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Digital Channels Administrator's Guide

[Manage API keys](#)

12/18/2025

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Learn how to manage API keys for Digital Channels.































Related documentation:

-

Digital Channels allows management of chat and secure mail API keys. You can add or revoke API keys.

Access API Keys under **Provisioning** menu.

API Keys

+ Add API Key						
Available Unavailable Soon Unavailable Permissions <input type="text" value="Search"/>						
Enabled	Status	Name	Permissions	Created	Created By	
<input checked="" type="checkbox"/>	✓	1	Chat	a year ago	nexus	  
<input checked="" type="checkbox"/>	✓	123	Chat	a year ago	nexus	  
<input checked="" type="checkbox"/>	✓	Designer 35-05	Chat	4 years ago	derek.burdick@genesys.com	  
<input checked="" type="checkbox"/>	✓	Default 35-05	Chat	4 years ago	derek.burdick@genesys.com	  
<input checked="" type="checkbox"/>	✓	Securemail	Secure Mail	3 years ago	nexus_qa@fortest.com	  
<input checked="" type="checkbox"/>	✓	db1ee708-e922-4443-a80b-48c47b0a0af6	Chat	3 years ago	testBackUp	  
<input checked="" type="checkbox"/>	✓	a209f9ec-5806-45b6-84ad-ccb7426a1630	Chat	a year ago	nexus	  
<input checked="" type="checkbox"/>	✓	902388c1-0511-42c8-bd0b-aba561ca3617	Chat	a year ago	nexus	  
<input checked="" type="checkbox"/>	✓	Securemail	Secure Mail	a year ago	nexus	  
<input checked="" type="checkbox"/>	✓	b87f50ce-96d4-4de8-b7df-8f24a7a8efba	Chat	2 years ago	test	  

The following user rights are required to manage the API keys:

- `Nexus.ApiKeys.canView` and `Nexus.ApiKeys.canRead` - to view the API Keys page
- `Nexus.ApiKeys.canCreate` - to create new API keys
- `Nexus.ApiKeys.canUpdate` - to update an existing API key
- `Nexus.ApiKeys.canDelete` - to delete an existing API key

Create or edit an API key

New API Key

×

Enabled

Name *

Test API Key

Permissions *

Secure Mail

Permissions of existing API key cannot be changed

Expires

Will never expire


Expiration Date

31-12-2023 23:59

Create

To add a new API key, click **Add API Key**.

When you create a new API Key, the **New API Key** view opens on the right side of the page. To begin, give your API key a name and a permission it can use. You can choose either *Secure Mail* or *Chat*. The permission cannot be changed later.

The API key is enabled by default. If you want to disable it when creating the key, toggle the **Enabled** option ().

If you want the API key not to expire, select the **Will never expire** option. Alternatively, if you want to set an expiration date for the API key, clear the **Will never expire** option and choose a date in the **Expiration Date** option.

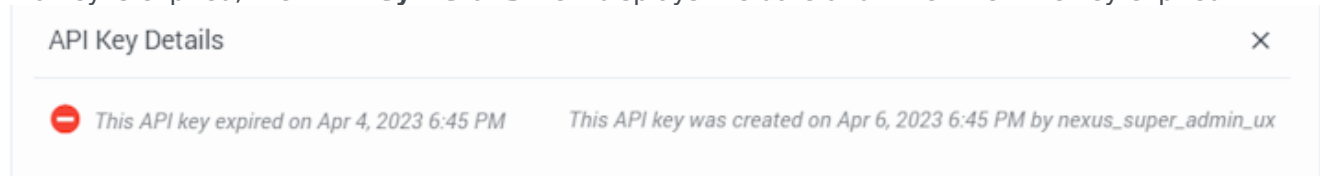
Enable an API key

To enable an API key, toggle the **Enabled** option () from the API keys listing or from the **API Key Details** view.

Expire an API key


To expire an API key, clear the **Will never expire** option and choose a date in the **Expiration Date** option.

If a key is expired, the **API Key Details** view displays the date and time when the key expired.




If you want to extend the expiry date, select a new date in the **Expiration Date** option.

Delete an API key

To delete a key, just click the delete icon (). If you just want to disable the API key temporarily, consider changing the key's enable option instead.

Copy an API key

You can copy an existing API key with the **Copy** button (). This opens the **New API Key** view with the copied API information. The name of the API key includes "_N", where "N" is the number of the copy. For example: *APIKEYtest_1*, *APIKEYtest_2*, and so on.

Find an API key

To search for an API key, use the search box above the table. The results filter automatically based on the text you enter in the search box. You can search for an API key name or the person who created the key.

You can filter the available API keys by:

- **Status** - *Available* (keys that are not revoked or expired), *Unavailable* (keys that are revoked or expired), and *Soon Unavailable* (keys that will be revoked or expire withing a month). Click on the button to toggle displaying the keys matching the selected option.
- **Permissions** - Choose either *Secure Mail* or *Chat* from the dropdown to list keys that match the selected permissions.