Employee API reference (for developers)

Endpoints, authentication, request and response formats, error codes, limits and examples for the HIPAA Certify Employee API v1.

For: Administrators · Updated November 16, 2026 · https://hipaacertify.com/support/article/employee-api-reference

Base URL: `https://hipaacertify.com/api/v1`. HTTPS only, JSON in and out.

Authentication

Send the key in the `Authorization` header:

```
Authorization: Bearer hck_ab12cd34_xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
Content-Type: application/json
```

Keys belong to one organization and carry permissions: `read`, `write`, `deactivate`. After 20 invalid-key attempts from an IP in 10 minutes, further invalid attempts from that IP are refused for a while (valid keys keep working).

Endpoints

Method	Path	Permission	Purpose
GET	`/ping`	read	Check the key: returns organization, permissions and limits
GET	`/employees`	read	List employees (`?page=`, `?per_page=` up to 500, `?email=`, `?external_id=`, `?active=true/false`)
POST	`/employees/upsert`	write	Add or update up to **1,000** employees
POST	`/employees/sync`	write (+ deactivate)	Send your **whole roster**, up to **10,000**. Adds and updates, then deactivates people missing from the list

Employee record

```
{
  "external_id": "E10442",
```


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```
  "email": "jane.doe@clinic.org",
  "name": "Jane Doe",
  "job_title": "Registered Nurse",
  "department": "Emergency",
  "hire_date": "2024-03-18",
  "job_codes": ["RN"],
  "active": true
}
```

Field	Required	Notes
`email`	Yes	Lower-cased. Unique per organization.
`name`	New employees	Never blanked on update
`external_id`	Recommended	Your HR employee ID: a string or a whole number, up to 100 printable characters (exact match, case-sensitive). Matching uses it first, so email changes are safe.
`job_title`, `department`, `hire_date`	No	`hire_date` is `YYYY-MM-DD`. Unknown departments are created unless `"create_departments": false`.
`job_codes`	No	Must already exist and be active under Job Codes. An unknown code rejects that record.
`active`	No	Defaults to `true`. `false` deactivates the person, which needs the `deactivate` permission.

Fields you leave out are **not changed**. Any other field is rejected, so don't send personal health information or extra HR data.

Matching rules

1. `external_id` already linked to someone → that person, even if their email changed.
2. Otherwise `email` → the employee with that email, and the `external_id` gets linked to them.
3. No match → a new employee. This uses a plan slot; Medium allows 100, Large and invoiced are unlimited.
4. A **removed** employee who comes back (rehire) is **restored** with their training history.

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5. Owner and manager accounts are never matched or changed. Their emails are rejected with `email_belongs_to_admin`.

Request options

```
{
  "employees": [ { ... }, { ... } ],
  "dry_run": false,
  "send_invites": false,
  "create_departments": true,
  "deactivate_missing": "linked",
  "confirm_mass_deactivation": false,
  "include_unchanged": false
}
```

- `dry_run`: runs everything and returns the results, then **undoes it**. Use it before going live.
- `send_invites`: emails the "set up your password" invitation to new, restored or reactivated people who were never invited. Leave it `false` if your organization signs in with SSO.
- `deactivate_missing` (sync only):
  - `"linked"` (default): deactivate people the API has seen before who aren't in this list
  - `"all"`: any employee not in the list
  - `"none"`: never deactivate
- `confirm_mass_deactivation`: needed when a sync would deactivate more than the safety limit. The default limit is 10% or 25 people.
- `include_unchanged`: also list records that didn't change in `results`.

An empty `employees` list is always refused, so a broken export can't deactivate everyone.

Response

```
{
  "mode": "sync",
  "dry_run": false,
  "summary": { "received": 412, "created": 3, "updated": 7, "restored": 1, "reactivated": 0,
               "deactivated": 2, "unchanged": 398, "errors": 1 },
  "results": [
```


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```
    { "index": 5, "external_id": "E10442", "email": "jane.doe@clinic.org", "user_id": 3051,
"status": "updated", "changed": ["job_title"] },
    { "index": 9, "external_id": "E20017", "email": "bad@", "status": "error",
      "error": { "code": "invalid_record", "message": "The email field must be a valid email
address." } },
    { "index": null, "external_id": "E00881", "email": "left@clinic.org", "user_id": 2210,
"status": "deactivated", "reason": "not_in_sync" }
  ]
}
```

A request that is processed returns **200**, even if some records had errors. Check `summary.errors`. A record with an error that matches an existing employee is still treated as "present", so it never causes that person to be deactivated.

Idempotency

Send `Idempotency-Key: <unique value>` on POST requests. For 24 hours, retrying the same key and body returns the original response, with header `Idempotent-Replayed: true`, and nothing is applied twice. Reusing the key with a different body returns `idempotency_key_reused`.

Limits

- 120 requests per minute per key. Headers `X-RateLimit-Limit` and `X-RateLimit-Remaining` are included, and `Retry-After` is sent on 429.
- Calls for one organization are processed one at a time, so parallel requests can't exceed your plan limit.

Errors

HTTP	`error.code`	Meaning
401	`invalid_key`, `key_expired`	Missing, wrong, revoked or expired key
403	`ip_not_allowed`	Key restricted to other IP addresses
403	`api_not_enabled`, `api_disabled`	Not enabled by HIPAA Certify, or turned off by the owner
402	`plan_not_eligible`, `subscription_inactive`, `payment_failed`	Plan or billing doesn't allow API use right now

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HTTP	`error.code`	Meaning
403	`insufficient_scope`	Key lacks the needed permission
409	`mass_deactivation_guard`	Sync would deactivate too many. Nothing was changed.
409	`sync_in_progress`	Another request for your organization is still running. Retry in a minute.
413	`too_many_records`	More than 1,000 (upsert) or 10,000 (sync)
422	`invalid_body`, `empty_request`, `unknown_options`, `idempotency_key_reused`	Fix the request
429	`rate_limited`, `too_many_failed_attempts`	Slow down; see `Retry-After`
503	`api_unavailable`	Temporarily switched off by HIPAA Certify

Record-level codes (inside `results`):

- `invalid_record`, `unknown_fields`, `duplicate_in_request`
- `email_in_use`, `email_belongs_to_admin`, `email_held_by_removed_employee`
- `external_id_conflict`, `unknown_job_code`, `unknown_department`
- `employee_limit_reached`, `insufficient_scope`

Example

```
curl -X POST https://hipaacertify.com/api/v1/employees/sync \
  -H "Authorization: Bearer $HC_API_KEY" \
  -H "Content-Type: application/json" \
  -H "Idempotency-Key: nightly-2026-10-28" \
  -d '{"dry_run": true, "employees": [
        {"external_id":"E10442","email":"jane.doe@clinic.org","name":"Jane
Doe","department":"Emergency"}
      ]}'
```

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