

# Volunteer Onboarding That Builds Trust and Engagement

As a nonprofit, you know your volunteers' time and energy is one of your most precious resources. If they encounter too much friction in their onboarding experiences or fear that their personal information isn't being safeguarded, then they won't stay engaged.

Building trust with your volunteers and keeping them engaged in mission-critical work begins with a seamless onboarding journey that equips them with everything they need as soon as they need it.

## Okta Identity and Access Management

In the office or in the field, volunteers often function like extensions of your team. Increasingly, volunteers need access to specific applications and data to do their work, and they deserve the same level of service and protection as any other stakeholder you serve. Regardless of their role or relationship with your organization, volunteers need a robust and seamless onboarding solution that keeps them engaged, without siphoning time and resources from your IT team.

Okta's [Customer Identity and Access Management](#) (CIAM) tools give you the power to equip your volunteers (and any other external stakeholder) with a secure and seamless experience that builds trust and encourages engagement.

### Okta CIAM products highlighted in this solution:



Authentication



Authorization



User Management



Adaptive Multi-factor Authentication



Lifecycle Management

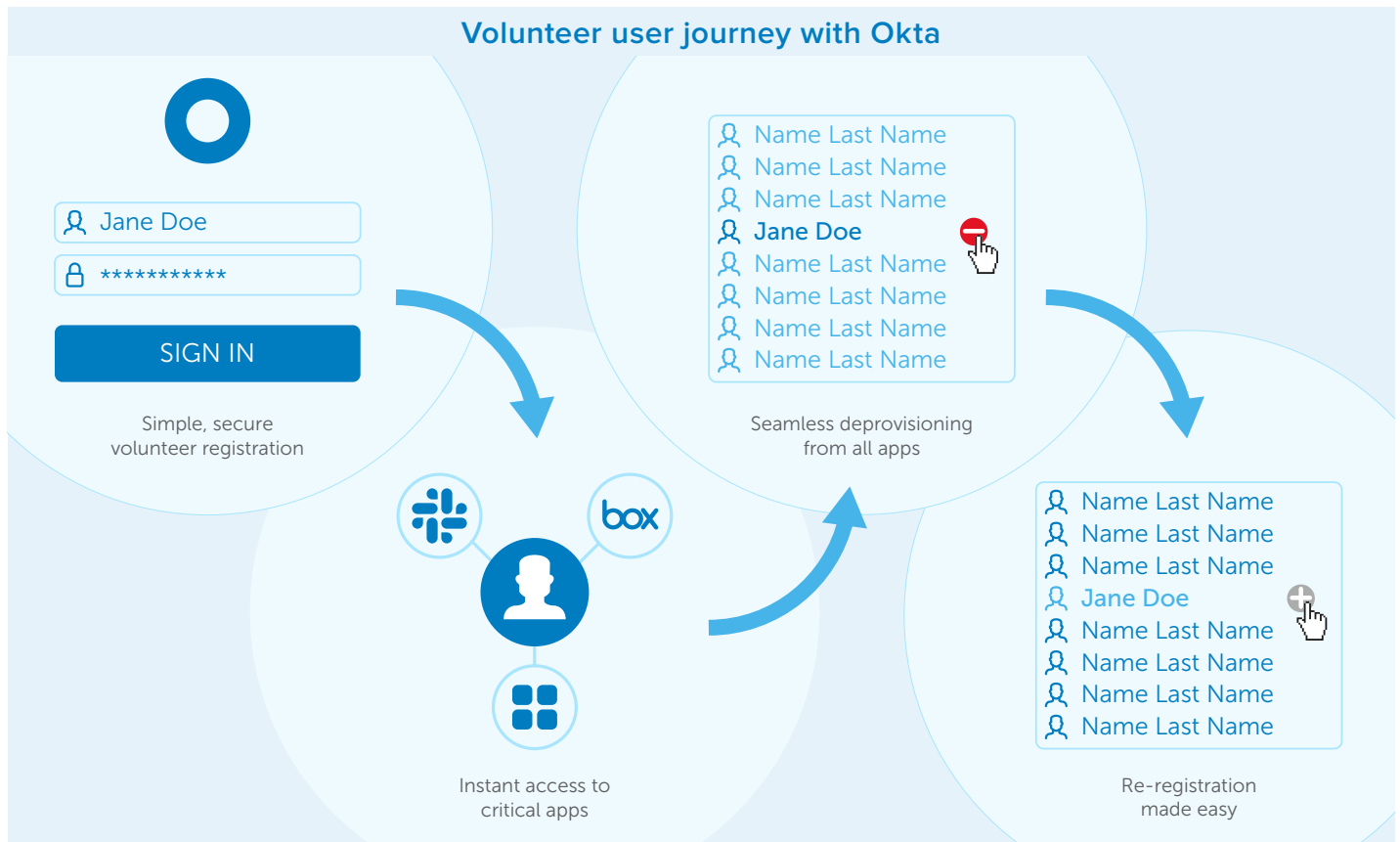


B2B Integration



Access Gateway

Let's take a closer look at how Okta lets you automate and streamline the onboarding process for volunteers with three of our core CIAM products.



## Authentication

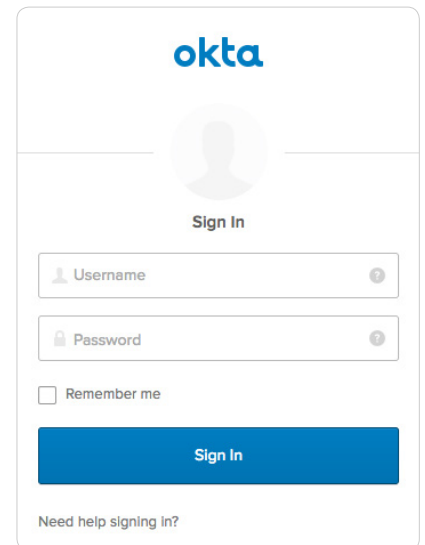
Okta’s pre-built sign-in widget lets you customize the volunteer-facing experiences in front of all your critical touchpoints:

- Registration and login
- Password reset and account recovery
- Activation emails and account verification
- Domain and error pages

[Okta Authentication](#) gives developer teams full creative control in building a front-end that’s secure, frictionless, and entirely on-brand.

With [Okta Lifecycle Management](#), creating an account is automatic and seamless:

- The volunteer enters their sign-up credentials, such as a name and email address
- An email-based magic link enables passwordless access to your volunteer portal



After that, the experience is completely personalized. Once their accounts are set up, users enjoy one-click access to the applications you assign them, thanks to the [Okta Integration Network](#).



## Authorization

While Okta Authentication delivers the front-end experience, [Okta Authorization](#) drives the back-end. Authorization makes sure volunteers are granted access to the right resources while reducing the risk of them getting at systems that should remain outside their reach.

- Fine-grained API authorization policies combine the OAuth grant type, user group membership, and external data sources
- Role-based access controls can be extended to establish, maintain, and audit authorization policies without writing code

Name	Description	Default Scope	Metadata Publish	Actions
openid	Signals that a request is an OpenID request.	No	Yes	<input checked="" type="checkbox"/>
profile	Allows this application to access your profile information.	No	Yes	<input checked="" type="checkbox"/>
email	Allows this application to access your email address.	No	Yes	<input checked="" type="checkbox"/>
address	Allows this application to access your address.	No	Yes	<input checked="" type="checkbox"/>
phone	Allows this application to access your phone number.	No	Yes	<input checked="" type="checkbox"/>
offline_access	Allows this application to access your data when you aren't using the application.	No	Yes	<input checked="" type="checkbox"/>

Additionally, Okta works with API gateways that can be seamlessly integrated, providing your teams with the programming infrastructure they need to develop applications and centralize identity-driven API security.



## User Management

At the core of our [User Management](#) solution sits [Okta's Universal Directory](#) (UD), which is designed to support your seamless volunteer onboarding processes:

- Scale your volunteer onboarding process by automating user creation and storing an unlimited number of users as your organizations grows
- Assign group-based permissions and memberships to remove manual steps and ensure a consistent experience for every volunteer

Filters	Person & Username	Primary Email	Status
Everyone	Wayne Aarons waarons@kjp.com	waarons@kjp.com	Pending activation Activate
Activated	Richard Abbott rabott@kjp.com	rabott@kjp.com	Pending activation Activate
Pending Activation	Leif Abbott labott@kjp.com	labott@kjp.com	Pending activation Activate
Password Reset	Pamela Abbott pabott@kjp.com	pabott@kjp.com	Pending activation Activate
Deactivated	Irene Abel label@kjp.com	label@kjp.com	Pending activation Activate
Suspended	Sandra Abel sabell@kjp.com	sabell@kjp.com	Pending activation Activate
Locked out	Paul Abney pabney@kjp.com	pabney@kjp.com	Pending activation Activate
	Jason Abrams jabrams@kjp.com	jabrams@kjp.com	Pending activation Activate

Volunteers are critical to the success of nonprofits worldwide. And while they may not fit the typical profile of employees or customers, Okta offers a flexible suite of solutions tailored to their needs. Authentication, Authorization, and Universal Directory automate engagement, improve security across the user lifecycle, and ensure the delightful digital experiences your volunteers deserve.

For more information on how Okta can support your volunteer onboarding initiatives, contact your account representative or start your [Okta for Good journey](#).

## About Okta

Okta is the leading independent provider of identity for the enterprise. The Okta Identity Cloud enables organizations to securely connect the right people to the right technologies at the right time. With over 6,500 pre-built integrations to applications and infrastructure providers, Okta customers can easily and securely use the best technologies for their business. Over 8,400 organizations, including JetBlue, Nordstrom, Slack, Teach for America and Twilio, trust Okta to help protect the identities of their workforces and customers. For more information, go to <https://okta.com>