

Okta traveller profile provisioning integration with SCIM

This integration with Okta is currently under development and is not available to customers yet. Please contact us to learn more.

If your organization uses Okta to manage your employees access to tools and services, you can take advantage of Okta's "Provisioning" feature to automatically maintain traveller profiles in Umbrella Faces for your users.

The integration between Okta and Contentful that enables this provisioning to occur is built around an industry-standard protocol known as [SCIM](#) (System for Cross-domain Identity Management). To learn more about how Okta works with SCIM, please see [this article](#).

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Features

The following provisioning features are currently supported by Umbrella Faces

Feature	Description
Create users	Users in Okta that are assigned to the Umbrella Faces application are automatically added as travellers to Umbrella Faces.
Update user attributes	Updating an user in Okta will also update the linked attributes in Umbrella Faces
Deactivate users	Unassigning Users from Umbrella Faces in Okta will cause the associated traveller profile to be removed from Umbrella Faces. Please note: Faces does not recognize an "active" state on a profile. Hence if a profile is set to inactive it will be <u>deleted</u> along with all associated data

Requirements

In order to use SCIM provisioning you will need to be an existing Faces customer and in possession of an administrative account which is allowed to manage traveler profiles. The administrative account can either be a Company- or Agency-Administrator

Please note that SCIM can be enabled in a self-service fashion, but will incur an additional charge once activated.

How to configure

Enable provisioning functionality

In Umbrella Faces

While it is possible to use any administrator, we do recommend creating a dedicated user account with access limited to the scope of the integration. (e.g. Company Administrator account with "Can Create / Edit / Delete Traveller" rights)

Username

example

Full name

Example

E-mail

example@umbrella.ch

Phone

Phone

Language

English (United Kingdom)

Home agency

Knowledge Base

Manage all companies

Managed companies

CompanyName (COMPAN1KB)

CompanyName (COMPANNKB)

+ Add new

Role

SCIM KB Okta (Knowledge Ba

Can create traveller

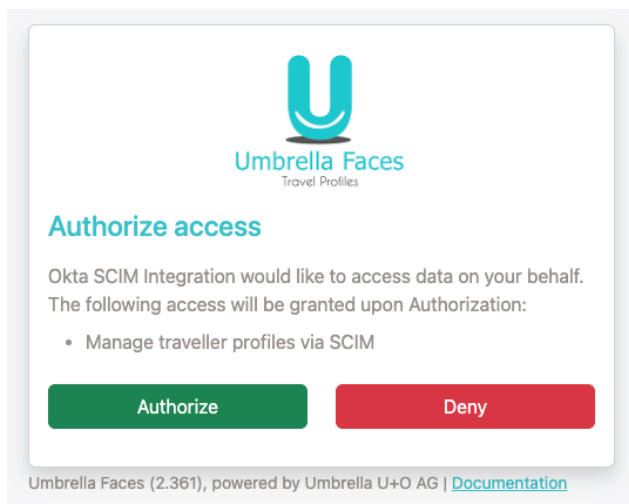
Can edit traveller

Can delete traveller

In Okta

Log in to your Okta admin portal and complete the following steps:

- Under the Applications tab, navigate to the Umbrella Faces application.
- Click on the "Sign On" tab in the application.
 - Under "Credentials Details" select "Email" for the "Application username format"
 - Under the "Advanced Sign-On Settings" section enter the Faces Base URL in the field.
This should be the address of where you login to Faces minus the "/login" portion. For example if you usually login at <https://tenzing.umbrella.ch/faces/login> you'll have to enter <https://tenzing.umbrella.ch/faces>
- Click on the "Provisioning" tab in the application. Under the "Settings" panel on the left side, click the "Integration" link.
 - Click the "Configure API Integration" button.
 - Check "Enable API integration" checkbox
 - Click the "Authenticate with Umbrella Faces" Button
- Okta will open a pop-up window, where you'll be able to sign-in to Umbrella Faces and authorize the connection



- Once you've authorized the access, save and go back to the provisioning tab
- Under the "Settings" panel on the left side, click "To App" under the Settings panel on the left.
- Click the "Edit" button at the top right. Check the "Enable" box next to "Create Users", "Update User Attributes" and "Deactivate Users"

okta

→

SCIM

Cancel

Provisioning to App

Enable

Create Users

Enable

Creates or links a user in SCIM 2.0 Test App (OAuth Bearer Token) when assigning the app to a user in Okta.
The [default username](#) used to create accounts is set to **Okta username**.

Update User Attributes

Enable

Okta updates a user's attributes in SCIM 2.0 Test App (OAuth Bearer Token) when the app is assigned. Future attribute changes made to the Okta user profile will automatically overwrite the corresponding attribute value in SCIM 2.0 Test App (OAuth Bearer Token).

Deactivate Users

Enable

Deactivates a user's SCIM 2.0 Test App (OAuth Bearer Token) account when it is unassigned in Okta or their Okta account is deactivated. Accounts can be reactivated if the app is reassigned to a user in Okta.

You should now be able to assign your Okta users to the Umbrella Faces application as needed, with their profiles automatically showing up as traveller profiles.

Configure Okta to Umbrella Faces Mappings

To configure additional field mappings between Okta and Umbrella Faces perform the following steps:

1. Under the Applications tab, navigate to the Umbrella Faces application.
2. Click on the "Provisioning" tab in the application. Under the "To App" panel on the left side scroll to the bottom and select "Go to Profile Editor"

Umbrella Faces Attribute Mappings

Select a(n) Umbrella Faces attribute to set its value based on values stored in Okta.

Go to Profile Editor

Force Sync

Attribute	Attribute Type	Value	Apply on		
Username userName	Personal	Configured in Sign On settings			
Given name givenName	Personal	user.firstName	Create and update	✎	✕
Family name familyName	Personal	user.lastName	Create and update	✎	✕
Middle name middleName	Personal	user.middleName	Create and update	✎	✕

Within the profile editor you'll be able to change the predefined mappings as well as add additional mappings for custom data fields within Faces.

Known Issues / Troubleshooting

Known Issue / Limitation	Solution
Faces does not support deactivation of travellers	Whenever a profile is set to inactive, we will delete it on our end. It will be re-created from the data provided by Okta when re-activating the user. All data not stored in Okta is lost

Supported Data fields	<p>The following standard SCIM fields are supported:</p> <ul style="list-style-type: none"> • username • given-, middle- and family name • title • locale • primary email • work-, mobile- and home phone <p>Additionally, we support custom attributes as defined in "Attribute Definitions" below.</p> <p><i>Please do not hesitate to reach out to us should you wish for further data fields to be made available</i></p>
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Attribute Definitions

Company Shortname

By default this attribute is mapped to 'EXAMPLE', you'll want to update this to reflect an actual company shortname, either statically or via a function or other data field.

At the very least, Umbrella Faces will require you to setup a mapping for "company_shortname", which is responsible for mapping the travellers to the correct company within Faces.

External name	company_shortname
External namespace	urn:ietf:params:scim:schemas:extension:umbrellafaces:2.0:Traveller
Example	

Generic Field Value

To setup a mapping of a generic field value, first find the field name from the Umbrella Faces administrative UI

The screenshot shows the Umbrella Faces administrative UI. The top navigation bar includes links for Travellers, Companies, Agencies, Administrators, Roles, Profile center, Styles, and Info. The main content area is titled 'Settings Knowledge Base' and contains a section for 'Custom field definitions'. This section has tabs for 'Custom field definitions', 'Custom publish actions', 'Customize standard fields', and 'Import/export generic setup'. The 'Custom field definitions' tab is active, and the 'Preferences' sub-tab is selected. A table lists the custom fields:

Field Name	Source	Required	Data Type	Operation	CSX
Taxes	Company	Optional	Internal	Validation	CSX: RMT
Send Airline Contz	Traveller	Optional	Internal	[L=-;R=NO;S=YE	CSX: SR*CTCEYY/{ }

A yellow box highlights the 'Taxes' field row. A '+ new custom field' button is located at the bottom left of the table.

Then setup the attribute in Okta as follows and add a mapping

External name	generic_fields.^[type=='UmbrellaFacesFieldName'].value
External namespace	urn:ietf:params:scim:schemas:extension:umbrellafaces:2.0:Traveller
Example	