

# Welcome to developer.aero

## Accessing your API Key

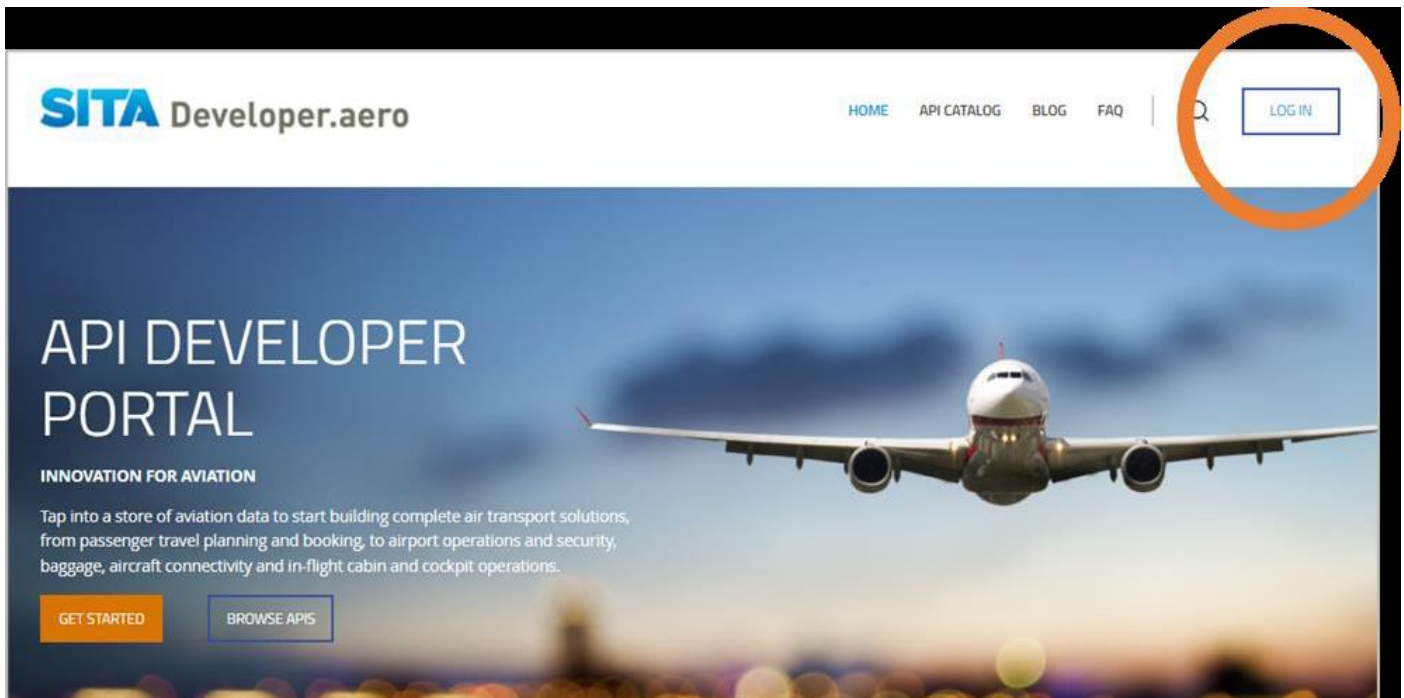
Welcome to developer.aero, your single gateway to a world of aviation data and services. This guide explains how to access you API Key. If you have any problems, please contact [api.coe@sitaaero.com](mailto:api.coe@sitaaero.com).

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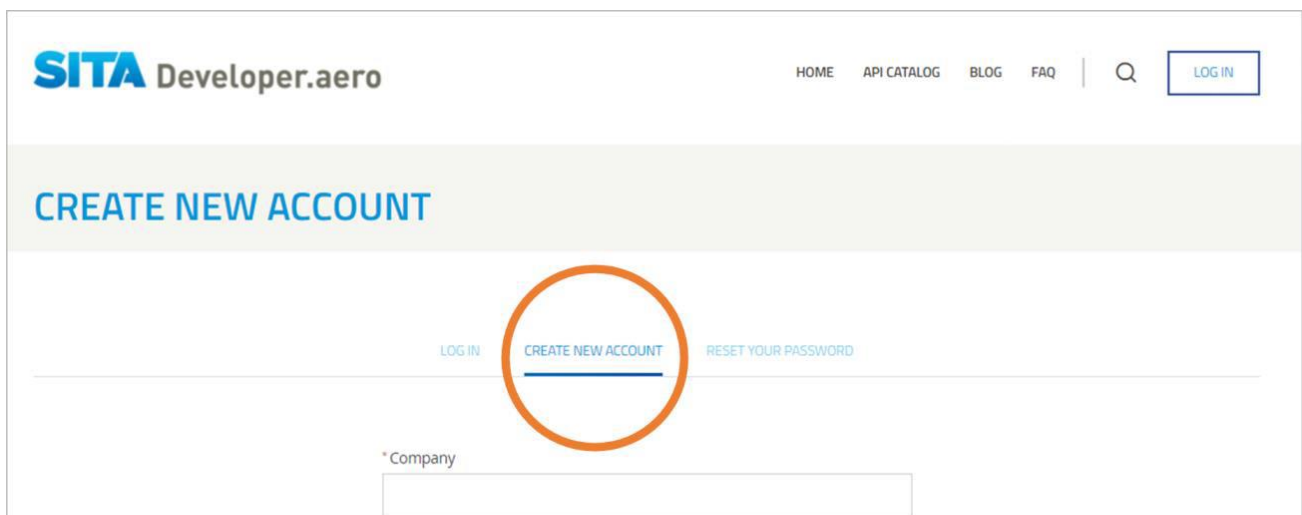
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## Stage One: Register for an account.

Visit [www.developer.aero](http://www.developer.aero) and click “Log In”.



Click “[create new account](#)” and complete your details.

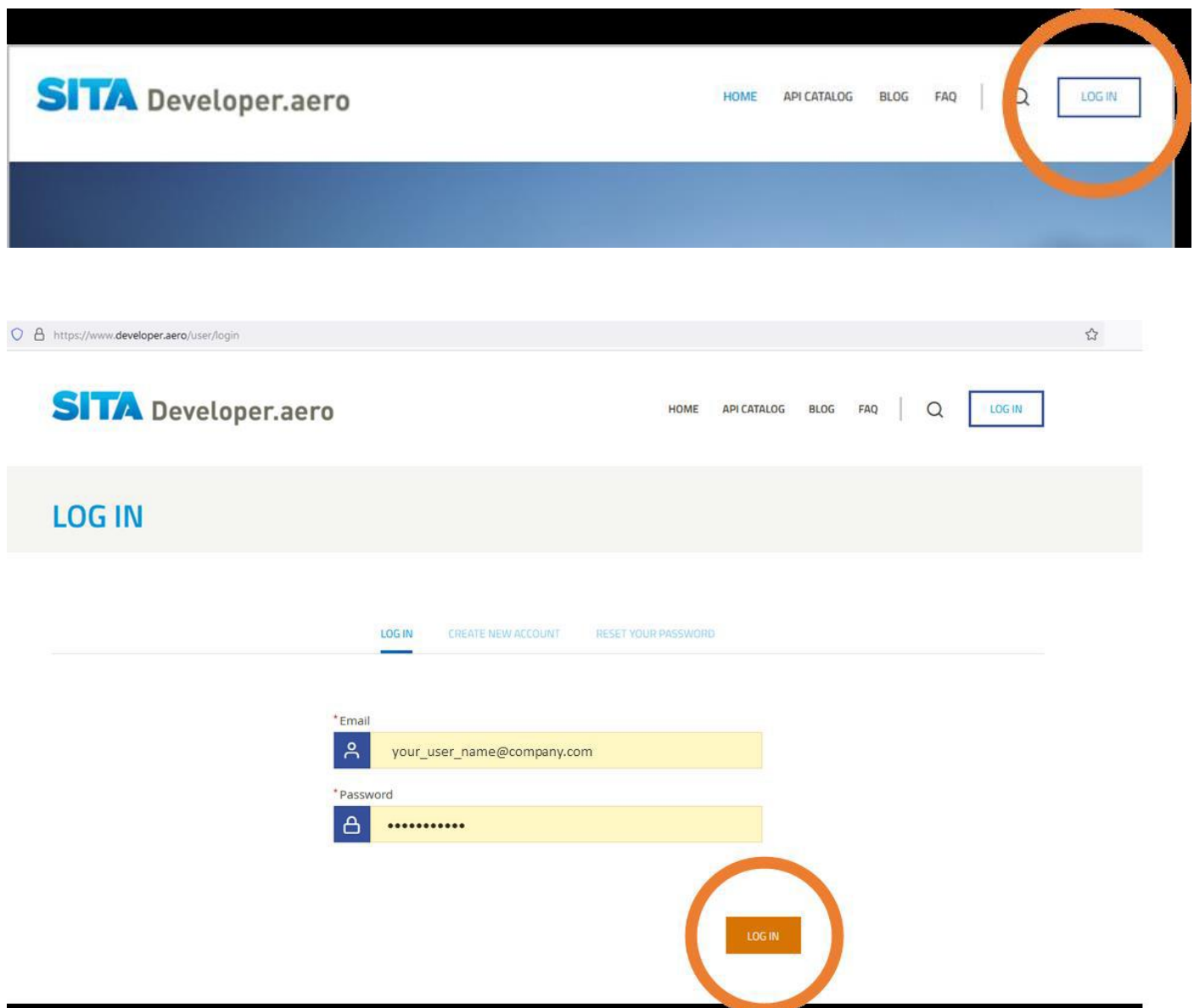


After creating your account, you will receive an email from developer.aero containing a link and instructions on how to complete your account registration. Clicking on the contained link will take you to your account profile page on developer.aero. You will need to input and save your password on this page to complete your registration.

## Stage Two: Login to your account

If you have already registered, log in to [www.developer.aero](https://www.developer.aero) with your username and password.

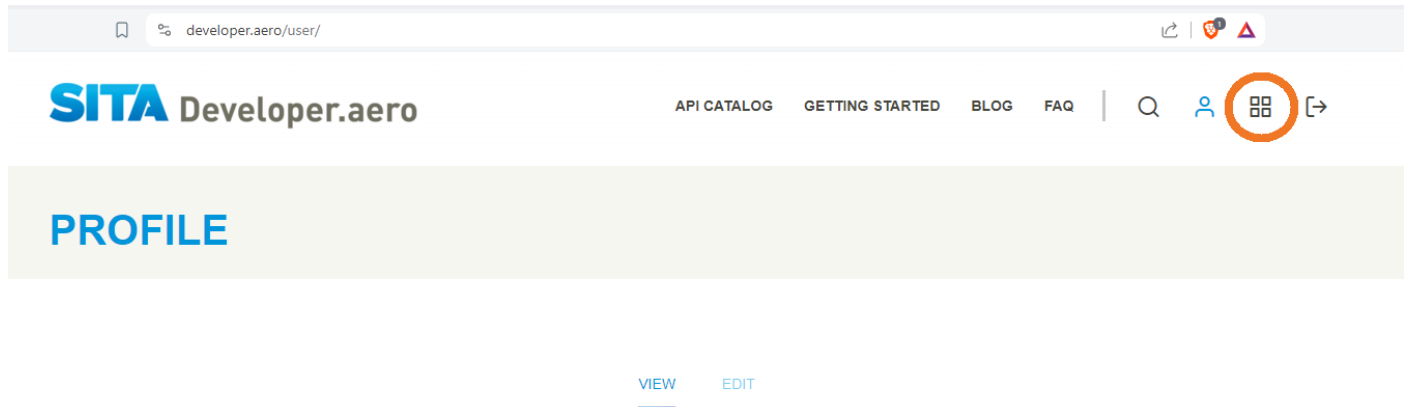
**Note:** If someone in SITA has registered the account on your behalf, you will receive an email from the developer portal to generate/reset your password. Please check this email and reset your password before login.



## Stage Three: Access your apps

You should receive an email notification when your new app is available for use.

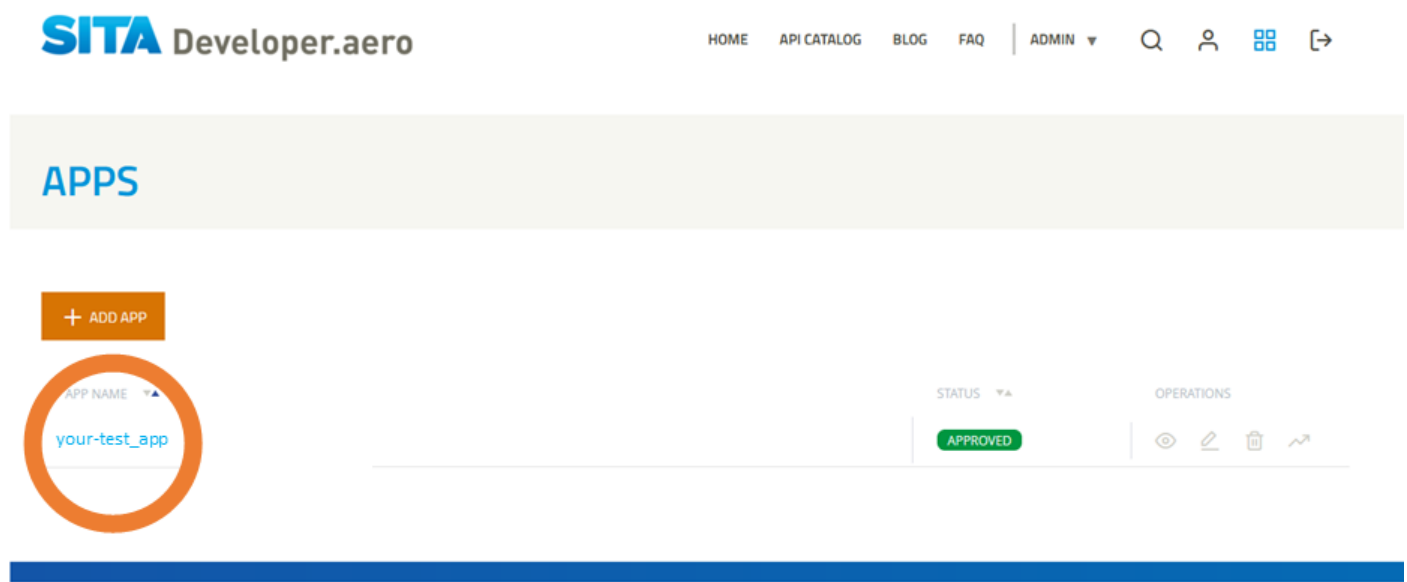
To view your apps, login and click on the app's icon in the top right-hand menu. This will display your apps page containing links to all your configured apps.



Please be aware, you will not see your new app on this page until it has been configured and enabled for your account. Please contact [developer.aero support](#) if required.

## Stage Four: Retrieve Details on a Specific App.

You will then see a list of available apps. Please click on the name of the app you wish to access.



# Stage Five: Retrieve your API Key

Clicking on the app name will open a new screen which shows the API credentials.

Click on “Show key” to retrieve your API key and secret.

## Details

APP NAME  
your-test\_app

APP STATUS  
**APPROVED**

LAST UPDATED  
1 month 1 week ago

CREATED  
1 month 1 week ago

## Credential

**CONSUMER KEY** ..... *This is your API key. Press 'Show key' to view.*

**Show key**

---

**CONSUMER SECRET** ..... *This is your API secret. Press 'Show key' to view.*

**Show key**

---

ISSUED  
1 month 1 week ago

---

EXPIRES  
1 month 2 weeks hence

---

**KEY STATUS**  
**APPROVED**

### APIs

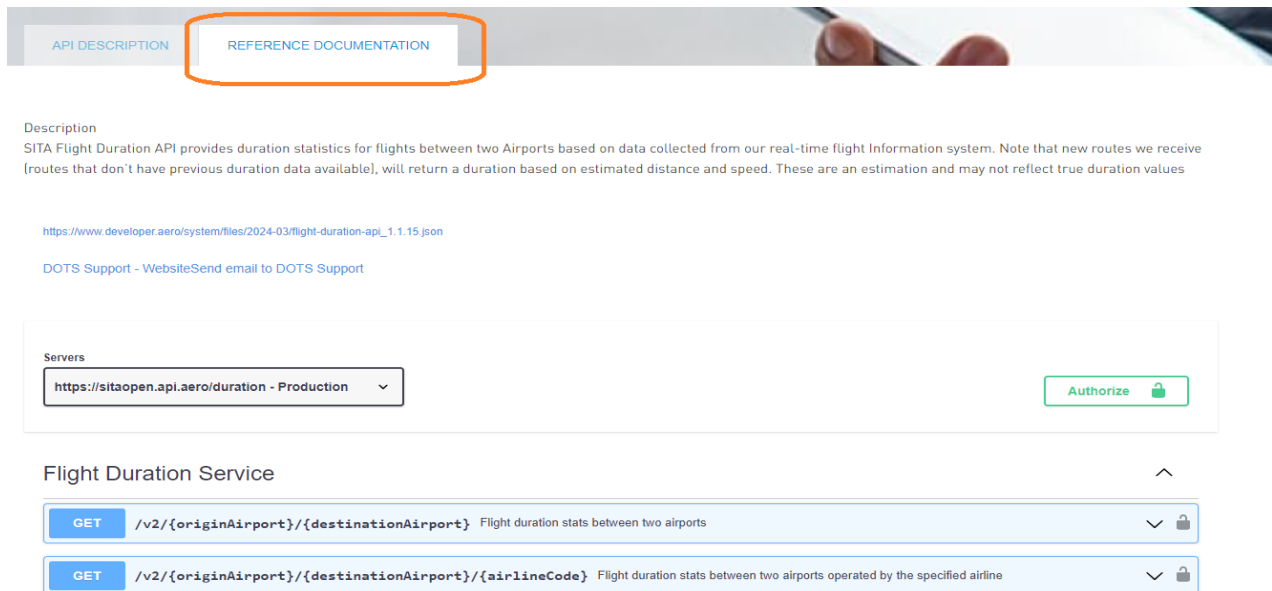
TrialPack-SITA On Time Performance API

**ENABLED**

# API Specification - Verify App Credentials

You can verify your new API credentials and run test requests by clicking on the 'Reference Documentation' tab that appears on your API's documentation page.

This will open an API specification page similar to below.



You will need to authenticate your access to the API prior to sending requests on developer.aero.

The authentication method used is dependent on the API being accessed. Some of the more common authentication methods are described in the next section for guidance.

# API Authentication Methods

## Authentication Method 1: oauth (1 step)

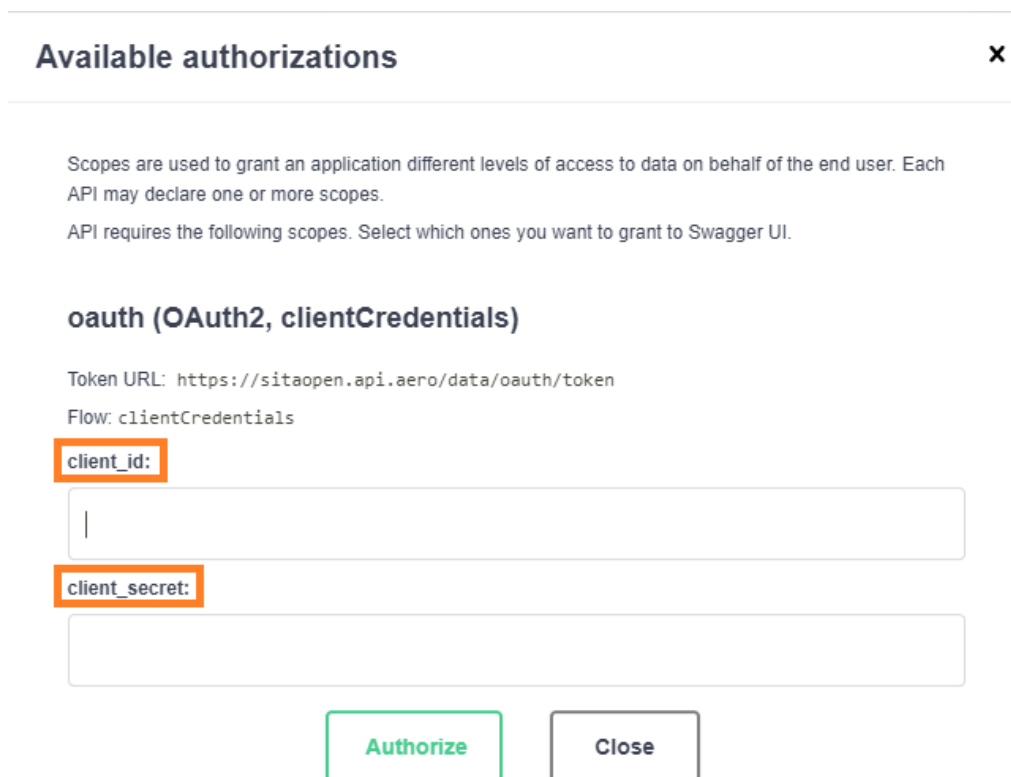
**API securityScheme:** oauth2, clientCredentials

**Servers Endpoint:** Ensure the required endpoint is selected before proceeding. There may be more than one available.



**Authorize:** Click on the Authorize button.

If you only see one authentication method listed after clicking Authorize, the token endpoint is configured in the API specification file.



### Enter your API credentials:

Copy and paste your API key and secret into the client\_id and client\_secret input fields respectively.

Click on Authorize. This will send a request to retrieve your token from the configured Token URL endpoint.



Click on Close to close the Authorize pane. You should now be authenticated to use the API via the 'Try it Out' panels.

When finished, you can invalidate your token by clicking on the Authorize button and selecting to Logout.

## Troubleshooting Authentication Errors:

**oauth (OAuth2, clientCredentials)**

Token URL: `https://sitaopen.api.aero/duration/oauth/token`  
Flow: `clientCredentials`

client\_id:

client\_secret:

Auth Error Error: Forbidden

If you receive an error during Authorize, there may be an issue with your new credentials or app configuration. Please contact [developer.aero support team](#) for assistance.

## Authentication Method 2: oauth (2 step)

### API securitySchemes:

- http, Basic
- http, Bearer

**Servers Endpoint:** Ensure the required endpoint is selected before proceeding. There may be more than one available.

**Servers**

`https://servicenow-uat.api.aero - SANDBOX` ▼

`https://servicenow-uat.api.aero - SANDBOX`

`https://servicenow.api.aero - PROD`

**Authorize:** Click on the Authorize button.

If you see two authentication methods listed as shown below:

- the first is used to enable access to the /token request. Your app credentials (key and secret) should be supplied here.
- the second is used to access the API. A valid token needs to be supplied here.

**Available authorizations** X

**OAUTH\_TOKEN (http, Basic)**

Enter your app credentials (client key and secret) in the fields named username and password. Click **Authorize** and then **Close** to enable access to OAuth Token. You can then retrieve a JWT token that can be used to authenticate access to Service Management APIs.

Username:

Password:

**Authorize** **Close**

**SERVICE\_MANAGEMENT\_APIS (http, Bearer)**

Enter the JWT token value from your OAuth Token response. Click **Authorize** and then **Close** to enable access to Service Management APIs.

Value:

**Step 1:** Authenticate for token request using your app credentials.

Click on Authorize button. Enter your API credentials (API key and secret) in the Username and Password input fields respectively. Click Authorize and Close.

**Step 2:** Retrieve a token

OAuth Token

**GET** /v1/oauth-common/token Retrieve a token to enable access to Service Management APIs.

Used to retrieve a JWT token to enable access to Service Management APIs. Requests should be authorized using your app credentials (client key and secret).

- **Authorize** your request by clicking on Authorize and follow the instructions in section OAUTH TOKEN.

Parameters **Try it out**

Click on 'Try it out' and send a request to retrieve a token. Copy the token value from the returned response.

### Step 3: Authenticate for API using your token

Click on Authorise again and in the second authentication area (http, Bearer), paste your token and click Authorize. Click on Close when finished.

SERVICE\_MANAGEMENT\_APIS (http, Bearer)

Enter the JWT token value from your OAuth Token response. Click **Authorize** and then **Close** to enable access to **Service Management APIs**.

Value:

**Authorize** **Close**

This token will authenticate your access to the API. You can now proceed to use the API by clicking on any of the 'Try it out' buttons.

### Troubleshooting:

- If you submit another /token request by accident after completing the above authentication steps, you will need to reopen the Authorize panel and enter your new token (under http, Bearer) and click Authorize.
- Your API credentials (API key and secret), and retrieved tokens, are environment specific. Ensure all your requests are run against the correct server endpoint. Example: you will not be able to access PROD server endpoints using app credentials that were configured for UAT.

## Authentication Method 3: apikey

### API securitySchemes: apiKey

**Servers Endpoint:** Ensure the required endpoint is selected before proceeding. There may be more than one available.

**Authorize:** Click on the Authorize button. Enter your app API key and click Authorize. Click on Close. You should now be authenticated to use the API.

Available authorizations ×

api\_key (apiKey)

Name: api\_key

In: header

Value:

**Authorize** **Close**

# Authentication Method 4: request headers

**Servers Endpoint:** Ensure the required endpoint is selected before proceeding. There may be more than one available.

**Authorize:** There will be no Authorize button visible. Instead, when you click on any of the 'Try it out' buttons, you will be able to enter values in the header input fields to authenticate your request.

Usually, you will need to enter your app API key in the input field of similar name.

API DESCRIPTION REFERENCE DOCUMENTATION

Description  
The SITA ACRIS API allows Airports and Airlines to publish flight status changes to the SITA Flight Information service using the specification outlined below.

<https://www.developer.aero/system/files/2021-09/FLIFO-ACRIS-Publish.json>

[DOTS Support - Website](#) [Send email to DOTS Support](#)

Servers  
https://sitaopen-qa.api.aero/acris - QA

### FLIFO ACRIS API - Send flight updates

**POST** /v1/flights/update Send a flight update to be processed.

This operation is used to send the details of a flight update to be processed by the ACRIS Updates service.

**Parameters** Try it out

NAME	DESCRIPTION
X-apiKey * required string (header)	Authentication Key Example : API_KEY

Request body \* required application/json

# Authentication Method 5: 'Try it out' is not visible

Some of our APIs do not enable the Try It Out functionality and prefer to provide new users with sample resources for download. You will not see Authorize or 'Try it out' buttons on these APIs.

You will be informed of this, if applicable, when given access to these APIs. Instructions for authenticating to use these API is usually provided to you on your app which you can access on your [apps page](#) (log in required).

**Description**

Provides a set of APIs for interacting with Self Baggage Drop (SBD) devices.

[https://www.developer.aero/system/files/2022-11/SITA-Flex-BagDropAPI\\_V2.json](https://www.developer.aero/system/files/2022-11/SITA-Flex-BagDropAPI_V2.json)

**Servers**

**BagDrop API**

GET /bagdrop/v2/device/{deviceId} Gets a device by deviceId.

**Parameters**

NAME	DESCRIPTION
<b>deviceId</b> <span style="color: red; font-size: 0.7em;">* required</span> string (path)	Device identifier.

deviceId

**Responses**

CODE	DESCRIPTION	LINKS
Ok.		<i>No links</i>

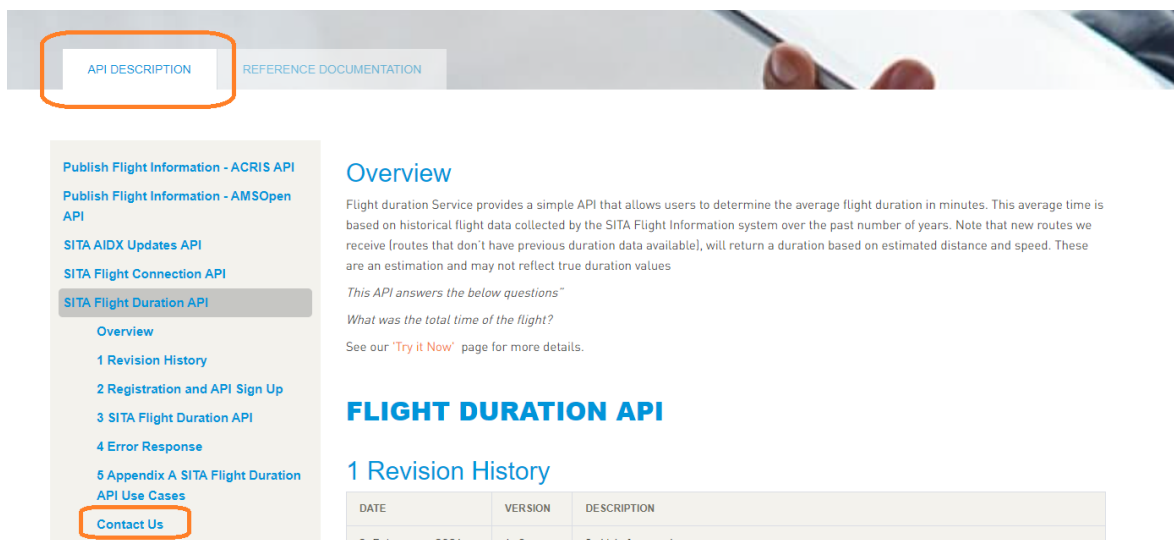
# Need Help?

## Authentication issues:

If you receive an error when trying to Authorize access to an API, please log in and contact [developer.aero support](#) for assistance. Note: We will be able to find your account and app details faster if you are logged in prior to contacting us.

## Troubleshooting API issues:

If you have difficulty using one or our APIs or would like to request further information, please refer to the Contact Us section of the API's documentation. Here you will find dedicated contact forms that will direct your query to the correct team.



**API Support:** For API related issues, please contact use the API support contact form if available. We will be able to find your account and app faster if you log in prior to contacting us. For troubleshooting issues, it helps if you can also provide your app name, last 4 characters of API key and full error response.

**General Queries** – use the General Queries contact form.

## Not sure who to contact?

If unsure of who to contact, please log in and contact [developer.aero support](#) and we will direct your query to the correct person.