Logging Into Order Time Mobile - Alert. Incorrect API key or the key is deactivated

Solution Article

Problem:

- I keep getting the following error: "Alert. Incorrect API key or the key is deactivated".

- It is the same username and password I use when I log into Order Time normally.

- I tried reset the password then it worked the first time but I subsequently got the same error.

Solution:

- The password is not the issue.

- Go to this link and make sure that the app is activated.

- https://app.ordertime.com/companypref/aom

- Check the box and hit SAVE

OrderTime

NumberCruncher.com, Inc.   Logout   ?

Home   **Sales**   **Purchasing**   **Warehouse**   **Reports**

Admin ▸ Company Preferences

Company Preferences   Save   Reset

Section	Mobile
General	
Activities	**Web Service**
Doc #s	☐ Activate
Items	
Inventory	
Sales	
Shipping	
Payments	
Purchasing	
Receiving	
Production	
Lot / Serial #s	
Mobile	