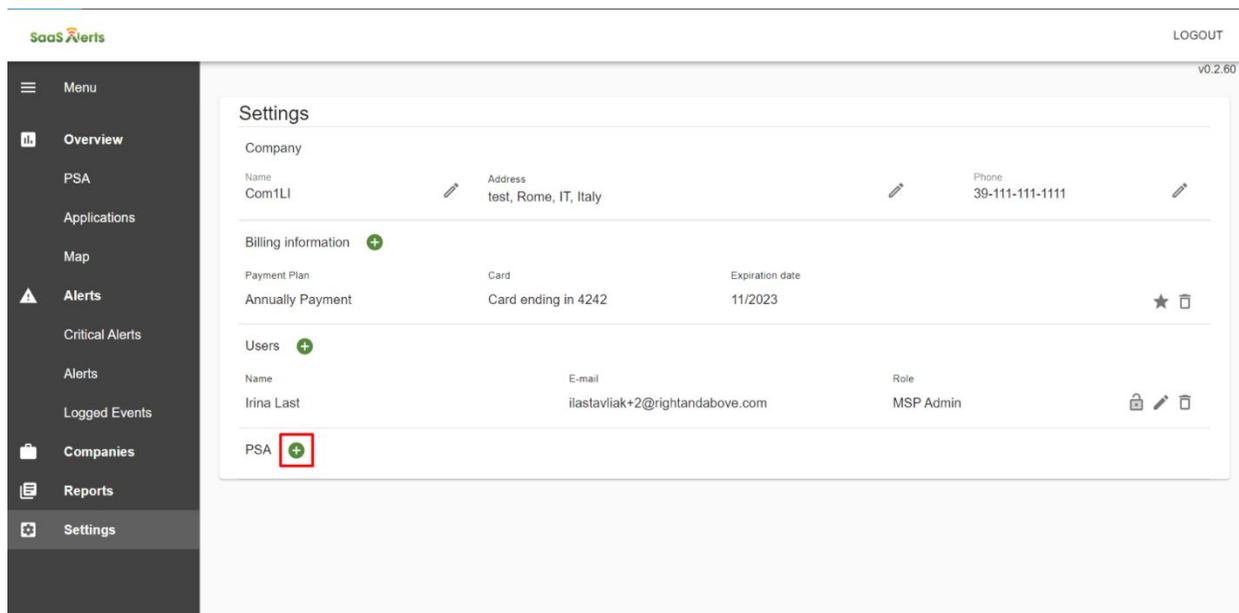


Autotask

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>](mailto:usernameAPI@companydomain.com) Be sure you are not attempting to connect with a standard user account
- **API URL**
 - Probably: <https://webservices2.autotask.net/at services/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)

The screenshot shows a web browser window with the URL 'qa-dot-the-byway-248217.appspot.com/settings'. The page title is 'SaaS Alerts' and the version is 'v0.2.62'. A sidebar menu on the left includes 'Menu', 'Overview', 'PSA', 'Applications', 'Map', 'Alerts', 'Critical Alerts', 'Alerts', 'Logged Events', 'Companies', 'Reports', and 'Settings'. The main content area displays a modal form titled 'Add Professional Service Automation'. The form contains the following fields and options:

- Text: 'Please choose specific PSA to add.'
- Radio buttons: ConnectWise, Autotask, Kaseya
- Autotask logo
- Text input: 'Login *'
- Text input: 'Password *'
- Text input: 'API URL *'
- Text input: 'User ID *'
- Buttons: 'CANCEL' and 'ADD'

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/at services/1.5/atws.asmx>.

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

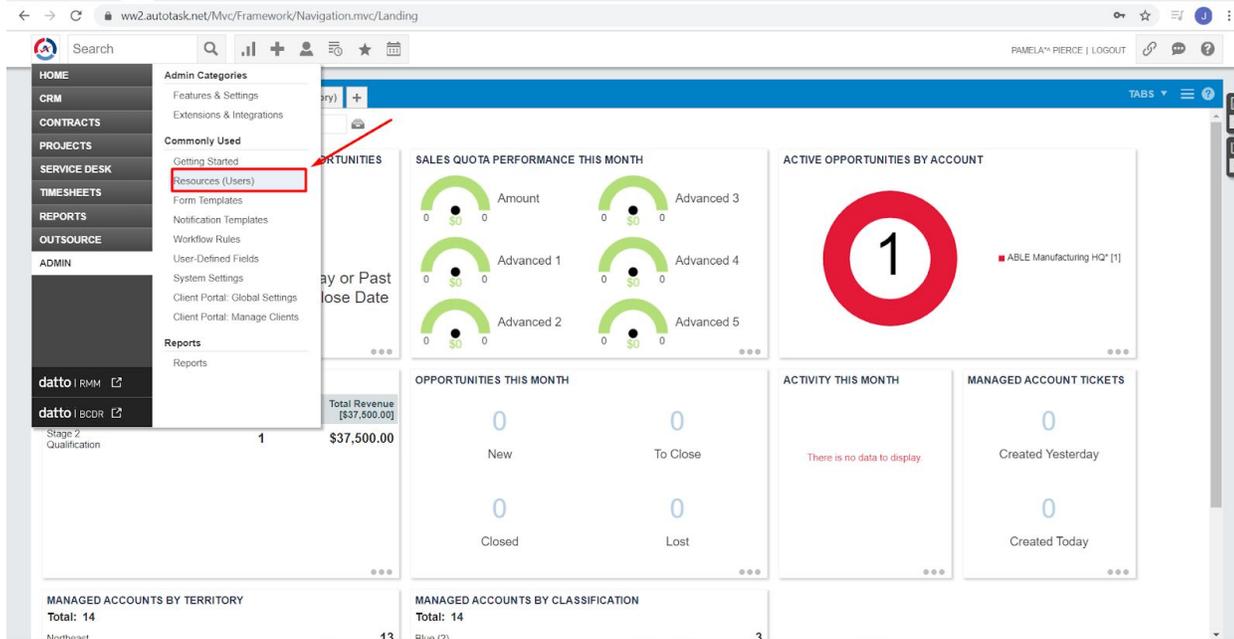
- Note: The User ID is NOT the user login name. It is a numeric only value that is assigned to the user by the Autotask System
- You can select an existing User ID from your named user list as depicted below -or -
- You can create a new user specifically for the task of accepting SaaS Alerts Notifications.

RESOURCES						
<input type="button" value="+ New"/> <input type="button" value="Import/Import History"/> <input type="button" value="Find Resource"/>						
J						
<input type="checkbox"/>	Jackson, Timothy	Sales/Marketing	Sales	Professional	29683463	
<input type="checkbox"/>	Johnson, Allison	Engineering	Project Manager	Professional	29683951	
<input type="checkbox"/>	Jones, Cindy	Engineering	Project Manager	Professional	29683979	
L						
<input type="checkbox"/>	Lakosnyk, Jean	Finance	Contractor	Contractor	29683996	
M						
<input type="checkbox"/>	Miller, Susan^	Service	Manager	Executive	29683876	
<input type="checkbox"/>	Moore, James*	Service	Manager	Executive	29683781	
P						
<input type="checkbox"/>	Pierce, Pamela*^	Administration	System Administrator	Administrator	29682885	
<input type="checkbox"/>	Pierce-API, Pamela	Administration	API User (system)	API User	29683993	
S						
<input type="checkbox"/>	Shvaliuk, Vasyl	Engineering	Contractor	Contractor	29683995	
<input type="checkbox"/>	Smith, Matthew	Engineering	Manager	Executive	29683932	
T						
<input type="checkbox"/>	Taylor, Mark*	Service	Team Member	Team Member	29683794	
<input type="checkbox"/>	Thomas, Kathy	Service	Service Desk User	Professional	29683812	

USER ID Number

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

ww2.autotask.net/Mvc/Framework/Navigation.mvc/Landing

Search

PAMELA™ PIERCE | LOGOUT

RESOURCES

New Import/Import History Find Resource # A B C D E F G H I J K L M N O P Q R S T U V W X Y Z View Active (20)

	Resource Name	Default Department	Security Level	License Type	Resource ID	Office Phone	Mobile Phone	E-Mail Address	Primary Location	Resource Survey Rating	Last Activated By	Last Activated Date
<input checked="" type="checkbox"/>	Administrator, Autotask		Full Access (system)	Administrator	4	●●●●●●			Headquarters		Administrator, Autotask	04/30/2013 03:03 PM
<input type="checkbox"/>	Anderson, Scott	Service	Manager	Executive	29683487			●●●●●●●●	Headquarters		Administrator, Autotask	05/24/2012 08:00 PM

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.