**How to Configure an API Token in Zendesk and Tag Tickets for Synchronization**

1. **Log in to Zendesk Admin Center:**
   * Access your Zendesk account.
   * Navigate to the **Admin Center** by clicking the gear icon in the top-right corner.
2. **Access the API Settings:**
   * In the **Admin Center**, go to **Apps and integrations** > **APIs** > **Zendesk API**.
3. **Enable Token Access:**
   * If **Token Access** is not already enabled, toggle the setting to turn it on.
4. **Generate a New API Token:**
   * Click the **Add API Token** button.
   * Provide a descriptive name for the token (e.g., "API Integration for Tilde”)
   * Click **Save**.
5. **Copy the Token:**
   * Once the token is generated, **copy it immediately** and store it securely.  
     **Note:** Zendesk does not display the token again after this step.
6. **Tagging Tickets for Synchronization:**
   * Tickets that should be synchronized will need to include a specific tag.  
     The tag we will use is: **TagName**
   * When creating or updating tickets, make sure to add this tag so they are correctly identified for synchronization.  
     Example:
     + Open a ticket in Zendesk.
     + Add the tag **TagName** in the **Tags** field.
     + Save the changes.
7. **Prepare Your Credentials:**
   * Create the following details to send to us:
     + **Username:** Your Zendesk email address followed by /token.  
       Example: your\_email@example.com/token
     + **Password:** The API token you just generated.
8. **Send Credentials Securely:**
   * Provide the **Username**, **Password (API Token)**, and confirm the tag name (**TagName**) securely to our team. Use a secure email or an encrypted file-sharing service.

**Example Format to Share:**

Username: your\_email@example.com/token

Password: <your\_generated\_api\_token>

Tag for Synchronization: <TagName>

**Important Notes:**

* Ensure the email address used for the token has appropriate permissions to access and update tickets.
* Do **not** share your standard Zendesk login password. Only share the API token.
* Always add the specified tag **TagName** to tickets for synchronization.
* If you suspect the token has been exposed or compromised, revoke it immediately in the **Admin Center** and generate a new one.

More information: https://developer.zendesk.com/api-reference/introduction/security-and-auth/#api-token