Bell, Megan

From: Michael Pearman <michael.pearman@flocksafety.com>
Sent: Tuesday, April 28, 2026 11:13 AM
To: Adams, Michael
Subject: Re: [EXTERNAL] Re: Request to fix a user profile

Please have him reach out to me directly if he has any questions or needs additional help.



Michael Pearman
Technical Account Manager

470-762-2128 flocksafety.com

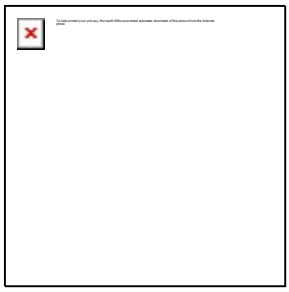




On Tue, Apr 28, 2026 at 11:05 AM Adams, Michael <madams@johnsoncitytn.org> wrote:

> Thank you very much for your help. I have forwarded to Steve.
>
> **From:** Michael Pearman <michael.pearman@flocksafety.com>
> **Sent:** Tuesday, April 28, 2026 7:23 AM
> **To:** Adams, Michael <madams@johnsoncitytn.org>
> **Subject:** Re: [EXTERNAL] Re: Request to fix a user profile
>
> DC Adams,
>
> I have received an update regarding Steve Bowman's profile. It appears this account was part of the SSO testing period back in November, which is why it is currently locked to changes in the system.

To revert this, please have the user log in directly through the Flock Safety website using their username and password rather than the SSO route. Once they have logged in this way, it should take approximately 24 hours for the system to reset and allow for profile updates.



Michael Pearman
Technical Account Manager
470-762-2128 flocksafety.com





On Mon, Apr 27, 2026 at 2:19 PM Adams, Michael <madams@johnsoncitytn.org> wrote:

> Yes sir,
>
> If you can update it on your end, I would appreciate it.
>
> Thank you

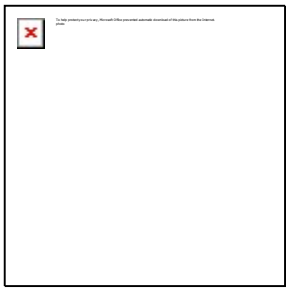
From: Michael Pearman <michael.pearman@flocksafety.com>
Sent: Monday, April 27, 2026 1:30 PM
To: Adams, Michael <madams@johnsoncitytn.org>
Subject: [EXTERNAL] Re: Request to fix a user profile

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Deputy Chief Adams,

It appears that this issue is tied to SSO for this specific user. As shown in the attached snippet from the platform, the identity provider for Bowman is listed as "external".

If you would like to attempt to make these changes internally, please let me know. Alternatively, I am happy to update the profile on my end if you prefer.







Michael Pearman
Technical Account Manager
470-762-2128 flocksafety.com

On Fri, Apr 24, 2026 at 10:02 AM Michael Pearman <michael.pearman@flocksafety.com> wrote:

> I'll look at it and get back to you

Michael Pearman
Technical Account Manager
470-762-2128 flocksafety.com

On Fri, Apr 24, 2026 at 7:58 AM Adams, Michael <madams@johnsoncitytn.org> wrote:

I am trying to edit sbowman@johnsoncitytn.org. That is what is listed as his first name as a user account. It will not let me edit this and add his first name of Steve and last name of Bowman. It says “Please return to the original identity provider for updates outside of role selection”

Deputy Chief Mike Adams

Johnson City Police Department

City of Johnson City, Tennessee

423.434.6123 o./423.483.5891 m. / www.johnsoncitytn.org

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