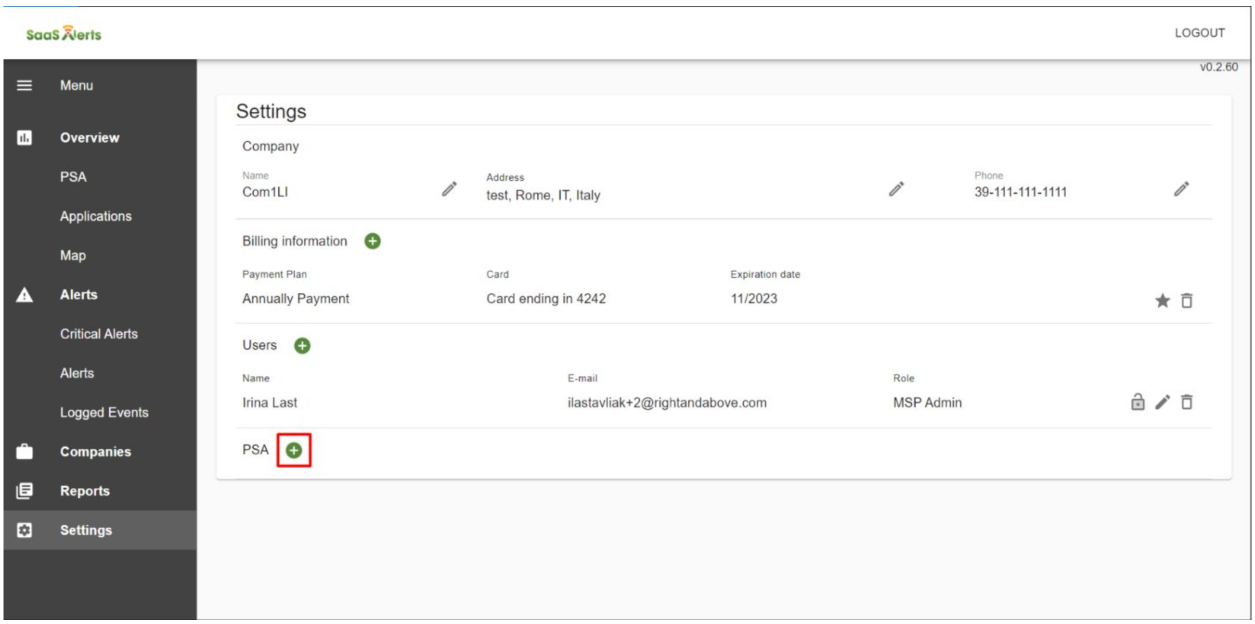
Autotask

To add Autotask as your PSA login to SaaS Alerts as the existing MSP Admin user.

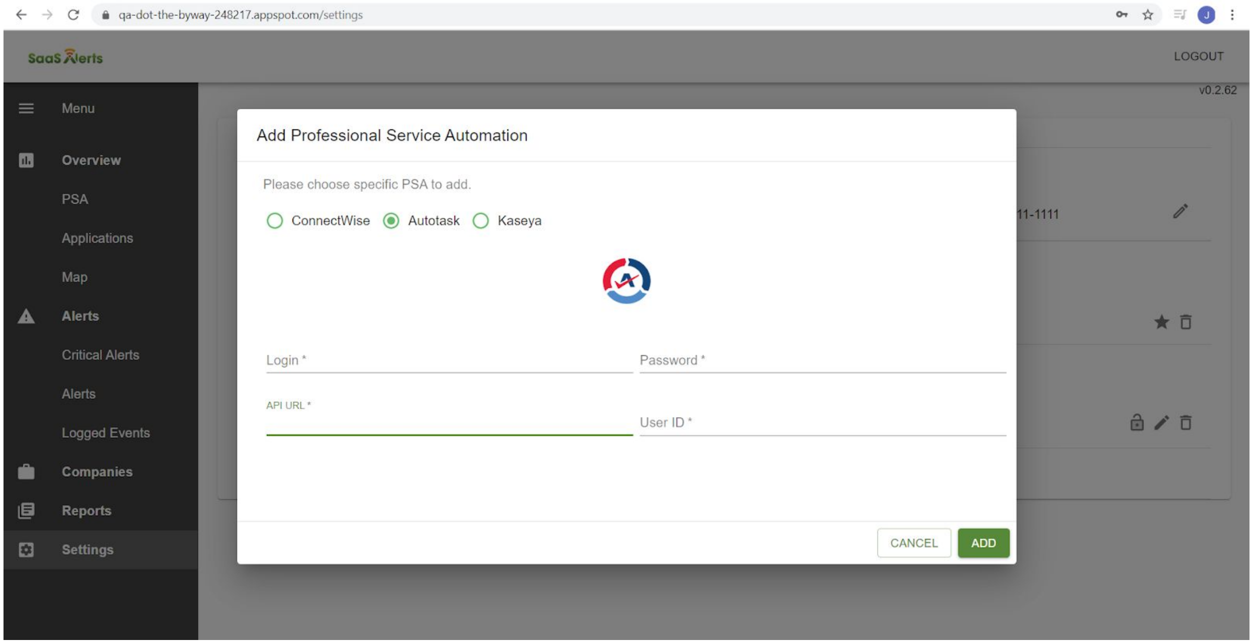
From the Side Menu select “Settings”.
On the Settings page, click on + next to PSA, on the bottom of the screen.



Select Autotask from the PSA Choices that are presented.

To add Autotask, You will need the following parameters:

- **API USER Credentials** (email and password)
    - i.e. <usernameAPI@companydomain.com> Be sure you are not attempting to connect with a standard user account
- **API URL**
    - **Probably: https://webservices2.autotask.net/atservices/1.5/atws.asmx however your URL may differ and you should validate the correct URL for your instance with Autotask**
- **ID (**of the Autotask user who should receive tickets sent by Saas Alerts)



In the Form above:

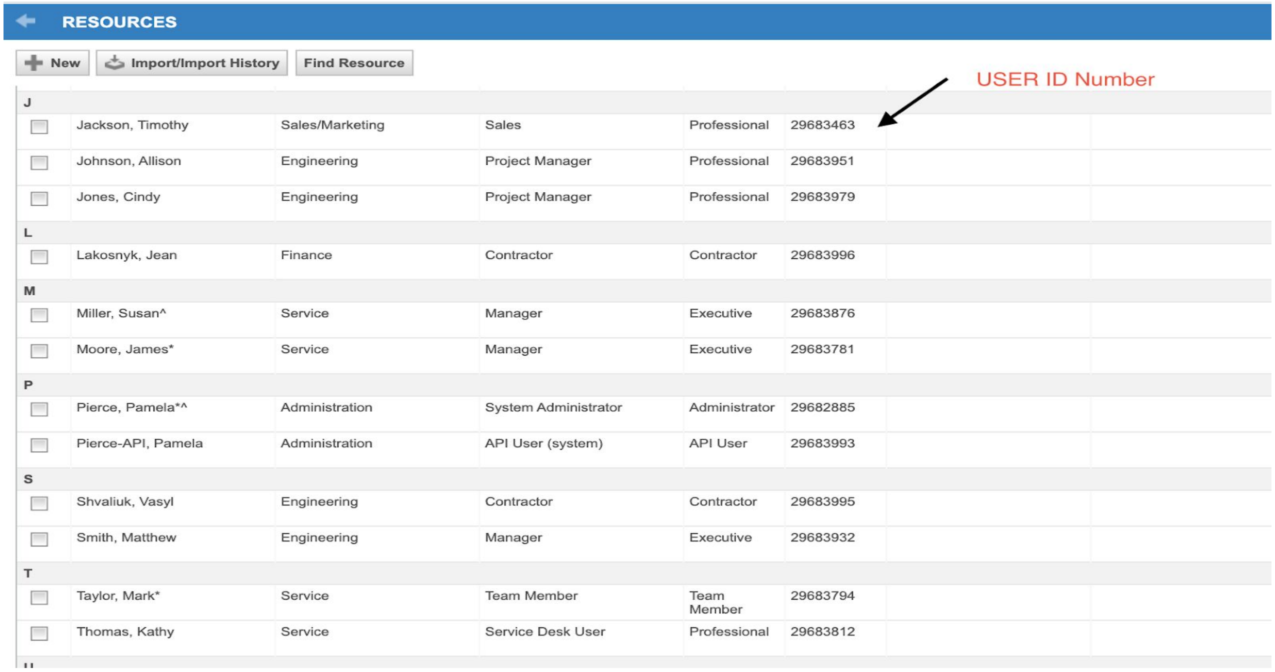
“Login” is the credential for an authorized API user..not a standard Autotask user.

“Password is the password for the the authorized API user

“API URL” - should be → https://webservices2.autotask.net/atservices/1.5/atws.asmx.

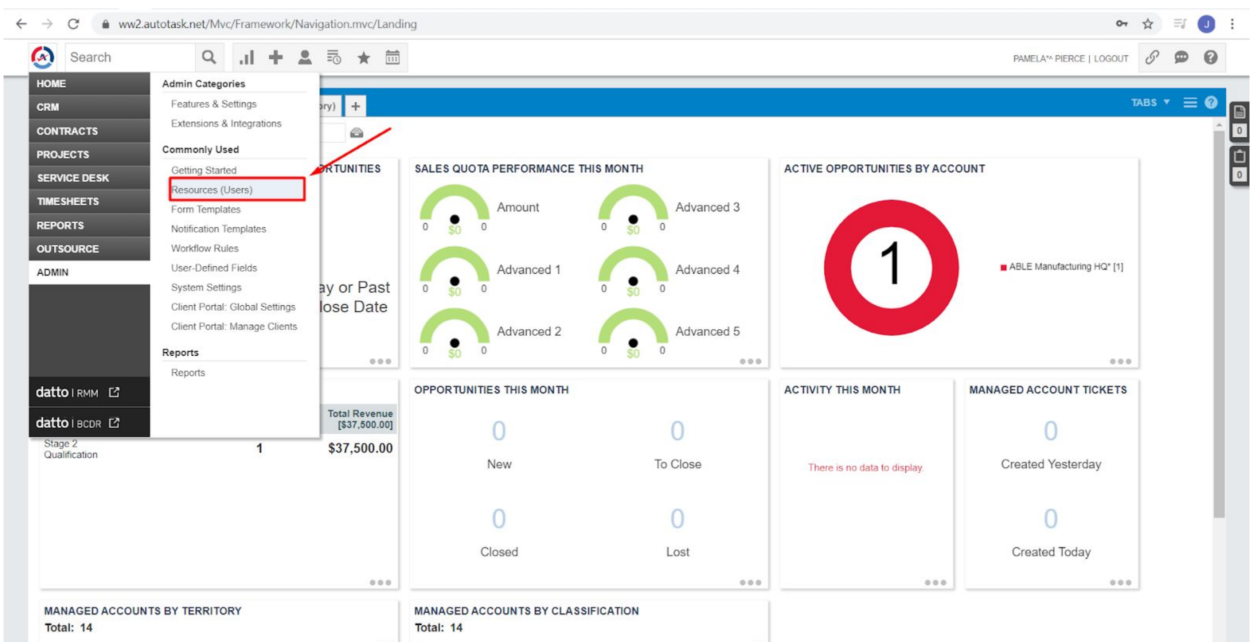
“User ID” must be the ID for the user where all SaaS Alerts notifications will be sent.

- Note: The User ID is NOT the user login name. It is a numeric only value that is assigned to the user by the Autotask System
- You can select an existing User ID from your named user list as depicted below -or -
- You can create a new user specifically for the task of accepting SaaS Alerts Notifications.

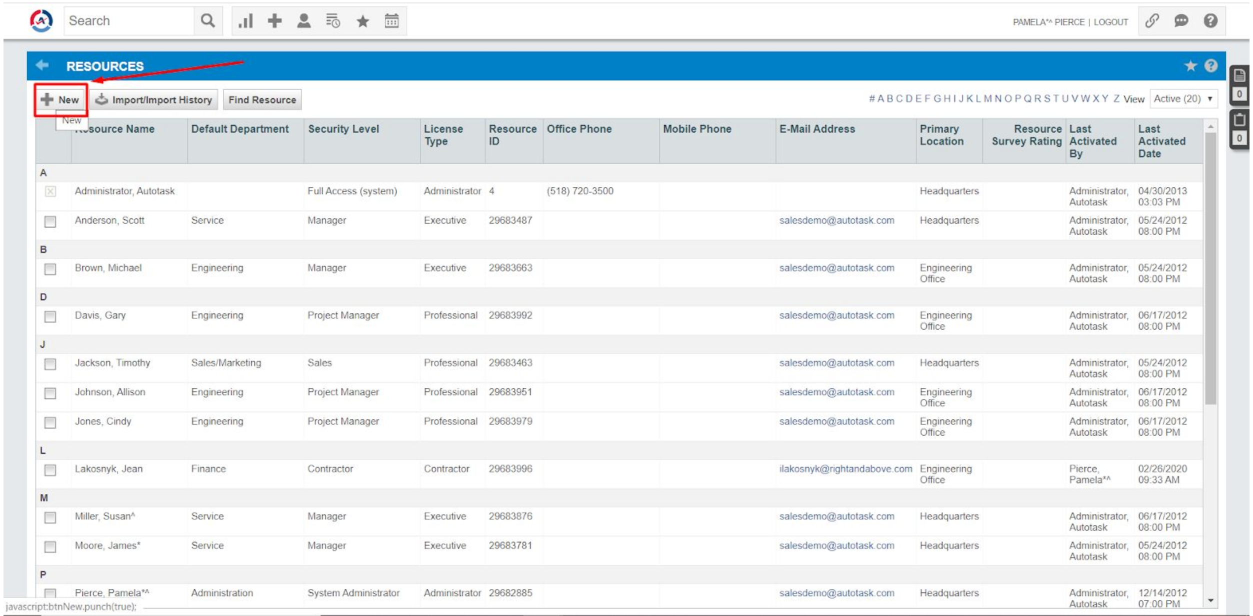


To add new Autotask user:

- Login using an Admin Account on https://ww2.autotask.net/;
- Open **Admin** on the manage panel and click the **Resources (Users)** item;



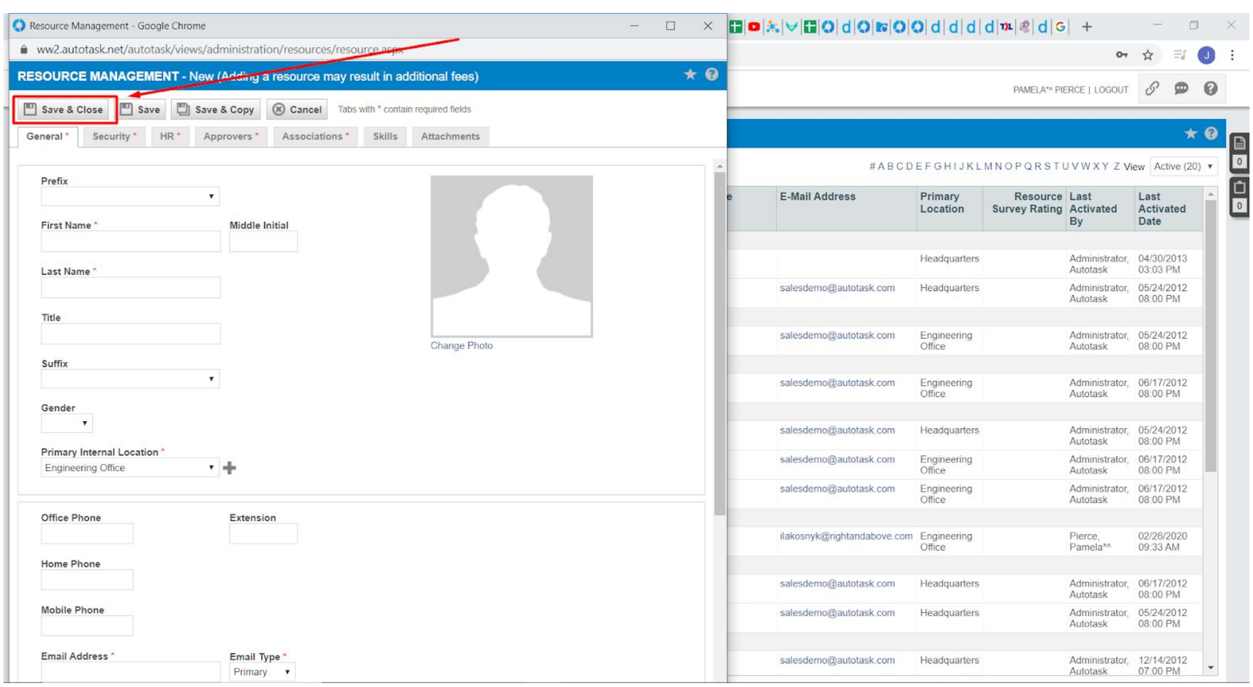
- Click **+ New** icon



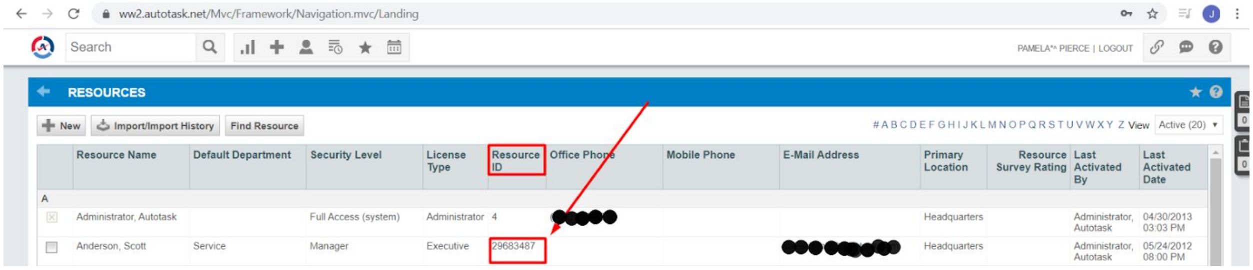
- Enter all required fields on the following Tabs:
  - General
  - Security
  - HR
  - Associations

Attention! Make sure that:

- This user has an assigned role;
- This user has the same role in the “Departments” and “Service Desk Roles” sections of the Associations Tab;
- This is not API user;



- **ID** is ready to use



When the new user is created, highlight and copy the Resource ID number to paste into the SaaS Alerts form in the "User ID" field of the add Autotask form.