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## Create a user

### **Important Information**

**For Customers:** Please contact the admin within your organization to add you as a user in ServiceTitan, either in the Integration or Production environment.

#### **⚠ Security Reminder**

Exercise caution when managing access to your Integration or Go environments. Do not add third-party users outside your organization with Admin Access or Generate API Key permissions. Before granting any external access, contact [integrations@servicetitan.com](mailto:integrations@servicetitan.com) for guidance.

**For 3rd Party developers:** Create a user in the Integration environment instance provided to your organization by ServiceTitan. Avoid requesting customers to create a user in their Integration or Production environments as per our API terms of service.

To create a user, ST admin with your organization has to perform the below steps from ServiceTitan App.

1. Sign in to [integration instance](#) or [production instance](#) as an administrator.
2. Go to the navigation bar and click Settings.
3. In the side panel, click People > Employees.
4. In Employees, click Add.

	Profile	Name	Username	Business Unit	Role	Status	Active	Action
		[REDACTED]	[REDACTED]	HVAC - Install	Dispatch	No User Account	<input checked="" type="checkbox"/>	
		[REDACTED]	[REDACTED]		Accounting	02/21/2019	<input checked="" type="checkbox"/>	
		[REDACTED]	[REDACTED]	Plumbing - Service	Dispatch	Never logged in	<input checked="" type="checkbox"/>	
		[REDACTED]	[REDACTED]		Dispatch	07/19/2018	<input checked="" type="checkbox"/>	
		[REDACTED]	[REDACTED]	TEST BU	Admin	02/12/2019	<input checked="" type="checkbox"/>	
		[REDACTED]	[REDACTED]		Dispatch	07/19/2018	<input checked="" type="checkbox"/>	
		[REDACTED]	[REDACTED]	Plumbing - Service	Field Manager	Never logged in	<input checked="" type="checkbox"/>	
		[REDACTED]	[REDACTED]		Admin	07/13/2020	<input checked="" type="checkbox"/>	

5. In Add an Employee, click the Details.

6. Using the New Account Status dropdown select send an email for username and password creation or create username and password. If you select the email option, the user will get an email to create their login credentials.

Add an Employee

Details Permissions

Name: John Doe

Office Phone: [REDACTED]

Mobile Phone: [REDACTED]

Email: johndoe@example.com

Business Unit: Select a business unit ...

Company Position: Please select at least one company position for this user.

Role: Admin

New Account Status: Create an account later

Save Cancel

7. Click the Permissions tab and select from the below permissions:

## Manage API Application Access

i) Users with this permission can see the screen Settings > Integrations > API Application Access, which allows them to create Client IDs and Secrets, necessary to enable applications to call the V2 APIs.

### Generate API Application Key

ii) Users with this permission may SSO into the V2 API developer portal, and have access to the My Apps tab, which allows them to create App Keys. These App Keys will be shared by any other user in this tenant that has this permission.

The screenshot shows the ServiceTitan interface with the title 'ServiceTitan'. The top navigation bar includes 'Search', 'Select All', 'Deselect All', 'Reporting Permissions', 'Dashboard Permissions', and 'Permission Actions'. On the left, a sidebar menu lists 'Home', 'Your Account', 'People' (which is selected), 'Employees', 'Technicians', 'Role Permissions', 'Payroll', 'Integrations', and 'Dispatch Board'. The main content area is titled 'Access to Admin' and contains a 'General' section with the following text: 'These permissions affect the way the employee can access, view, and edit your company's ServiceTitan account.' Below this is a list of permissions with checkboxes:

<input checked="" type="checkbox"/> Access settings	<input checked="" type="checkbox"/> Edit tag type
<input type="checkbox"/> TitanAdvisor Admin	<input checked="" type="checkbox"/> Edit custom field type
<input type="checkbox"/> TitanAdvisor - update goals	<input type="checkbox"/> View TitanExchange
<input type="checkbox"/> Academy company admin	<input checked="" type="checkbox"/> Import/export data
<input type="checkbox"/> Accept new feature terms of use	<input checked="" type="checkbox"/> Generate API Application Key
<input checked="" type="checkbox"/> Edit company profile	<input checked="" type="checkbox"/> Manage API Application Access
<input type="checkbox"/> Forwarding number settings	<input type="checkbox"/> Access Feature Configurations
<input type="checkbox"/> Access customer portal setup	<input checked="" type="checkbox"/> Allow view Audit Trail page
<input type="checkbox"/> Edit access to partner portals	<input type="checkbox"/> View Company Cases

At the bottom of the page, there are links to 'Service Titan Inc • Privacy Policy • API Terms' and a 'Provide Information Consent' checkbox.

8. Once the user is created and the username and password are established, the user can sign in to the 'Login to My apps' section of the [developer portal](#).