Vault Platform – Okta Integration

Administration Guide

Introduction

This guide provides details about the Vault Platform and Okta integration, including features, requirements, configuration, and troubleshooting.

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Prerequisites

To configure Vault Platform and Okta you will need:

- The email address you use for Okta and Vault Platform to be the same
- Admin access to your Okta account
- Admin access to Resolution Hub (Vault Platform's case management system for misconduct investigation and resolution), accessed at app.vaultplatform.com
- Knowledge of which staff at your company should have access, via Okta, to Resolution Hub (Note: Resolution Hub is a separate product to the Vault Platform mobile reporting app)

Supported Features

The Okta/Vault Platform OIDC integration currently supports the following features:
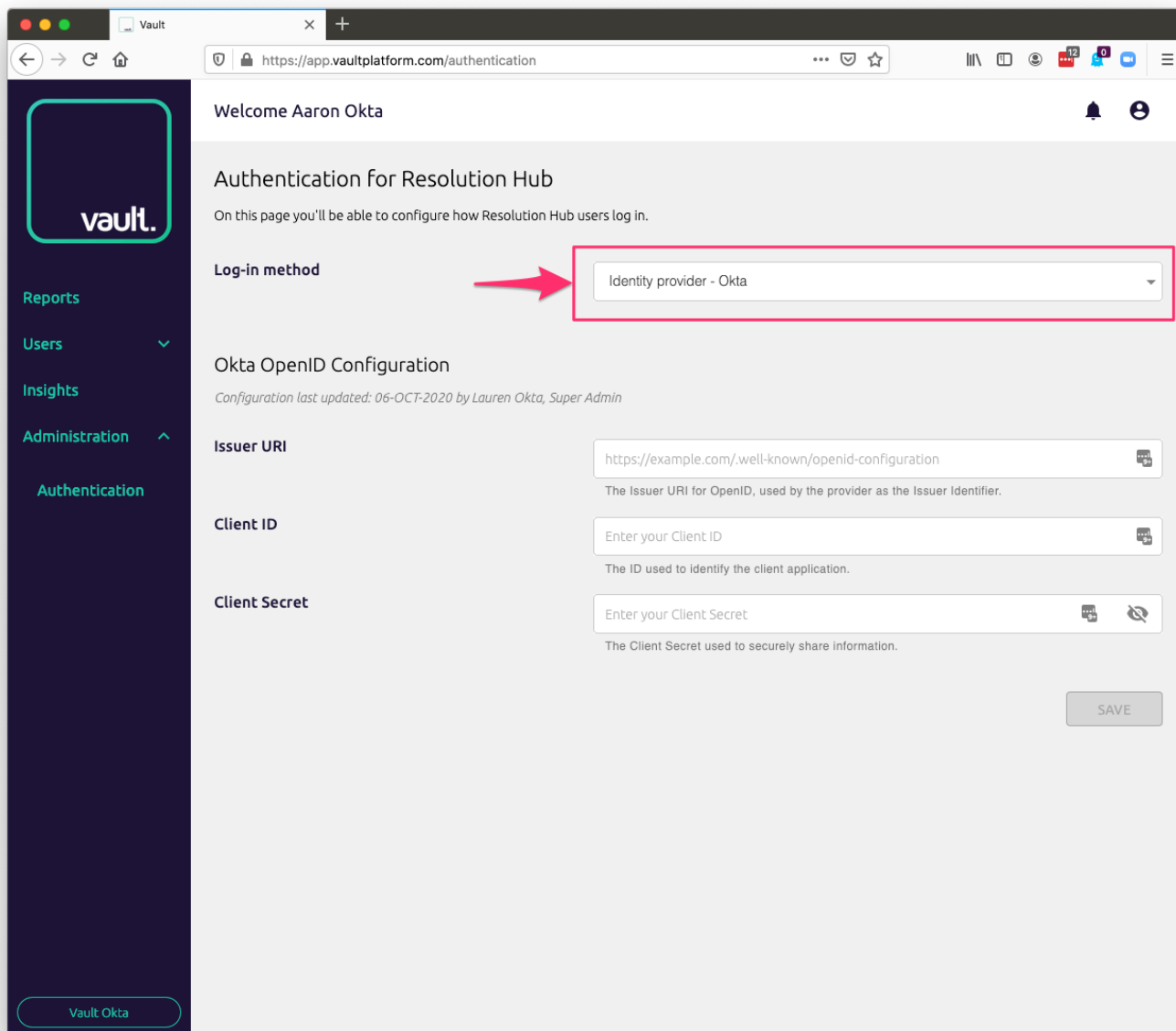
- SP-initiated SSO

Configuration Steps

- Log into your Okta admin console
- Go to Applications, click Add Application
- Search *Vault Platform*
- Add the application
- Go to the Vault Platform application and click *General*, take note of the Client ID and secret, you will need these shortly
- Go to the *Assignments* tab, add yourself as a user, you will shortly use this to test everything is working before adding other relevant Okta users/groups that should have access to Resolution Hub
- In a new tab, log into Vault Platform's Resolution Hub at app.vaultplatform.com

- Go to Administration > Authentication
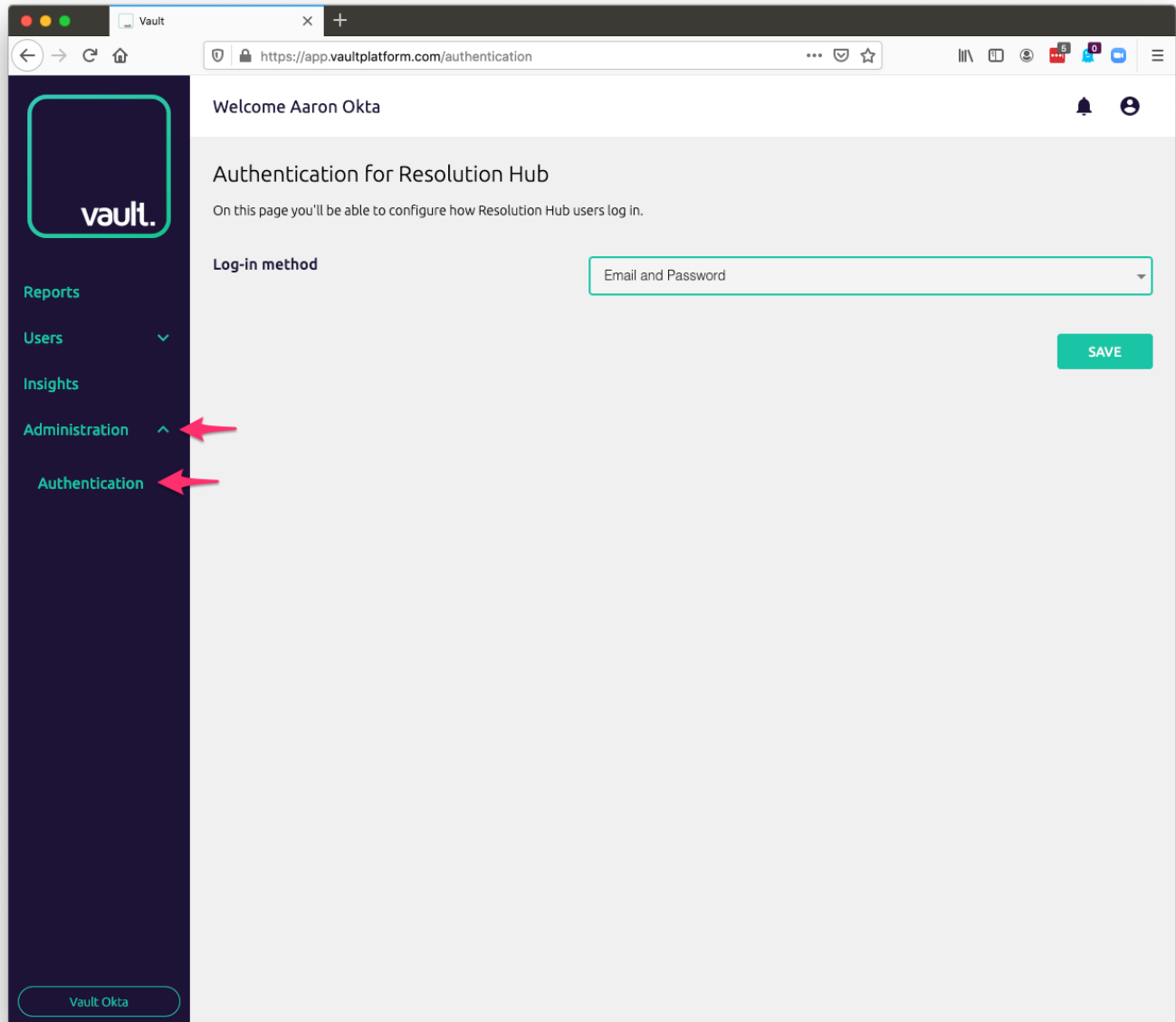
- Change the Login method dropdown to *Identity provider - Okta*

- Enter the Issuer URI as
  https://{SUBDOMAIN}.okta.com/.well-known/openid-configuration replacing
  {SUBDOMAIN} with the subdomain of your Okta account, e.g.
  https://acmecompany.okta.com/.well-known/openid-configuration
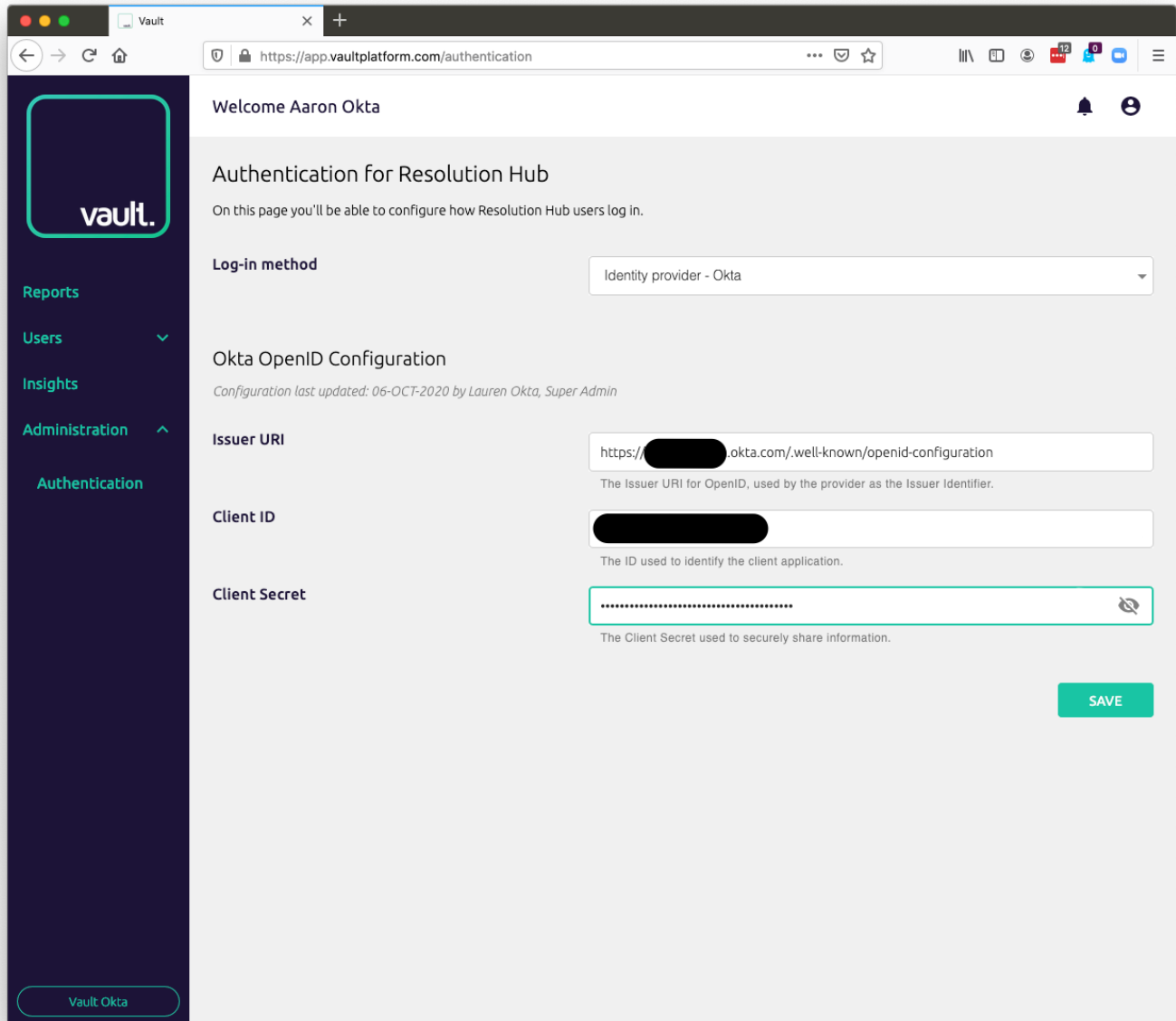
- Paste in the Client ID and Client secret you had earlier from Okta
- Click Save
- Confirm that you want to change the login method for all Resolution Hub users. *Note: At this point users currently logged-in to Resolution Hub will not be logged-out but will have to log in with Okta on their next session.*

- Open a new incognito web browser window to test, navigate to app.vaultplatform.com, type in your email address, you should be redirected to Okta to complete sign in, after authenticating with Okta, you should be logged in to Resolution Hub
- If all is working correctly, return to Okta and add all relevant staff people/groups that should have access to Vault Platform's Resolution Hub
- You're done! All Resolution Hub users will now be authenticated by Okta when they next log in.

Troubleshooting

If when trying to log in to Resolution Hub you get an Oauth error page, this is usually because the Okta user you are trying to log in with has not been added to the Vault Platform application in Okta (*Assignments tab)* or the email address you are using for your Okta user does not match the one in Vault Platform.

Need Help?

If you have problems or issues with Vault Platform and Okta, contact the Vault team techsupport@vaultplatform.com and we'll work with you on it.