

# Kaseya BMS Integration

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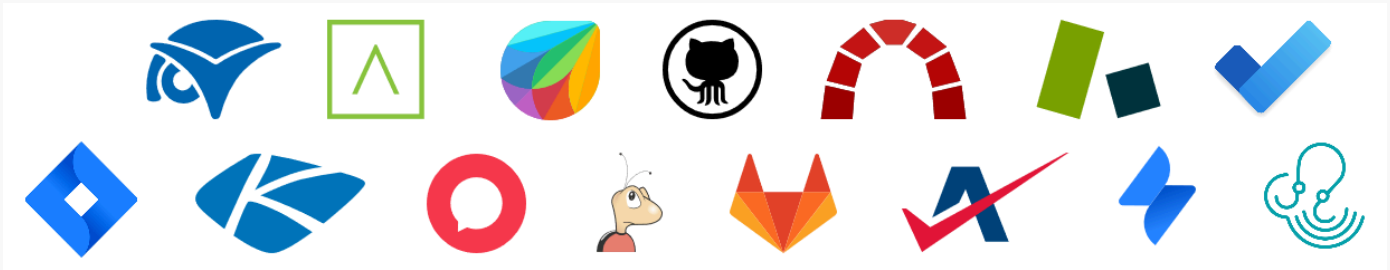


CHECKCENTRAL



BINARYFORTRESS

# Kaseya BMS Integration

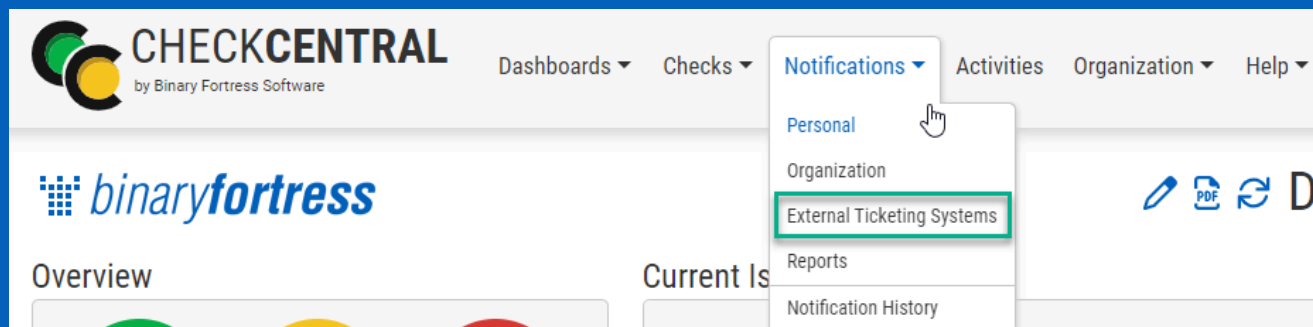


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Kaseya, helping you consolidate service ticket issues.

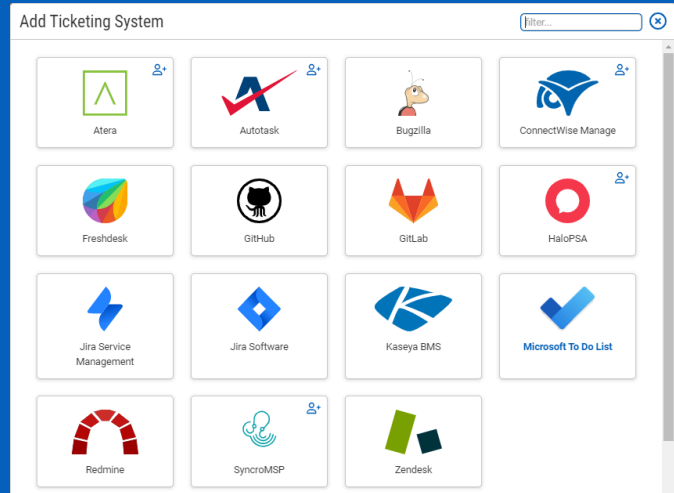
To integrate Kaseya with CheckCentral, begin by logging into your CheckCentral account.

## CheckCentral

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



Click Add Ticketing System and choose Kaseya.



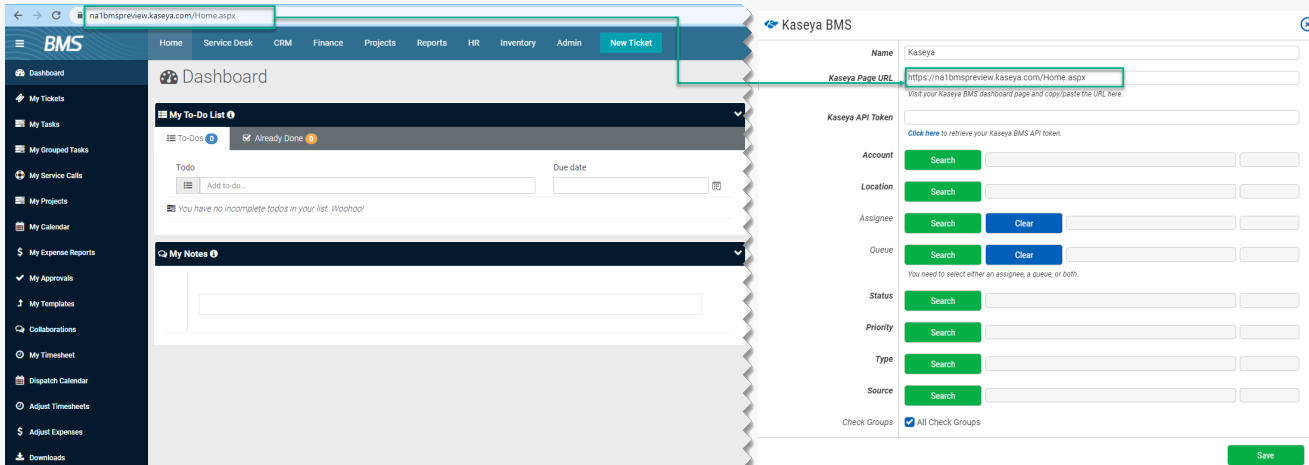
This will bring up the configuration options required for CheckCentral to communicate with Kaseya servers via the API.

You can name this configuration anything you'd like.

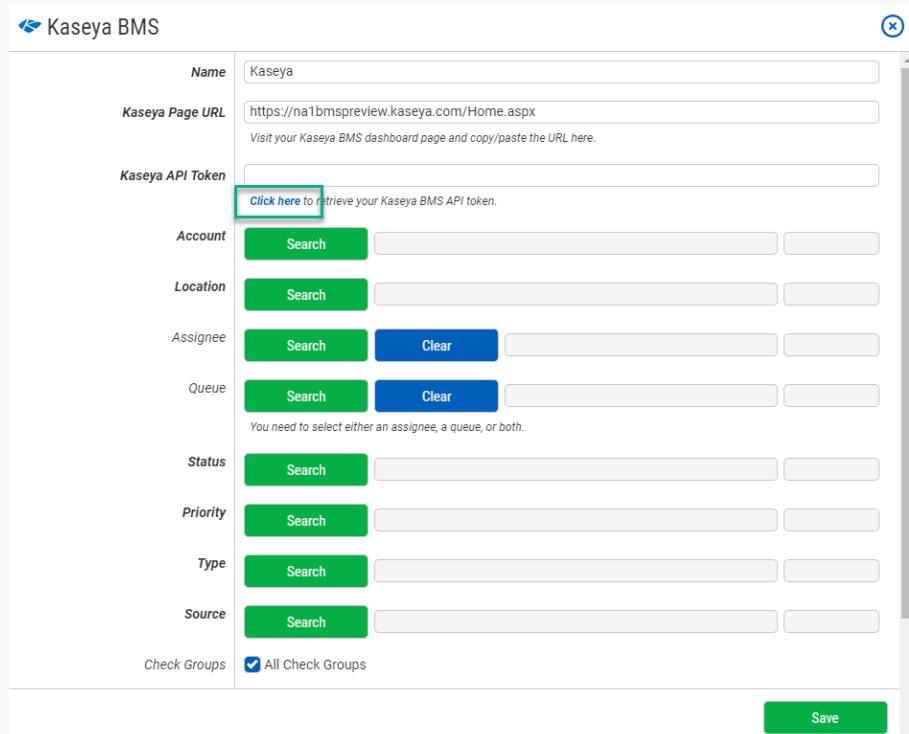
The other details require you to log into your Kaseya account.

## Kaseya and CheckCentral

After logging into Kaseya BMS, copy the URL of your dashboard and paste it into CheckCentral's Kaseya Page URL field.



Click the link below the Kaseya API Token field.



Using the same credentials from your Kaseya login, enter your Username, Password, and Two-Factor Code (if applicable) into the CheckCentral fields.

The image shows the Binary Fortress login page on the left and a 'Retrieve API Token' dialog on the right. The login page has fields for Username (klammers), Password (masked), and Two-Factor Code (140254). The 'Retrieve API Token' dialog has corresponding fields for Username (klammers), Password (masked), Two-Factor Code (140254), and Tenant. Arrows indicate the mapping of values from the login page to the dialog. The dialog also includes instructions for finding the Tenant field in the Kaseya dashboard.

**Binary Fortress Login Page:**

- Username: klammers
- Password: [masked]
- Two-Factor Code: 140254
- Remember me: ☐
- Login button

**Retrieve API Token Dialog:**

- Username: klammers
- Password: [masked]
- Two-Factor Code: 140254
- Tenant: [empty]
- Load button
- Close button

The Tenant field is your Company Name, which may also be a part of your login. To retrieve this from within Kaseya, click your username in the upper-right. Then click "My Settings."

The image shows the Binary Fortress dashboard. The user profile is visible in the top right corner, showing the name 'Keith Lammers' and email 'keith@binaryfortress.com'. A dropdown menu is open, showing 'My Settings' and 'Log out' options. The 'My Settings' option is highlighted with a green box.

**Dashboard Overview:**

- Dashboard
- My Tickets
- My Tasks
- My Grouped Tasks
- My Service Calls
- My Projects
- My Calendar
- My Expense Reports
- My Approvals
- My Templates
- Collaborations
- My Timesheet

**User Profile:**

- Keith Lammers
- keith@binaryfortress.com
- My Settings
- Log out

Copy the Company Name from your profile and paste it in CheckCentral's Tenant field. Then click "Load."

The screenshot shows the BMS 'My Profile' page on the left and the 'Retrieve API Token' dialog on the right. In the profile, the 'Company Name' is 'binary fortress'. In the dialog, the 'Tenant' field is also 'binary fortress'. The 'Load' button is highlighted.

Your API token will be retrieved and show in the Kaseya API Token field.

The screenshot shows the 'Kaseya BMS' configuration window. The 'Kaseya API Token' field is highlighted with a red box and contains the token: ('success':true,'result':{'accessToken':'ey...'). The 'Save' button is at the bottom right.

Select an account from the list after clicking Search.

Select Location, Assignee, and Queue details from their respective lists.

## Kaseya BMS Integration

Status, Priority, Type, and Source details can be chosen by clicking Search and selecting them from the populated lists.

The screenshot displays the Kaseya BMS integration interface. The main form includes fields for Account, Location, Assignee, Queue, Status, Priority, Type, and Source, each with a 'Search' button. The 'Status' dropdown is open, showing options: Assigned, Completed, Escalated, In Progress, New, and Waiting For Customer. The 'Priority' dropdown is open, showing options: High, Low, Medium, Very High, and Very Low. The 'Type' dropdown is open, showing options: Change Request, Incident, Problem, and Service Request. The 'Source' dropdown is open, showing options: Client Portal, Email, Monitoring System, On Site, Other, Phone, Recurring, Verbal, and Voice Mail. The 'Check Groups' section has a checkbox for 'All Check Groups' and a 'Save' button.

**Kaseya BMS**

Click here to retrieve your Kaseya BMS API token.

Account: Search Account #1 274437

Location: Search Main 302409

Assignee: Search Clear Keith Lammers 28890

Queue: Search Clear Level One Support 23706

You need to select either an assignee, a queue, or both.

Status: Search New 30930

Priority: Search Medium 25440

Type: Search Incident

Source: Search Monitoring System

Check Groups: ☒ All Check Groups

select an item (optional) ☒ ☐

☒ Enable this external ticketing system

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

Save

**Get Status**

- Assigned
- Completed
- Escalated
- In Progress
- New
- Waiting For Customer

Close

**Get Priority**

- High
- Low
- Medium
- Very High
- Very Low

Close

**Get Type**

- Change Request
- Incident
- Problem
- Service Request

Close

**Get Source**

- Client Portal
- Email
- Monitoring System
- On Site
- Other
- Phone
- Recurring
- Verbal
- Voice Mail

Close



Finally, choose which Check Groups will use this 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 'Kaseya BMS' configuration modal. It includes fields for Account, Location, Assignee, Queue, Status, Priority, Type, and Source, each with a 'Search' button and a text input. Below these is a 'Check Groups' section with a checked 'All Check Groups' checkbox and a multi-select dropdown. At the bottom, there is a checked 'Enable this external ticketing system' checkbox and a 'Save' button. A note at the bottom states: 'To enable this service for all checks in the selected check groups, use the [checkbox icon] icon after saving.'

The screenshot shows the CheckCentral dashboard. The top navigation bar includes 'Dashboards', 'Checks', 'Notifications', 'Activities', 'Organization', 'Help', and an 'Account' button. The main content area is titled 'Binary Fortress Templates' and 'External Ticketing Systems'. Under 'Binary Fortress Templates', there is a card for 'Kaseya' with a 'Check Groups' section showing 'All Check Groups' selected. To the right, there is a section for 'External Ticketing Systems' with a '+ Add Ticketing System' button and a 'Currently Linked External Tickets' section stating 'There are currently no linked external tickets.'

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

# 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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