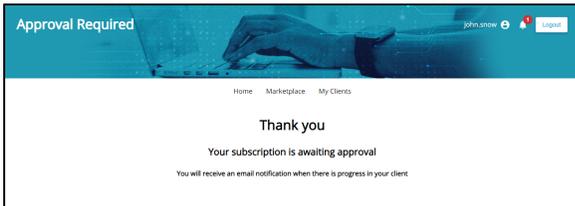


Handling Approval Requests

If a user wants to consume a private API, he must first register for it (refer to [Creating a Contract](#)). If approval is required for the plan he wants to subscribe to, the user has to wait for an API Management user with approval authorization to answer his request. On this page, we explain the approval process and its options.

i Users with profile `api_management_admin`, so-called "superadmins" (refer to [Administration](#)), bypass the approval process: Their requests do not need to wait for approval but are effective directly.



If a user has signed up for a plan that needs approval, a corresponding note is displayed when he finishes the signup wizard.



He will also get a notification in the API Developer Portal (refer to [Notifications](#)).

The user must now wait for his request to be processed.

 ACME Corp.

 ACME Support Manager 

ACME Support Manager API

1 Pending Approvals

1 Active Contracts

At the same time, the open approval request is displayed in API Management:

- On the tile and details page of the related API.

On this Page:

- [Answering an Approval Request](#)

Related Pages:

- [Contracts](#)
 - [Creating a Contract](#)
 - [Deleting a Contract](#)
- [APIs](#)
- [Clients](#)
- [Plans](#)

The screenshot shows the John.Snow interface for a client named 'WINTER & PARTNERS'. At the top left is the John.Snow logo. Below it, the client name 'WINTER & PARTNERS' is displayed with a small icon to its right. Underneath the name, it says 'No description available'. At the bottom of the card, there are two buttons: '1 Pending Approvals' (highlighted with an orange border) and '1 Active Contracts'.

- On the tile and details page of the related client.

This screenshot shows the details page for 'WINTER & PARTNERS' in John.Snow. The page has a sidebar on the left with 'Overview', 'Contracts', 'Policies', 'Metrics', and 'Change Log'. The main content area is divided into several sections:

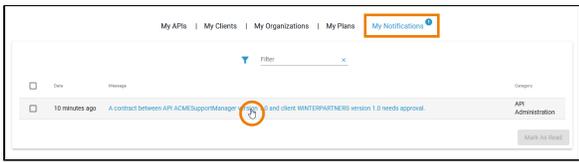
- Contracts:** A table with columns for API Organization, API Name (Internal), URL, and Status. One contract is listed with the status 'Awaiting Approval', which is highlighted with an orange box.
- API Key:** A section showing a key value and a note: 'This API key is valid for all contracts of this client service.'
- Attached Policies:** A section indicating 'No policies attached' with a link to 'Click here to attach a new policy'.
- Useful Information:** A section with two links: 'Pending Approvals' and 'Active Contracts'.

If the client has been created during the creation of the contract, the client is also in state **Awaiting Approval** (refer to [Creating a Contract](#) for details)

Answering an Approval Request

The screenshot shows the John.Snow interface for a client named 'ACME Corp.'. At the top left is the John.Snow logo. Below it, the client name 'ACME Corp.' is displayed with a small icon to its right. Underneath the name, it says 'ACME Support Manager API'. At the bottom of the card, there are two buttons: '1 Pending Approvals' (highlighted with an orange border) and '1 Active Contracts'.

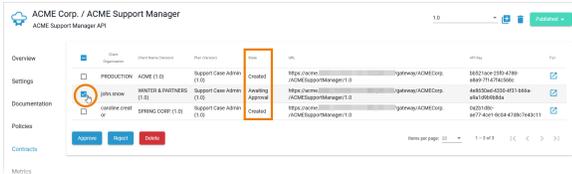
To handle an open approval request, the approver can click the **Pending Approvals** label on the API tile or details page.



Approver s are informed about open approval requests:

- via the **My Notifications** menu in API Management.
- via email notification.

Both notifications direct the approver via link to the **Contracts** tab of the API's details page.



Column **Status** indicates which contract is awaiting approval.

To handle an approval request, activate the contract (s) in state **Awaiting Approval**.

This will enable the three buttons at the bottom of the page.

Client Organization	Client Name (Company)	Plan (Contract)	Status	URL	API Key	API Key
<input type="checkbox"/>	PRODUCTION ADME (1.0)	Support Case ADMIN (1.0)	Created	https://acme1./ACMESupportManager1.0	gateway/ACMECorp	00521a0c-2078-4786-8949-7174746366c
<input checked="" type="checkbox"/>	john.smaw	WINTER 8 PARTNERS (1.0)	Support Case ADMIN (1.0)	Approved	https://acme1./ACMESupportManager1.0	46810294-4230-4231-9969-494119928564
<input type="checkbox"/>	caroline.creath	SPRING CORP (1.0)	Support Case ADMIN (1.0)	Created	https://acme1./ACMESupportManager1.0	04231189c-9c277462518044-4708217408217408217

Buttons: Approve, Reject, Delete

Items per page: 20 | 1 - 3 of 3 | < > >>

The enabled buttons indicate your options:

- Click **Approve** to allow the client to use the API. The requester is notified by email and gets a notification in his Developer Portal account.
- Click **Reject** to deny the request. The requester is notified by email and gets a notification in his Developer Portal account.

Contract Approval

Are you sure you want to approve the API signup request(s)?
The client version will be registered after approval.

Approve

Cancel

All possible actions must be confirmed in a separate pop-up window.

After contract approval, the client version is automatically registered.

Confirm Contract Rejection

Are you sure you want to reject the API signup request(s)?
Optionally, you can enter a rejection reason that will be sent out to the requester(s):

Rejection Reason

This is not part of the agreed contract with your company

Reject

Cancel

During contract rejection, you can specify a rejection reason. The reason is included in the email that is sent to the requester.

Check	Client Organization	Client Name	Plan	API	API Key	API Key	
<input type="checkbox"/>	PRODUCTION	ACME (1.0)	Support Desk ADMIN (1.0)	Created	https://api.acme.com/acme-support-manager/1.0	gahwag/ACMECorp	16021000-1000-4786-8648-79147162586c
<input type="checkbox"/>	QA/DEV/TEST	SPRING CORP (1.0)	Support Desk ADMIN (1.0)	Created	https://api.acme.com/acme-support-manager/1.0	gahwag/ACMECorp	76201000-1000-4786-8648-79147162586c
<input type="checkbox"/>	QA/DEV/TEST	SPRING CORP (1.0)	Support Desk ADMIN (1.0)	Created	https://api.acme.com/acme-support-manager/1.0	gahwag/ACMECorp	80774001-8004-4786-76426111-8648-79147162586c
<input type="checkbox"/>	QA/DEV/TEST	SPRING CORP (1.0)	Support Desk ADMIN (1.0)	Created	https://api.acme.com/acme-support-manager/1.0	gahwag/ACMECorp	86801000-1000-4786-8648-79147162586c

If the request has been approved, the contract is displayed as **Created** in the **Contracts** tab.

Check	Client Organization	Client Name	Plan	API	API Key	API Key	
<input type="checkbox"/>	PRODUCTION	ACME (1.0)	Support Desk ADMIN (1.0)	Created	https://api.acme.com/acme-support-manager/1.0	gahwag/ACMECorp	16021000-1000-4786-8648-79147162586c
<input type="checkbox"/>	QA/DEV/TEST	SPRING CORP (1.0)	Support Desk ADMIN (1.0)	Created	https://api.acme.com/acme-support-manager/1.0	gahwag/ACMECorp	76201000-1000-4786-8648-79147162586c
<input type="checkbox"/>	QA/DEV/TEST	SPRING CORP (1.0)	Support Desk ADMIN (1.0)	Created	https://api.acme.com/acme-support-manager/1.0	gahwag/ACMECorp	80774001-8004-4786-76426111-8648-79147162586c
<input type="checkbox"/>	QA/DEV/TEST	SPRING CORP (1.0)	Support Desk ADMIN (1.0)	Rejected	https://api.acme.com/acme-support-manager/1.0	gahwag/ACMECorp	86801000-1000-4786-8648-79147162586c

If a request has been rejected, the contract is removed from the list in the **Contracts** tab.