

ShipWorks[®]

Reference Guide

Adding a BigCommerce Store

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Table of Contents

[Background](#)

[First Things First](#)

[The Process](#)

[Setting the BigCommerce User Permissions](#)

[Creating the BigCommerce Legacy API User](#)

[Adding BigCommerce to ShipWorks](#)

[Still Need Help?](#)

Background

Before you set up your Bigcommerce in ShipWorks, you need to obtain your Bigcommerce API Path, API User-name, and API Token from Bigcommerce. You'll do that by enabling a Bigcommerce user with the permissions needed to connect ShipWorks to BigCommerce.

This article will cover:

1. Updating the BigCommerce user permissions.
2. Creating a BigCommerce API legacy ID.
3. Connecting ShipWorks to BigCommerce.

First Things First

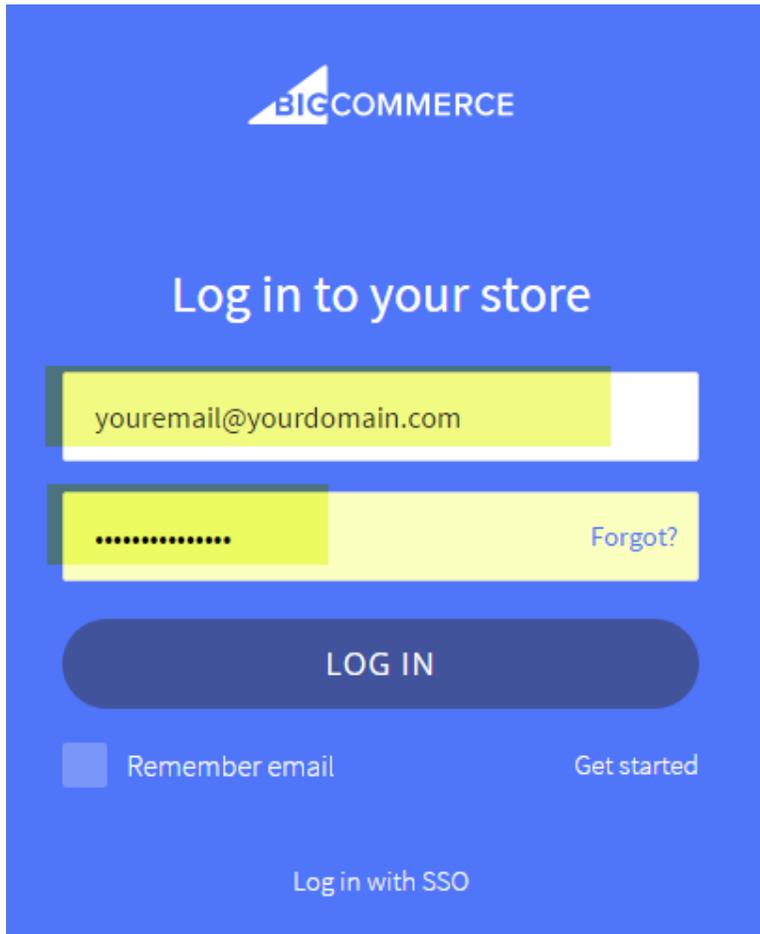
In order to connect ShipWorks to bigCommerce you will need to have the following items available to you:

1. Your BigCommerce administrator login information.
2. Access to ShipWorks with administrator rights.

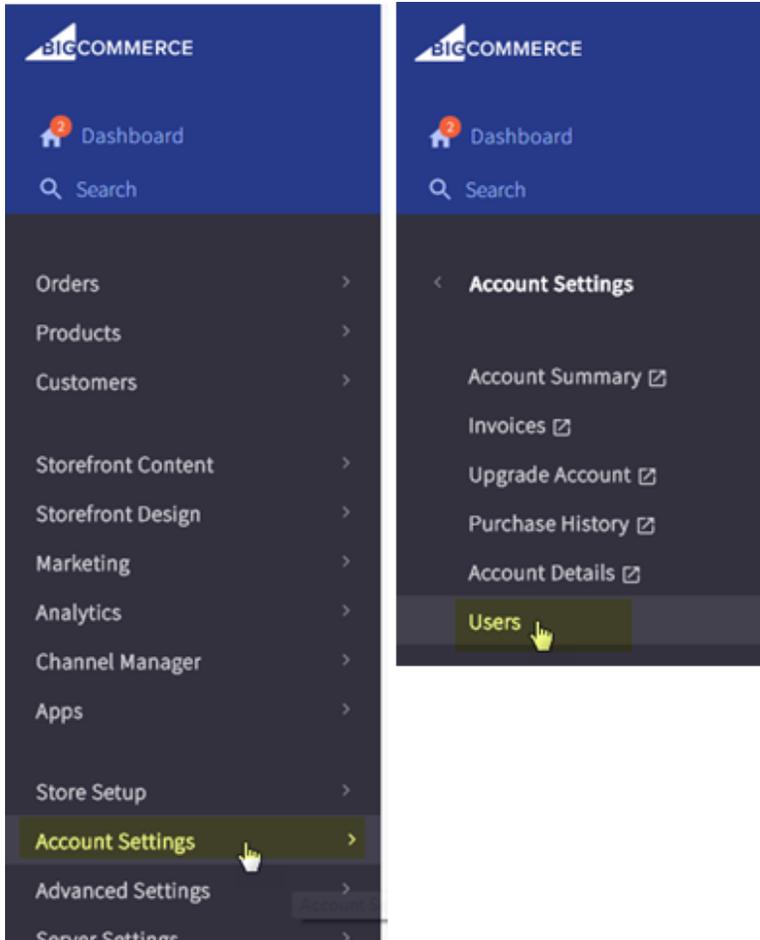
The Process

Setting the BigCommerce User Permissions

1. Log in to your Bigcommerce Online Store Manager at: <http://yourstore.bigcommerce.com/admin>. (replace "yourstore" in this example with the name of your online store).



2. Once you have logged in, on the left side of the BigCommerce control panel, click on **Account Settings** and then click **Users**.



3. On the **View Users** screen, click on the **...** icon located to the right of the user for which you wish to modify the permissions, under **Action**. Then, click **Edit**.

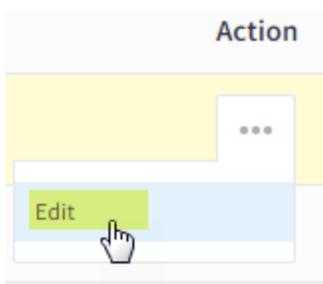
View Users

A user is someone who has access to the administration area of your store. Each user account also has its own customizable access permissions.

Looking for API accounts? You can find them by navigating to Setup & Tools, Legacy API Accounts. [Go there now.](#)

[Create a User Account](#)  View 20 

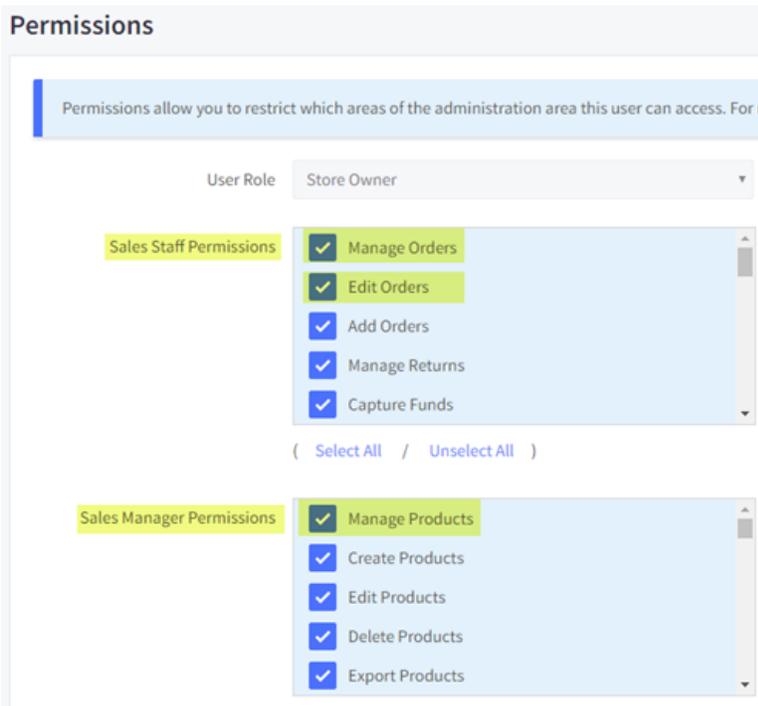
<input type="checkbox"/>	Email 	User Role 	Status 	Action
<input type="checkbox"/>	user@yourstore.com	owner		



4. Scroll down to Permissions and be sure the following permissions are selected:

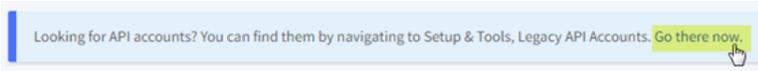
- » **Sales Staff Permissions** - Manager Orders
- » **Sales Staff Permissions** - Edit Orders
- » **Sales Manager Permissions** - Manage Products.

(Do not click Save yet)

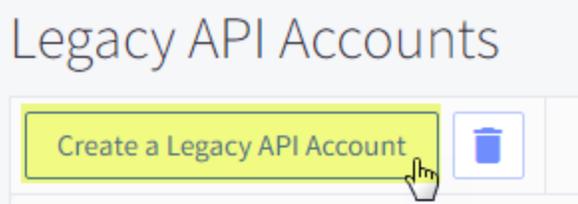


Creating the Legacy API User

5. Scroll down and locate "**Looking for API accounts? You can find them by navigating to Setup & Tools, Legacy API Accounts. Go there now.**" Click the **Go there now** link.



6. Click the **Create a Legacy API Account** button.



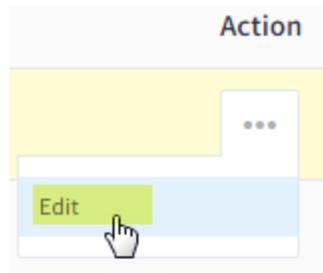
7. Enter the username **ShipWorks**. Leave both the **API Path** and the **API Token** as they are.

A screenshot of a form titled "Create a Legacy API Account" with the subtitle "Legacy API Account Details". The form contains three input fields: "Username" with the value "ShipWorks", "API Path" with the value "https://store-cee1f.mybigcommerce.com/api/v2/", and "API Token" with the value "5c3a0f27a61432e3e8a73a28ceffedebb310b0cc". A blue link "What is the API and how does it work?" is located below the API Token field. Blue arrows point from the "API Path" and "API Token" labels to their respective input fields.

8. Click **Save**.

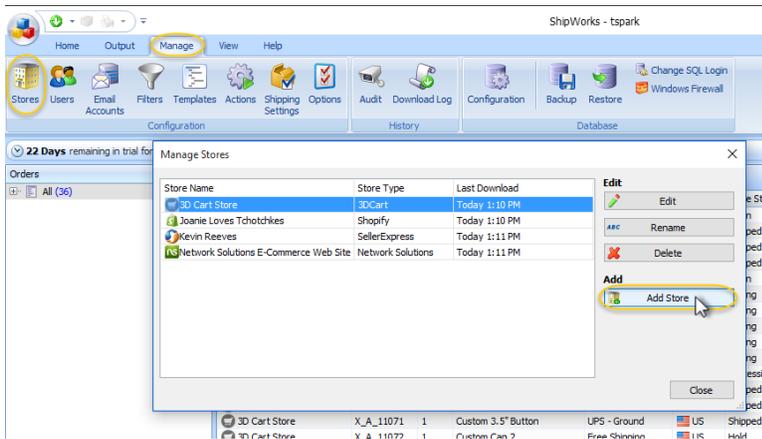


9. We will need the **API Path** and the **API Token** for the API account we just created in the next steps. So, click on the **...** icon to the right of the ShipWorks account and click **Edit**.

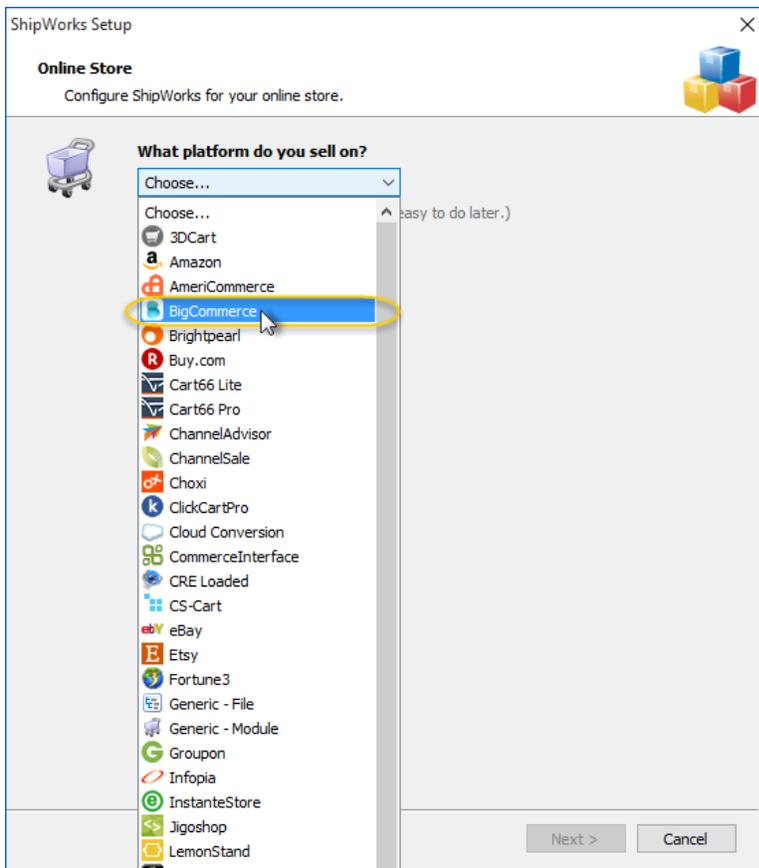


Add Your Bigcommerce Store to ShipWorks

1. Log into ShipWorks. Then, click on the **Manage** tab, then click the **Stores** button, and then click **Add Store**.



2. From the **What platform do you sell on?** drop-down menu, select **BigCommerce**.



3. On the Store Setup screen, enter:

- » **API Username** - ShipWorks
- » **API Path** - Copy the path from your ShipWorks API account in BigCommerce.
- » **API Token** - Copy the token from your ShipWorks API account in BigCommerce.

Click **Next**.

ShipWorks Setup

Store Setup
Enter the following information about your online store.

Enter your API Path, API username, and the API token provided to you by BigCommerce:

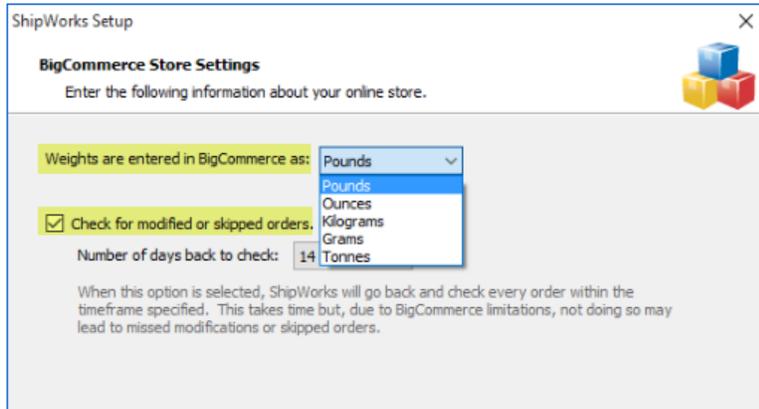
API Path:	<input type="text" value="http://yourstorename.mybigcommerce.com/api/v2/"/>
API Username:	<input type="text" value="ShipWorks"/>
API Token:	<input type="text" value="2fff8f8b0c9c9c99888c8cc8c88c8s99333k33k3"/>

< Back **Next >** Cancel

Note: If you get an error message saying your API info is invalid, go back to your Bigcommerce store site and make sure that you saved the Legacy API account you created in step 7 above. This cannot work until that Legacy API Account is saved on your Bigcommerce site.

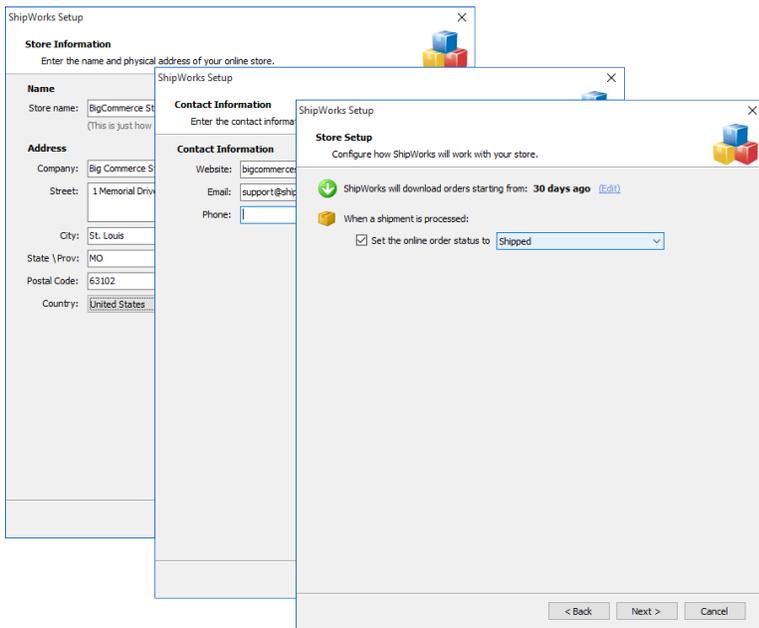
4. On the **BigCommerce Store Settings** screen:

- » **Weights are entered into BigCommerce as:** - Select the unit of weight measure that you use in BigCommerce for your products.
- » **Note:** If you are unsure, please go back to your BigCommerce store and double-check. Selecting the wrong option may cause adverse effects in ShipWorks with how weights are displayed.
- » **Check for modified or shipped orders:** - It is recommended to leave the default settings.



5. Click, **Next**

6. Enter the requested information on the next few screens, clicking **Next** to proceed through the store wizard.



7. Review the text on the confirmation page, then click **Finish**.

ShipWorks Setup

Setup Complete
ShipWorks is ready to connect to your store.



ShipWorks is ready!

Wondering what's next?

Download Orders
ShipWorks will immediately start to download your orders, and will automatically check for more every 15 minutes.
To force a download just click the 'Download' button: 

Print Shipping Labels
When you're ready to ship, select an order and click the "Ship Orders" button: 

Get Educated
Manuals can be boring, but our [Getting Started Guide](#) is worth it.

Still Need Help?

Please feel free to [reach out to one of our awesome Customer Care representatives in St. Louis](#). We are happy to assist you.