Engaging Networks Public API
A setup guide for clients working with agencies

Public Tokens

What is a public token?
A public token is a string of unique characters that act as a key for external applications to connect to a clients account on the Engaging Networks platform. Only one public key can be generated for each account, and data that is accessible via a public key is aggregated non identifiable data.

What are public tokens used for?
Typical use cases for a public token are, creating a 'counter widget' for your website to show social proof of how many participants you have for an action, or a roll call of recent donations made.

How do I generate and access my public token?
To generate a public token you will need to be logged in to your Engaging Networks account as a Super Admin. Once logged in navigate to Hello Menu > Account Settings > Tokens. You can then copy the public token from the list displayed.

You can refresh or delete a public token at any time, however if any applications are using the current token they will stop working until the new token is updated in the application

Delivering your public key to an agency.
If you are working with an external agency they may ask you to generate a public token for them so they can work on your project. When sending tokens to any 3rd party it is always a good idea to deliver it securely so that only you and the agency employee know what the key is.

Do not send tokens through plain text email or any other form of unencrypted communications.

You could for example add the token into a text file, zip up the text file with a password and email the zip file to your agency. Then use an alternative method such as SMS or WhatsApp to send your agency the password to unzip the file you sent via email.

You can also use a service such as onetimesecret.com to deliver your token.

Need assistance? Contact Engaging Networks Support at
support@engagingnetworks.community