cornerstone

Cornerstone Learning Connector for
ADP Workforce Now® (ADP Marketplace U.S.)

Edge Integration Guide

Version history

| VERSION	DATE	DESCRIPTION
1.0	Jan 2018	• Document creation and updates
2.0	Aug 03, 2018	• Added document versions and updating Pre-requisites with Soap APIe nablement information
3.0	Oct 09, 2018	• Removed Soap API pre-requisites since it is automatically configured • Added the process needed to test the integration on Cornerstone's pilot environment • Added FAQs
3.1	Oct 22, 2018	• Added more FAQs
3.2	Jan 02, 2019	• Updated the details to access the Pilot App on ADP Workforce Now marketplace in Setup Instructions • Added Required approval in User Mapping • Added more FAQs
3.3	Jan 07, 2019	• Updated Location fields
4.0	Feb 22, 2019	• Updated User mapping field User ID. Additional supported values: File Number and Position ID
5.0	Dec 31, 2019	• Replaced "Try t Free" with "Install" in Setup Instructions in Cornerstone
6.0	Feb 1, 2021	• Added details on new features included in Feb '21 Release • Updated the following sections: Welcome To, Considerations, Prerequisites, Install & Setup Instructions, Integration Workflow, OU Mapping, User Mapping, FAQ • Added the following sections: Integration Overview, Modes of Synchronization, Appendices A and B
6.0	June 10, 2023	• Updated integration title names

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Overview

The Cornerstone Learning Connector for ADP Workforce Now (ADP Marketplace U.S.) is an API-based solution that provides a mechanism to synchronize a client's user and organizational unit (OU) records in Cornerstone CSX. This one-way integration allows a centralized management of user and OU data in ADP Workforce Now to avoid redundant data entry work.

The following functionalities are included with this integration:

- Unidirectional transfer of active OU and user data from Workforce Now to CSX
- Nightly synchronization of OU and user data
- Ability to trigger the integration on-demand
- Map defined Workforce Now Validation Tables data to CSX standard and/or custom OUs
- Map Workforce Now employment and/or personal user custom fields to CSX user custom fields of short text box type
- Exclude users from the sync using Workforce Now Validation Tables and/or employment and/or personal user custom fields
- Summary and log of synced OU and user data via email notification
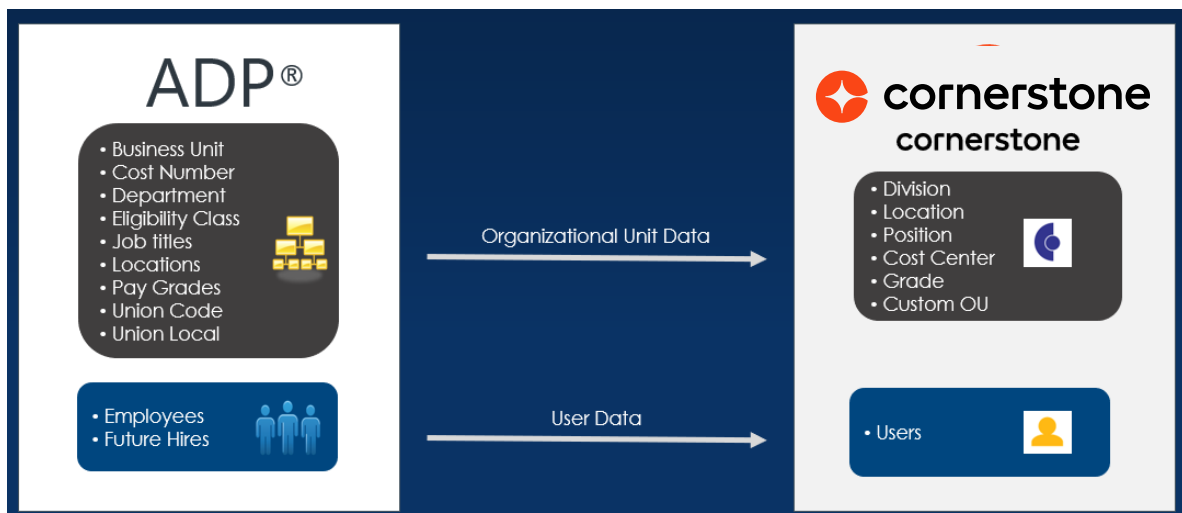
Considerations

1. The following ADP Workforce Now implementations are NOT supported:
   - Employees that belong to multiple companies with different positions, locations, etc.
   - Employees that belong to multiple companies and have identical OU codes within the same OU type

2. The integration is only available to clients whose portal reside in the LAX and US data centers.

3. The integration is only available to clients who have access to ADP Marketplace US.

4. The integration runs nightly at a pre-defined schedule for both OU and user sync. The schedule cannot be modified. See Modes of Synchronization section for details.

5. The following items are NOT supported:
   - OU custom fields
   - Location OU time zone
   - Legal Entity OU
   - Secure custom fields
   - Termination-related fields
   - Setting hierarchy for standard and custom OUs

6. The integration only supports CSX user custom fields that are of short text box type.

7. The integration does not support passing of the user's CSX generated Global Unique Identifier (GUID) number from ADP Workforce Now into CSX. Special considerations should be given for Cornerstone Recruiting clients. Please consult with your Cornerstone Account Manager or Solution Architect.

8. Employee and future hires will always be part of the user sync.

Please consult with your Account Manager should you need a custom solution to meet your business requirements.

Prerequisites

1. Cornerstone

   • Any Cornerstone CSX product

   • The admin setting up the integration must have the permissions noted under [Appendix A: Security Permissions](#).

2. ADP Workforce Now account

3. Access to ADP Marketplace U.S.

Install & Setup Instructions

It is strongly recommended to test the integration in either your CSX Pilot or Stage environment before setting it up in Production. Testing the integration in Pilot or Stage will synchronize the users and OUs from your **ADP Workforce Now Production** environment to your **CSX Pilot** or **Stage** environment.

To test the integration in your CSX Pilot or Stage environment, follow the steps below.

1. Log in to <u>ADP Marketplace</u>.

2. Access either of the link below depending on which CSX portal environment you want to test the integration in. Note that the Pilot and Stage app listings below are NOT visible on ADP Marketplace. You must be logged in to ADP Marketplace to access the Pilot and Stage app listings.

    - Pilot: <u>Cornerstone Learning (PILOT) Connector for ADP Workforce Now®</u>

    - Stage: <u>Cornerstone Learning (STAGE) Connector for ADP Workforce Now®</u>

3. Click on "TRY THE FREE EDITION" to begin the subscription process.

4. Continue with the setup by following the instructions below starting from st<u>ep 4 under the sub-section "Setup Steps in ADP"</u>.

NOTE: After you complete your testing in Pilot or Stage, **DISABLE** the integration in your CSX Pilot or Stage environment before enabling the integration in the production environment. **Failure to do this may cause issue with the data sync process.**

Setup Steps in ADP

1. Log in to ADP Marketplace.
2. Search for Cornerstone Learning Connector for ADP Workforce Now®.
3. Select the integration and begin the subscription process by clicking on **BUY NOW**.
4. Upon subscribing to the app in ADP Marketplace, the following will occur.
   a. The app will be added to "MY APPS" in ADP Marketplace.
   b. You will receive an email from CSX that contains your unique subscription token. **Please retain this email as the subscription token is required to setup the integration in CSX.**

   The subscription token is unique per CSX portal environment (e.g. the subscription token generated for Stage may NOT be used to configure the integration in Production). The email subject line will include the CSX portal environment for which this token is generated for. See Appendix B: Email Notification & Log for a sample of a subscription token email notification.

   If you do not receive the subscription token email, please do the following:
   • Verify your email address in ADP Workforce Now that is used for notification. This is found under the communication preference.
   • Check your spam/junk email folder as the subscription token email might have gone in this folder.
   • Cancel the subscription then re-subscribe again to the same app in ADP Marketplace.
5. Navigate to "MY APPS" and select the "Cornerstone Learning Connector for ADP Workforce Now®" app tile.
   • If testing the integration, select the appropriate tile.
     - Pilot: Cornerstone Learning (PILOT) Connector for ADP Workforce Now®
     - Stage: Cornerstone Learning (STAGE) Connector for ADP Workforce Now®
6. Complete the **Consent Request** form by clicking on **ALLOW**. This gives ADP consent to share data with Cornerstone.

   Note that the integration between ADP Workforce Now and CSX will only be enabled after you provide your consent.

   A confirmation message will be displayed when you complete the Consent Request form.
7. Click **CONTINUE** which directs you back to the "MY APPS" section. This completes the subscription and consent request process in ADP Marketplace.

Setup Steps in Cornerstone

1. Log in to your CSX portal.

2. Navigate to the **Edge Marketplace** (Admin Tools > Edge > Marketplace).

3. Search for **Cornerstone Learning Connector for ADP Workforce Now® (ADP Marketplace U.S.)** then click on the integration tile.

4. Click on **Install**.

5. Review the terms and conditions then select the checkbox for **I have read, understand, and agree to the above terms and conditions**. Click on **Install**.

6. Click on **Configure Now**. You will be directed to the **Settings** page.

7. Configure the integration on the Settings page.

   a. **Subscription Token**: This is the subscription token that was provided via email after purchasing the integration in ADP Marketplace (for additional details, see step 4 Setup Steps in ADP step 4). This field is required to save the page.

   b. **Notification Email**: An audit log is generated each time the integration runs which will be delivered to the specified email address(es). If entering multiple email addresses, separate each with a comma (,). The field is required to save the page.
   Note the following:

      • Email sender will be from integrationcenter@csod.com. See Appendix B: Email Notification & Log for a sample of the notification email and log.

      • You will receive an email notification when the sync completes.

      • If syncing both users and OU data, you will receive a separate email notification for the user and OU sync.

   c. **Client ID** and **Client Secret**: These are your organization's unique credentials which ADP uses to authenticate requests originating from Cornerstone. You do NOT need to enter any value in these fields. The fields will be auto populated upon saving of the Settings page.
   Note the following:

      • Changing the auto-populated values will cause issues with the integration.

      • If the Client ID and/or Client Secret value has been changed, clear out the values in both fields then save the save the Settings page. The correct Client ID and Client Secret values will be re-populated in the fields if the subscription token is valid.

   d. **User Identifier**: This relates to the User ID field on the CSX User Profile page. The integration allows mapping of the User ID field to any of the following ADP

Workforce Now fields: Associate ID, Email Address, Position ID, File Number. The default selection is Associate ID. The field is required to save the page.

e. **Sync Type**: This indicates what data type is included in each sync. The integration allows the option to sync both OUs & Users, OUs only, or user only. The default selection is "OUs & Users". The field is required to save the page.

f. **Sync Toggle Switches**

- Full Sync Now

  - To run a full sync on-demand, perform the following actions:

    » Enter all required fields and configure the integration as desired

    » Turn on the Full Sync Now toggle switch

    » Click on the Save Settings button

  - This is an optional field.

  - The toggle switch is turned off once the integration is triggered.

  - Depending on the Sync Type selection and/or configured exclusion criteria, the sync will pull all active OUs and/or relevant users from ADP Workforce Now.

  - OU sync is always a full sync

- Delta Sync Now

  - To run a delta sync on-demand, perform the following actions:

    » Enter all required fields and configure the integration as desired

    » Turn on the Delta Sync Now toggle switch

    » Click on the Save Settings button.

  - Depending on the Sync Type selection and/or configured exclusion criteria, the sync will pull all active OUs and/or all relevant users that were created/modified since the last successful delta sync (scheduled or on-demand).

  - This is an optional field.

  - Note the following

    » If the Delta Sync Now toggle switch is enabled prior to the initial scheduled run, the integration will pull all active OUs and/or users.

    » If no successful syncs occurred in the past 30 days, then the integration will pull all active OUs and/or users.

    » OU sync is always a full sync.

- NOTE: The integration can only run once (scheduled or on-demand) within a 3-hour period AND if no other sync (user or OU) is currently running.

g. **Standard Organizational Unit Mapping**: This table allows you to specify the mapping between the CSX standard OU type and ADP Workforce Now Validation Table.

- To add a standard OU mapping, perform the following actions:
    - Click on the + Add New Standard Organizational Unit Mapping button.
    - Under Cornerstone Standard OU Type, select an OU type.
    - Then, select its corresponding value in ADP Validation Table.
    - To delete an OU mapping, click on the trash icon.
- Note the following:
    - The integration supports mapping a CSX OU to any of the following ADP Workforce Now Validation Tables: Business Unit, Cost Number, Department, Eligibility Class, Job Titles, Locations, Pay Grades, Union Code, Union Local.
    - At least one OU type (standard or custom) must be mapped when "Users & OU" or "OU Only" is selected in Sync Type.
    - User record constraints that are implemented on the UI also apply to this integration. For example, if the Position OU is a required field on the User Profile page, then the Position OU must be mapped on the Settings page. If a user comes through the integration without a Position OU value, then the user will not be created/modified in Cornerstone.

h. **Custom Organizational Unit Mapping**: This table allows you to specify the mapping between your CSX custom OU type and ADP Workforce Now Validation Table.

- To add a custom OU mapping, perform the following actions:
    - Click on the + Add New Custom Organizational Unit Mapping button.
    - Select an OU type in Cornerstone Custom OU Type.
    - Select its corresponding value in ADP Validation Table.
    - To delete an OU mapping, click on the trash icon.
- Note the following:
    - The integration supports mapping a CSX OU to any of the following ADP Workforce Now Validation Table: Business Unit, Cost Number, Department, Eligibility Class, Job Titles, Locations, Pay Grades, Union Code, Union Local.
    - At least one OU type (standard or custom) must be mapped when "Users & OU" or "OU Only" is selected in Sync Type.
    - User record constraints that are implemented on the UI also apply to this integration. For example, if the custom OU is a required field on the User

Profile page, then the custom OU must be mapped on the Settings page. If a user comes through the integration without a custom OU value, then the user will not be created/modified in CSX

i. **User Custom Field Mapping**: This table allows you to include user custom fields in the sync and specify the mapping between the CSX and ADP Workforce Now fields. This is an optional field.

- To add a user custom field, perform the following actions:
  - Click on the + Add New User Custom Field Mapping button.
  - Select an option in Cornerstone User Custom Field Name. Note that only active user custom fields of type short textbox will be available in the drop-down.
  - Select an option in User Custom Field Type. The integration supports syncing employment and personal custom fields.
  - In ADP User Custom Field Name, enter the custom field name exactly as it appears in ADP Workforce Now.

- **Note the following**:
  - The integration only supports syncing to CSX user custom fields of short textbox type.
  - Only CSX user custom field of short text box type is supported. However, clients may sync different ADP Workforce Now custom field types (except multiselect) to CSX's short text box type. The integration will load data into CSX as received in the response payload.
  - Mapped user custom fields with duplicate records in ADP Workforce Now will be ignored in the sync.
  - The integration supports syncing of both employment and personal custom fields. However, updates to personal custom fields will not be captured in CSX through the daily sync. Clients must run a full sync to capture employee custom field changes in CSX.
  - In CSX, the short text box has a limit of 100 characters. Any incoming data from ADP Workforce Now that exceeds this limit will be truncated.
  - User record constraints that are implemented on the UI also apply to this integration. For example, if the user custom field is a required field on the User Profile page, then the user custom field must be mapped on the Settings page. If a user comes through the integration without a user custom field value, then the user will not be created/modified in CSX.
  - If a user custom field has been synced then subsequently deleted from the configuration on the Settings page OR in ADP Workforce Now, then the integration will leave the previously loaded data as is.

For example:

» The user custom field "Parking Provided" is mapped on the Settings page.

» The integration runs and loads "Parking Provided" user data into your Cornerstone portal.

» You realize that you don't want to sync the user custom field "Parking Provided" after all. So, you removed "Parking Provided" from the user custom field mapping on the Settings page or removed the field in ADP Workforce Now.

» During the subsequent sync, the integration will not remove previously loaded "Parking Provided" user data from the system.

j. **User Exclusion Criteria**:This table allows you to exclude users from being created in your CSX portal by using ADP Workforce Now employee and/or personal custom fields and/or ADP Workforce Now Validation Table as exclusion criteria. This is an optional set-up.

- To add a user exclusion criterion, perform the following actions:

  - Click on the + Add New User Exclusion Criteria button.

  - Select an option in Exclusion Criteria Category. The available options are ADP Validation Table, Employee Custom Fields, and Personal Custom Fields.

    » For example, if you want to exclude users using validation table data, then select "ADP Validation Table".

  - Select an option in ADP Validation Table only if you selected "ADP Validation Table" in Exclusion Criteria Category.

    » The following options are available in the drop-down: Business Unit, Cost Number, Department, Eligibility Class, Job Titles, Locations, Pay Grades, Union Code, Union Local.

  - In ADP Employment or Personal Custom Field Name, enter the employment or personal user custom field name exactly as how it appears in ADP Workforce Now.

    » Only the following ADP employment/personal custom field types are supported: string, coded, droplist, and indicator.

    » Do NOT enter any value if using ADP Validation Table as an exclusion criterion.

  - In ADP Validation Table or User Custom Field Value, enter the corresponding value that will be used to exclude users from the sync.

> » If entering multiple values in this field, separate each value with a comma (,) with NO space after each comma.
>
> - For example, let's say that the exclusion criteria values are California, Texas, and New York. These values should be entered as follows: California,Texas,New York

- For the exclusion process to run as expected, the fields below must be configured as described.

  - Full Sync Now: enable the toggle switch

    » The purpose of running a full sync is to inactivate users in your Cornerstone portal that now fall under the exclusion criteria.

    » If "Full Sync Now" is not selected, active users in your CSX portal who fall under the exclusion criteria will remain as active records in the system.

  - Sync Type: select either "OUs & Users" OR "Users Only"

- Note the following:

  - Users excluded from the sync will not be part of the email log.

  - Active users in your CSX portal that meet the exclusion criteria will be deactivated in the subsequent full sync. Inactivated users will be included in the email log.

  - Duplicate user custom fields with the same name can be created within ADP Workforce Now. If a duplicate user custom field is created in ADP Workforce Now, users that belong to both user custom fields with the same name will be excluded from the user sync.

  - If entering multiple exclusion criteria, users that meet any of the criteria will be excluded from the sync (i.e. the exclusion criteria uses an OR operator).

  - User custom fields with identical names can be created in ADP Workforce Now. If duplicate user custom field is detected, users that belong to both user custom fields with the same name will be excluded from the sync.

8. Click on **Save Settings** which will then take you to the Manage Integrations page.

9. Search for **Cornerstone Learning Connector for ADP Workforce Now® (ADP Marketplace U.S.)** and verify that the toggle switch has been automatically enabled

   a. a. Note the following:

   - First integration sync will pull all active OUs and users.

   - Subsequent integration sync will pull all users that were created/modified since the last successful delta sync (scheduled or on-demand).

   - OU sync will always be a full sync.

Modes of Synchronization

Scheduled Sync

The integration is scheduled to run as follows:

- OU Sync: 3:00 AM (based on local time of the data center your portal resides in)
- User Sync: 4:00 AM (based on local time of the data center your portal resides in)

The nightly OU sync runs on full mode while the nightly user sync runs on delta mode.

On-demand Sync

The integration can be triggered on-demand from the Edge Settings page using the Sync Now toggle switches. You can choose to run a delta or full sync.

Delta Sync Now

To run a delta sync on-demand, turn on the Delta Sync Now toggle switch then click on the Save Settings page. The delta sync will pull all OUs and/or users that were created and/or modified in ADP Workforce Now since the last successful delta sync (scheduled or on-demand).

Full Sync Now

To run a full sync on-demand, turn on the Full Sync Now toggle switch then click on the Save Settings page. The full sync will pull all OUs and/or users from ADP Workforce Now.

Note the following:

- The toggle switch is turned off once the integration is triggered.
- The integration can only run once (scheduled or on-demand) within a 3-hour period AND if no other sync (user or OU) is currently running.

Integration Workflow

Before you rollout the integration within your organization, we recommend that you test the integration workflows.

OU Sync

Step 1: Create/Update a validation table in ADP Workforce Now

- The integration supports synchronizing standard and custom OUs that are mapped to any of the following ADP Workforce Now Validation Table:
  - Business Unit
  - Cost Number
  - Department
  - Eligibility Class
  - Job Titles
  - Locations
  - Pay Grades
  - Union Code
  - Union Local

Step 2: Trigger the Delta Sync Now from the Settings page or allow the nightly scheduled sync to run

Step 3: When the synchronization process is complete, the following will occur:

- A standard/custom OU is created and/or updated in Cornerstone
- The email address(es) defined on the Edge Settings page will receive an email notification with a summary and detailed log of OUs that have been processed successfully or failed. See Appendix B: Email Notification & Log for an example of the email notification and log.

User Sync

Step 1: Create and/or update an employee record in ADP Workforce Now:

Step 2: Trigger the Delta Sync Now from the Settings page or allow the nightly scheduled sync to run

Step 3: When the synchronization process is complete, the following will occur:

- New and/or updated user records are created and/or updated in Cornerstone
- Email address(es) defined on the Edge Settings page will receive an email notification with a summary and a detailed log of users that have been processed successfully or failed. See Appendix B: Email Notification & Log for an example of the email notification and log.

Below is a list of additional scenarios that you may include in your testing. Note that this is not an exhaustive list. You should validate the integration using varied scenarios relevant to your business needs.

- Synchronize user custom fields
- Exclude users from being created/updated in CSX
- Create new hire with a future hire date

Note the following:

1. Only active users in ADP Workforce Now will be created/updated in CSX. Changes to an inactive employee record in ADP Workforce Now will not be reflected in CSX. In this case, the record will be flagged as "Skipped" in the notification log.

    - Example: An inactive employee's email address is updated in ADP Workforce Now. Since the change is to an inactive employee's record in ADP Workforce Now, the integration will not update the inactive employee's email address in CSX. This inactive user record will be flagged in the notification log as "Skipped".

2. If the user sync fails due to network issues, the integration will attempt to re-try unprocessed user records in the next successful sync (scheduled or on-demand). This does not apply to user records that failed due to validation errors (e.g. missing required field, missing OU, etc.). Any retried user will be included in the summary and log. See Appendix B: Email Notification & Log for an example

    The re-try logic will look at the past 7 days and sync all failed records (except validation errors). However, if a full sync runs within the past 7 days, the retry will only look at failed records from the last full sync.

OU Mapping

	CSX Organization Unit	ADP Workforce Now Validation Table
1	Cost Center	Configurable to any of the following:
2	Division	• Business Unit
3	Grade	• Cost Number • Department • Eligibility Class
4	Location	• Job Title • Location
5	Position	• Pay Grade • Union Code
6	Custom OU	• Union Local

Cost Center OU Field Mapping

	CSX Field Name	ADP Workforce Now Field Name	Comment
1	Name	Description or Title	• Required field • If Cost Center OU is mapped to Pay Grade, then Name is mapped to Title. Otherwise, Name is mapped to Description
2	ID	Code	• Required field
3	Active		• Defaults to True

Division OU Field Mapping

	CSX Field Name	ADP Workforce Now Field Name	Comment
1	Name	Description or Title	• Required field • If Division OU is mapped to Pay Grade, then Name is mapped to Title. Otherwise, Name is mapped to Description
2	ID	Code	• Required field
3	Active		• Defaults to True

Grade OU Field Mapping

	CSX Field Name	ADP Workforce Now Field Name	Comment
1	Name	Description or Title	• Required field • If Grade OU is mapped to Pay Grade, then Name is mapped to Title. Otherwise, Name is mapped to Description
2	ID	Code	• Required field
3	Active		• Defaults to True

Location OU Field Mapping

	CSX Field Name	ADP Workforce Now Field Name	Comment
1	Name	Description or Title	• Required field • If Location OU is mapped to Pay Grade, then Name is mapped to Title. Otherwise, Name is mapped to Description
2	ID	Code	• Required field
3	Active		• Defaults to True

Position OU Field Mapping

	CSX Field Name	ADP Workforce Now Field Name	Comment
1	Name	Description or Title	• Required field • If Position OU is mapped to Pay Grade, then Name is mapped to Title. Otherwise, Name is mapped to Description
2	ID	Code	• Required field
3	Active		• Defaults to True

Custom OU Field Mapping

	CSX Field Name	ADP Workforce Now Field Name	Comment
1	Name	Description or Title	• Required field • If the custom OU is mapped to Pay Grade, then Name is mapped to Title. Otherwise, Name is mapped to Description
2	ID	Code	• Required field
3	Active		• Defaults to True

User Field Mapping

	CSX Organization Unit	ADP Workforce Now Validation Table	
1	User Id	Configurable: • Associate ID • Email Address • File Number • Position ID	• Required field
2	Username	Associate Internal ID (AOID)	• AOID is required for single sign-on • Required
3	Active	Displays "True" if Active or On Leave, Terminations are dropped at effective date	• If ADP Workforce Now Status = Active, then "True" is displayed in Cornerstone
4	Absent	Displays "False" if On Leave= True	• If ADP Workforce Now Status = Leave, then "False" is displayed in Cornerstone
5	First Name	First Name	• Required field
6	Middle Name	Middle Name	
7	Last Name	Last Name	• Required field
8	Email	Work Email Address	• Supports blank override
9	Phone	Work Phone Number	• Supports blank override
10	Fax	Work Fax Number	

#	Field	Source	Notes
11	Country Code	Personal Address 1 > Country	• Supports blank override
12	Address Line 1	Personal Address 1> Address 1	• Supports blank override
13	Address Line 2	Personal Address 1> Address 2	• Supports blank override
14	City	Personal Address 1> City	• Supports blank override
15	State/Province	Personal Address 1> State/Province/ Territory	• Supports blank override
16	Postal Code	Personal Address 1> Zip Code	• Supports blank override
17	Last Hire Date	Last Hire Date or Original Hire Date	• If Last Hire Date in ADP Workforce Now is blank, then the integration will sync Original Hire Date
18	Original Hire Date	Original Hire Date	
19	Manager ID	Associate ID of the employee's manager	

20	Division ID	Code	• Configurable to the following ADP Workforce Now Validation Tables:
			  • Business Unit
			  • Cost Number
			  • Department
			  • Eligibility Class
			  • Job Title
			  • Location
			  • Pay Grade
			  • Union Code
			  • Union Local
			• If an OU is mapped to one of the Validation Tables below, changes to a user's Validation Tables data will not be captured in CSX via the daily sync. You must run a full sync to capture the changes in CSX
			  • Eligibility Class
			  • Pay Grade
			  • Union Code
			  • Union Local

21	Location ID	Code	
22	Position ID	Code	
23	Cost Center ID	Code	
24	Grade ID	Code	
25	Custom OU ID	Code	

26	Required Approval	Defaults to "1"	
27	User Custom Fields	Configurable to support both ADP Workforce Now personal and employment custom fields	• The integration only supports syncing to a CSX user custom field of short text box type. However, you may choose to map different ADP Workforce Now custom field types (except multiselect) to CSX's short textbox user custom field. • Updates to a user's personal custom field in ADP Workforce Now will not be captured in CSX through the daily sync. You must run a full sync to capture these changes in CSX.

NOTE: Besides the required fields noted in the table, additional fields may be required based on your portal configuration.

Appendix

A. Security Permissions

Permission Name	Permission Description	Category
Edge Marketplace - Manage	Grants access to the Marketplace service for Edge Integrate where the administrator can browse and purchase third-party integrations that can be used to extend the Cornerstone system. This permission cannot be constrained. This is an administrator permission.	Edge
Edge Integrations - Manage	Grants access to the Integrations service for Edge Integrate where the administrator can configure, enable, and disable their third-party integrations that are used within the Cornerstone system. This permission cannot be constrained. This is an administrator permission.	Edge

B. Notification Email & Log

1. Notification Email

   a. Subscription Token email notification
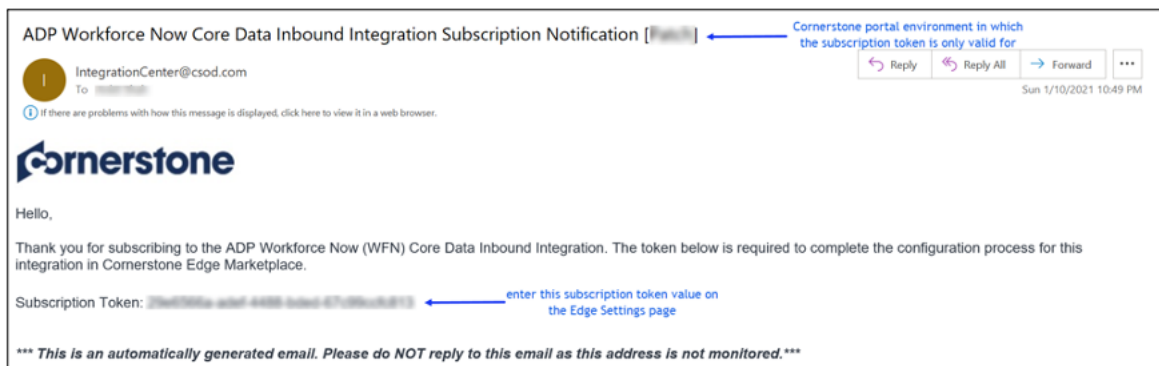
b. Notification email when the user sync is complete

- **Added**: this value indicates the number of user records added in your CSX portal
- **Updated**: this value indicates the number of user records that have been updated in your CSX portal
- **Failed**: this value indicates the number of user records that were not created, updated, or processed through the integration
- **Retired User**: this value indicates the number of users that failed to process in a previous sync and are re-tried in the current sync (row will not be visible if no users have been re-tried in the current sync)

c. Notification email when the OU sync is complete

- **Added**: this value indicates the number of OU records added in your CSX portal
- **Updated**: this value indicates the number of OU records that have been updated in your CSX portal

- **Failed**: this value indicates the number of OU records that were not created, updated, or processed through the integration

2. Notification Email

a. User log

	A	B	C	D
1	UserId	Status	Message	
2		10005	Failed	[Division] : This field is required.	
3		10006	Failed	[Division] : This field is required.	
4		10212	Added		
5		10226	Added		
6	rsivarajan		Failed	[UserId] : The provided User ID matches an existing Username which is not allowed.[UserName] : The value provided for this field must be unique across the system
7	asgardthor		Failed	[Division] : This field is required.	
8		10219	Failed	[Division] : This field is required.Manager Id: ashu002 is inactive/invalid.	
9		102101	Added		
10	hpotter		Added		
11		10218	Added	Manager Id: SHI 123 does not exist in the portal.	
12		10230	Added	Manager Id: 102335 is inactive/invalid.	
13		102340	Failed	[Ous(Location)-OuId] : Invalid Value: 12897091462	
14		10228	Added		

b. OU log

	A	B	C	D	E
1	OuType	OuName	OuId	Status	Message
2	Position	India	12897079296	Added	
3	Position	United States	12897079299	Added	
4	Position	Europe	12897092672	Added	
5	Position	China	12897099211	Added	
6	Position	Moscow	12897138439	Added	
7	Position	HongKong	12897142274	Added	
8	Position	Mumbai	12897079297	Added	
9	Position	Bangalore	12897079298	Added	
10	Position	New Delhi	12897137152	Added	
11	Position	Colaba - Updated	12897137284	Added	

C. FAQs

Q: Can the scheduled run time be modified?

A: No. The integration run time is currently not configurable.

Q: I've copied the configurations from Pilot environment. Why does the Integration fail on production although it worked on Pilot environment?

A: Each environment has a different ADP Workforce Now token. Please follow the following steps:

1. Erase the Subscription Token, Client ID, and Client Secret,
2. Populate the Subscription Token with the production subscription token
   - The subject line in the subscription token email notification indicates the environment for which the subscription token is valid for. Please verify that you are using the correct subscription token.
3. Save the Settings page to allow the integration to populate the Client ID and secret,
4. Enable and test the integration again

Q: How can I ensure that no duplicates are created in my CSX portal?

A: The integration compares the User ID for existing users in your CSX portal with what is being synced from ADP Workforce Now. To prevent duplicates, the existing User ID values should be either of the following values in ADP Workforce Now: Associate ID, Email Address, File Number, or Position ID.

Q: Does the integration support future terminations?

A: No, the integration does not support future terminations.