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Digital Channels Administrator's Guide

[Manage API keys](#)

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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

Available		Unavailable	Soon Unavailable	Permissions	Created	Created By			
Enabled	Status	Name		Permissions	Created	Created By			
		1		Chat	a year ago	nexus			
		123		Chat	a year ago	nexus			
		Designer 35-05		Chat	4 years ago	derek.burdick@genesys.com			
		Default 35-05		Chat	4 years ago	derek.burdick@genesys.com			
		Securemail		Secure Mail	3 years ago	nexus_qa@fortest.com			
		db1ee708-e922-4443-a80b-48c47b0a0af6		Chat	3 years ago	testBackUp			
		a209f9ec-5806-45b6-84ad-ccb7426a1630		Chat	a year ago	nexus			
		902388c1-0511-42c8-bd0b-aba561ca3617		Chat	a year ago	nexus			
		Securemail		Secure Mail	a year ago	nexus			
		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 * Permissions of existing API key cannot be changed
Secure Mail

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.

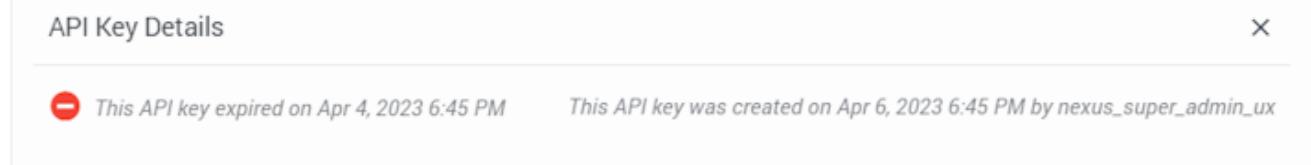
Enable an API key

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.



The screenshot shows a modal window titled "API Key Details" with a close button "X" in the top right corner. On the left, there is a red circular icon with a minus sign and the text "This API key expired on Apr 4, 2023 6:45 PM". On the right, there is text "This API key was created on Apr 6, 2023 6:45 PM by nexus_super_admin_ux".

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 within 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.