

# Atera Integration

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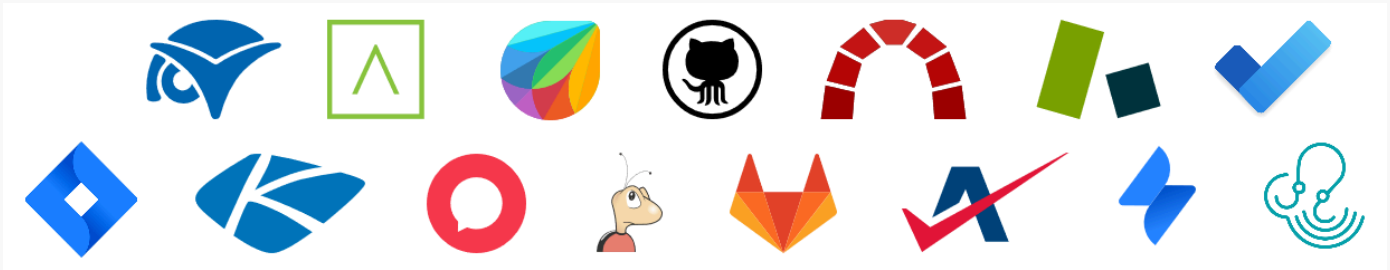


CHECKCENTRAL



BINARYFORTRESS

# Atera Integration

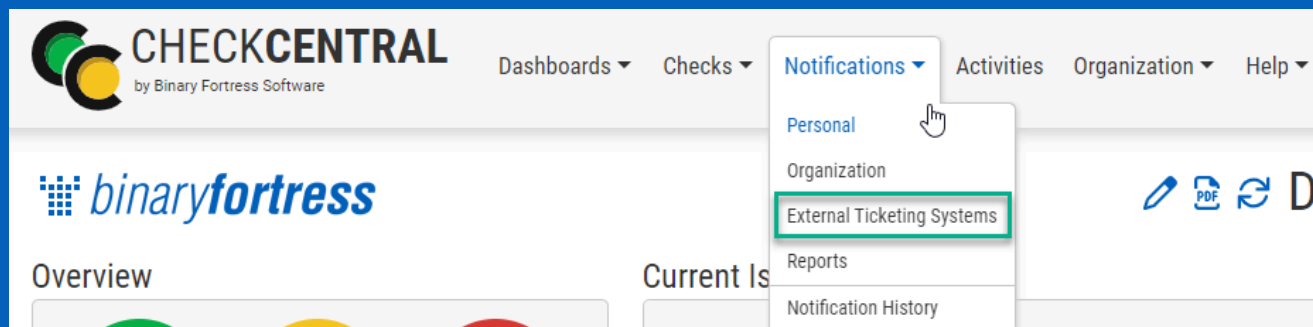


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Atera, helping you consolidate service ticket issues.

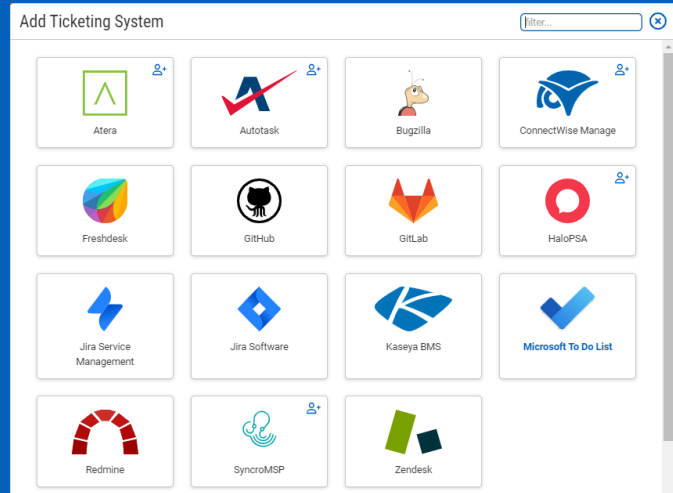
To integrate Atera with CheckCentral, begin by logging into your CheckCentral account.

## CheckCentral

From the main menu, click Notifications, then External Ticketing Systems.



Click Add Ticketing System and choose Atera.



This will bring up the configuration options required for CheckCentral to communicate with Atera servers via the API.

**Atera**

**Name** Atera

**API Key**  
Click 'Admin' on the left-hand side panel, then click 'API'.  
Click the eye icon to reveal your API key.  
Copy the **API Key** and paste it here.

**Customer** Search Clear

**Contact** Search

**Check Groups** ☒ All Check Groups  
select an item (optional) ☒ ☐  
Select check groups to use with this channel.

☒ Enable this external ticketing system  
To enable this service for all checks in the selected check groups, use the ☒ icon after saving.

Save

You can name this configuration anything you'd like.

The other details require you to log into your Atera account.

## Atera

In Atera's left sidebar, click "Admin."

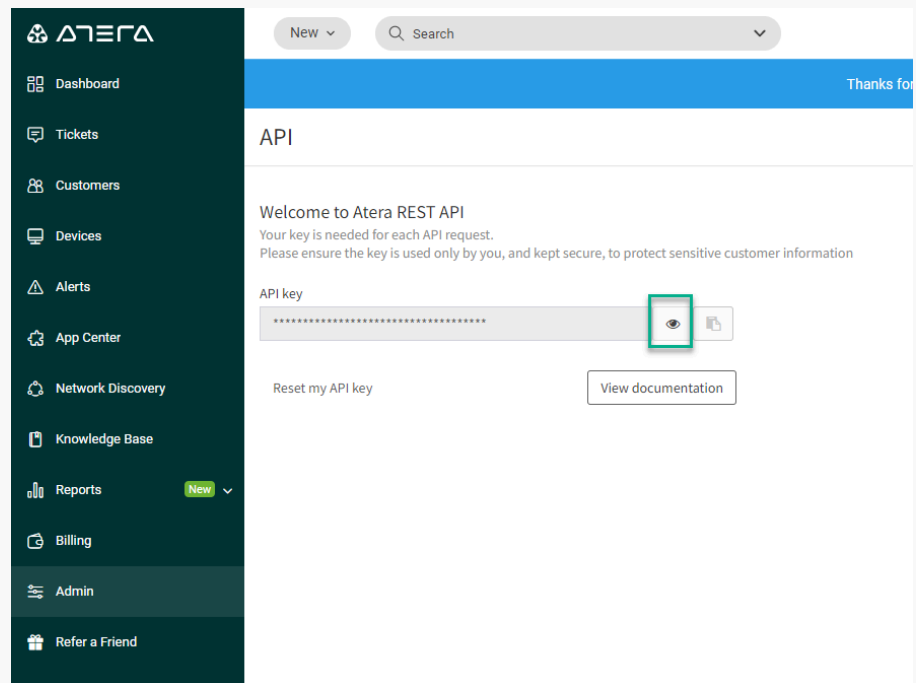
The screenshot shows the Atera Dashboard interface. On the left is a dark sidebar with a list of menu items: Dashboard, Tickets, Customers, Devices, Alerts, App Center, Network Discovery, Knowledge Base, Reports, Billing, Admin, and Refer a Friend. The 'Admin' item is highlighted with a green border. The main content area is titled 'Dashboard' and includes a search bar, a notification bar, and several summary cards for 'Open', 'Pending', and 'Due Today' alerts. Below these are sections for 'Alerts Per Customer' and 'Recent Alerts', both showing 'No records to display'. At the bottom, there are links for 'Online Backup Servers Summary' and 'Online Backup Desktop Summary'.

Click "API."

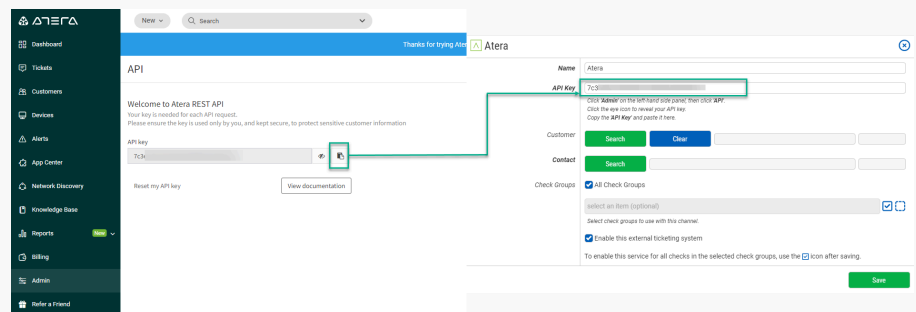
The screenshot shows the Atera Admin Panel. The left sidebar is the same as in the previous image, with 'Admin' selected. The main content area is titled 'Admin' and contains a grid of icons organized into four categories: 'Basic Setup' (Settings, Service Level Agreements (SLAs), Contracts, Business Hours, Custom Fields, Ticket Automation Rules, Contract Rates, Products and Expenses, Taxes), 'Monitoring' (Alerts, Thresholds, Network Discovery Alerts, Patch Management and IT Automation, Scripts, SNMP Templates, Configuration Policies), 'Customer Facing' (Email Settings, Email Templates, Quick Reply Templates, Customer Portal, Knowledge Base, White Label, API), and 'General' (Subscription, Technicians, Roles, Security and Authentication, Activity Log, Import Customers, My Profile). The 'API' icon in the 'Customer Facing' section is highlighted with a green border.

## Atera and CheckCentral

Click the eye icon to reveal your API key.



Copy the API key and paste it into the API Key field in CheckCentral's integration prompt.



# CheckCentral

For associating customers with tickets, you can select a specific customer from the list or set the channel to automatically select the customer based on the Check Group name.

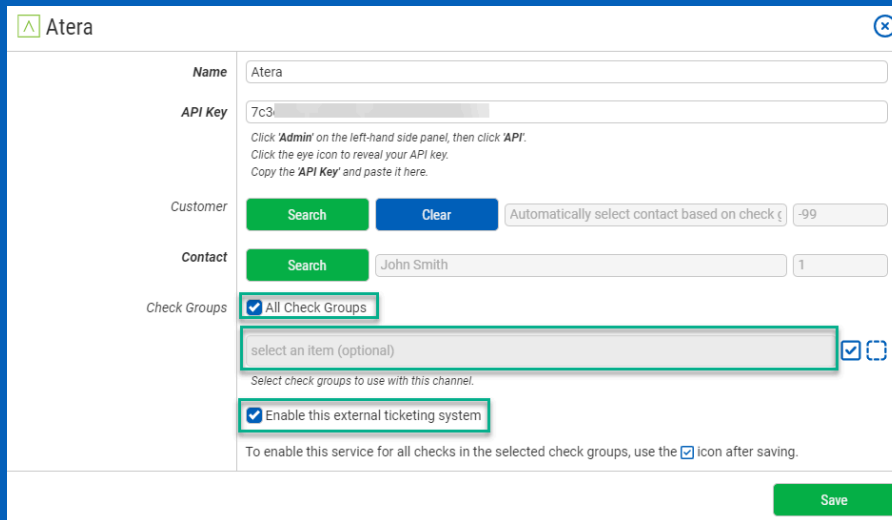
Select the contact to associate with tickets as well.

The screenshot displays three overlapping windows from the CheckCentral application:

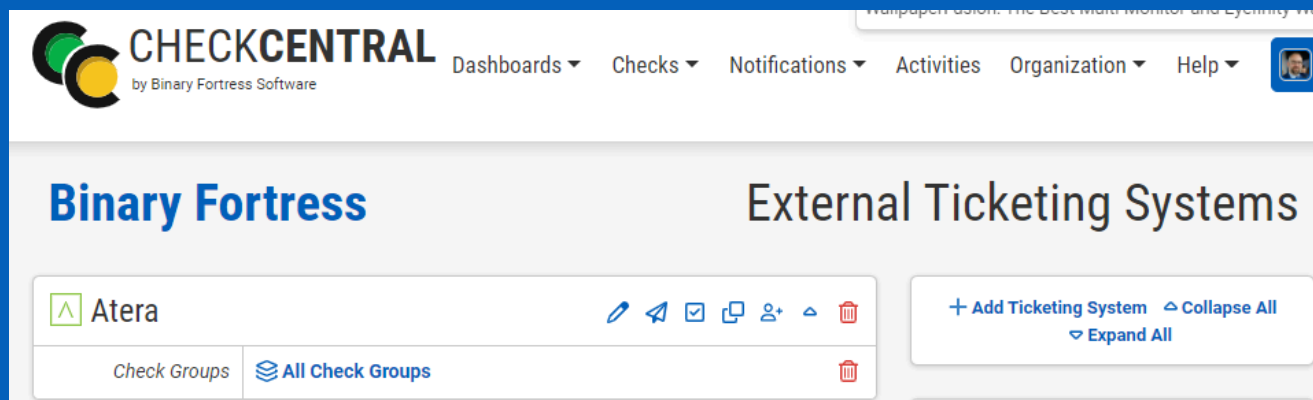
- Get Customer:** A list of customers including "Acme Widgets The 2nd", "Customer 01" through "Customer 30", "Joe's Pizza", and "Unassigned". A "Close" button is at the bottom right.
- Atera:** The main configuration window for the Atera integration. It contains:
  - Name:** Atera
  - API Key:** 7c03 (with a note to click 'Admin' to reveal the key and a 'Show' icon).
  - Customer:** A search field with a green "Search" button and a blue "Clear" button.
  - Contact:** A search field with a green "Search" button.
  - Check Groups:** A checkbox for "All Check Groups" (checked), a "select an item (optional)" dropdown, and a checkbox for "Enable this external ticketing system" (checked). A note states: "To enable this service for all checks in the selected check groups, use the [icon] icon after saving."
  - A green "Save" button at the bottom right.
- Get Contact:** A list of contacts including "Contact 30" through "Contact 01", "Joe McPizza", "John Smith", and "Steve Stevenson". A "Close" button is at the bottom right.

Finally, choose which Check Groups will use this Atera ticketing channel. By default, all check groups are selected. To be more selective, disable the All Check Groups checkbox then use the multi-select dropdown field below.

Once you've selected your check groups, ensure the 'Enable this external ticketing system' checkbox is enabled, and click Save.



The screenshot shows the 'Atera' configuration modal. It includes fields for 'Name' (Atera), 'API Key' (7c3...), and 'Customer' (Automatically select contact based on check g... -99). There are 'Search' and 'Clear' buttons for the customer field. The 'Contact' field shows 'John Smith' with a 'Search' button. Under 'Check Groups', the 'All Check Groups' checkbox is checked. Below it is a multi-select dropdown with the text 'select an item (optional)'. At the bottom, the 'Enable this external ticketing system' checkbox is checked. A 'Save' button is at the bottom right.



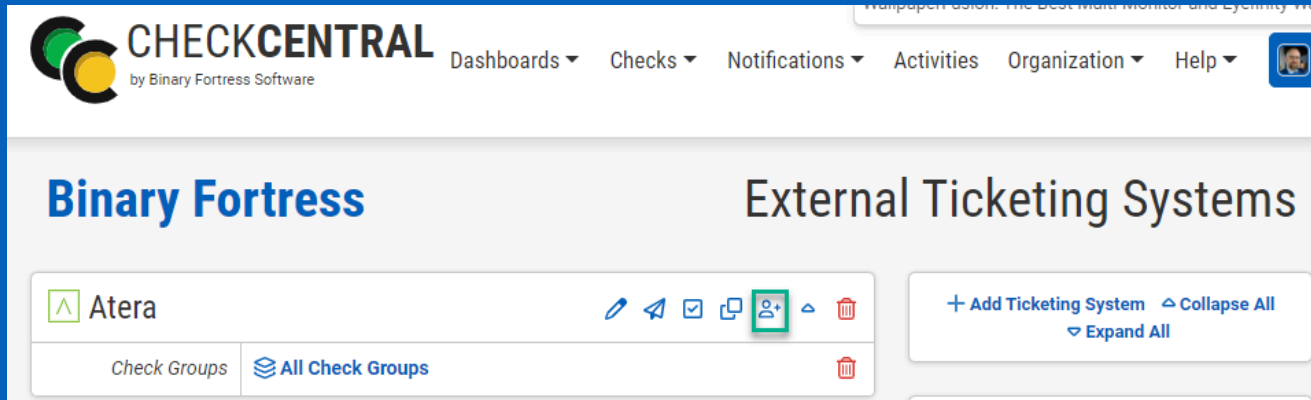
The screenshot shows the Check Central dashboard. The top navigation bar includes 'Dashboards', 'Checks', 'Notifications', 'Activities', 'Organization', and 'Help'. The main header area displays 'Binary Fortress' and 'External Ticketing Systems'. Below this, there is a card for 'Atera' with a 'Check Groups' section showing 'All Check Groups'. To the right of the Atera card are buttons for '+ Add Ticketing System', 'Collapse All', and 'Expand All'.

This External Ticketing System channel will now be available for use with any check under your Check Central account.

# Import Customers as Check Groups

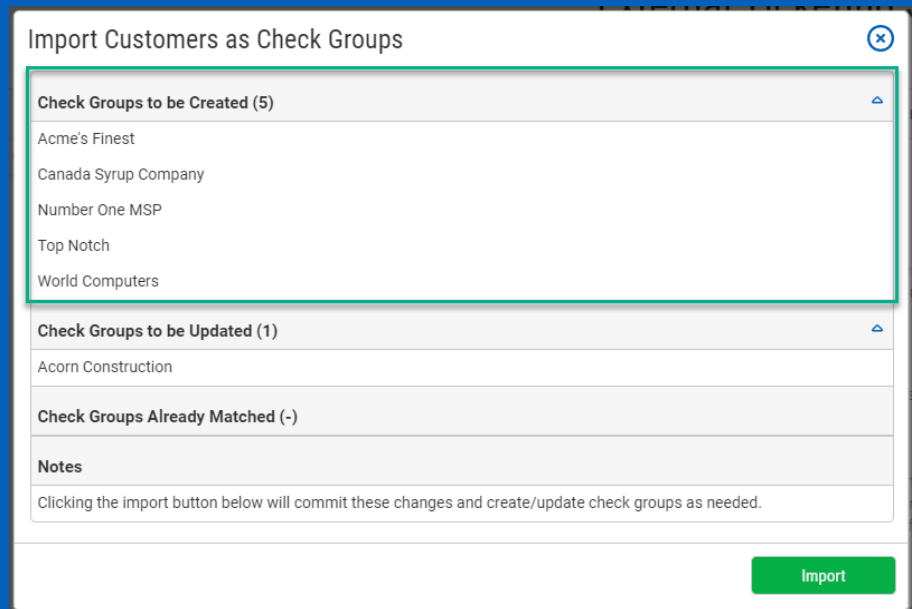
## CheckCentral

To create and match customer-centric check groups, we'll use this new API connection to import accounts directly from Atera.



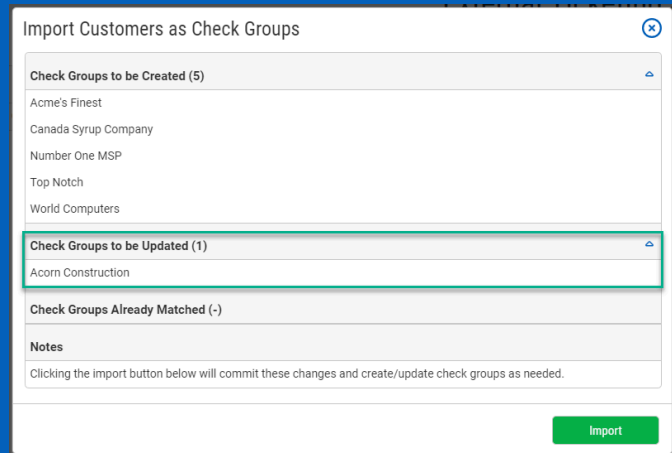
From the External Ticketing Systems page, click on the Customer Import icon above your newly-created channel.

If no similar check groups exist, your customers will be listed under Check Groups to be Created.





If you've already created Check Groups using customer names, they will display in the Check Groups to be Updated section, ensuring they match with Atera.



Import Customers as Check Groups

Check Groups to be Created (5)

- Acme's Finest
- Canada Syrup Company
- Number One MSP
- Top Notch
- World Computers

Check Groups to be Updated (1)

- Acorn Construction

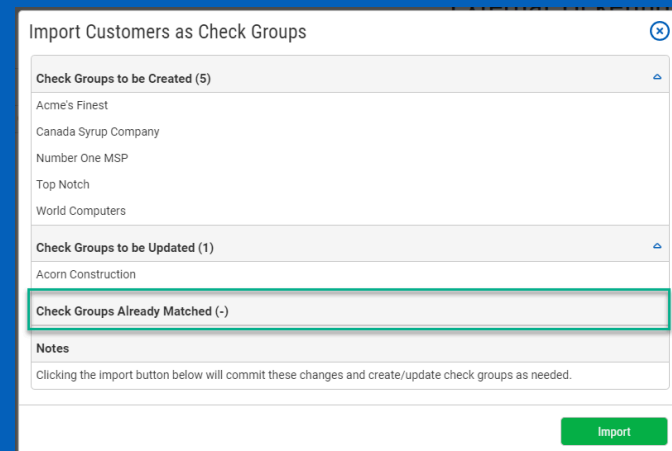
Check Groups Already Matched (-)

Notes

Clicking the import button below will commit these changes and create/update check groups as needed.

Import

Existing Groups Already Matched with Atera will be skipped.



Import Customers as Check Groups

Check Groups to be Created (5)

- Acme's Finest
- Canada Syrup Company
- Number One MSP
- Top Notch
- World Computers

Check Groups to be Updated (1)

- Acorn Construction

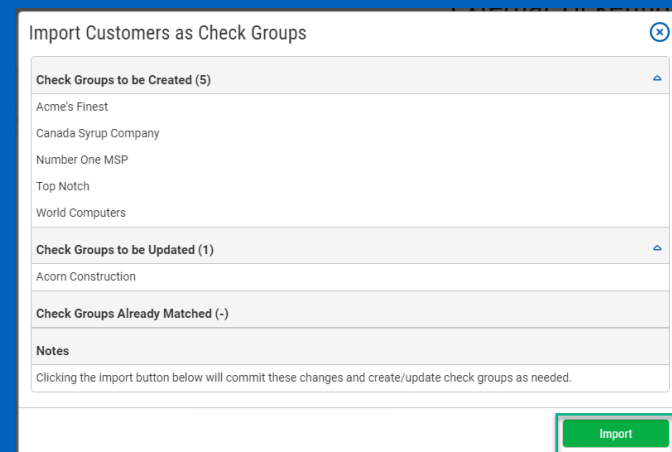
Check Groups Already Matched (-)

Notes

Clicking the import button below will commit these changes and create/update check groups as needed.

Import

Now click Import to complete the import.



Import Customers as Check Groups

Check Groups to be Created (5)

- Acme's Finest
- Canada Syrup Company
- Number One MSP
- Top Notch
- World Computers

Check Groups to be Updated (1)

- Acorn Construction

Check Groups Already Matched (-)

Notes

Clicking the import button below will commit these changes and create/update check groups as needed.

Import

# 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 18 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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Binary Fortress Software

1000 Innovation Drive, Suite 500

Kanata, Ontario, Canada

K2K3E7

<https://www.binaryfortress.com>