



# How do I get API credentials?

**Deadline: 28th February**

**Follow this simple, 4 step process to acquire API access to Street Manager.**

## Step 1

**Promoter:** Admin user creates generic API email address (e.g. [api-promoter@provider.co.uk](mailto:api-promoter@provider.co.uk)) because organisations may have numerous users via API.

**Highway Authority:** Admin user creates 2 generic API email addresses (e.g. [api-promoter@provider.co.uk](mailto:api-promoter@provider.co.uk) and [api-HA@provider.co.uk](mailto:api-HA@provider.co.uk)) because HAs have the ability to raise and approve works. You will not be given the ability to do this on one account.

**Please ensure these emails are valid so that you are able to receive an activation email.**

## Step 2

An activation email will be sent to the generic email address. You will be given **7 days** to activate the account and change the temporary password.

If you do not activate the password within 7 days, the password will expire and the admin of the organisation will need to remove that users and invite again.

## Step 3

You now have:

- **Access key** = generic email address
- **Secret** = new password

Send a support ticket via the portal:

<https://streetmanager.atlassian.net/servicedesk/customer/portal/1> to request the account to be converted to API access.

## Step 4

Once the account has been converted, pass the credentials over to your API provider so they can set up the API connection.

## Key considerations:

- One API account per system (do not share API user credentials for multiple systems)
- As an HA, you will need separate promoter and HA API accounts
- Use generic email addresses for API accounts (e.g. [api-promoter@organisation.uk](mailto:api-promoter@organisation.uk), not [john.smith@organisation.uk](mailto:john.smith@organisation.uk))
- Test users are allowed on **Sandbox**, but not on **Production**