

# Manitou Group API Store - How to get onboard



Version	Description	Date
V2.4	Connecting system to the API Developer Portal	Jul 24th 2023
V3.0	Revamping of the API Developer Portal into the API Store Addition of a new paragraph with connection from a service account	Sept 9th 2025
V4	Introducing of the access token (replace API Keys)	Feb 2026

**Description :** this document provides information on how to connect to the Manitou Group API Store and its product offer. The following key steps are for customer IT teams to go live with their Manitou Group API solution upon agreement signature and terms & conditions acceptance.



**NOTE :** changes from the previously published version of this document are marked with the “new” symbol in the margin.

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## Preamble

This onboarding process is dedicated to connecting to the API Store.

For that, you need to create a service account. A service account is an account dedicated to accessing Manitou group API Store by you or your external service providers (integrator, web agencies, etc.).

This new type of account has been set up to allow access to Manitou group API Store while maintaining a high level of security.

Manitou Group API Store is a data service in the form of APIs (Application Programming Interface) that provides the Customer access to protected resources, in coherence with the Customer's service level of subscription.

These APIs provide a wide range of features that help improve efficiency and productivity. All the features rely on the principles of RESTful APIs, which consider every accessible item as a resource with its unique id that can be used and reused.

Each API serves a specific set of information, but shares common features of results paging, attribute filtering, records sorting. All these features are described with examples in this document.

This documentation introduces the user to Manitou Group API Store's security and access design. Another documentation is provided to the user, to explain the API usage and how to get the desired information from which API endpoint. It should be read after the present documentation.

# 1. HOW TO ACCESS TO THE API STORE

To access the API Store, you need to create a service account in the User Admin. Before that, you have to create an email address and delegate access rights to your provider if needed.

This email will be used as:

- The email of the Service account in the user admin
- The login to initiate the connection to the API Store
- The email to receive the code to finalize your connection to the API Store
- Moreover, this email will be used to communicate with you concerning the evolutions of the API Products you have subscribed to.

Please follow the different steps below to create your service account.

## 1. Prepare your service account with email and delegation to email if needed

For all users of the API Store, a service account needs to be created by a Manitou Group representative (dealer, rental, key account).

This service account allows you to connect to the API Store.

For that, the Manitou Group representative needs to have the rights to create a service account (given by his administrator) and prepare an email address beginning with 'svc.'. This email will be used in your service account creation and will be your login to connect to the API Store AND your email address to receive all the information and evolutions about the products you subscribed to.

Naming rules:

If the customer has an integrator

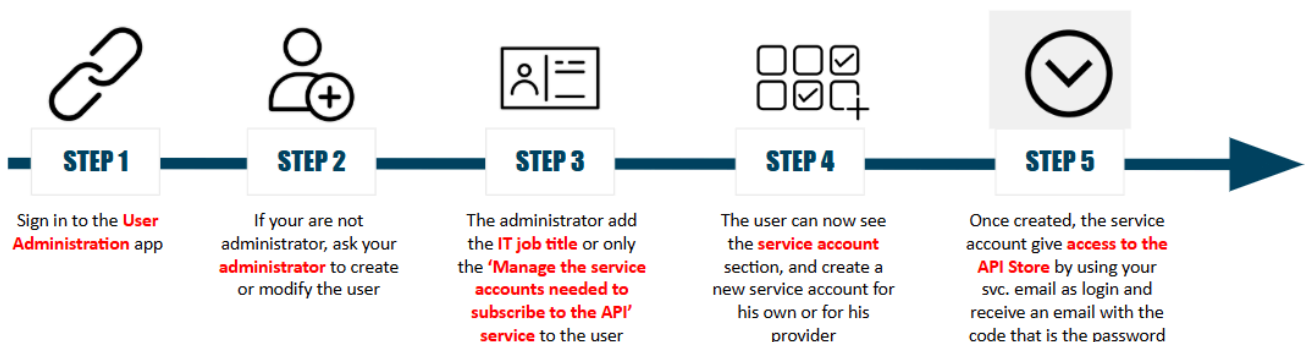
[svc.integrator@customer.xxx](mailto:svc.integrator@customer.xxx)

Next, you can create a delegation so that your integrator can access this mailbox.

If the customer has no integrator and creates a service account for himself

[svc.customer@customer.xxx](mailto:svc.customer@customer.xxx)

## 2. Create your service account from the User Admin



## 2.1. How to give the rights to create a service account in the User Admin?

Once you are logged in to the User Admin, you need to have a profile with the 'IT service'. Only your administrator can add this service in your profile.

In the case of an existing user who already has a job title (screen 1), your administrator can add a new service in the ADD OR REMOVE SERVICES section (screen 2).

This new service is called 'Manage the service accounts needed to subscribe to the API'.

### Screen 1

**JOB TITLE**

Please choose the job title that best represents the user's position in your company

<p><b>General manager</b></p> <p><input type="radio"/> General Manager / Agency Director</p>	<p><b>Marketing</b></p> <p><input checked="" type="radio"/> Marketing staff</p>
<p><b>Sales</b></p> <p><input type="radio"/> Sales Director</p> <p><input type="radio"/> Sales Representative</p> <p><input type="radio"/> Sales Administrator</p>	<p><b>After-sales service</b></p> <p><input type="radio"/> After-sales service manager</p> <p><input type="radio"/> After sales service administrator</p> <p><input type="radio"/> Travelling technician</p> <p><input type="radio"/> Workshop technician</p>
<p><b>Spare parts</b></p> <p><input type="radio"/> Spare parts manager</p> <p><input type="radio"/> Spare Parts Administrator</p> <p><input type="radio"/> Spare Parts Sales Representative</p> <p><input type="radio"/> Technician / Spare Parts Employee</p>	<p><b>IT</b></p> <p><input type="radio"/> IT <small>If manager who needs settings to interface the information system with those of the Manitou Group</small></p> <p><b>Other</b></p> <p><input type="radio"/> Other</p>

**!/\ Please note that if you change the job title to "IT", your previous services will no longer be selected**

**ADD OR REMOVE SERVICES**

**Screen 2**

**Sales (Equipment, Accessories, Parts, Services) and Marketing**

- Configuration and quote: Equipment and services
- Order: Equipment and Services
- View: Parts and Accessories ⚠ Some apps are not available
- Order: Parts and accessories ⚠ Some apps are not available
- Documentation and marketing tools ⚠ Some apps are not available

**After-sales and services**

- Fleet management ⚠ Some apps are not available
- Fleet repair and maintenance
- Fleet maintenance
- Use of machines
- Request and manage technical interventions (Customer Service Platform) 🔒 Service not available

**Administration and access management**

- User and access management
- Manage the commercial activity of the dealership ⚠ Some apps are not available
- Manage the service accounts needed to subscribe to the API

In the case of a new user, your administrator just need to add the 'IT' Job Title.

**JOB TITLE**

Please choose the job title that best represents the user's position in your company

**General manager**

- General Manager / Agency Director

**Sales**

- Sales Director
- Sales Representative
- Sales Administrator

**Spare parts**

- Spare parts manager
- Spare Parts Administrator
- Spare Parts Sales Representative
- Technician / Spare Parts Employee

**Marketing**

- Marketing staff

**After-sales service**

- After-sales service manager
- After-sales service administrator
- Traveling technician
- Workshop technician



**IT**

- IT  
IT manager who needs settings to interface the information system with those of the Manitou Group

**Other**

- Other

In that case, the 'Manage the service accounts needed to subscribe to the API' service will be selected by default as unique service available.

**ADD OR REMOVE SERVICES**

**Sales (Equipment, Accessories, Parts, Services) and Marketing**

- Configuration and quote: Equipment and services ▼
- Order: Equipment and Services ▼
- View: Parts and Accessories ▲ Certaines apps ne sont pas disponibles ▼
- Order: Parts and accessories ▲ Certaines apps ne sont pas disponibles ▼
- Documentation and marketing tools ▲ Certaines apps ne sont pas disponibles ▼

**After-sales and services**

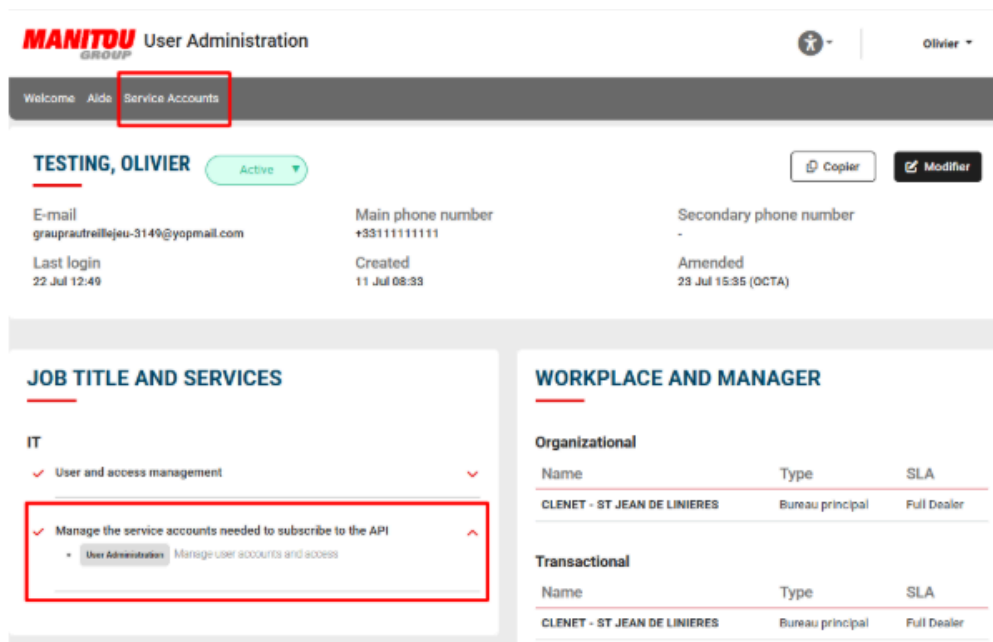
- Fleet management ▲ Certaines apps ne sont pas disponibles ▼
- Fleet repair and maintenance ▼
- Fleet maintenance ▼
- Use of machines ▼
- Request and manage technical interventions (Customer Service Platform) 🛑 Service non disponible ▼

**Administration and access management**

- User and access management ▼
- Manage the commercial activity of the dealership ▲ Certaines apps ne sont pas disponibles ▼
- Manage the service accounts needed to subscribe to the API ▼

## 2.2. How to create a service account in the User Admin?

Once you have this new service, the user can see the 'Service account' section in the User Admin.



The screenshot shows the 'MANITOU User Administration' interface. The 'Service Accounts' menu item is highlighted with a red box. Below the user profile for 'TESTING, OLIVIER', there are two sections: 'JOB TITLE AND SERVICES' and 'WORKPLACE AND MANAGER'. In the 'JOB TITLE AND SERVICES' section, the option 'Manage the service accounts needed to subscribe to the API' is highlighted with a red box. The 'WORKPLACE AND MANAGER' section contains two tables: 'Organizational' and 'Transactional', both listing 'CLENET - ST JEAN DE LINIERES' as a 'Bureau principal' with a 'Full Dealer' SLA.

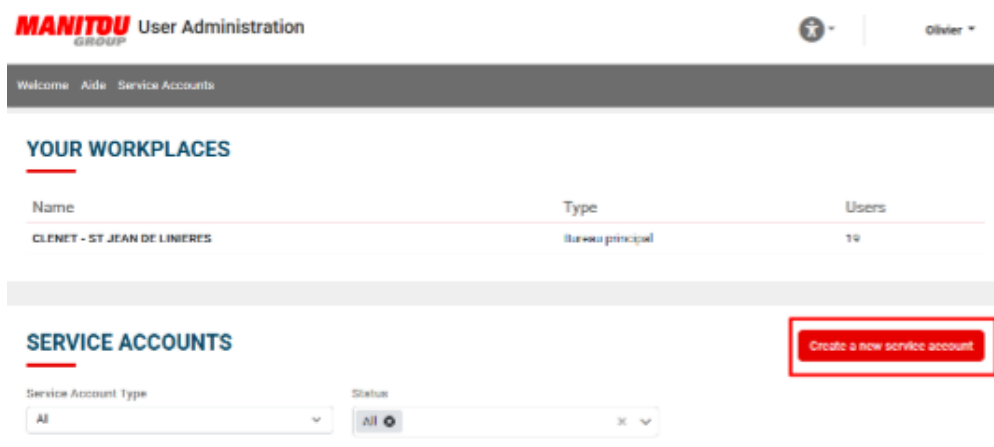
Thanks to this new section in the menu, you can create a service account.

1. Click on the 'Service account' menu.



This screenshot shows the 'MANITOU User Administration' interface with the 'Service Accounts' menu item highlighted by a red box.

2. Click on the button 'Create a new service account'



This screenshot shows the 'MANITOU User Administration' interface with the 'Service Accounts' section. The 'Create a new service account' button is highlighted with a red box. Below the button, there are filters for 'Service Account Type' (set to 'All') and 'Status' (set to 'All').

Complete the fields required.

Name the service account

! Create an email starting by 'svc.' according this naming rule:  
[svc.integrator@customer.xxx](mailto:svc.integrator@customer.xxx)

(This email address should be created by the Manitou Group's customer before the service account creation in the User Admin. Then, a delegation can be done to the integrator).

Choose your Language

(The API Store is currently available in english)

Choose your Workplace

Select your API Manager

Validate the new service account

### 2.3. How to deactivate a service account?

If you need to deactivate your service account, change the status of the service account from 'Active' to 'Disabled' to deactivate the service account.

Then, this service account will not have access to the API Store.

Name	Type	Users
SVC MAQUINARIAS SUCURSAL - TEMUCO	Agency	1

Service account name	Status	E-mail	Associated branch(es)	Amended*
SVC-SVC-TEST-COLUMBE	Active	svc.test@temuco.com	SVC MAQUINARIAS SUCURSAL - TEMUCO	29 Aug 18 12



Name	Type	Users
SVC MAQUINARIAS SUCURSAL - TEMUCO	Agency	1

Service account name	Status	E-mail	Associated branch(es)	Amended*
SVC-SVC-TEST-COLUMBE	Disabled	svc.test@temuco.com	SVC MAQUINARIAS SUCURSAL - TEMUCO	29 Aug 18 12

**Takeaways:**

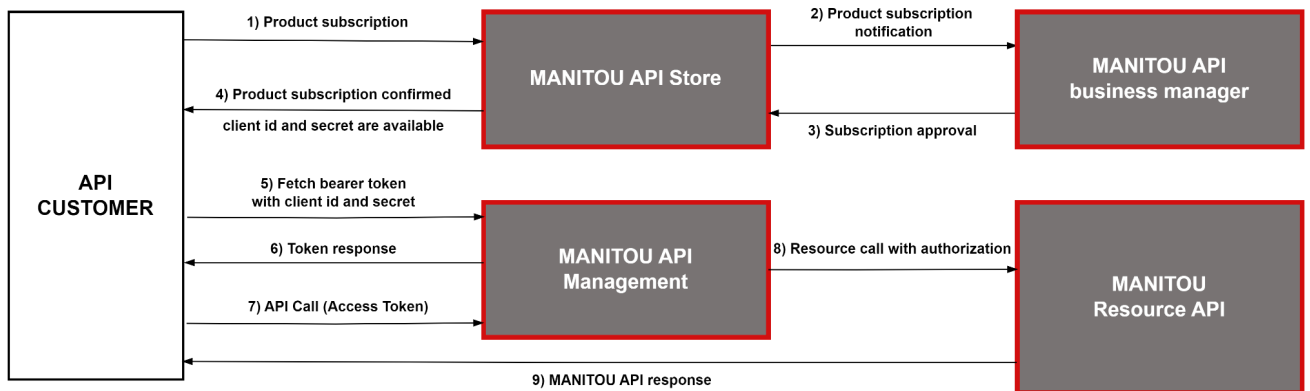
1. Thanks to the service account, you can connect to the API Store:  
<https://apiportal.manitou-group.com/>
2. To create a service account, you need an IT job title and use an email beginning by 'svc.', respecting the following naming rule: svc.integrator@customer.xxx. This is your login to connect to the API Store (This email address should be created by the Manitou Group's customer before the service account creation in the User Admin. Then, a delegation can be done to the integrator).
3. A code will be sent on your 'svc.' email as a password during the connection to the API Store.
4. This email is also used to send you information and updates about the products you subscribe to on the API Store.

## 2. HOW TO ONBOARD PRODUCTS WITH A SERVICE ACCOUNT

**Overview of the authorization process**

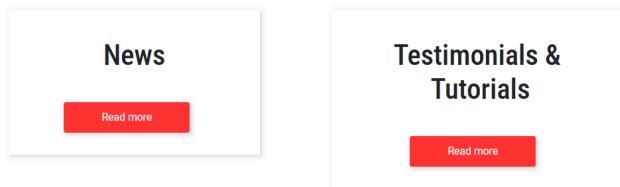
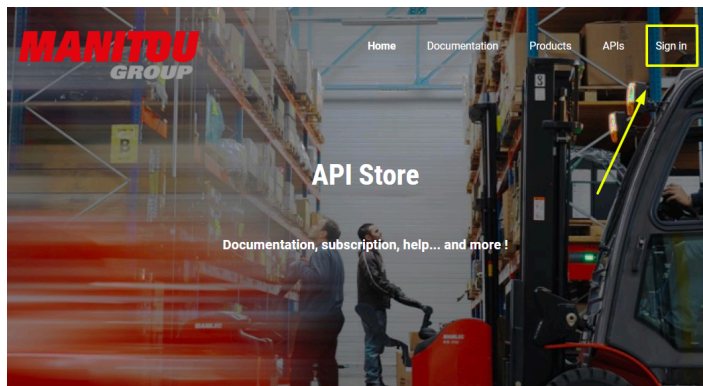
The following schema sums up the order of every step needed to interact successfully with Manitou Group API Store.

Each will be described further down in this document.

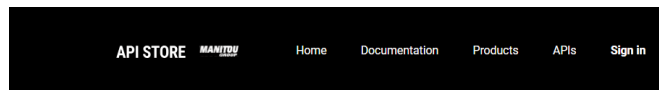


# 1. Step 1 : Connect to the Manitou Group API Store with your service account

Once you have your 'svc.' email and the service account associated with, you can connect to the [API Store of Manitou Group](#) and click on the 'Sign in' button

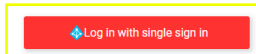


Then, click the 'Log in with single sign in' button (the right section is reserved for service accounts. The other 'sign in' section on the right of the screen will be removed in 2026).



## Please log in

### For service account users



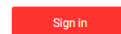
Don't have access ? Please contact your dealer's IT manager.  
The SSO login appears in a separate window.

### For users with individual email addresses

Please sign in with your personal or work email (not a service account)

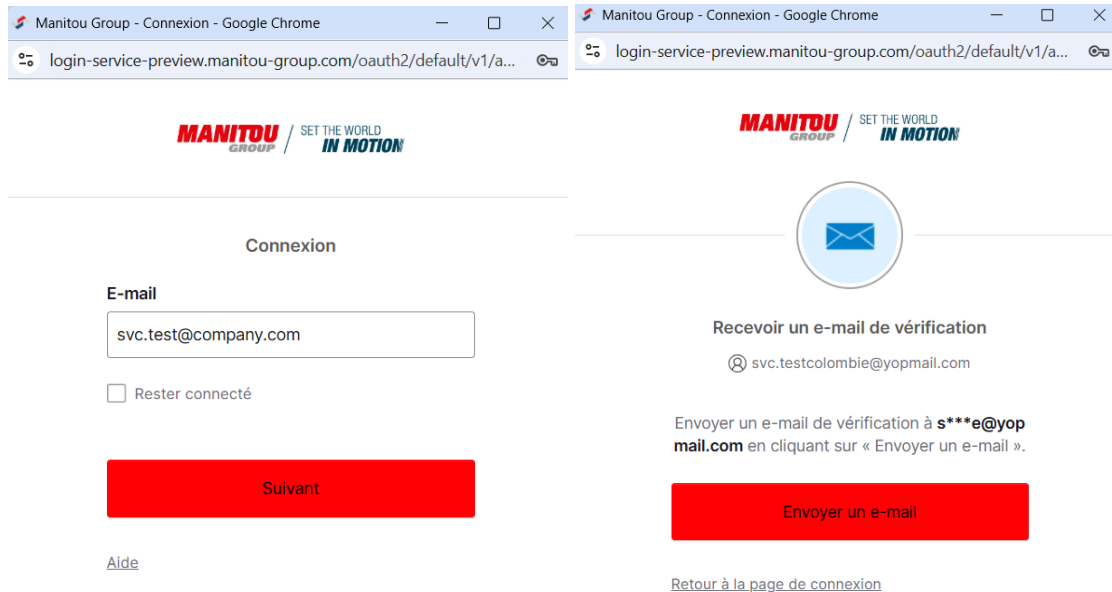
Email \*

Password \*



[Forgot your password ?](#)

Use your 'svc.' email as login. You will receive a code on this email to finalize the connection.



## 2. Step 2 : Subscribe to a Manitou Group API product

The API Store delivers different services, which are available as Products. A Product delivers access to a defined set of APIs, applying an access restriction and usage policy that matches a defined level of service.

A Customer can request a subscription to any Product at any time.

For all the API products, you have to accept the terms of use when you connect the first time to the API Store.

### Product subscription request

From the Manitou Group API Store, access to the "[Products](#)" page.

The Products page lets the Customer explore the description of each product. Choose the product you wish to subscribe to and click on it.

## Products

Here are all the currently available API service offers. Click a Product name to know more about

Name	Description
<a href="#">Connected Solutions - Level 1 : Operational</a>	<p>This is the 1st level of Connected Solutions outgoing data service.</p> <p>Subscribing users get access to machine referential data (through connected-machine API) and to machine state data (through machine-state API).</p> <p>Usage is restricted to one call every ...</p>
<a href="#">Connected Solutions - Level 2 : Monitoring</a>	<p>This is the 2nd level of Connected Solutions outgoing data service.</p> <p>Subscribing users get access to : machine referential data (through connected-machine API) ; machine state data (through machine-state API) ; sensor state data (through sensor-state ...</p>
<a href="#">Connected Solutions - Level 3 : Analytics</a>	<p>This is the 3d level of Connected Solutions outgoing data service.</p> <ul style="list-style-type: none"> <li>• machine referential data (through connected-machine API)</li> <li>• machine state data (through machine-state API)</li> <li>• sensor state data (through sensor-state API)</li> <li>• analytics information (through ma...</li> </ul>
<a href="#">Machine &amp; Attachment Information</a>	<p>Find the data to enrich your websites with Manitou Group machine and attachment data</p>

Once on the product page, you can request a subscription. This is the screen that appears if you're not signed in to the API Store. Make sure to sign in with the service account created at step 1.

## Please Sign-in

### For service account users

Don't have access ? Please contact your dealer's IT manager. The SSO login appears in a separate window.

### For Connected Solutions Users

Please remember not to use a service account but to connect with your personal/professional account

Email \*

Password \*



[Forgot your password ?](#)

Type in the name for your subscription then click the “Subscribe” button.

**Machine & Attachment Information**  
Find the data to enrich your websites with Manitou Group machine and attachment data

**Your subscriptions**  
You dont have subscriptions yet.

*⚠ When creating a new subscription, please respect the following naming convention : [Data collector company name] - Customer company name - Product name*

Provider 1 - Customer A - Machine & Attachment Info **Subscribe**

**APIs in the product**

Search APIs

Name	Description
machine & attachment information - v1	Data to power your websites (machine and attachments pages). Among the possibilities offered by this API are: <ul style="list-style-type: none"><li>machine pages: visuals, data, and brochures,</li><li>attachment pages: visuals, data, and brochures</li><li>compatibility between machines and attachments ...</li></ul>

⇒ **NOTE** : as a good practice, the name of the subscription should be explicit enough to clearly identify the Customer company and, when it exists, the data collector company.

For example, in the case where the Customer company is autonomous in using the Manitou Group API Store, the subscription should be named “Customer company name - XXX”.

If the Customer company uses the services of a data collector company, the subscription should be named “Data collector company name - Customer company name - XXX”



If the subscription request is successful, your user profile page will appear, showing a new line in the “subscriptions” section.

## User profile

### Account details

Email	svc.testmai@yopmail.com
First name	SVC
Last name	SVC TEST MAI
Registration date	03/10/2026

[Close account](#)

### Subscriptions (Access Token)

No CIAM applications found.

### Subscriptions (API Key)

Subscription details	Product	State	Action
Name	Provider 1 - Customer A - Machine & Attachment Information	Rename	Machine & Attachment Information
Requested on	03/10/2026	Submitted	Cancel

You will need a subscription key to perform API calls later on.

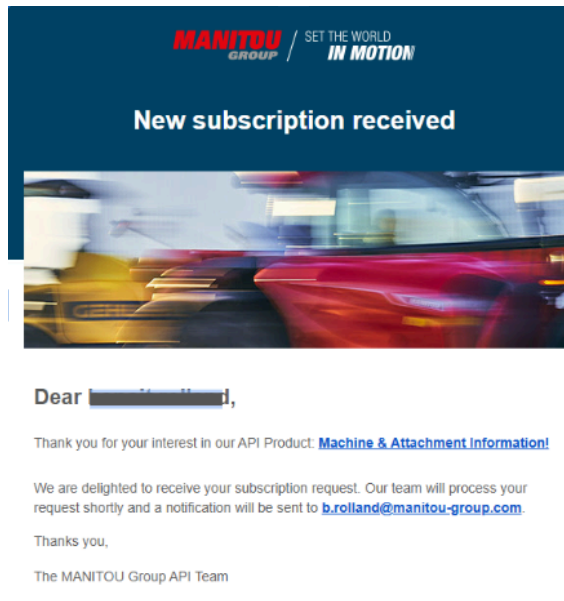
For each of your subscriptions, a pair of primary and secondary keys is generated (secret 1 and secret 2). Only you can access these subscription keys, one of which will be required to perform API calls.

⇒ **NOTE** : You can regenerate any of these keys if you think they have been compromised. When regenerating one key, you can still be calling APIs using the other one.

⇒ **NOTE** : The subscription request must be approved for the keys to be used to call APIs.

## Product subscription request notification

You will receive an email notifying you of your request for a product subscription.



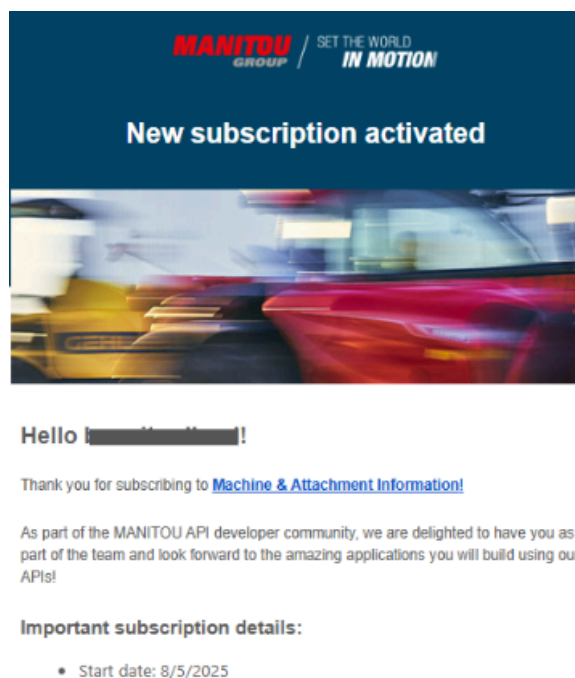
## Subscription approval

The Customer subscription will be accepted by the business team as soon as every part of the service agreement is in good order.

In some cases, the agreement may have been prepared in advance, so the operation will be really fast.

## Product subscription confirmed

This is the email you'll receive on your 'svc.' email, confirming your subscription has been accepted by the business team and is now active.



You can now retrieve the client id and client secret in 'My profile' section (secret 1 and secret 2).



## User profile

### Account details

Email	svc.testmai@yopmail.com
First name	SVC
Last name	SVC TEST MAI
Registration date	03/10/2026

[Close account](#)

### Subscriptions (Access Token)

Application Details	Product	Status
ID	0oad7y8kitD94CmNC0x7	Provider 1 - Customer A - Machine & Attachment Information
Label	API_provider1CustomerAMachineAttachmentInformation_partner-	
Client ID	0oad7y8kitD94CmNC0x7	ACTIVE
Secret 1	.....	<a href="#">Show</a>   <a href="#">Refresh</a>
Secret 2	.....	<a href="#">Show</a>   <a href="#">Refresh</a>

### Subscriptions (API Key)

Subscription details	Product	State	Action
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You don't have subscriptions.

## 3. Step 3 : Calling APIs



### API Call (Access Token)

The authentication with access token follows the OAuth 2.0 authorization framework with "client credentials" grant type, that requires accessing the token by calling a token endpoint that follows the basic access authentication method. You can have access to the token for your application by following the instructions below.

First, your application needs to compute the base64 from the client id and client secret you got from our API Store. Refer to the documentation of your application programming language in order to generate a base64 encoded string. Don't forget to add the colon **:** between the client id and the client secret before encoding.

```
BASE64._ENCODE ("CLIENTID : CLIENT_SECRET")
```

Then, you are able retrieve the access token by calling the dedicated token endpoint as follows.

<b>Token endpoint</b>	https://api.manitou-group.com/v1/token
<b>Headers</b>	Authorization: Basic {base64} Content-Type: application/x-www-form-urlencoded
<b>Body</b> (in x-www-form-urlencoded format)	grant_type=client_credentials&scope=Products

CURL command for a quick test if you need to.

Shell

```
curl -X POST https://api.manitou-group.com/v1/token \
  -H "Authorization: Basic {base64}" \
  -H "Content-Type: application/x-www-form-urlencoded" \
  -d "grant_type=client_credentials" \
  -d "scope=Products"
```

You will have a JSON response

JSON

```
{
  "token_type": "Bearer",
  "expires_in": 3568,
  "access_token": "eyJ[...]",
  "scope": "Products"
}
```

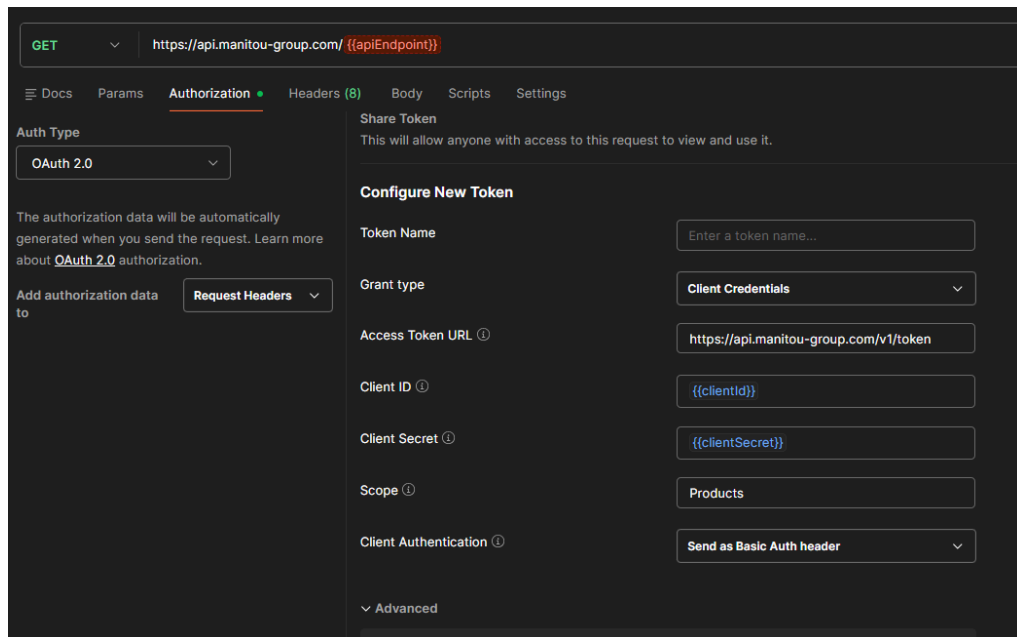
You can then call any endpoint of the API by accessing the `access_token` property by using it as a Bearer token authorization header.

Parameter name	Type	Mandatory	Usage
Authorization	Header	yes	Bearer ey...

## OAuth 2.0 authentication with POSTMAN

You can also configure POSTMAN for OAuth 2.0 to test our APIs by letting the tool do the work for any API you want to try. You need to set the Auth Type to OAuth 2.0, then you need to set the settings correctly to ensure the token is generated using the compliant method. At this point, you can just click *Send* to test the endpoint and check if it works.

If you want to try your token access before calling the endpoint, you can try fetching the token only by clicking the *Get New Access Token* button at the bottom of the Authorization setting page by scrolling down.



## API call (Subscription Key)

You can use the subscription key as follows.

Parameter name	Type	Mandatory	Usage
Ocp-Apim-Subscription-Key	Header	yes	Customer subscription key (primary or secondary)

## 4. Confidentiality reminder

Take care of your subscription keys : **these are the keys to your API data !**

→ don't share them by email,

→ don't write them down,

→ keep them unknown from every people that don't specifically need them.

**If you think the confidentiality of these informations have been compromised, remember to notify Manitou Group as soon as possible.**

**As a good practice, we recommend you use a dedicated password vault software to store these keys, and remove any written record of it from anywhere else.**

**We also remind you that the Manitou Group API Store lets you renew secret keys anytime you want, without a need for Manitou Group to intervene:** just go to your user page, then to the subscriptions section, and select "renew" near the subscription key that needs renewal. You'll get a fresh new set of keys, and the old ones will be permanently disabled. That's it !