

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 October 27, 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_XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
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	<code>/ping</code>	read	Check the key: returns organization, permissions and limits
GET	<code>/employees</code>	read	List employees (<code>?page=</code> , <code>?per_page=</code> up to 500, <code>?email=</code> , <code>?external_id=</code> , <code>?active=true/false</code>)
POST	<code>/employees/upsert</code>	write	Add or update up to 1,000 employees
POST	<code>/employees/sync</code>	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",
```

```
"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

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

- 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": [
```

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

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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