SCIM provisioning for authors: Okta, Entra, and more

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We've always supported manual author account creation and administration, and for many of our customers, that's been easy enough to handle.

But many of our larger customers have wanted something more automated, and thanks to their requests, we've built it: SCIM provisioning for authors.

What is SCIM?

System for Cross-domain Identity Management (SCIM) provisioning is a cloud-based identity management solution. In this provisioning model, your IT administrators create and manage user accounts in a single system—an Identity Provider (IdP)—which is then integrated with other applications like KnowledgeOwl. They can control who has author accounts in KnowledgeOwl from within the IdP. As authors leave or are moved to other teams, your IT administrator can add, remove, or completely delete those user accounts from your IdP and have those changes reflected automatically in KnowledgeOwl.

They can also set IdP groups to associate with KnowledgeOwl so that when authors are added to or removed from groups, they're given or revoked access in KnowledgeOwl.

This form of provisioning is often preferred by larger organizations, since it means your IT administrator doesn't have to manually create, update, or delete accounts in KnowledgeOwl. Any changes to accounts get synced from your IdP instead.

Refer to SCIM overview for more information on how SCIM works.

The bottom line: SCIM gets you out of manually adding, updating, or deleting author accounts and offloads that responsibility onto your existing identity provider and its administrators. If you're managing a lot of authors, this can reduce manual work and will probably make your security team happier!

Should I use it?

Check with your IT administrators to see if they'd prefer to set up SCIM provisioning for authors. They'll know best if SCIM provisioning is a preferred solution for your organization (and they'll have to help set it up).

This is most likely to be helpful if you have a lot of authors, but security-conscious organizations might do it for only a few authors, too.

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Supported providers

We've tested and written instructions for setting up SCIM provisioning with:

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- **Microsoft Entra:** Refer to Microsoft Entra ID SCIM provisioning for authors for detailed instructions.
- **Okta:** Refer to Okta SCIM provisioning for authors for detailed instructions.

If your identity provider isn't listed, try our SCIM provisioning for authors (generic instructions) as a starting place and let us know where you run into trouble.

Available at certain plans only

This feature is available on select plans. If you don't see the **SCIM** tab in **Account > Authors**, you may not be at a plan that includes this feature. Contact us to explore plan options that may be a better fit for your needs.

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