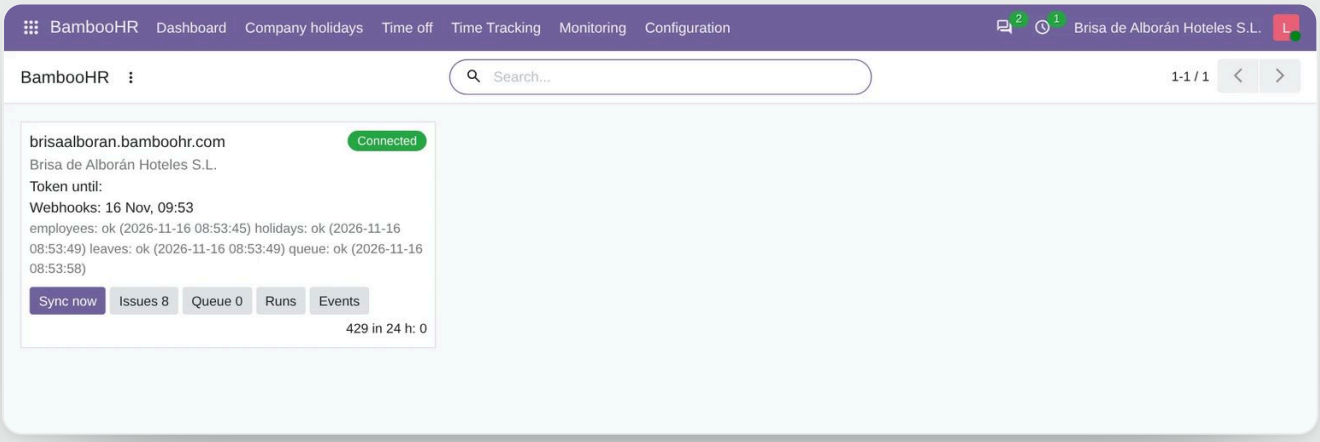
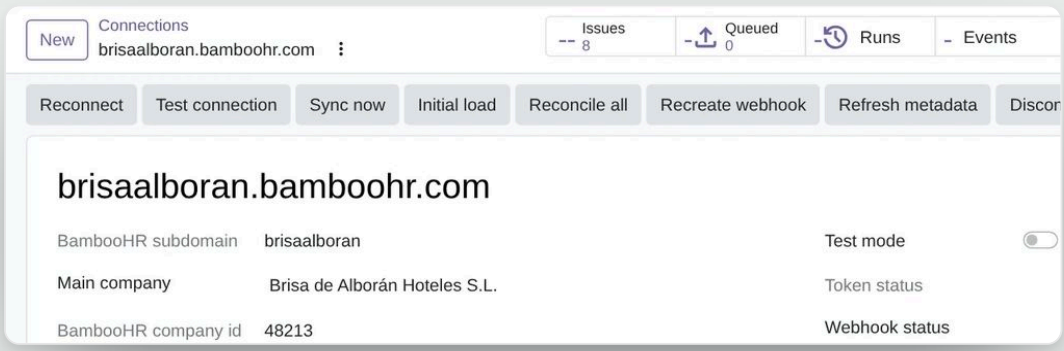
USER MANUAL · PAYROLL AND HR

# BambooHR connector for Odoo

For those who already have the connector: install it, activate it, connect it, set it up and use it, step by step.

Module version 20.0.2.0.0 | Odoo 20 screenshots | Edition of 16-11-2026




**Real Odoo 20 screenshot.** The app panel shows the status of each connection, and the detail of a connection gathers its buttons and tabs.

# Contents

On the right, the page where each section starts. Menu and button names are those of Odoo in English.

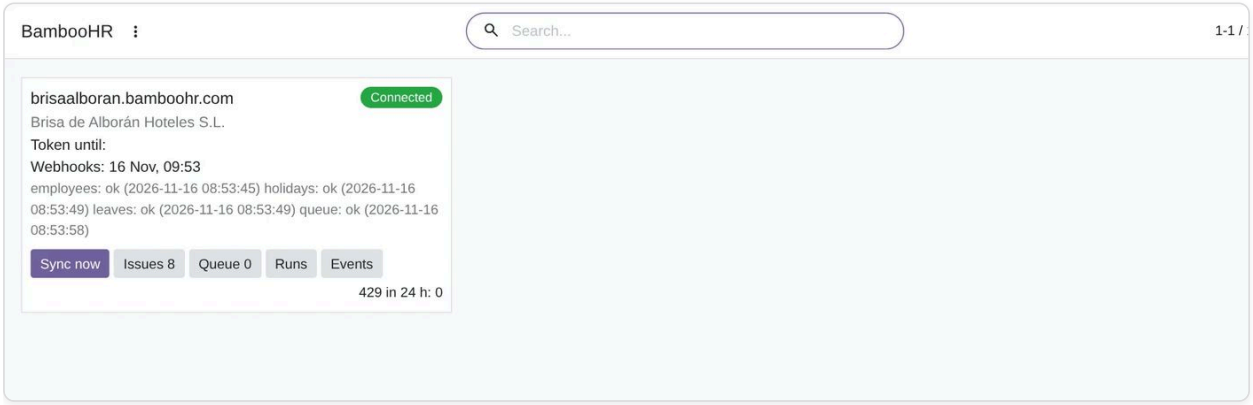

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This manual describes version 20.0.2.0.0 of the module (Odoo branch 20.0, commit 151737884). Everything it says comes from its code: menus, buttons, fields, scheduled actions and error messages.

The screenshots come from a test Odoo 20 database, with a made-up company and data and no real connection to BambooHR. In Odoo 17, 18 and 19 the module has its own version: if something on your screen does not match, write to us.

# 1 What it is and where to find it

The connector adds an app called **BambooHR** to Odoo, which syncs employees, time off, time tracking and more between BambooHR and Odoo, and lets you see and review each sync from within the app itself.




- **Real Odoo 20 screenshot.** The app's main list, with one connection and its status.

| | |
|---|---|
| **BambooHR › Dashboard** | The list of your connections with BambooHR. |
| **BambooHR › Monitoring** | **Issues**, **Outbox**, **Runs**, **API calls**, **Webhook events** and **Access log**. |
| **BambooHR › Configuration** | **Connections** and **Connect BambooHR**. There you will also find **Company routing**, **Custom fields**, **Custom tables** and **Value maps**. |
| **Company holidays** | The company holidays that are synced with BambooHR. |
| **Time Tracking** | **Timesheets** and **Enrollments** in Time Tracking. |

Outside its own app, the connector extends the Odoo employee form with a **BambooHR** tab and buttons such as **Sync from BambooHR** and **Send to BambooHR**. It also touches departments, job positions, work locations and the calendar's holidays. If you have other Odoo HR apps installed, such as Time Off, Attendances, Timesheets or Recruitment, the connector adds its own screens to them.

# 2 Before you start

What you need to have to hand before installing the connector, and what the connector will not do for you in BambooHR.

- A BambooHR account for your company and the subdomain you log in with: the part before .bamboohr.com, in lowercase, digits and hyphens.
- An administrator of that BambooHR account, who is the one who approves the connection on the BambooHR authorisation screen.
- Odoo 17, 18, 19 or 20, on Odoo.sh or on your own server. Odoo Online will not work, because it does not allow installing third-party modules.
- An Odoo administrator user, who is the one who accepts what goes through FlexigoTech Cloud when connecting.
- A FlexigoTech Cloud subscription, with a 14-day free trial and no card required. Without the trial or the subscription, the connector does not connect to BambooHR or renew its access.
- Having informed your employees that their data is going to flow between BambooHR and Odoo: the connection wizard asks you to confirm it.

> The connector does not register you with BambooHR or create the subdomain for you. Nor does it decide for you which data is sent: the personal data, file and compensation blocks come switched off and only an HR administrator can turn them on.



# 3 Installation

The module is installed like any third-party Odoo module. An administrator is required.

### How to get it

From its page on Odoo Apps (**https://apps.odoo.com/apps/modules/20.0/flexigo_bamboohr**) or from the connector's page on flexigotech.com. Choose the Odoo version you use: each version is a separate module.

The module depends on `flexigotech_cloud`, the connection to FlexigoTech Cloud. On Odoo Apps, the module's page lists it under «Community Apps Dependencies» and its price already includes it; it is also free and has its own page (**https://apps.odoo.com/apps/modules/20.0/flexigotech_cloud**). Put both folders together in the same modules path and Odoo installs `flexigotech_cloud` at the same time.

### On Odoo.sh

1. **Upload the folders to your repository**
   Copy `flexigo_bamboohr` and `flexigotech_cloud` into the branch of your project, in your modules folder, and push.

2. **Wait for Odoo.sh to build the branch**
   When it finishes, both modules are in the branch.

3. **Install the app**

   In **Apps**, click **Update Apps List** (with developer mode on), search for "BambooHR" and click **Activate**.

### On your server

1. **Copy the folders**

   Place `flexigo_bamboohr` and `flexigotech_cloud` in a folder that is on your Odoo `addons_path`.

2. **Restart Odoo**

   So that it reads the new modules.

3. **Install the app**

   In **Apps**, **Update Apps List**, search for "BambooHR" and click **Activate**.

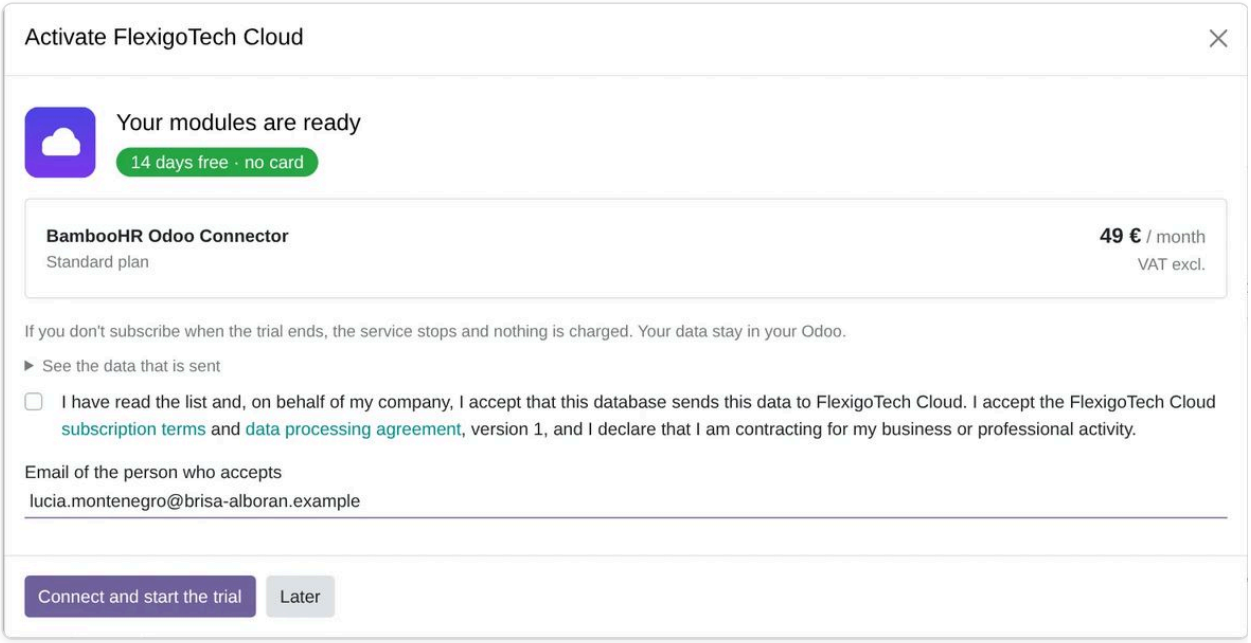
> When installing it, Odoo also installs the apps the module depends on: Employees. If you already use them, nothing you have changes.

# 4 Activate FlexigoTech Cloud: the 14-day trial

Access to BambooHR is authorised and renewed through FlexigoTech Cloud, which has the FlexigoTech application registered with BambooHR. Your employees' data does not pass through FlexigoTech Cloud: it goes from your Odoo to BambooHR and back directly. Until the database is connected and the module has a trial or subscription, the connector does not connect to BambooHR or renew its access.

1 **Click Activate in the top bar**

It appears as soon as you install the module. It opens the **Activate FlexigoTech Cloud** window, with the Standard plan and its 14 free days, no card required.




- **Real Odoo 20 screenshot.** The activation window: read the list of data, tick the box and enter your email.

2 **Accept and enter your email**

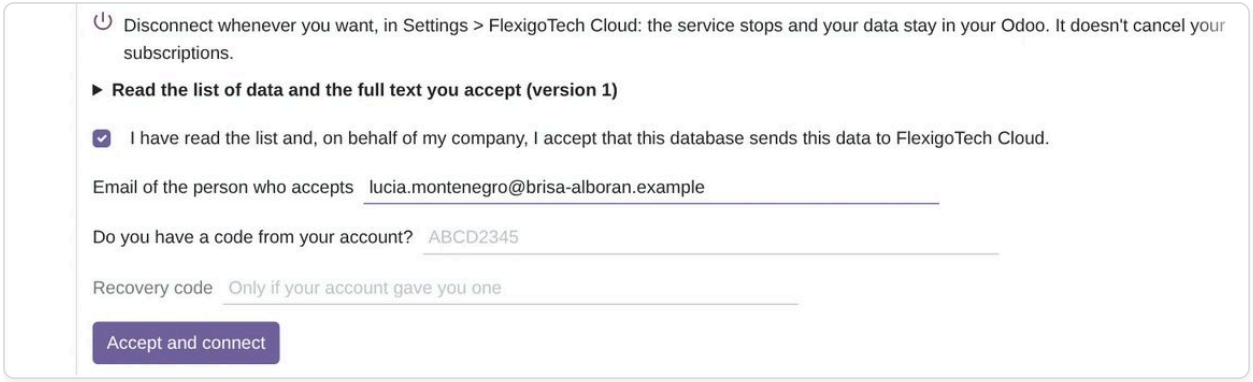
Tick "I have read the list and, on behalf of my company..." (this includes the subscription terms and the data processing agreement) and enter the **Email of the person who accepts**.

3 **Click Connect and start the trial**

Odoo registers the database with FlexigoTech Cloud and starts the module's trial. If you want to do it later, **Later** closes the window.

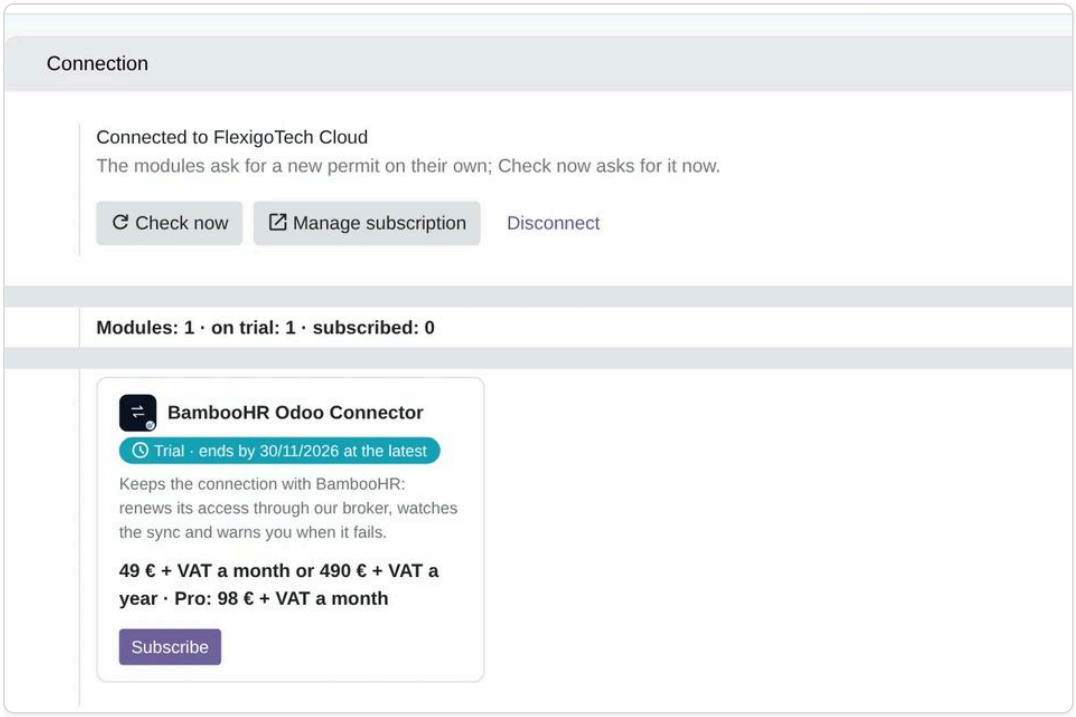
## The same, from Settings

In **Settings › FlexigoTech Cloud** is the full list of what the database sends. Tick the box, enter the email and click **Accept and connect**. If you already have an account at app.flexigotech.com, the field **Do you have a code from your account?** links the database to it (the code is valid for 10 minutes).




- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud, before connecting: the ticked box, the email and **Accept and connect**.

With the database connected, the **Modules** block shows each module with its status: **On trial** and the date it ends, **Subscribed**, etc. From there you choose the plan (Standard or Pro, monthly or yearly) and click **Subscribe**: payment is made on the Stripe page, outside Odoo.




- **Real Odoo 20 screenshot.** Settings › FlexigoTech Cloud with the database connected and the connector on trial.

| PLAN | PRICE | INCLUDES |
|---|---|---|
| **Standard** | €49 per month or €490 per year | Support response within 1 working day, up to 3 accounts |
| **Pro** | €98 per month or €980 per year | Response within 4 working hours, up to 10 accounts and video call if needed |

Prices exclude VAT. If you do not subscribe when the trial ends, the service stops and nothing is charged; your data stays in your Odoo. **Check now** requests permission immediately (otherwise the module renews it automatically every 6 hours).

> On a neutralised copy (staging) or on a database with demo data you cannot start a trial. Settings says so with "This database is a neutralised copy or has demo data, so trials can't be started here."



# 5 Connect with BambooHR

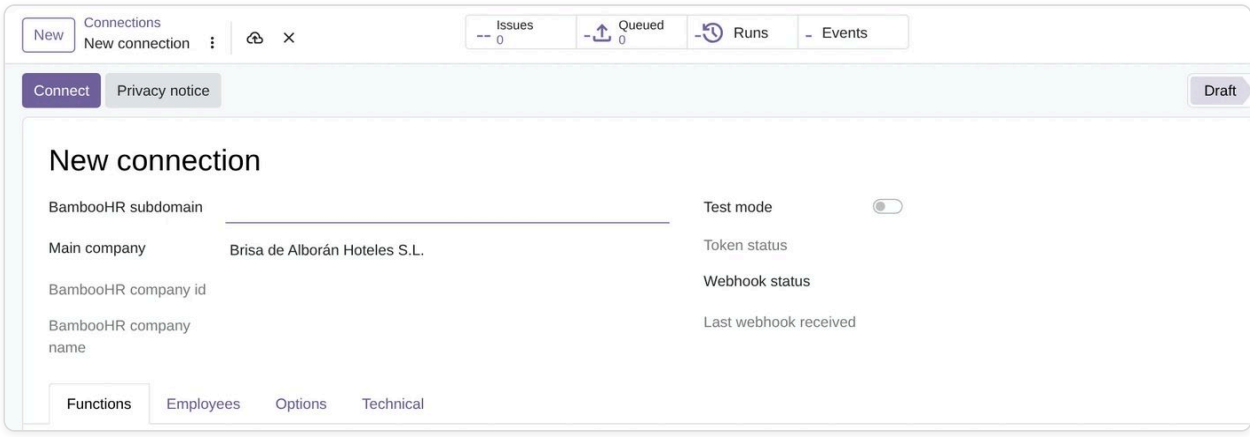
Each connection with BambooHR is created and managed in **BambooHR › Configuration › Connections**.

1. **Open the connections menu**

   Go to **BambooHR › Configuration › Connections** and click **New**. The status of the new connection is **Draft**.

2. **Enter the subdomain**

   In **BambooHR subdomain**, enter the part before .bamboohr.com. Odoo checks that this subdomain responds on BambooHR before continuing.



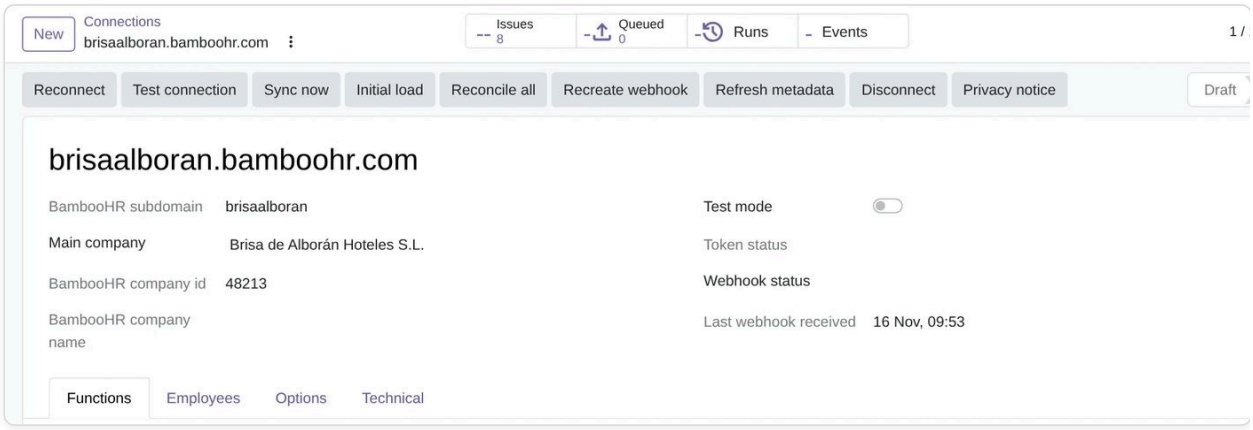

- **Real Odoo 20 screenshot.** The new connection, in **Draft**, with the **Connect** button.

3. **Click Connect**

   The **Connect** button opens the connection wizard. In it you tick **I have informed the employees of this data processing** and an administrator reads and accepts what passes through FlexigoTech Cloud. Without both, the wizard does not continue.

4. **Authorise in BambooHR**

   Odoo takes you to BambooHR, where a BambooHR administrator approves the FlexigoTech application's access. When you return, the status changes to **Connected** and **BambooHR company id** and **BambooHR company name** are filled in.




- **Real Odoo 20 screenshot.** The connection in the **Connected** state, with the **Test connection** and **Sync now** buttons.

### 5 Finish the setup

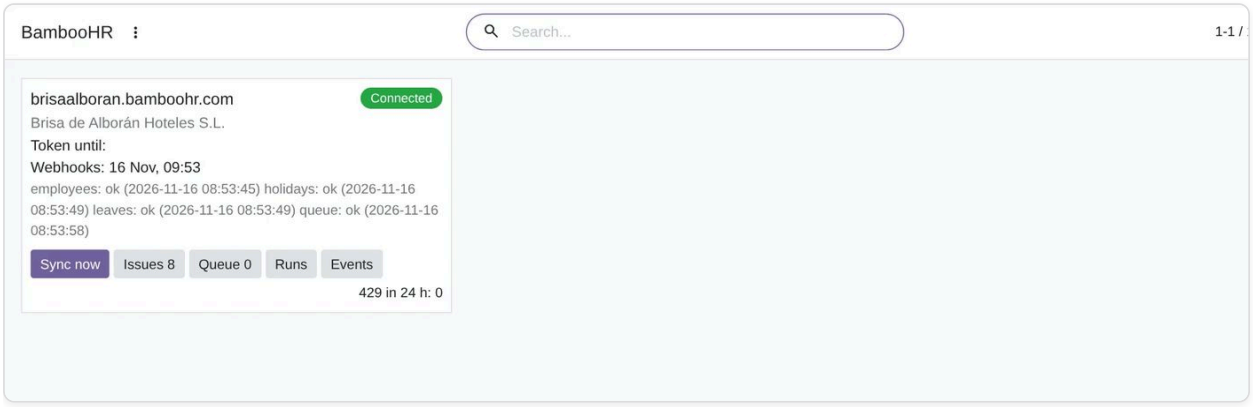
If **Continue setup** appears, click it to choose which employees are synchronised and to launch the initial load.

### 6 Test the connection

Click **Test connection**. Odoo checks that it is the same BambooHR company and warns you about any permissions still missing.

> Only an Odoo administrator can accept what passes through FlexigoTech Cloud. The authorisation link belongs to the user who starts it: it expires after 20 minutes, does not work for another user and can only be used once. If it expires, start again.

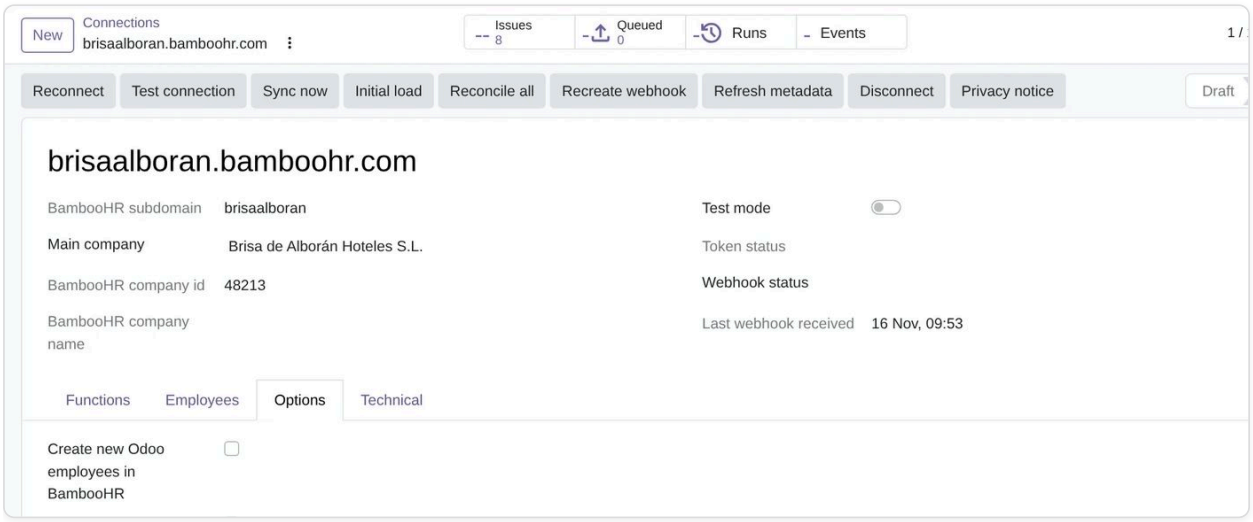
After that, data arrives on its own. The queue of webhook events and pending changes to send runs every minute. The incremental sync runs every 15 minutes. The daily tasks run once a day from two in the morning, the company's local time, and the weekly reconciliation every 7 days. To avoid waiting, use **Sync now**, **Initial load** or **Reconcile all** on the connection itself.




- **Real Odoo 20 screenshot.** The list of connections, with the **Connected** state and the **Sync now** button.

# 6 The connection options

The business options are chosen on the **Options** tab of the connection, under **BambooHR › Configuration › Connections**.




- **Real Odoo 20 screenshot.** The connection with the **Options** tab open.

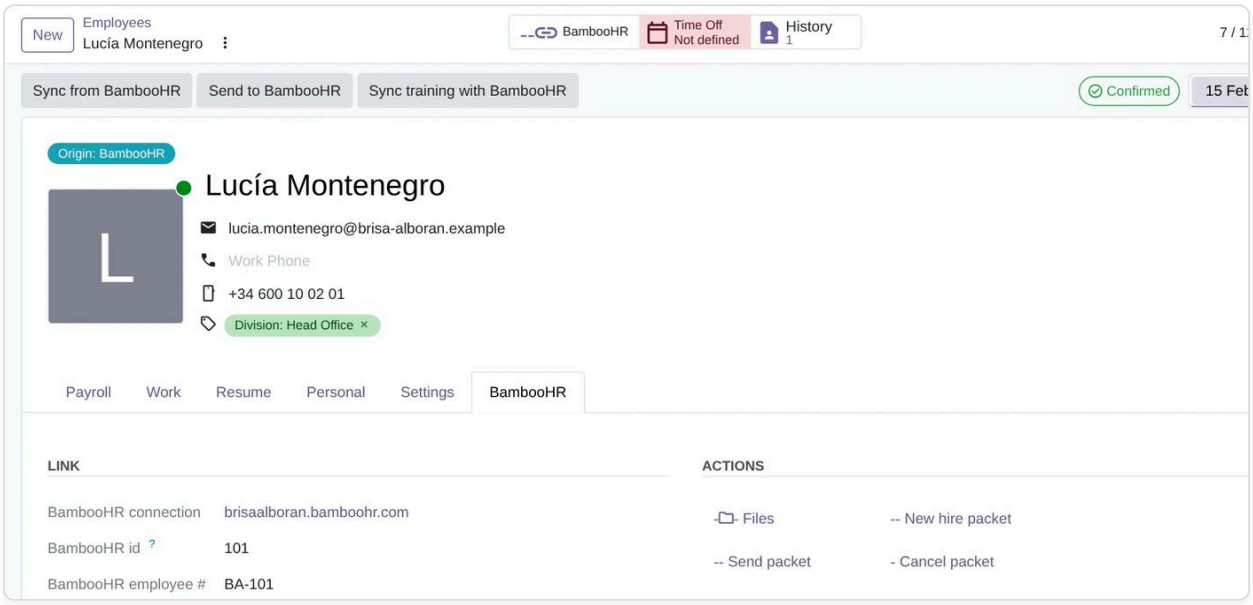
| OPTION | WHEN CREATED | WHAT IT DOES |
|---|---|---|
| **Create new Odoo employees in BambooHR** | Unticked | New Odoo employees are also created in BambooHR. |
| **Approve time off in Odoo** | Unticked | When unticked, Odoo does not let you approve or refuse time off that BambooHR manages. When ticked, what you approve or refuse in Odoo is sent to BambooHR. |
| **Time off balances** | **Balance table** | Choose between **Balance table** and **Allocations**. |
| **Create the contract if missing** | Unticked | Creates the employee's contract when it does not exist. |
| **Compensation in another currency** | **Skip** | With **Skip**, that compensation is not brought in. With **Convert**, it is converted. |
| **Hourly pay in Community** | **Skip** | With **Skip** it is not imported. With **Convert to monthly** it is changed to a monthly salary. |
| **Geolocation** | Unticked | With Attendance, the check-in record passes its location to BambooHR and the BambooHR check-ins bring their own. It is personal data. |
| **Import pending time off** | Unticked | It also brings in time off that is not yet approved. |
| **Import the full history** | Unticked | Unticked, only the current row, the future ones and the previous one are kept. |
| **Time off: days back** | 90 | Days before today that are taken into account. |
| **Time off: days ahead** | 365 | Days after today that are taken into account. |
| **Time tracking: extra days back** | 7 | Extra days back in Time Tracking. |

| OPTION | WHEN CREATED | WHAT IT DOES |
|---|---|---|
| **Overtime calculated by** | **BambooHR** | Choose who calculates overtime: **BambooHR** or **Odoo**. |
| **Approve timesheets in BambooHR** | Unticked | Approves the timesheets in BambooHR. |
| **Hours approved until** | Empty | In Community, hours up to that date count as approved. |
| **General task name** | Empty | General task name for the timesheets. |
| **Onboarding plan** | Empty | Plan that is launched for new employees. |
| **Launch the onboarding plan when** | **Employee created** | It can be changed to **Packet completed**. |
| **Offboarding plan** | The Odoo offboarding plan | Plan that is launched when an employee leaves. |
| **Archive the user on termination** | Unticked | Archives the user of the terminated employee. |
| **BambooHR is master for names** | Unticked | Names in BambooHR take precedence over those in Odoo. |
| **Time off types per company** | Unticked | Time off types are separated by company. |
| **Holiday country taken from** | **Private address, else work location** | Decides the employee's country, which is compared with the country of each holiday. The other option reverses the order. |
| **Max requests per second** | 5 | Limit of requests to BambooHR per second. |

Only the HR administrators can enable the options that touch personal data, files or pay. A date in **Hours approved until** cannot go backwards. Timesheet records sent to BambooHR and the Hours API cannot be active at the same time.

# 7 Employees and links

The connector brings BambooHR employees into Odoo **Employees**, links them with their records and lets you send changes, check their files and forget an employee.




- **Real Odoo 20 screenshot.** The record of a linked employee, with the **BambooHR** tab and the buttons at the top.

## Where the data comes from

- The scheduled task **BambooHR: incremental sync** runs every 15 minutes and brings in the employees who have changed.
- The task **BambooHR: weekly reconciliation** runs every 7 days and checks everyone.
- The **Sync from BambooHR** button on the record reads that employee at that moment.

## Buttons on the employee record

| | |
|---|---|
| **Sync from BambooHR** | Reads this employee from BambooHR now. It only appears if the employee is linked. |
| **Send to BambooHR** | Puts the employee's changes in the outbox, or their creation if they do not yet exist in BambooHR. |
| **Files** | Opens the employee's files in BambooHR. They can be downloaded and uploaded. |
| **Unlink** | Forgets the BambooHR ID of that employee. Only for whoever manages the connector. |
| **Ignore** | Unlinks the employee and leaves a mark so that the sync does not match them again. |
| **Forget employee (GDPR)** | Opens the wizard to delete their data. Only for the HR administrator. |

## States

The field **Visibility in BambooHR** shows **Visible** or **Not visible in BambooHR**. If a linked employee stops appearing in BambooHR, the connector does not archive them: it marks them this way and opens an issue.

### Linking by hand

1. **Open the employee record**
   You are on an Odoo employee that is not yet linked.

2. **Press Link with BambooHR**
   The **Link an employee with BambooHR** wizard opens.

3. **Press Search in BambooHR**
   Search by name or work email among the unlinked BambooHR employees.

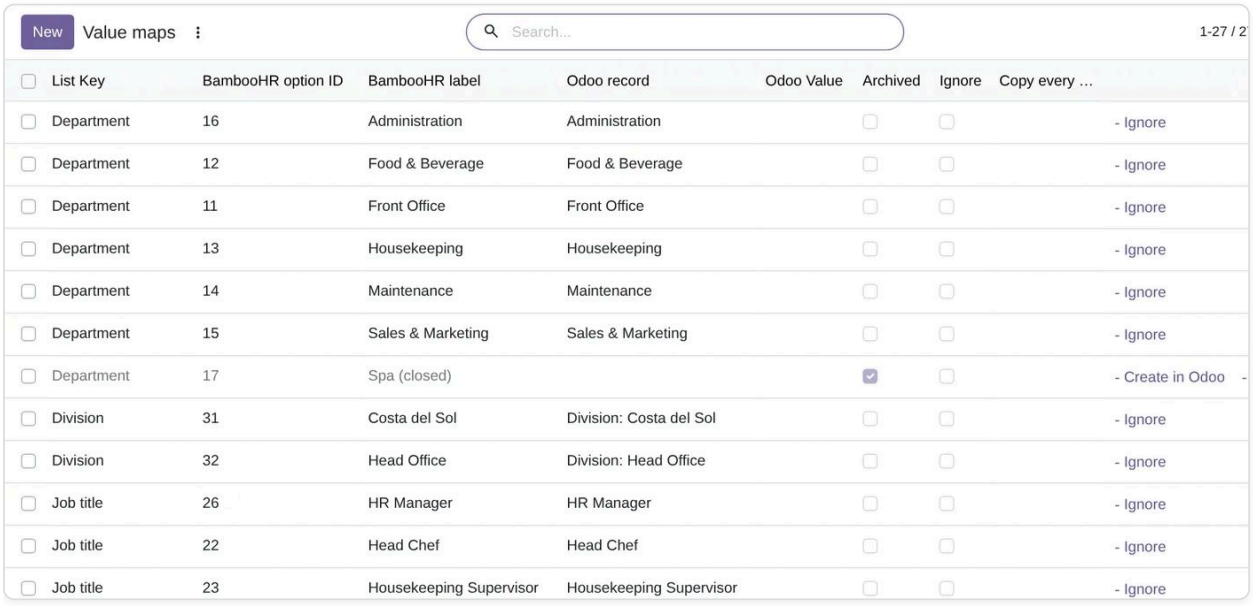
4. **Choose one and press Link**
   The employee is linked and read from BambooHR.

> An employee linked to BambooHR cannot be deleted: archive them, or use **Forget employee (GDPR)**. If BambooHR rejects a change, the work goes to the outbox with the error.

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# 8 Organisation and value maps

Each department, job position, location or other option in the BambooHR lists is mapped to a record or a value in Odoo.




| List Key | BambooHR option ID | BambooHR label | Odoo record | Odoo Value | Archived | Ignore | Copy every … |
|---|---|---|---|---|---|---|---|
| Department | 16 | Administration | Administration | | | | - Ignore |
| Department | 12 | Food & Beverage | Food & Beverage | | | | - Ignore |
| Department | 11 | Front Office | Front Office | | | | - Ignore |
| Department | 13 | Housekeeping | Housekeeping | | | | - Ignore |
| Department | 14 | Maintenance | Maintenance | | | | - Ignore |
| Department | 15 | Sales & Marketing | Sales & Marketing | | | | - Ignore |
| Department | 17 | Spa (closed) | | | ☑ | | - Create in Odoo |
| Division | 31 | Costa del Sol | Division: Costa del Sol | | | | - Ignore |
| Division | 32 | Head Office | Division: Head Office | | | | - Ignore |
| Job title | 26 | HR Manager | HR Manager | | | | - Ignore |
| Job title | 22 | Head Chef | Head Chef | | | | - Ignore |
| Job title | 23 | Housekeeping Supervisor | Housekeeping Supervisor | | | | - Ignore |

- **Real Odoo 20 screenshot.** The **Value maps** list with one row for each BambooHR option.

### Where the data comes from

The BambooHR lists and locations are read in the metadata task that runs each day. Each option is kept as a row in **Value maps**. A rename or an archive in BambooHR is applied to the linked Odoo records.

A value with no mapping is not written to Odoo: the existing value is kept and an issue appears, once per value.

### Buttons on each row

| | |
|---|---|
| **Create in Odoo** | Creates the Odoo record for that option: department, job position, location, tag, calendar. It is not shown if the row already has an **Odoo record** or an **Odoo Value**, or is marked **Ignore**. |
| **Create in BambooHR** | Creates in BambooHR the option or location of an Odoo record that you have matched by hand. It is not shown if the row already has a **BambooHR option ID**. |
| **Ignore** | Never writes that value to Odoo and raises no issue. It is not shown if the row is already ignored. |

### What happens to each department, job position or location

The first time an option is used, the connector links the Odoo record of the same name in the employee's company or creates one. If you change or archive a department, a job position or a location in Odoo, the change is queued and sent to BambooHR.

### Filters

The list can be filtered by **Not mapped**, **Ignored** and **List**.

> Some lists are fixed in Odoo and cannot be created from here: for those you have to choose the **Odoo Value** yourself, and the connector asks for it with the message "Choose the Odoo value of ... by hand: it is a fixed list in Odoo." To create the option in BambooHR, the row needs a name: otherwise you get "Give the option a name first."

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# 9 Custom fields and tables

You choose which custom BambooHR fields and tables are copied to Odoo and which company each employee goes to.

Custom fields and tables are discovered with a button. In each list, **Discover fields** and **Discover tables** query the connections that are connected. If there are none, the warning "No connected BambooHR connection." appears. The connection's metadata refresh also reads them again, but only if the corresponding block is active on the connection. The table rows arrive with the employee sync: the **BambooHR: incremental sync** task runs every 15 minutes. Each employee's rows replace the ones already there.

### Custom fields

They are opened in **Custom fields**, inside **BambooHR › Configuration**.

| | |
|---|---|
| **Target** | **Show on the employee** saves the value so it can be seen on the employee record. **Odoo Field** copies it to an Odoo field you choose. |
| **Odoo Field** | The Odoo field where the value is stored. This is required with that target: if it is missing, the message «Choose the Odoo field of «...».» appears. |
| **Direction** | **BambooHR to Odoo** or **Both ways**. With both ways, the Odoo value is also sent to BambooHR. |

| | |
|---|---|
| **Encrypted** and **Sensitive** | They mark the field as encrypted in BambooHR or as sensitive. Turning them on or assigning them requires being an HR administrator. |
| **Active** | On by default. When off, the field stops being copied. |

### Custom tables

They open under **Custom tables**. The **Target** can be **Off** (the default), **Show on the employee** or **Resume lines**. Resume lines need Odoo Skills installed; otherwise you get "Resume lines need Odoo Skills (hr_skills) installed."

### Company routing

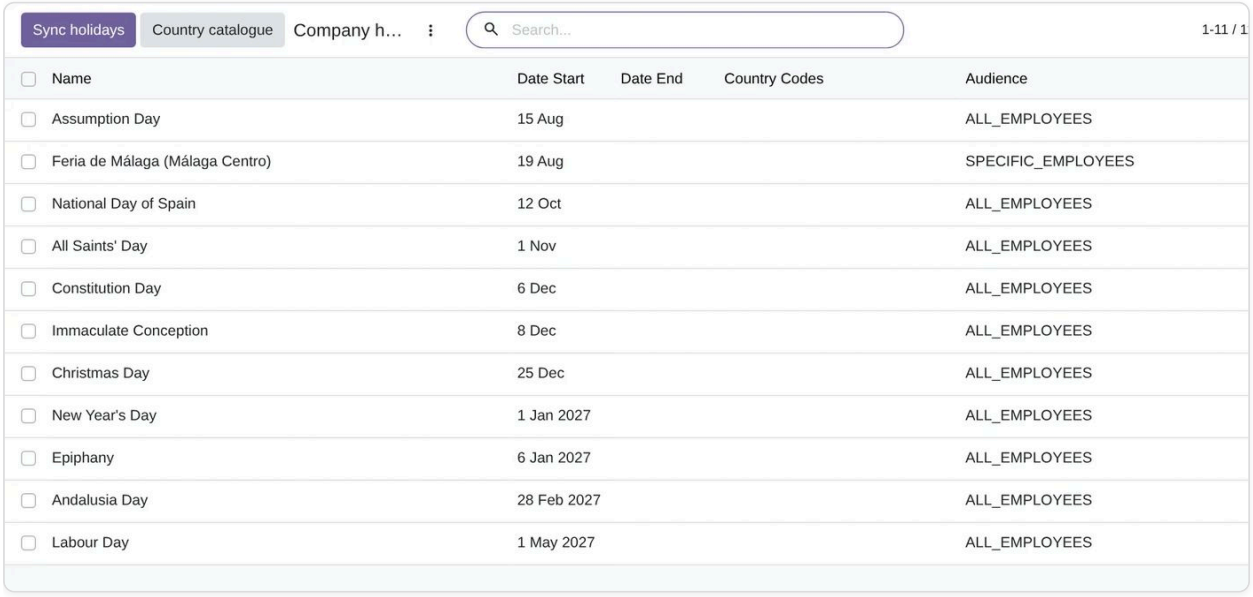
In **Company routing** each rule has the **Connection**, a **Sequence**, the **Target company** and the **Match Field**: **Division**, **Location**, **Department** or **Custom field**. With a custom field, the **Match Field Alias** is also filled in. The first rule that matches, according to the sequence, is applied. If none match, the employee goes to the main company of the connection.

> Encrypted or sensitive fields can only be turned on or assigned by an HR administrator. Custom tables are copied from BambooHR to Odoo and are not sent back.

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# 10 Absences and holidays

Absences and company holidays reach Odoo with the synchronisation. From the holidays list you can bring them in straight away or check the public holiday catalogue for a country.




- **Real Odoo 20 screenshot.** List of **Company holidays** with the buttons **Sync holidays** and **Country catalogue**.

Holidays are opened in **Company holidays**. The scheduled action **BambooHR: incremental sync** reviews them every 15 minutes. The task **BambooHR: daily tasks (02:00 local time of each company)** reads them and fully recalculates them once a day. Leave requests and leave balances follow their own synchronisation with BambooHR.

| | |
|---|---|
| **Sync holidays** | Reads the holidays from BambooHR now and recalculates the Odoo ones. With the direction set from Odoo to BambooHR, it sends the Odoo ones instead. |
| **Country catalogue** | Opens a window with the holidays from the catalogue for a country and a year, with the fields **Country** and **Year** and the buttons **Load**, **Details** and **Close**. It only reports: it writes nothing. |

In the list you can filter by **Upcoming**. The columns **Name**, **Date Start**, **Date End**, **Country Codes** and **Audience** show each holiday. If **Date End** is empty, the holiday lasts a single day.

### How they reach Odoo

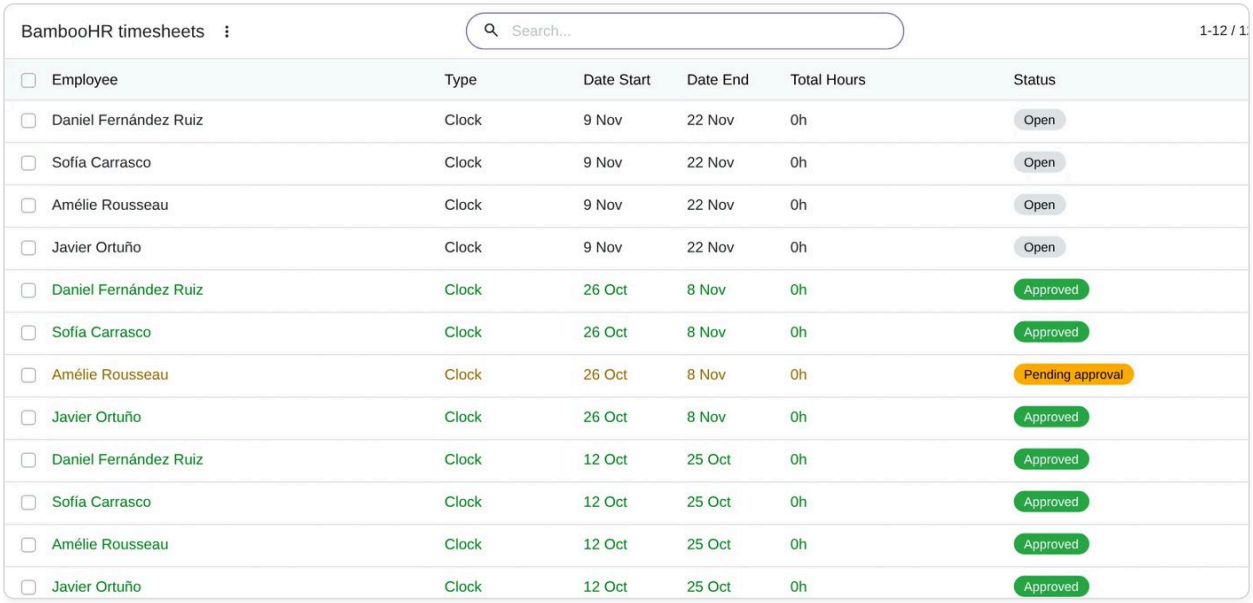
Each holiday is created in the company calendar when it applies to all employees. If it applies to a specific group, it is created in the calendar of each affected employee.

> If Odoo already has another holiday for that company on the same day, the connector does not create it and opens an issue. Company holidays cannot be synchronised if they are disabled on the connection, and a connected connection is needed for your company.

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# 11 Time Tracking and timesheets

BambooHR timesheets reach Odoo and are consulted in **Time Tracking › Timesheets**.




- **Real Odoo 20 screenshot.** The list **BambooHR timesheets** with one timesheet per employee and period.

Each timesheet shows the employee, the **Type**, the dates of the period, the **Total Hours** and the **State**. The menu **Time Tracking › Enrollments** shows which employees are enrolled in Time Tracking.

### Where the data comes from

Timesheets are read from BambooHR by the scheduled action **BambooHR: incremental sync**, which runs every 15 minutes. Employee enrolments are updated in the task **BambooHR: daily tasks (02:00 local time of each**

**company)**, which runs every hour and does each connection's daily work once a day.

## Record buttons

| | |
|---|---|
| **Approve in BambooHR** | Approves that timesheet in BambooHR. It is hidden when the timesheet is not in **Pending approval**. Only connector administrators can see it. |
| **Approve hours up to...** | Appears in the header of the list with the Timesheets app installed. You choose the connection and a date: hours up to that date count as approved and their lines are locked. If the Hours API is active, they are sent to BambooHR, and with **Approve timesheets in BambooHR** ticked, the periods that end earlier are approved there. The date never moves backwards. |

## States

- **Open**: the period is still in progress.
- **Pending approval**: it is ready to be approved.
- **Approved**: it is also locked in Odoo.

1. **Open the timesheet**

   Go to **Time Tracking › Timesheets** and filter by **Pending approval**.

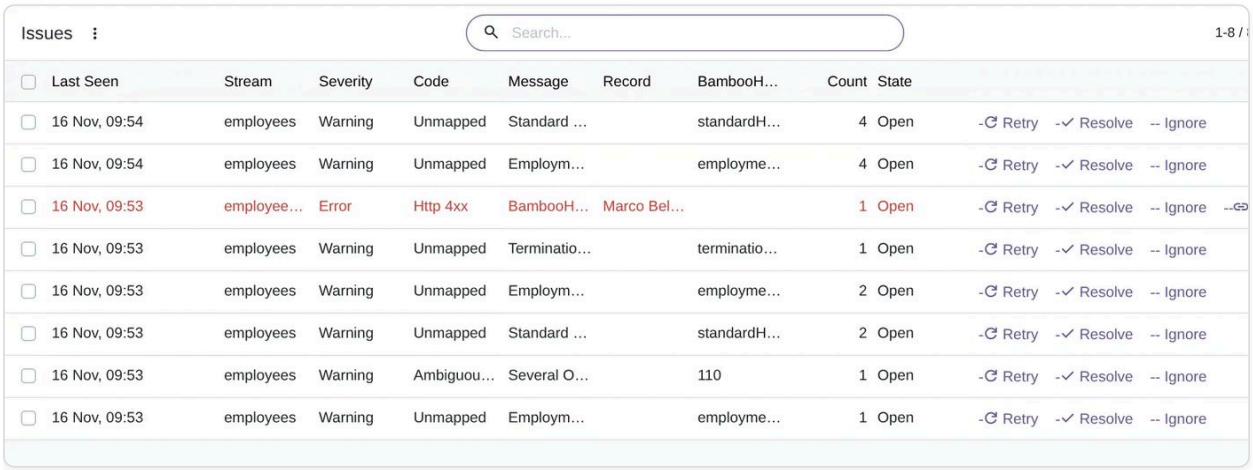
2. **Press Approve in BambooHR**

   Odoo rereads the timesheet in BambooHR and approves it if it is still pending and all its records have already been sent.

> BambooHR does not allow a timesheet to be unapproved or rejected from Odoo. An approved timesheet is also immutable in Odoo. Time Tracking has only been tested with a simulator built from the BambooHR API documentation: BambooHR did not let it be enabled on the test account.

# 12 Issues and monitoring

In **BambooHR › Monitoring** you can see what has happened in the synchronisation: issues, outbox, runs, API calls, webhook events and access to sensitive data.




- **Real Odoo 20 screenshot.** List of **Issues** with its rows in **Open** state.

The lists fill up on their own. The task **BambooHR: queue (webhook events and outbox)** runs every minute, sends the outbox and processes webhook events. The task **BambooHR: incremental sync** runs every 15 minutes and leaves a row in **Runs** for each flow. **Sync now**, on the connection, launches a pass straight away.

## Which buttons each record has

| | |
|---|---|
| **Retry** | On an open issue, relaunches the record. In the outbox, sends again a job that failed, is waiting or was cancelled. |
| **Resolve** / **Mark resolved** | Closes the open issue and clears the conflicting values. |
| **Ignore** | Closes the open issue without resolving it; also clears the values. |
| **Open record** | Opens the Odoo record of the issue. It does not appear if the issue has no record. |
| **Cancel** | In the outbox, discards a job so that it is never sent. |
| **Run again** | On a run, repeats the flow now. It does not appear while the run is in progress. |
| **Process again** | On a webhook event, processes it again in the next pass of the queue. It does not appear if the event is new. |

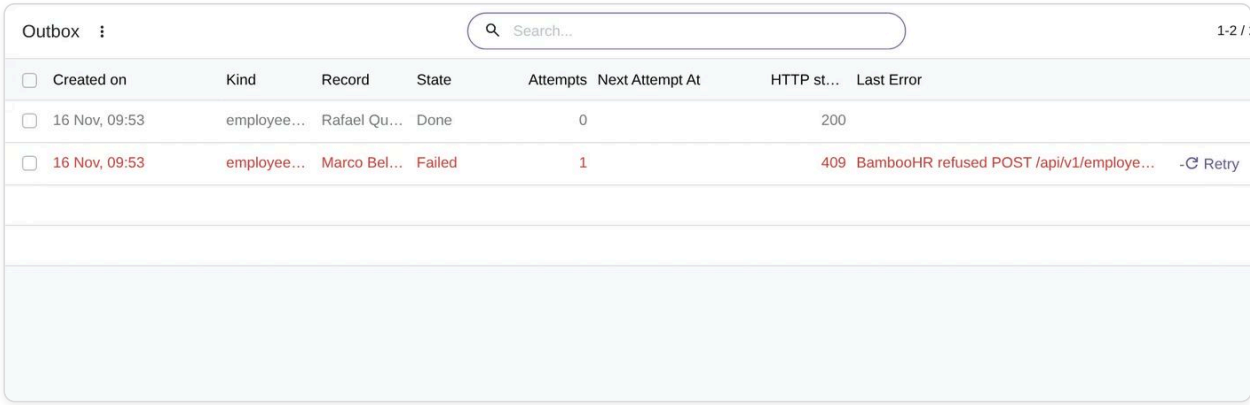
## States

| | |
|---|---|
| **Issue** | **Open**, **Resolved** or **Ignored**. |
| **Outbox** | **Pending**, **Sending**, **Waiting**, **Done**, **Failed** or **Cancelled**. |
| **Run** | **Running**, **OK**, **Partial**, **Failed** or **Stopped by the breaker**. |
| **Webhook event** | **New**, **Done**, **Error**, **Ignored** or **Pending API confirmation**. |

### How to check a failure

1. **Open BambooHR › Monitoring › Outbox**

   Look for the job in **Failed** state and read **Last Error** and **HTTP status**.




- **Real Odoo 20 screenshot.** Outbox with a job in **Failed** state and its **Last Error**.

2. **Fix the cause**

   Correct the data or the setting that the error indicates.

3. **Press Retry**

   The job is sent again.

> A job in **Sending** state cannot be cancelled: wait for it to finish. The records in **Access log** keep track of who did what, never the values. Issues that are resolved or ignored are deleted after 90 days.

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# 13 What happens automatically

The connector works in the background with four scheduled actions, all of which are switched on when it is installed.

| TASK | FREQUENCY | WHAT IT DOES |
|---|---|---|
| **BambooHR: queue (webhook events and outbox)** | Every minute | Processes the notices that arrive from BambooHR and sends what is waiting in the outbox. |
| **BambooHR: incremental sync** | Every 15 minutes | Reads from BambooHR the changes of each active flow: employees, holidays, absences, hours and the rest of those you have switched on. |
| **BambooHR: daily tasks (02:00 local time of each company)** | Every hour | Each connection does its daily tasks just once a day, starting at 02:00 in the time zone of its company. |
| **BambooHR: weekly reconciliation** | Every 7 days | Thoroughly compares what is in Odoo with what is in BambooHR and retries the write issues. |

The frequencies are changed in **Settings › Technical › Automation › Scheduled Actions**, with developer mode activated.

> To see the result of each pass, open **BambooHR › Monitoring › Runs**: there each run shows how many records it created, updated, skipped or failed.

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# 14 If something fails

Cases you may run into with the BambooHR connection and where to look for each one.

| | |
|---|---|
| **When connecting, the notice says to connect this database to FlexigoTech Cloud first** | An administrator reads and accepts the list of data in Settings, in the FlexigoTech Cloud section. Until then nothing is sent to the platform and the connection buttons do not progress. Without the trial or the subscription, the connector does not talk to BambooHR. |
| **"BambooHR was not connected. ..."** | The connection service rejected the request. Read the reason that comes with the message, then repeat the connection from **BambooHR › Configuration › Connections**, using **Connect**. |
| **"....bamboohr.com cannot be reached now. Check the subdomain or try again later."** | Check the **BambooHR subdomain**: it is the part before .bamboohr.com, in lower case, with digits and hyphens. If it is correct, wait a while and try again. |
| **"This BambooHR authorisation link expired or belongs to another user. Start again."** | The authorisation link expires and only works for the user who started it. Press **Connect** again and complete the authorisation in one go. |
| **"Only HR managers can switch on personal data, files or compensation."** | An HR administrator has to switch on these connection options. Ask them to do it. |
| **A change made in Odoo does not reach BambooHR** | Open **BambooHR › Monitoring › Outbox** and check **HTTP status** and **Last Error** for the job. Fix the cause and press **Retry**. With **Cancel**, the send is discarded. |
| **A record does not synchronise** | Open **BambooHR › Monitoring › Issues** and read the message. **Retry** relaunches it; **Mark resolved** or **Ignore** closes it. |

The calls made to BambooHR are in **API calls** and the synchronisation passes in **Runs**, with **Run again** on each one.

If BambooHR responds that there are too many calls (429), the connector pauses all processes for that connection until the wait BambooHR indicates has passed. Runs count the **Rate limit hits (429)**. You do not need to do anything: it resumes on its own.

# 15 Support

Get in touch for installation, configuration or any question. With the Standard plan we reply within 1 working day; with Pro, within 4 working hours, and if needed we can look at it by video call. Tell us your Odoo version, the module version and, if there is an error, its full text.

### Email

To install it, set it up or for any question.
comercial@flexigotech.com

### On the web

The connector page, with the guide and the prices.
flexigotech.com/en/bamboohr-connector-odoo.html

### On Odoo Apps

The module page on the Odoo store.
apps.odoo.com

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