

# Provisioning via Users

## An employee was absent during provisioning and cannot log in now that we have switched to Visma Connect, what do we do now?

An administrator with authorization to the Users view can enter an email address and send a verification message to the user. The user will now receive a link to click on to verify their email address.

General    Authorisations    Audit of account code

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### General

User is enabled

User-ID \*    14

Alias user-ID   

Signature    AS

Card-/Tag-ID   

External reference   

Email    anna.svensson@company.com

Confirm email    anna.svensson@company.com    [Send verification email](#)

 **The user is not linked to Visma Connect**  
A valid email address must be provided and verified for the user to be able to log in with Visma Connect.

When the user has verified their email address, the Visma Connect link is activated.

The screenshot shows the 'General' tab of a user profile. Under the 'Link to Visma Connect' section, the email 'anna.svensson@company.com' is listed with a green checkmark indicating it is verified. Below the email are two buttons: 'Reset password' and 'Delete connection'.

After that, the user can create a password through "Forgot your password?" on the login page.

## An employee has used a private email address instead of the company's to link their HRM user to Visma Connect, how do we change it?

### 1. Remove the connection

An administrator with authorization to the "Users" view must first delete the current Visma Connect connection.

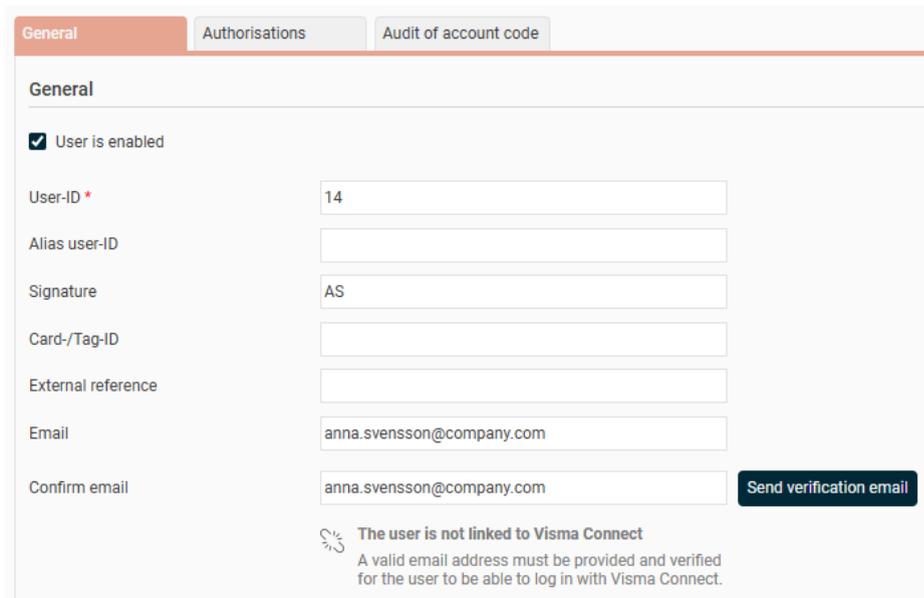
This is a close-up of the 'Link to Visma Connect' section, showing the email 'anna.svensson@company.com' and the 'Delete connection' button.

### 2. Connect a different email address

- If you are still in the provisioning period (preparation phase), the user will again see a banner at the top of Flex HRM when the link is removed. The user can then go to My Profile > Security and Login and redo the link with the correct email address.
- If you are already using Visma Connect for login, the administrator can update the

email address manually:

- Enter the new email address for the user in the "Users" view.
- Send a new verification email to the new address.



The screenshot shows the 'General' tab of a user profile in the FLEX HRM system. The user is enabled, and the email address is 'anna.svensson@company.com'. A 'Send verification email' button is present. A warning message indicates that the user is not linked to Visma Connect and that a valid email address must be provided and verified for login.

### 3. Complete the connection

The user clicks on the link in the verification email to confirm the email address.