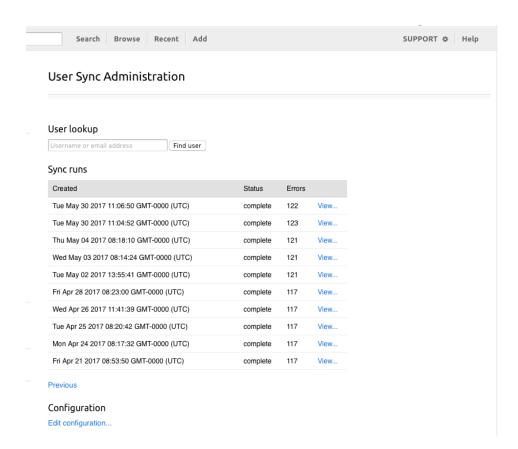# IT Support Manual

Members of IT Support will have access to read all records in the system, as well as several administrative interfaces. These are designed to allow you to debug issues and track down the sources of data errors between your various IT systems.

Support requests for should be sent to client.support@haplo-services.com

## User Sync

Data is ingested into the system via a daily feed from the authoritative internal HR systems, referred to as the **user sync**. Fields that are controlled by the user sync are read-only in Haplo. This enables permitted users to edit data within Haplo with confidence that it will not be overwritten by the user sync at a later date.

The changes are applied to Haplo automatically each morning, and you will receive an email report, including a headline statistic of the difference in data errors logged between this sync and the previous one. This is a reasonably crude metric, but is useful for an at a glance assessment of whether everything looks ok.

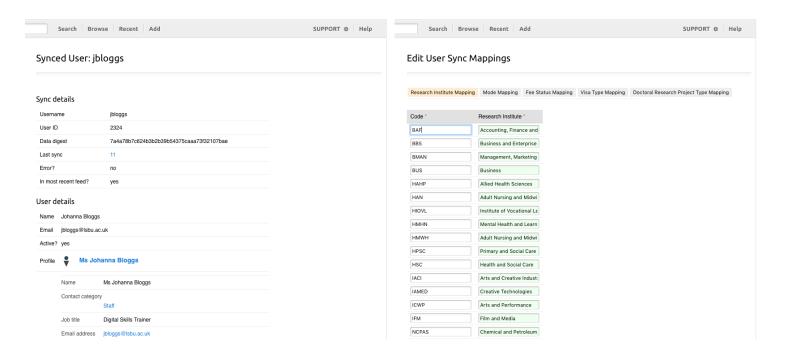As a safety precaution, the sync will not run if:

- any of the expected files are missing.

- any of the expected files are >10% different in size to the previous version of that file.

The user sync administration area can be found in the menu underneath your name in the top right of the screen. This page displays the logs of all of the sync runs applied to Haplo, and each log page has the data files as applied on that run at the bottom, so you can investigate the raw ingested data if required. There is also a "User lookup" field on the sync admin page, allowing you to see the most recent ingested data for a given user, looking up by email or username.

You are also able to manually run the user sync, as well as the nightly automatic run, by running the upload script from your server after a fresh data extract. This manual option will usually not be necessary, but you may wish to use it if there is an urgent data issue to resolve.

## Data Mappings

The user sync translates some fields from terms used in your internal systems into Haplo objects. These translations are visible to and editable by you through the "View and edit mappings" on the user sync admin page. Any code that is sent through in a mapped field that is not listed here will not be imported, and will be logged as a data error. So, for example "IACI" is mapped to "Arts and Creative Industries" in Haplo, and "FAMMEMOFEUNATIONAL" is mapped to "Family/Dependant of EEA/EU national". If a new code is added to your internal systems it will need to be added to these mappings to be ingested into Haplo. Please contact us if you are at all unsure about editing these.

# Investigating user data errors

The Haplo username is the same as is supplied in the user sync data files. Data issues can normally be traced using this lookup page, following up on any errors by looking in the most recent log.

Investigating errors for individual users can be done from the user sync lookup, or from the "Users" section of System Management (again linked from the menu in the top right). This interface will show you a full list of active and blocked user accounts, and clicking through on each will give you a link to the same feed details lookup page, as well as one to the user's roles within Haplo. These roles, along with group membership, control users permissions within the system. They should be clearly named, reflecting the user's responsibilities at the university, and so can be used to debug permissions issues.