



# Using the API when SSO or two-factor authentication is enabled

## ON THIS PAGE

Using an API token

Using an OAuth access token

If your organization uses [single sign-on](#) (SSO) or [two-factor authentication](#) is enabled in your user profile, you can authenticate requests using an API token or an OAuth access token.

## Using an API token

You can use an API token with your Zendesk email address to authorize Zendesk API requests. Unlike a password, an API token isn't tied to a specific user. You can use the token with the email address of any admin, agent, or other valid user.

When passing an API token, format the credentials as follows:

```
{email_address}/token:{api_token}
```

Example:

```
1 curl https://example.zendesk.com/api/v2/users.json
2 -u ricky@example.com/token:6wiIBWbGkBMo1mRDMuVwsNkeUj95PIz2akv
```

To create an API token, see [Generating a new API token](#) in Zendesk help. For more details on passing the token in API requests, see [API token](#) in the API reference.

Use API tokens in the following cases:

- Example requests from the [API reference](#)

- Internal scripts that rely on a user name and password to make API requests

## Using an OAuth access token

You can also authenticate Zendesk API requests using an OAuth access token. Unlike API tokens, OAuth tokens are tied to a specific user and use [scopes](#) to limit access to a Zendesk account.

Developers often use OAuth access tokens to authenticate Zendesk API requests on behalf of their users. This involves building an [OAuth authorization flow](#) that requires interaction from the user. For an example of this setup, see [Using OAuth to authenticate Zendesk API requests in a web app](#).

You can also create and use OAuth access tokens on your own behalf without building an authorization flow. For more information, see [Creating and using OAuth tokens with the API](#).

Use OAuth access tokens in the following cases:

- Apps that require per-user authentication
- Apps developed by any third-party developers

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