



# GLS OnDemand™ Okta SCIM Provisioning Integration

Okta SCIM (Provisioning) Setup Instructions

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Global Learning Systems LLC

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## CONTENTS

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<b>Disclaimer</b>	<b>3</b>
<b>Outline</b>	<b>3</b>
<b>Requirements</b>	<b>3</b>
Okta Groups and GLS OnDemand Groups	4
<b>Okta Provisioning Supported Features</b>	<b>4</b>
<b>OnDemand User &amp; Group Creation and Update Process</b>	<b>4</b>
Overview	4
Batch User Import / Update & Manual Creation	5
<b>Integration Steps</b>	<b>5</b>
Integrate SCIM Provisioning	5
Application Assignment to Groups and People	6
Final Testing	7
<b>Conclusion</b>	<b>7</b>

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## DISCLAIMER

GLS makes every effort to work with vendors to stay current on new versions of their products. Okta is a third party authentication and identity management solution that GLS offers as a service to our customers to facilitate user access, management, and provisioning within our GLS OnDemand LMS. From time to time Okta may be updated in a way that could change the requirements, processes and instructions provided below. Changes to the Okta product may not be immediately reflected in these process steps. If you have questions, please contact our Product Support Team.

## OUTLINE

- **Requirements** are what you need to know
- **Okta Provisioning Supported Features** are those features of Okta Provisioning which are supported by GLS OnDemand
- **OnDemand User & Group Creation and Update Processes** are the methods available for user and group creation and updating in OnDemand
- **Integration Steps** walks you through the Provisioning configuration within Okta
- **Conclusion** provides a recap and instructs how to get support

## REQUIREMENTS

- SAML SSO integration between your Okta account and your GLS OnDemand portal exists
- You have requested and GLS has provided your GLS OnDemand portal's Bearer token for the purpose of integrating SCIM provisioning between your Okta account and your GLS OnDemand portal.
- One to one relationship between specific Okta Groups and the GLS OnDemand Groups.
  - Note that with advanced (and optional, disabled by default) GLS OnDemand functionality "Unsynced Groups", you may want no Okta Groups to exist for OnDemand and instead manage all users within the GLS OnDemand application. (We recommend against this and instead recommend a "true SSO solution" where all Users are managed within the IDP – Okta, but that may not be possible in all environments.) With that solution, there must still be one Okta Group which will have all users as members who need access to OnDemand. That one Okta Group simply serves the purpose of giving Users access to OnDemand and Provisioning.

## OKTA GROUPS AND GLS ONDEMAND GROUPS

When you assign an Okta Group to the GLS OnDemand SSO application that is already in place, this causes users in these groups to have access to GLS OnDemand, but it does not cause syncing of group membership. What causes Okta group membership to be synced to OnDemand group membership is the group mapping that was configured in the GLS OnDemand SSO application also being configured for the GLS OnDemand SCIM Provisioning app. A standard setup is to have only Okta groups that begin with "GLS" synced to OnDemand (by configuring SSO to filter on groups that begin with "GLS"). You need to assign these groups to the "GLS OnDemand SCIM Provisioning". (They might not be the same as the groups that are assigned to the SSO application.)

To confirm you only have groups that begin with GLS synced to GLS OnDemand, go to the GLS OnDemand SSO application, go to the General tab, and go to the bottom of the SAML Settings section. There, in the Group Attributes Statements section you should see "Starts with: GLS" under "Filter". If that is the case, you need to assign all Okta groups that begin with GLS to the "GLS OnDemand SCIM Provisioning" application.

## OKTA PROVISIONING SUPPORTED FEATURES

- Create users
- Update user attributes and OnDemand Group membership
- Deactivate users
- Group push

## ONDEMAND USER & GROUP CREATION AND UPDATE PROCESS

### OVERVIEW

- Users are created in OnDemand via two methods:
  - Just-in-time-provisioning (SSO login) by an Okta user not yet automatically Provisioned but who has access via Group assignment within Okta
  - Okta Provisioning
- Users are updated in OnDemand by way of:
  - SSO login by an Okta user will update the OnDemand User record if something is different in the Okta User record (this would require the user to log in after Okta Provisioning completes and before it runs again).
  - Okta Provisioning

- Users are deactivated in OnDemand by way of:
  - Okta Provisioning
- Groups are created in OnDemand via two methods:
  - By GLS' Product Support at your request
  - By Provisioning after assigning the Group to the SAML SSO App and Provisioning App and performing a Group Push of that Group
- Groups are populated with Users in OnDemand via two methods:
  - Just-in-time-provisioning (SSO login) by an Okta user
  - Okta Provisioning

## BATCH USER IMPORT / UPDATE & MANUAL CREATION

When an OnDemand site is made Okta SAML SSO enabled, the built-in Batch User Import/Update functionality is disabled as Okta Provisioning takes its place. Additionally, the ability for an Administrator to manually create a User and Group is disabled.

## INTEGRATION STEPS

### INTEGRATE SCIM PROVISIONING

1. Start the App Setup
  - a. In your Okta account, Expand Applications and select Applications.
  - b. Click "Browse App Catalog"
  - c. Search for and select "GLS OnDemand SCIM Provisioning"
  - d. Click "+ Add Integration" and you'll be taken to General Settings
  - e. Check "Do not display application icon to users"
  - f. Check "Do not display application in the Okta Mobile App"
  - g. Click Done.
2. Setup the SCIM Connection
  - a. Select the Provisioning tab (you will have been taken to the Assignments tab).
  - b. Click "Configure API Integration"
  - c. Check "Enable API Integration"
  - d. Copy and paste the Bearer token provided by GLS to the API Token field; be sure there are no leading or trailing spaces when you copy.
  - e. Click the "Test API Credentials" button and look for the "GLS OnDemand SCIM Provisioning was verified successfully!" message.
  - f. Click the "Save" button if the test is successful, otherwise, contact GLS support.
3. Configure Basic Provisioning

- a. You should still be in the Provisioning tab, make sure "To App" is selected on the left.
- b. Click "Edit" to the right of "Provisioning to App"
- c. Check the following 3 items to enable them:
  - i. Create Users
  - ii. Update User Attributes
  - iii. Deactivate Users
- d. Click Save

## APPLICATION ASSIGNMENT TO GROUPS AND PEOPLE

4. Assign Groups to the Provisioning App
  - a. Within the "GLS OnDemand SCIM Provisioning" app, click the "Assignments" tab
  - b. Click the "Assign" button then "Assign to Groups"
  - c. Click "Assign" for each appropriate Group followed by "Save and Go Back"
    - i. The default configuration for the Okta SAML SSO GLS OnDemand app is for all Groups to begin with a "GLS" prefix so likely you will select to assign to all "GLS..." Groups.
    - ii. If you have a lot of groups, simply type GLS in the Search filter to narrow the list down to only groups that begin with GLS and click Assign for each one.
    - iii. NOTE: If you have assigned any People to the GLS OnDemand SSO application individually--not by virtue of membership in an assigned Group--you will need to assign those same People individually to the "GLS OnDemand SCIM Provisioning" app. However, the cleaner solution is to remove those individual users and assign them to a Group instead.
  - d. Click "Done"
5. Push Groups
  - a. In the "GLS OnDemand SCIM Provisioning" app, go to the "Push Groups" tab
  - b. First click "Refresh App Groups" to obtain the list of existing Groups from GLS OnDemand
  - c. Click "Push Groups" and then "Find groups by name"
  - d. For each assigned Group:
    - i. Type the group name
    - ii. Select it
    - iii. Ensure the "Push group memberships immediately" box is checked
    - iv. Click "Save and Add Another" or "Save" if done
  - e. The Groups are pushed to OnDemand. If they already exist in OnDemand, the User membership is updated to reflect the Okta Groups. If they don't exist in OnDemand, the Group is created and Users assigned as members. If Users exist in the Okta Group but don't exist as Users in OnDemand, they will be created at this time.

6. FYI (there may not be a need to do this right now) – A Provisioning Sync can be forced to run by clicking “Force Sync” on the “Provisioning” tab

## FINAL TESTING

7. Log into your GLS OnDemand Portal as an Administrator
8. Review the Groups via the “Users & Groups” > “Manage Groups” page
9. Review the Users via the “Users & Groups” > “Manage Users” page.
10. The “Manage Users” page can be filtered by Group to show the Group membership within OnDemand.
11. Please verify that the Users and Groups and Group membership within OnDemand matches that in Okta based on the Groups assigned to the Provisioning app.

## CONCLUSION

You have completed the SCIM provisioning integration between your Okta IDP and GLS OnDemand. When you add an Okta user to any group assigned to the SCIM app, the user will be immediately created or updated in OnDemand, and the user's OnDemand group membership will be created or updated. When you update any user property (that is synced to OnDemand) in Okta, that property will be immediately updated in OnDemand.

If you have any questions or to schedule a time to have us walk through this process with your Okta administrator, please contact [Support@GlobalLearningSystems.com](mailto:Support@GlobalLearningSystems.com).

GLS OnDemand™ SSO Integration: Client Okta Setup Instructions:

<https://www.globallearningsystems.com/info/GLS-OD-SSO-Okta-v2.pdf>

*This Document:*

GLS OnDemand™ Okta SCIM Provisioning Integration:

<https://www.globallearningsystems.com/info/GLS-OD-SCIM-Okta.pdf>