

Mapping Team Members to Slack Users

For the Slack integration to send daily prompts and accept time entries, Invup needs to know which Slack user corresponds to which team member. This connection is called **mapping**, and it happens automatically — Invup matches team members to Slack users by comparing email addresses.

Why Mapping Is Needed

When Invup sends a daily time tracking prompt, it needs to know *which* Slack user to message. Mapping creates the link between a team member's Invup account and their Slack account. Without this link, the team member won't receive prompts and can't log time through Slack.

How Automatic Mapping Works

Invup maps team members to Slack users by matching **email addresses**. When a team member's email in Invup matches a Slack user's email in the connected workspace, they're linked automatically.

This happens at three points:

1. On installation

When you first connect your Slack workspace, Invup immediately syncs all Slack users and matches them to your team members by email. Most of your team should be mapped within seconds of connecting.

2. When a new team member is added to Invup

When you add a new team member to your organization, Invup looks up their email in the connected Slack workspace. If a matching Slack user is found, the mapping is created automatically.

3. When a new user joins the Slack workspace

When someone joins your Slack workspace, Invup checks if their email matches an existing team member. If it does, the mapping is created automatically.

Checking Mapping Status

On the Slack integration page

Admins and owners can view the mapping summary on the Slack integration settings page (**Settings > Integrations > Slack**). This shows the total number of team members, how many are mapped, and how many are unmapped.

On the team member list

For contributors, the team member list (**Settings > Organization > Team**) shows a mapping badge next to each contributor's role:

- **Matched** (green) — the contributor is linked to a Slack account and will receive prompts.
- **Unmatched** (gray) — the contributor hasn't been matched yet. They'll be matched automatically on the next sync.

Hovering over the badge shows a tooltip explaining the status.

What Happens When a Team Member Isn't Mapped

If a team member isn't mapped to a Slack user:

- They **won't receive** daily time tracking prompts in Slack.
- They **can't use** the `/invup` slash command (Slack won't recognize them as an Invup user).
- They **can still** log time through the Invup web app as normal.

The most common reason for an unmapped team member is a **mismatched email address** — their email in Invup doesn't match their email in Slack.

Fixing Unmapped Team Members

Since mapping is automatic and email-based, the fix is to make the emails match:

Option A: Update the email in Invup Go to **Settings > Organization > Team**, find the team member, and update their email to match their Slack email. A note reminds you: *"Changing the email may require Slack to re-sync the mapping."*

Option B: Update the email in Slack Have the team member (or a Slack admin) update their Slack profile email to match their Invup email.

After either change, the mapping will be picked up on the next automatic sync.

Re-syncing the Slack User List

In most cases, mapping happens automatically and no manual action is needed. However, if you've made email changes and want to trigger a fresh sync, disconnecting and reconnecting the Slack workspace will re-run the full sync. See [How to Install the Slack Integration](#) for steps.

Edge Cases

Team member isn't in Slack

If a team member doesn't have a Slack account in your workspace, they can't be mapped. They'll remain unmapped and won't receive Slack prompts. They can still use the Invup web app to log time normally.

Team member has a different email in Slack

Mapping depends on email addresses matching exactly. If someone uses `jane@company.com` in Invup but `jane.doe@company.com` in Slack, the mapping won't work. Update one of the emails so they match.

One Slack workspace, multiple Invup organizations

Each Slack workspace can only be connected to one Invup organization. If you have multiple organizations, you'll need separate Slack workspaces for each.

Team member changes their email

If a team member changes their email in either Invup or Slack, the existing mapping may become invalid. After the change, the next sync will attempt to re-match using the new email. If the emails no longer match, the team member will become unmapped.
