> **Important:** The API token is displayed only once. Store it securely. If you lose the token, you'll need to generate a new one.

Step 4: Enable Provisioning in Okta

1. In the Okta Admin Console, navigate to your SciLeads application
2. Click the **Provisioning** tab
3. Click **Integration**
4. Check the box for **Enable API integration**
5. Enter the credentials obtained from SciLeads:
   - **API Token**: Paste the Bearer token generated in Step 3
6. Click **Test API Credentials** to verify the connection
7. Click **Save**
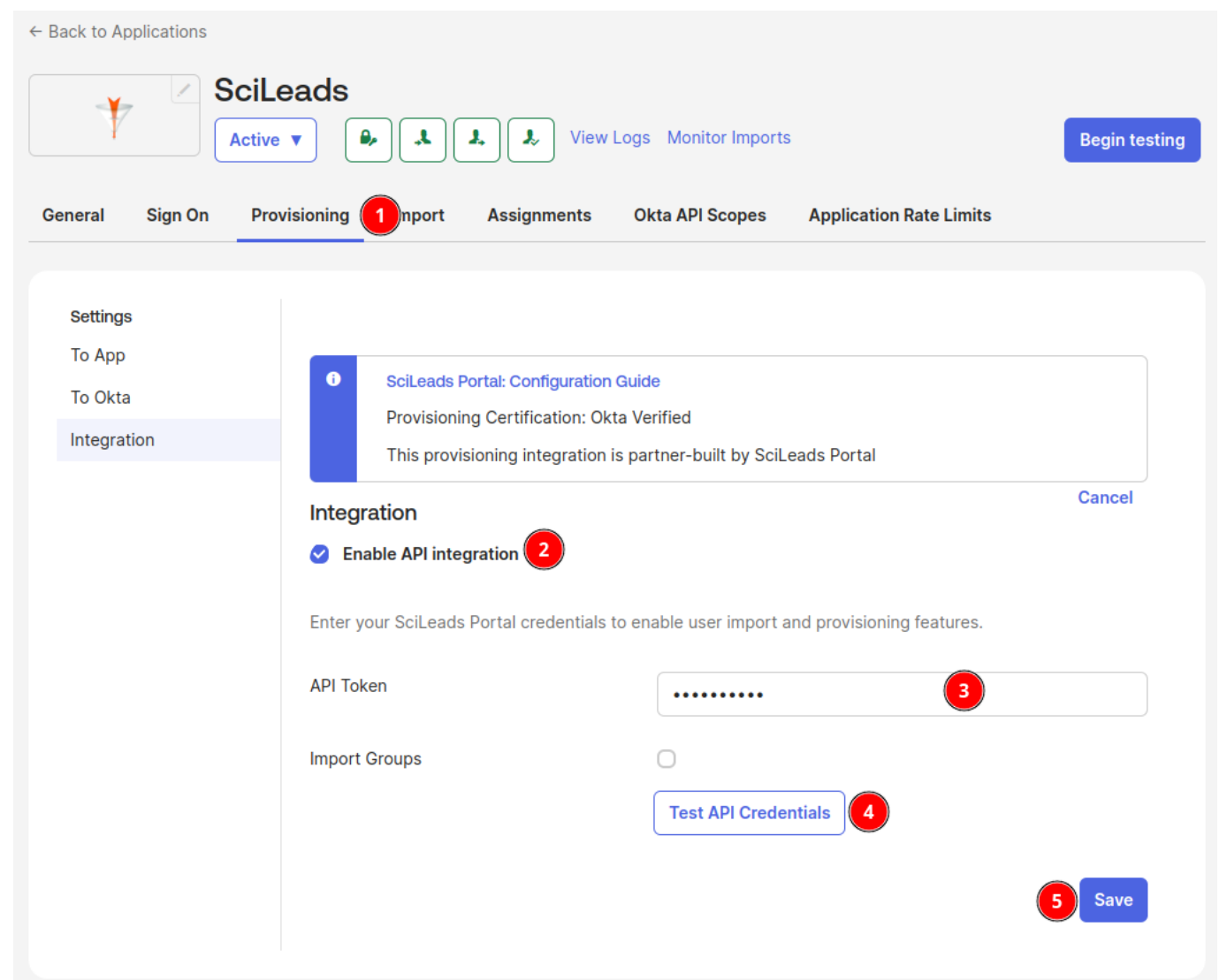
Step 5: Configure Provisioning Settings

After enabling API integration, configure the provisioning actions:

1. In the **Provisioning** tab, click **To App** in the left sidebar
2. Click **Edit** to modify the settings
3. Enable the following options based on your requirements:

Setting	Recommended	Description
Create Users	Enabled	Automatically create users in SciLeads when assigned
Update User Attributes	Enabled	Sync profile changes from Okta to SciLeads
Deactivate Users	Enabled	Deactivate users when unassigned or deprovisioned

4. Click **Save**

Step 6: Configure Attribute Mappings

1. In the **Provisioning** tab, scroll down to **Attribute Mappings**
2. Review the default attribute mappings
3. Ensure the following mappings are configured:

Okta Attribute	Maps To	Action
userName	userName	Map from Okta user profile
givenName	name.givenName	Map from Okta user profile
familyName	name.familyName	Map from Okta user profile
email	emails[type eq "work"].value	Map from Okta user profile
displayName	displayName	Map from Okta user profile

4. Click **Save**

Step 7: Assign Users to the Application

1. Navigate to the **Assignments** tab
2. Click **Assign** and select either:
   - **Assign to People** - For individual user assignment
   - **Assign to Groups** - For group-based assignment (recommended)
3. Select the users or groups to provision
4. Review and confirm the attribute values
5. Click **Save and Go Back**
6. Click **Done**

Verify Provisioning

After completing the configuration:

1. Assign a test user to the SciLeads application in Okta
2. Wait a few moments for provisioning to complete
3. Verify the user appears in SciLeads:
   - Sign in to SciLeads as an administrator
   - Navigate to **Settings** > **User Management**
   - Confirm the provisioned user is listed with the correct attributes
4. Test updating the user's profile in Okta and verify changes sync to SciLeads

Troubleshooting

Common Issues

API Credentials Test Fails

Symptom: "Test API Credentials" returns an error

Possible Causes & Solutions:

- **Invalid token**: Ensure the Bearer token was copied correctly without extra spaces
- **Token expired**: Generate a new API token in SciLeads
- **Network issues**: Verify your Okta organization can reach `iam.scileads.com`
- **SCIM not enabled**: Contact SciLeads support to enable SCIM for your account

Users Not Provisioning

Symptom: Assigned users don't appear in SciLeads

Possible Causes & Solutions:

- **Provisioning disabled**: Verify "Create Users" is enabled in provisioning settings
- **License limits**: Check if your SciLeads account has available user licenses
- **Email domain restrictions**: Verify the user's email domain is whitelisted in SciLeads
- **Provisioning errors**: Check the Okta System Log for provisioning error details

User Updates Not Syncing

Symptom: Profile changes in Okta don't reflect in SciLeads

Possible Causes & Solutions:

- **Update disabled**: Verify "Update User Attributes" is enabled
- **Attribute not mapped**: Check attribute mappings include the changed field
- **API errors**: Review Okta System Log for sync failures

Users Not Deactivating

Symptom: Unassigned users remain active in SciLeads

Possible Causes & Solutions:

- **Deactivation disabled**: Verify "Deactivate Users" is enabled
- **Manual override**: User may have been manually reactivated in SciLeads

Viewing Provisioning Logs

To troubleshoot provisioning issues:

1. In Okta Admin Console, go to **Reports** > **System Log**
2. Filter for events related to the SciLeads application
3. Look for events with outcomes of `FAILURE` or `WARN`
4. Review the error details for specific failure reasons

Error Codes

Error Code	Description	Resolution
400	Bad Request	Check attribute values and format
401	Unauthorized	Regenerate API credentials
403	Forbidden	Verify account permissions and SCIM access
404	User Not Found	User may have been deleted; re-provision
409	Conflict	User with this email already exists

Error Code	Description	Resolution
429	Rate Limited	Reduce provisioning frequency

Support

If you encounter issues not covered in this guide:

- **SciLeads Support**: support@scileads.com
- **Documentation**: https://support.scileads.com
- **Okta Help**: Contact your Okta administrator or Okta Support

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