

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

Grace Howlett - 2022-06-10 - Comments (0) - Deskpro API

### 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:

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