

Sunsetting Legacy API Comms[®]

Email Sent on 6/7/2024

Hi, [first name]

As part of Keap's focus on providing a modern, reliable and secure platform, we're working on making significant upgrades and improvements to our API. Our first update is to legacy keys: **Starting Oct. 31, 2024, Keap is sunsetting the use of API legacy keys for all users.**

Got questions? We're here for you! Keep reading for important details.

What are legacy keys? Legacy keys are a single key issued per application that all API consumers, such as third-party integrations, use to gain access to your application's data.

How does someone know if they're using legacy keys? If you don't generate separate keys for each person/integration, you're using legacy keys. These can be found in your Keap app under API Settings (find this in the Settings section).

Why is Keap removing this authentication type? Legacy keys are based on older technology. The new modern keys provide the following benefits:

- More visibility into who is accessing your application
- Ability to easily push updates, such as security patches, to customers
- Less significant impact if an update is required
- Increased control for customers over access/restrictions to various areas of the application and data
- Faster resolution and less support calls when issues do arise
- Fewer barriers to third-party integrations
- A consistent, clear, concise path for users to add custom integrations into their Keap apps

So, what do you need to do? You will need to update how you generate API authentication. This will also require your integrations to change how they connect with you. We have reached out to third-party integrators to notify them that these changes are coming.

If you are comfortable making these changes, then [click here for instructions](#).

If this is something your developer team or partner handles for you, please forward them this email.

If you need to hire a new developer to assist, you can meet with one of our Service Developer Partners and get a free quote. Beginning on June 12, connect with one of our Service Developer Partners at <https://keap.com/service-partner-developers>.

In an effort to streamline assistance, please use [this resource](#) to quickly get information and answers. If you have additional questions that are not covered here, please contact Keap API professionals directly [here](#) to avoid any potential delays by contacting customer service.

Summary of the timeline:

- **Jul 10, 2024:** If the Legacy Key field in your application is not already populated, Keap will terminate the ability to create an initial legacy key. This includes newly sold applications, as well as, old applications that never created a legacy key. For more details, click [here](#).
- **Aug 5, 2024:** We will begin a series of intentional, planned disruptions of service. We will publish the schedule of times and dates in our regular communication outlets, such as the [Keap Community](#), [Integration Q&A](#), and the [Keap API Community on Facebook](#)
- **Oct 31, 2024:** Keap will no longer accept API calls using Legacy Key authentication. This means that if you have not made any modifications discussed above (updating changes yourself, engaging your developer team or partner, or hired someone to assist you) you will no longer be able to complete API calls that were using legacy keys.

This is a lot of information, but don't worry. We're here to help, and we'd love it if you joined us for our **Legacy Keys Live Q&A on June 13, 2024**. Send questions in advance, and we'll answer them during the webinar!

[CTA Button: [Register for the webinar](#)]

We're excited about this opportunity to improve upon our API service moving forward.

Always in your corner,

Keap Customer Support
