DCSOps Single Sign On - Instructions and Frequently asked Questions

On February 16 after approximately 1pm Eastern time, Volunteer Connection and DCSOps will begin using a central single-sign-on (SSO) system to authenticate volunteers. As other systems also migrate to use the SSO process, it will reduce the number of usernames and passwords volunteers need to manage.

What will happen?

When the switchover officially happens, volunteers will receive an email from Volunteer Connection asking them to link their volunteer connection account to an existing or new account on redcross.org that will be used for the SSO login. DCSOps will also stop showing username and password fields when you need to log in, and instead provide a button that will begin the login process using the centralized system.

Once you have successfully linked your account, it may take up to two hours for the new account information to synchronize to DCSOps.

What if I need to log in during that two-hour window?

DCSOps will maintain a “contingency” login system to ensure there is no loss of access while the SSO switchover is in progress. If you successfully login via SSO, but your account linking data has not synced yet, DCSOps will prompt you to enter your old DCSOps/Volunteer Connection credentials. Once this is done, you will be able to continue using DCSOps until the account linking information has updated.

What if I don’t remember/lost/don’t have my Volunteer Connection/DCSOps username and password.

Once both systems have switched to SSO, there is no way to recover or change your old username and password. Once you have linked SSO to your Volunteer Connection profile, however, it should take less than 2 hours to be able to log in using SSO and have full access back to DCSOps.

Explain the different accounts I will have?

* If you have a @redcross.org email address, your credentials to access your email and the Exchange will not change as part of this process.
* Your current username and password that you use to login to DCSOps and Volunteer Connection will be retired as part of the migration to SSO.
* You will need to create or use an existing account on www.redcross.org in order to use SSO for Volunteer Connection and DCSOps. While you can use the same email address as your @redcross.org email, the passwords WILL NOT be the same.
* Any other passwords you use for systems like NSS and CAS will not currently change.

This seems like more passwords, not less...

This is only the beginning of the launch of SSO. Many more Red Cross systems will be migrated to use your one SSO password over the coming months, which will continue to reduce the number of passwords you need to maintain.