

Integration Guide for Okta

The Silversight API service integration connects Silversight to your Okta org. After you connect, Silversight imports your Okta users and groups so that administrators can select them as campaign targets.

Silversight never creates, changes, or deactivates anything in your Okta org.

Prerequisites

- An Okta account with the **super admin** role. Installing API service integrations requires super admin permissions.
- A Silversight account with the **administrator** role.

Supported features

- Import Okta users into Silversight (first name, last name, email).
- Import Okta groups and their memberships.
- Re-sync on demand from the Silversight dashboard.

Requirements and limitations

- The integration requests two read-only scopes: `okta.users.read` and `okta.groups.read`.
- Only users with **ACTIVE** status are imported. Staged, suspended, and deactivated users are excluded, and are removed from Silversight on the next sync after their status changes.
- Your data from Okta is not synced automatically. If your data is stale, you must resync manually.

Configuration steps

1. Sign in to the Okta Admin Console as a super admin.
2. Go to **Applications > API Service Integrations**.

3. Click **Add Integration**, locate **Silversight** in the catalog, and select it.
4. Review the requested scopes, then click **Install & Authorize**.

Authorize Silversight.ai



Silversight.ai would like permission to:

Users and groups

- read about groups and their members
- read existing users' profiles and credentials

Silversight.ai wants to access your organization.

Authorizing this request gives Silversight.ai access to your Okta organization's management API. Any actions taken over the API will be attributed to Silversight.ai.

Install & Authorize

Okta lists the scopes Silversight requests before you authorize the integration.

5. Copy the **client secret** and store it securely.

Okta displays the client secret only once. If you lose it, rotate the secret from the integration's detail page and use the new value.

Required: Copy your client secret

The secret appears only once for enhanced security. Copy this secret and store it somewhere safe for use later.

your client secret appears here

 **Copy to clipboard**

Done

Copy the client secret before closing this dialog.

6. Copy the **Okta domain** and the **client ID** from the integration's detail page.

 Silversight.ai is not configured until you complete the setup instructions. 

[View setup instructions](#)

Okta Domain

https://my-company.okta.com



Client ID

3k9Cx8Lz7QkFwP1p2bM4



The Okta domain and client ID are available any time from the integration's detail page.

7. Sign in to Silversight as an administrator and go to **Settings > Integrations**.

Okta

Import campaign targets directly from your Okta directory.

[Connect](#)

Not connected

The Okta card before the integration is connected.

8. On the **Okta** card, click **Connect**.

Connect Okta

✕

Install the Silversight API service integration in your Okta Admin Console, then paste the credentials it issues.

Okta domain

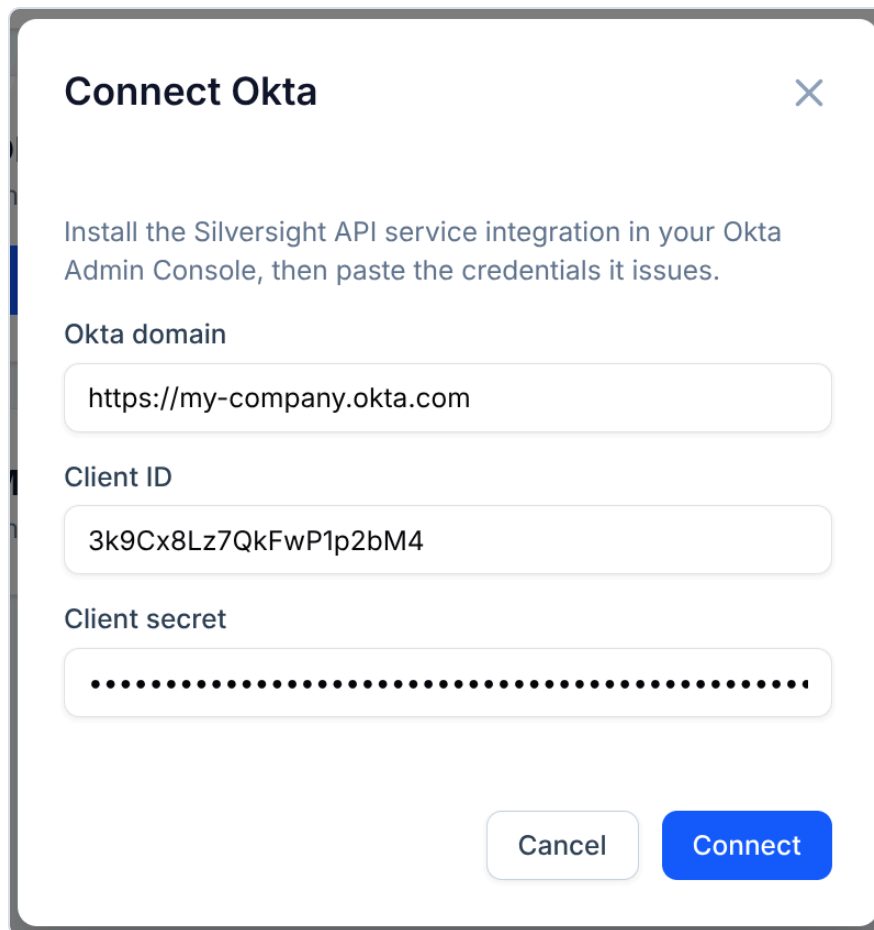
Client ID

Client secret

CancelConnect

The connection dialog.

9. Enter the Okta domain, client ID, and client secret.

A modal dialog box titled "Connect Okta" with a close button (X) in the top right corner. The dialog contains instructions: "Install the Silversight API service integration in your Okta Admin Console, then paste the credentials it issues." Below this are three input fields: "Okta domain" with the value "https://my-company.okta.com", "Client ID" with the value "3k9Cx8Lz7QkFwP1p2bM4", and "Client secret" which is a password field filled with dots. At the bottom right are two buttons: "Cancel" and "Connect".

Connect Okta

Install the Silversight API service integration in your Okta Admin Console, then paste the credentials it issues.

Okta domain

https://my-company.okta.com

Client ID

3k9Cx8Lz7QkFwP1p2bM4

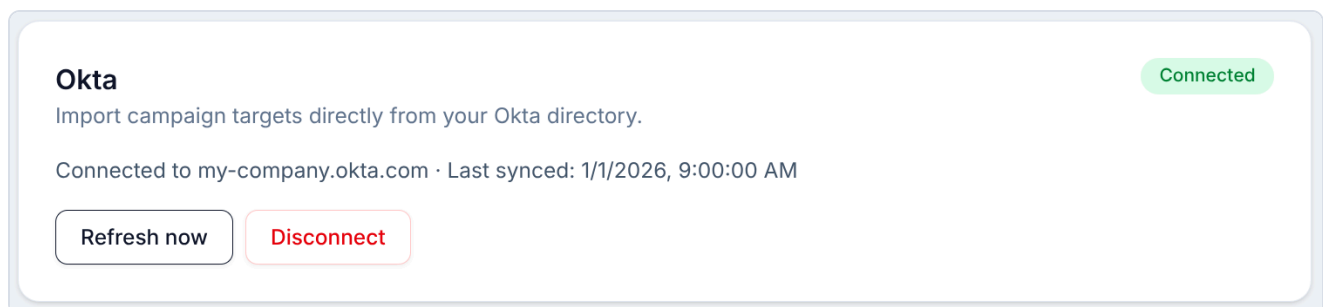
Client secret

.....

Cancel Connect

The filled out connection dialog.

10. Click **Connect**. Silversight verifies the credentials with your Okta org and starts the first sync. If verification fails, check our [troubleshooting](#) steps.
11. When the sync completes, the Okta card shows a **Connected** badge, your Okta domain, and the time of the last sync.

A card titled "Okta" with a green "Connected" badge in the top right corner. The card text says "Import campaign targets directly from your Okta directory." and "Connected to my-company.okta.com · Last synced: 1/1/2026, 9:00:00 AM". At the bottom are two buttons: "Refresh now" and "Disconnect".

Okta Connected

Import campaign targets directly from your Okta directory.

Connected to my-company.okta.com · Last synced: 1/1/2026, 9:00:00 AM

Refresh now Disconnect

The Okta card after a successful connection and first sync.

Keep the directory up to date

- To pull the latest users and groups from Okta, go to **Settings > Integrations** in the Silversight dashboard and click **Refresh now** on the Okta card.
- To remove the integration, go to **Settings > Integrations** in the Silversight dashboard and click **Disconnect** on the Okta card. Silversight deletes all imported users and groups. Targets already added to campaigns are kept.

Troubleshooting

Problem	Resolution
Okta rejected the client credentials.	The client ID or client secret is wrong, or the secret was rotated. Copy the current values from Applications > API Service Integrations > Silversight in the Okta Admin Console, then reconnect.
Silversight reports missing scopes.	Reinstall the integration from the Okta catalog and click Install & Authorize .
The Okta card shows Needs reconnect .	The stored credentials no longer work. Click Reconnect and enter the current client ID and client secret.
A user is missing.	Only users with ACTIVE status in Okta are imported. Check the user's status, then sync again.
A sync fails for a reason not listed above.	Wait a few minutes and sync again. If the problem persists, contact Silversight support.

If you need help with this integration, contact Silversight support at support@silversight.ai.