



## Getting Started

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## Help

Are you instead trying to set up Autopilot as a source to get data from Autopilot into your data warehouse or other downstream tools? See our documentation on our [Autopilot source](#) instead.

## Getting Started

- From the Segment web app, click **Catalog**.
- Search for "Autopilot" in the Catalog, select it, and choose which of your sources to connect the destination to.
- In the destination settings, enter your "API Key" from [your Autopilot Segment Sync settings page](#) or go to Autopilot: Settings -> App Connections -> Segment and copy/paste the API key which is listed there.
- Once enabled 'identify' and 'track' calls will be sent to Autopilot.

## Identify

If you're not familiar with the Segment Specs, take a look to understand what the [Identify method](#) does. An example call would look like:

```
analytics.identify('12091906-01011992', {
  name: 'John Joe',
  email: 'john.doe@example.com'
});
```



#### Engage requires Identify calls from the Autopilot destination to include email or userId

If neither are provided in the payload then the Autopilot destination's [Event Delivery](#) tab will show a 400 Bad Request error message : *"Missing unique identifier traits. Either **email** or **user\_id** traits must be provided"*.

## Track

If you're not familiar with the Segment Specs, take a look to understand what the [Track method](#) does. An example call would look like:

```
analytics.track("Step Activated", {
  property: "test"
});
```

## Appendices

Additional Autopilot Tracking code will be required on your site to unlock the following features:

- Website activity for anonymous and known visitors ('page' calls).
- Capturing form submissions.
- Triggering Headsup messages.
- User association using the Autopilot JavaScript library.

For complete details, visit the Autopilot page [How to use Segment with Autopilot](#).

## Engage

You can send computed traits and audiences generated using [Engage](#) to this destination as a **user property**. To learn more about Engage, schedule a [demo](#).

For user-property destinations, an [identify](#) call is sent to the destination for each user being added and removed. The property name is the snake\_cased version of the audience name, with a true/false value to indicate membership. For example, when a user first completes an order in the last 30 days, Engage sends an Identify call with the property `order_completed_last_30days: true`. When the user no longer satisfies this condition (for example, it's been more than 30 days since their last order), Engage sets that value to `false`.

When you first create an audience, Engage sends an Identify call for every user in that audience. Later audience syncs only send updates for users whose membership has changed since the last sync.



#### Real-time to batch destination sync frequency

Real-time audience syncs to Autopilot may take six or more hours for the initial sync to complete. Upon completion, a sync frequency of two to three hours is expected.

## Settings

Segment lets you change these destination settings from the Segment app without having to touch any code.

SETTING	DESCRIPTION
API Key (required)	<code>string</code> . Get your API key from <a href="#">here</a> or go to Autopilot: Settings -> App Connections -> Segment and copy/paste the API key which is listed there.

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