

SCIM Integration

Frequently Asked Questions

For Prendio customers using automated user provisioning

General

What is SCIM and what does it do?

SCIM (System for Cross-domain Identity Management) is an industry standard for automating user lifecycle management. When enabled, Prendio automatically creates, updates, and deactivates user accounts based on changes in your identity provider (Okta, Microsoft Entra ID, or OneLogin). This eliminates manual user administration in Prendio.

Which identity providers are supported?

Prendio supports SCIM 2.0 provisioning from Okta, Microsoft Entra ID (Azure AD), and OneLogin. Many customers use an HRIS (e.g., Workday, BambooHR) that syncs employee data into their IdP. Prendio connects at the IdP layer, meaning HRIS data flows through automatically once the HRIS → IdP sync is configured

Who is responsible for what?

Responsibilities are shared across three teams:

Team	Owns	Examples
IT / IdP Admin	Identity provider configuration, user assignments, attribute mapping	Adding/removing users from the Prendio app in Okta; updating department values
Finance / Procurement Ops	Prendio-side configuration, role upgrades, approval path design	Promoting a user from Requester to Approver; adjusting approval chains
HR	Source data accuracy in HR systems that feed the IdP	Ensuring correct department assignments, manager relationships in the HR system

What It Does and Doesn't Do

What happens when a new employee joins?

When the employee is assigned to the Prendio application in your IdP, SCIM automatically creates their Prendio account with the correct department, approval limit, spend limit, and contact information. They are assigned the Requester role by default.

What happens when someone leaves the company?

When the employee is removed from the Prendio application in your IdP (or deactivated in the IdP entirely), SCIM automatically deactivates their Prendio account. Any approval paths that included them are automatically adjusted to prevent stuck workflows.

Can I control approval limits and spend limits from my IdP?

Yes. Approval limits and spend limits can be driven by custom SCIM attributes. This requires configuring a custom schema extension in your IdP. See the Quickstart Setup Guide for attribute mapping details.

Does SCIM sync changes back to my IdP?

No. Synchronization is one-way only: Identity Provider to Prendio. Changes made directly in Prendio (such as role upgrades) are not pushed back to the IdP. Your IdP remains the source of truth for identity data.

Can I use SCIM for users across multiple Prendio companies?

Not at this time. Each SCIM integration maps users to a single Prendio company context. Multi-company user provisioning is not currently supported via SCIM.

Does SCIM handle group-based provisioning?

No. SCIM provisioning is user-based. Group-based role assignment or access control is not supported at this time.

Is this the same as SSO?

No. SCIM handles user lifecycle (create, update, deactivate). SSO (Single Sign-On) handles authentication (how users log in). They are configured separately and are complementary. You can use SCIM without SSO and vice versa.

"We use Workday (or another HRIS) — does this integration work for us?"

Likely yes. Prendio connects to your identity provider (Okta, Entra ID, or OneLogin), not your HRIS directly. In most enterprise setups, your HRIS feeds employee data into your IdP automatically. Once that sync is in place, Prendio receives the data through the IdP. Your IT team can confirm how your HRIS and IdP are connected.

Troubleshooting

A user was provisioned but their department is wrong or missing.

Department names sent from your IdP must exactly match department names configured in Prendio (case-sensitive). Check the department value in your IdP and compare it to the department list in Prendio. Correct the value in the IdP and the next sync will update it.

A user was provisioned but their approval limit wasn't set.

Approval and spend limits require a custom SCIM schema extension configured in your IdP. If the extension is not set up, these fields will not be populated. Refer to the Quickstart Setup Guide for custom schema configuration.

I lost my API token. What do I do?

Go to Admin > User Provisioning in Prendio and click Regenerate. This will create a new token and invalidate the old one. You will need to update the token in your IdP's SCIM configuration.

I need to disconnect SCIM provisioning.

Remove user assignments from the Prendio application in your IdP to stop future syncs. Then delete the API token in Prendio under Admin > User Provisioning. Existing users are not affected — disconnecting SCIM does not delete or deactivate any previously provisioned users.

Getting Help

How do I get support for SCIM issues?

Submit a support ticket through the standard Prendio support process. For integration-specific issues, our team will bring in the appropriate specialists to help troubleshoot. Your Account Manager is also available for setup questions and guidance.

What should I include in a support request?

To help us resolve issues quickly, include:

- Which identity provider you are using (Okta, Entra ID, OneLogin)
- The specific user(s) affected
- What you expected to happen vs. what actually happened
- Any error messages from your IdP's provisioning logs
- When the issue first occurred