

BambooHR Integration — Technical Overview

How candidate and application data flows between VidCruiter and BambooHR, and how the connection is configured, monitored, and supported.

Overview

VidCruiter's BambooHR integration connects to BambooHR's Applicant Tracking System so that candidate applications submitted in BambooHR can flow into VidCruiter's hiring workflow, and status updates or comments recorded in VidCruiter can be written back onto the corresponding application in BambooHR. The connection is authorized through BambooHR's OAuth flow and configured per business process (hiring workflow/job pipeline) in VidCruiter's Company Admin area.

This document answers the questions most commonly asked about the integration: what data moves between the two systems, in which direction, how much of it is configurable, how timing and error-handling work, and what support VidCruiter provides during implementation and testing.

How the Connection Is Authorized

VidCruiter connects to BambooHR using BambooHR's OAuth 2.0 authorization flow. No manual API keys are exchanged — a company administrator authorizes the connection directly through their own BambooHR login, and BambooHR issues VidCruiter a scoped, revocable set of tokens.

Setup, in brief

- An administrator opens Admin → Integrations → BambooHR in VidCruiter and enters the company's BambooHR subdomain.
- VidCruiter redirects to BambooHR's sign-in page, where the administrator logs in with their own BambooHR credentials (submitted directly to BambooHR and never seen by VidCruiter).
- BambooHR presents a consent screen listing exactly what VidCruiter is requesting: OpenID Claims (read only), Company (read only), Hiring (read all, limited write), and Miscellaneous (read only).
- Once the administrator clicks Allow Access, BambooHR returns control to VidCruiter and the integration is active. The authorization request is protected by a short-lived, single-use state token, so a stale or reused authorization link is safely rejected rather than silently accepted.

Underneath the “Hiring” permission, VidCruiter's access is intentionally narrow: it can read application and job-status data, and its only write capability is adding comments and updating application status — it cannot modify job requisitions, employee records, or any other BambooHR data.

Token lifetimes

Two tokens maintain the connection after authorization:

- **Access token** — expires after 1 hour and is used for individual API requests. VidCruiter renews it automatically in the background; no action is required.

- **Refresh token** — expires after 30 days of inactivity and is used to silently obtain new access tokens. Each use resets its 30-day window, so an actively used integration stays connected indefinitely without any manual step.

If the integration goes unused for 30 consecutive days, the refresh token expires and the connection ends. An administrator simply repeats the authorization steps above to reconnect. Note that as part of this year's move to OAuth, all companies previously connected to BambooHR under the prior API-key method were disconnected and will need to complete this OAuth authorization (and confirm their field/status mappings) to re-establish the connection.

What Data Is Synchronized?

The integration operates at the job application (candidate) level within BambooHR's Applicant Tracking System, rather than syncing job requisitions or general employee records. Two data flows are supported:

Imported from BambooHR into VidCruiter

When a candidate applies to a job in BambooHR, VidCruiter pulls in the application and creates or updates the corresponding candidate profile (referred to internally as a “Person” record). The following fields are available to import:

- First name
- Last name
- Email address
- Phone number
- Resume

Exported from VidCruiter into BambooHR

VidCruiter can write two things back onto the matching BambooHR application:

- New comments (for example, interview feedback or evaluation notes)
- Application status updates — using the actual status names configured in your BambooHR account, not a fixed generic list

What is not currently synchronized

Job requisitions/postings themselves are not synced as objects (though import can be scoped to a specific BambooHR job — see the next section), and full employee records (the broader BambooHR “Employee”/HRIS data such as department, compensation, or tenure) are not part of this integration.

Is Synchronization Bi-Directional or One-Way?

It is bi-directional, and both directions act on the same underlying BambooHR application record:

- **BambooHR → VidCruiter (import):** New or matching applications in BambooHR are pulled into VidCruiter as candidate profiles, including the résumé file.
- **VidCruiter → BambooHR (export):** Comments and application-status changes made in VidCruiter are written back onto that same application in BambooHR, keeping BambooHR up to date with hiring progress.

This integration does not create brand-new applications in BambooHR from VidCruiter, and it does not push new employee records into BambooHR — the export direction updates an application that originated in BambooHR.

Can Custom Fields and Workflow/Status Mappings Be Configured?

Yes, at two levels: which records are pulled in, and how their fields and statuses map between the two systems. This is configured per business process (each business process is a distinct hiring workflow/job pipeline in VidCruiter), so different pipelines can be scoped and mapped independently.

Import scope

- Filter which BambooHR applications are imported by Job ID and/or by Application Status, so you can limit a given VidCruiter business process to a specific requisition or a specific stage of BambooHR's pipeline.

Field mapping

- On import, an administrator chooses which VidCruiter field each BambooHR field (first name, last name, email, phone, resume) should populate. First name, last name, and email are set up automatically by default; phone and resume can be added as needed.
- On export, an administrator chooses what triggers a comment and what triggers an application-status update, and which BambooHR status each VidCruiter stage should correspond to. Status options are pulled live from your BambooHR account's own configured statuses, so the mapping reflects your actual BambooHR workflow rather than a generic list.

Connection-level settings (the BambooHR subdomain and the authorized OAuth connection itself) are configured once per company in Admin → Integrations → BambooHR; the filtering and field/status mappings above are then configured per business process.

Is Synchronization Real-Time or Scheduled?

The two directions work differently:

- **Import** runs on VidCruiter's recurring automatic-import schedule (30-minutes), which checks BambooHR for applications that are new since the last successful check, rather than being triggered instantly by a change in BambooHR. Automatic import is enabled by default for this integration and isn't something that needs to be turned on separately.
- **Export** is event-driven and happens in real time: the moment a candidate's status changes or a comment is recorded through the configured workflow action in VidCruiter, it is written to BambooHR immediately.

How Are Synchronization Errors Monitored and Handled?

Every import and export attempt is logged with a status (in progress, succeeded, or failed) and a categorized error type, grouped into a request-level audit trail your team can review.

During authorization, common failure cases — an expired or reused authorization attempt, a declined or invalid authorization code, or a failed token exchange with BambooHR — are caught explicitly and surfaced to the connecting administrator with a clear message, rather than leaving the connection in an unclear state. If the stored connection ever loses its refresh token, the integration raises a clear, specific error indicating that it needs to be reconnected.

For the scheduled import, VidCruiter distinguishes between two kinds of failure: if the request for a batch of applications from BambooHR fails outright, that import cycle is logged and stops cleanly rather than failing partway through; if an individual application within a batch can't be retrieved or is missing candidate data, that single record is logged and skipped so it doesn't prevent the rest of the batch from importing successfully.

For export attempts, VidCruiter captures the specific error BambooHR returns (error code and message) against that attempt, along with the original request, so the cause of a failed comment or status update can be diagnosed.

The current implementation does not automatically retry a failed sync. If a sync fails, resolving the underlying cause and re-triggering the action — or waiting for the next scheduled import — will complete the sync.

What Implementation and Testing Support Does VidCruiter Provide?

VidCruiter's implementation team works with you through connection setup and mapping configuration:

- Guided setup of the OAuth connection and BambooHR subdomain.
- Configuration of which business processes (hiring pipelines) are connected, their import filters (by job and/or status), and their field and status mappings.
- A recommended pilot phase using a small number of test applications to confirm data flows correctly in both directions — including résumé import and status/comment export — before rolling the connection out broadly.

On the engineering side, the integration's OAuth connection flow and data-sync behavior are covered by automated tests validating the authorization process, the request/response contract with BambooHR's API, and error handling — including the record-level resilience improvements noted above. Default field mappings for first name, last name, and email are created automatically when a business process integration is set up, reducing initial configuration effort.

Your VidCruiter implementation contact can walk through each of these steps with your team and your BambooHR administrator to get the connection live, and ongoing support for your integration will be provided throughout the lifecycle of your contract and use of VidCruiter.