

# Integrating your HRIS with Hive

More efficiency. More accuracy. Less admin



## What is a HRIS Integration?

By integrating your HRIS with Hive, your employee user data will always be accurate and up to date—without you having to lift a finger. Once integrated, any changes you make in your HRIS will be automatically replicated in our platform. So you can rest assured that everyone will receive the right invitations to have their say—allowing you to fully embrace continuous listening and Hive’s real-time feedback channels.

## Why should you integrate your HRIS with Hive?

Work smarter, not harder - Once you’ve integrated, you’ll never have to manually amend your user data. So one less thing on your pre-survey to-do list, and one less system to update when something changes.

Streamlined segmentation - Using the workforce demographics from your HRIS, Hive will segment employee feedback to help you spot trends giving you even more insight to answer the all-important “why?”.



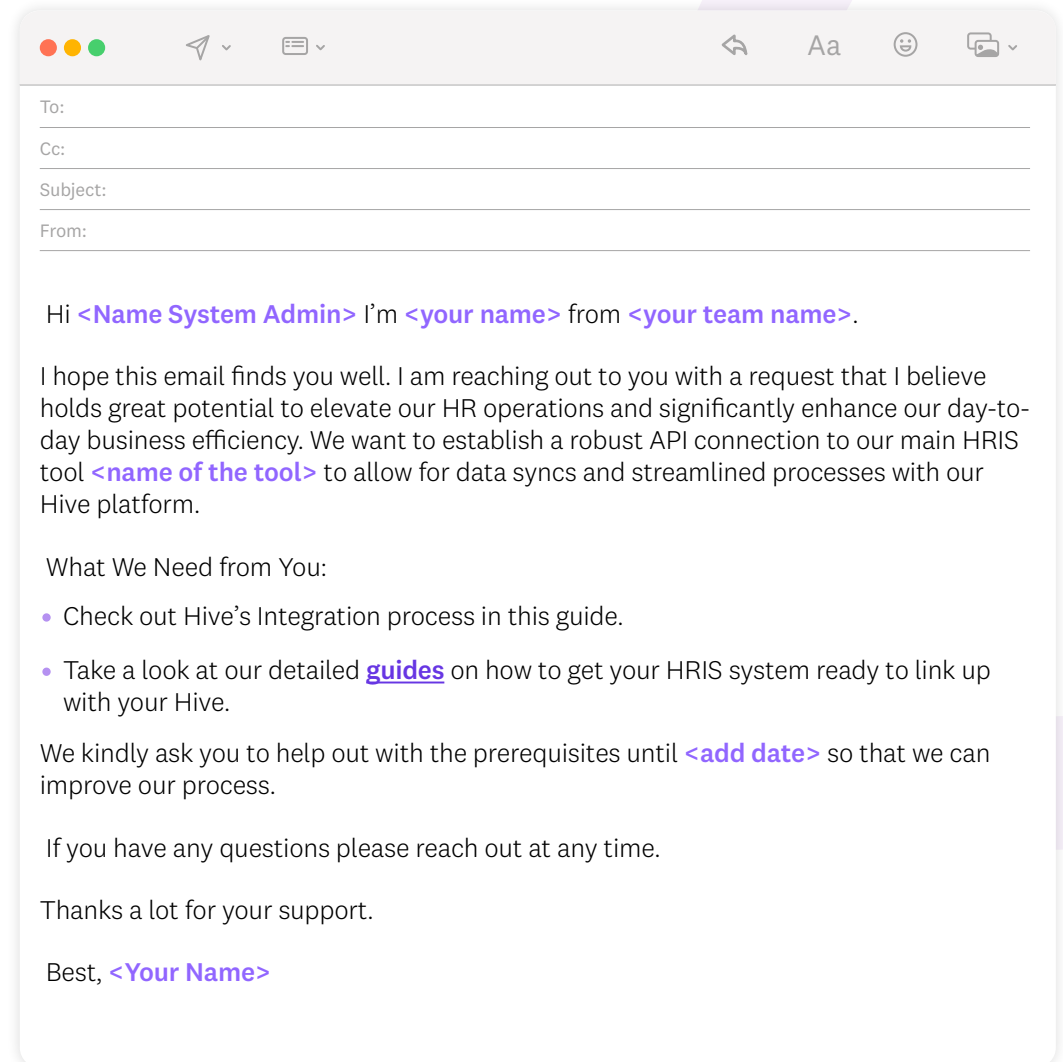
# What we'll need from you?

Speak to our Support team or your Hive Contact to find out if your HRIS tool is available to integrate with Hive. Once we've confirmed, speak with your HRIS admin, you'll need to get a few bits of information from them:

- User credentials or API keys
- **Admin rights** - Ability to change the HRIS settings (In some cases, admin rights are needed for this).
- **Permission & Settings:** You need to have the correct permission/settings for your specific use case in the HRIS tool in place.

Every HRIS connection will be slightly different in setup but that's not a problem! We have lots of materials to enable you and your team to set up these connections - so don't worry. Just familiarise yourself with the material. And if any questions remain - we are here for you.

To help you make a start, we've provided you with an example email template: → →



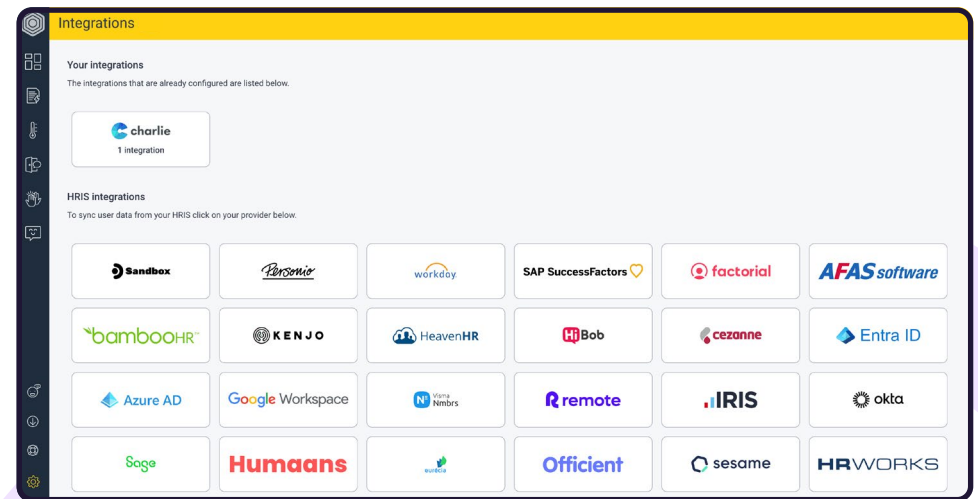
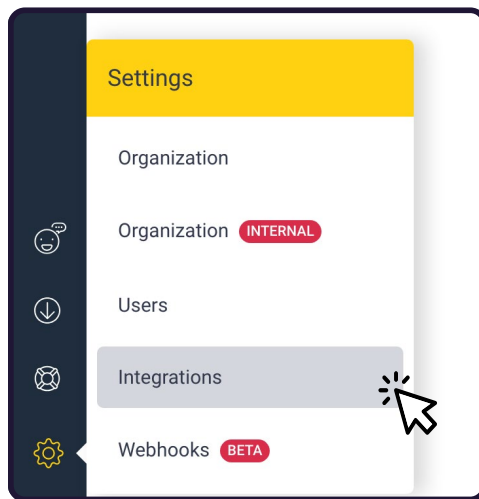
# Integration Process

## Step 1

Get in touch with your HRIS admin with the email template in this guide, and gather the information stated in our connection guide.

## Step 2

Navigate to the integrations page via your Hive's settings icon.



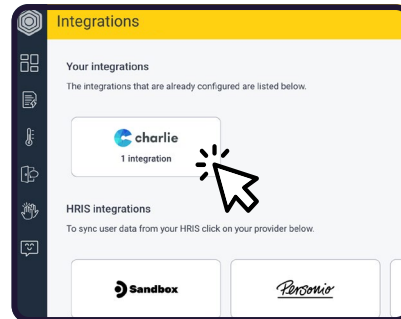


### Step 3

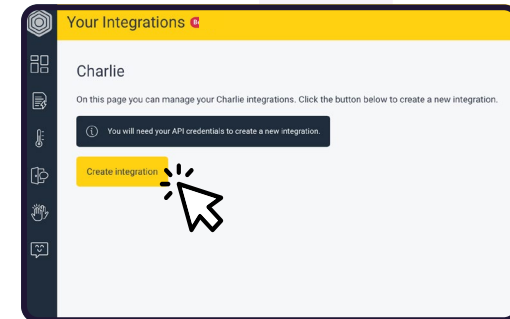
To set up an HRIS integration, follow these steps on the Integrations page:

1. Click on the desired HRIS tile.
2. You will be directed to a page specific to the HRIS tool you've selected.
3. Click the "Create Integration" button.
4. Review the data under 'scope' and enter your API credentials.

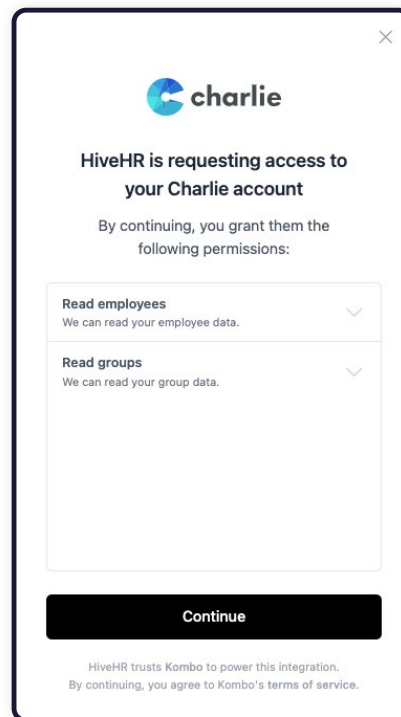
1



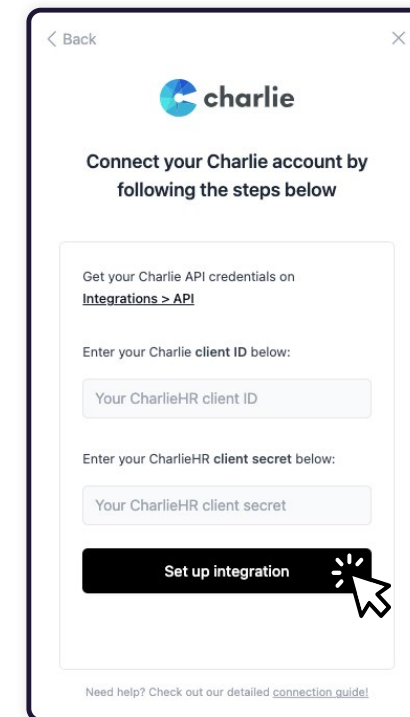
2/3



4



4





## Step 4

When you have finished the connection flow you should now see your integration listed under **'active integration'**.

You have 1 active integration

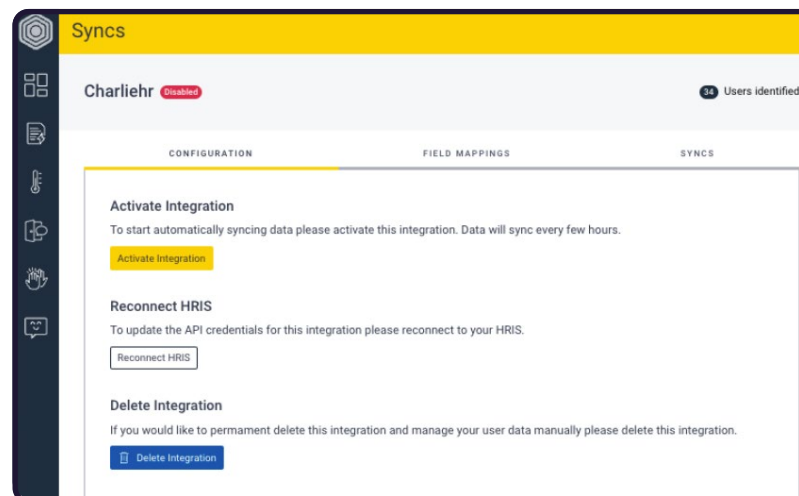
Click on one of your integrations below to configure it



UK Charlie HR Workforce

## Step 5

To manage and activate your integration, click on the active integration box.





## Step 6

In order to activate the integration you must go to the Field Mappings tab and map which HRIS fields should be stored against your Hive Attributes.

You must toggle the 'Unique toggle' against one of the rows that contains a unique identifier such as employee number.

### Field Mappings

Before we can sync data, we need to link up your Hive Attributes with your HRIS fields.  
In order to help us match up users from your HRIS in Hive, please also let us know which attributes are unique

You cannot edit field mappings whilst the integration is activated. Please pause it to make changes.

Hive Attribute	HRIS Field	Unique Identifier	Information
First Name *	<input type="text" value="First Name"/>	<input type="checkbox"/>	
Last Name *	<input type="text" value="Last Name"/>	<input type="checkbox"/>	
Email	<input type="text" value="Work Email"/>	<input checked="" type="checkbox"/>	
Telephone	<input type="text" value="Mobile Phone Number"/>	<input type="checkbox"/>	Telephone numbers must be stored in the international telephone numbering E.164 format. Example: +442071838750

## Step 7

Once the previous step has been completed and you are happy with the field mappings, click on the configuration tab and hit the **yellow activate button**.

Activate Integration



## Step 8

You'll now have a green activate button at the top of your screen. Click on the syncs tab and hit 'sync now'. You'll now see your sync in progress but make sure to look out for any validation errors.

The screenshot displays the Charliehroid integration interface. At the top, there is a yellow header with the name 'Charliehroid' and an 'Activate' button. Below the header, there are three tabs: 'SYNC', 'CONFIGURATION', and 'FIELD MAPPINGS'. The 'SYNC' tab is active, showing a 'Sync now' button in the top right corner. On the left, there is a list of syncs with timestamps: 'Friday, 29/09/2023, 13:38', 'Friday, 29/09/2023, 11:27', and 'Friday, 29/09/2023, 11:24'. The most recent sync is highlighted. In the center, there is a progress indicator with three stages: 'Syncing' (green checkmark), 'Processing' (green checkmark), and 'Complete' (red stop sign). To the right, there is a 'User Sync Statistics' box with a 'Sync now' button. The statistics show 6 users in 'Success' status and 1 user in 'Failed' status. Below this, there are two tables: 'Unsuccessful' and 'Success'. The 'Unsuccessful' table lists one user: Callean Smith, with email callean@hive.hr and telephone +4478 888888, in the Sales department. The 'Success' table lists two users: David Cellini and Bob Marley, with their respective emails, telephones, and departments (Engineering and Sales).

**User Sync Statistics**

When users are synced they will be in one of three status:

- Whilst a sync is in progress users that are yet to be processed will fall under Unprocessed.
- If a user passes all validation they will move into the Success status.
- If a user fails at any validation stage they will be moved into the Failed status.

**Unsuccessful**

We were unable to import the following users. Please address the errors in your HRIS and then retry the sync.

First Name	Last Name	Email	Telephone	Department
Callean	Smith	callean@hive.hr	+4478 888888	Sales

**Success**

The following users were successfully synced from your HRIS.

First Name	Last Name	Email	Telephone	Department
David	Cellini	david@hive.hr	+447878889998	Engineering
Bob	Marley	bob@hive.hr	+447777777777	Sales





## Things to be aware of...

**Once you've integrated, all employee data will come directly from your HRIS.**

Once a user is synced, any mapped fields cannot be edited via Hive, however, any custom attributes that are set up that are not mapped to HRIS fields can be managed in Hive. Any user access and permissions will still be managed from within Hive.

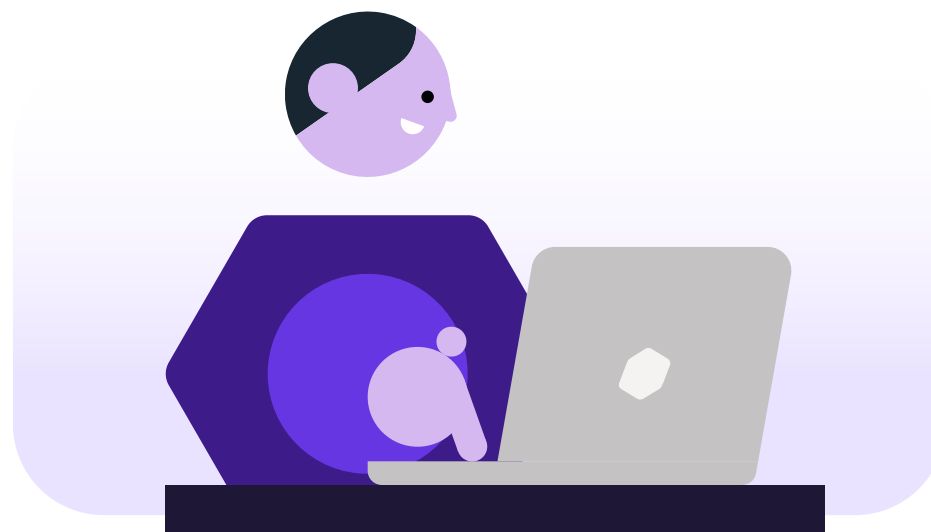
Mobile phone numbers have no formatting applied so if they are not stored in the E164 format (“+447878787878”) format this will cause that user sync to fail.

Locale can be synced if stored in the same format used in a user data upload "en" / "fr" etc. Only the locales enabled on the Hive can be synced. Available locales are displayed on the HRIS Integration > Field Mappings tab.

Timezone can be synced if stored in the same format used in a user data upload "Europe/London" etc. Available timezones are displayed on the HRIS Integration > Field Mappings tab.

To reduce the risk of integration errors it is recommended that all Hive attributes are marked as non-required.

If you have any custom fields within your HRIS, please make your Hive contact aware. Not all custom fields will sync automatically and require additional work from the Hive Support team.





[www.hive.hr](http://www.hive.hr)