Bell, Megan

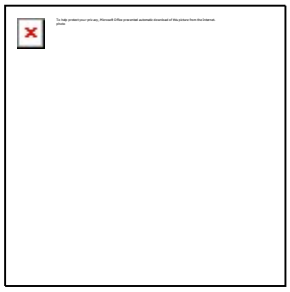
From: Michael Pearman <michael.pearman@flocksafety.com>
Sent: Monday, April 27, 2026 1:30 PM
To: Adams, Michael
Subject: [EXTERNAL] Re: Request to fix a user profile
Attachments: Screenshot 2026-04-27 at 1.24.22 PM.png

CAUTION: External Email This email originated from outside of Johnson City's e-mail servers. DO NOT click links or open attachments unless you recognize the sender and know the content is safe.

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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