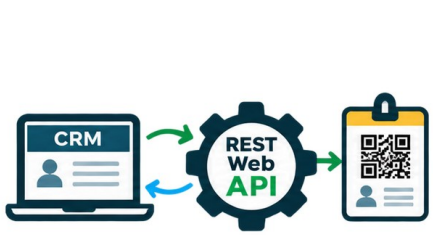
INTEGRATION BROCHURE

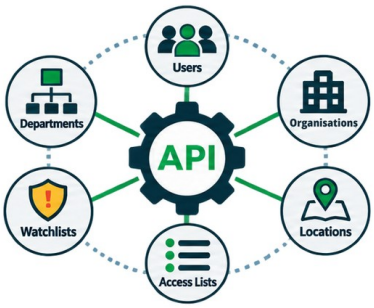
EvTrack REST API and Webhook Integration

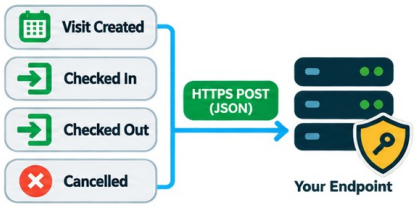
Connect visitor management and access control to the systems you already run.

EVTRACK

EvTrack opens its visitor management and access control platform to your own software in two ways. The **REST Web Services API** lets your systems create and manage visitors, people, credentials and reference data in EvTrack. **Webhooks** work in the other direction: EvTrack tells your systems the moment a visit or registration changes.







REST Web API
Pre-register visitors, manage invitations and temporary access credentials

Enterprise Integration
Keep users, organisations, departments, locations and watchlists in step, and read access control lists

Visit and Registration Webhooks
Real-time events to your endpoint with optional HMAC-SHA256 signing

What you can do with the API

Invitations and visits
Create, update and cancel visitor invitations, move a visit through its statuses from expected to checked out, and read its events and current status.

Registrations
Read, create, approve and decline registrations, and send pre-registration invitations.

People and users
Create, update and search personnel and user accounts, with their groups and roles. Enable or disable a user.

Credentials
Issue and manage what a reader recognises: RFID card, PIN, face, licence plate, QR code or mobile credential.

Watchlists
Maintain watchlists and their entries, and run a match check against them.

Organisation data
Keep locations, organisations, departments, cost centers and visit reasons in step with your own systems.

Access control
Read access control lists and access control points, trigger a point, and submit a card or QR code through the virtual reader interface.

Photos, files and vehicles
Upload a photo for a person, read photos and thumbnails, and manage vehicles.

Built for secure integration

API keys with permissions
Every call carries an API key. Each key is granted only the read and write permissions its integration needs.

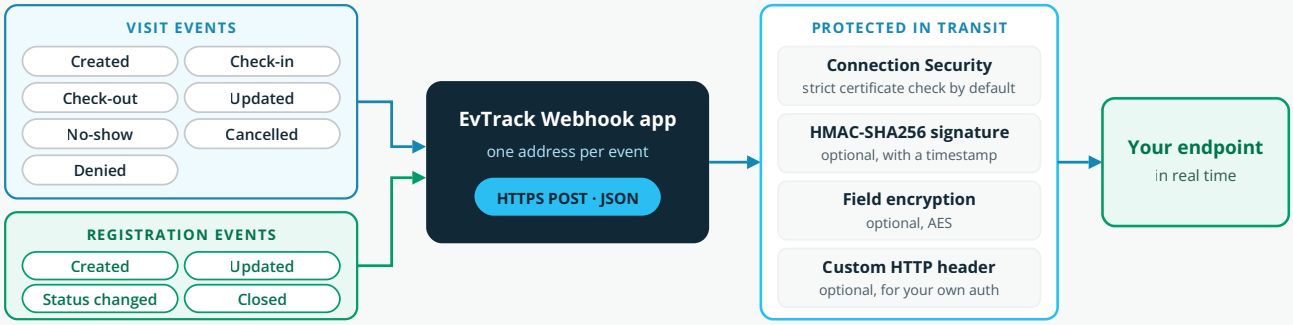
One key, one system
A key can only read or change records that belong to its own system.

No internal identifiers
Every record is addressed by a UUID. Internal numeric identifiers are never accepted or returned.

Fair-use rate limiting
Requests are metered per API key, with a standard Retry-After response when a limit is reached.

Real-time events to your endpoint

Add a Webhook app in EvTrack and enter an address for each event you want to receive. EvTrack then posts a JSON copy of the visit or registration to your endpoint whenever that event happens. An event with no address is simply not sent.



One app, eleven events. Seven visit events and four registration events. Each has its own address and is delivered over the connection security you choose.

Visit events

Visit created
A visit is created: an invitation, a pre-registration or a walk-in.

Visitor check-in
The visitor checks in. The time of the first check-in is included.

Visitor check-out
The visitor checks out. The check-out time is included.

Visit updated
The visit is edited, or the visitor moves to on site, in parking or hosted.

Visit no-show
The visit is marked as a no-show.

Visit cancelled
The visit is cancelled.

Visit denied
The visit is denied. The reason is included when one was given.

Protecting every delivery

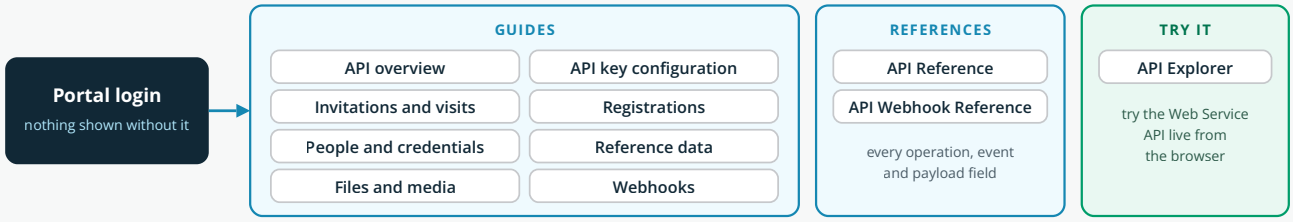
Connection Security
Choose how EvTrack connects. HTTPS with Strict Verification is the default for a new app and checks the certificate and host name of your endpoint.

Signed requests
Add an HMAC key and every request carries an HMAC-SHA256 signature and a timestamp, so your endpoint can verify the sender and reject replays.

Encrypted fields
Optionally encrypt personal, contact, credential and invitation fields with AES before they leave EvTrack.

Your own header
Optionally add a header of your own, such as an Authorization token, to every request.

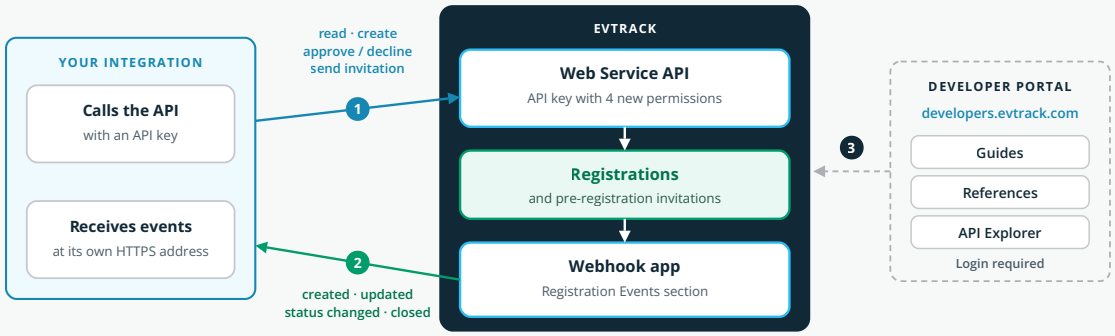
Developer portal



developers.evtrack.com carries step-by-step guides, the full API Reference and API Webhook Reference, and an API Explorer that runs real calls against your own system with your own API key. The portal is open to logged-in developers only.

Registrations in the API and in webhooks

Integrations can now **read, create, approve and decline registrations** and **send pre-registration invitations** through the Web Service API, and a Webhook app can be told when a registration is **created, updated, changes status or is closed**.



How the new pieces fit together. 1 An integration calls the Web Service API with a key that carries the registration permissions. **2** A Webhook app tells it when a registration changes. **3** The developer portal documents both.

Four new permissions on an API key

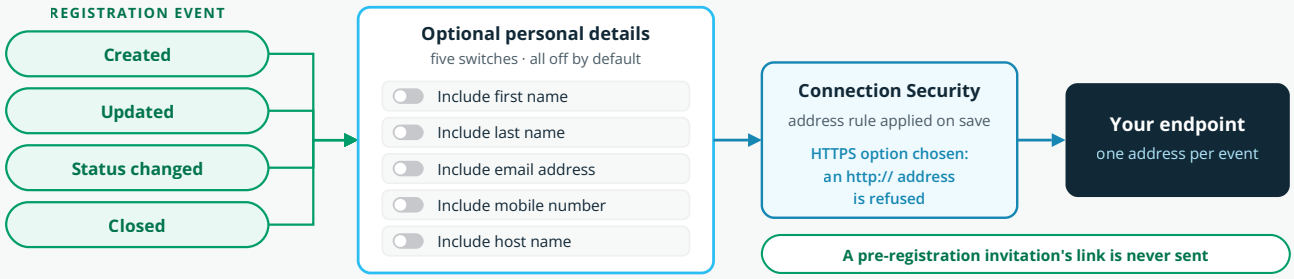
Configuration › System Settings › Web Service API › Add

NEW PERMISSION	ALLOWS
☐ **Registrations: read**	Read registrations
☐ **Registrations: write**	Create registrations
☐ **Registrations: approve and decline**	Approve or decline
☐ **Pre-registration invitations: send**	Send invitations

- **Off until granted.** All four are unticked on a new key.
- **Existing keys are unchanged.** Earlier permissions stay as they were.
- **Token shown once**, straight after saving.
- **Change them at any time** by editing the key.

Four registration events on a Webhook app

Configuration › System Settings › Apps › Add › Webhook › Connection step › Registration Events



What the Connection step adds. Four address fields, one per event, and five switches that decide which personal details travel with an event. The same address rule applies as for visit events, and a Webhook app with no registration address keeps working for visit events only.

Good to know

Nothing changes until you choose
Keys and Webhook apps set up before the upgrade carry on as they were.

Private by default
Registration events carry no personal details unless you switch each one on.

Invitation links stay private
A pre-registration invitation's link is never sent in a webhook event.

Least privilege
Four separate permissions, so a key is limited to exactly what its integration does.

TYPICAL APPLICATIONS

Integrations in practice

EVTRACK

Government

Issue a visitor pass only once an internal request has been approved.

Education

Record an arrival once and keep the school's learning platform up to date.

Corporate offices

Pre-register visitors from the CRM or booking system.

Multi-tenant

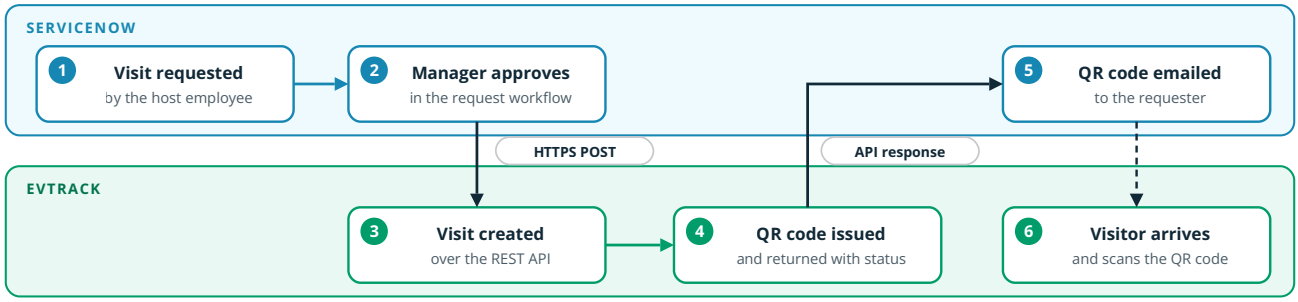
Let a tenant's own system pre-register its visitors and be told when they check in.

INTEGRATION IN PRACTICE · GOVERNMENT MINISTRY

servicenow

Visitor passes straight from a ServiceNow approval

A government ministry runs its internal requests in ServiceNow and its visitor and vehicle entry in EvTrack. The integration joins the two: when a manager approves a visit request, ServiceNow calls the EvTrack REST API, EvTrack creates the visit and returns a QR code, and ServiceNow emails that QR code to the requester.



SERVICENOW SENDS

- Visitor name, email and phone
- Arrival time, purpose and host
- Vehicle licence plate
- The ServiceNow reference number

EVTRACK RETURNS

- The QR code credential
- A registration ID for later changes
- A success or failure status

THE RESULT

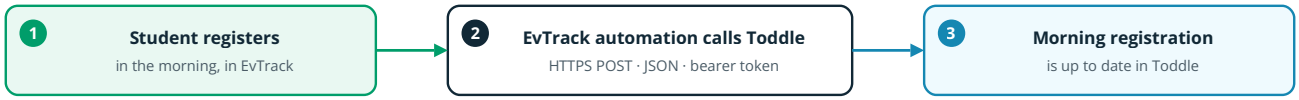
- **No re-typing** of approved requests.
- **Approved visitors only** receive a QR code.
- **Immediate:** emailed on approval.
- Visits can also be updated or cancelled.

INTEGRATION IN PRACTICE · SCHOOL IN AFRICA

toddle

Morning registration that fills itself in

An international school in Africa uses Toddle as its learning management system. When a student registers in the morning, an EvTrack automation makes a webhook call to Toddle's attendance endpoint, an HTTPS POST with a bearer token, and the morning registration column in Toddle fills in by itself.



EVTRACK SENDS

- The student's identifier in Toddle
- The date of arrival
- A "present" mark for the day

TODDLE SHOWS

- The student marked present
- In the morning registration column

THE RESULT

- **No second register** to keep by hand.
- **Safeguarding:** staff know who has arrived.
- **One place to look** for teaching staff.

ORDERING PART NUMBER	LICENCE	COVERS
EVT-INTEGRATION-P	**EvTrack REST-API Integration Licence**	Access control or third-party REST-API integration. Perpetual licence, on-site server version.
EVT-INTEGRATION-WEBHOOK-P	**EvTrack Webhook Integration Licence**	Custom API callbacks and event notifications.

Getting started 1 Create an API key · 2 Add a Webhook app · 3 Use the developer portal

evtrack.com · support@evtrack.com · or ask your EvTrack partner

ServiceNow is a trademark of ServiceNow, Inc. Toddle is a trademark of its owner. They are named here to describe integrations; no endorsement is implied.