

Authentication & API Endpoints Guide

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How your application signs users in to your support portal, ends their sessions, and verifies members. Always use HTTPS.

Your portal is reachable on your own ticket domain (for example `https://ticket.yourtenant.com`). The examples below use that form.

All server-to-server calls authenticate with your **API Key** and **API Secret** from **Settings** › **API**, sent as the `X-API-Key` and `X-API-Secret` headers. Keep the secret on your server: never put it in browser JavaScript or mobile apps.

1) Single sign-on with a redirect token

Your server asks the ticket system for a short-lived sign-in link for the current user, then redirects the user's browser to it.

- Endpoint: `POST /api/auth/redirect`
- Authentication: `X-API-Key` + `X-API-Secret`
- Body: `tenant` (your portal's slug), `email`, `name`, and optionally `redirect_url` (a page in your portal to open after sign-in, e.g. `/tickets/42`)

```
curl -X POST "https://ticket.yourtenant.com/api/auth/redirect" \
  -H "Content-Type: application/json" \
  -H "X-API-Key: tk_your_api_key" \
  -H "X-API-Secret: your_api_secret" \
  -d '{"tenant": "yourtenant", "email": "user@yourtenant.com", "name": "Jane Doe", "redirect_url": "https://ticket.yourtenant.com/tickets/42"}'
```

The response redirects to a one-time sign-in link of the form `https://ticket.yourtenant.com/auth/callback?token=...`. Send the user's browser there. The link expires after a few minutes.

2) Single sign-on with a JWT signed by your server

Your server signs a short-lived JWT with your **SSO secret** (Settings > API) and posts it to the ticket system.

- Endpoint: `POST /api/jwt/login`
- Body: `token` (the signed JWT) and `tenant_slug` (your portal's slug)
- Token format: a standard HS256 JWT (`header.payload.signature`). Use a standard JWT library.
- Payload:
 - `email` (string) — the user's email
 - `name` (string) — the user's full name
 - `iat` (int) — issued at (Unix time)
 - `exp` (int) — expiry (Unix time); keep it short, e.g. `iat + 120`
 - `jti` (string) — a unique id per token, so a token cannot be reused

```
curl -X POST "https://ticket.yourtenant.com/api/jwt/login" \  
-d "token=<SIGNED_JWT>" \  
-d "tenant_slug=yourtenant"
```

A successful response contains the user and a `redirect_url` to open in the user's browser.

3) Ticket API

Creating, listing and updating tickets uses API v2 under `/api/v2/*` with `X-API-Key` + `X-API-Secret`. See the **API Integration Guide** for every endpoint, request and response.

4) Remote logout

When a customer logs out of your application, tell the ticket system so their support session ends too.

- Endpoint: `POST /api/auth/logout`
- Authentication: `X-API-Key` + `X-API-Secret`
- Body: `email` or `external_user_id` (at least one)

```
curl -X POST "https://ticket.yourtenant.com/api/auth/logout" \
-H "Content-Type: application/json" \
-H "X-API-Key: tk_your_api_key" \
-H "X-API-Secret: your_api_secret" \
-d '{"email": "user@yourtenant.com"}'
```

The response is always `200` with `{ "success": true, "message": "Logout processed" }`, whether or not the user exists. The customer is signed out of the support portal on their next page load.

5) Member verification webhook (an endpoint you build)

This is **not** an endpoint on the ticket system — it is an endpoint **you implement** in your application. The ticket system calls it when a staff member files a ticket for someone who does not have a support account yet, to confirm that the email belongs to one of your members.

Configure it

Ask your Central Tickets administrator to set:

Field	Value
Verification URL	<code>https://yourapp.com/api/verify-member</code>
Verification token	a long random secret that only you and the ticket system know

Request the ticket system sends

```
POST {verification URL}
Authorization: Bearer {verification token}
Content-Type: application/json
Accept: application/json

{ "email": "user@example.com" }
```

The call is made server-to-server with a 10-second timeout.

Response your endpoint must return

User exists (**200 OK**):

```
{ "exists": true, "user": { "name": "Jane Doe", "email": "user@example.com" } }
```

User does not exist (**200 OK**):

```
{ "exists": false }
```

Any non-2xx response is treated as an error, and the staff member sees "unable to verify".

What happens next

Result	Outcome
The user already has a support account	Ticket created, no call made
No verification URL configured	Staff are told the user must already be registered
Your endpoint returns exists: false	Staff are told the user is not a member
Your endpoint returns exists: true	A support account is created, the ticket is filed, and the user is emailed a link to it
Your endpoint is unreachable or returns non-2xx	Staff see an error; no ticket is created

Security requirements for your endpoint

1. Check that the `Authorization: Bearer` token matches your verification token; reject anything else with `401`.
 2. Return only `name` and `email` — nothing else about the user.
 3. Accept server-to-server calls only; never expose it to browsers.
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Good practice

- Keep every token short-lived and include a unique `jti` in JWTs.
- Store your API secret, SSO secret and verification token in server-side configuration, never in source code or front-end code.
- If a secret may have leaked, rotate it in **Settings › API** straight away.