



Upcoming System Migration - Action Required

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Align is undergoing a system migration to enhance scalability and improve the experience for partners and users.

We are reaching out to ensure you make the necessary updates to your applications to prevent any disruption in service to your customers.

Key Migration Features

1. **New iTero Service URLs**

Transitioning to new URLs ensures that future platform updates will not affect your app.

2. **Discovery endpoint**

This endpoint returns region-specific Domain and Path values for iTero services, offering:

- Accurate regional routing.
- Futureproofing against domain/URL changes.
- Compatibility with the upcoming Version 3 of iTero Gen API solution (details to follow).

3. **Updated Refresh Token Mechanism**

Once the migration takes place, refresh token expiry changes. This should not change your code.

- Current: Access token is valid for one hour; refresh token can be used for up to one year

- **New:** Access token is valid for one hour; Pair Refresh token remains valid with regular use. If unused for over 3 months, re-authentication and pairing will be required.

Testing & Tools

iTero retired the Sandbox environment. You will receive in the coming days access to a dedicated production test space, including:

- Set of credentials (client ID and client secret). These are the credentials that you already use for your apps in production.
- Test accounts on the new environment.
- Updated environment Postman collection.
 - The iTero Gen API collection is not changed and can be found [here](#).
 - **Important Note:** Do not use 'Download Asset' endpoint. Check below **Download assets** in "Important Notes"

Coding Updates

- **Auth URL {{oauth_base}}**

Replace the current URL with the new one:

- a. Current URL: <https://identity-cus.aligntech.com>
- b. New URL: <https://prod-identity.iterocloud.com>

- **Base URL {{baseUrl}}**

Replace the current URL with the new one:

- a. Current URL: Can be one of the following:
 - i. <https://api-proxy.aligntech.com/itero-gen-api/v2>
 - ii. <https://gateway-cus.aligntech.com/lab-sw/v1>
- b. New URL: <https://prod-iteroapi.iterocloud.com>

- **Discovery endpoint**

Call discovery endpoint in the following events:

- a. before calling to **/related-accounts** endpoint, using the first obtained token.
Use:
- b. **Periodically**, after pairing (can be coupled with refresh token request), using the second obtained token.

`{{baseUrl}}/api/third-party/v2/api-discovery-by-name-and-version?discoveryName=third-party&version=2`

Discovery endpoint returns **Domain** and **Path**, to be used for future calls.

If you don't use discovery endpoint, please check out the [documentation](#).

- **Order Downloads**

Always use the links returned by Get Order endpoints, do not hard code the download endpoint. Update your implementation if you are not already doing so.

Refer to the URLs section in the "Get Orders"/"Get Order By RXID" endpoints' responses in the [DPMS spec](#) and [Lab connector](#) spec.

- **Endpoint Usage**

Use the **Domain** and **Path** returned from the discovery call for all API requests. **Do not use the baseUrl.**

- **Refresh Token**

The token is valid as long as used. This applies to the token received after pairing. The first token retrieved after logging in should be discarded after used for discovery and pairing.

If the pair token is not used for 3 months it will fail to refresh and the app has to forward the user to the log in page for a new authentication.

Important Notes

- **Migration process**

- a. The migration to the new platform will take place after your changes are deployed. Once implemented, these changes will ensure your application is compatible with both the existing Align platform and the new one.
- b. We will notify you once test accounts are migrated to the new platform, followed by the migration of all production accounts. At that stage, the migration should be seamless and require no action on your part.

- **3rd parties serving China Customers**

Apps serving both China and non-China regions must maintain separate authentication and base URLs. Applications operating in China should remain unchanged at this stage, while those deployed outside of China must comply with these guidelines.

- **3rd parties using Gen API V1**

Gen APIs Version 1 should be upgraded to Version 2 (Refer to V2 [Spec](#)). Please find a comparison table at the end of this document. Using discovery endpoint will return the path to Gen API V2.

- **Refreshing a token**

Partners should avoid making multiple 'Refresh Token' requests in quick succession for the an account. This applies to both the new and old oAuthBase URL's.

If a partner is in the process of testing the API and uses both new and old URL's, 'Refresh Token' calls should be separated by several minutes.

- **New login Page**

Align's login page now uses a two-step process (email first, then password). This should not affect your implementation, but it might require updates to training materials.

- **Repair**

Re-authentication will be required after these changes are deployed. Once users are migrated to the new platform, the existing token will expire. This scenario should be handled by the standard token expiry flow already in place.

- **Download assets**

Always use the links returned by Get Order endpoints, do not hard code the download endpoint. Update your implementation if you are not already doing so.

Refer to the URLs section in the "Get Orders"/"Get Order By RXID" endpoints' responses in the [DPMS spec](#) and [Lab connector](#) spec.

Sunset & Sunset Timeline

Please notify us when code changes are deployed.

- iTero will migrate users to the new service.
- Gradual deployment to specific accounts is an option.
- **Sunset Date:** October 31, 2025 – current service will be retired.

Support & Communication

We appreciate the effort it takes to meet this timeline and are here to support you throughout the process. Please reach out with any questions or concerns and keep us updated on your progress.

If you expect any challenges with the timeline, let us know so we can work through them together.

Professional Services Connectivity Team

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Gen API V1/V2 Endpoints Comparison

Endpoint	Path	V1 Vs. V2	Reference
Discovery	{{baseUrl}}/api/third-party/v2/api-discovery-by-name-and-version?discoveryName=thirdparty&version=2	Exist in V2 only	Spec
Pair	/pair-account	No difference	
Un-Pair	/unpair-account	No difference	
Get Practice Configuration	/practice-configuration	V2 does not list case types as iTero use Procedures	Spec
Scan Request (Create RX)	/scan-request (POST)	Pass procedure MapID code in V2 instead of procedure	Spec
Delete RX	/scan-request/:RXID (DELETE)	Exists only in V2	
Get Orders for Practice	/orders/practice	V2 return body includes two more tags: 1. ProcedureName 2. ProcedureTypeName	Spec
Get Orders for Lab	/orders/lab	V2 return body includes two more tags: 1. ProcedureName 2. ProcedureTypeName	Spec
Get Order by RXID	/orders/:rxId	V2 return body includes two more tags: 1. ProcedureName 2. ProcedureTypeName	Spec
Download Asset	/order/:orderId/download/:assetType	No difference	
Return Scan to Doctor	/order/:orderId/return	No difference	
Search Patient	patient/search	No difference	
Update Patient by GUID	/patients	No difference	
Update Patient by chart number	/patient/by-chart-number	No difference	

Note:

The Path returned by the Discovery endpoint includes the endpoint version.