Vanta

The Vanta connection sends your Alchemer Voice user list to Vanta as user accounts. It works in one direction, immediately after connecting and then every hour. Alchemer Voice reads nothing from Vanta.

Data sent to Vanta

Each sync replaces the user list in Vanta, so users removed in Alchemer Voice disappear from Vanta on the next sync.

Field	Value
Name, email	The user's name and email address, with a link to their page in **Admin > Team**.
Permission level	Admin for users who can manage the workspace, Editor for users with at least one "modify" permission, otherwise Base.
Job role	Sent where Alchemer Voice knows it for that person.
Created, last updated, status	Timestamps, and status Active.
Multi-factor authentication	Always sent as not enabled, because MFA is managed by your identity provider, not Alchemer Voice.

Set up

Before you begin

- A Vanta account that can approve the access request.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In Alchemer Voice, go to **Admin > Connections** and scroll to **Authentication & governance**.
2. On the **Vanta** card, click **Connect**.
3. Sign in to Vanta if asked and approve the access request. Alchemer Voice requests permission to read and write only the resources it creates for this connection.
4. You return to **Admin > Connections** and the card shows **Connected**. The first sync starts right away.
5. In Vanta, check that the Alchemer Voice user accounts have appeared. This can take a few minutes.

There are no settings after connecting. **Disconnect** stops syncing and revokes Alchemer Voice's access in Vanta.

Troubleshooting

- **Authentication failed:** Alchemer Voice couldn't read from Vanta with the saved connection, for example because it was removed or revoked in Vanta. Click **Disconnect**, then **Connect**.
- **Not connected:** Click **Connect**.
- **Users are missing in Vanta:** Wait for the next hourly sync, and check that the user exists under **Admin** > **Team**.

Permissions

Connecting and disconnecting Vanta requires the **Manage connections** permission. Without it, you can't connect or disconnect the integration. See Roles and permissions.

If you need help, contact Alchemer Support.

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