

I'm receiving a 403 status when using the V2 API. How can I ?fix this

Deskpro API - (.) تعليقات - Grace Howlett - 2022-06-10

:Question

:I'm attempting to get information using the V2 API, but I receive the following return code

```
status": 403,"
```

```
"code": "You are not allowed to access this point with this auth mode",
```

```
"message": "You are not allowed to access this point with this auth mode",
```

```
"errors": null
```

?How can I resolve this

:Answer

Ensure the authorization headers are formatted correctly in the request you are sending, .1
(per our [V2 API documentation](#). (This has changed since the legacy API

.Check the API Tags .2

.Go to **Admin > Apps > API Keys** and select the API key you are using •

Check the '**API Tags**' area - this should ideally be an asterix * to allow all calls to the •

.API

.If the box is empty, add the * and save the change •