Zammad credentials

# Zammad credentials#

You can use these credentials to authenticate the following nodes:

• Zammad

## Prerequisites#

• Create a hosted Zammad account or set up your own Zammad instance.

• For token authentication, enable API Token Access in Settings > System > API. Refer to Setting up a Zammad for more information.

## Supported authentication methods#

• Basic auth

• Token auth: Zammad recommends using this authentication method.

## Related resources#

Refer to Zammad's API Authentication documentation for more information about authenticating with the service.

## Using basic auth#

To configure this credential, you'll need:

• A Base URL: Enter the URL of your Zammad instance.

• An Email address: Enter the email address you use to log in to Zammad.

• A Password: Enter your Zammad password.

• Ignore SSL Issues: When turned on, n8n will connect even if SSL certificate validation fails.

## Using token auth#

To configure this credential, you'll need:

• A Base URL: Enter the URL of your Zammad instance.

• An Access Token: Once API Token Access is enabled for the Zammad instance, any user with the user\_preferences.access\_token permission can generate an Access Token by going to your avatar > Profile > Token Access and Create a new token.  
The access token permissions depend on what actions you'd like to complete with this credential. For all functionality within the Zammad node, select:  
admin.group  
admin.organization  
admin.user  
ticket.agent  
ticket.customer

user\_preferences.access\_token

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