

Microsoft Entra ID/ Azure Active Directory integration guide

Within HRWize, you have the ability to create, update, delete and disable user accounts and sync this user information into Microsoft Entra ID (Formerly known as Azure Active Directory).





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Introduction

In this set-up guide we'll walk you through how you can get the connection between HRWize and Microsoft Entra ID (formerly known as Azure Active Directory) up and running. This guide details the data which will sync, how to access this information, creating, editing and disabling users and much more.

Please ensure you've taken the steps as detailed in this [Microsoft Entra ID user integration prerequisites guide](#) Before taking actions detailed in this guide.



Configuration

Azure integration settings page

Before you can access Azure integration settings and configuration screens from your HRWize system, your integration must be enabled. This step is done by the HRWize team.

So HRWize can do this on your behalf, you must first take the steps as detailed in the Azure User pre-requisites guide to ensure HRWize can enable your integration.

Once your Azure User integration has been enabled by the HRWize team, you'll have access to a new settings page.

To access the 'Azure integration settings' page you will need to go to Admin > Company > Settings > Azure Integration Settings.

Allowed domains

The 'Enter the allowed domains which can be synced to Azure' field MUST be populated so you can sync any users to Azure. If this field is left blank, no user records will sync to Azure.

The values in this field will be checked against the login name (email address) for the HRWize user account to determine if this user should be sent to Azure or not.

This field should be populated with all allowed domains, each one should be separated by a comma.

Example: naturalhr.com, moorepay.co.uk, zellis.com

This field can be updated at any time. Therefore, if new domains need to be added this can be done via the same screen at any time and will take immediate effect.



Sync fields

By default, the sync will send the following information to Azure when creating a new User. Details in the table below cover the mandatory fields as dictated by Azure.

NHR Field	Azure Field Mapping
Full name	displayName
Login name (email address from user accounts)	onPremisesImmutableId
Full name	mailNickname
Login name (email address from user accounts)	userPrincipalName

Please note, full name is determined based on the 'Employee's name display – EXPERIMENTAL' setting in Company Settings.

If you'd like to sync additional fields to Azure, you'll need to tick each field you would like to sync. This can be selected from the 'additional fields you would like to send to Azure' section.

These fields will then be sent to Azure when creating new users and any updates to these fields in HRWize will also trigger an update to that user in Azure.



NHR Field	Azure Field Mapping
Works ID	employeeId
Known as (if present, else First name)	givenName
Surname	Surname
Work email	mail
Job title	jobTitle
Company	companyName
Department	Department
Office name (from Site)	officeLocation
Start date	employeeHireDate
Leaving date	employeeLeaveDateTime
Working telephone	businessPhones
Work mobile	mobilePhone

Once the required changes have been made, click Submit to save.



Creating users

When a new user has been created in HRWize by any of the methods listed below, this will trigger the sync of that user to Azure via this integration.

Please note, we'll never enable a user in Azure. We will only ever send through users with a disabled status. The enabling of a User account in Azure must be done by an Azure administrator.

Methods of creating a user

- Company Users
 - Add
 - Auto generate user accounts
- Employee Add
- Employee Quick Add
- Bulk upload
 - Upload NEW employees
 - Bulk upload users (creation)
- Workflow
- Candidate Complete

Sending users to Azure

At the point where the new user has been created in the HRWize system, we'll follow the below steps to also send this new user to Azure.

First, we'll check if the domain on the user's login name (email address from user account) matches one of the domains provided on the Settings page.

- If yes, we will continue with the process
- If no, the record will fail to sync and a new 'Create user' event will be added to the Sync Events table with a status of Failed (see below for further details).



Next, we'll check if an Azure ID already exists for this user

- If yes, the record will fail to sync and an error will be added to the Sync Events table.
- If no, we will continue with the process.

A payload will be created to send to Azure and the event will be queued.

- We will add a new 'Create user' event to the Sync events table with a status of Pending.
- Upon sending the user to Azure the status will be amended to Processing.

We'll either receive a Success or Failure response back from Azure.

- The event in the Sync events table will be updated with the new status of 'Successful' or 'Failed.'

Please note, the data sent to Azure will contain all mandatory fields required by Azure along with any optional fields which have been checked on the 'Azure integration settings' page.

Updating users

When any of the synced fields (mandatory or optional) are updated in HRWize, this will trigger an update to Azure.

Methods for updating user details

- Company Users
 - Edit
- Employee Edit
- Employee Change
- Self Service
- Bulk upload
 - Update EXISTING employees
 - Bulk upload users (when used for updates)



Sending updates to Azure

At the point we update these details in the HRWize system we'll follow the below steps to also send these updates to Azure:

First, we'll check if the domain on the user's login name (email address from user account) matches one of the domains provided on the 'Settings' page.

- If yes, we will continue with the process.
- If no, the record will fail to sync and a new 'Update user' event will be added to the Sync Events table with a status of Failed. (See below for further details on this)

Next, we'll check if an Azure ID already exists for this user.

- If yes, we will continue with the process.
- If no, we will begin the 'Create user' process detailed above instead to create the user in Azure.

A payload will be created to send to Azure and the event will be queued.

- We will add a new 'Update user' event to the Sync events table with a status of Pending.
- Upon sending the update to Azure the status will be amended to Processing.

We will receive either a Success or Failure response back from Azure.

- The event in the Sync events table will be updated with the new status of 'Successful' or 'Failed.'

Please note, when sending User updates to Azure we'll only send them the fields which have changed, not all fields.



Disabling users

When a user account is disabled or deleted in the HRWize system this will trigger an update to Azure to disable the user account in Azure.

Please note, we'll never delete a user account from Azure, we will only ever disable an account.

Methods for disabling/deleting a user account

- Company Users (Admin > Company > Company Users OR Admin > HR > Company Users)
 - Other actions > Disable all
 - Edit > Disable
 - Bulk action > Disable (one or multiple)
 - Delete
- Employee edit – archiving
- Employee table view
 - Delete
 - Anonymise
- Employee leaver
- Bulk upload users (when used for updates – disabled status)
- Pending starters who are rejected

Sending updates to Azure

First, we will check if the domain on the user's login name (email address from user account) matches one of the domains provided on the Settings page.

- If yes, we will continue with the process.
- If no, the record will fail to sync and a new 'Disable user' event will be added to the Sync Events table with a status of Failed. (See below for further details on this)

Next, we'll check if an Azure ID already exists for this user

- If yes, we will continue with the process
- If no, a new 'Disable user' event will be added to the Sync Events table with a status of Failed



A payload will be created to send to Azure and the event will be queued.

- We will add a new 'Disable user' event to the Sync events table with a status of Pending.
- Upon sending the update to Azure the status will be amended to Processing.

We will either receive a Success or Failure response back from Azure.

- The event in the Sync events table will be updated with the new status of 'Successful' or 'Failed'

Sync events

Each time a Create, Update or Disable occurs an event will be added to the Azure User Sync table which can be accessed from Admin > Company > Event Logging > Azure User Sync.

This table is a full log of all triggered events, one row per event.

Types of Change

- Create User
- Update user
- Disable User

Statuses

- Pending: Queued, waiting to be sent to Azure.
- Processing: Sending to Azure.
- Successful: Successfully synced to Azure.
- Failed: Failed to sync to Azure.

Failed Events

When a sync event has failed, it will show in the Azure User Sync table with a status of 'Failed' and an 'Error reason' describing the reason for the failure



Example error reasons

- Unable to sync changes as user's 'login name' domain does not match a domain from the allowed domain list.
- Unable to sync changes as an Azure ID does not exist in HRWize for this user.

For each Failed event, you will need to review the Error reason and resolve it accordingly. Once done, the 'Actions' menu can be selected where a 'Resend' option will be available.

Please note, the option to 'Resend' is only available for Failed events.

Selecting 'Resend' will initiate a new event to Azure. This will be displayed as a new row in the Azure User Sync table with a new Event ID.

A confirmation banner will be displayed upon successful resend.

Please note, when resending 'Update user' events, we will only resend the fields which were in the original payload. E.g. If Job Title was updated and failed to sync, upon resending we will only resend the Job Title. This means if there are multiple failed 'Update User' events, each one will need to be resent.