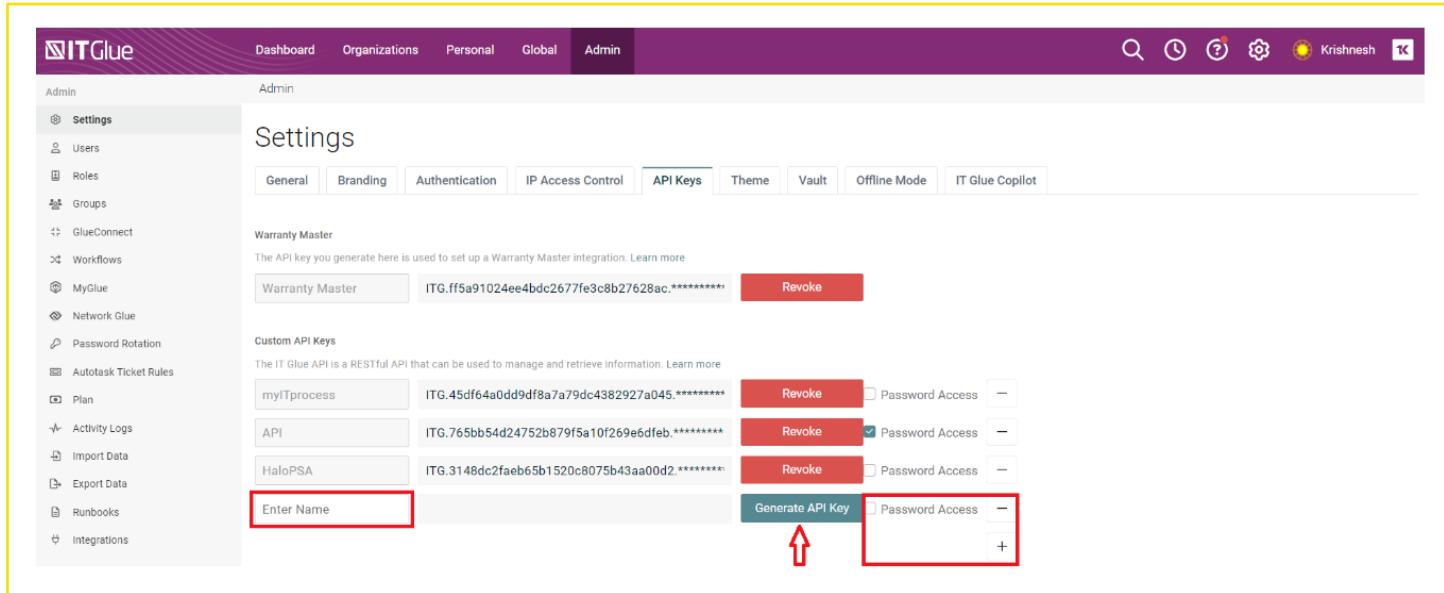


Step-by-Step: Generating an IT Glue API Key

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 with the 'Admin' tab selected. On the left, there's a sidebar with various settings and integration options. The main 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 active. It displays two existing API keys: 'Warranty Master' and 'Custom API Keys'. Under 'Custom API Keys', there are three entries: 'myITprocess', 'API', and 'HaloPSA', each with a 'Revoke' button and a 'Password Access' checkbox. Below these, there's a red box around an 'Enter Name' input field and a red arrow pointing to a 'Generate API Key' button with a plus sign, indicating where a new key would be created.

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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