

Gorgias Authentication with Alchemer

Overview

The Alchemer Gorgias integration uses API Key authentication.

Gorgias API Credentials

What You Need

- Gorgias account email address
 - Gorgias API key
 - Gorgias Base API URL (e.g., *yourcompany.gorgias.com*)
-

How to Get Your Gorgias API Credentials

Your browser does not support HTML5 video.

1. Log in to your Gorgias account

- Go to your Gorgias admin panel (e.g., *yourcompany.gorgias.com*) and log in with an administrator account.

2. Navigate to REST API settings

- Select **Settings** in the left-hand navigation.
- Select REST API under the Integrations section.

3. Generate an API key

- Select **Create new API key**.
- Give the key a name (e.g., "Alchemer Integration") and save it.
- Copy the generated API key and store it somewhere secure — Gorgias will not show it again in full.

Need more help? [Click here for Gorgias's API help documents](#).

Authenticate Gorgias in Alchemer

After obtaining your Gorgias Base API URL, account email, and API key, add them to the Alchemer Gorgias integration. Credentials are securely stored in Alchemer and can be reused.

Authenticate Gorgias in Alchemer

1. Start a New Authentication

- Inside any Gorgias integration action, select **New Authentication**.

2. Enter Your Gorgias Credentials

Provide the following:

- **Base API URL:** Your Gorgias subdomain (e.g., *yourcompany.gorgias.com*)
- **Email:** The email address of the Gorgias account used to generate the API key
- **API Key:** The API key generated in the Gorgias REST API settings

3. Save Your Authentication

- Select **Create**.
- Once created:
 - The authentication is saved and reused for all Gorgias actions
 - You only need to update it if your API key, account email, or Base API URL changes

Related Articles