

AWS Authentication

Overview

The Alchemer AWS integration uses Cognito OAuth 2.0 with the login method to authenticate. To connect, you configure an app client in Amazon Cognito, then enter that app client's details in Alchemer. When you authenticate, you are redirected to the Cognito login page to sign in and grant the required scopes.

AWS API Credentials

What You Need

- An AWS account with access to Amazon Cognito
 - A Cognito user pool with a configured domain
 - A resource server that defines the **alchemer/read** and **alchemer/write** scopes
 - An app client (with a client secret) that produces your **Client ID** and **Client Secret**
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How to Set Up Cognito OAuth 2.0 in AWS

Complete these steps in the **Amazon Cognito** console to produce the four values you will enter in Alchemer: Client ID, Client Secret, Authorize URL, and Token URL.

1. Create or open a user pool

- In the Amazon Cognito console, open an existing **user pool** or create a new one.
- Note the **AWS Region** of the user pool (for example, **us-east-2**). The Region is part of your Authorize and Token URLs.

2. Add a Cognito domain

- Go to **App integration** → **Domain** and create a Cognito hosted domain (or use an existing one).
- Your domain has the form **<domain-prefix>.auth.<region>.amazoncognito.com**. This domain is the base of your Authorize and Token URLs.

3. Create a resource server with custom scopes

- Go to **App integration** → **Resource servers** and select **Create resource server**.
- Set the resource server **identifier** to **alchemer**.
- Add two custom scopes:
 - Scope name **read** (creates the full scope **alchemer/read**)
 - Scope name **write** (creates the full scope **alchemer/write**)

4. Create an app client

- Go to **App integration** → **App clients** and create an app client.
- Enable **Generate a client secret** so the client produces both a Client ID and a Client Secret.
- Under the hosted UI / OAuth 2.0 settings:
 - Enable the **Authorization code grant** OAuth grant type.
 - Under allowed **custom scopes**, select **alchemer/read** and **alchemer/write**.

- Add the callback URL used by the Alchemer integration to **Allowed callback URLs**. `https://auth.tray.io/oauth2/token` (US) or `https://auth.eu1.tray.io/oauth2/token` (EU)

5. Copy your credentials and URLs

- From the app client, copy the **Client ID** and **Client Secret**.
- Build your two URLs from your Cognito domain by appending the OAuth endpoints:
 - **Authorize URL:** `<domain-prefix>.auth.<region>.amazoncognito.com/oauth2/authorize`
 - **Token URL:** `<domain-prefix>.auth.<region>.amazoncognito.com/oauth2/token`

Need more help? Refer to [Amazon Cognito's app integration documentation](#).

Authenticate AWS in Alchemer

After configuring your Cognito app client, add its details to the Alchemer AWS integration.

Credentials are securely stored in Alchemer and can be reused across all AWS integration actions.

How to Authenticate

1. Start a New Authentication

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

2. Enter Your AWS Cognito Credentials

Provide the following four values from your Cognito app client:

- **Client ID** – the app client ID from Cognito.
- **Client Secret** – the app client secret from Cognito.
- **Authorize URL** – your Cognito authorize endpoint.
 - Alchemer already includes the `https://` prefix, so enter only the portion that comes after it, using this format:
`<domain-prefix>.auth.<region>.amazoncognito.com/oauth2/authorize`
 - Example: `us-east-123abc456.auth.us-east-2.amazoncognito.com/oauth2/authorize`
- **Token URL** – your Cognito token endpoint.
 - Alchemer already includes the `https://` prefix, so enter only the portion that comes after it, using this format:
`<domain-prefix>.auth.<region>.amazoncognito.com/oauth2/token`
 - Example: `us-east-123abc456.auth.us-east-2.amazoncognito.com/oauth2/token`

3. Log In and Grant the Required Scopes

- A pop-out window will appear and redirect you to the Cognito login page. Sign in with your credentials.
 - When prompted, approve the requested scopes: `alchemer/read` and `alchemer/write`.
 - **Note:** If the pop-out appears, then disappears, and the authentication is made, that means you were already logged in. There is no need to do anything else.

4. Save Your Authentication

- Select **Create**.
- Once created:
 - The authentication is saved and reused for all AWS actions.

- You only need to update it if your Cognito app client credentials change.
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AWS IAM Authentication (Access Key & Secret Key)

Some AWS integration actions, such as **AWS Connect | Get customer profile**, authenticate using an IAM user's access key and secret key rather than Cognito OAuth 2.0. This method also requires the AWS Region and Domain name of your Amazon Connect instance.

AWS IAM Credentials

What You Need

- An IAM user with read permissions for Profiles (Amazon Connect Customer Profiles)
 - The IAM user's access key
 - The IAM user's secret key
 - The AWS Region of your Amazon Connect domain
 - Your Amazon Connect domain name
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How to Set Up an IAM User in AWS

Complete these steps in the **AWS IAM** console to produce the access key and secret key you will enter in Alchemer.

1. Create or open an IAM user

- In the AWS IAM console, open an existing **IAM user** or create a new one.
- Attach a policy that grants read permissions for Amazon Connect Customer Profiles.

2. Generate an access key

- From the IAM user's **Security credentials** tab, select **Create access key**.
- Copy the **Access key** and **Secret access key**. The secret key is only shown once, so store it securely.

3. Note your Region and Domain name

- Note the **AWS Region** of your Amazon Connect instance (for example, **us-east-2**).
- Note your Amazon Connect **Domain name**.

Need more help? Refer to [AWS IAM's user guide](#).

Authenticate AWS in Alchemer

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After creating your IAM user and access key, add its details to the Alchemer AWS integration

action that requires it (for example, [AWS Connect | Get customer profile](#)).

How to Authenticate

1. Start a New Authentication

- Inside the AWS integration action, select **New Authentication**.

2. Enter Your AWS IAM Credentials

Provide the following values from your IAM user and Amazon Connect instance:

- **Access Key** – the IAM user's access key.
- **Secret Key** – the IAM user's secret key.
- **Region** – the AWS Region of your Amazon Connect domain.
- **Domain name** – your Amazon Connect domain name.

3. Save Your Authentication

- Select **Create**.
- Once created:
 - The authentication is saved and can be reused for other actions that require IAM authentication.
 - You only need to update it if your IAM access key or secret key changes.

Related Articles