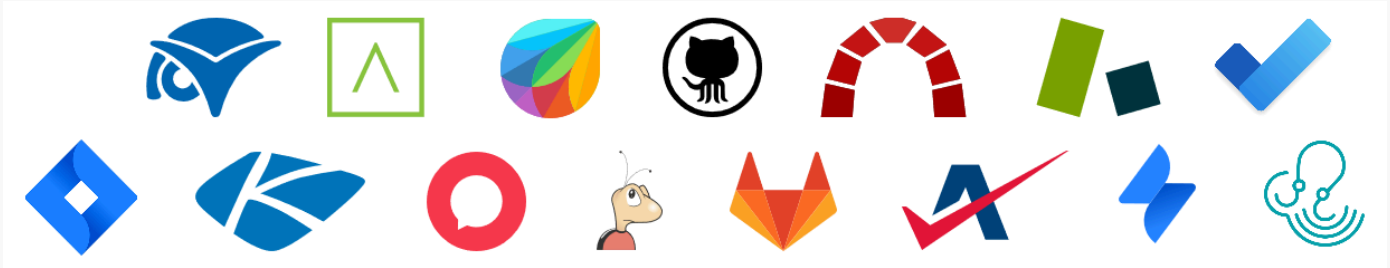


Atera Integration



Atera Integration

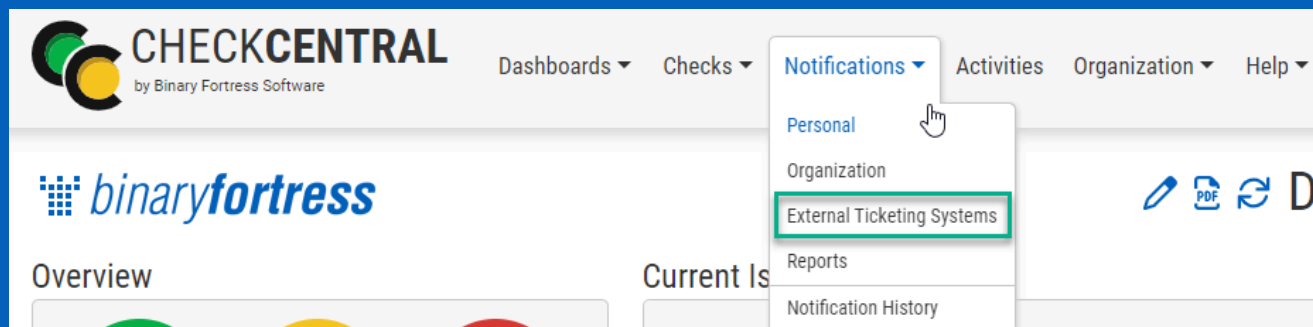


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Atera, helping you consolidate service ticket issues.

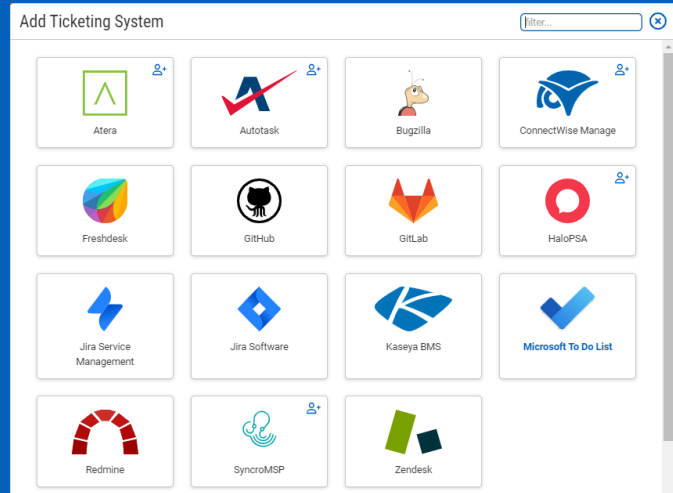
To integrate Atera with CheckCentral, begin by logging into your CheckCentral account.

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.

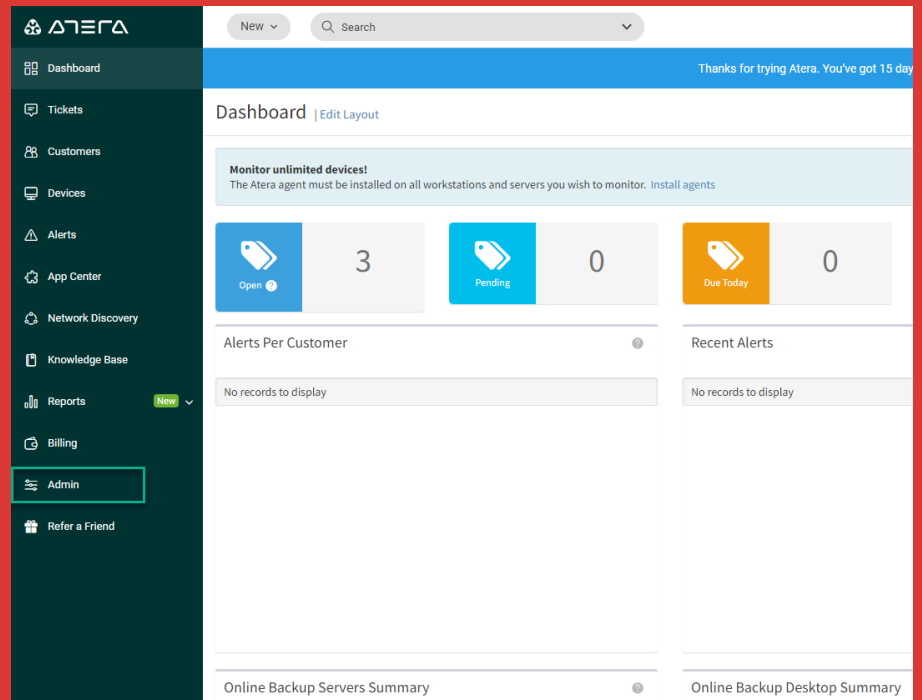
Save

You can name this configuration anything you'd like.

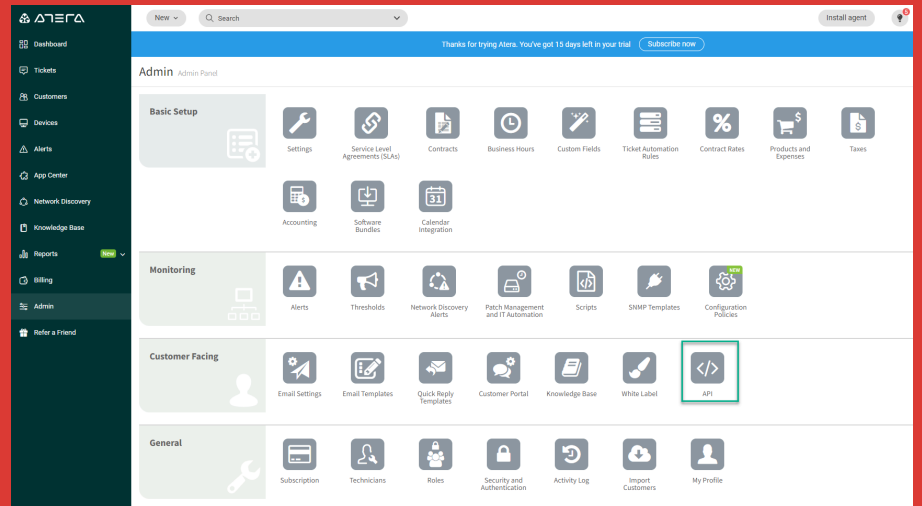
The other details require you to log into your Atera account.

Atera

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

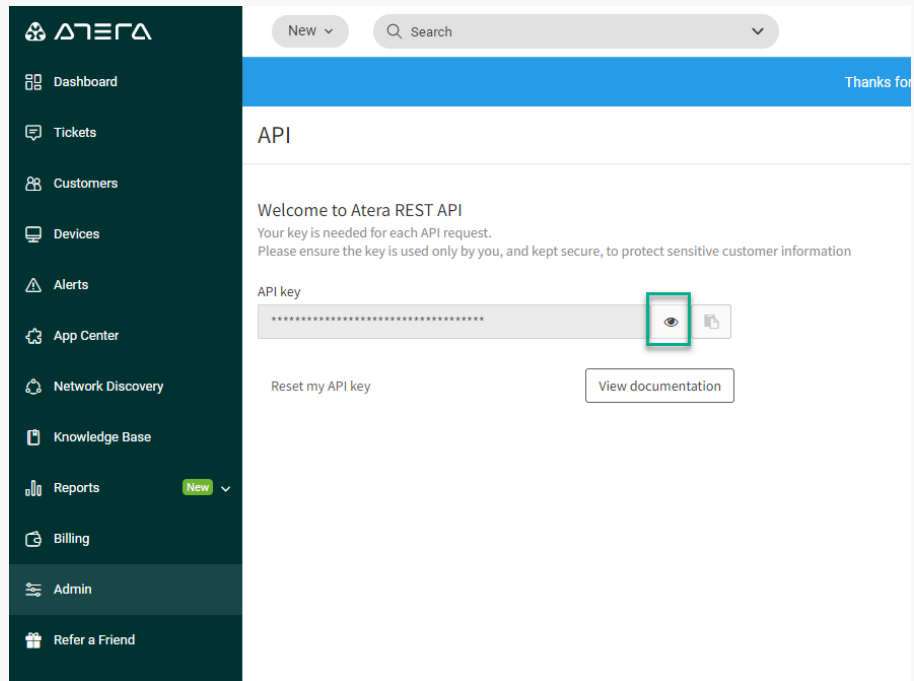


Click "API."

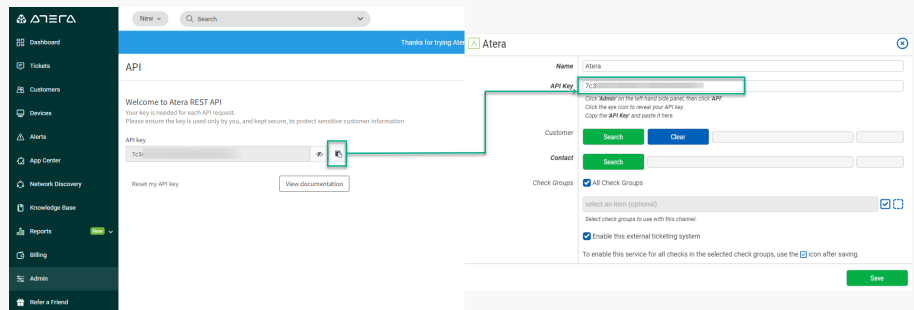


Atera and CheckCentral

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.

Get Customer

- Automatically select contact based on check group name
- Acme Widgets The 2nd
- Customer 01
- Customer 02
- Customer 03
- Customer 04
- Customer 05
- Customer 06
- Customer 07
- Customer 08
- Customer 09
- Customer 10
- Customer 11
- Customer 25
- Customer 26
- Customer 27
- Customer 28
- Customer 29
- Customer 30
- Joe's Pizza
- Unassigned

Close

Atera

Name

Atera

API Key

7c3

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

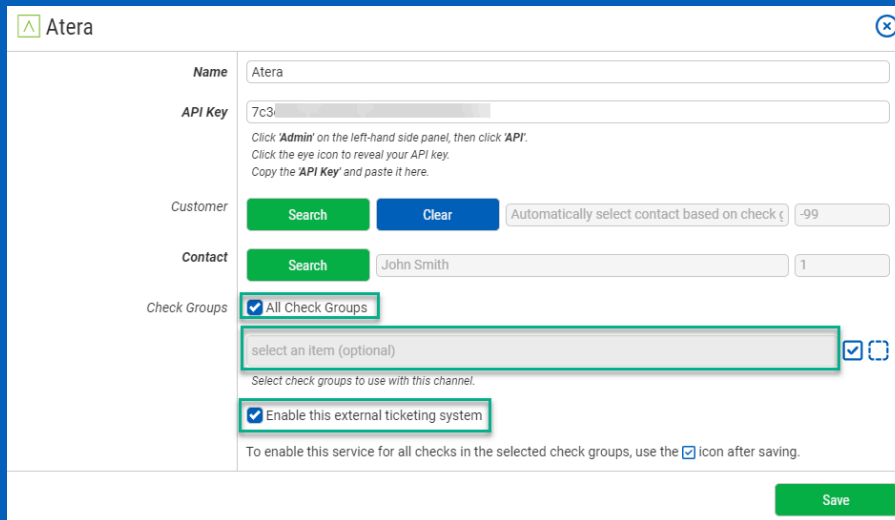
Get Contact

- Contact 30
- Contact 29
- Contact 28
- Contact 27
- Contact 26
- Contact 25
- Contact 24
- Contact 23
- Contact 22
- Contact 21
- Contact 05
- Contact 04
- Contact 03
- Contact 02
- Contact 01
- Joe McPizza
- John Smith
- Steve Stevenson

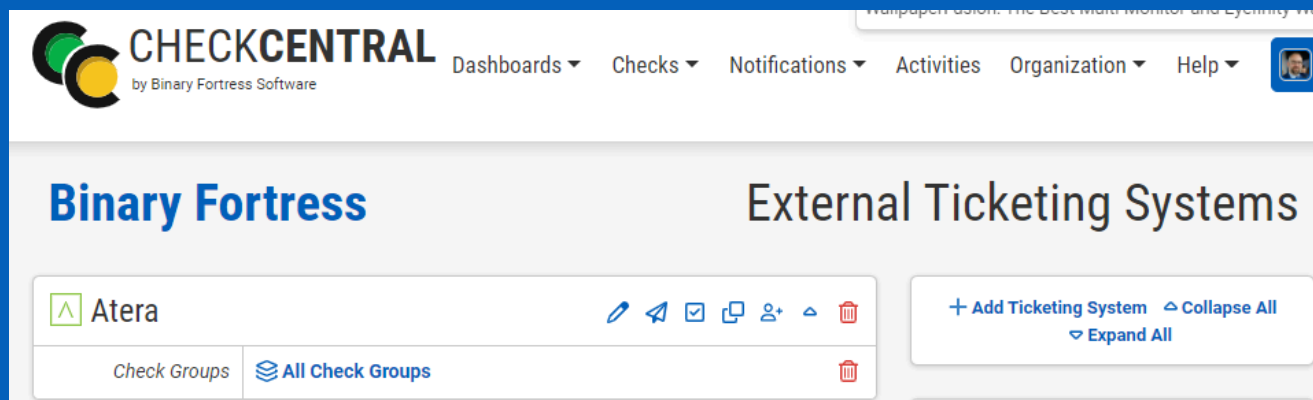
Close

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' (7c3l), and 'Customer' (John Smith). The 'Check Groups' section has a checkbox for 'All Check Groups' which is checked, and a multi-select dropdown below it. The 'Enable this external ticketing system' checkbox is also checked. A 'Save' button is at the bottom right.



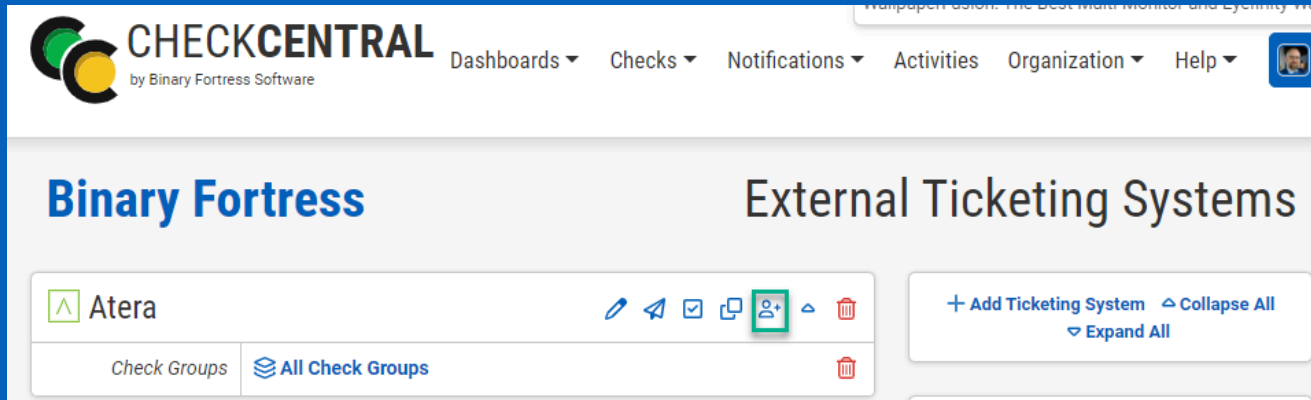
The screenshot shows the Check Central dashboard. The top navigation bar includes 'Dashboards', 'Checks', 'Notifications', 'Activities', 'Organization', and 'Help'. The main header area displays 'Binary Fortress' and 'External Ticketing Systems'. Below this, there is a section for 'Atera' with a 'Check Groups' dropdown set to 'All Check Groups'. A '+ Add Ticketing System' button is visible on the right.

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

Import Customers as Check Groups

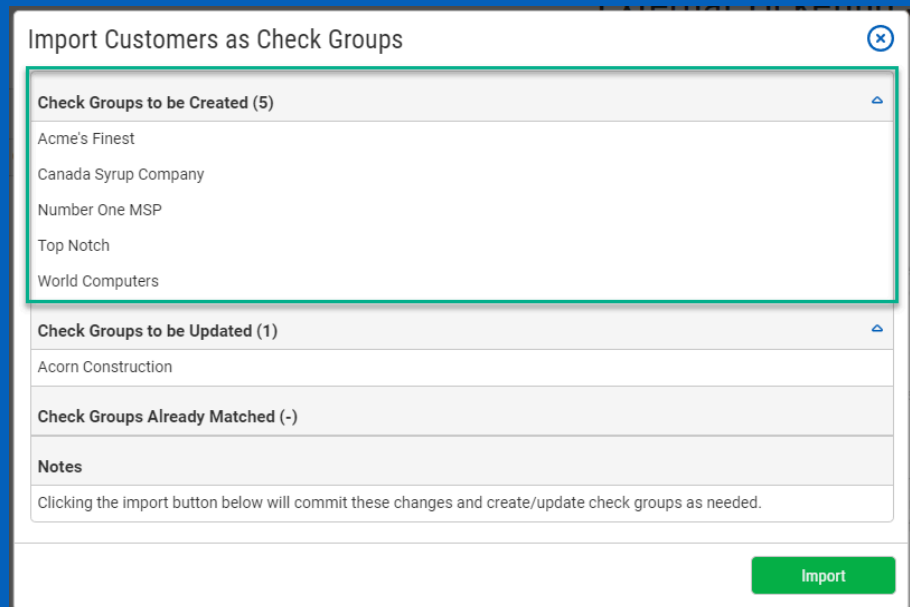
CheckCentral

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 17 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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