



Configuring Provisioning for askSpoke

This integration with Okta is available to all askSpoke customers on the Plus plan.

[Contact us](#) for additional info or to learn more.

Features

The following provisioning features are supported:

- **Push new users**
 - New users created through Okta will also be created in the third party application.
- **Import new users**
 - New users created in the third party application can be imported into Okta.
- **Map specific attributes**
 - Attributes that live at the user level can be mapped from Okta to the third party application.
- **Push profile updates**
 - Updates made to the user's profile through Okta will be pushed to the third party application.
 - Both invited and active users can be updated
- **Push user deactivation**
 - Deactivating the user in Okta will deactivate the user in the third party application.
 - Note: for this application, deactivating a user means removing the user's account.
 - Both invited and active users can be deactivated
- **Push groups**
 - Push existing Okta groups and their memberships to the third-party application.

Prerequisites

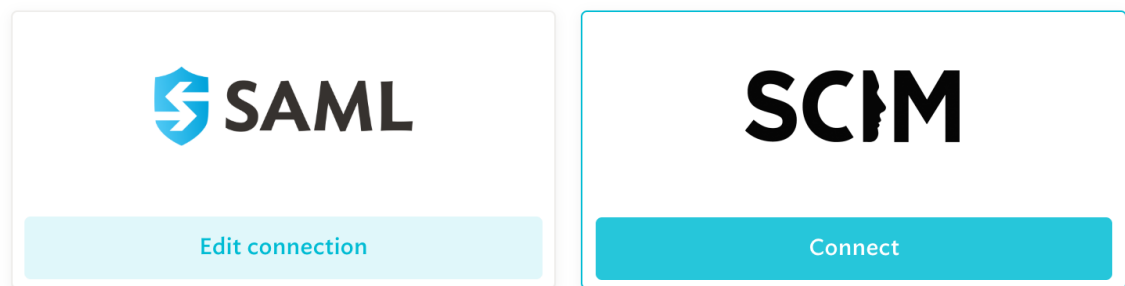
Before you can configure provisioning for askSpoke, make sure you have configured SAML in askSpoke (Settings > Integrations > SSO > SAML). SAML and SCIM are only available on askSpoke's **Plus** plan.

Configuration steps

1. Navigate to **Settings** > **Integrations** > scroll down to the **SSO** section

SSO

Enable SAML-based single sign on and SCIM to provision users. SAML must be active before SCIM can be enabled.



2. Click **Connect** under SCIM

Provision users with SCIM

Easily add and remove users in Spoke through your identity provider. Once configured, we will automatically import attributes like location, department, and job title when they are updated in your IdP.

API token

Copy the API token below and enter it in your IdP

A9R-fdRW0sNFXU2Fuqtflvfx8qZcxvI_LnleriUMb3dc=

Copy token

Regenerate token

Cancel

Disable SCIM

3. Copy or regenerate the **API token**.
4. In Okta, Click **Add Application** > search for **askSpoke** > enter your **Subdomain** > click **Done**

General Settings · Required

Application label	Spoke (www.askspoke.com) (3)
	This label displays under the app on your home page
Subdomain	
	Please enter your Subdomain Name. For example, if you log into <code>https://acme.askspoke.com/</code> , enter: acme
Application Visibility	☐ Do not display application icon to users
	☐ Do not display application icon in the Okta Mobile App
Cancel Done	

5. Click the **Provisioning** tab > click **API Integration** > enter your **API token** > click **Save** > verify the app successfully connected

GeneralSign OnProvisioningImportAssignments

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Spoke: Configuration Guide

Provisioning Verification: Partner Built EA

This provisioning integration is partner-built by Spoke

Contact partner support: support@askspoke.com

Provisioning is not enabled

Enable provisioning to automate Spoke (www.askspoke.com) user account creation, deactivation, and updates.

Configure API Integration

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API Integration

Spoke: Configuration Guide

Provisioning Verification: Partner Built EA

This provisioning integration is partner-built by Spoke

Contact partner support: support@askspoke.com

Cancel

☒ Enable API integration

Enter your Spoke (www.askspoke.com) credentials to enable user import and provisioning features.

API Token

.....|

Test API Credentials

Save

- Click the **To App** tab > select the **Provisioning Features** you want to enable > click **Save**

GeneralSign OnProvisioningImportAssignments

SETTINGS

To AppTo OktaAPI Integration

okta→Spoke

Provisioning to App

Cancel

Create Users

☒ Enable

Creates or links a user in Spoke (www.askspoke.com) 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 Spoke (www.askspoke.com) when the app is assigned. Future attribute changes made to the Okta user profile will automatically overwrite the corresponding attribute value in Spoke (www.askspoke.com).

Deactivate Users

☒ Enable

Deactivates a user's Spoke (www.askspoke.com) 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.

Save

- Click on **Assignments > Assign > Assign to People** > select a user and update their profile > click **Save and Go Back**

Assign Spoke (www.askspoke.com) to People

User Name	first.last@example.com
Given name	First
Family name	Last
Primary email	first.last@example.com
Title	
Display name	First Last
Primary phone	
Locality	
Region	
Department	

Save and Go Back

Cancel

8. Navigate to askSpoke > click on the user's profile > verify the user you assigned was updated

Mapping user attributes

1. To configure and map specific attributes from Okta to askSpoke, navigate to Users > Profile Editor > click Mappings next to the applications.

Okta User User Profile user	Spoke (www.askspoke.com) User Profile appuser
Username is set by Spoke (www.askspoke.com)	
user.firstName	givenName
user.lastName	
user.email	
user.title	title
user.displayName	displayName
user.primaryPhone	primaryPhone
user.city	locality
user.state	region
user.department	department
user.managerId	managerValue
user.manager	managerDisplayName

Preview
Enter an Okta user to preview their mappings..
Save Mappings
Cancel

Known issues / Troubleshooting

Issues with phone numbers

- askSpoke only accepts valid 10-digit US phone numbers.
- askSpoke does not accept 1-800 or 1-888 phone numbers.
- If a user profile contains an invalid phone number, askSpoke will silently ignore it and not set the phone number on the askSpoke profile of the user.

Note: askSpoke will ignore any updates made to email addresses or usernames in Okta, because we use email as the unique identifier for each user

Please contact us at support@askspoke.com for any issues.

Migration guide: Importing users

This migration guide is to migrate from the current application instance of the askSpoke app in Okta to the new updated instance. [Contact us](#) for additional info or to learn more.

Importing users

askSpoke has recently been updated to provide a better overall experience to Okta customers. Here is a summary of the changes:

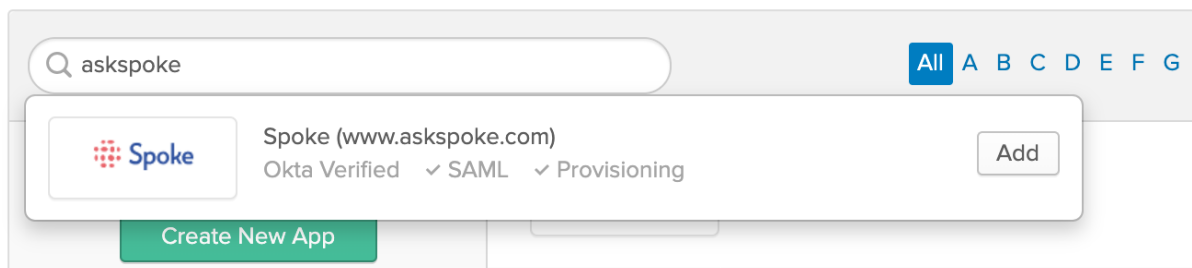
- Attributes are now mapped and supported at the user level so they can be assigned correctly.
- askSpoke now supports creating and updating users from askSpoke to Okta.

If you already have an existing instance of askSpoke, follow the steps below to migrate from that old instance to a newly updated instance of askSpoke.

1. Login to your Okta org as an Admin
2. Click into Applications
3. Click Add Application
4. Add a new instance of askSpoke

[← Back to Applications](#)

 Add Application



5. Configure the application including provisioning using the provisioning steps above.

6. After SCIM has been enabled, go to the **Import** tab of your new askSpoke app instance and click **Import from CSV**

← Back to Applications

 Spoke (www.askspoke.com) (2)

Active    [View Logs](#)

General Sign On Mobile Provisioning **Import** Assignments

Import Results

 Import from CSV

 Clear Unconfirmed Users

0 imported users need review · 0 imported users confirmed

ALL NO EXACT PARTIAL IGNORED

Q Search

Confirm Assignments 0

Show 10

First Previous Next Last

	Imported User		Okta User Assignment	
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7. A modal will appear, where you can **upload** your CSV and **import** users.

The screenshot shows the Okta admin console interface. At the top, there's a navigation bar with '← Back to Applications'. Below it, the application 'Spoke (www.askspoke.com) (2)' is selected, showing an 'Active' status and 'View Logs' link. The main content area is titled 'Import Results' and includes a table with columns 'ALL', 'NO', and 'EX'. A modal titled 'Import Users from CSV' is open in the foreground. The modal has a blue header and contains the following sections:

- Upload a CSV file of your users**
- Upload instructions**
 1. Format your CSV user file according to this template: [CSV Template](#)
 2. Upload your formatted CSV - limit 5000 users per file
 3. Review the CSV upload then click Import Users when you are ready
- CSV file**

Input field with a 'Browse..' button.
- Upload CSV** button
- Upload results**
 - ✓ **3 lines parsed successfully!**
 - 3 lines were well formatted
 - 0 lines were blank
 - 0 lines had an invalid format
- Click **Import Users** to import these users to Okta
- Import Users** and **Cancel** buttons at the bottom right.

8. After the users from askSpoke are imported, select the users you want created or linked in Okta and then click **Confirm Assignments**.

 Spoke (www.askspoke.com) (2)

Active



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Import Results

 Import from CSV

 Clear Unconfirmed Users

3 imported users need review • 0 imported users confirmed

ALLNOEXACTPARTIALIGNORED

Search

Confirm Assignments 3

Show 10Showing 1 - 3 of 3

FirstPrevious1NextLast

Spoke

Imported User

Okta

Okta User Assignment

NO Okta user matches found
Tanya Butani

ASSIGN TO

NEW Okta user

NO Okta user matches found
Robby Abaya

ASSIGN TO

IGNORE this user for now

This user will not be assigned to an Okta account. You can always change their assignment later.

NO Okta user matches found
Suchit Agarwal

ASSIGN TO

EXISTING Okta user I specify

Type name or email...

suchit@askspoke.com

suchit@askspoke.com

Show 10Showing 1 - 3 of 3

FirstPrevious1NextLast

Confirm Assignments 3

9. A modal will appear asking if you would like to proceed with the assignment confirmation. Click **confirm**.

Import Results

Import from CSV Clear Unconfirmed Users 3 imported users need review • 0 imported users confirmed

ALL NO EXACT

Show 10 Showing 1 - 3 of 3

Spoke Imported User

NO Okta user matches found
Tanya Butani

NO Okta user matches found
Robby Abaya

NO Okta user matches found
Suchit Agarwal

ASSIGN TO

EXISTING Okta user I specify
Type name or email...

Confirm Imported User Assignments

Click Confirm to complete the following assignments:

- 1 new Okta users will be created from Spoke (www.askspoke.com) users
- 1 existing Okta users will be assigned to Spoke (www.askspoke.com) users
- 1 Spoke (www.askspoke.com) users will be ignored

Confirm Cancel

Confirm Assignments 3

Previous 1 Next Last

You can always

10. Go back to your Admin Dashboard
11. Open your old askSpoke app instance. **NOTE!** This is the previous askSpoke app you added before adding a new one in step 4.
12. Go to the **Provisioning** tab
13. In **Settings**, click on **Integration** tab
14. Click on **Edit** and uncheck **Enable API Integration**. Click **Save**.

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Spoke

Active ▾



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Spoke: Configuration Guide

Provisioning Verification: Okta Verified

This provisioning integration is partner-built by Spoke

Contact partner support: support@askspoke.com

Integration

[Cancel](#)

☒ **Enable API integration**

Enter your Spoke (www.askspoke.com) credentials to enable user import and provisioning features.

API Token

.....

[Test API Credentials](#)

[Save](#)

15. You can now deactivate or delete your old askSpoke app instance and continue using the new askSpoke app you just added.

Additional notes

- If you were using SAML as the sign-on method for your previous askSpoke app instance, you will need to set up SAML on your new askSpoke app instance in Okta (recommended) or maintain the old askSpoke app instance to ensure that SAML functionality continues to work.
- If you were using your previous askSpoke app as a profile master for certain Okta attributes, you would need to set your new askSpoke app as the profile master for the same attributes.

Migration guide: Pushing groups

askSpoke has recently been updated to provide a better overall experience to Okta customers. Here is a summary of the changes:

- askSpoke now supports pushing existing Okta groups and their memberships to askSpoke.

Pushing groups

1. Login to your Okta org as an Admin
2. Navigate to **Applications**
3. Search and select askSpoke

 Applications



STATUS

ACTIVE 20

INACTIVE 5

	askSpoke	
	askSpoke for Pie shop	
	My Service App Client ID: 0oarfwauv2ciLvPl0h7	
	My SPA Client ID: 0oarfkzeIQ9TEwsf0h7	

4. Open your askSpoke app instance
5. Click **Push Groups**

← Back to Applications



askSpoke

Active ▾



[View Logs](#)

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Push Groups

Push Groups to askSpoke



You need to enable provisioning to start pushing groups to askSpoke

Group push allows you to use your existing groups in Okta and push them to askSpoke. Once a group is pushed, Okta automatically sends user membership changes to the corresponding group in askSpoke.

[Enable Provisioning](#)

6. Click **Enable Provisioning**
7. Go to the Provisioning tab
8. On the **Settings** section, click on **Integration**
9. Click on **Configure API Integration**
10. Check the **Enable API Integration** box and enter your API token
11. Click **Test API Credentials** and click Save

← Back to Applications



askSpoke

Active ▾



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Spoke: Configuration Guide

Provisioning Verification: Okta Verified

This provisioning integration is partner-built by Spoke

Contact partner support: support@askspoke.com

Cancel



Enable API integration

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

API Token

.....

[Test API Credentials](#)

Save

12. The new SCIM features should now be enabled for your askSpoke app