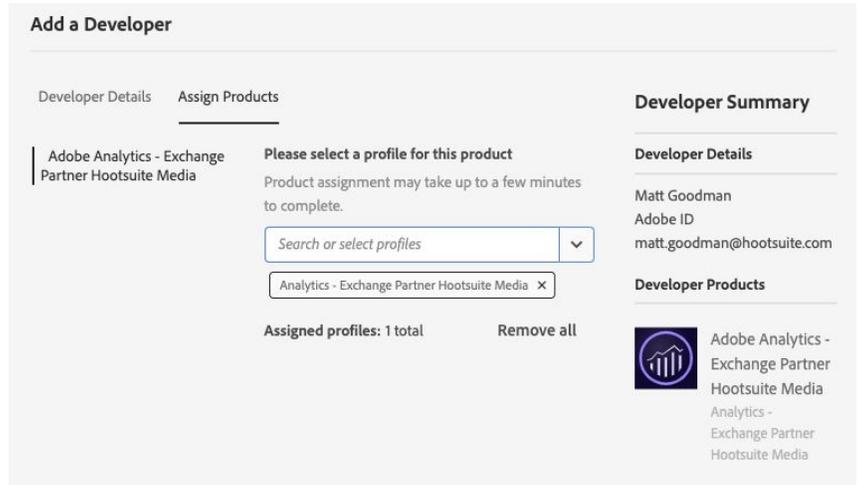


HOW IT WORKS

BEFORE YOU BEGIN

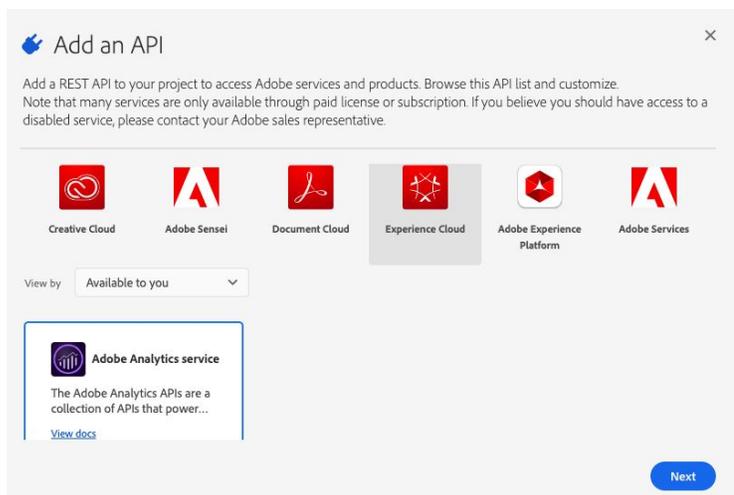
In order to change to the new JWT authentication method, please ensure the user's account has **developer access** for the correct Product Profile in Adobe Analytics. If they already have developer access, this part can be skipped

1. In the [Admin Console](#), navigate to the Overview tab.
2. Click **Add Developers** on the required product card(s).
3. Add the developer's information in **Developer Details**.
4. Assign Products by selecting one or more product profiles from the drop-down list.
5. After you've added the developer to all the required product profiles, click **Save** and you're ready.



INSTALLATION - JWT AUTH

1. Head to your [Adobe Developer Console](#) and create a new project. Select **Add API** and choose **Adobe Analytics service**, then select **next**.



2. Choose **Service Account (JWT)** as the type of authentication you need. Click **next**.

Choose type of authentication you need

A Service Account integration allows your application to call Adobe services on behalf of the application itself, or on behalf of an enterprise organization. [Learn more](#)

SERVER-TO-SERVER AUTHENTICATION

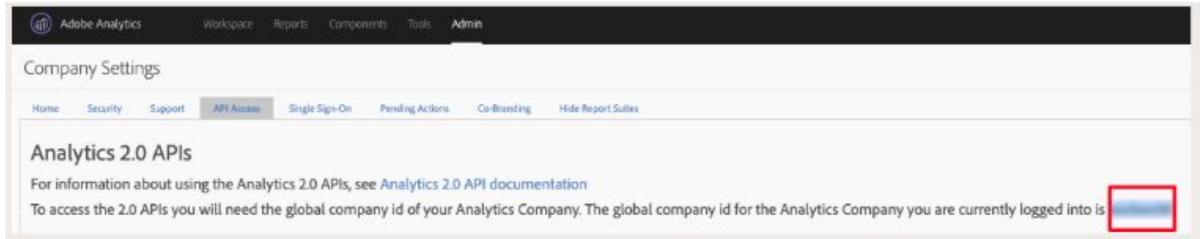
Service Account (JWT)

A Service Account integration allows your application to call Adobe services on behalf of the application itself, or on behalf of an enterprise organization. [Learn more](#)

3. Select **Option 1: Generate key pair** and you will download a file named **config.zip**. This file contains your Public Key Certificate and your **Private Key**.
4. Select which *product profile* you would like to map the API to. Click **save**.
5. You will be directed to your project's Adobe Analytics service page. In the left navigation, head to **Service Account (JWT)** under Credentials. Here you will find details of your new integration! *You will need the Client ID and Client Secret from this step for Impact.*

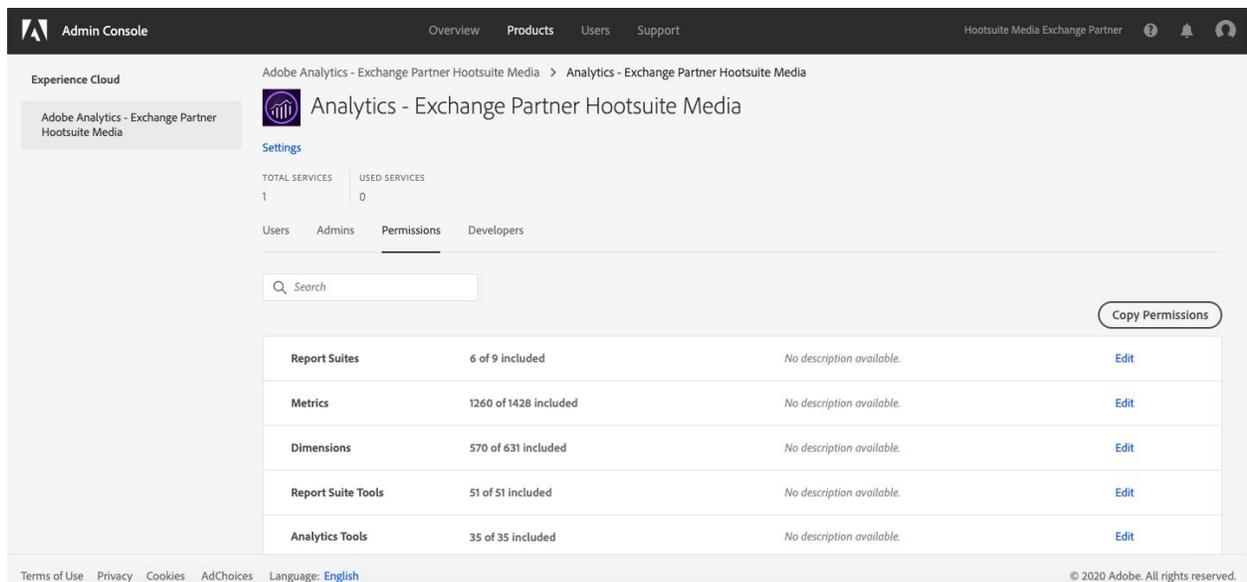
The screenshot displays the Adobe Developer Console interface for a Service Account (JWT) configuration. The page is titled "Service Account (JWT)" and includes a navigation menu on the left with options like "Project overview", "Insights", "CREDENTIALS", "Service Account (JWT)", "APIS", "I/O Management API", and "Experience Platform API". The main content area is divided into "Credential details" and "Generate JWT" tabs. Under "Credential details", there are fields for CLIENT ID, CLIENT SECRET (with a "Retrieve client secret" button), TECHNICAL ACCOUNT ID, TECHNICAL ACCOUNT EMAIL, and ORGANIZATION ID, each with a "Copy" button. At the bottom, there are fields for PUBLIC KEY and EXPIRATION DATE (set to Apr 22, 2021), with buttons for "Add a public key" and "Generate a public/private keypair". On the right side, there is a "Connected products and services" section showing "I/O Management API" and "Experience Platform API", each with a "Remove" button and a "Connect another service" button at the bottom.

- Try it out by going to the **Generate JWT** tab. Find your private key (private.key) file on your computer and copy the entire contents of the file into **Paste Private Key**. If done correctly, you will have a Generated JWT and Sample CURL command. *You will need the JWT Payload and Private Key from this step for Impact.*
- To get your **Global Company ID**, head to Adobe Analytics. In the top bar, under **Admin**, click on **Company Settings**. A secondary nav bar will appear, click on **API Access**. Your Global Company ID is in **bold**.



SETTINGS

Ensure the customer's Adobe Experience Cloud needs to have **web service access** permission enabled for their reporting suite. To check, **they will need admin access to see the admin console**. Head to **Products** and select the product profile that will be receiving social data from Hootsuite Impact. You will need to go to the permissions tab.



Select **Edit** for Analytics Tools. Make sure **Web Service Access** is in the **Included Permission Items** box. Hit **save** when finished.

Edit Permissions for Analytics - Exchange Partner Hootsuite Media

Report Suites
Metrics
Dimensions
Report Suite Tools
| Analytics Tools

Available Permission Items

Search + Add all

All permission items are included.

Included Permission Items (35)

Search X Remove all

Current Data	X
Ad Hoc Analysis License Users	X
Mobile App Admin	X
Web Service Access	X
Report Builder	X
Analysis Workspace Access	X
Reports & Analytics Access	X
Analysis Workspace: Save As Template	X