HiBob Integration — Administrator Guide

Set up and manage the connection between your LMS and Bob (HiBob). This is an HTML page — use Print when you need a paper or PDF copy.

Audience: HR administrators, L&D managers, and system owners | **Plugin:** local_hibob | **Format:** HTML

Important: Most settings on every tab are **optional** unless your organisation's integration plan specifically needs them. You only need to complete the sections that match your use case. Start with **Connect to HiBob**, then add other tabs as needed.

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1. Prerequisites

Confirm the following before you begin. You do not need every item — only what matches your plan.

Requirement	Who	Why
Bob Admin access (or a Bob Admin who can create service users)	HR / IT	Only Admins can open System settings → Integrations → Service users and Permission groups.
LMS site admin (or role with HiBob manage capability)	LMS admin	Create the integration instance and save the connection, mappings, and schedules.
Outbound HTTPS from the LMS server to `api.hibob.com`	IT / network	Employee sync and Learning calls fail if firewalls block Bob's API.
Decision: which features you need	HR / L&D	Minimum = employee sync, using either a daily schedule or webhooks for that company. Optional = enrollment rules, activation email, Learning provider, Goals, Docs certificates, Tasks.
HiBob Developer Portal access (OAuth only)	Partner / IT	Only for Marketplace partner apps — not needed for service-user setups.
Public LMS URL (webhooks / OAuth)	IT	Bob must reach your LMS HTTPS URL for webhooks and OAuth redirect.

Security: Treat the service user token and OAuth client secret like passwords. The token is shown **only once** in Bob when created or regenerated. Store it in a password manager — never in git or shared tickets.

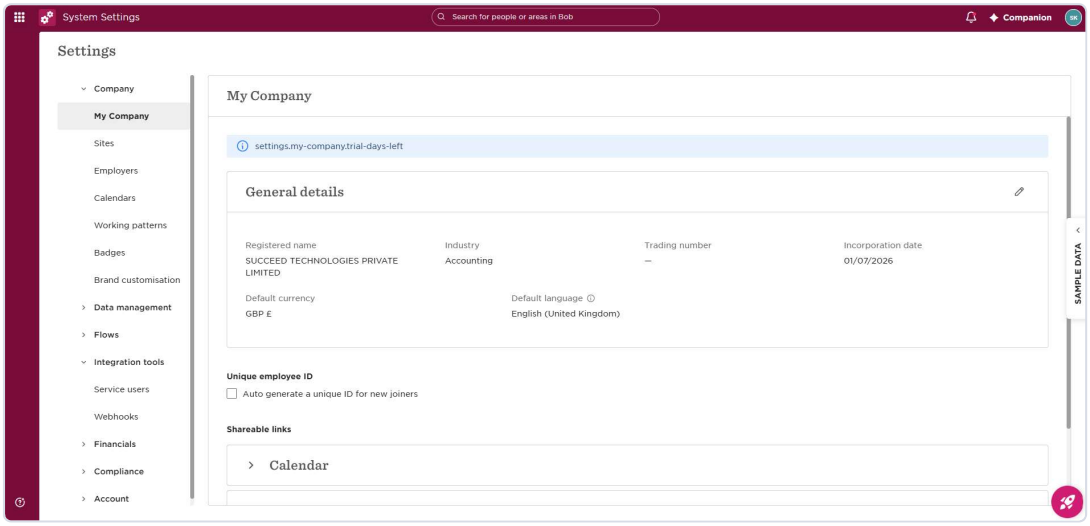
2. Create a service user in HiBob

Official reference: API Service users. A service user is *not* an employee login — it cannot sign in to Bob and exists only for API access.

1. **Sign in to Bob as an Admin**
   Open app.hibob.com. If you cannot see System settings, ask a Bob Admin to complete these steps and send you the ID + token securely.

2 Open System settings

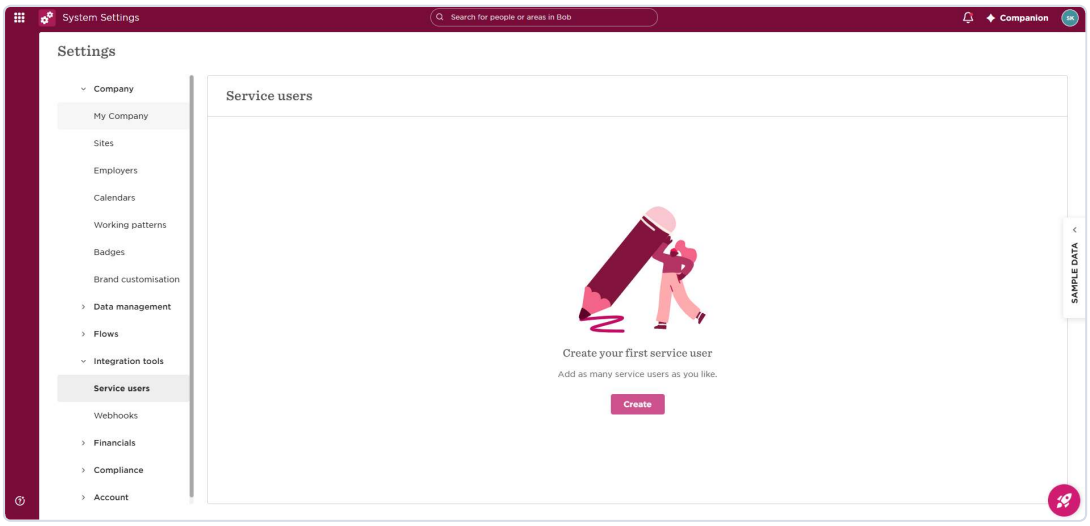
Bob menu (top left) → **System settings**.



Bob menu → System settings

3 Open Service users

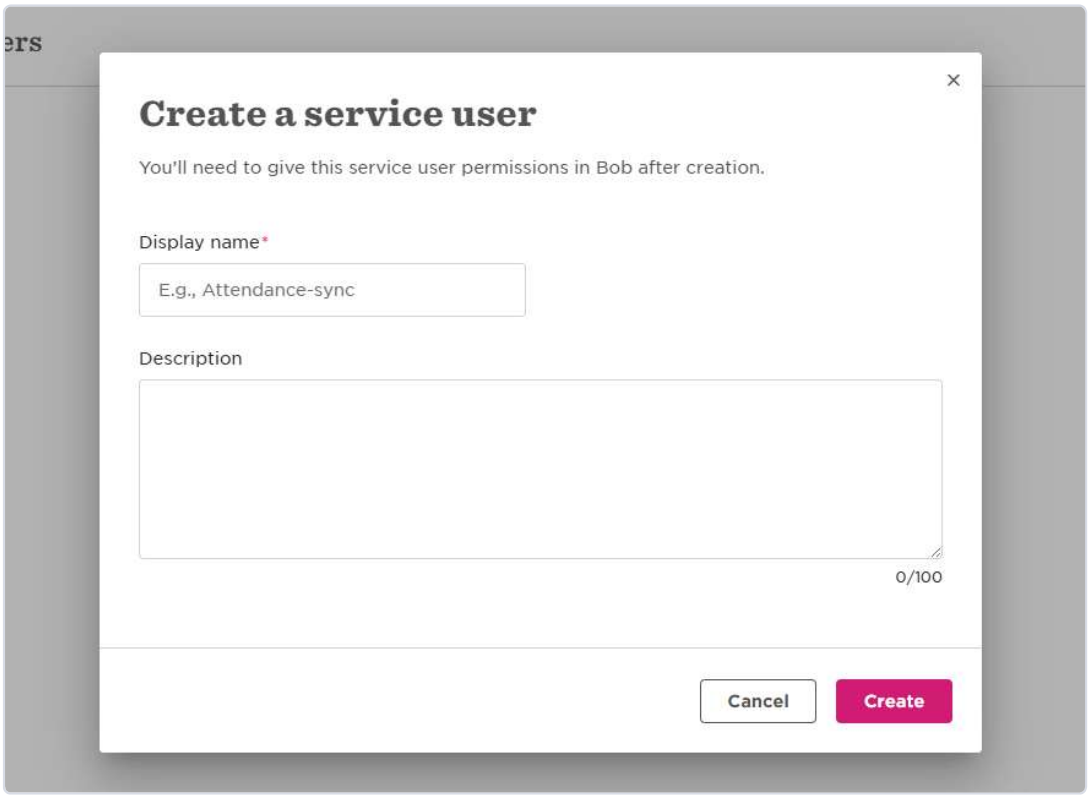
Left menu → **Integrations** → on the **Service users** tile click **Manage**.



Integrations → Service users → Manage

4 **Create the service user**

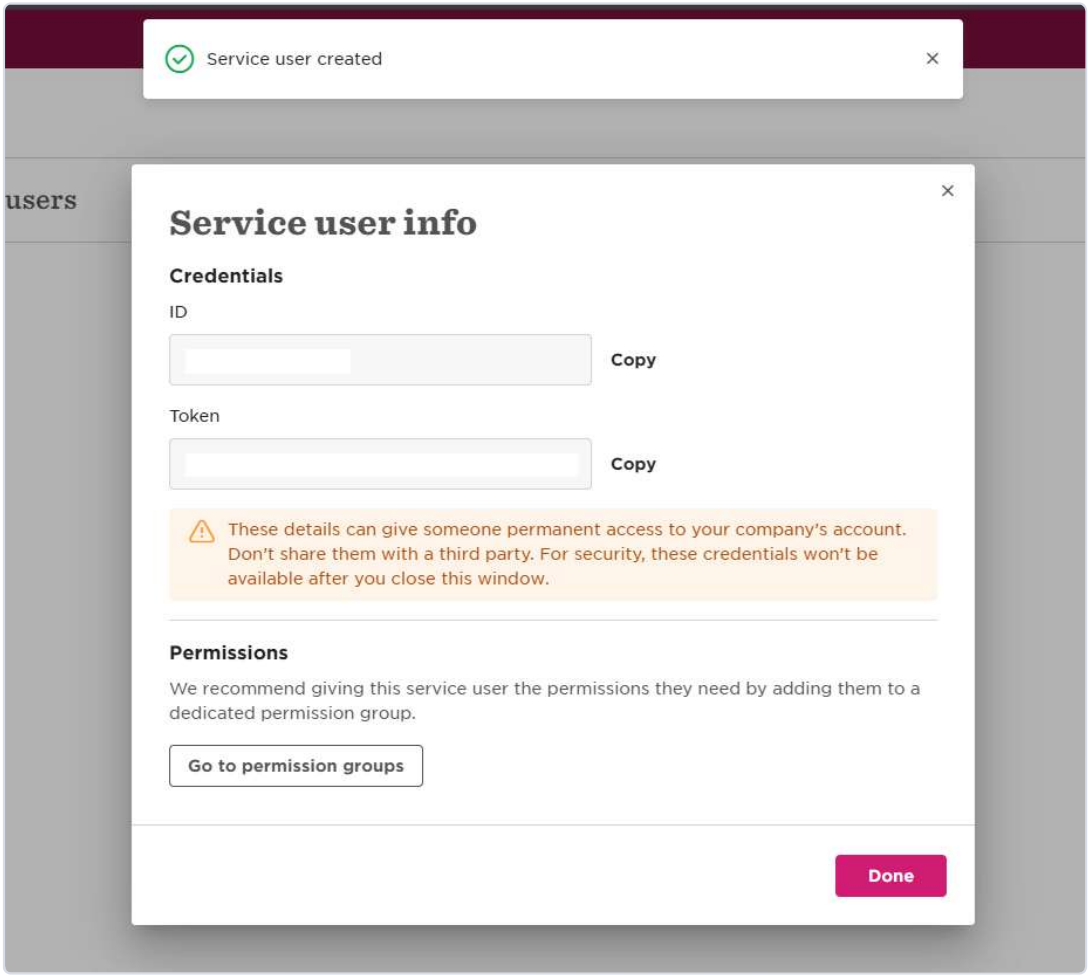
Click **+ Create service user**, enter a display name (e.g. `Succeed LMS integration`), and save.



Create service user — enter a clear display name

5 **Copy ID and token immediately**

Bob shows the **ID** (often like `SERVICE-39971`) and a secret **token** once. Copy both into a password manager now.

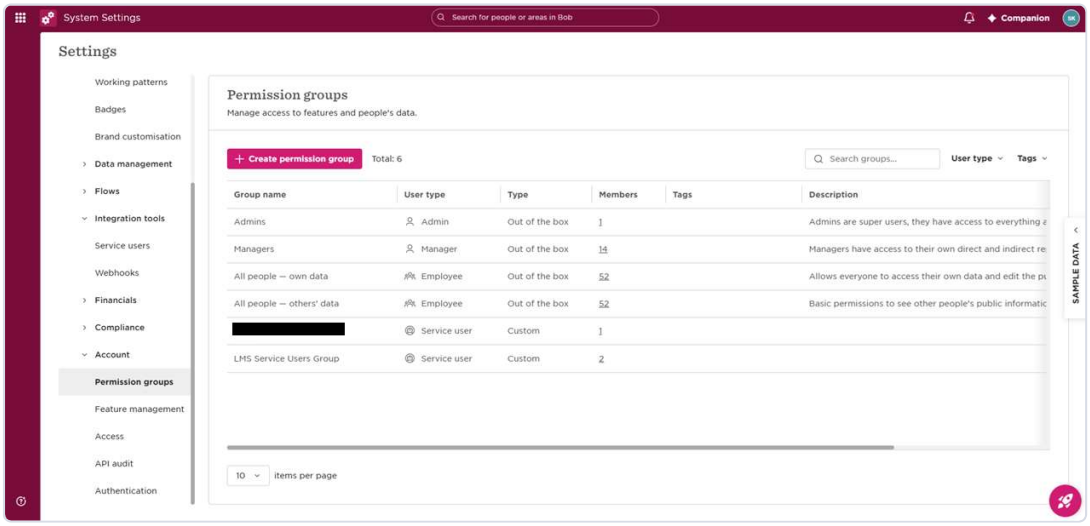


Copy the ID and token immediately — the token is shown only once (blur or redact before sharing screenshots).

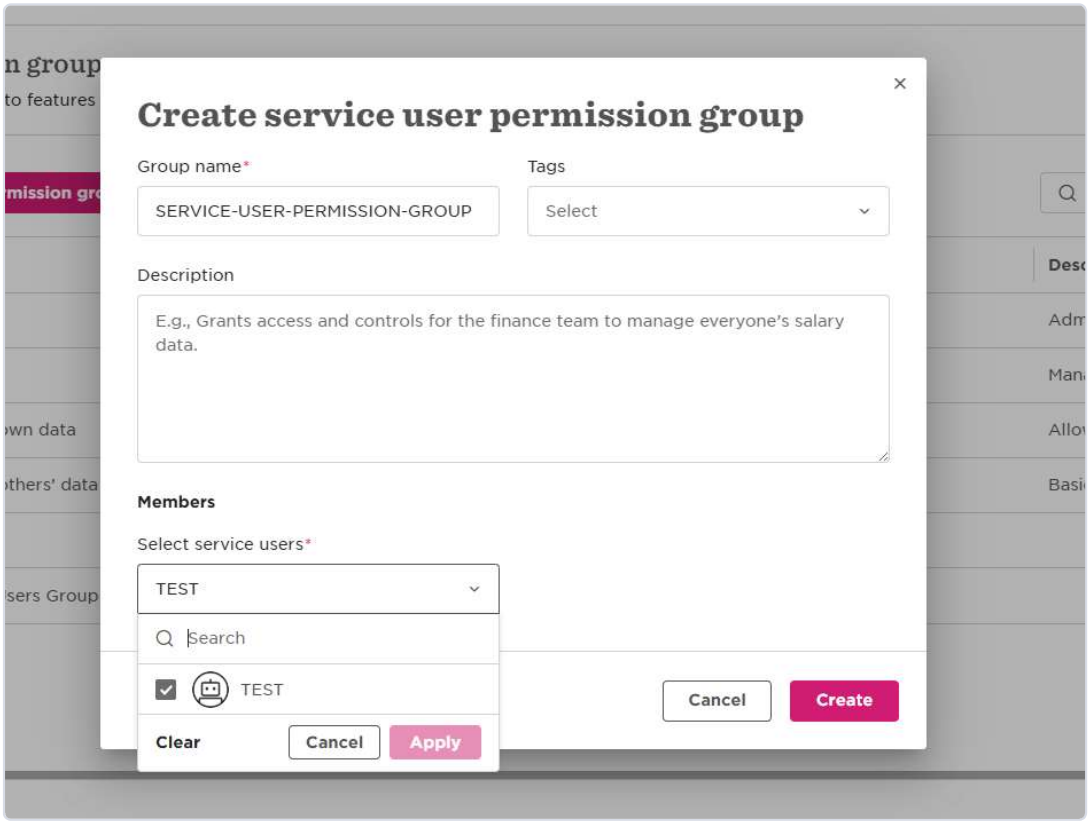
6 **Create a permission group**

System settings → **Account** → **Permission groups** (`app.hibob.com/app-settings/permission-groups`) → **+ Create permission group**.

Name e.g. `LMS Service Users Group` . Set **User type** to **Service user**. Add the new service user as a member. Save. By default the group has **no permissions** — continue to section 3.



Account → Permission groups



Create group — User type must be **Service user**, then add the service user as a member

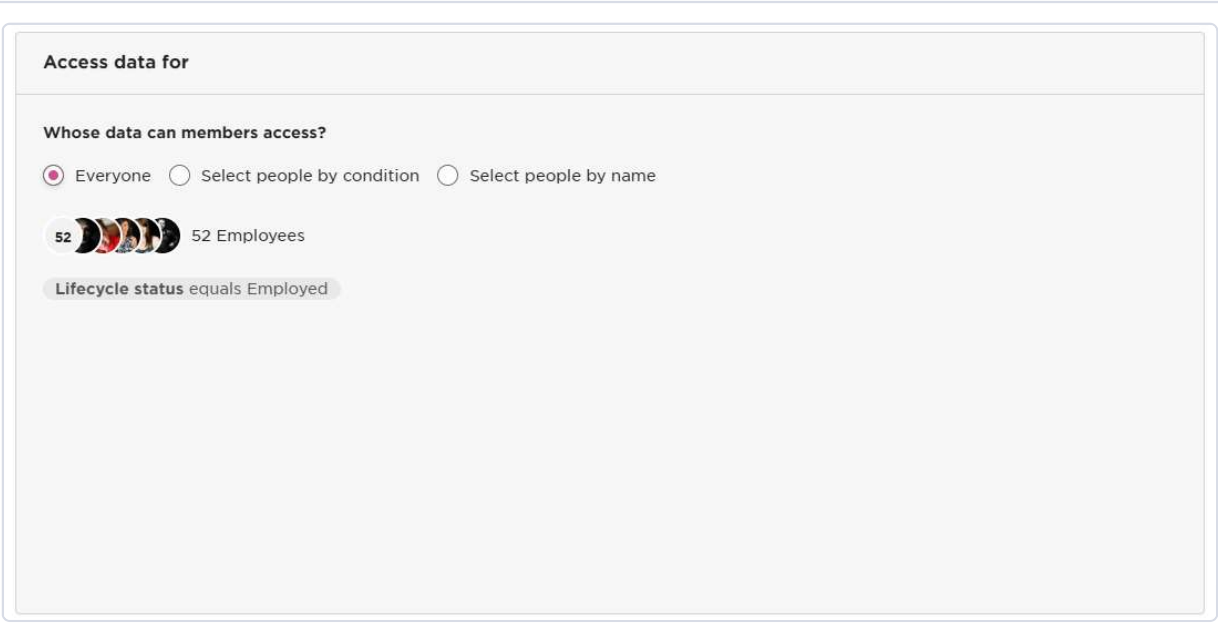
On Permission groups you should see a Custom group with User type **Service user** and Members = 1. That matches a correct LMS setup.

3. Required permissions for the service user

Edit the permission group. Bob groups permissions into **Features**, **People's data**, and **Access rights**.

3.1 Access rights

1. People's data → **Access data for**.
2. Choose **Everyone** (typical), or limit by condition / by name.
3. For leavers / inactive: use select by condition and remove *Lifecycle status equals Employed* so terminated people are included.

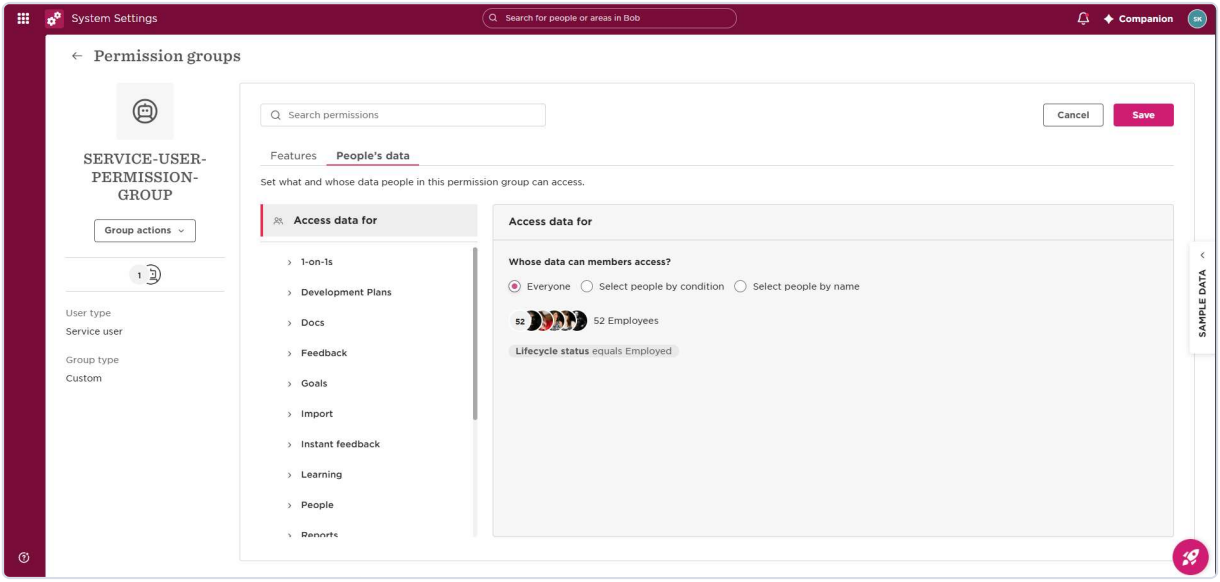


Access rights → Access data for (who the service user can sync)

3.2 People's data — minimum for employee sync

Grant **View** on default categories (Basic info / root, About, Employment, Work). Without these, People Search can return empty data.

Bob permission	When
People → Basic info (root) — View	**Always**
People → About — View	**Always**
People → Work — View	**Always**
People → Employment — View	**Always**
People → Lifecycle — View	If syncing / suspending leavers
Extra categories for mapped custom fields	Only if Field mapping uses them



People's data — grant **View** on Basic info, About, Work, and Employment (minimum for sync)

3.3 Features — by LMS capability

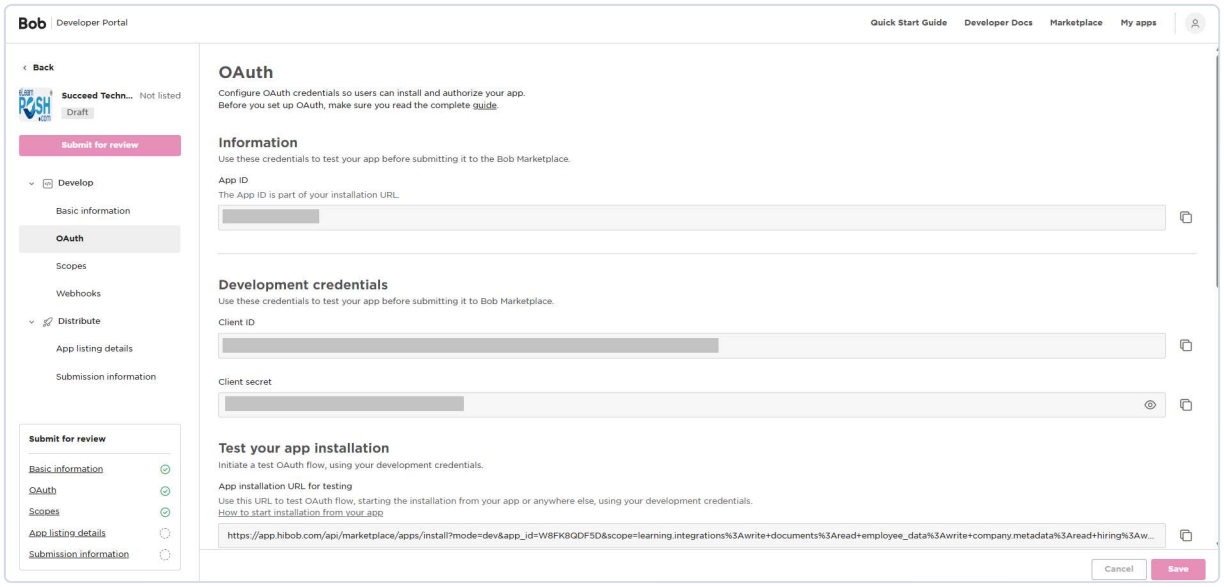
LMS feature	Bob permission area
Employee sync	People's data View (above) + Access rights for the audience to sync
Certificate sync	People → Docs → Shared — Upload / View
Task mapping	Tasks and flow → People's tasks — View / Complete
Reports / Job catalog / Time off	Only if those advanced modules are used

4. API configuration and authentication

- **API base URL** is a site setting on **HiBob app** (`/local/hibob/app_credentials.php`). Leave `https://api.hibob.com/v1` unless IT provides another. The same URL is copied onto each company connection when that connection is saved.
- **Service user (Basic Auth):** the LMS sends `Authorization: Basic Base64(SERVICE-USER-ID:TOKEN)` on every API call. Turn on **Service user** on Connect to HiBob and paste the ID and token — see Authorization.
- Connectivity test calls `GET /v1/company/people/fields` . Employee sync uses `POST /v1/people/search` .
- If you lose the token: regenerate in Bob → Service users, then paste the new token on Connect to HiBob (Service user switch on) and retest.

5. OAuth 2.0

OAuth is the default on **Connect to HiBob** (Service user switch off). The OAuth app is configured once on **HiBob app**, not on each company connection. Guide: OAuth 2.0.

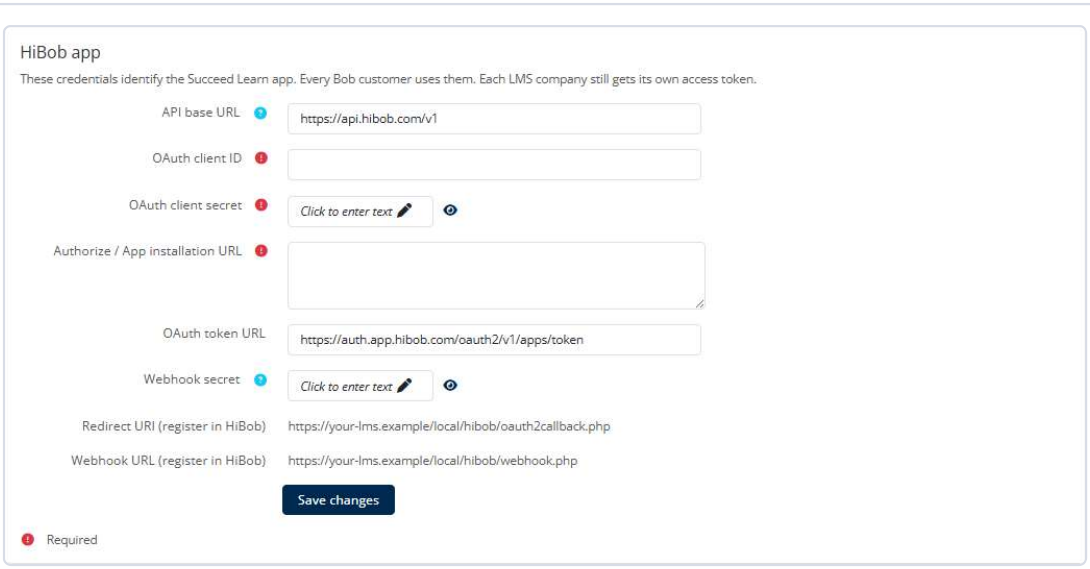


HiBob Developer Portal — app OAuth settings

1 In the HiBob Developer Portal, create/open the app; set scopes and installation mode.

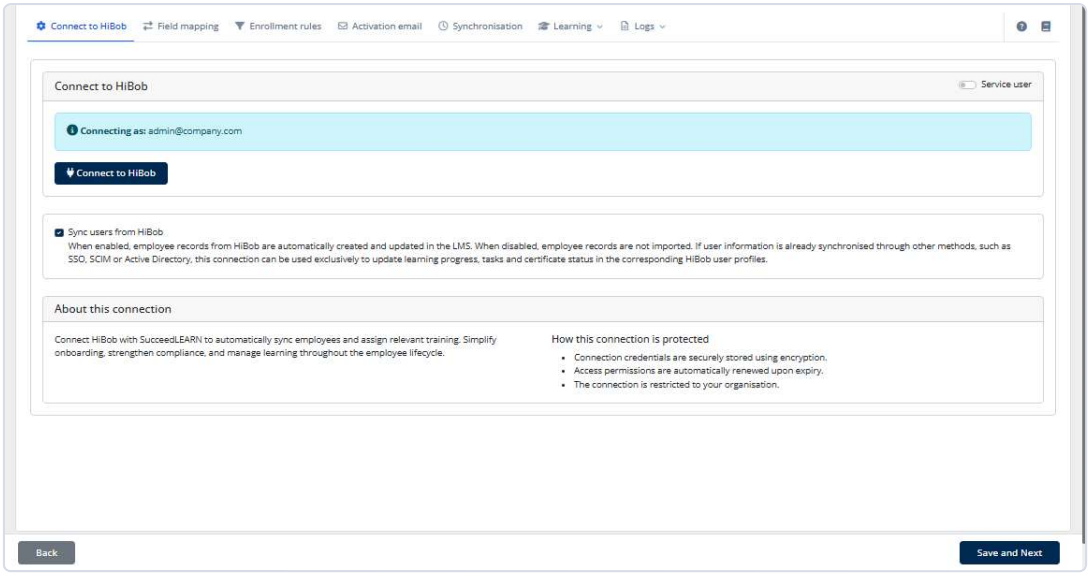
2 Register Redirect URI exactly as shown on **HiBob app**: `https://<lms-domain>/local/hibob/oauth2callback.php` .

3 On HiBob app, save Client ID, Client secret, and the full **App Installation URL** (scopes are inside that URL). Default token URL: `https://auth.app.hibob.com/oauth2/v1/apps/token` . API base URL stays `https://api.hibob.com/v1` unless IT says otherwise.

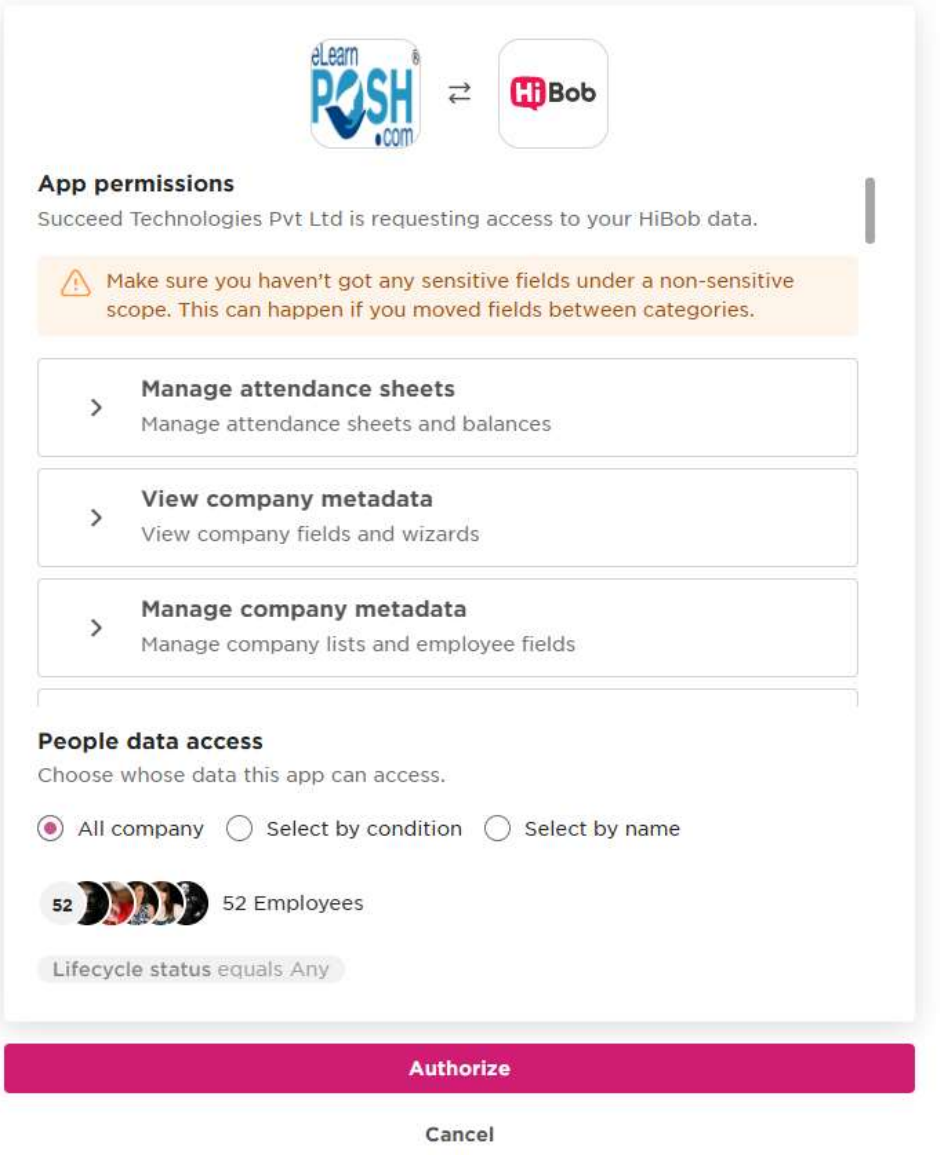


HiBob app — API base URL, OAuth credentials, and Webhook secret (paste the Developer Portal secret here)

4 Open the company connection, leave **Service user** off, and click **Connect to HiBob**. Approve consent.



Connect to HiBob — Service user off, Sync users from HiBob on



Approve consent in Bob

5 After scope changes: re-copy the App Installation URL; uninstall/reinstall in Bob if re-consent is required. Disconnect in the LMS clears tokens only — uninstall the app in Bob separately.

6. Quick start checklist

Follow these steps in order for a typical employee sync setup:

☐ Prerequisites confirmed; service user + permission group ready (or OAuth app).

☐ Create or open an integration instance in the LMS (HiBob → Add integration). The connection is named automatically (`HiBob` , `HiBob 2` , …) and starts enabled.

☐ On **Connect to HiBob**: leave Service user off and click **Connect to HiBob**, or turn Service user on and save the ID and token. OAuth client details and the API base URL are on HiBob app, not on this page.

☐ Confirm the LMS can read employees from Bob.

☐ On **Field mapping**: confirm first name, last name, and that email and username both use the work email. Save.

☐ Optionally: add **Enrollment rules**, then **Activation email** (send immediately or after a delay). Save both before the first import. Course enrolment and the welcome email are applied only when an account is created.

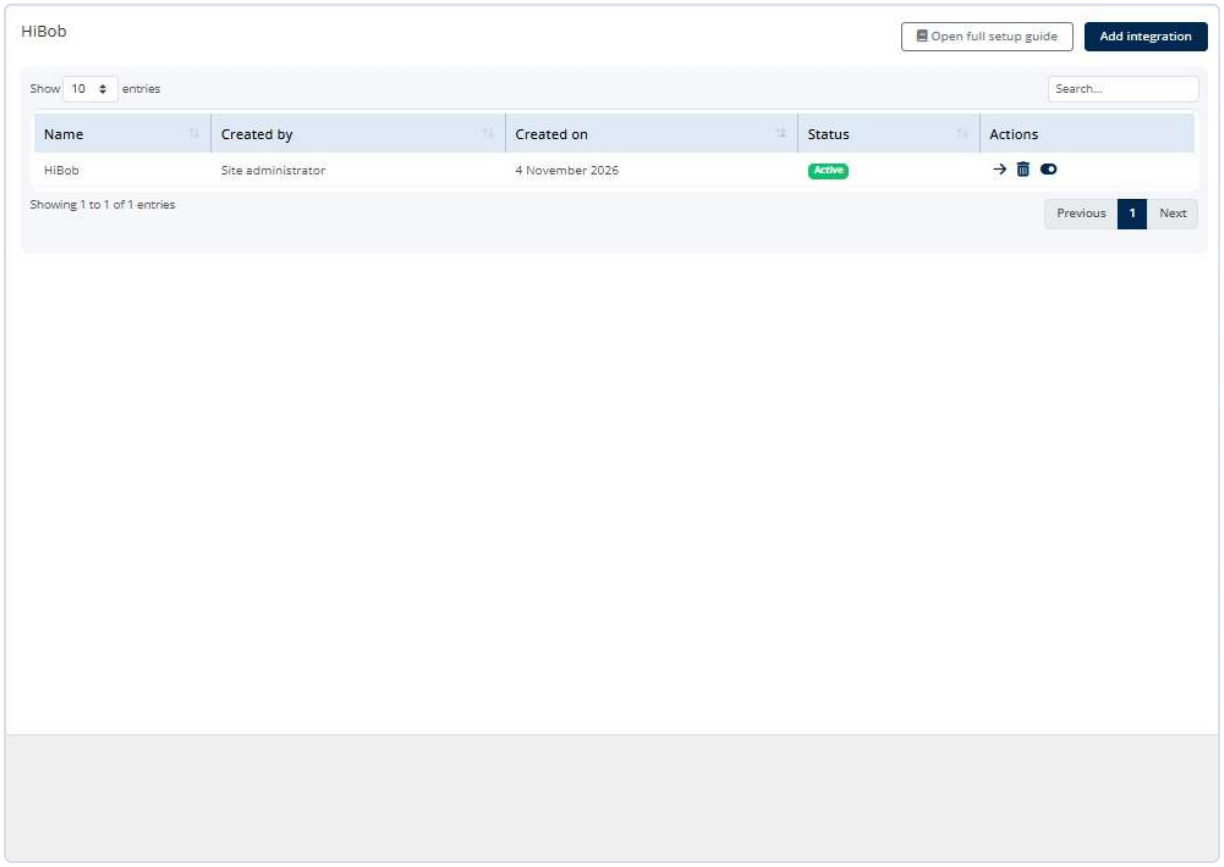
☐ On **Synchronisation**: for this company, choose daily schedule or webhook, click **Initial run**, and set the shared user criteria. OAuth uses one webhook URL and secret for the app. A service-user connection pastes its own URL and secret here. Then optional **Learning** features.

☐ Check **Logs** after the first sync to confirm success.

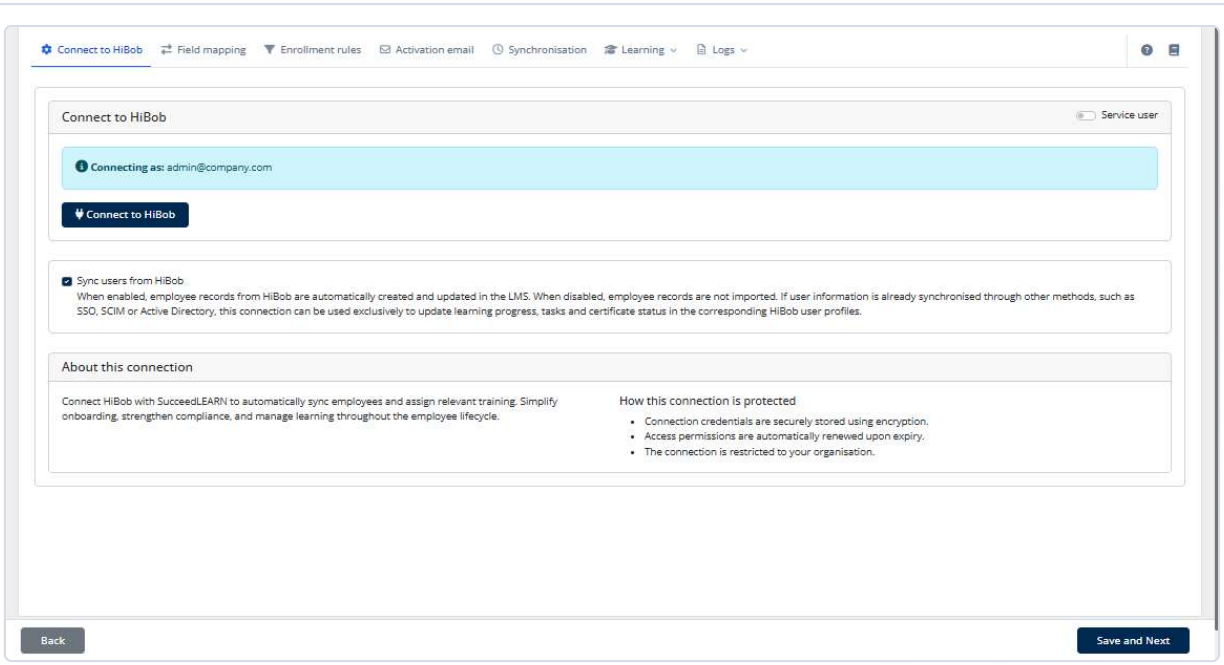
☐ On the HiBob instances list, turn the connection off if you need to pause it. New connections are enabled.

7. Tab 1 — Connect to HiBob

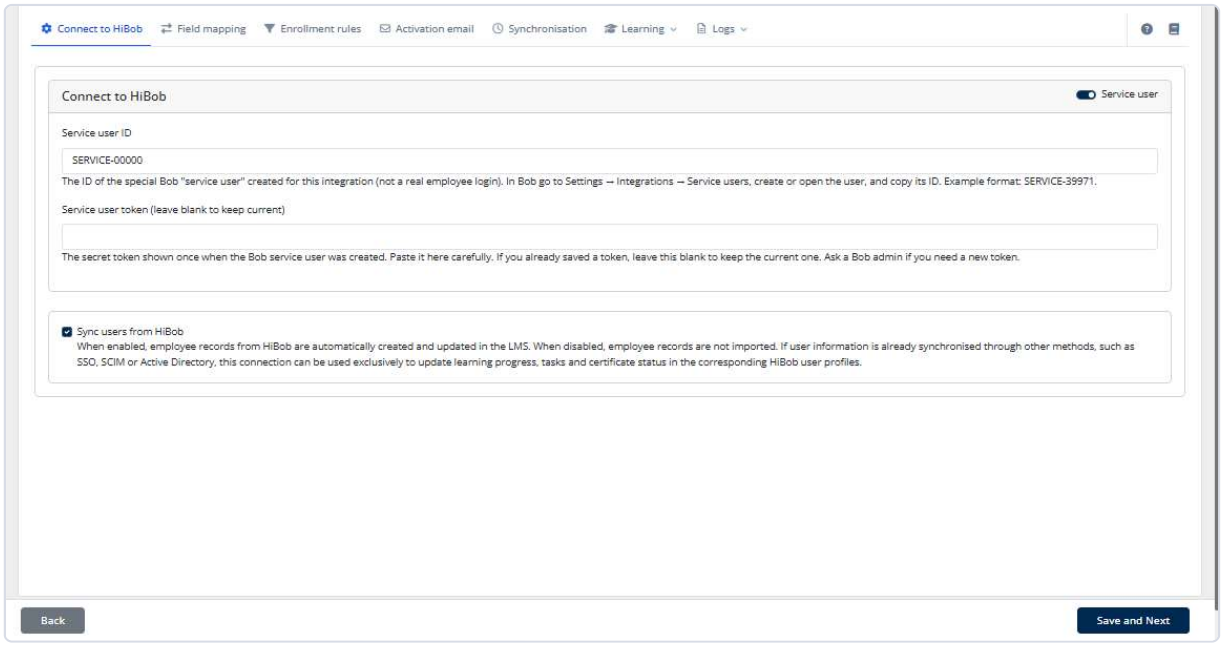
Purpose: Connect this LMS company to Bob. OAuth is the default. Turn on Service user only when you paste a Bob service user ID and token. Leave **Sync users from HiBob** on unless this company should not import employees.



HiBob → instances list — Add integration or open an existing one



Connect to HiBob — OAuth, with Sync users from HiBob on



Connect to HiBob — Service user switch on

On this page	Required?	What to do	Example
Name	*Automatic*	The LMS names the connection. You do not type a name.	`HiBob` , `HiBob 2`
Enabled	*On by default*	Turn a connection off from the instances list, not from this page.	Instances list toggle
Service user switch	**Choose one**	Off uses OAuth and **Connect to HiBob**. On shows the service user ID and token, saved with **Save changes**.	Off for OAuth
Service user ID / token	**If the switch is on**	System settings → Integrations → Service users. Leave the token blank to keep a saved token.	`SERVICE-39971`
Sync users from HiBob	*On by default*	Leave checked to create and update employees in the LMS. Clear it when people already arrive through SSO, SCIM, or Active Directory and this connection should only update learning, tasks, and certificates for a matching Bob employee. Field mapping, Synchronisation, Enrollment rules, and Activation email stay hidden while it is off.	Checked
About this connection	*Shown for OAuth*	Explains that the connection syncs employees and assigns training. **How this connection is protected** covers encrypted credentials, renewed permissions, and access limited to this organisation.	OAuth only
API base URL and OAuth app	**Site, once**	On **HiBob app**, not on this page. Same API host for every company.	`https://api.hibob.com/v1`

Common mistakes — Connect to HiBob

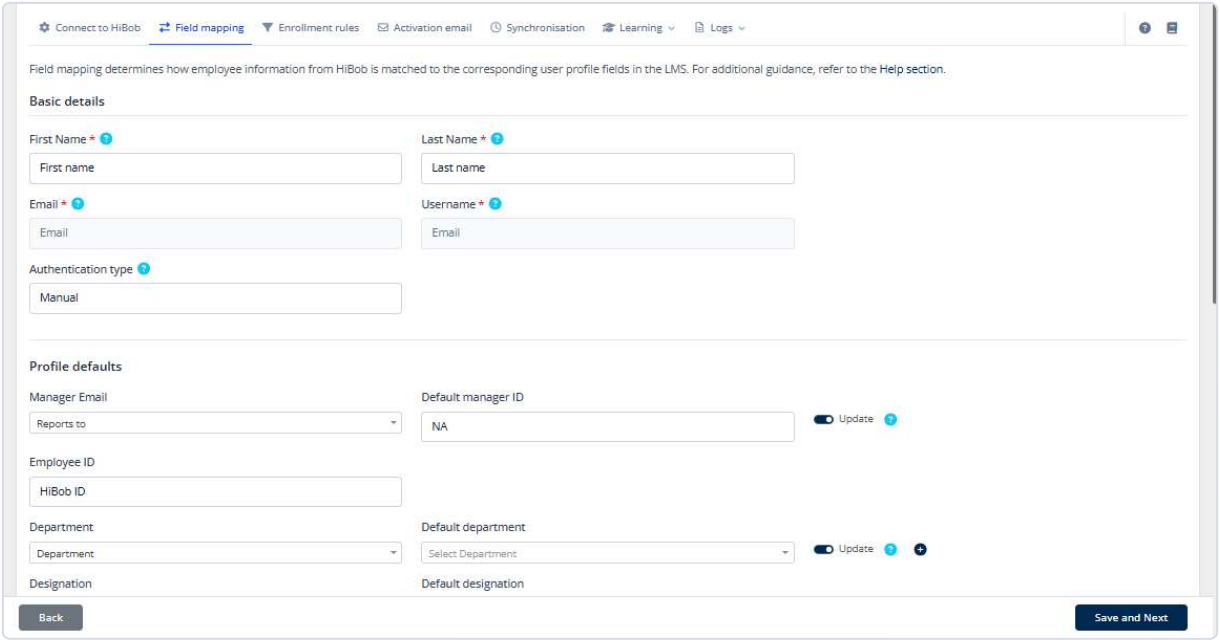
- **Wrong token:** Using an employee password instead of a service user token. Create a dedicated service user in Bob.
- **API URL on the wrong page:** Change it on HiBob app only if IT provides a different host.
- **OAuth redirect mismatch:** The Redirect URI in the HiBob portal must match HiBob app exactly — copy it, do not type from memory.
- **Connect with the switch on:** Service user on saves an ID and token. Leave the switch off to start OAuth.

- **Sync users turned off by mistake:** Field mapping, Synchronisation, Enrollment rules, and Activation email disappear. Turn **Sync users from HiBob** back on and save.

8. Tab 2 — Field mapping

Purpose: Decide which Bob employee details fill each LMS user profile field when someone is imported. Good mapping keeps names, emails, and departments accurate.

This tab is required for employee sync but most individual fields have sensible defaults.



Field mapping — map Bob employee fields to LMS profile fields

The page is split into **Basic details**, **Profile defaults**, and **Custom attributes**.

LMS field	Required?	Guidance
First Name	**Yes**	Usually map to Bob “First name”.
Last Name	**Yes**	Usually map to Bob “Last name” (surname).
Email	**Yes**	Fixed to the employee’s work email from Bob. The control is disabled.
Username	**Yes**	Fixed to that same work email. The control is disabled.
Authentication type	*Optional*	How new users sign in: Manual, OAuth, SAML, or Token Auth. When the type is SAML, choose the identity provider(s) under **SSO Auth Option**.
Manager Email	*Optional*	Usually map to Bob “Reports to”. The LMS links the manager when that person already has an account.
Default manager ID	*Optional*	Used when Bob has no manager. Tick **Update** to refresh the value on later syncs.
Employee ID	*Optional*	Store **HiBob ID** or Bob’s **Employee ID** so later syncs can match the same person.
Department	*Optional*	Usually map to Bob “Department”.
Default department	*Optional*	Used when Bob has no department. Tick **Update** to refresh it on later syncs.
Designation	*Optional*	Job title from Bob.
Default designation	*Optional*	Used when Bob has no title, for example `Learner` . Tick **Update** to refresh it on later syncs.
Team ID	*Optional*	Maps Bob site or location. Leave blank if you do not use teams.
Default team ID	*Optional*	Used when Bob has no site. Tick **Update** to refresh it on later syncs.
Phone Number	*Optional*	Choose work mobile, work phone, or leave unselected.
Custom attributes	*Optional*	Up to seven extra profile fields. Use the edit icon beside a name to rename it (100 characters or fewer). The first three default to City, Country, and Site. Enrollment rules can match these same attributes.

9. Tab 3 — Enrollment rules

Purpose: Automatically enrol people into LMS courses when their synced LMS profile matches a rule you define — for example, Department is Equal to Sales.

Entirely optional. Skip if you enrol users manually or through another process.

Save rules before **Initial run** on Synchronisation. Enrolment is applied when the account is created, whether that connection uses a daily time or webhooks. Save and Next on Field mapping opens this tab. Rules use the LMS profile after Field mapping.

Enrollment rules — Display archived rules, Add rule, and columns Rule name, Field, Condition, Value, Course(s), Actions

Add enrollment rule — field, comparison, and value on one line. + adds another line.

Field	Required?	Guidance	Example
Rule name	**Yes**	Clear name for your team's reference. Up to 60 characters.	`Sales onboarding`
Course(s)	**Yes**	Sits beside the rule name. Select at least one LMS course to enrol when the rule matches.	Induction course
Conditions	**Yes**	Field, comparison, and value sit on one line. Use + to add another line (maximum 10). AND or OR sits between the lines and is applied from left to right. AND means every line so far must match. OR means either side can match. **All** matches every synced user (comparison and value are hidden). Profile fields are Manager, Designation, Team ID, Department, and the custom attributes from Field mapping. Comparisons are Equal to, Not equal to, Greater than, and Less than. Equal to and Not equal to can use more than one value. **User created before** and **User created after** use a date and hide the comparison. The selected day itself is not included.	Department Equal to Sales AND Designation Equal to Manager
Due date	*Optional*	None, Same as course, a fixed calendar date, or a relative number of days.	Relative, 30 days
Mandatory	*Optional*	**No** leaves the enrolment optional. **Yes** marks every selected course compulsory. **Same as course** uses the mandatory flag already stored on each course.	Same as course
When to run	**Yes**	**Run at the time of user creation** enrols matching people when they are first created from HiBob. It is on for a new rule. **Run at the time of sync** enrols matching people each time a sync updates an existing user, and removes the enrolment when they no longer match.	Both on

10. Tab 4 — Activation email

Purpose: Optionally email new users when their LMS account is created from Bob. Save and Next on Enrollment rules opens this tab, and Save and Next here opens Synchronisation. Save this email before Initial run. The mail is queued only when the account is created. The same email is used whether that company imports people on a daily schedule or by webhook.

Skip this tab if you welcome users through another channel (SSO portal, HRIS email, etc.).

Activation email — switch, schedule, subject, body, CC, and one attachment

Field	Required when enabled?	Guidance
Activation email	—	Master switch. When off, the Email settings section is not used.
Schedule email	*Optional*	When the welcome email is sent after the user is created: Immediately, 12, 24, or 48 hours later, or Custom with a number of hours. A delay gives authentication time to finish before the person receives the message.
Subject	**Yes**	What recipients see in their inbox.
Body	**Yes**	The welcome message under **Email settings**. Use **Variables** to insert first name, last name, username, email, organisation, LMS URL, or a set-password button. The email does not include a password.
CC	*Optional*	Copy HR or a shared mailbox on every activation email.
Mail attachments	*Optional*	One file, up to 10 MB. Accepted types: PDF, DOC, DOCX, ODT, XLS, XLSX, JPG, JPEG, PNG, CSV, GIF, and TXT.

11. Tab 5 — Synchronisation

Purpose: Choose either a daily import or Bob webhooks, and which employees should be included. The same criteria apply to both. When Bob reports someone as terminated, inactive, left, or garden leave, the LMS suspends their account. The service user must be allowed to see those people.

Synchronisation before the first import. The HiBob tabs stay across the top. Initial run is required once.

After you click Initial run, the button is replaced by Synchronisation status. While the import is queued, each card shows Processing.

Users added completes first. Enrollment and Activation email then show how many are done out of the total, and how many are still to enroll or still to send.

When the jobs finish, the bars are full. Enrollment shows how many were enrolled. Activation email shows how many were sent. If Activation email is off, that card is replaced by a note with a link to open Activation email.

Choose one method

Setting	Required?	Guidance
How employees are synchronised	**Yes**	Pick **Daily schedule** or **Webhook**. Only the chosen method runs.
Run user sync at	**Daily schedule**	Shown only for Daily schedule. Time of day for the import. The offset beside the time is the timezone stored for this schedule. Last sync under the time shows when the latest user import finished, or Not synced yet. The daily run does not run when Webhook is selected.
User sync criteria	*Optional*	Always on this page. The same rows filter the daily import, webhook updates, Initial run, and Manual sync. Each row is a field and a value (Manager Email, Designation, Team ID, Department, custom attributes, or a user-created date). Leave the rows empty to sync everyone the connection can see.
Initial run	**Once**	Shown until you click it, then hidden. The cards that replace it show users added, enrollment still pending, and activation mail, each with a progress bar and a status. Enrollment pending and activation mail keep reading the database while those jobs are still waiting, including while their cron tasks are sending them. Enrollment pending links to Enrollment rules. Activation cards link to Activation email when that step is on; otherwise a note links there. Required for both methods, because webhooks do not import people who were already in Bob. Save Enrollment rules and Activation email first. Both are applied only when the account is created.
Manual sync	*Optional*	Not required. Shown when Webhook is selected. Use it only if the LMS was down and Bob events were missed. It imports the current employee list once.

Webhook

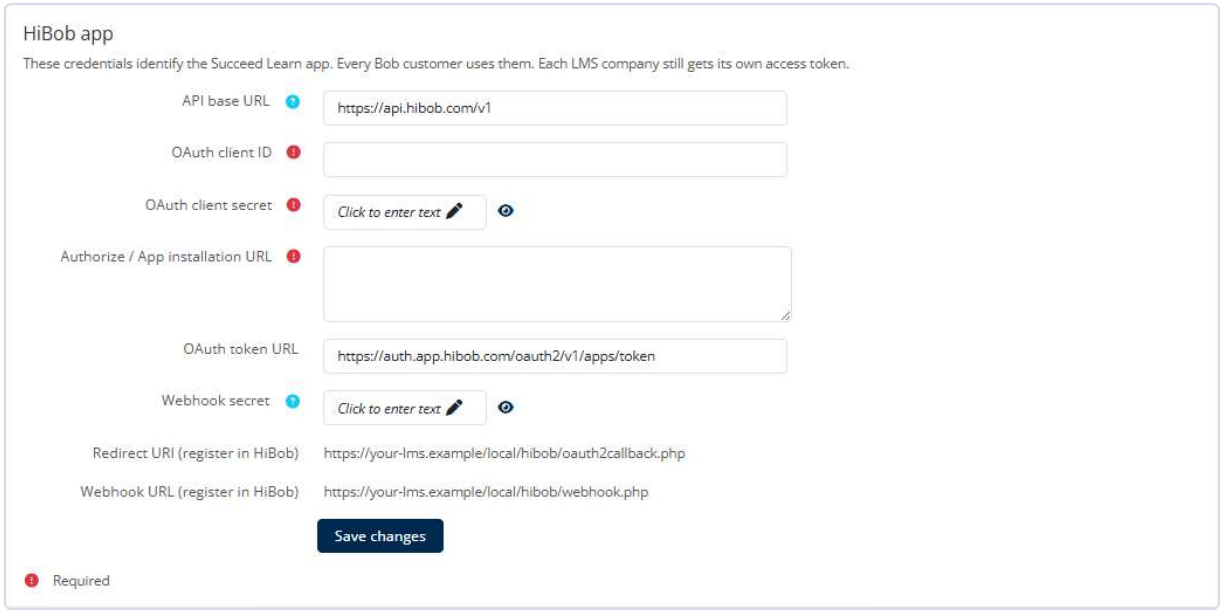
Webhooks apply each hire, update, or leave as Bob sends it. The daily schedule does not run while Webhook is selected. A service-user connection shows the webhook URL and secret on this page. For OAuth, the site administrator configures one webhook URL and one secret for the app. Every OAuth company shares that pair, and each company still chooses daily schedule or webhook on its own page. Configure webhooks in the HiBob Developer Portal (Develop → Webhooks) and paste the portal secret into **Webhook secret** on the LMS HiBob app page. This Synchronisation page does not edit that secret. It shows **Manual sync** for a missed event. Logs → Webhook events stays available either way.

Webhook selected on an OAuth connection. This page shows a note and Manual sync. The site administrator sets the shared URL and secret. A service-user connection shows its own URL and secret here instead.

OAuth webhooks

1. Open developers.hibob.com → your app → **Develop** → **Webhooks**.
2. Turn on **Allow event subscription**.
3. Paste the LMS **Webhook URL** (shown on HiBob app) into **Endpoint URL** and validate it.
4. Copy the portal **Secret** into **Webhook secret** on HiBob app and save. Leave the field blank later to keep the saved secret.
5. Subscribe to employee events (created, joined, deleted, and any others you need).

Developer Portal → Webhooks — endpoint URL and secret for an OAuth app



HiBob app — paste the Developer Portal secret into Webhook secret

Service user — register the URL in Bob

Copy the URL shown when Webhook is selected, then paste it in Bob. The secret on this page is for that connection only.

Bob webhook page — open the webhook management area

Bob webhook configuration — paste the LMS webhook URL and subscribe to employee events

Setting	Guidance
Webhook URL	Copy from the LMS and paste into Bob's webhook configuration. Subscribe to: Employee created, Employee updated, Employee terminated.
Webhook secret	Required shared secret from Bob. After you paste the LMS webhook URL in Bob and save, copy the secret generated/shown by Bob and paste the same value into the LMS Webhook secret field.

Bob sends a **Ping** test when you register a webhook. The LMS must return HTTP 200. If the ping fails, check the URL was copied completely and that the integration instance is saved.

12. Tab 6 — Learning

Purpose: Optional Bob Learning features that let this LMS and HiBob share training data. Use only the Learning items your organisation needs.

12.3 Sub-tab — Certificate Sync (Docs API)

Purpose: Upload completion certificates issued by this LMS into Bob employee documents (the HiBob Docs API), so HR can see certificates in each person's Bob profile.

Optional — skip if your organisation does not store certificates in Bob.

Certificate Sync (Docs API) — course, Force Re-sync, Run Certificate Sync, and recent completions

Control	Required?	What it does
Course(s)	**Yes**	Choose which course's issued certificates to upload. Only courses that have issued certificates to Bob-linked users appear.
Force re-sync	*Optional*	Tick to re-upload certificates that have already been synced. Leave off to skip previously uploaded ones and only process new ones.
Run Certificate Sync	—	Starts the upload. Results appear in the table below — showing each user, course, upload status, the Bob document ID assigned, and any error message.

Results table columns

Column	Meaning
User Name / Email / Course	The LMS user and course whose certificate was uploaded.
HiBob Employee ID	The Bob employee the certificate was uploaded to.
Upload Status	Success or the error that occurred.
HiBob Document ID	The ID Bob assigned to the uploaded file.
Error Message	Bob or LMS detail when the upload did not succeed.
Synced At	Date and time the upload was processed.

Recent completions

Choose **Last 7 days** (or another period), then **View Completions**. The table shows User, Course, Completed, Sync status, and Actions. **Sync All Certificates** stays disabled until completions are loaded. Already-synced rows are marked and skipped unless **Force Re-sync** is on.

12.4 Sub-tab — Task mapping

Purpose: Link LMS course completions to open tasks in Bob so that finishing a course automatically closes the corresponding task in HiBob (e.g. an onboarding checklist item).

Optional — skip if your organisation does not use Bob Tasks for learning activities.

Task mapping — Add task mapping. Columns: Task name, Selected course(s), Course completion criteria, Status, Actions

Important limitation: Bob's Public API cannot *reopen* a closed task. If a user's LMS completion is later reset, the task in Bob will stay closed.

Field	Required?	Guidance
HiBob Task Name	**Yes**	The exact name of the task as it appears in Bob (e.g. `Complete induction training`). The LMS matches open tasks in Bob by this name for each employee at completion time.
Select course(s)	**Yes**	One or more LMS courses that should trigger the task close. Select multiple if several courses all lead to the same task.
Task Completion Criteria	**Yes**	**All** — every selected course must be completed. **Any** — completing one selected course is enough. The list shows this as Course completion criteria.
Add task mapping	—	Opens the form. The list columns are Task name, Selected course(s), Course completion criteria, Status, and Actions.
Status	—	Pause a task mapping without deleting it. Useful during testing or when a task is temporarily not in use.

Create the task in Bob and assign it to employees

The LMS closes an *open* task whose name matches exactly, for that employee. Each assignee needs their own open copy before a course completion can close it.

Tasks → Task lists settings. Open a folder, then Create task list.

Name the list, save it to a folder, and set the task list owner

Task list trigger — Manual. The person who triggers the list sends the tasks.

Add task → General task

Name the task, set ownership to Personal, and select the assignees

Saved task — Conditions: All company, type General Task, assignees listed

1. In Bob, open **Tasks** → **Task lists settings**.
2. Open a folder (for example **General**) and click **Create task list**.
3. Enter a **Name**, choose **Save to folder**, and set **Task list owner**. The list uses the owner's permissions. Set **Timing** (time and time zone), then click **Create**.
4. Open **Task list trigger** and leave it on **Manual** when someone will send the list. Save the trigger. The list is sent by the person who triggers it, using their permissions.
5. Click **Add task** → **General task**.
6. Enter the task **Name**. Use this exact name in the LMS **HiBob Task Name** field.
7. Set **Task ownership** to **Personal**.
8. Under **Assignee**, open **Employees** and select the people who should receive the task. Select everyone in that list when the task is for all employees.
9. Save the task. The list shows **Conditions: All company**, type **General Task**, and the assignees. Trigger the list so each assignee has an open task. When they complete the mapped LMS course, the LMS closes that task.

The LMS matches the open task by the name you typed. Select every employee under **Assignee** → **Employees** when the task should exist for the whole company.

How task matching works at runtime

1. An LMS user completes the mapped course.
2. The LMS finds the user's Bob employee ID from the user map.
3. The LMS calls Bob's `GET /v1/tasks` and looks for an open task matching the name you entered.
4. If found, the task is marked complete in Bob.
5. If no matching open task is found, a warning is logged (no error — the user just has no open task with that name).

13. Tab 7 — Logs

Purpose: Review recent activity to confirm the integration is healthy or to investigate a problem. **Nothing on this tab changes settings.**

Logs → Sync logs — search the last 30 days. API logs and Webhook events are separate items in the Logs menu

Log type	What it shows
Sync logs	Employee import and learning sync results — successes and errors.
API logs	Individual calls the LMS made to Bob. Useful when Bob support asks for a time or error code.
Webhook events	Messages Bob sent when employees were created, updated, or left.

Only the last 30 days are shown. Use search to find a person, message, or error text.

14. Troubleshooting

Problem	Likely cause	What to do
Connectivity test fails (401)	Wrong ID/token, whitespace, or regenerated token not updated	Re-copy ID and token from Bob. Paste carefully. Save. Retest. Confirm auth type = Service user.
Connectivity OK but no employees	Empty permission group, narrow Access rights, or sync filters	Confirm service user is a member; grant People's data View; widen Access data for; clear the User sync criteria rows; run the initial sync; check Sync logs.
Some profile fields always blank	Missing category permission for that Bob field	Grant View on the field's category in Bob; remapping alone is not enough.
Leavers not suspended	Access rights exclude inactive; Lifecycle not viewable	Include inactive people in Access data for and grant Lifecycle View. The LMS suspends accounts when Bob reports terminated, inactive, left, or garden leave.
Duplicate or wrong usernames	Two Bob people share a work email, or an LMS account already uses that email	Username is always the work email and cannot be changed. Fix the duplicate email in Bob or on the existing LMS account.
OAuth "Not connected"	Redirect URI mismatch or credentials not saved	Save client ID/secret/URL first. Copy Redirect URI to HiBob portal exactly. Click Connect.
OAuth token expired	Refresh token unused ~60 days or revoked	Click Reconnect and complete consent again.
Learning not appearing in Bob	Learning push-back off, provider missing, or permissions	Enable Learning push-back. Confirm provider identifier. Grant Learning permissions. Check API logs.
Certificate upload fails	Docs Shared upload permission missing	Grant People → Docs → Shared Upload/View.
Task not closed in Bob	Name mismatch, task not open for that person, or Tasks permission	Match the task name exactly. The employee must have an open task with that name (task list triggered, they are an assignee). Grant People's tasks. Closed tasks cannot be reopened via the API.
Goal progress not updated	Title, key result, or owner does not match that employee, or Goals permission is view-only	Use the same goal title and key result name as in Bob. Map by name needs a goal owned by that employee (Browse goals, Type Company, everyone selected). Grant Goals for that goal type, including key-result updates. Check API logs.

Problem	Likely cause	What to do
Webhook not firing	URL not registered, secret mismatch, or LMS not public	Service user: re-copy the URL from Synchronisation with Webhook selected and match the secret. OAuth: the site administrator checks the one app URL and secret on HiBob app. Confirm Bob Ping returns 200. Check Webhook events.
Firewall / timeout	LMS cannot reach api.hibob.com or auth.app.hibob.com	Allow outbound HTTPS; retry connectivity test.

15. Glossary

Bob / HiBob
: Your company's HR platform (people data, org structure, learning, goals).

Service user
: A special Bob account for systems (not a person). Used for API access with ID + token. User type on permission groups = Service user.

Permission group
: Bob settings that grant Features, People's data, and Access rights to the service user.

API base URL
: The internet address the LMS uses to talk to Bob's servers (default https://api.hibob.com/v1). Set once on HiBob app and copied onto each connection when it is saved.

OAuth 2.0
: Default connection on Connect to HiBob. The OAuth app is saved once on HiBob app. Turn on Service user instead when you paste a Bob service user ID and token.

Webhook
: Bob sends an employee change to the LMS as it happens. Each company chooses this or a daily schedule. OAuth uses one webhook URL and one secret for the app, set by the site administrator. A service-user connection uses the URL and secret on Synchronisation.

Field mapping
: Rules that copy Bob employee fields into LMS user profile fields.

Enrollment rule
: Automatic course enrolment when a synced user's LMS profile matches one or more conditions joined with AND or OR.

Learning provider identifier
: Short code that names this LMS inside Bob Learning.

16. Official HiBob references

- Create service users (ID & token): apidocs.hibob.com — API Service users
- Categories and permissions: Categories and permissions

- Authorization header: Authorization
- OAuth 2.0 (partners): OAuth 2.0
- HiBob API documentation: apidocs.hibob.com
- Developer Portal (OAuth / partner apps): contact your HiBob partner or IT team for portal access
- Webhooks: see Bob's webhook setup guide linked from the Synchronisation tab in the LMS
