

Step-by-Step: Generating an IT Glue API Key

1. Sign in to your IT Glue account using an **Administrator** role.
2. Navigate to **Account → Settings** (or in some interfaces, **Admin → Settings**) and select the **API Keys** (or **Custom API Keys**) tab.
3. Click the “+” icon (often located at the bottom or right side of the Custom API Keys section) to create a new key.
4. Provide a **descriptive name** for the key (e.g., “My Integration Key”).
5. **Optionally**, check the **Password Access** box if you need the key to access password data via the Passwords API.
6. Click **Generate API Key**. Once generated, **copy and securely store** the key—you **won’t be able to view it again**.
7. The key does **not expire**, but be aware that **unused keys are automatically revoked after 90 days of inactivity**, with a warning sent 10 days prior.
api.itglue.com
8. At any time, you can **revoke** a key or **generate a new one** via the same **Account → Settings → API Keys** interface.

Summary Table

The screenshot shows the IT Glue Admin interface. The top navigation bar includes 'Dashboard', 'Organizations', 'Personal', 'Global', and 'Admin'. The left sidebar lists various settings categories. The main content area is titled 'Settings' and has tabs for 'General', 'Branding', 'Authentication', 'IP Access Control', 'API Keys', 'Theme', 'Vault', 'Offline Mode', and 'IT Glue Copilot'. The 'API Keys' tab is selected, showing a section for 'Custom API Keys'. Below this, there is a table of existing API keys with columns for Name, Key, and Password Access. A red box highlights the 'Enter Name' input field, and another red box highlights the 'Generate API Key' button and the 'Password Access' checkbox. A red arrow points to the 'Generate API Key' button.

Name	Key	Password Access	Actions
myITprocess	ITG.45df64a0dd9df8a7a79dc4382927a045.*****	<input type="checkbox"/>	Revoke
API	ITG.765bb54d24752b879f5a10f269e6dfeb.*****	<input checked="" type="checkbox"/>	Revoke
HaloPSA	ITG.3148dc2faeb65b1520c8075b43aa00d2.*****	<input type="checkbox"/>	Revoke
Enter Name		<input type="checkbox"/>	Generate API Key

Step Action

- 1 Login to IT Glue as an Administrator
- 2 Navigate to **Account / Admin → Settings → API Keys**
- 3 Click the **“+”** to create a new key
- 4 Enter a **meaningful name**
- 5 (Optional) Check **Password Access** if needed
- 6 Click **Generate API Key** and copy it securely
- 7 Manage or revoke keys as required; note auto-revocation after 90 days of inactivity