

Syncro MSP Integration

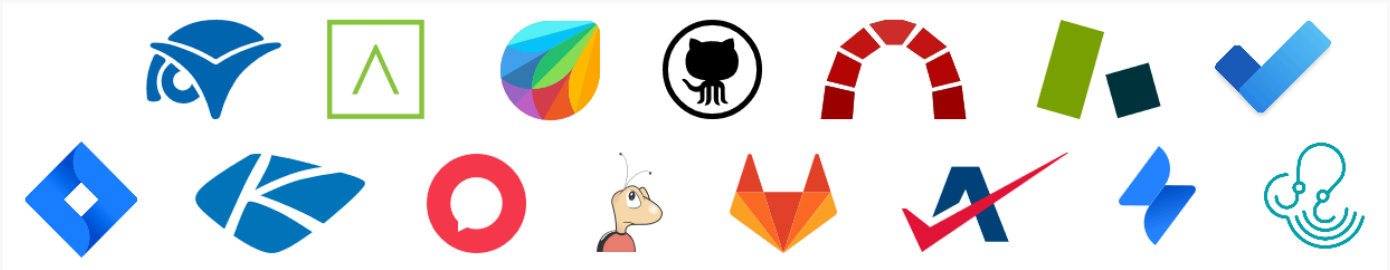


CHECKCENTRAL



BINARYFORTRESS

Syncro MSP Integration

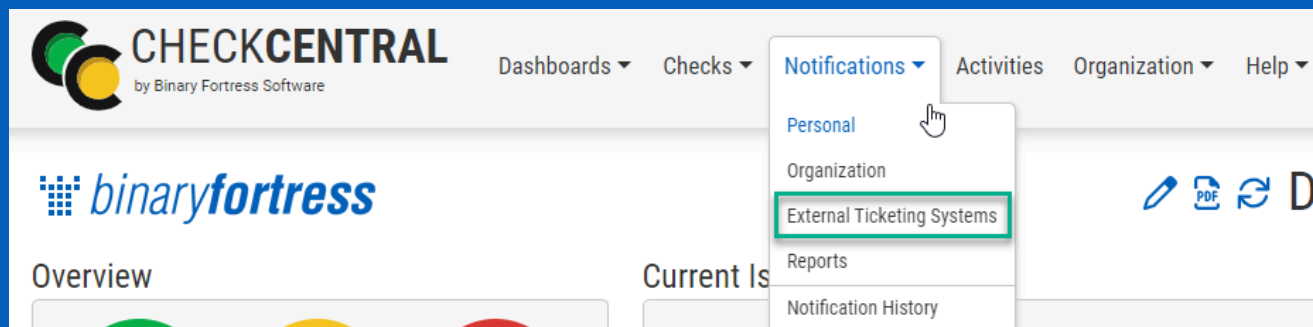


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Syncro MSP, helping you consolidate service ticket issues.

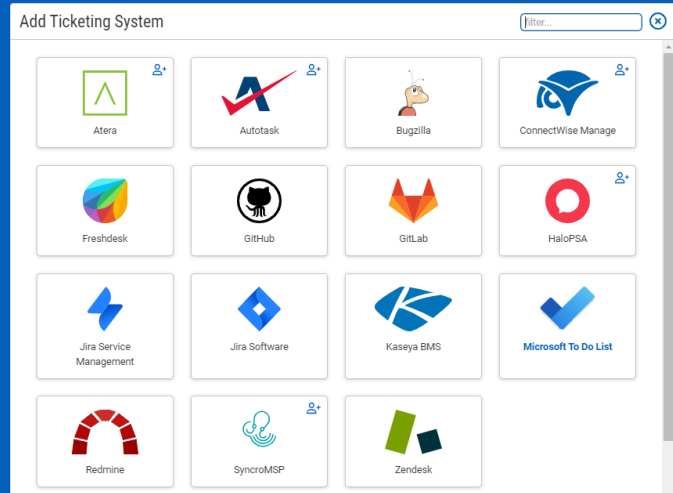
To integrate Syncro with CheckCentral, begin by logging into your CheckCentral account.

CheckCentral

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



Click Add Ticketing System and choose SyncroMSP.



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

Name

SyncroMSP URL
Copy and paste your SyncroMSP url here.

API Token
In your SyncroMSP site click your name in the top-right corner to open the dropdown menu. Click **'Profile/Password'** to visit your Administration page. Scroll all the way down and click on **'API Tokens'** under the **'API'** section in the left-hand menu. Click the **'New Token'** button. In the **'App Integration'** list click **'Create Token'** for **'Tier2 Tickets'**. Give your new API token a name and make sure these permissions are checked:

- Customers - List/Search
- Customers - View Detail
- Tickets - Create
- Tickets - Edit
- Tickets - View Details
- Ticket Comments - New

Click the **'Create API Token'** button, then copy and paste your API token here.

Customer

Check Groups ☒ All Check Groups

☒ ☐

Select check groups to use with this channel.

☒ Enable this external ticketing system

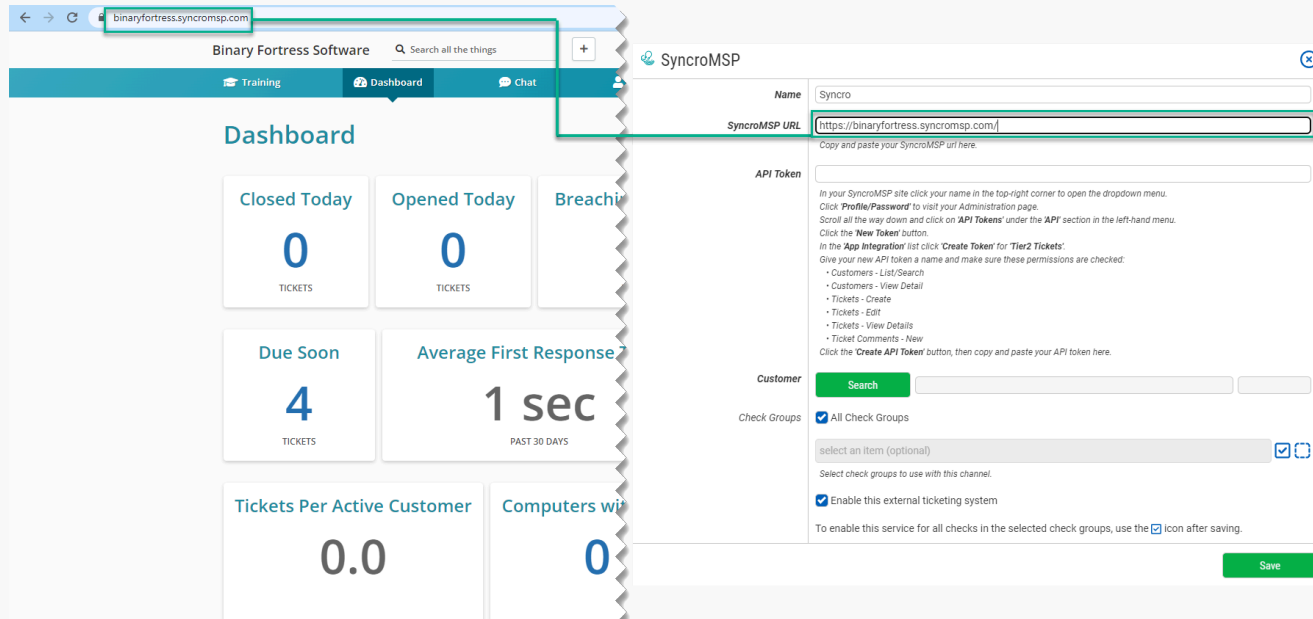
To enable this service for all checks in the selected check groups, use the ☒ icon after saving.

You can name this configuration anything you'd like.

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

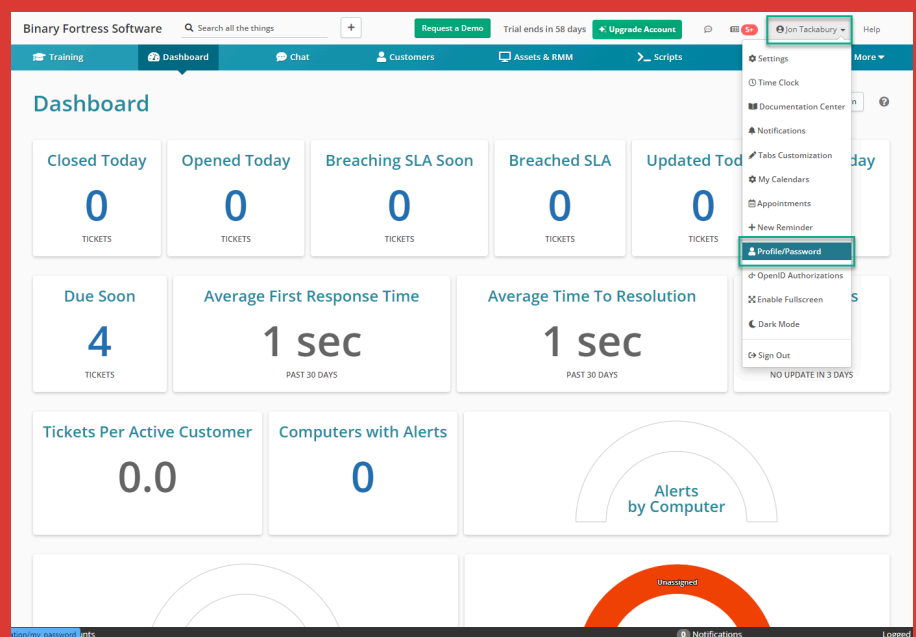
SyncroMSP and CheckCentral

Log in to your SyncroMSP account. Copy the URL for your portal and paste it into the SyncroMSP URL field of CheckCentral's integration prompt.

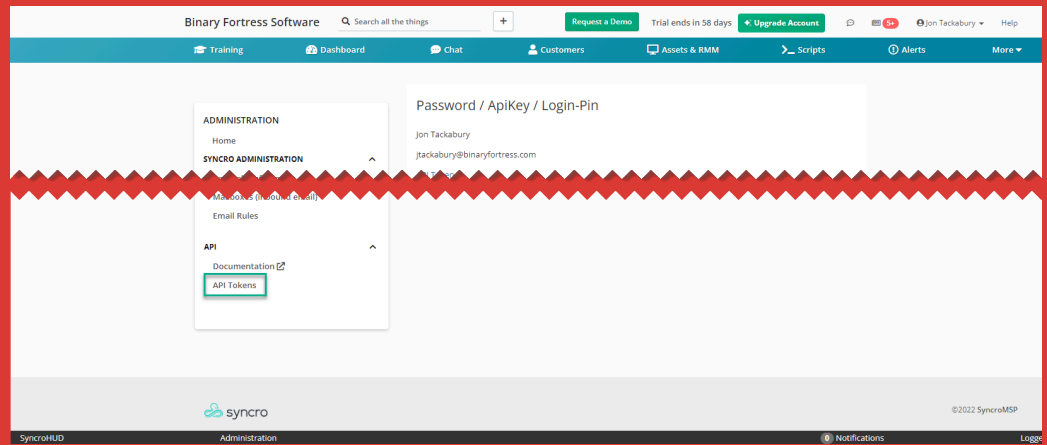


SyncroMSP

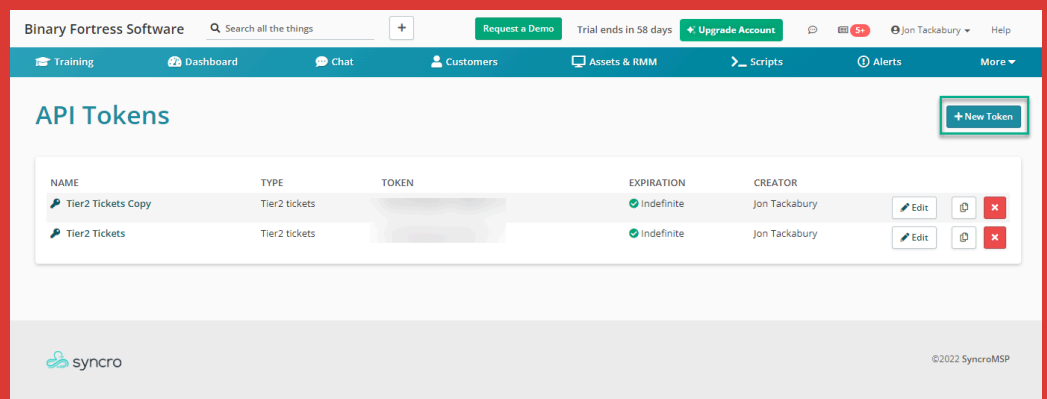
In Syncro, click your name in the top-right corner to access the menu. Click "Profile/Password."



Scroll to the bottom of the left-hand menu and click "API Tokens" within the API section.



Click "New Token."



In the App Integration list, click "Create Token" for Tier 2 Tickets.

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New Token Back

TOKEN TYPES
API tokens in Syncro come in two types: prebuilt App Integration tokens for your convenience and Custom for flexibility.

APP INTEGRATION TOKENS DISCLAIMER
By selecting "Create Token" for an App Integration below, you acknowledge and agree that the third party providing the integration may receive access to the data, including any personal health information or protected health information therein, which you store, process, transfer, or access through Servably, Inc. ("Syncro") products and services. You acknowledge that Syncro has no control over such third parties, and any sharing of information with third parties is at your own risk, and may be subject to separate terms and conditions. Please consult the terms of service and privacy policy of such third party before use. Syncro expressly disclaims liability for any loss, damage, and any other harm resulting from or relating to your integration with such third party apps and services.

App Integration Custom Permissions

Prebuilt App Permissions

| | |
|-------------------------|--------------|
| AutoPrinter | Create Token |
| Domotz | Create Token |
| Domotz Asset Management | Create Token |
| Hudu | Create Token |
| Huntress | Create Token |
| IT Glue | Create Token |
| Kabuto | Create Token |
| Pax8 | Create Token |
| Tier2 Tickets | Create Token |
| Warranty Master | Create Token |
| Zapier | Create Token |

Name your token.

CONFIRM PERMISSIONS ×

Name

CheckCentral

[Edit API Permissions](#) [Show all permissions](#)

- ☒ Customers - List/Search
- ☒ Customers - View Detail
- ☒ Tickets - Create
- ☒ Tickets - Edit
- ☒ Ticket Comments - New

[Create API Token](#)

Make sure the following permissions are checked:

- Customers - List/Search
- Customers - View Detail
- Tickets - Create
- Tickets - Edit
- Tickets - View Details
- Ticket Comments - New

To toggle permissions not shown, click "Show all permissions" and search the expanded list.

CONFIRM PERMISSIONS

Name: CheckCentral

[Show all permissions](#)

☒ Edit API Permissions

- ☒ Customers - List/Search
- ☒ Customers - View Detail
- ☒ Tickets - Create
- ☒ Tickets - Edit
- ☒ Ticket Comments - New

[Create API Token](#)

☐ Line Item - Edit Prices

☐ Line Item - View Cost

☐ Line Item - Add Manual Item for Invoices/Estimates

☐ Tickets - List/Search

☒ Tickets - View Details

☐ Tickets - Use Ticket Charges

☐ Tickets - View 'Their Ticket' Details (assigned to them)

☒ Tickets - Create

☒ Tickets - Edit

☐ Tickets - Delete

☐ Tickets - Merge

☐ Ticket Canned Responses - Manage

☒ Ticket Comments - New

☐ Ticket Comments - Delete

☐ Ticket Comments - Delete 'Their Comments' (they created)

☐ Ticket Custom Fields - Manage

☐ Ticket SLA - Edit

Click "Create API Token."

CONFIRM PERMISSIONS

Name: CheckCentral

[Show all permissions](#)

☒ Edit API Permissions

- ☒ Customers - List/Search
- ☒ Customers - View Detail
- ☒ Tickets - View Details
- ☒ Tickets - Create
- ☒ Tickets - Edit
- ☒ Ticket Comments - New

[Create API Token](#)

SyncroMSP and CheckCentral

Copy the generated token and paste it in CheckCentral's API Token field.

New Tier2 tickets API Token Created

COPY THIS KEY

We do not store API Tokens in plain text. You will not be able to see this message again. Please copy the token and store it.

T0a622796b16c6

Owner: Jon Tackabury
Created at: Wed 12-14-22 02:35 PM
Type: Tier2 tickets
Expires at: Indefinite
Partial Key: T0a622796b16c69766-***

Done

SyncroMSP

Name: Syncro

SyncroMSP URL: https://binaryfortress.syncromsp.com/

API Token: T0a622796b16c69766-***

Customer: 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

CheckCentral

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

Get Customer

- Automatically select customer based on check group name
- Acme Widgets - Customer Number1
- Acme Widgets - Steve
- Customer 1
- Customer 10
- Customer 100
- Customer 101
- Customer 102
- Customer 103
- Customer 104
- Customer 105
- Customer 106
- Customer 107
- Customer 108
- Customer 109
- Customer 11
- Customer 110
- Customer 111
- Customer 112
- Customer 113
- Customer 114
- Customer 115
- Customer 116
- Customer 117
- Customer 118
- Customer 119
- Customer 12
- Customer 13
- Customer 14
- Customer 15
- Customer 16
- Customer 17
- Customer 18
- Customer 19
- Customer 2

Close

SyncroMSP

Name: Syncro

SyncroMSP URL: https://binaryfortress.syncromsp.com/

API Token: T0a622796b16c6

Customer: Search

Check Groups: ☒ All Check Groups

select an item (optional)

Select check groups to use with this channel.

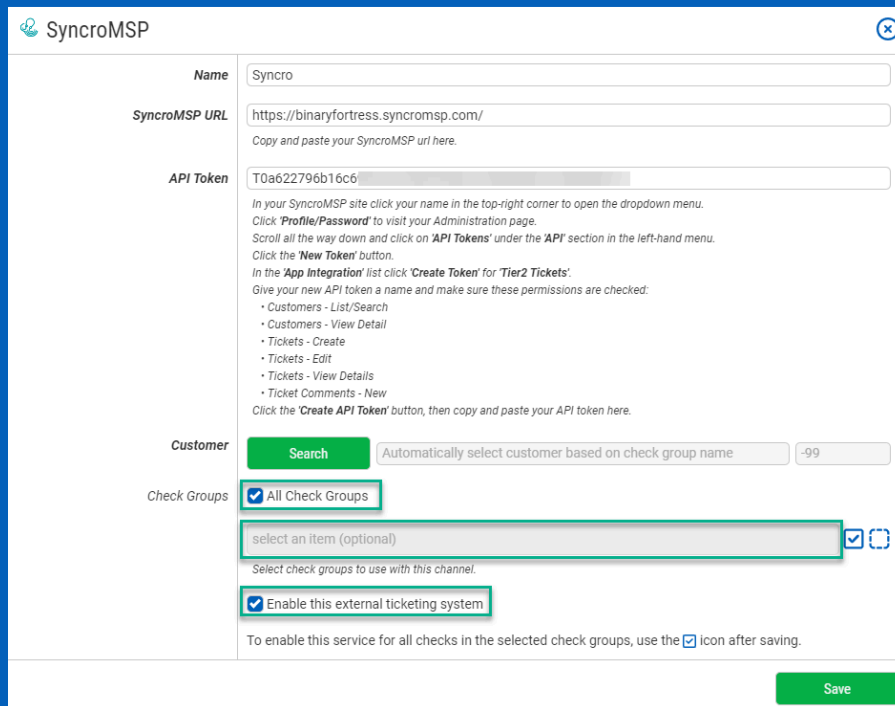
☒ Enable this external ticketing system

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

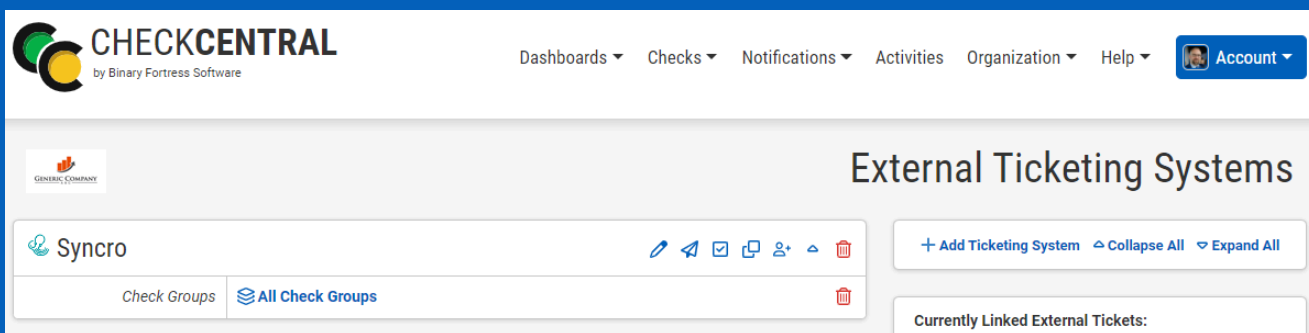
Save

Finally, choose which Check Groups will use this Syncro 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 'SyncroMSP' configuration form. It includes fields for 'Name' (Syncro), 'SyncroMSP URL' (https://binaryfortress.syncromsp.com/), and 'API Token' (T0a622796b16c6). Below the API token field is a detailed instruction block for obtaining the token from the SyncroMSP interface. The 'Customer' section has a 'Search' button and a dropdown set to '-99'. The 'Check Groups' section features a checked 'All Check Groups' checkbox, a multi-select dropdown with 'select an item (optional)', and a checked 'Enable this external ticketing system' checkbox. A 'Save' button is at the bottom right.



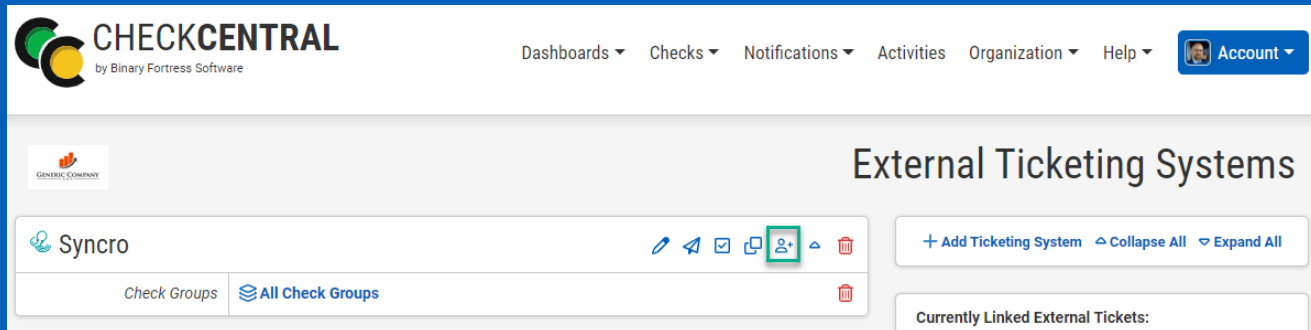
The screenshot shows the 'External Ticketing Systems' dashboard in Check Central. The top navigation bar includes 'Dashboards', 'Checks', 'Notifications', 'Activities', 'Organization', 'Help', and an 'Account' dropdown. The main content area shows a card for 'Syncro' with a 'Check Groups' dropdown set to 'All Check Groups'. To the right, there are buttons for '+ Add Ticketing System', 'Collapse All', and 'Expand All'. Below this, a section titled 'Currently Linked External Tickets:' is visible.

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

Import Customers as Check Groups

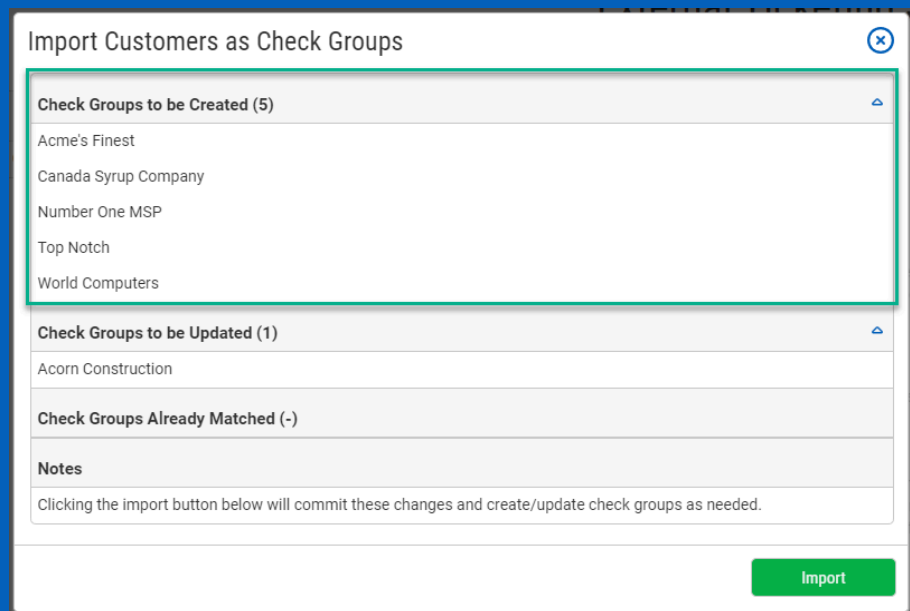
CheckCentral

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



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 Syncro.

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 Syncro 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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