

IRAS Web Application Programming Interface (API)
Frequently Asked Questions (FAQ)
(First Edition)

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1 Definitions

1.1 Unless the context otherwise requires, the terms used herein are as follows:

Term	Description
“AIS”	Auto Inclusion Scheme
“API”	Application Programming Interface.
“HSM”	Hardware Security Module

2 Introduction

- 2.1 This document covers common questions that API developers may ask when building applications using IRAS APIs.

3 Getting Started

- 3.1 What are the IRAS APIs?
The IRAS APIs are web APIs that give developers ways of building HTTP services in their web pages or applications to call specific IRAS API services.
- 3.2 How do I create an IRAS API Developer Account?
To utilise the IRAS API services, you will have to be a member by creating an IRAS API Developer Account through the IRAS API Developer Portal.

4 Understanding the Terms of Use

- 4.1 What are the Terms of Use?
The Terms of Use for the IRAS API Developer Portal are found at <https://apisandbox.iras.gov.sg/iras/devportal/sb/terms>.
Individual IRAS API Plans have may have their own terms that govern your use of the subscribed API.

5 IRAS API Developer Portal

- 5.1 What is the IRAS API Developer Portal?
IRAS provides the API development community a simple way to search content and learn about our API services through the IRAS API Developer Portal. Developers can sign up for an account and register your applications through the following link: <https://apisandbox.iras.gov.sg/>
- 5.2 How do I create a new developer account?
From the home page of the IRAS API Developer Portal, click on [Create an account]. Fill up and submit the developer account details. The email you provided when populating the developer account details will receive an e-mail containing an activation link for the new developer account.
- 5.3 What do I do if I do not receive any account activation email?
It may take a while for you to receive the account activation email. If you have not received your account activation email you may try the following:
- a) Check your spam folder;
 - b) Check to see if you have entered the wrong email address during account creation by creating a new account with your email. If this email has been

registered, the portal would not allow you to create a new account. If the you are able to create the new account, it is likely that the wrong email was entered before and you should get an activation email for the new account;

- c) If trying to create the second account confirms that the first account has the correct email, try waiting for a while and check your email again.
- d) If the above steps have not resolved the issue and the activation email has not arrived after four hours, contact the IRAS API Administration Office at ais@iras.gov.sg.

5.4 What is a Plan?

A Plan is a collection of API operations or subsets of operations from one or more API services. A Plan can contain a mixture of HTTP GET, PUT, POST, OPTIONS, HEAD, PATCH, and DELETE verbs from different APIs or it can contain all the GET verbs from various APIs. A Plan can have a shared rate limit for all the operations, or each operation can have a different rate limit.

5.5 How do I select a Plan?

In the IRAS API Developer Portal, you can browse and select the most appropriate Plan to use with your application. You must register an application to use with a plan.

5.6 How do I register my API Application in the IRAS API Developer Portal?

Before you can use an IRAS API, you must first register your application to the IRAS API Developer Portal. You will also be required to have a developer account with the IRAS API Developer Portal. On the menu options, click on Apps, fill up and submit the application form. Upon approval by the IRAS API team, you will receive an email requesting you to retrieve a client id and client secret that identifies your application.

6 Management of API key

6.1 Where can get my API key?

For IRAS APIs that require authentication, registering your application will allow you to retrieve your client id and client secret pair (also known as API key). This set of values uniquely identifies your application and allows access to the web service. It is also used to track your overall call usage. As such, your client id and client secret should be kept securely.

6.2 How do I reset my application's client secret?

Log in to the IRAS API Developer Portal and select your application. If you have administration rights to manage your application using the IRAS API Developer Portal, you will be allowed the option to reset your application's client secret.

6.3 I am worried that my API key may have been compromised. What do I do?

If you are worried that an API key has been compromised, you can inform the IRAS API Administration Office at this ais@iras.gov.sg and also reset the API key through the IRAS API Developer Portal.

6.4 What are some best practices of keeping my API key secure?

IRAS API services that deal with sensitive data will require applications to utilise the client id and client secret pair to access the services. API keys must be protected similarly to how passwords and private keys are secured. It is important that the API keys are kept secure as publicly exposing your credentials may result in your account being compromised and lead to unexpected changes and or charges to your account.

The following outlines some best practices to keep your API keys secure:

- e) Do not embed API keys in the application code, even if it is obfuscated;
- f) Do not store API keys in files or configuration files within the application's source tree;
- g) Regenerate your API keys periodically;
- h) Review your codes to ensure it does not contain the API keys before publicly releasing it;
- i) If possible, store your API keys in encrypted Hardware Security Module (HSM) with policies that govern the API keys usage;

7 Pricing and Usage Limits

7.1 What are the usage limits for the IRAS APIs?

Each of the IRAS APIs have their own set of rate limits. Please refer to the documentation that are related to your subscribed API Plan.

7.2 What happens if I exceed the usage limit?

If you exceed the usage limits, the web service will stop providing normal responses and switch to returning error status code until additional usage is allowed again. If you observe abnormal spikes in your usage, you may consider:

- a) Optimising your application to lower usage and call the IRAS APIs more efficiently;
- b) Reviewing the security policies for your API key storage.;

7.3 How much does it cost to use the IRAS APIs?

As of current, IRAS APIs are provided at no cost, provided that the application meets the requirements of the IRAS API Terms of Use.

8 Additional questions

8.1 How can I contact the IRAS API Developer Administrator?

You can contact the IRAS API Administration Office via email at ais@iras.gov.sg

8.2 What the minimum browser requirements?

- Internet Explorer 11 and later
- Firefox 45 and later
- Safari 9 and later
- Google Chrome 45 and later