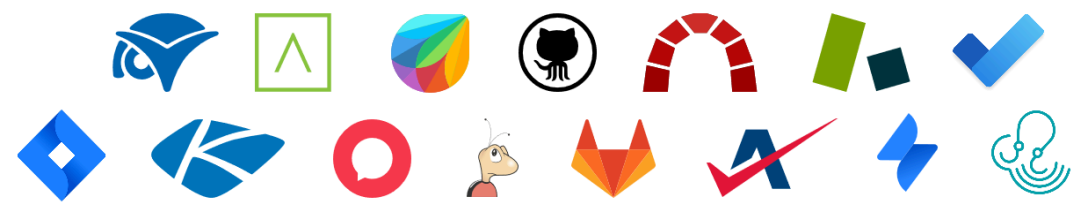
External Ticketing Systems Integration

CHECKCENTRAL

BINARYFORTRESS

External Ticketing Systems Integration

CheckCentral notifies you of the status of your system and server backup jobs, but integration with ticketing systems enables automatic ticket management. CheckCentral currently supports integration with Atera, Autotask, Bugzilla, ConnectWise Manage, Freshdesk, GitHub, GitLab, HaloPSA, Jira Service Management, Jira Software, Kaseya BMS, Microsoft To Do List, Redmine, SyncroMSP, and Zendesk (with more to come).



Ticket Management

Ticket creation, updates, and closing is all managed when integrating a ticketing system with CheckCentral.

The automated management include the following events:

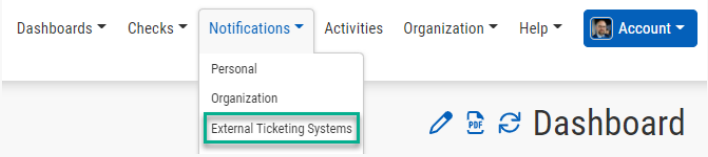
- Failure or Warning statuses will create new tickets.
- Subsequent Failures or Warnings will update the ticket.
- A return to the Success status will close the ticket.

Add Ticketing Channel

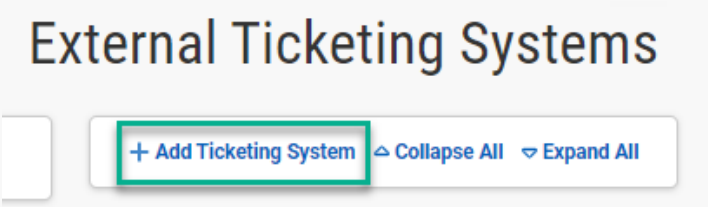
> Note: Manager or Administrator privileges are needed to add external ticketing systems to your CheckCentral organization.

Log into your CheckCentral.

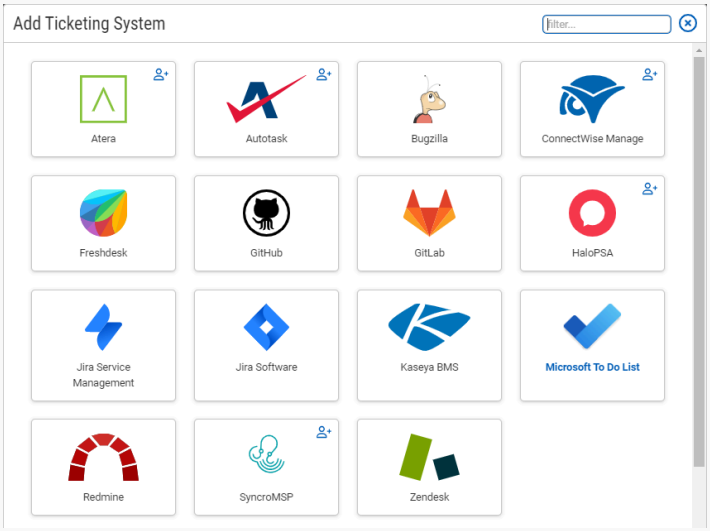
On the main menu, click "Notifications," then "External Ticketing System."



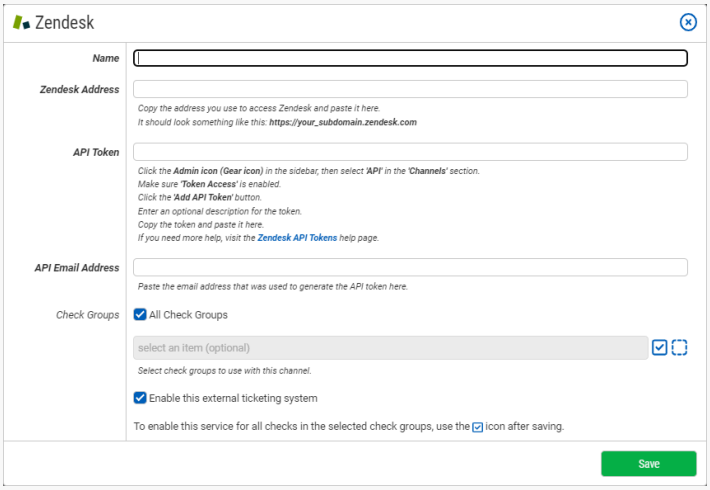
Click "Add Ticketing System."



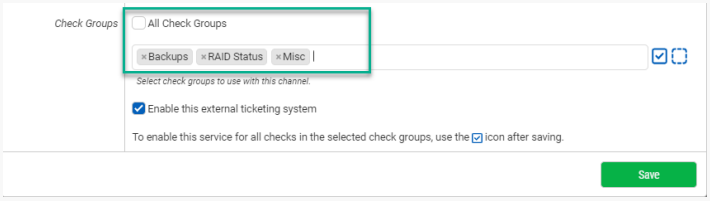
Click on your ticketing system.



Follow the directions from the prompt to fill in the necessary fields. *These options/requirements will vary based on the ticketing system.*



By default "All Check Groups" is enabled. To use the ticketing systems for select Check Groups, disable the "All Check Groups" checkbox and click the field below. Choose one or more groups from the populated list.



With the "Enable this external ticketing system" checkbox enabled, click the "Save" button.

For a more detailed guide on integrating a ticketing system, including customer import and asset ID integration, see **HaloPSA Integration**.

About CheckCentral

CheckCentral Monitoring consolidates and simplifies backup, system, and software email updates into a clean, graphical dashboard, bringing peace of mind to IT administrators of SMBs, Enterprises, and MSPs.

To learn more about CheckCentral, visit: **https://www.checkcentral.cc**

About Binary Fortress Software

Binary Fortress has spent 19 years in pursuit of one goal: create software to make life easier. Our software ranges from display management and system enhancement utilities to monitoring tools and digital signage. IT administrators, professional gamers, coffee-shop owners, and MSPs all rely on Binary Fortress to make their days better, and their lives easier.

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