Authentication

Last updated: Mar 7, 2017

REST based integrations have three methods of authentication. The recommended method, is using an API Member account to create API Keys specific to the integration. The second method is to use impersonation. Impersonation uses either an Integrator Login (Legacy) or another Member to create API Keys programmatically for other members. The third method which is only support for internal integrations, uses username and passwords for individual members. Due to this method requiring a user to enter their ConnectWise Manage username and password into another application, we do not support vendors utilizing this method.

ConnectWise Manage utilizes the "Basic Auth" standard with Public and Private keys and the authorization header that are unique to ConnectWise Manage members. This means you can use the benefits of ConnectWise Manage security roles and give granular access to the APIs.

Your header must be base64 encoded and has to include a username:password. The username will always begin with CompanyId+ and then use either the public key, integrator username or MemberId. The password will be the private key, integrator password or member hash.

```
Method 1 - API Keys - Member Authentication
It is recommended to create API Members versus using API Keys tied to a spec
Authorization: Basic base64(companyid+publickey:privatekey)
(Authorization: Basic Y29tcGFueWlkK3B1YmxpY2tleTpwcml2YXRla2V5)

Method 2 - Integrator Login - Impersonation
This method should only be used for legacy integrations in a transition peri
Authorization: Basic base64(companyid+integratorlogin:integratorpassword)
(Authorization: Basic Y29tcGFueWlkK2ludGVncmF0b3Jsb2dpbjppbnRlZ3JhdG9ycGFzc3

Method 3 - Member ID and Password - Cookie Authentication (Not intended for
This method uses 3 cookie headers.
Cookie: companyName=YourLoginCompany
Cookie: memberHash=Generated by POST to login.aspx or via Hosted API
Cookie: memberId=YourUsername
```

Important Note: SSL is required on production PSA servers when accessing the API. Any calls received via regular HTTP will be denied on production systems.

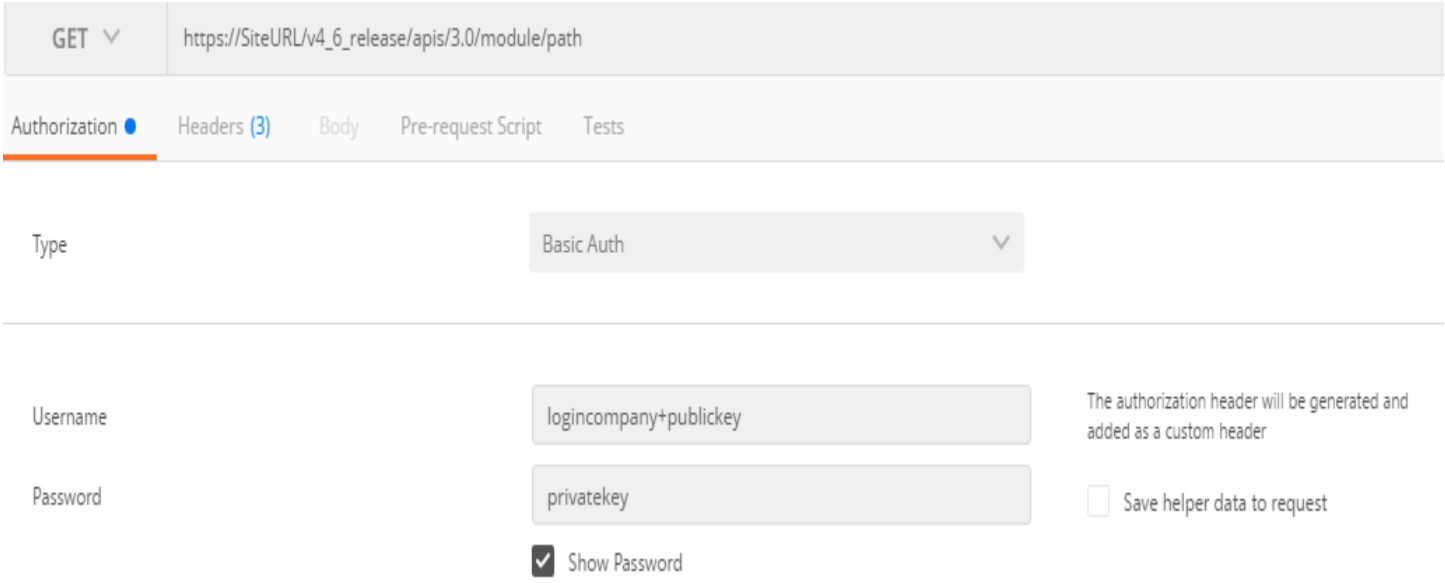
Are you connecting to the Cloud or Staging? If so you must include API- in front of the ConnectWise Manage site:

```
api-au.myconnectwise.net
api-eu.myconnectwise.net
api-na.myconnectwise.net
api-staging.connectwisedev.com
```

Otherwise you will run into this error:

```
{
  "code": "Security",
  "message": "SSL is required.",
  "errors": null
}
```

Postman Example



Obtaining your Keys

We only support API Member and My Account based authentication for Integration Vendors. Impersonation and Cookie Authentication are for internal only based integrations. In rare cases impersonation may be the route to go.

My Account

Cookie Authentication

◄ API Versioning | Batch Requests ►