



ADP Link Core Data Inbound Integration Edge Integration Guides

Version history

VERSION	DATE	DESCRIPTION
1.0	April 2022	• Document creation

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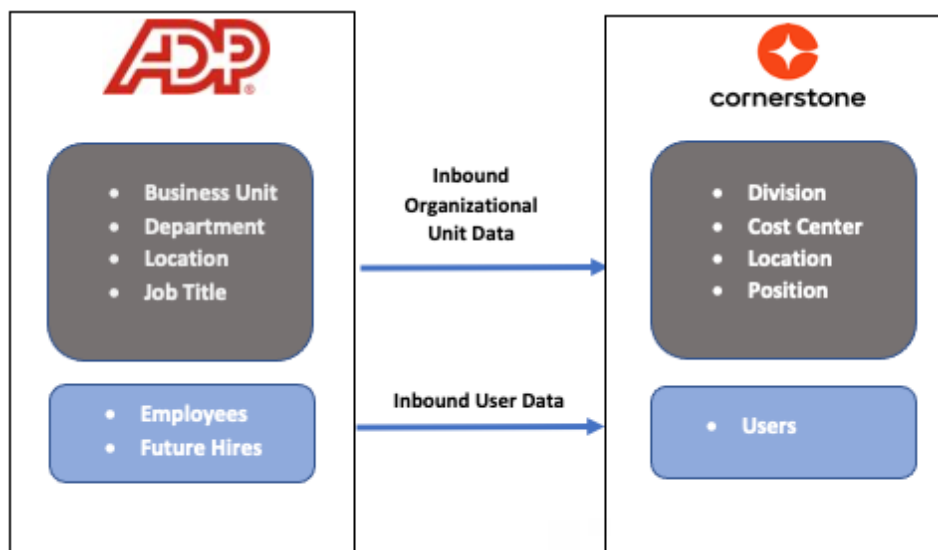
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Overview

The ADP Link® Core Data Inbound Integration is an API-based solution that provides a mechanism to synchronize a client's user and organizational unit (OU) records in Cornerstone. This one-way integration allows a centralized management of user and OU data in ADP Link to avoid redundant data entry work.

The following functionalities are included with this integration:

- Unidirectional transfer of active OU and user data from ADP Link to Cornerstone
- Nightly synchronization of OU and user data
- Ability to trigger the integration on-demand
- Exclude users from the sync
- Summary and log of synced OU and user data via email notification



Considerations

1. The following ADP Link 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 customers who have access to the ADP France Marketplace.
3. 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.
4. The following items are NOT supported:
 - OU custom fields
 - User custom fields
 - Location OU time zone
 - Legal Entity OU
 - Secure custom fields
 - Termination-related fields
 - Setting hierarchy for standard and custom OUs
5. Employee and future hires will always be part of the user sync.

Prerequisites

1. Cornerstone
 - Any Cornerstone product
 - The admin setting up the integration must have the permissions noted under [Appendix A: Security Permissions](#).
2. ADP Link® account

Install & Setup Instructions

It is strongly recommended to test the integration in either your Cornerstone 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 Link “**Test**” environment to your Cornerstone **Pilot** or **Stage** environment.

Setup Steps in ADP

Please contact your ADP Link representative to setup the Integration on your ADP Link Portal. Once the Integration is setup on your ADP Link Portal, the “Client ID” and “Client Secret” will be issued to you for use in setting up the Integration on your Cornerstone OnDemand Portal.

NOTE – Please bear in mind for each separate environment Integrated between ADP Link and Cornerstone OnDemand Portal, separate “Client ID” and “Client Secret” should be used to avoid Data Sync issues.

Setup Steps in Cornerstone

1. Log in to your Cornerstone portal.
2. Navigate to the Edge Marketplace (Admin Tools > Edge > Marketplace).
3. Search for ADP Link Core Data Inbound Integration 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. **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 integrationnotification@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.
- b. **Client ID** and **Client Secret:** These will be issued by ADP and are your organization's unique credentials which ADP use to authenticate requests originating from Cornerstone.
- c. **User Identifier:** This relates to the User ID field on the Cornerstone User Profile page. The field is required to save the page.
- d. **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.
- e. **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 Link.
 - OU and Users 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.

- f. **Standard Organizational Unit Mapping:** This table allows you to specify the mapping between the Cornerstone standard OU type and ADP Link Organization Unit.
- 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 ADP Link Organization Unit value.
 - To delete an OU mapping, click on the trash icon.
 - Note the following:
 - The integration supports mapping a Cornerstone OU to any of the following ADP Link Organization Units: Business Unit, Department, Locations, Job Titles.
 - At least one OU 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.
- g. **User Exclusion Criteria:** This table allows you to exclude users from being created in your Cornerstone portal by using ADP Link Organization Unit as exclusion criteria. This is an optional set-up.
- Select an option in ADP Link Organization Unit only if you selected “ADP Link Organization Unit” in Exclusion Criteria Category.
 - » The following options are available in the drop-down: Business Unit, Department, Locations, Job Titles.
 - 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 Cornerstone 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 Cornerstone portal that meets the exclusion criteria will be deactivated in the subsequent full sync. Inactivated users will be included in the email log.
 - h. Click on Save Settings which will then take you to the Manage Integrations page.
8. Search for ADP Link Core Data Inbound Integration and verify that the toggle switch has been automatically enabled

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 and User sync runs on full sync.

On-demand Sync

The integration can be triggered on-demand from the Edge Settings page using the Sync Now toggle switches.

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 Link.

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 rolling out the integration within your organization, we recommend that you test the integration workflows.

OU Sync User

Step 1: Create/Update an Organization Unit in ADP Link

- The integration supports synchronizing standard and custom OUs that are mapped to any of the following ADP Link:
 - Business Unit
 - Department
 - Job Titles
 - Locations

Step 2: When the synchronization process is complete, the following will occur:

- A standard 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 Link:

Step 2: 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.

- Exclude users from being created/updated in Cornerstone
- Create new hire with a future hire date

Note the following:

1. Only active users in ADP Link will be created/updated in Cornerstone. Changes to an inactive employee record in ADP Link will not be reflected in Cornerstone. 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 Link. Since the change is to an inactive employee’s record in ADP Link, the integration will not update the inactive employee’s email address in Cornerstone. 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

	Cornerstone Organization Unit	ADP Link Organization Units
1	Cost Center	Configurable to any of the following: <ul style="list-style-type: none"> • Business Unit • Department • Location • Job Title
2	Division	
4	Location	
5	Position	

Cost Center OU Field Mapping

	Cornerstone Field Name	ADP Link Field Name	Comment
1	Name	Description or Title	• Required field
2	ID	Code	• Required field
3	Active		• Defaults to True

Division OU Field Mapping

	Cornerstone Field Name	ADP Link Field Name	Comment
1	Name	Description or Title	• Required field
2	ID	Code	• Required field
3	Active		• Defaults to True

Location OU Field Mapping

	Cornerstone Field Name	ADP Link Field Name	Comment
1	Name	Description or Title	• Required field
2	ID	Code	• Required field
3	Active		• Defaults to True

Position OU Field Mapping

	Cornerstone Field Name	ADP Link Field Name	Comment
1	Name	Description or Title	• Required field
2	ID	Code	• Required field
3	Active		• Defaults to True

User Field Mapping

	Cornerstone User Fields	ADP Link User Fields	Comments
1	User ID	Associate ID	
2	Username	Associate ID	
3	Active	Displays “True” if Active	
4	First Name	First Name	Required field
5	Middle Name	Middle Name	Required field
6	Last Name	Last Name	
7	Email	Email Address	
8	Phone	Mobile Phone	
9	Phone	Email Address	
10	Country Code		Defaults to FRA (France)
11	Address Line 1	Address Line 1	All parts of Address except “Postal Code” will be sent in Address Line 1 field by ADP Link

	Cornerstone Organization Unit	ADP Link User Fields	Comment
12	Postal Code	Postal Code	
13	Last Hire Date	Original Hire Date	
14	Original Hire Date	Original Hire Date	
15	Manager ID	Associate ID of employee's manager	
16	Division ID	Code	Configurable to the following ADP Link <ul style="list-style-type: none"> • Business Unit • Department • Job Title • Location
17	Location ID	Code	
18	Position ID	Code	
19	Cost Center ID	Code	
20	Required Approval	Defaults to "1"	

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. Notification email when the user sync is complete

Hello,

Thank you for using the ADP Link Core Data Inbound Integration. This email provides the status of the delta user sync that ran on 01/04/2022 04:30:25 AM UTC.

Record Type	Added	Updated	Failed
Users	0	2	0
Retried Users	0	0	0

Synchronization ID - 07636c95-d0c7-4ba9-944c-603dee1163c6

To report an issue with this integration, please submit a GCS case through Support Central and include the following details:

- 1.Preface the case subject with "ADP Link Core"
- 2.Include the Synchronization ID

***** This is an automatically generated email. Please do NOT reply to this email as this address is not monitored.*****

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

b. Notification email when the OU sync is complete

Hello,

Thank you for using the ADP Link Core Data Inbound Integration. This email provides the status of the organizational unit(OU) sync that ran on 01/04/2022 03:30:42 AM UTC.

OU Type	Added	Updated	Failed
Division	2	0	0
Position	0	0	0
Cost Center	0	0	3
Location	0	2	0
Summary	2	2	3

Synchronization ID - 1f723524-4e22-464c-88cb-1d1eb8b7fbf7

To report an issue with this integration, please submit a GCS case through Support Central and include the following details:

- 1.Preface the case subject with "ADP Link Core"
- 2.Include the Synchronization ID

***** This is an automatically generated email. Please do NOT reply to this email as this address is not monitored.*****

- **Added:** this value indicates the number of OU records added in your Cornerstone portal
- **Updated:** this value indicates the number of OU records that have been updated in your Cornerstone portal
- **Failed:** this value indicates the number of OU records that were not created, updated, or processed through the integration

2. Notification Log

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)-Ould] : Invalid Value: 12897091462	
14	10228	Added		

b. OU log

	A	B	C	D	E
1	OuType	OuName	Ould	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 is assigned its own unique ADP Link “Client ID” and “Client Secret Key”. Please ensure the correct “Client ID” and “Client Secret Key” values are used in the appropriate environment it is issued for

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

A: The integration compares the User ID for existing users in your Cornerstone portal with Associate ID in your ADP Link portal to update Users records in Cornerstone. This prevents any duplicate User records from being added.

Q: Does the integration support future terminations?

A: No, the integration currently does not support future termination.