Getscreen.me

HTTP API Reference

The HTTP API integrates remote access and device management into your own services and applications. This reference describes authentication and the methods for quick support, permanent access, team access rights, and connection history.

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getscreen.me

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1. HTTP API Reference

The **HTTP API** allows you to integrate remote access and device management capabilities into your own services, applications, or internal systems. It enables you to automate work with devices, connections, users, and other platform entities without the need to perform actions manually in the control panel. The API is suitable for partners, developers, and companies that need to embed remote access functionality into their business processes or products.

1.1 Requests

All requests must be made over the **HTTPS** (not HTTP) protocol with an appropriate method for each command at **URL**:

```
https://api.getscreen.me/v1/
```

1.2 Authentication

API is RESTful: the server doesn't store the client connection state. That's why the client must send authorization data each time a request is sent. An API key is used as such data. Add the key in each request in the `X-Api-Key` HTTP header:

```
GET /
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

1.3 Responses

Data responses are returned in JSON UTF-8 with `ContentType: application/json`. Each response wraps data in the `data` JSON container.

The API server may return the following HTTP response codes:

HTTP response code	Description
`200 OK`	Request accepted and processed
`400 Bad Request`	Request denied, invalid parameters, error
`402 Payment Required`	Request rejected, request limit for the service plan exceeded
`403 Forbidden`	Request denied, no access to data
`404 Not Found`	Request denied, unknown request URL

1.4 Available Methods

You can find detailed descriptions of the available methods on separate pages. For your convenience, we have grouped these methods by system function so that they match the structure of the control panel interface:

- **Quick Support** — Methods for managing customer invitations.
- **Permanent Access** — Methods for managing devices, groups, and software.
- **Team and Access Rights System** — Methods for managing technician accounts, roles, and permissions for devices and other team features.
- **Connection History** — Methods for retrieving information about the history of all connections.

2. Quick Support

On this page, you will find descriptions of the API methods intended for working with invitations from the Quick Support section.

2.0.1 Invitation List

To get a list of open invitations from the **Quick Support** section, use the `support/list` method.

Request:

```
GET /v1/support/list
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

No params.

Response:

Example Response

Response Data


```
{
    "remain":100,
    "data":[ {
        "id":328,
        "status":0,
        "create_time":1600262268,
        "invite_code":"408080316",
        "invite_url":"https://https://go.getscreen.me/invite/408080316",
        "connect_url":"https://https://go.getscreen.me/turbo/
nrhaStVwQSQ1J4DW0cL4wc1ADUeyug8BZjFaCgEqT4wuFXSPXQrGoRRBUxK1uFTU1Sr7bYlsviZ0djTophpmnIhpaZuMfGSKdSefcDzOWCgJuGeHGA5hFkcflhAXhBrx",
        "client_name":"Jacob Williams",
        "client_os":"",
        "client_preview_url":""
    } ]
}
```


Connection record data:

Name	Type	Description
`id`	`number`	Internal system connection ID
`status`	`number`	Connection status. Possible values: • `0` - New connection, waiting for client to join • `1` - Client joined, waiting for operator to join • `2` - Active connection, all members joined • `3` - Closed connection
`create_time`	`unixtime`	Connection creation date and time
`invite_code`	`string`	Invitation code
`invite_url`	`string`	Invitation URL
`connect_url`	`string`	Operator connection URL
`client_name`	`string`	Client name
`client_os`	`string`	Operating system. Possible values: `win`, `mac`, `linux` and `android` ℹ The field is filled after the client joins
`client_preview_url`	`string`	Client desktop thumbnail ℹ The field is filled after the client joins

Additional info:

Name	Type	Description
`remain`	`number`	Number of remaining connections within the rate plan

2.0.2 Invitation Info

To get the info about a specific invitation, use the `support/info` method.

Request:

```
GET /v1/support/info
  ?connection_id=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Value
`connection_id` *	`number`	Internal system invitation ID

Response:

Example Response

Response Data


```
{
    "data":{
        "id":328,
        "status":2,
        "create_time":1600262268,
        "invite_code":"408080316",
        "invite_url":"https://https://go.getscreen.me/invite/408080316",
        "connect_url":"https://https://go.getscreen.me/turbo/
nrhaStVwQSQ1J4DW0cL4wc1ADUeyug8BZjFaCgEqT4wuFXSPXQrGoRRBUxK1uFTU1Sr7bYlsviZ0djTophpmnIhpaZuMfGSKdSefcDzOWCgJuGeHGA5hFkcflhAXhBrx",
        "client_name":"Jacob Williams",
        "client_os":"win",
        "client_preview_url":"https://getscreen.me/preview/f90d07668bccd418a5a8922f2ee455f1eb004c2bbeb5f9fe05ed6970c3389114Zl5PgknTWlU0fWBe4b9YoHNvRlD5Iwl5.png"
    }
}
```


Name	Type	Description
`id`	`number`	Internal system connection ID
`status`	`number`	Connection status. Possible values: • `0` - New connection, waiting for client to join • `1` - Client joined, waiting for operator to join • `2` - Active connection, all members joined • `3` - Closed connection
`create_time`	`unixtime`	Connection creation date and time
`invite_code`	`string`	Invitation code
`invite_url`	`string`	Invitation URL
`connect_url`	`string`	Operator connection URL
`client_name`	`string`	Client name
`client_os`	`string`	Operating system. Possible values: `win`, `mac`, `linux` and `android` ℹ️ The field is filled after the client joins
`client_preview_url`	`string`	Client desktop thumbnail ℹ️ The field is filled after the client joins

2.0.3 Create Invitation

To create an invitation and scheduled connection for **Quick Support**, use the `support/create` method.

Request:

```
POST /v1/support/create
  ?client_name=<string>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Value
`client_name`	`string`	Client name (only visible to you). Optional parameter.

Response:

Example Response

Response Data


```
{
    "data":{
        "id":328,
        "status":0,
        "create_time":1600262268,
        "invite_code":"408080316",
        "invite_url":"https://https://go.getscreen.me/invite/408080316",
        "connect_url":"https://https://go.getscreen.me/turbo/
nrhaStVwQSQ1J4DW0cL4wc1ADUeyug8BZjFaCgEqT4wuFXSPXQrGoRRBUxK1uFTU1Sr7bYlsviZ0djTophpmnIhpaZuMfGSKdSefcDzOWCgJuGeHGA5hFkcflhAXhBrx",
        "client_name":"Jacob Williams",
        "client_os":"",
        "client_preview_url":""
    }
}
```


Name	Type	Description
`id`	`number`	Internal system connection ID
`status`	`number`	Connection status. Possible values: • `0` - New connection, waiting for client to join • `1` - Client joined, waiting for operator to join • `2` - Active connection, all members joined • `3` - Closed connection
`create_time`	`unixtime`	Connection creation date and time
`invite_code`	`string`	Invitation code
`invite_url`	`string`	Invitation URL
`connect_url`	`string`	Operator connection URL
`client_name`	`string`	Client name
`client_os`	`string`	Operating system. Possible values: `win`, `mac`, `linux` and `android` ℹ️ The field is filled after the client joins
`client_preview_url`	`string`	Client desktop thumbnail ℹ️ The field is filled after the client joins

2.0.4 Change Invitation Property

To change some property of a invitation, you can use the `support/update` method.

Request:

```
POST /v1/agents/update
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "connection_id": <number>,
  "name": <string>
}
```

Parameter	Type	Value
`connection_id` *	`number`	Internal system invitation ID
`name`	`string`	Customer Name

Example Response

Response Data


```
{
    "status": 0,
}
```


Name	Type	Description
`number`	`status`	Result status. Possible values: • `0` - Update completed successfully • `4` - Internal server error

2.0.5 Get Connection Link

To connect to the invitation with API, you need to get a one-time link with the `support/connect` method.

Request:

```
POST /v1/support/connect
  ?connection_id=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Value
`connection_id` *	`number`	Internal system invitation ID
`video`	`bool`	Manual control of video recording on/off (optional)

Response:

Example Response

Response Data


```
{
    "data":{
        "url": "https://https://go.getscreen.me/?
connect=20177&amp;llt=66b4kj671pm3abpp5xh17elpnpze245382m9pxbrx3131l2xp52hmxqe4e1dekpej&amp;s=c2c5ca25eb4fca787b74a97648e0856951e2b9c7aa02cbf83ac62c81e21a9bab"
    }
}
```


Name	Type	Description
`url`	`string`	Connection URL

2.0.6 Close Invitation

To close a invitation, use the `support/close` method.

Request:

```
POST /v1/support/close
  ?connection_id=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Value
`connection_id` *	`number`	Internal system invitation ID

Response:

The response will be returned empty. To analyze the command execution, use only HTTP response code.

3. Devices

On this page, you will find descriptions of the API methods intended for working with devices from the Permanent Access section.

3.1 Device List

You can get the full device list with the `agents/list` method.

Request:

```
GET /v1/agents/list
  ?search=<string>
  &group_id=<string>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Value
`search`	`string`	Filter by agent name, IP address or group name
`group_id`	`string`	Filter by group ID

Response:

Example Response

Response Data


```
{
    "data":[ {
        "id":1001,
        "name":"Allesandro Paci",
        "group":"Accounting",
        "disabled":false,
        "limited":false,
        "link_time":1587837997,
        "last_time":1600374761,
        "geo":{
            "ip":"2.21.31.68",
            "country":"USA",
            "region":"California",
            "city":"Los Angeles"
        },
        "permanent_url":"https://https://go.getscreen.me/paci",
        "preview_url":"https://getscreen.me/preview/1245273f5448a704379da46f476564a592efb17c6a7695adde96247cd7874416GbBzRm6SRLMqrP0YoYFMxCopL6NTzvn8.png",
        "os":"win",
        "version":"1.9.4",
        "online":true,
        "installed":true,
        "favorite":false,
        "owner":"john.smith@gmail.com",
        "sessions":{
            "last":{
                "id":148505,
                "start_time":1600343858,
                "stop_time":1600343900,
                "client":{
                    "ip":"188.162.195.82",
                    "country":"Russian Federation",
                    "region":"Tatarstan",
                    "city":"Kazan",
                    "user_agent":"Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/85.0.4183.102 Safari/537.36"
                }
            },
            "total":121
        }
    }, ... ]
}
```

Name	Type	Description
`id`	`number`	Internal system ID
`name`	`string`	Name
`group`	`string`	Group
`disabled`	`boolean`	Is the agent blocked? ⚠️ You cannot connect to blocked agents. An agent is blocked if the number of desktops exceeds the limits of your rate plan.
`limited`	`boolean`	Is the agent limited? ℹ️ An agent is limited if the number of attached files exceeds the limits of your rate plan. The agent is blocked 10 days after it's limited.
`link_time`	`unixtime`	Added to personal account date and time
`last_time`	`unixtime`	Last active date and time
`geo`	`object`	Location
`geo.ip`	`string`	IP address
`geo.country`	`string`	Country
`geo.region`	`string`	Region
`geo.city`	`string`	City
`permanent_url`	`string`	Permanent connection URL ℹ️ The field may be missing if the access isn't available for unauthorized technicians
`onetime_url`	`string`	URL for one-time connection ⚠️ The link changes every 45 seconds ℹ️ The field may be missing if connections via single-use links are disabled in the agent settings
`preview_url`	`string`	Desktop preview download URL
`os`	`string`	Operating system. Possible values: `win`, `mac`, `linux` and `android`
`version`	`string`	Agent version
`online`	`boolean`	Current active state
`installed`	`boolean`	Is the agent installed on the desktop?
`favorite`	`boolean`	Is this a favorited desktop from the personal account?
`owner`	`string`	Desktop access system owner account
`sessions`	`object`	Connection info
`sessions.last`	`object`	Last connection
`sessions.last.id`	`number`	Internal system connection ID
`sessions.last.start_time`	`unixtime`	Connection start date and time
`sessions.last.stop_time`	`unixtime`	

Name	Type	Description
		Connection stop date and time ℹ The field may be missing if the connection is active
`sessions.last.client`	`object`	Client info (connection creator)
`sessions.last.client.ip`	`string`	IP address
`sessions.last.client.country`	`string`	Country
`sessions.last.client.region`	`string`	Region
`sessions.last.client.city`	`string`	City
`sessions.last.client.user_agent`	`string`	Client browser user agent
`sessions.total`	`object`	Total sessions

3.2 Device Info

To get device information from the **Permanent Access** section, use the `agents/info` method:

Request:

```
GET /v1/agents/info
  ?agent_id=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Value
`agent_id` *	`number`	Internal system agent ID

Response:

Example Response

Response Data


```
{
    "data": {
        "id": 1001,
        "name": "Allesandro Paci",
        "group": "Accounting",
        "disabled": false,
        "limited": false,
        "link_time": 1587837997,
        "last_time": 1600374761,
        "geo": {
            "ip": "2.21.31.68",
            "country": "USA",
            "region": "California",
            "city": "Los Angeles"
        },
        "permanent_url": "https://https://go.getscreen.me/paci",
        "onetime_url": "https://https://go.getscreen.me/am2-l2g",
        "preview_url": "https://getscreen.me/preview/1245273f5448a704379da46f476564a592efb17c6a7695adde96247cd7874416GbBzRm6SRLMqrP0YoYFMxCopL6NTzvn8.png",
        "os": "win",
        "version": "2.7.6",
        "online": true,
        "installed": true,
        "favorite": false,
        "owner": "john.smith@gmail.com",
        "hardware": {
            "BIOS": "ALASKA - 1072009 - F51 - American Megatrends - 5000E",
            "BIOSDate": "",
            "BIOSVersion": "20191218",
            "CPU": "AMD Ryzen 5 2600X Six-Core Processor",
            "CPUCores": 6,
            "CPUCoresLogical": 12,
            "CPUFamily": "AMD64 Family 23 Model 8 Stepping 2",
            "CPUSpeed": 3600,
            "ComputerDomain": "WORKGROUP",
            "ComputerIP": [
                "10.66.65.3",
                "fe80::35da:bb0:c661:fff9"
            ],
            "ComputerModel": "B450 AORUS ELITE",
            "ComputerName": "DESKTOP-AU0VQEE",
            "ComputerWorkgroup": "WORKGROUP",
            "HDD": [ {
                "Model": "INTEL SSDPEKNW512G8",
                "Size": 488382
            } ],
            "Locale": "0419",
            "LocaleCountry": "USA",
            "LocaleCurrency": "USD",
            "LocaleFormatDate": "MM-DD-YYYY",
            "LocaleFormatTime": "H:mm:ss",
            "LocaleOemPage": "437",
            "LocaleTimezone": -420,
            "LogicalDisks": [ {
                "Disk": "C:",
                "FileSystem": "NTFS",
                "FreeSpace": 13668,
                "Name": "",
                "Size": 487757
            } ],
            "Monitors": [ {
                "Name": "Universal PnP monitor",
                "ScreenHeight": 1080,
                "ScreenWidth": 1920
            } ],
            "NetAdapters": [ {
                "Addresses": "",
                "Cable": true,
                "DCHP": "",
                "DNS": "",
                "MACAddress": "18:C0:4D:44:F0:61",
                "Manufacturer": "Realtek",
                "Name": "Realtek Gaming GbE Family Controller",
                "Speed": 953,
                "WoL": true
            } ],
            "OSName": "Microsoft Windows 10 Pro",
            "OSVersion": "10.0.19044",
            "RAMBanks": [ {
                "Bank": "P0 CHANNEL A",
                "Capacity": 8192,
                "DataWidth": 64,
                "Locator": "DIMM 0",
                "Manufacturer": "Unknown",
                "PartNumber": "F4-3200C16-8GSXFB",
                "SerialNumber": "00000000"
            } ],
            "RAMPageFile": 51264,
            "RAMPhys": 32716,
            "RAMPhysAvail": 9380,
            "RAMVirt": 134217727,
            "RAMVirtAvail": 134213282,
            "SoundDevices": [ {
                "Name": "NVIDIA High Definition Audio"
            } ],
```

```
            "VideoCards": [ {
                "Integrated": true,
                "Name": "NVIDIA GeForce GT 710",
                "RAM": 1024
            } ],
            "VideoName": "NVIDIA GeForce GT 710",
            "VideoRAM": 1024
        },
        "sessions": {
            "last": {
                "id":148505,
                "start_time":1600343858,
                "stop_time":1600343900,
                "client":{
                    "ip":"188.162.195.82",
                    "country":"Russian Federation",
                    "region":"Tatarstan",
                    "city":"Kazan",
                    "user_agent":"Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/85.0.4183.102 Safari/537.36"
                }
            },
            "total": 1
        }
    }
}
```

Name	Type	Description
`id`	`number`	Internal system ID
`name`	`string`	Name
`group`	`string`	Group
`disabled`	`boolean`	Is the agent blocked? ⚠️ You cannot connect to blocked agents. An agent is blocked if the number of desktops exceeds the limits of your rate plan.
`limited`	`boolean`	Is the agent limited? ℹ️ An agent is limited if the number of attached files exceeds the limits of your rate plan. The agent is blocked 10 days after it's limited.
`link_time`	`unixtime`	Added to personal account date and time
`last_time`	`unixtime`	Last active date and time
`geo`	`object`	Location
`geo.ip`	`string`	IP address
`geo.country`	`string`	Country
`geo.region`	`string`	Region
`geo.city`	`string`	City
`permanent_url`	`string`	Permanent connection URL ℹ️ The field may be missing if the access isn't available for unauthorized technicians
`onetime_url`	`string`	URL for one-time connection ⚠️ The link changes every 45 seconds ℹ️ The field may be missing if connections via single-use links are disabled in the agent settings
`preview_url`	`string`	Desktop preview download URL
`os`	`string`	Operating system. Possible values: `win`, `mac`, `linux` and `android`
`version`	`string`	Agent version
`online`	`boolean`	Current active state
`installed`	`boolean`	Is the agent installed on the desktop?
`favorite`	`boolean`	Is this a favorited desktop from the personal account?
`owner`	`string`	Desktop access system owner account
`hardware`	`object`	System information
`hardware.BIOS`	`string`	BIOS information
`hardware.BIOSDate`	`string`	Date of update
`hardware.BIOSVersion`	`string`	Version
`hardware.CPU`	`string`	CPU

Name	Type	Description
`hardware.CPUCores`	`number`	Number of cores
`hardware.CPUCoresLogical`	`number`	Number of logical processors
`hardware.CPUFamily`	`string`	Family
`hardware.CPUSpeed`	`number`	Speed
`hardware.ComputerDomain`	`string`	Domain
`hardware.ComputerIP`	`array`	IP address
`hardware.ComputerModel`	`string`	Model
`hardware.ComputerName`	`string`	Computer name
`hardware.ComputerWorkgroup`	`string`	Work group
`hardware.HDD`	`array`	Hard drives
`hardware.HDD[].Model`	`string`	Model
`hardware.HDD[].Size`	`number`	Size
`hardware.Locale`	`string`	Locale
`hardware.LocaleCountry`	`string`	Country
`hardware.LocaleCurrency`	`string`	Currency
`hardware.LocaleFormatDate`	`string`	Date format
`hardware.LocaleFormatTime`	`string`	Time format
`hardware.LocaleOemPage`	`string`	Page charset
`hardware.LocaleTimezone`	`number`	Time zone
`hardware.LogicalDisks`	`array`	Logical drives
`hardware.LogicalDisks[].Disk`	`string`	Label
`hardware.LogicalDisks[].FileSystem`	`string`	File system type
`hardware.LogicalDisks[].FreeSpace`	`number`	Free space (MB)
`hardware.LogicalDisks[].Name`	`string`	Name
`hardware.LogicalDisks[].Size`	`number`	Size (MB)
`hardware.Monitors`	`array`	Monitors
`hardware.Monitors[].Name`	`string`	Name
`hardware.Monitors[].ScreenHeight`	`number`	Screen height
`hardware.Monitors[].ScreenWidth`	`number`	Screen width
`hardware.NetAdapters`	`array`	Network cards
`hardware.NetAdapters[].Addresses`	`string`	Address
`hardware.NetAdapters[].Cable`	`boolean`	Connecting to the Internet via LAN cable
`hardware.NetAdapters[].DCHP`	`string`	DCHP
`hardware.NetAdapters[].DNS`	`string`	DNS

Name	Type	Description
`hardware.NetAdapters[].MACAddress`	`string`	MAC address
`hardware.NetAdapters[].Manufacturer`	`string`	Manufacturer
`hardware.NetAdapters[].Name`	`string`	Name
`hardware.NetAdapters[].Speed`	`number`	Speed
`hardware.NetAdapters[].WoL`	`boolean`	Wake-on-LAN setting enabled
`hardware.OSName`	`string`	Operating system name
`hardware.OSVersion`	`string`	Operating system version
`hardware.RAMBanks`	`array`	RAM
`hardware.RAMBanks[].Bank`	`string`	Bank
`hardware.RAMBanks[].Capacity`	`number`	Capacity
`hardware.RAMBanks[].Locator`	`string`	Locator
`hardware.RAMBanks[].Manufacturer`	`string`	Manufacturer
`hardware.RAMBanks[].PartNumber`	`string`	Batch
`hardware.RAMBanks[].SerialNumber`	`string`	Series
`hardware.SoundDevices`	`array`	Sound cards
`hardware.SoundDevices[].Name`	`string`	Name
`hardware.VideoCards`	`array`	Video card
`hardware.VideoCards[].Integrated`	`boolean`	Integrated
`hardware.VideoCards[].Name`	`string`	Name
`hardware.VideoCards[].RAM`	`number`	RAM
`sessions`	`object`	Connection info
`sessions.last`	`object`	Last connection
`sessions.last.id`	`number`	Internal system connection ID
`sessions.last.start_time`	`unixtime`	Connection start date and time
`sessions.last.stop_time`	`unixtime`	Connection stop date and time ℹ The field may be missing if the connection is active
`sessions.last.client`	`object`	Client info (connection creator)
`sessions.last.client.ip`	`string`	IP address
`sessions.last.client.country`	`string`	Country
`sessions.last.client.region`	`string`	Region
`sessions.last.client.city`	`string`	City
`sessions.last.client.user_agent`	`string`	Client browser user agent
`sessions.total`	`object`	Total sessions

3.3 Change Device Property

To change some property of a device bound to your account, you can use the `devices/update` method.

Request:

```
POST /v1/agents/update
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "id": <number>,
  "permanent_url": {
    "enable": <boolean>,
    "url": <string>,
    "password": <string>
  }
}
```

Parameter	Type	Value
`id` *	`number`	Internal system agent ID
`name`	`string`	Name for device
`permanent_url`	`object`	Permanent link to connect
`permanent_url.enable`	`boolean`	Enable/disable
`permanent_url.url`	`string`	Link path
`permanent_url.password`	`string`	Password for connection (at least 8 characters including letters and numbers)

Response:

Example Response

Response Data


```
{
    "status": 0,
    "data": {
        "id": 1001,
        "name": "Allesandro Paci",
        "group": "Accounting",
        "disabled": false,
        "limited": false,
        "link_time": 1587837997,
        "last_time": 1600374761,
        "geo": {
            "ip": "2.21.31.68",
            "country": "USA",
            "region": "California",
            "city": "Los Angeles"
        },
        "permanent_url": "https://https://go.getscreen.me/paci",
        "onetime_url": "https://https://go.getscreen.me/am2-l2g",
        "preview_url": "https://getscreen.me/preview/1245273f5448a704379da46f476564a592efb17c6a7695adde96247cd7874416GbBzRm6SRLMqrP0YoYFMxCopL6NTzvn8.png",
        "os": "win",
        "version": "2.7.6",
        "online": true,
        "installed": true,
        "favorite": false,
        "owner": "john.smith@gmail.com",
        "hardware": {
            "BIOS": "ALASKA - 1072009 - F51 - American Megatrends - 5000E",
            "BIOSDate": "",
            "BIOSVersion": "20191218",
            "CPU": "AMD Ryzen 5 2600X Six-Core Processor",
            "CPUCores": 6,
            "CPUCoresLogical": 12,
            "CPUFamily": "AMD64 Family 23 Model 8 Stepping 2",
            "CPUSpeed": 3600,
            "ComputerDomain": "WORKGROUP",
            "ComputerIP": [
                "10.66.65.3",
                "fe80::35da:bb0:c661:fff9"
            ],
            "ComputerModel": "B450 AORUS ELITE",
            "ComputerName": "DESKTOP-AU0VQEE",
            "ComputerWorkgroup": "WORKGROUP",
            "HDD": [ {
                "Model": "INTEL SSDPEKNW512G8",
                "Size": 488382
            } ],
            "Locale": "0419",
            "LocaleCountry": "USA",
            "LocaleCurrency": "USD",
            "LocaleFormatDate": "MM-DD-YYYY",
            "LocaleFormatTime": "H:mm:ss",
            "LocaleOemPage": "437",
            "LocaleTimezone": -420,
            "LogicalDisks": [ {
                "Disk": "C:",
                "FileSystem": "NTFS",
                "FreeSpace": 13668,
                "Name": "",
                "Size": 487757
            } ],
            "Monitors": [ {
                "Name": "Universal PnP monitor",
                "ScreenHeight": 1080,
                "ScreenWidth": 1920
            } ],
            "NetAdapters": [ {
                "Addresses": "",
                "Cable": true,
                "DCHP": "",
                "DNS": "",
                "MACAddress": "18:C0:4D:44:F0:61",
                "Manufacturer": "Realtek",
                "Name": "Realtek Gaming GbE Family Controller",
                "Speed": 953,
                "WoL": true
            } ],
            "OSName": "Microsoft Windows 10 Pro",
            "OSVersion": "10.0.19044",
            "RAMBanks": [ {
                "Bank": "P0 CHANNEL A",
                "Capacity": 8192,
                "DataWidth": 64,
                "Locator": "DIMM 0",
                "Manufacturer": "Unknown",
                "PartNumber": "F4-3200C16-8GSXFB",
                "SerialNumber": "00000000"
            } ],
            "RAMPageFile": 51264,
            "RAMPhys": 32716,
            "RAMPhysAvail": 9380,
            "RAMVirt": 134217727,
            "RAMVirtAvail": 134213282,
            "SoundDevices": [ {
                "Name": "NVIDIA High Definition Audio"
```

```
            } ],
            "VideoCards": [ {
                "Integrated": true,
                "Name": "NVIDIA GeForce GT 710",
                "RAM": 1024
            } ],
            "VideoName": "NVIDIA GeForce GT 710",
            "VideoRAM": 1024
        },
        "sessions": {
            "last": {
                "id":148505,
                "start_time":1600343858,
                "stop_time":1600343900,
                "client":{
                    "ip":"188.162.195.82",
                    "country":"Russian Federation",
                    "region":"Tatarstan",
                    "city":"Kazan",
                    "user_agent":"Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/85.0.4183.102 Safari/537.36"
                }
            },
            "total": 1
        }
    }
}
```


Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` - Data successfully saved • `1` - Invalid request • `7` - The path for the permanent link is taken • `8` - Changing properties is prohibited • `21` - Invalid password for permanent link
`data`	`object`	Modified data. The same data as in the response of the Change Device Property method

3.4 Get Connection Link

To connect to the desktop with API, you need to get a one-time link with the `agents/connect` method.

Request:

```
POST /v1/agents/connect
  ?agent_id=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Value
`agent_id` *	`number`	Internal system agent ID
`device_id`	`number`	The public identifier of the agent. Available in the agent's card in the personal account. ℹ Used if `agent_id` parameter is not specified.
`video`	`bool`	Manual control of video recording on/off (optional)

Response:

Example Response

Response Data


```
{
    "data":{
        "url": "https://https://go.getscreen.me/john.smith/?
connect=20177&amp;llt=66b4kj671pm3abpp5xh17elpnpze245382m9pxbrx3131l2xp52hmxqe4e1dekpej&amp;s=c2c5ca25eb4fca787b74a97648e0856951e2b9c7aa02cbf83ac62c81e21a9bab"
    }
}
```


Name	Type	Description
`url`	`string`	Connection URL

3.5 Reboot Device

To send a device reboot request, you need to use the `/agents/reboot` method.

Request:

```
POST /v1/agents/reboot
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "id": <number>
  "safe": <boolean>
}
```

Parameter	Type	Value
`id` *	`number`	Internal system agent ID
`safe`	`boolean`	Possible values: `true` – reboot in safe mode, `false` – reboot in normal mode.

Response:

Example Response

Response Data


```
{
    "status": 0,
}
```


Name	Type	Description
`number`	`status`	Result status. Possible values: • `0` - Request accepted • `1` - Invalid request

3.6 Wake-Up Device

To send a request to wake up a device using the **Wake-on-LAN** feature, you can use the `agents/wake` request.

Request:

```
POST /v1/agents/wake
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
"id": <number>
}
```

Parameter	Type	Value
`id` *	`number`	Internal system agent ID

Response:

Example Response

Response Data

```
{
    "status": 0,
}
```

Name	Type	Description
`number`	`status`	Result status. Possible values: • `0` - Request accepted • `1` - Invalid request

3.7 Logout Device

To detach the device from your account and remove it from permanent access, use the `agents/logout` method.

Request:

```
POST /v1/agents/logout
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "id": <number>
}
```

Parameter	Type	Value
`id` *	`number`	Internal system agent ID

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`number`	`status`	Result status. Possible values: • `0` - The logout of the device is successful • `1` - Incorrect request • `6` - Device not found • `8` - Operation prohibited

3.8 Merge Devices

To merge two duplicate entries of the same device in permanent access, you can use the `agents/merge` request.

Request:

```
POST /v1/agents/merge
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "agent_id": <number>,
  "device_id": <number>,
  "target_agent_id": <number>,
  "target_device_id": <number>
}
```

Parameter	Type	Value
`agent_id`	`number`	Internal system agent ID
`device_id`	`number`	The public identifier of the agent. Available in the agent's card in the personal account.
`target_agent_id`	`number`	Internal system agent ID
`target_device_id`	`number`	The public identifier of the agent. Available in the agent's card in the personal account.

Response:

Example Response

Response Data

```
{
    "status": 0,
}
```

Name	Type	Description
`number`	`status`	Result status. Possible values: • `0` - Merge completed successfully • `2` - Internal server error • `6` - One of the devices was not found • `8` - No access to one of the devices

4. Groups

On this page, you will find descriptions of the API methods intended for working with group of devices from the Permanent Access section.

4.1 Group List

You can get a list of all account groups using the `groups/list` method.

Request:

```
GET /v1/groups/list
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Response:

Example Response

Response Data


```
{
    "data":[ {
        "id":1001,
        "name":"Los Angeles"
    },{
        "id":1002,
        "name":"Chicago"
    },{
        "id":1003,
        "name":"New York"
    }, ... ]
}
```


Name	Type	Description
`id`	`number`	Internal group identifier
`name`	`string`	Group name

4.2 Insert Device to Group

You can add a device to a group using the `groups/agent/insert` method.

Request:

```
POST /v1/groups/agent/insert
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "id": <number>,
  "agent_id": <number>
}
```

Parameter	Type	Value
`id` *	`number`	Internal system group ID
`agent_id` *	`number`	Internal system device ID

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` - The device was successfully added to the group • `2` - Internal server error • `6` - Group or device not found • `8` - Insufficient permissions

4.3 Remove Device from Group

You can remove a device from a group using the `groups/agent/remove` method.

Request:

```
POST /v1/groups/agent/remove
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "agent_id": <number>
}
```

Parameter	Type	Value
`agent_id` *	`number`	Internal system device ID

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` - Device was successfully removed from the group • `2` - Internal server error • `6` - Device not found • `8` - Insufficient permissions

4.4 Create Group

You can create a new group using the `groups/create` method.

Request:

```
POST /v1/groups/create
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "name": <string>,
  "order": <number>
}
```

Parameter	Type	Value
`name` *	`string`	Name of the group to be created
`order`	`number`	Position of the created group in the list

Response:

Example Response

Response Data

```
{
    "status": 0,
    "id": 1001
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` - Group was successfully created • `2` - Internal server error • `8` - Insufficient permissions
`id`	`number`	Internal system identifier of the created group.

4.5 Edit Group

You can modify group properties using the `groups/edit` method.

Request:

```
POST /v1/groups/edit
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "id": <number>,
  "name": <string>,
  "order": <number>
}
```

Parameter	Type	Value
`id` *	`number`	Internal group identifier
`name`	`string`	New group name
`order`	`number`	New position of the group in the list

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` - Group was successfully updated • `2` - Internal server error • `6` - Group not found • `8` - Insufficient permissions

4.6 Remove Group

You can remove a group using the `groups/remove` method.

Request:

```
POST /v1/groups/remove
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "id": <number>
}
```

Parameter	Type	Value
`id` *	`number`	Internal group identifier

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` - Group was successfully removed • `2` - Internal server error • `6` - Group not found • `8` - Insufficient permissions

5. Software Inventory

5.1 Installed App List

You can get a list of installed applications on devices from Permanent Access using the `inventory/program/list` method.

Request:

```
GET /v1/inventory/program/list
  ?agent_id=<number>
  &group_id=<number>
  &type=<string>
  &date_from=<number>
  &date_to=<number>
  &version_from=<string>
  &version_to=<string>
  &name=<string>
  &publisher=<string>
  &search=<string>
  &offset=<number>
  &limit=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Value
`agent_id`	`number`	Filter by device. Internal system device ID.
`group_id`	`number`	Filter by group. Internal system group ID.
`type`	`string`	Filter by installed application type. Possible values: • `msi` - Application installed via Windows Installer (.msi) • `registry` - Application detected only through a Windows Registry entry • `dpkg` - Package installed via Debian package system (.deb) • `rpm` - Package installed via RPM package manager (.rpm)
`date_from`	`number`	Filter by application installation date. Start of the period. Value in `unixtime` format.
`date_to`	`number`	Filter by application installation date. End of the period. Value in `unixtime` format.
`version_from`	`string`	Filter by application version. Minimum version. Value in Semantic Versioning (SemVer) format.
`version_to`	`string`	Filter by application version. Maximum version. Value in Semantic Versioning (SemVer) format.
`name`	`string`	Filter by application name. Exact match is used.
`publisher`	`string`	Filter by application publisher. Exact match is used.
`search`	`string`	Filter by application name and publisher. Case-insensitive substring match is used.
`offset`	`number`	Offset for the first item in the list
`limit`	`number`	Number of items in the list. Default value: `20`; maximum value: `100`

Response:

Example Response

Response Data


```
{
    "filter": {
        "type": "msi"
    },
    "data":[ {
        "agent_ids": [1001, 1002],
        "name": "WireGuard",
        "publisher": "WireGuard LLC",
        "version": "0.5.3"
    },{
        "agent_ids": [1003],
        "name": "Node.js",
        "publisher": "Node.js Foundation",
        "version": "8.11.4"
    }, ... ],
    "total": 1024,
    "offset": 0,
    "limit": 20,
}
```


Name	Type	Description
`data`	`object`	List of installed applications
`data.[].name`	`string`	Application name
`data.[].publisher`	`string`	Application publisher
`data.[].version`	`string`	Minimum application version used on the found devices
`data.[].agent_ids`	`array`	List of internal system device identifiers where the application is installed
`filter`	`object`	Filter applied to the list. Duplicated from the request.
`filter.group_id`	`number`	Internal system group ID
`filter.type`	`string`	Installed application type
`filter.date_from`	`number`	Start of the application installation date range
`filter.date_to`	`number`	End of the application installation date range
`filter.version_from`	`string`	Minimum application version
`filter.version_to`	`string`	Maximum application version
`filter.name`	`string`	Application name
`filter.publisher`	`string`	Application publisher
`filter.search`	`string`	Search by application name and publisher
`total`	`number`	Total number of records in the database.
`offset`	`number`	Zero-based index of the first record in the returned list.
`limit`	`number`	Maximum number of records returned in the list.

6. Technicians

On this page, you will find descriptions of the API methods intended for working with technicians from the Team section.

6.1 Technician Management

6.1.1 Invite Technician

You can invite a new technician to your team using the `team/member/invite` method.

Request:

```
POST /v1/team/member/invite
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "email": <string>,
  "name": <string>,
  "surname": <string>,
  "worker": <boolean>
}
```

Parameter	Type	Description
`email` *	`string`	Email address to send the invitation to.
`name`	`string`	First name.
`surname`	`string`	Last name.
`worker`	`boolean`	Whether to create a worker account (limited account).

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Invitation sent successfully • `1` — Invalid request data • `2` — Server error • `5` — The email address is already in use • `7` — The user is already a technician in another team

6.1.2 Technician and Invitation List

You can retrieve a list of all team member accounts, including both active technician accounts and pending invitations, using the `team/member/list` method.

Request:

```
GET /v1/team/member/list
  ?search=<string>
  &disabled=<boolean>
  &invited=<boolean>
  &worker=<boolean>
  &offset=<number>
  &limit=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Description
`search`	`string`	Case-insensitive filter by the technician's first name, last name, or email address.
`disabled`	`boolean`	Optional account status filter: • `true` — return only disabled accounts • `false` — return only active accounts If omitted, accounts are returned regardless of their status.
`invited`	`boolean`	Optional invitation status filter: • `true` — return only pending invitations • `false` — return only accepted invitations (activated accounts) If omitted, accounts are returned regardless of their invitation status.
`worker`	`boolean`	Optional account type filter: • `true` — return only worker accounts (limited accounts) • `false` — return only technician accounts (full-featured accounts) If omitted, accounts are returned regardless of their type.
`offset`	`number`	Offset for the first item in the list. Default value: `0`
`limit`	`number`	Number of items in the list. Default value: `20`; maximum value: `100`

Response:

Example Response

Response Data


```
{
    "data": [ {
        "id": 1002,
        "email": "john.miller@gmail.com",
        "name": "John",
        "surname": "Miller",
        "create_time": 1753695396,
        "mfa": "off",
        "language": "en",
        "owner": false,
        "not_paid": false,
        "worker": false,
        "disabled": false,
        "ldap_user": false,
        "departments": [ {
            "id": 247,
            "name": "Developers"
        } ]
    } ]
}
```

Name	Type	Description
`id`	`number`	Internal technician account ID.
`email`	`string`	Email address.
`name`	`string`	First name.
`surname`	`string`	Last name.
`create_time`	`number`	Account creation date and time in Unix timestamp format.
`timezone`	`number`	Time zone ID. See the full list of supported time zones below.
`dateformat`	`number`	Preferred date format: • `0` — `DD.MM.YYYY` • `1` — `YYYY.MM.DD` • `2` — `MM/DD/YYYY`
`mfa`	`string`	Two-factor authentication method: • `off` — Two-factor authentication is disabled • `email` — Email • `telegram` — Telegram • `google` — Authenticator app (Google Authenticator or compatible apps)
`language`	`string`	Two-letter interface language code (ISO 639-1).
`country`	`string`	Two-letter country code (ISO 3166-1 alpha-2).
`owner`	`boolean`	Team owner flag: • `true` — Primary team owner account • `false` — Regular technician account
`worker`	`boolean`	Worker account flag: • `true` — Worker account (limited account) • `false` — Technician account (full-featured account)
`disabled`	`boolean`	Indicates whether the technician account is disabled.
`ldap_user`	`boolean`	Indicates whether the account was imported from LDAP. ℹ Learn more in the Integration with Active Directory guide.
`not_paid`	`boolean`	Indicates that the account exceeds the number of licensed technician accounts.
`departments`	`object`	Departments the technician belongs to. ℹ This array may be empty.
`departments[].id`	`number`	Internal department ID.
`departments[].name`	`string`	Department name.

6.1.3 Update Technician or Invitation

You can update a technician account or a pending invitation using the `team/member/update` method.

Request:

```
POST /v1/team/member/update
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "email": <string>,
  "name": <string>,
  "surname": <string>,
  "language": <string>,
  "timezone": <number>,
  "country": <string>,
  "dateformat": <number>,
  "disabled": <boolean>
}
```

Parameter	Type	Description
`email` *	`string`	Email address of the technician account or pending invitation.
`name`	`string`	First name.
`surname`	`string`	Last name.
`language`	`string`	Two-letter interface language code (ISO 639-1).
`timezone`	`number`	Time zone ID. See the full list of supported time zones below.
`country`	`string`	Two-letter country code (ISO 3166-1 alpha-2).
`dateformat`	`number`	Preferred date format: • `0` — `DD.MM.YYYY` • `1` — `YYYY.MM.DD` • `2` — `MM/DD/YYYY`
`disabled`	`boolean`	Whether the technician account is disabled.

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Data updated successfully • `1` — Invalid request data • `6` — Insufficient permissions

6.1.4 Delete Technician or Invitation

You can delete a technician account or a pending invitation using the `team/member/remove` method.

Request:

```
POST /v1/team/member/remove
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "email": <string>
}
```

Parameter	Type	Description
`email` *	`string`	Email address of the technician account or pending invitation.

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Technician account or invitation deleted successfully • `1` — Invalid request data • `8` — Insufficient permissions

6.2 Available Value Lists

6.2.1 Timezones

The time zone in a technician account profile is stored as a numeric identifier. The table below lists all supported values.

Timezone ID	Region	Offset
0	Africa/Abidjan	+00:00
1	Africa/Accra	+00:00
2	Africa/Addis Ababa	+03:00
3	Africa/Algiers	+01:00
4	Africa/Asmara	+03:00
5	Africa/Bamako	+00:00
6	Africa/Bangui	+01:00
7	Africa/Banjul	+00:00
8	Africa/Bissau	+00:00
9	Africa/Blantyre	+02:00
10	Africa/Brazzaville	+01:00
11	Africa/Bujumbura	+02:00
12	Africa/Cairo	+02:00
13	Africa/Casablanca	+01:00
14	Africa/Ceuta	+01:00
15	Africa/Conakry	+00:00
16	Africa/Dakar	+00:00
17	Africa/Dar es Salaam	+03:00
18	Africa/Djibouti	+03:00
19	Africa/Douala	+01:00
20	Africa/El Aaiun	+00:00
21	Africa/Freetown	+00:00
22	Africa/Gaborone	+02:00
23	Africa/Harare	+02:00
24	Africa/Johannesburg	+02:00
25	Africa/Juba	+03:00
26	Africa/Kampala	+03:00
27	Africa/Khartoum	+02:00
28	Africa/Kigali	+02:00
29	Africa/Kinshasa	+01:00
30	Africa/Lagos	+01:00
31	Africa/Libreville	+01:00
32	Africa/Lome	+00:00
33	Africa/Luanda	+01:00

Timezone ID	Region	Offset
34	Africa/Lubumbashi	+02:00
35	Africa/Lusaka	+02:00
36	Africa/Malabo	+01:00
37	Africa/Maputo	+02:00
38	Africa/Maseru	+02:00
39	Africa/Mbabane	+02:00
40	Africa/Mogadishu	+03:00
41	Africa/Monrovia	+00:00
42	Africa/Nairobi	+03:00
43	Africa/Ndjamena	+01:00
44	Africa/Niamey	+01:00
45	Africa/Nouakchott	+00:00
46	Africa/Ouagadougou	+00:00
47	Africa/Porto-Novo	+01:00
48	Africa/Sao Tome	+01:00
49	Africa/Timbuktu	+00:00
50	Africa/Tripoli	+02:00
51	Africa/Tunis	+01:00
52	Africa/Windhoek	+02:00
53	America/Adak	-10:00
54	America/Anchorage	-09:00
55	America/Anguilla	-04:00
56	America/Antigua	-04:00
57	America/Araguaina	-03:00
58	America/Argentina/Buenos Aires	-03:00
59	America/Argentina/Catamarca	-03:00
60	America/Argentina/ComodRivadavia	-03:00
61	America/Argentina/Cordoba	-03:00
62	America/Argentina/Jujuy	-03:00
63	America/Argentina/La Rioja	-03:00
64	America/Argentina/Mendoza	-03:00
65	America/Argentina/Rio Gallegos	-03:00
66	America/Argentina/Salta	-03:00
67	America/Argentina/San Juan	-03:00

Timezone ID	Region	Offset
68	America/Argentina/San Luis	-03:00
69	America/Argentina/Tucuman	-03:00
70	America/Argentina/Ushuaia	-03:00
71	America/Aruba	-04:00
72	America/Asuncion	-04:00
73	America/Atikokan	-05:00
74	America/Atka	-10:00
75	America/Bahia	-03:00
76	America/Bahia Banderas	-06:00
77	America/Barbados	-04:00
78	America/Belem	-03:00
79	America/Belize	-06:00
80	America/Blanc-Sablon	-04:00
81	America/Boa Vista	-04:00
82	America/Bogota	-05:00
83	America/Boise	-07:00
84	America/Buenos Aires	-03:00
85	America/Cambridge Bay	-07:00
86	America/Campo Grande	-04:00
87	America/Cancun	-05:00
88	America/Caracas	-04:00
89	America/Catamarca	-03:00
90	America/Cayenne	-03:00
91	America/Cayman	-05:00
92	America/Chicago	-06:00
93	America/Chihuahua	-07:00
94	America/Coral Harbour	-05:00
95	America/Cordoba	-03:00
96	America/Costa Rica	-06:00
97	America/Creston	-07:00
98	America/Cuiaba	-04:00
99	America/Curacao	-04:00
100	America/Danmarkshavn	+00:00
101	America/Dawson	-08:00

Timezone ID	Region	Offset
102	America/Dawson Creek	-07:00
103	America/Denver	-07:00
104	America/Detroit	-05:00
105	America/Dominica	-04:00
106	America/Edmonton	-07:00
107	America/Eirunepe	-05:00
108	America/El Salvador	-06:00
109	America/Ensenada	-08:00
110	America/Fort Nelson	-07:00
111	America/Fort Wayne	-05:00
112	America/Fortaleza	-03:00
113	America/Glace Bay	-04:00
114	America/Godthab	-03:00
115	America/Goose Bay	-04:00
116	America/Grand Turk	-05:00
117	America/Grenada	-04:00
118	America/Guadeloupe	-04:00
119	America/Guatemala	-06:00
120	America/Guayaquil	-05:00
121	America/Guyana	-04:00
122	America/Halifax	-04:00
123	America/Havana	-05:00
124	America/Hermosillo	-07:00
125	America/Indiana/Indianapolis	-05:00
126	America/Indiana/Knox	-06:00
127	America/Indiana/Marengo	-05:00
128	America/Indiana/Petersburg	-05:00
129	America/Indiana/Tell City	-06:00
130	America/Indiana/Vevay	-05:00
131	America/Indiana/Vincennes	-05:00
132	America/Indiana/Winamac	-05:00
133	America/Indianapolis	-05:00
134	America/Inuvik	-07:00
135	America/Iqaluit	-05:00

Timezone ID	Region	Offset
136	America/Jamaica	-05:00
137	America/Jujuy	-03:00
138	America/Juneau	-09:00
139	America/Kentucky/Louisville	-05:00
140	America/Kentucky/Monticello	-05:00
141	America/Knox IN	-06:00
142	America/Kralendijk	-04:00
143	America/La Paz	-04:00
144	America/Lima	-05:00
145	America/Los Angeles	-08:00
146	America/Louisville	-05:00
147	America/Lower Princes	-04:00
148	America/Maceio	-03:00
149	America/Managua	-06:00
150	America/Manaus	-04:00
151	America/Marigot	-04:00
152	America/Martinique	-04:00
153	America/Matamoros	-06:00
154	America/Mazatlan	-07:00
155	America/Mendoza	-03:00
156	America/Menominee	-06:00
157	America/Merida	-06:00
158	America/Metlakatla	-09:00
159	America/Mexico City	-06:00
160	America/Miquelon	-03:00
161	America/Moncton	-04:00
162	America/Monterrey	-06:00
163	America/Montevideo	-03:00
164	America/Montreal	-05:00
165	America/Montserrat	-04:00
166	America/Nassau	-05:00
167	America/New York	-05:00
168	America/Nipigon	-05:00
169	America/Nome	-09:00

Timezone ID	Region	Offset
170	America/Noronha	-02:00
171	America/North Dakota/Beulah	-06:00
172	America/North Dakota/Center	-06:00
173	America/North Dakota/New Salem	-06:00
174	America/Ojinaga	-07:00
175	America/Panama	-05:00
176	America/Pangnirtung	-05:00
177	America/Paramaribo	-03:00
178	America/Phoenix	-07:00
179	America/Port-au-Prince	-05:00
180	America/Port of Spain	-04:00
181	America/Porto Acre	-05:00
182	America/Porto Velho	-04:00
183	America/Puerto Rico	-04:00
184	America/Punta Arenas	-03:00
185	America/Rainy River	-06:00
186	America/Rankin Inlet	-06:00
187	America/Recife	-03:00
188	America/Regina	-06:00
189	America/Resolute	-06:00
190	America/Rio Branco	-05:00
191	America/Rosario	-03:00
192	America/Santa Isabel	-08:00
193	America/Santarem	-03:00
194	America/Santiago	-04:00
195	America/Santo Domingo	-04:00
196	America/Sao Paulo	-03:00
197	America/Scoresbysund	-01:00
198	America/Shiprock	-07:00
199	America/Sitka	-09:00
200	America/St Barthelemy	-04:00
201	America/St Johns	-03:30
202	America/St Kitts	-04:00
203	America/St Lucia	-04:00

Timezone ID	Region	Offset
204	America/St Thomas	-04:00
205	America/St Vincent	-04:00
206	America/Swift Current	-06:00
207	America/Tegucigalpa	-06:00
208	America/Thule	-04:00
209	America/Thunder Bay	-05:00
210	America/Tijuana	-08:00
211	America/Toronto	-05:00
212	America/Tortola	-04:00
213	America/Vancouver	-08:00
214	America/Virgin	-04:00
215	America/Whitehorse	-08:00
216	America/Winnipeg	-06:00
217	America/Yakutat	-09:00
218	America/Yellowknife	-07:00
219	Antarctica/Casey	+11:00
220	Antarctica/Davis	+07:00
221	Antarctica/DumontDUrville	+10:00
222	Antarctica/Macquarie	+11:00
223	Antarctica/Mawson	+05:00
224	Antarctica/McMurdo	+12:00
225	Antarctica/Palmer	-03:00
226	Antarctica/Rothera	-03:00
227	Antarctica/South Pole	+12:00
228	Antarctica/Syowa	+03:00
229	Antarctica/Troll	+00:00
230	Antarctica/Vostok	+06:00
231	Arctic/Longyearbyen	+01:00
232	Asia/Aden	+03:00
233	Asia/Almaty	+06:00
234	Asia/Amman	+02:00
235	Asia/Anadyr	+12:00
236	Asia/Aqtau	+05:00
237	Asia/Aqtobe	+05:00

Timezone ID	Region	Offset
238	Asia/Ashgabat	+05:00
239	Asia/Ashkhabad	+05:00
240	Asia/Atyrau	+05:00
241	Asia/Baghdad	+03:00
242	Asia/Bahrain	+03:00
243	Asia/Baku	+04:00
244	Asia/Bangkok	+07:00
245	Asia/Barnaul	+07:00
246	Asia/Beirut	+02:00
247	Asia/Bishkek	+06:00
248	Asia/Brunei	+08:00
249	Asia/Calcutta	+05:30
250	Asia/Chita	+09:00
251	Asia/Choibalsan	+08:00
252	Asia/Chongqing	+08:00
253	Asia/Chungking	+08:00
254	Asia/Colombo	+05:30
255	Asia/Dacca	+06:00
256	Asia/Damascus	+02:00
257	Asia/Dhaka	+06:00
258	Asia/Dili	+09:00
259	Asia/Dubai	+04:00
260	Asia/Dushanbe	+05:00
261	Asia/Famagusta	+02:00
262	Asia/Gaza	+02:00
263	Asia/Harbin	+08:00
264	Asia/Hebron	+02:00
265	Asia/Ho Chi Minh	+07:00
266	Asia/Hong Kong	+08:00
267	Asia/Hovd	+07:00
268	Asia/Irkutsk	+08:00
269	Asia/Istanbul	+03:00
270	Asia/Jakarta	+07:00
271	Asia/Jayapura	+09:00

Timezone ID	Region	Offset
272	Asia/Jerusalem	+02:00
273	Asia/Kabul	+04:30
274	Asia/Kamchatka	+12:00
275	Asia/Karachi	+05:00
276	Asia/Kashgar	+06:00
277	Asia/Kathmandu	+05:45
278	Asia/Katmandu	+05:45
279	Asia/Khandyga	+09:00
280	Asia/Kolkata	+05:30
281	Asia/Krasnoyarsk	+07:00
282	Asia/Kuala Lumpur	+08:00
283	Asia/Kuching	+08:00
284	Asia/Kuwait	+03:00
285	Asia/Macao	+08:00
286	Asia/Macau	+08:00
287	Asia/Magadan	+11:00
288	Asia/Makassar	+08:00
289	Asia/Manila	+08:00
290	Asia/Muscat	+04:00
291	Asia/Nicosia	+02:00
292	Asia/Novokuznetsk	+07:00
293	Asia/Novosibirsk	+07:00
294	Asia/Omsk	+06:00
295	Asia/Oral	+05:00
296	Asia/Phnom Penh	+07:00
297	Asia/Pontianak	+07:00
298	Asia/Pyongyang	+09:00
299	Asia/Qatar	+03:00
300	Asia/Qyzylorda	+05:00
301	Asia/Rangoon	+06:30
302	Asia/Riyadh	+03:00
303	Asia/Saigon	+07:00
304	Asia/Sakhalin	+11:00
305	Asia/Samarkand	+05:00

Timezone ID	Region	Offset
306	Asia/Seoul	+09:00
307	Asia/Shanghai	+08:00
308	Asia/Singapore	+08:00
309	Asia/Srednekolymsk	+11:00
310	Asia/Taipei	+08:00
311	Asia/Tashkent	+05:00
312	Asia/Tbilisi	+04:00
313	Asia/Tehran	+03:30
314	Asia/Tel Aviv	+02:00
315	Asia/Thimbu	+06:00
316	Asia/Thimphu	+06:00
317	Asia/Tokyo	+09:00
318	Asia/Tomsk	+07:00
319	Asia/Ujung Pandang	+08:00
320	Asia/Ulaanbaatar	+08:00
321	Asia/Ulan Bator	+08:00
322	Asia/Urumqi	+06:00
323	Asia/Ust-Nera	+10:00
324	Asia/Vientiane	+07:00
325	Asia/Vladivostok	+10:00
326	Asia/Yakutsk	+09:00
327	Asia/Yangon	+06:30
328	Asia/Yekaterinburg	+05:00
329	Asia/Yerevan	+04:00
330	Atlantic/Azores	-01:00
331	Atlantic/Bermuda	-04:00
332	Atlantic/Canary	+00:00
333	Atlantic/Cape Verde	-01:00
334	Atlantic/Faeroe	+00:00
335	Atlantic/Faroe	+00:00
336	Atlantic/Jan Mayen	+01:00
337	Atlantic/Madeira	+00:00
338	Atlantic/Reykjavik	+00:00
339	Atlantic/South Georgia	-02:00

Timezone ID	Region	Offset
340	Atlantic/St Helena	+00:00
341	Atlantic/Stanley	-03:00
342	Australia/Adelaide	+09:30
343	Australia/Brisbane	+10:00
344	Australia/Broken Hill	+09:30
345	Australia/Canberra	+10:00
346	Australia/Currie	+10:00
347	Australia/Darwin	+09:30
348	Australia/Eucla	+08:45
349	Australia/Hobart	+10:00
350	Australia/Lindeman	+10:00
351	Australia/Lord Howe	+10:30
352	Australia/Melbourne	+10:00
353	Australia/Perth	+08:00
354	Australia/Sydney	+10:00
355	Australia/Yancowinna	+09:30
356	Etc/GMT	+00:00
357	Etc/GMT+0	+00:00
358	Etc/GMT+1	-01:00
359	Etc/GMT+10	-10:00
360	Etc/GMT+11	-11:00
361	Etc/GMT+12	-12:00
362	Etc/GMT+2	-02:00
363	Etc/GMT+3	-03:00
364	Etc/GMT+4	-04:00
365	Etc/GMT+5	-05:00
366	Etc/GMT+6	-06:00
367	Etc/GMT+7	-07:00
368	Etc/GMT+8	-08:00
369	Etc/GMT+9	-09:00
370	Etc/GMT-0	+00:00
371	Etc/GMT-1	+01:00
372	Etc/GMT-10	+10:00
373	Etc/GMT-11	+11:00

Timezone ID	Region	Offset
374	Etc/GMT-12	+12:00
375	Etc/GMT-13	+13:00
376	Etc/GMT-14	+14:00
377	Etc/GMT-2	+02:00
378	Etc/GMT-3	+03:00
379	Etc/GMT-4	+04:00
380	Etc/GMT-5	+05:00
381	Etc/GMT-6	+06:00
382	Etc/GMT-7	+07:00
383	Etc/GMT-8	+08:00
384	Etc/GMT-9	+09:00
385	Etc/GMT0	+00:00
386	Etc/UTC	+00:00
387	Europe/Amsterdam	+01:00
388	Europe/Andorra	+01:00
389	Europe/Astrakhan	+04:00
390	Europe/Athens	+02:00
391	Europe/Belfast	+00:00
392	Europe/Belgrade	+01:00
393	Europe/Berlin	+01:00
394	Europe/Bratislava	+01:00
395	Europe/Brussels	+01:00
396	Europe/Bucharest	+02:00
397	Europe/Budapest	+01:00
398	Europe/Busingen	+01:00
399	Europe/Chisinau	+02:00
400	Europe/Copenhagen	+01:00
401	Europe/Dublin	+00:00
402	Europe/Gibraltar	+01:00
403	Europe/Guernsey	+00:00
404	Europe/Helsinki	+02:00
405	Europe/Isle of Man	+00:00
406	Europe/Istanbul	+03:00
407	Europe/Jersey	+00:00

Timezone ID	Region	Offset
408	Europe/Kaliningrad	+02:00
409	Europe/Kiev	+02:00
410	Europe/Kirov	+03:00
411	Europe/Lisbon	+00:00
412	Europe/Ljubljana	+01:00
413	Europe/London	+00:00
414	Europe/Luxembourg	+01:00
415	Europe/Madrid	+01:00
416	Europe/Malta	+01:00
417	Europe/Mariehamn	+02:00
418	Europe/Minsk	+03:00
419	Europe/Monaco	+01:00
420	Europe/Moscow	+03:00
421	Europe/Oslo	+01:00
422	Europe/Paris	+01:00
423	Europe/Podgorica	+01:00
424	Europe/Prague	+01:00
425	Europe/Riga	+02:00
426	Europe/Rome	+01:00
427	Europe/Samara	+04:00
428	Europe/San Marino	+01:00
429	Europe/Sarajevo	+01:00
430	Europe/Saratov	+04:00
431	Europe/Simferopol	+03:00
432	Europe/Skopje	+01:00
433	Europe/Sofia	+02:00
434	Europe/Stockholm	+01:00
435	Europe/Tallinn	+02:00
436	Europe/Tirane	+01:00
437	Europe/Tiraspol	+02:00
438	Europe/Ulyanovsk	+04:00
439	Europe/Uzhgorod	+02:00
440	Europe/Vaduz	+01:00
441	Europe/Vatican	+01:00

Timezone ID	Region	Offset
442	Europe/Vienna	+01:00
443	Europe/Vilnius	+02:00
444	Europe/Volgograd	+04:00
445	Europe/Warsaw	+01:00
446	Europe/Zagreb	+01:00
447	Europe/Zaporozhye	+02:00
448	Europe/Zurich	+01:00
449	GMT	+00:00
450	Indian/Antananarivo	+03:00
451	Indian/Chagos	+06:00
452	Indian/Christmas	+07:00
453	Indian/Cocos	+06:30
454	Indian/Comoro	+03:00
455	Indian/Kerguelen	+05:00
456	Indian/Mahe	+04:00
457	Indian/Maldives	+05:00
458	Indian/Mauritius	+04:00
459	Indian/Mayotte	+03:00
460	Indian/Reunion	+04:00
461	Pacific/Apia	+13:00
462	Pacific/Auckland	+12:00
463	Pacific/Bougainville	+11:00
464	Pacific/Chatham	+12:45
465	Pacific/Chuuk	+10:00
466	Pacific/Easter	-06:00
467	Pacific/Efate	+11:00
468	Pacific/Enderbury	+13:00
469	Pacific/Fakaofo	+13:00
470	Pacific/Fiji	+12:00
471	Pacific/Funafuti	+12:00
472	Pacific/Galapagos	-06:00
473	Pacific/Gambier	-09:00
474	Pacific/Guadalcanal	+11:00
475	Pacific/Guam	+10:00

Timezone ID	Region	Offset
476	Pacific/Honolulu	-10:00
477	Pacific/Johnston	-10:00
478	Pacific/Kiritimati	+14:00
479	Pacific/Kosrae	+11:00
480	Pacific/Kwajalein	+12:00
481	Pacific/Majuro	+12:00
482	Pacific/Marquesas	-09:30
483	Pacific/Midway	-11:00
484	Pacific/Nauru	+12:00
485	Pacific/Niue	-11:00
486	Pacific/Norfolk	+11:00
487	Pacific/Noumea	+11:00
488	Pacific/Pago Pago	-11:00
489	Pacific/Palau	+09:00
490	Pacific/Pitcairn	-08:00
491	Pacific/Pohnpei	+11:00
492	Pacific/Ponape	+11:00
493	Pacific/Port Moresby	+10:00
494	Pacific/Rarotonga	-10:00
495	Pacific/Saipan	+10:00
496	Pacific/Samoa	-11:00
497	Pacific/Tahiti	-10:00
498	Pacific/Tarawa	+12:00
499	Pacific/Tongatapu	+13:00
500	Pacific/Truk	+10:00
501	Pacific/Wake	+12:00
502	Pacific/Wallis	+12:00
503	Pacific/Yap	+10:00
504	UTC	+00:00

7. Departments

On this page, you will find descriptions of the API methods intended for working with departments for technicians from the Team section.

7.1 Department Management

7.1.1 Department List

You can retrieve a list of all team departments using the `team/department/list` method.

Request:

```
GET /v1/team/department/list
  ?search=<string>
  &offset=<number>
  &limit=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Description
`search`	`string`	Case-insensitive filter by department name.
`offset`	`number`	Offset for the first item in the list. Default value: `0`
`limit`	`number`	Number of items in the list. Default value: `20` ; maximum value: `100`

Response:

Example Response

Response Data


```
{
    "data": [ {
        "id": 1001,
        "name": "Mobile Support",
        "ldap": true,
        "worker": false,
        "create_time": 1788503133,
        "modify_time": 1788503133,
        "size": 2
    } ]
}
```


Name	Type	Description
`data`	`array`	List of departments.
`data[].id`	`number`	Internal department ID.
`data[].name`	`string`	Department name.
`data[].ldap`	`boolean`	Indicates whether the department was imported from an Identity Provider via DAP.
`data[].worker`	`boolean`	Indicates whether the department is intended for workplaces.
`data[].create_time`	`number`	Department creation time as a Unix timestamp.
`data[].modify_time`	`number`	Time of the department's last update as a Unix timestamp.
`data[].size`	`number`	Number of members in the department.

7.1.2 Department Info

To retrieve detailed information about a department, use the `team/department/info` method.

Request:

```
GET /v1/team/department/info
  ?id=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Value
`id` *	`number`	Internal department ID

Response:

Example Response

Response Data


```
{
    "data": {
        "id": 1001,
        "name": "Mobile Support",
        "ldap": false,
        "worker": false,
        "members": [ {
            "id": 1002,
            "email": "ethan.miller@gmail.com"
        }, {
            "id": 1003,
            "email": "jessica.harrison@gmail.com"
        } ]
    },
    "status": 0
}
```


Name	Type	Description
`data`	`object`	Department data.
`data.id`	`number`	Internal department ID.
`data.name`	`string`	Department name.
`data.ldap`	`boolean`	Indicates whether the department was imported from an Identity Provider via LDAP.
`data.worker`	`boolean`	Indicates whether the department is intended for workplaces.
`data.create_time`	`number`	Department creation time as a Unix timestamp.
`data.modify_time`	`number`	Time of the department's last update as a Unix timestamp.
`data.members`	`array`	List of department members.
`data.members[].id`	`number`	Internal member ID.
`data.members[].email`	`string`	Member email address.
`status`	`number`	Result status. Possible values: • `0` - Department data found • `1` - Invalid request • `2` - Internal server error • `6` - Department not found • `8` - Access to the department is denied

7.1.3 Create Department

You can create a department within your team using the `team/department/create` method.

Request:

```
POST /v1/team/department/create
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "name": <string>,
  "worker": <boolean>
}
```

Parameter	Type	Description
`name`	`string`	Department name.
`worker`	`boolean`	Indicates whether the department is intended for workplaces.

Response:

Example Response

Response Data

```
{
    "id": 1001,
    "status": 0
}
```

Name	Type	Description
`id`	`number`	Internal ID of the created department.
`status`	`number`	Result status. Possible values: • `0` — Department created successfully. • `1` — Invalid request data. • `6` — Insufficient permissions.

7.1.4 Update Department

You can update department details using the `team/department/update` method.

Request:

```
POST /v1/team/department/update
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
{
  "id": <number>,
  "name": <string>
}
```

Parameter	Type	Description
`id` *	`number`	Internal department ID.
`name` *	`string`	Department name.

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Data updated successfully. • `1` — Invalid request data. • `6` — Insufficient permissions.

7.1.5 Remove Department

You can delete a department using the `team/department/remove` method.

Request:

```
POST /v1/team/department/remove
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "id": <number>
}
```

Parameter	Type	Description
`id` *	`number`	Internal department ID.

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Department deleted successfully. • `1` — Invalid request data. • `8` — Insufficient permissions.

7.2 Department Members

7.2.1 Add Member to Department

To add a technician account or pending invitation to a department, use the `team/department/member/add` method.

Request:

```
POST /v1/team/department/member/add
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "id": <number>,
  "email": <string>
}
```

Parameter	Type	Description
`id`	`number`	Internal department ID.
`email`	`string`	Email address of the technician or pending invitation.

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Member added successfully. • `1` — Invalid request data. • `2` — Internal server error. • `6` — Department or member not found. • `6` — Insufficient permissions.

7.2.2 Remove Member from Department

To remove a technician account or pending invitation from a department, use the `team/department/member/remove` method.

Request:

```
POST /v1/team/department/member/remove
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "id": <number>,
  "email": <string>
}
```

Parameter	Type	Description
`id`	`number`	Internal department ID.
`email`	`string`	Email address of the technician or pending invitation.

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Member removed successfully. • `1` — Invalid request data. • `2` — Internal server error. • `6` — Department or member not found. • `6` — Insufficient permissions.

8. Access Control

On this page, you will find descriptions of API methods for managing device access permissions for technician accounts and departments from the Team section.

8.1 Technician Access Control

8.1.1 Access Permissions for Technician

You can retrieve the list of permissions assigned to a technician account or a pending invitation using the `team/member/access/list` method.

Request:

```
GET /v1/team/member/access/list
  ?email=<string>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Description
`email` *	`string`	Email address of the technician account or pending invitation.

Response:

Example Response

Response Data


```
{
    "data": {
        "id": 1002,
        "email": "john.miller@gmail.com",
        "roles": [ {
            "id": 2001,
            "group_id": 1001
        }, {
            "id": 2002,
            "agent_id": 1002
        }, {
            "id": 2003,
            "default": true
        } ]
    },
    "status": 0
}
```


Name	Type	Description
`id`	`number`	Internal ID of the technician account or pending invitation.
`email`	`string`	Email address.
`roles`	`array`	List of assigned permissions.
`roles[].id`	`number`	Internal role ID.
`roles[].agent_id`	`number`	Internal ID of the device to which the permission applies. ℹ Present only when role assigment is `agent`.
`roles[].group_id`	`number`	Internal ID of the device group to which the permission applies. ℹ Present only when role assigment is `group`.

8.1.2 Add Access Permission for Technician

You can grant a technician account or invitation access to a permanent access device, quick support section, or another team feature using the `team/member/access/add` method.

Request:

```
POST /v1/team/member/access/add
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "email": <string>,
  "role_id": <number>,
  "agent_id": <number>,
  "group_id": <number>
}
```

Parameter	Type	Description
`email` *	`string`	Email address of the technician account or pending invitation.
`role_id`	`number`	Internal ID of the role to assign.
`agent_id`	`number`	Internal device ID. Required when assigning a role with the `agent` scope.
`group_id`	`number`	Internal device group ID. Required when assigning a role with the `group` scope.

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Permission assigned successfully • `1` — Invalid request data • `6` — Insufficient permissions

8.1.3 Remove Access Permissions from Technician

You can remove a permission from a technician account or a pending invitation using the `team/member/access/remove` method.

Request:

```
POST /v1/team/member/access/remove
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "email": <string>,
  "role_id": <number>,
  "agent_id": <number>,
  "group_id": <number>
}
```

Parameter	Type	Description
`email` *	`string`	Email address of the technician account or pending invitation.
`role_id`	`number`	Internal ID of the role to remove.
`agent_id`	`number`	Internal device ID. Required when removing a role with the `agent` scope.
`group_id`	`number`	Internal device group ID. Required when removing a role with the `group` scope.

Response:

Example Response

Response Data


```
{
    "status": 0
}
```


Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Permission removed successfully • `1` — Invalid request data • `6` — Insufficient permissions

8.2 Department Access Control

8.2.1 Access Permissions for Department

You can retrieve the list of permissions assigned to a department using the `team/department/access/list` method.

Request:

```
GET /v1/team/department/access/list
  ?id=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Description
`id` *	`number`	Internal department ID.

Response:

Example Response

Response Data


```
{
    "data": {
        "id": 1002,
        "roles": [ {
            "id": 2001,
            "group_id": 1001
        }, {
            "id": 2002,
            "agent_id": 1002
        }, {
            "id": 2003
        } ]
    },
    "status": 0
}
```


Name	Type	Description
`id`	`number`	Internal department ID.
`roles`	`array`	List of assigned permissions.
`roles[].id`	`number`	Internal role ID.
`roles[].agent_id`	`number`	Internal ID of the device to which the permission applies. ℹ Present only when role assigment is `agent`.
`roles[].group_id`	`number`	Internal ID of the device group to which the permission applies. ℹ Present only role assigment is `group`.

8.2.2 Add Access Permission for Department

You can grant a department access to a permanent access device, quick support section, or another team feature using the `team/department/access/add` method.

Request:

```
POST /v1/team/department/access/add
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "department_id": <number>,
  "role_id": <number>,
  "agent_id": <number>,
  "group_id": <number>
}
```

Parameter	Type	Description
`department_id` *	`number`	Internal department ID.
`role_id`	`number`	Internal ID of the role to assign.
`agent_id`	`number`	Internal device ID. Required when assigning a role with the `agent` scope.
`group_id`	`number`	Internal device group ID. Required when assigning a role with the `group` scope.

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Permission assigned successfully. • `1` — Invalid request data. • `2` — Internal server error. • `6` — Department not found. • `8` — Insufficient permissions.

8.2.3 Remove Access Permissions from Department

You can remove a permission from a department using the `team/department/access/remove` method.

Request:

```
POST /v1/team/department/access/remove
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "department_id": <number>,
  "role_id": <number>,
  "agent_id": <number>,
  "group_id": <number>
}
```

Parameter	Type	Description
`department_id` *	`number`	Internal department ID.
`role_id`	`number`	Internal ID of the role to remove.
`agent_id`	`number`	Internal device ID. Required when removing a role with the `agent` scope.
`group_id`	`number`	Internal device group ID. Required when removing a role with the `group` scope.

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Permission removed successfully • `1` — Invalid request data • `6` — Insufficient permissions

9. Roles

On this page, you will find descriptions of the API methods intended for working with roles for technicians from the Team section.

9.1 Role Management

9.1.1 Role List

Retrieve a list of all roles available for configuring access permissions using the `/team/role/list` endpoint.

Request:

```
GET /v1/team/role/list
  ?search=<string>
  &type=<string>
  &offset=<number>
  &limit=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Description
`search`	`string`	Case-insensitive filter by role name.
`type`	`string`	Role type. See the available values in the reference below.
`offset`	`number`	Offset for the first item in the list. Default value: `0`
`limit`	`number`	Number of items in the list. Default value: `20`; maximum value: `100`

Response:

Example Response

Response Data


```
{
    "data": [ {
        "id": 1001,
        "name": "Auditor",
        "type": "agent",
        "permission": [
            "agent_connect",
            "agent_control"
        ],
        "default": false
    } ]
}
```


Name	Type	Description
`id`	`number`	Internal system identifier of the role.
`name`	`string`	Role name.
`type`	`string`	Role type. See the available values in the reference below.
`permission[]`	`array`	List of permissions. See the available values in the reference below.
`default`	`boolean`	Indicates whether this is a system role.

9.1.2 Role Info

You can retrieve information about a specific role using the `team/role/info` method.

Request:

```
GET /v1/team/role/info
  ?id=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Value
`id` *	`number`	Internal system role ID

Response:

Example Response

Response Data


```
{
    "data": {
        "id": 1000341,
        "name": "Notification",
        "type": "agent",
        "description": "Allows you to manage devices and receive notifications from them.",
        "default": false,
        "permission": [
            "agent_get_info",
            "agent_notification"
        ]
    }
}
```


Name	Type	Description
`id`	`number`	Internal system identifier of the role.
`name`	`string`	Role name.
`type`	`string`	Role type. See the available values in the reference below.
`description`	`string`	Brief description of the role.
`default`	`boolean`	Indicates whether this is a system role.
`permission[]`	`array`	List of permissions. See the available values in the reference below.

9.1.3 Create Role

Create a custom role using the `/team/role/create` endpoint.

Request:

```
POST /v1/team/role/create
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "name": <string>,
  "description": <string>,
  "type": <string>,
  "permission": [ <string>, ... ]
}
```

Parameter	Type	Description
`name`	`string`	Name of the new role.
`description`	`string`	Role description.
`type`	`string`	Role type. See the available values in the reference below.
`permission`	`array`	List of permissions. See the available values in the reference below.

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`id`	`number`	Internal system identifier of the created role.
`status`	`number`	Result status. Possible values: • `0` — Role created successfully. • `1` — Invalid request data. • `6` — Insufficient permissions.

9.1.4 Edit Role

Update an existing custom role using the `/team/role/edit` endpoint.

Request:

```
POST /v1/team/role/edit
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "id": <number>,
  "name": <string>,
  "description": <string>,
  "permission": [ <string>, ... ]
}
```

Parameter	Type	Description
`id`	`number`	Identifier of the role to update.
`name`	`string`	New role name.
`description`	`string`	Role description.
`permission`	`array`	List of permissions. See the available values in the reference below.

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Role updated successfully. • `1` — Invalid request data. • `6` — Insufficient permissions.

9.1.5 Remove Role

Delete an existing custom role using the `/team/role/remove` endpoint.

Request:

```
POST /v1/team/role/remove
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY

{
  "id": <number>
}
```

Parameter	Type	Description
`id`	`number`	Identifier of the custom role to delete.

Response:

Example Response

Response Data

```
{
    "status": 0
}
```

Name	Type	Description
`status`	`number`	Result status. Possible values: • `0` — Role removed successfully. • `1` — Invalid request data. • `6` — Insufficient permissions.

9.2 Role Assignment

Roles are grouped into three categories based on their purpose. The available permissions depend on the role type.

Name	Identifier	Purpose
Devices and Groups	`agent` or `group`	Manage devices in Permanent Access.
Invitations	`quick_support`	Manage invitations in Quick Support.
Administration	`team`	Administer the Team account and its settings.

9.3 Role Permissions

Permissions define the functions allowed for a specific role. They depend on the chosen purpose.

Name	ID	Description
Actions		Available connection modes to the device
Screen View	`agent_connect`	Allows connecting to the device's screen in view-only mode
Screen Control	`agent_control`	Allows controlling the device's screen using the mouse and keyboard
File Manager	`agent_file_transfer`	Allows access to the device's file system
Terminal Mode	`agent_terminal_mode`	Allows terminal-mode access to the device
Wake Up	`agent_wake_on_lan`	Allows waking the device via Wake-on-LAN
Reboot	`agent_reboot`	Allows rebooting the remote device
Lock/Unlock	`agent_lock_screen`	Allows locking the remote OS account
Session options		Features available during a remote session
No Confirmation	`agent_no_confirm`	Allows connecting without requesting confirmation from the remote user ⚠️ Works only when connecting to devices for which connection approval requirements are configured through group settings.
Calls	`agent_audio_calls`	Allows making calls
Black Screen and Input Lock	`agent_lock_input`	Allows blocking the screen and input devices
Chat	`agent_chat`	Allows sending text messages
Sync Clipboard	`agent_clipboard`	Allows syncing the clipboard
Other options		Other system functions applicable to devices
Screen Preview	`agent_preview`	Allows screen video preview in the device list
Connection History	`agent_sessions`	Allows access to connection history
Software Inventory	`agent_program_list`	Allows access to installed software information
Modify Notifications	`agent_notification`	Allows managing notifications
Video Recording Delete	`agent_remove_video`	Allows deleting video recordings
Device Modify	`agent_change_settings`	Allows editing device properties
Device Delete	`agent_logout`	Allows deleting devices

Name	ID	Description
Access to Invitations		Which invitations are accessible
Own Invitations	`quick_support_admin`	Allows access only to one's own invitations
All Invitations	`quick_support_technical`	Allows access to all team invitations
Actions		Available connection modes
Screen View	`agent_connect`	Allows connecting in screen view mode
Screen Control	`agent_control`	Allows controlling the screen using mouse and keyboard
File Manager	`agent_file_transfer`	Allows access to the file system
Terminal Mode	`agent_terminal_mode`	Allows terminal-mode connection
Session options		Features available during a connection
Calls	`agent_audio_calls`	Allows making calls
Chat	`agent_chat`	Allows sending text messages
Reboot	`agent_reboot`	Allows rebooting the device
Installation Request	`agent_app_install_request`	Allows sending a request to install the agent application application
Sync Clipboard	`agent_clipboard`	Allows syncing the clipboard
Other options		Other functions
Screen Preview	`agent_preview`	Allows screen video preview in the list
Video Recording Delete	`agent_remove_video`	Allows deleting session recordings

Name	ID	Description
Administrator functions		Administration features
Audit Log	`team_security_log_admin`	Allows access to team-wide audit logs
Technicians and Team Settings	`team_user_admin`	Allows managing technicians and team settings
Branding Settings	`team_brand_admin`	Allows access to branding settings
Billing Settings	`team_billing_admin`	Allows managing billing
API Settings	`team_api_key`	Allows managing API keys.
Other		Other features
Permanent Access	`team_permanent_access`	Grants access to the Permanent Access section. Normally this section appears if the user has rights to at least one device or group, but in some cases it may not be visible. This permission explicitly enables access to this section, for example to add a new device.

10. Connection History

On this page, you will find descriptions of the API methods intended for working with historical connection data from the Connection History section.

10.0.1 Session List

To get a history of your connections, use the `history/list` method.

Request:

```
GET /v1/history/list
  ?agent_id=<number>
  &support_id=<number>
  &date_from=<unixtime>
  &date_to=<unixtime>
  &video=<boolean>
  &offset=<number>
  &limit=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Value
`agent_id`	`string`	Filter by agent ID
`support_id`	`number`	Filter by invitation ID
`date_from`	`unixtime`	Filter by date and time: period start
`date_to`	`unixtime`	Filter by date and time: period end
`video`	`boolean`	Filter by video recording
`offset`	`number`	Offset for the first item in the list
`limit`	`number`	Number of items in the list. Default value: `20`; maximum value: `100`

Response:

Example Response

Response Data


```
{
    "offset": 0,
    "limit": 10,
    "total": 15,
    "filter": {
        "date_from": 1608660281,
        "date_to": 1608660389,
        "agent_id": 1001,
        "support_id": 1002,
        "video": true
    },
    "data": [ {
        "id": 27233,
        "start": 1608660273,
        "stop": 1608660281,
        "support_id": 1002,
        "client": [ {
            "user_agent": "Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/87.0.4280.88 Safari/537.36",
            "login": "john.smith@gmail.com",
            "geo": {
                "ip": "2.21.31.68",
                "country": "USA",
                "region": "California",
                "city": "Los Angeles"
            }
        } ],
        "agent": {
            "id": 1001,
            "name": "DESKTOP-SJBU5PO",
            "group": "Accounting",
            "geo": {
                "ip": "2.21.31.68",
                "country": "USA",
                "region": "California",
                "city": "Los Angeles"
            },
            "os": "win",
            "version": "2.1.5",
            "owner": "john.smith@gmail.com"
        },
        "video": {
            "url": "https://st.getscreen.me/video/2/27233.mp4",
            "size": 428652
        }
    }, ... ]
}
```

Name	Type	Description
`id`	`number`	Internal system connection ID
`start`	`unixtime`	Connection start date and time
`stop`	`unixtime`	Connection end date and time ℹ️ Can be empty if the connection is not ended
`support_id`	`number`	Invitation connection ID ℹ️ The field may be blank if there was a connection to a Permanent Access device
`client`	`array`	List of clients who joined the connection
`client[].user_agent`	`string`	User agent
`client[].login`	`string`	User login ℹ️ Can be empty if the connection was anonymous
`client[].geo`	`object`	Location
`client[].geo.ip`	`string`	IP address
`client[].geo.country`	`string`	Country
`client[].geo.region`	`string`	Region
`client[].geo.city`	`string`	City
`agent`	`object`	Agent info
`agent.id`	`number`	Internal system agent ID
`agent.name`	`string`	Name
`agent.group`	`string`	Group
`agent.geo`	`object`	Location
`agent.geo.ip`	`string`	IP address
`agent.geo.country`	`string`	Country
`agent.geo.region`	`string`	Region
`agent.geo.city`	`string`	City
`agent.os`	`string`	Operating system. Possible values: `win`, `mac`, `linux` or `android`
`agent.version`	`string`	Software version
`agent.owner`	`string`	Account login of the permanent access owner
`video`	`object`	Video recording info ℹ️ Can be missing if the connection was not recorded
`video.url`	`string`	Video recording file address ⚠️ To download a file with a video recording of the connection, add the `?apikey=` parameter with your API key.
`video.size`	`number`	Video recording file size in bytes

10.0.2 Session Info

To get information about a specific connection, use the `history/info` method.

Request:

```
GET https://api.getscreen.me/v1/history/info
  ?session_id=<number>
  &session_uid=<number>
Host: https://api.getscreen.me
X-Api-Key: YOUR_API_KEY
```

Parameter	Type	Value
`session_id`	`number`	Internal session identifier
`session_uid`	`string`	Unique session identifier

Response:

Example Response

Response Data


```
{
  "id": 10573011,
  "uid": "175421704871JDSVaYcCPB2urQWvod1dipT8VlSWj41414945",
  "agent_id": 1405303,
  "account_id": 7915,
  "agent_account_id": 0,
  "user_agent": "Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/138.0.0.0 Safari/537.36",
  "start": 1754217049,
  "stop": 1754217227,
  "video": "https://st.getscreen.me/video/1405303/10500000.mp4",
  "video_size": 7530661,
  "turbo_one_time": false,
  "visor_comment": "",
  "url": "/mn3-u1r-e7u",
  "mode": "control",
  "client": {
    "ip": "2.21.31.68",
    "country": "USA",
    "region": "California",
    "city": "Los Angeles"
  },
  "agent": {
    "ip": "2.21.31.68",
    "country": "USA",
    "region": "Bashkortostan Republic",
    "city": "Sterlitamak"
  }
}
```

Name	Type	Description
`id`	`number`	Internal system connection ID
`uid`	`string`	Unique session identifier
`agent_id`	`number`	Internal system agent ID
`account_id`	`number`	Internal identifier of the technician
`agent_account_id`	`number`	Identifier of the account to which the device is linked
`start`	`unixtime`	Connection start date and time
`stop`	`unixtime`	Connection end date and time ℹ️ Can be empty if the connection has not ended
`video`	`object`	Video recording info ℹ️ Can be missing if the connection was not recorded
`video.url`	`string`	Video recording file URL ⚠️ To download the video recording file, append the `?apikey=` parameter with your API key.
`video.size`	`number`	Video recording file size in bytes
`turbo_one_time`	`boolean`	Indicates whether the session was established via a one-time link
`visor_comment`	`string`	Comment
`url`	`string`	URL used for the connection
`mode`	`string`	Connection type. Possible values: • `control` – screen control • `terminal` – terminal access • `file_manager` – file manager access
`client`	`object`	Information about the technician who connected
`client.ip`	`string`	IP address
`client.country`	`string`	Country
`client.region`	`string`	Region
`client.city`	`string`	City
`agent`	`object`	Device information
`agent.ip`	`string`	IP address
`agent.country`	`string`	Country
`agent.region`	`string`	Region
`agent.city`	`string`	City