



IT Collect Vendor Onboarding

v3.0
May 2025

General Services Administration
Office of Government-wide Policy

Document Change Record

Version Number	Date	Description
1.0	May 2021	Created IT Collect Vendor Onboarding document outlining how to authenticate and use tokens
1.1	September 2021	Updated access and refresh token rules
2.0	March 2023	Updated Onboarding Steps and Removed Security Subnet Requirements
3.0	May 2025	Updated to reflect minor edits throughout

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Onboarding Steps

To onboard with IT Collect, Vendors will need to follow the steps listed below:

1. Leverage the [IT Collect API Schema](#), and available [documentation suite](#), to conduct a comprehensive functional review of the IT Collect API. Use this time to determine which data objects and functional reports you plan to interact within in the IT Collect API.
2. Submit a formal request in writing to the IT Collect team (itdb-support@gsa.gov), describing the following:
 - a. Summary of your Vendor application
 - b. Point of contact for the IT Collect API integration process
 - c. Business intentions for integrating with the IT Collect API
 - d. Data objects you plan to interact with in the IT Collect API
 - e. Desired timeline for integration
 - f. Government Agencies that your Vendor tool directly supports
3. After your request is processed, the IT Collect Team will work with you to obtain a Client ID and Secret that enables integration testing against the [IT Collect Staging environment](#). You will need provide an application redirect URL for OAuth 2.0 token return. For more information on authentication, see the 'How do I authenticate with IT Collect?' section below, or visit our [Access & Refresh Token Rules](#) guide.
4. After integration testing is complete, you will coordinate with the IT Collect team to directly integrate against the IT Collect Production environment.

Pre-Requisites

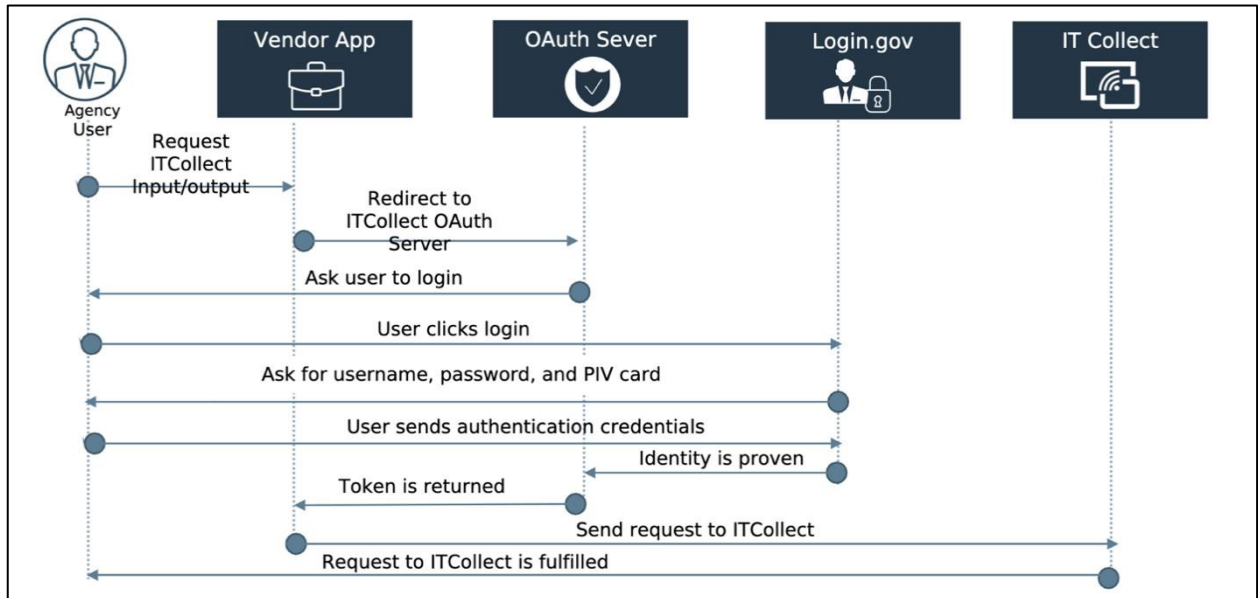
The IT Collect API is **tool agnostic** and can support a wide range of integration use cases. The IT Collect Team strongly recommends that all Vendor applications have familiarity with the following areas: JSON objects, OAuth 2.0 protocol, and restful API operations.

The IT Collect team reserves the right to reject and remove any Vendor integration with the IT Collect API. This action may be taken at the full discretion of the IT Collect team.

How do I authenticate with IT Collect?

1. Vendors will need to start by providing the IT Collect team with their redirect URLs that will be interacting with the IT Collect integration product.
2. Vendors will receive their Client ID from IT Collect through an email from itdb-support@gsa.gov.
3. Finally, Vendors (and each associated user) must have an active account with Login.gov. The IT Collect Team uses Login.gov as a multifactor authentication and identity proofing platform. Agency assigned users to IT Collect are required to register with Login.gov and pair their government issued PIV/CAC card as MFA. Instructions to create a Login.gov account can be found here: <https://login.gov/create-an-account/>

How do the token transactions work between the user and IT Collect?



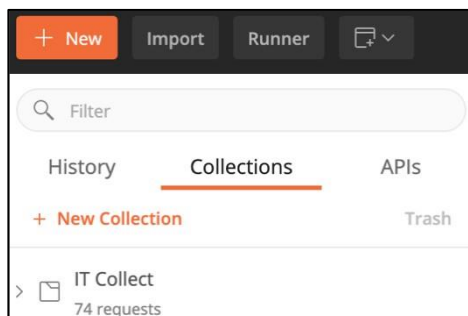
The diagram below is purely illustrative and does not capture all the components of authenticating with IT Collect (E.g., refresh tokens are not covered)

1. Agency users start by requesting authentication with IT Collect from their Vendor application.
2. Users are redirected to the IT Collect OAuth Server, wherein they are asked to login.
3. Users must click Login with Login.gov. For Login.gov account creation, see above.
4. Users are taken to Login.gov where they must provide their username, password, and PIV card.
5. Once the user has submitted this information and proved their identity, an Access Token is returned to the callback/redirect URL.
6. From here, Agency users can send requests to IT Collect in which a response will be returned.

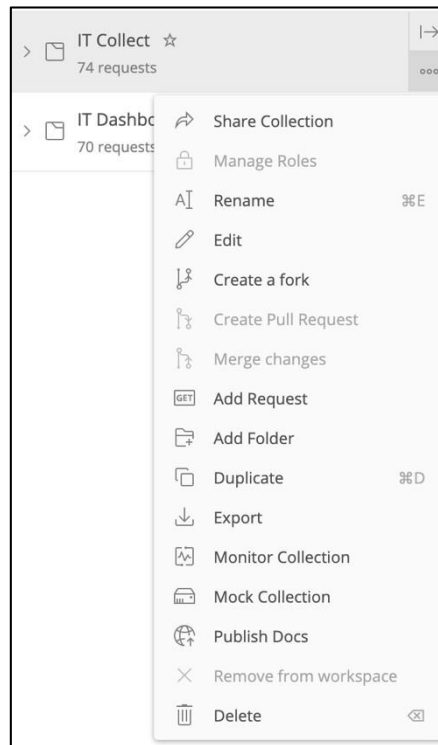
Authentication Example

In the following example, we have used Postman as our API client, though any API client or application can be integrated to authenticate with IT Collect.

1. Start by downloading IT Collect's API schema here: <https://gsa.github.io/ITDB-schema/cpic-by-2026/docs/index.html>
2. Open Postman, click Import at the top, and upload the schema downloaded in step 1.
3. IT Collect will now appear on the left-hand side of Postman as seen in the screenshot below.



4. Hover your mouse over the IT Collect collection and click the ellipses (3 dots), then click Edit as seen in the screenshot below. *(Note: you do not need the IT Dashboard collection)*



5. Once in Edit Collection, click the Authorization tab and enter the following information:
- Grant Type: *Authorization Code*
 - Callback (Redirect) URL: *Check “Authorize using Browser” to redirect back to Postman. In practice, this will be your vendor application URL.*
 - Auth URL: `{{baseUrl}}/oauth/authorize`
 - Access Token URL: `{{baseUrl}}/oauth/token`
 - Client ID: *Provided to you via email from the IT Collect team*

EDIT COLLECTION

Name
IT Collect

Description **Authorization** Pre-request Scripts Tests Variables

This authorization method will be used for every request in this collection. You can override this by specifying one in the request.

TYPE
OAuth 2.0

The authorization data will be automatically generated when you send the request. [Learn more about authorization](#)

Add auth data to
Request Headers

Current Token
This access token is only available to you. Sync the token to let collaborators on this request use it.

Access Token Available Tokens eyJ0eXAiOi

Header Prefix Bearer

Configure New Token

Token Name Bearer

Grant Type Authorization Code

Callback URL https://oauth.pstmn.io/v1/callback

☒ Authorize using browser

Auth URL https://dev-itcollect-oauth

Access Token URL https://dev-itcollect-oauth

Client ID b8fe6792-d636-407e-b060-da9d5fb5aal

Client Secret 87d9fgkj-dfg8-098b-b060-sdfn879ysdfjk

Cancel Update

6. On the same screen, scroll down and click “Get New Access Token”. Your default browser will open and take you to the IT Collect API OAuth page. Once here, click “Log in with Login.gov”.
7. You will be directed to Login.gov where you can sign-in with your Login.gov account information and PIV/CAC card.
 - a. You should already be registered with Login.gov at this point. If you are not, please visit their site here (<https://login.gov/create-an-account/>) and create your account.

LOGIN.GOV

Sign in

Email address

Password ☐ Show password

Sign in

Create an account

[Sign in with your government employee ID](#)

Select here to log in with your PIV/CAC card

LOGIN.GOV

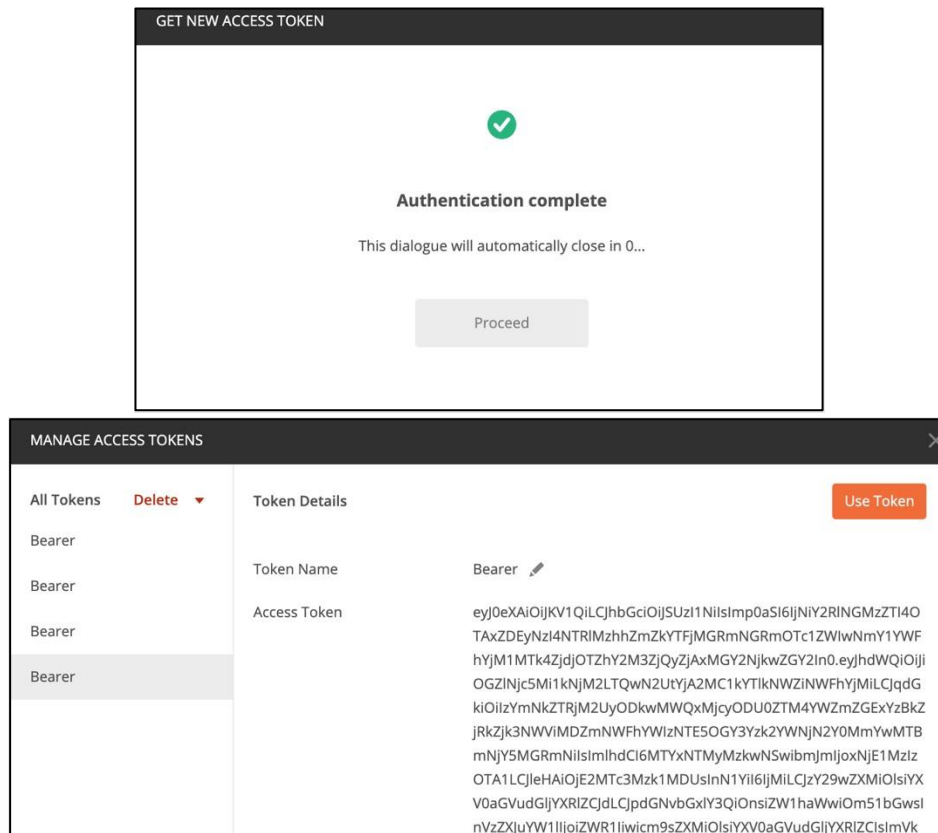
Sign in with your PIV or CAC

Make sure **you have a login.gov account** and **you've set up PIV/CAC** as a two-factor authentication method.

Insert your PIV/CAC

[Cancel](#)

8. Your browser will confirm once you have authenticated with Login.gov. From here, you may need to click the pop-up at the top of your browser to be redirected back to Postman if a pop-up blocker is turned on for your browser. Postman should show confirmation and then display your Access Token. Click "Use Token".



9. Lastly, click “Update” in the bottom right. You are now authenticated in Postman with IT Collect and can begin using the API. Once again, there are many API clients or approaches to adding the IT Collect API schema, authenticating with OAuth, and using the API.

How do I authorize new Agency users to submit data to IT Collect?

IT Collect requires that an active Login.gov is created for each user, with PIV/CAC card aligned; visit here (<https://login.gov/create-an-account/>) to create an account. Once that is complete, Vendors and Agencies are responsible for authorizing new submitters on their behalf.

What are the session timeout and token limits?

Item	Limit
Login.Gov	Your login.gov session with IT Collect OAuth service is limited to 15 mins
Authorization Code	Your authorization code is limited to 120 seconds and can be used only once
Access Token	Your token is valid for 30 mins .

Refresh Token	Your Refresh Token is valid for 3 hours . Refresh Tokens cannot be used in place of Access Tokens. Because of the longer life of Refresh Tokens, vendors should securely store tokens and associated secrets.
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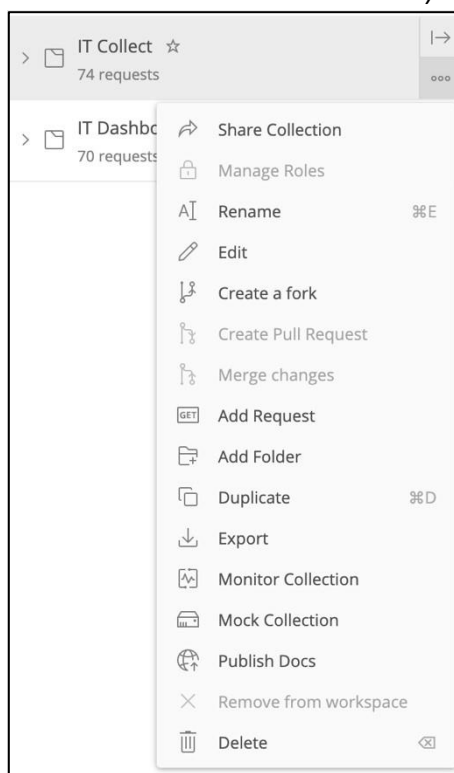
How do I refresh an Access Token?

Submit a Refresh Token to get a new Access Token. Please see the example below in Postman to see how this works. Please reference the table above for reference times.

Refresh Access Token Example

In the following example, we have used Postman as our API client, though any API client or application can be used to refresh an IT Collect Access Token.

1. Start by hovering your mouse over the IT Collect collection and click the ellipses (3 dots), then click Edit. *(Note: you do not need the IT Dashboard collection)*



2. Once in Edit Collection, click the Authorization tab, scroll down, and click “Get New Access Token”.

EDIT COLLECTION

about authorization

Add auth data to

Request Headers

This access token is only available to you. Sync the token to let collaborators on this request use it.

Access Token

Available Tokens

eyJ0eXAiOi

Header Prefix

Bearer

Configure New Token

Token Name

Bearer

Grant Type

Authorization Code

Callback URL

https://oauth.pstmn.io/v1/callback

☒ Authorize using browser

Auth URL

https://dev-itcollect-oauth

Access Token URL

https://dev-itcollect-oauth

Client ID

b8fe6792-d636-407e-b060-da9d5fb5aal

Client Secret

Client Secret

Scope

e.g. read:org

State

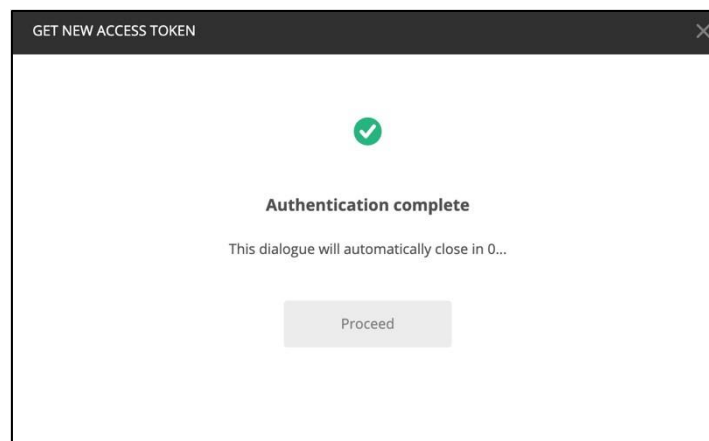
State

Client Authentication

Send client credentials in body

Get New Access Token

3. Your default browser will open, confirm you are authenticated with Login.gov (you will not need to authenticate, this is done automatically), and redirect you back to Postman. You may need to click the pop-up at the top of your browser to be redirected back to Postman if a pop-up blocker is turned on for your browser. Postman should show confirmation and then display your Access Token. Click "Use Token", then "Update".



4. This concludes the Access Token refresh process using Postman. Once again, there are many API clients or approaches to adding the IT Collect API schema, authenticating with OAuth, and using the API.

How do I use the IT Collect API?

For information on how to use the IT Collect API and answer your questions further, we suggest reading the IT Collect API Documentation, FAQ, and Ledger “How To” documents seen here:

The **IT Collect API documentation** can be found [here](#). This document highlights the data architecture, API schema, and authentication approach in IT Collect. Please note that this documentation will be continually updated automatically as the code is updated, but Vendors can assume no major structural changes to the released data architecture.

IT Collect resources, including a set of “How-To” documents, can also be found on the [IT Collect GitHub site](#).

How do I contact ITDB / IT Collect Support?

For further information or questions about IT Collect, or scheduling a technical walkthrough, please email our support team at itdb-support@gsa.gov.