

IDAConnect

How to Get the Fruugo Webhook URL

Step-by-Step User Guide

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1. Overview

The **Fruugo Webhook URL** is a unique endpoint assigned to your IDAConnect account that allows Fruugo to send real-time notifications (such as order updates and product feed responses) directly to IDAConnect. By configuring this URL in your Fruugo Seller Portal, you enable automatic synchronisation of order and product data between Fruugo and IDAConnect.

Each account has a unique Webhook URL based on its **Tenant ID**, ensuring that incoming webhook data is securely routed to the correct account.

 **Note:** The Fruugo Webhook URL is automatically generated when your IDAConnect account is created. No additional setup is required to generate the URL itself — you simply need to retrieve it and provide it to Fruugo.

2. Prerequisites

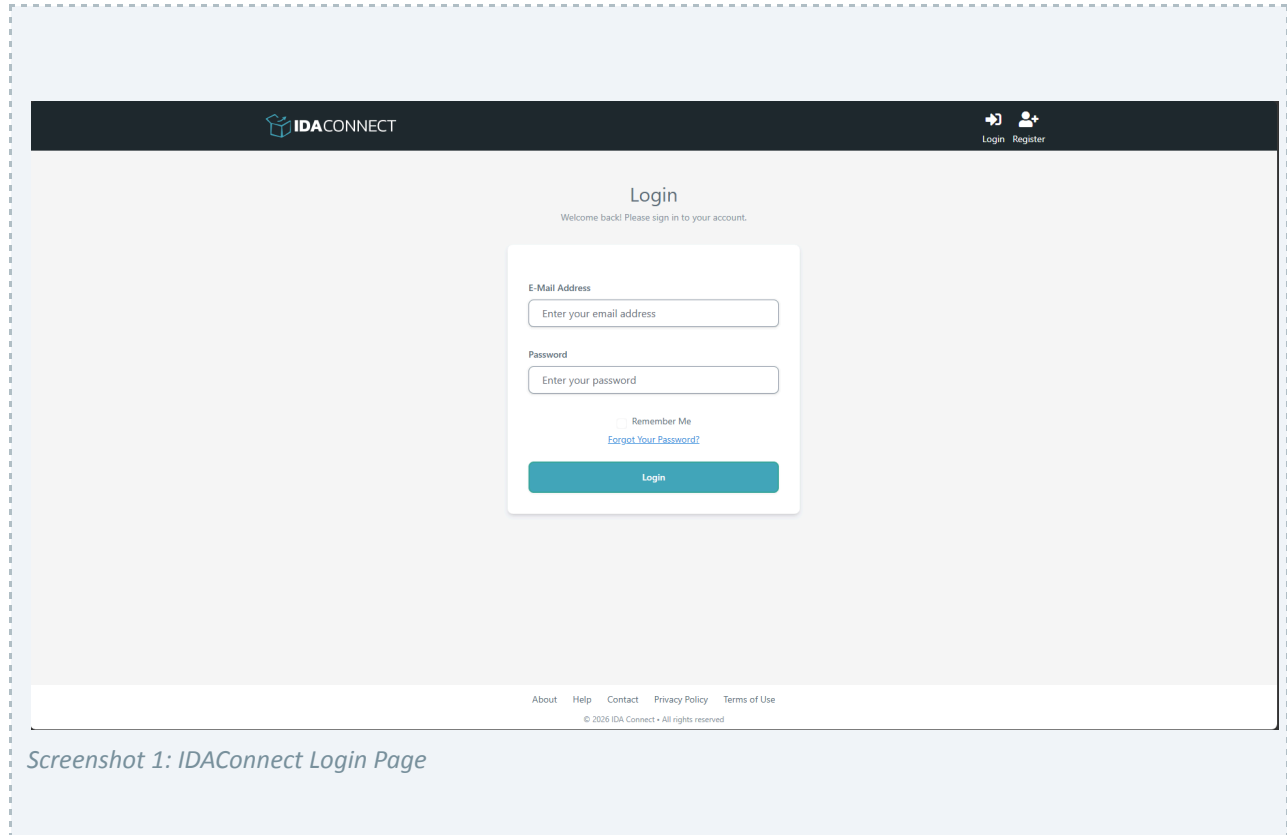
Before you begin, make sure you have the following:

Requirement	Details
IDAConnect Account	An active IDAConnect account with login credentials.
Fruugo Connection	A Fruugo sales channel connection must be set up in IDAConnect (with valid Merchant ID, username, and password).
Fruugo Seller Portal Access	Access to the Fruugo Seller Portal where you will paste the webhook URL.

3. Step-by-Step Instructions

Step 1 Log in to IDAConnect

Open your web browser and navigate to <https://app.idaconnect.com>. Enter your email address and password, then click "Login" to access your dashboard.

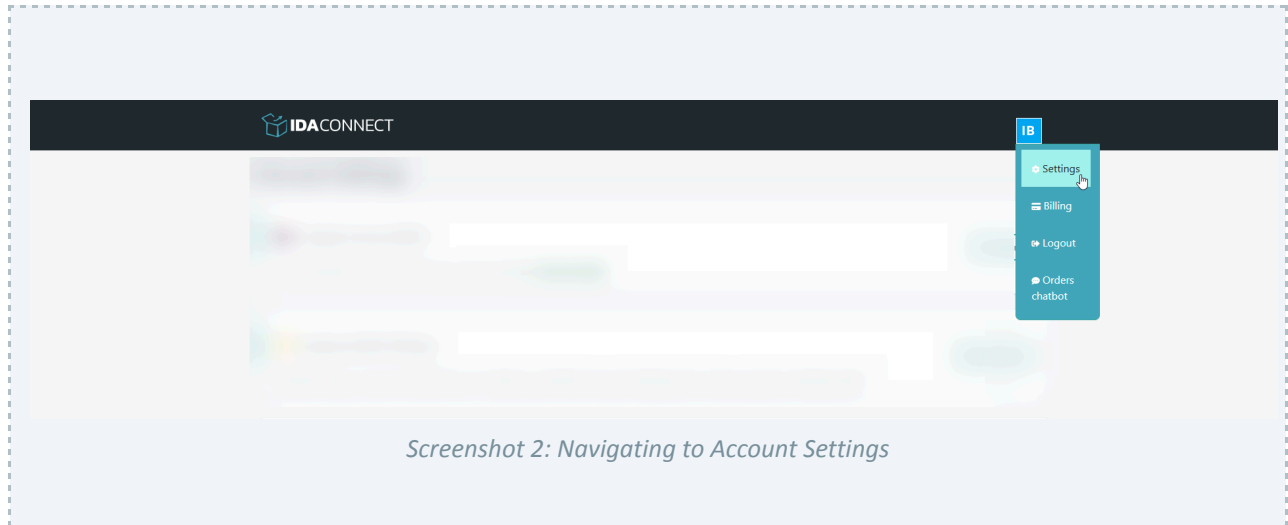


Screenshot 1: IDAConnect Login Page

Step 2 Navigate to Account Settings

Once logged in, locate the account menu. Click on "Settings" to open the Account Settings page.

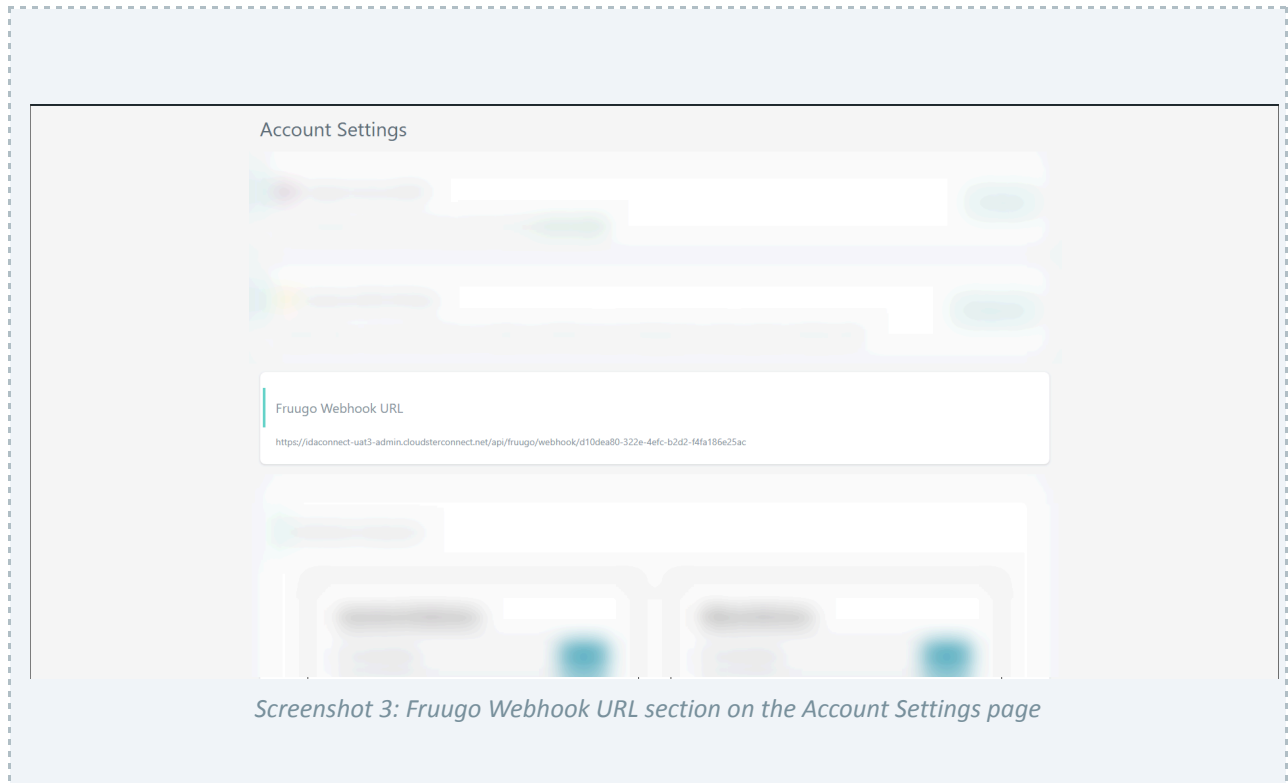
Navigation path: Account Menu › Settings



Step 3 Locate the Fruugo Webhook URL

On the Account Settings page, scroll down until you see the card titled "Fruugo Webhook URL". This card displays your unique webhook URL.

The URL is displayed in plain text beneath the heading and is unique to your account.




Step 4 Copy the Webhook URL

Select the entire webhook URL text and copy it to your clipboard. Make sure you copy the complete URL without any extra spaces.

The URL will look similar to the example below:

```
https://app.idaconnect.com/api/fruugo/webhook/your-tenant-id-here
```


 **Tip:** You can triple-click the URL text to quickly select the entire line, then press Ctrl+C (Windows) or Cmd+C (Mac) to copy it.

4. Webhook URL Format

The Fruugo Webhook URL follows a specific format. Understanding this format can help with troubleshooting or verification:

```
https://app.idaconnect.com/api/fruugo/webhook/<tenant-id>
```

Component	Description
app.idaconnect.com	The IDAConnect application domain.
/api/fruugo/webhook/	The fixed API path that identifies this as a Fruugo webhook endpoint.
<tenant-id>	A unique identifier (UUID) assigned to your IDAConnect account. This ensures webhook data is routed to the correct account.

 **Note:** The Tenant ID is automatically generated when your account is created and cannot be changed. It is a globally unique identifier (UUID) such as a1b2c3d4-e5f6-7890-abcd-ef1234567890.

5. Troubleshooting

The Webhook URL is not visible on the Settings page

The Fruugo Webhook URL is displayed for all accounts. If you cannot see it, try scrolling down on the Account Settings page. If the section is still missing, contact your system administrator to verify your account configuration.

Webhooks are not being received

If you have configured the URL in Fruugo but are not receiving webhook data in IDAConnect, check the following:

- Verify the URL was copied correctly, with no trailing spaces or missing characters.

- Ensure your Fruugo connection in IDAConnect is active and has valid credentials (Merchant ID, username, password).
- Confirm the webhook URL is saved correctly in the Fruugo Seller Portal.
- Contact IDAConnect support if the issue persists.

Error responses from the webhook endpoint

If Fruugo reports errors when sending data to the webhook URL, verify that the IDAConnect worker application is running and accessible. Contact your IDAConnect system administrator for infrastructure-related issues.

6. Frequently Asked Questions

Q: Can I change my Fruugo Webhook URL?

A: The webhook URL is based on your account's Tenant ID, which is fixed. The URL cannot be manually changed. If you need a new URL, contact your system administrator.

Q: Is the Webhook URL the same for all Fruugo connections on my account?

A: Yes. The webhook URL is account-level, meaning it is tied to your account's Tenant ID, not to individual Fruugo connections. All Fruugo webhooks for your account will be sent to the same URL.

Q: Do I need to configure anything else in IDAConnect after setting up the webhook?

A: No. Once you have pasted the URL into Fruugo's Seller Portal, IDAConnect will automatically process incoming webhook data. Ensure your Fruugo connection is active and properly configured with valid credentials.

Q: Where else can I find my Tenant ID?

A: Your Tenant ID is embedded in the Fruugo Webhook URL displayed on the Account Settings page. If you need the Tenant ID separately, contact your system administrator.