Preview and apply a directory import

Map identities safely and diagnose incomplete, duplicate, or unexpectedly broad imports.

https://docs.qintoravacloud.com/guides/directory-import/

Set the source and mappings

In **User directory integrations**, select the appropriate read-only provider profile. Use the tenant's approved provider identity, scoped base URL and configured secret alias. Map first name, last name, email and username. Choose an immutable external ID plus the intended coalescing attribute. Verify employment dates if the source triggers lifecycle rules.

Preview and apply

1. Test the connection with a limited authorized source. Verify pagination covers the intended scope.
2. Run **Preview**. Review create, update, match, skip and disable counts. Investigate duplicates, unmatched targets and threshold violations. Verify that the preview captures the version you intend to apply.
3. Apply the reviewed preview through the authorized action. Confirm the run receipt, matched accounts and expected field values. For scheduled imports, verify the UTC schedule and the next run.
4. If the preview is stale, prepare a fresh preview. If rows are missing, check pagination, scope, schema, required mappings and provider identity. For directory-triggered journeys, inspect the HR lifecycle runbook.