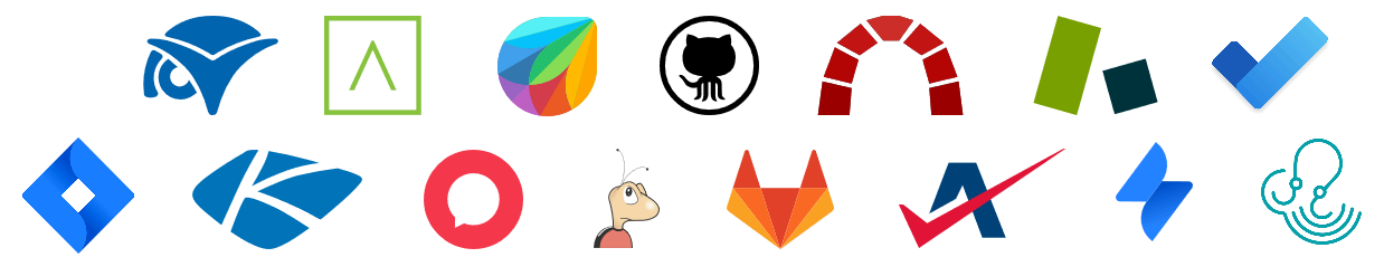
Syncro MSP Integration

CHECKCENTRAL

BINARYFORTRESS

Syncro MSP Integration

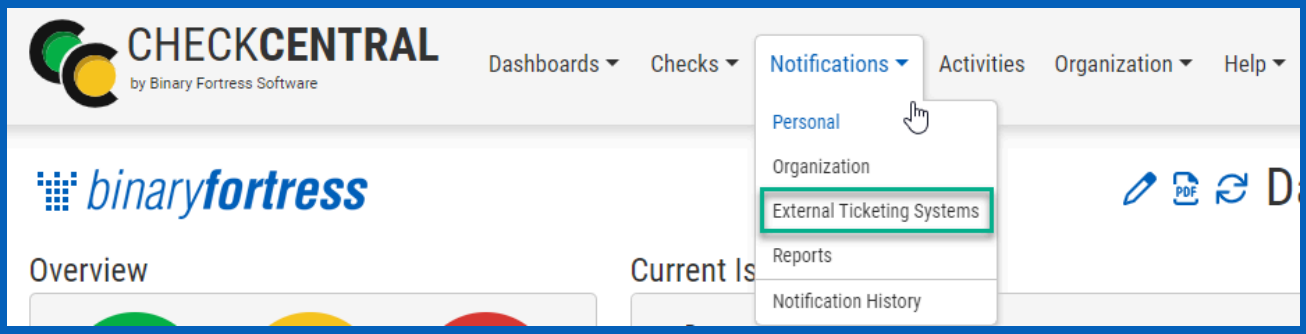


CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Syncro MSP, helping you consolidate service ticket issues.

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

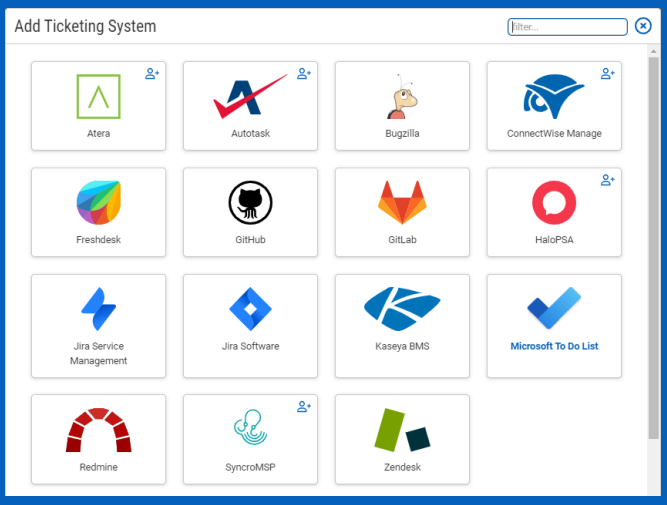
CheckCentral

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

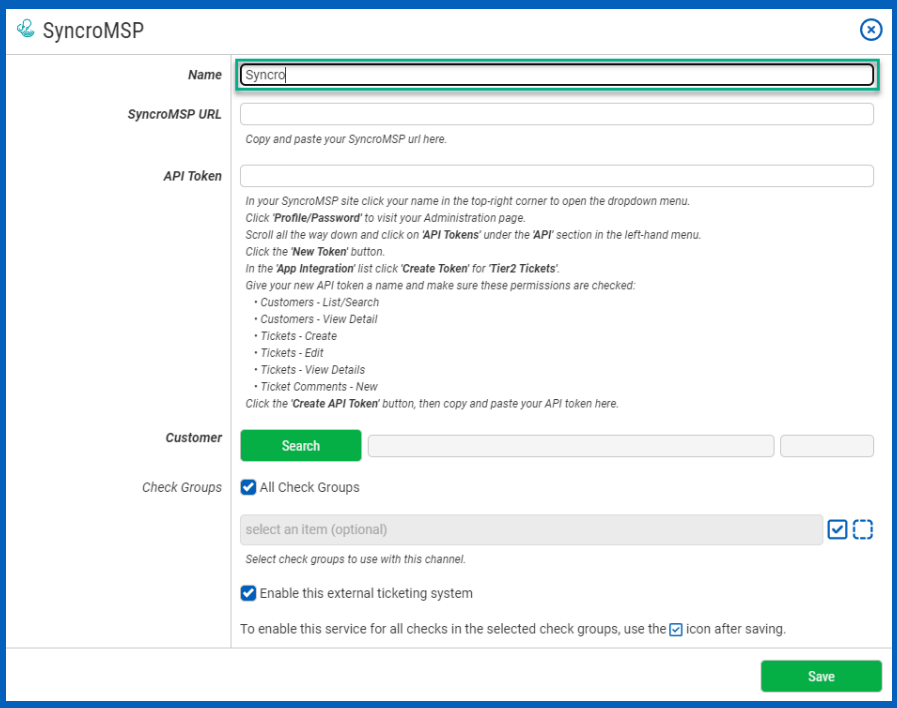


Click Add Ticketing System and choose SyncroMSP.





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

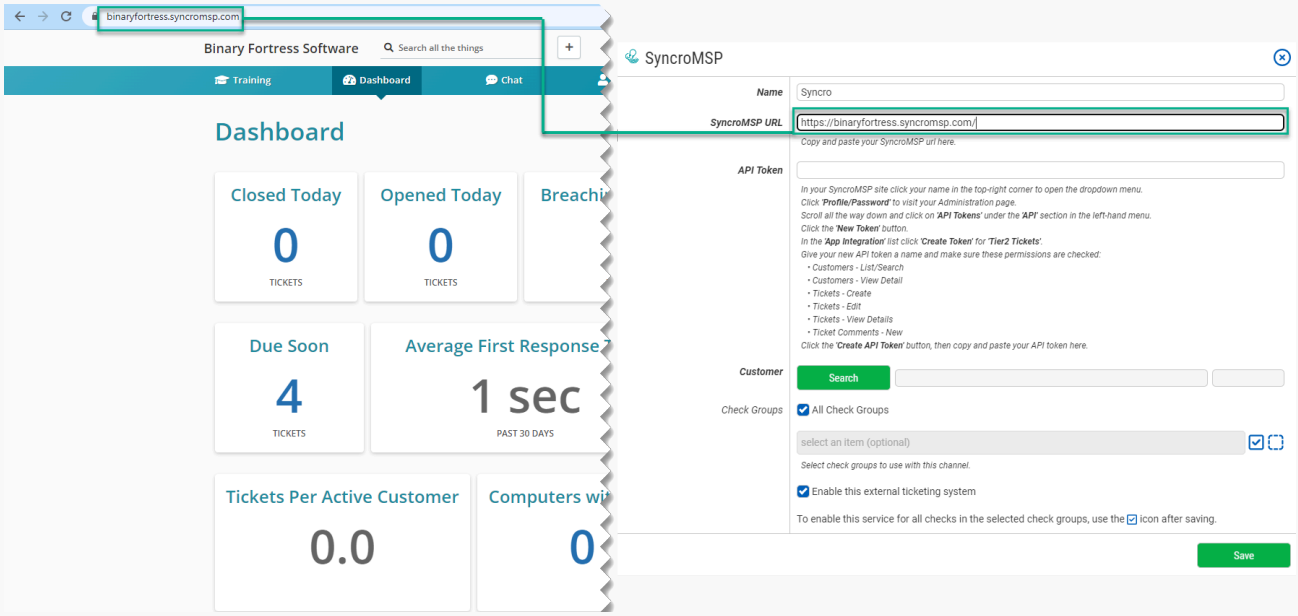


You can name this configuration anything you'd like.

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

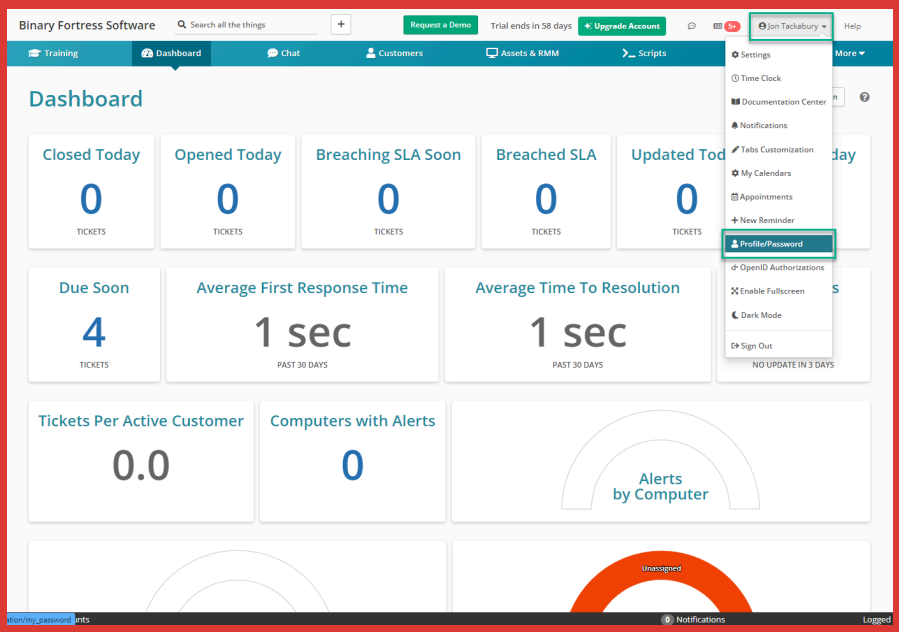
SyncroMSP and CheckCentral

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.

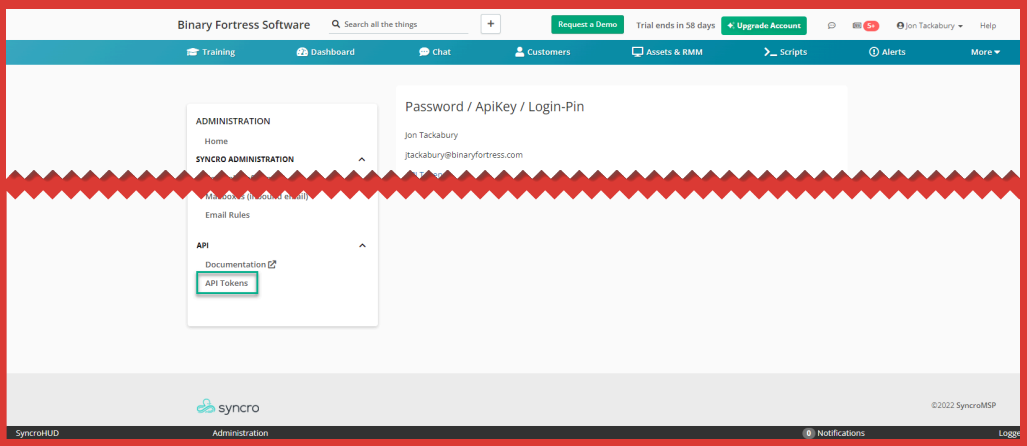


SyncroMSP

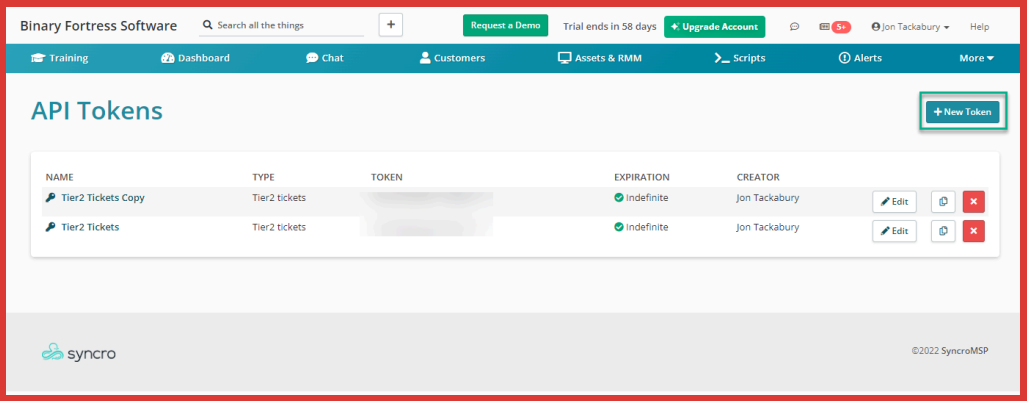
In Syncro, click your name in the top-right corner to access the menu. Click "Profile/Password."



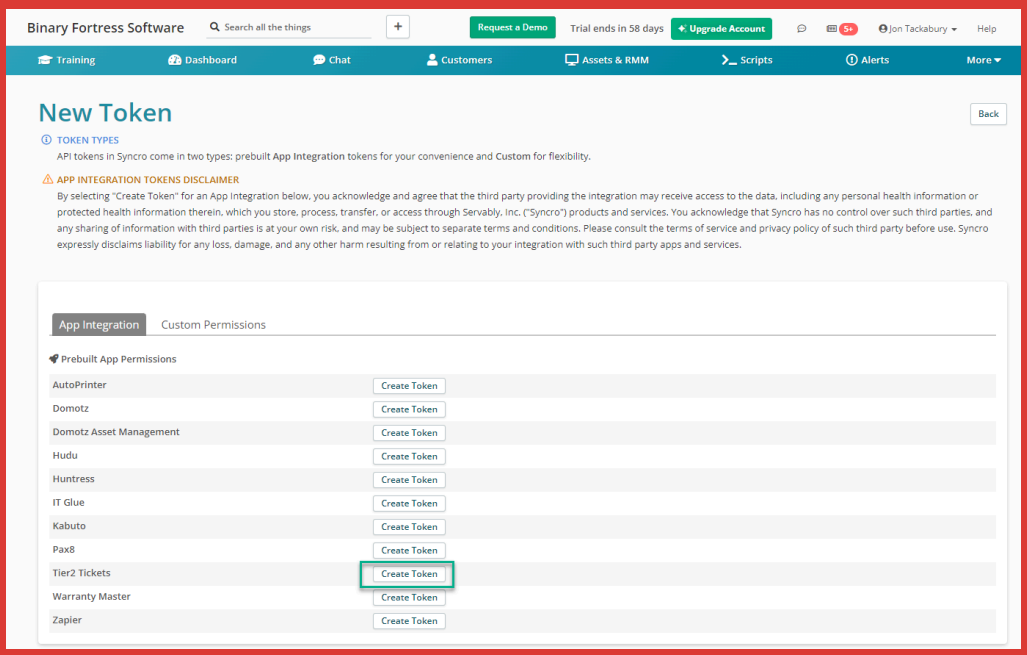
Scroll to the bottom of the left-hand menu and click "API Tokens" within the API section.



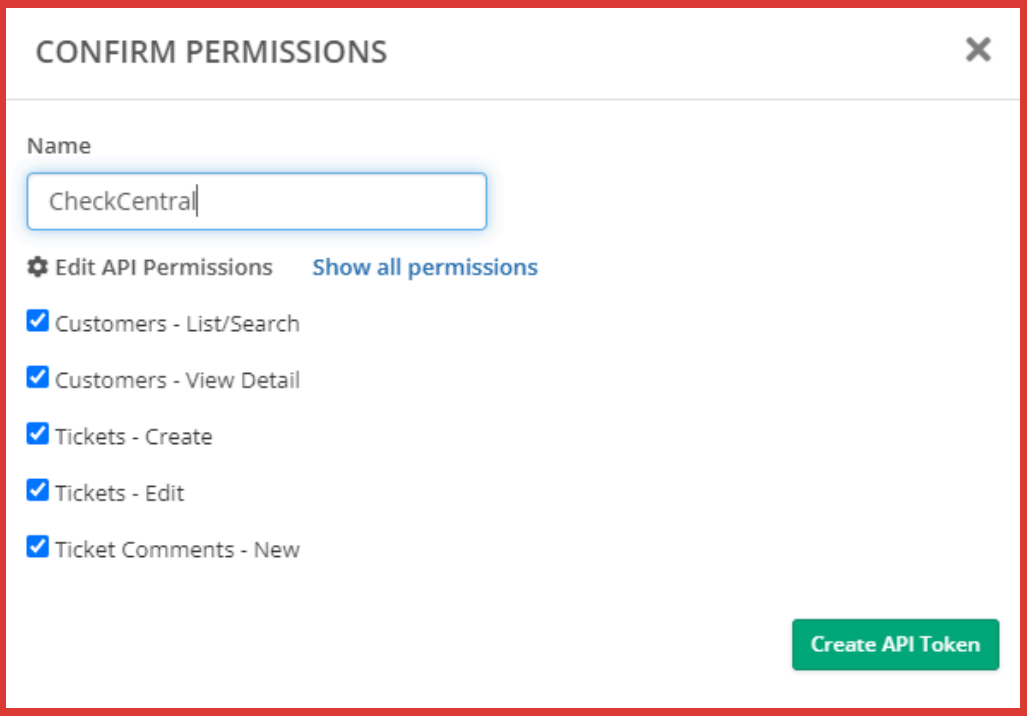
Click "New Token."



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



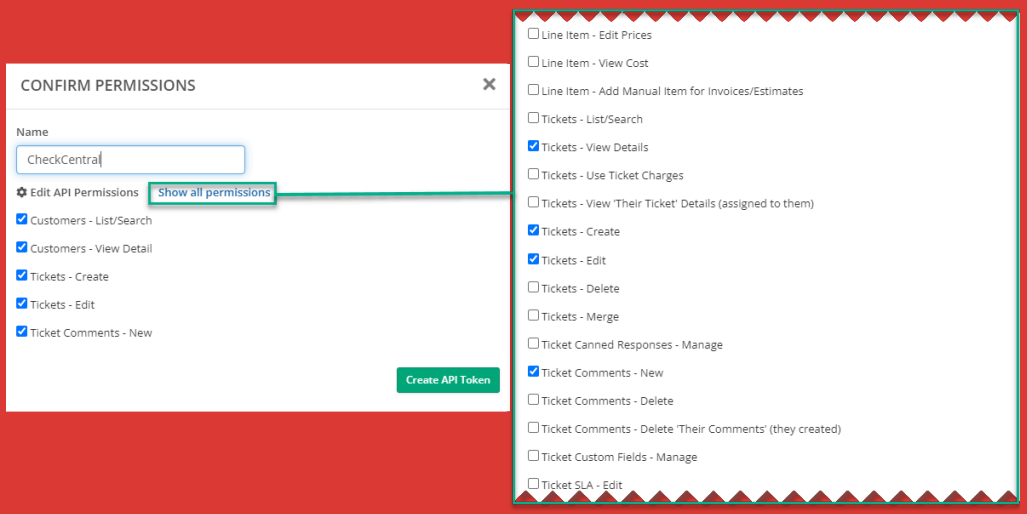
Name your token.



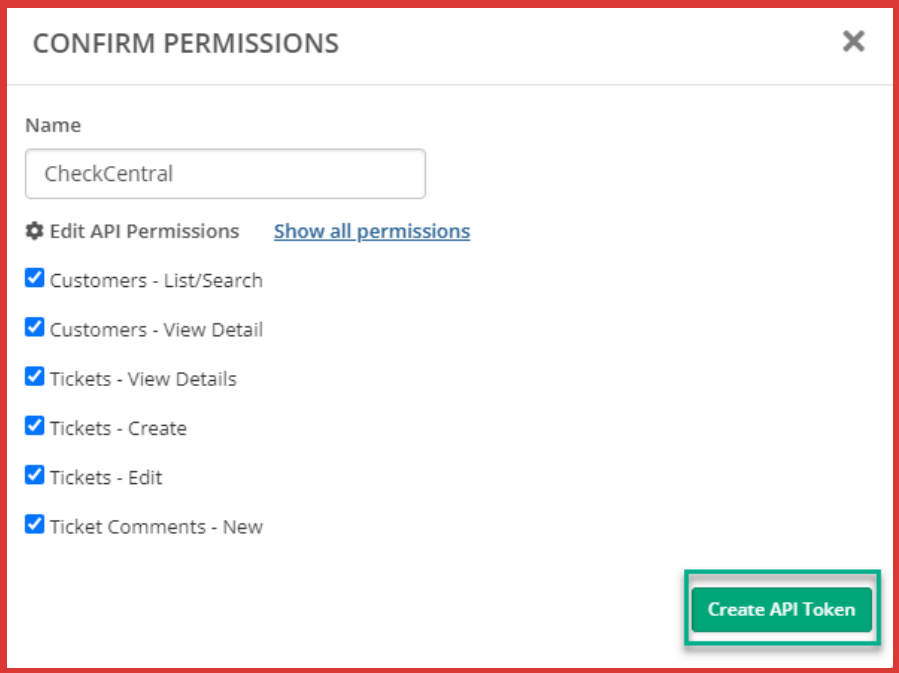
Make sure the following permissions are checked:

- 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.

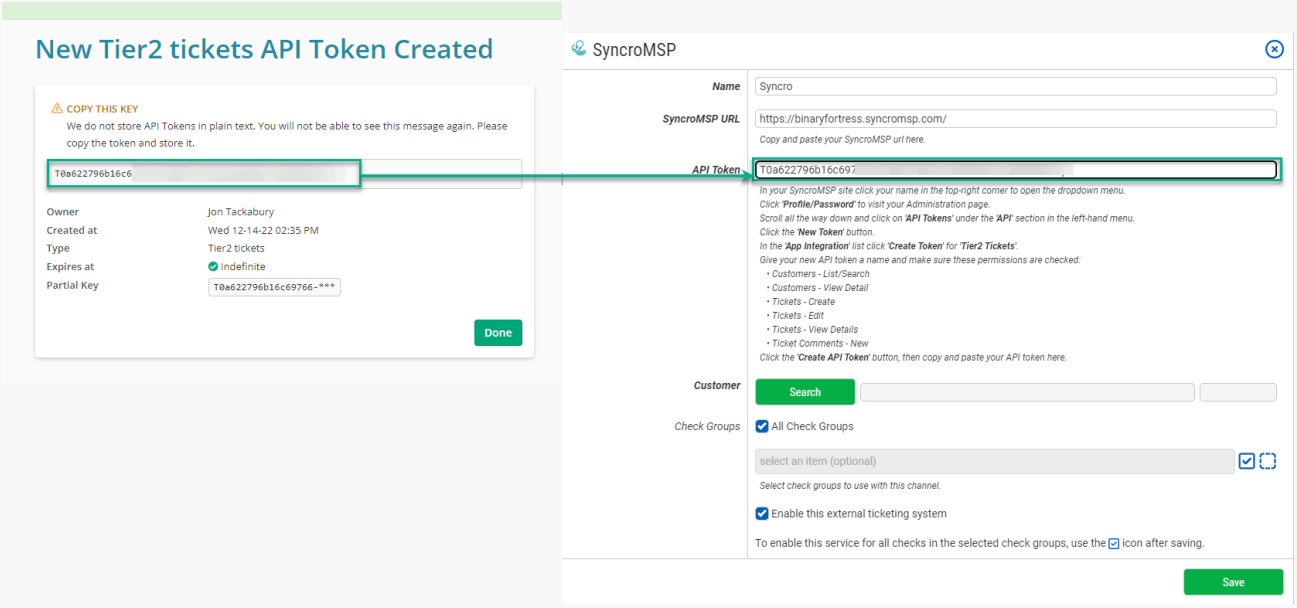


Click "Create API Token."



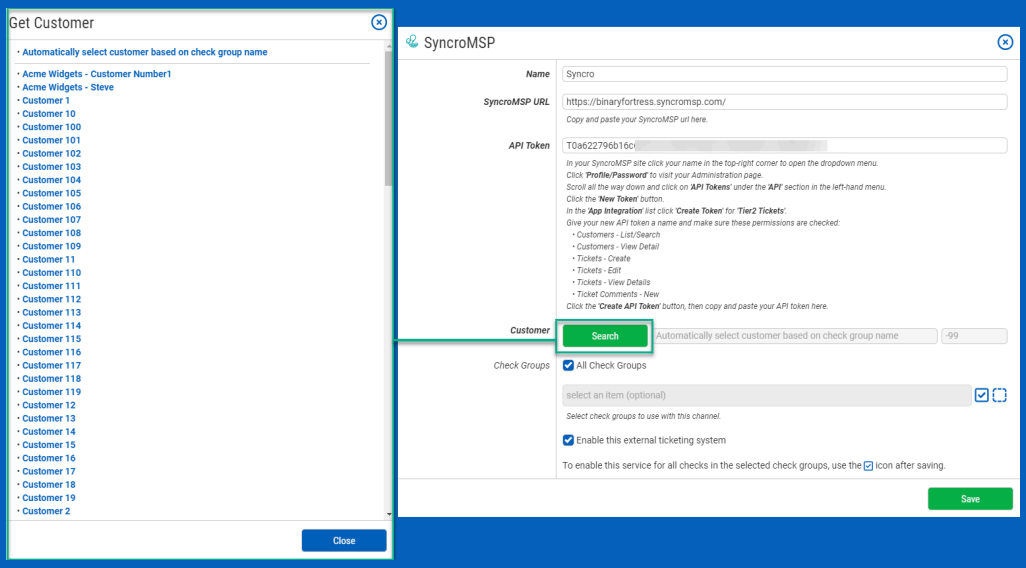
SyncroMSP and CheckCentral

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



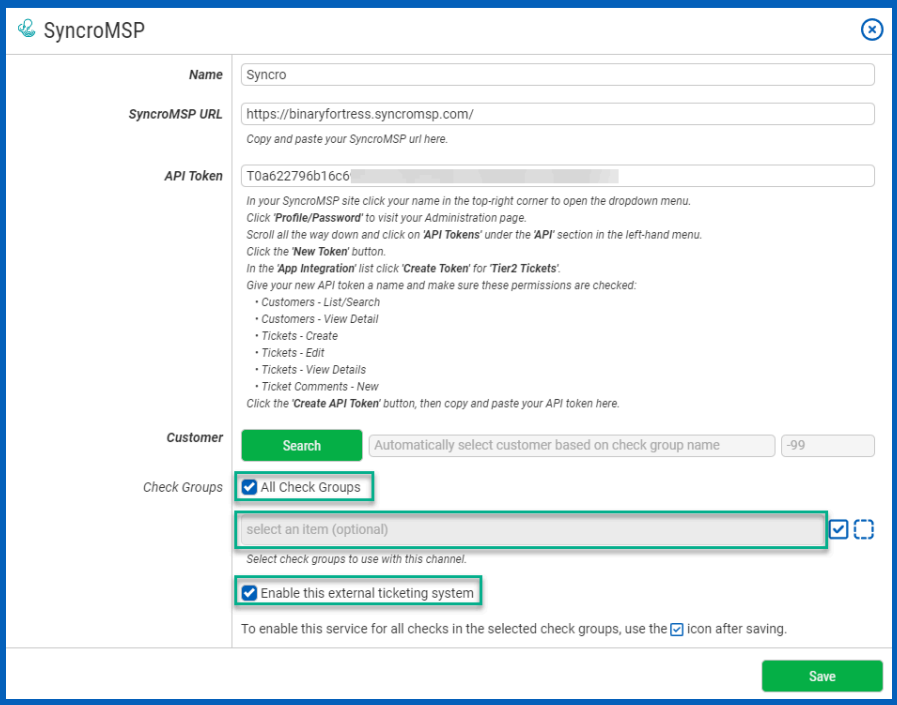
CheckCentral

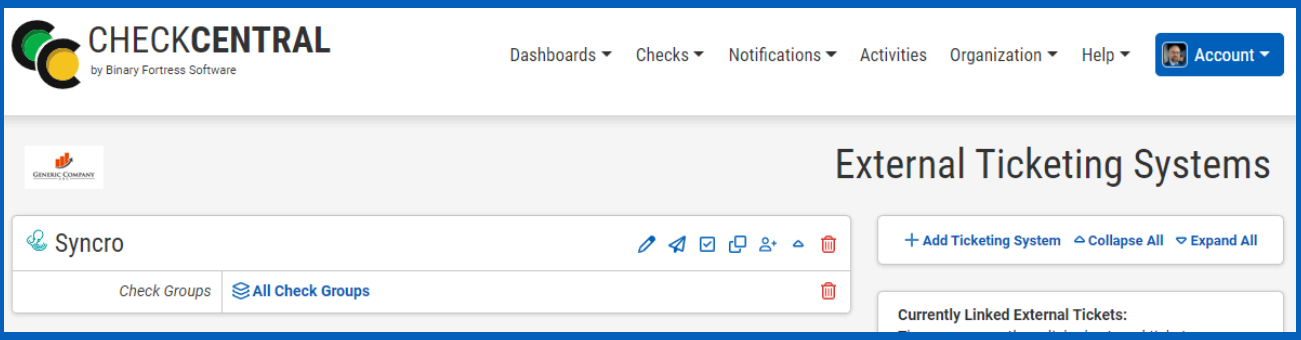
For associating customers with tickets, you can select a specific customer from the list or set the channel to automatically select the account based on the Check Group name.



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.



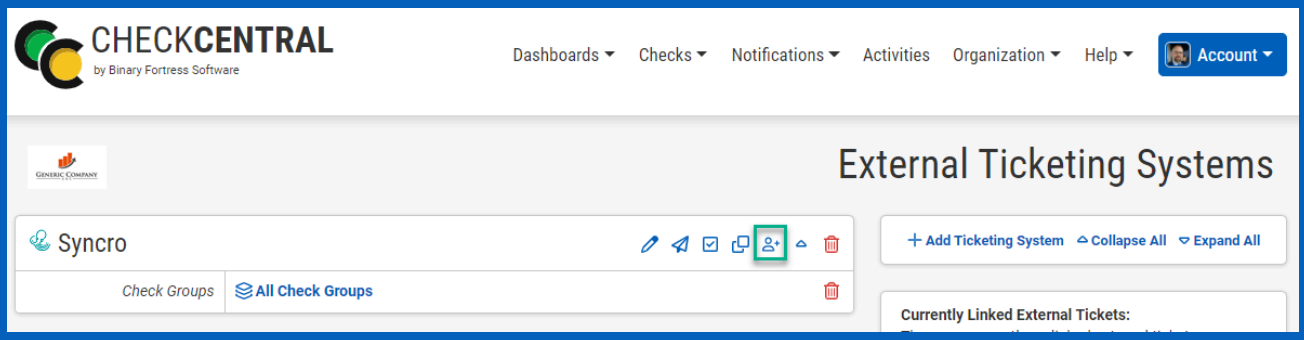


This External Ticketing System channel will now be available for use with any check under your Check Central account.

Import Customers as Check Groups

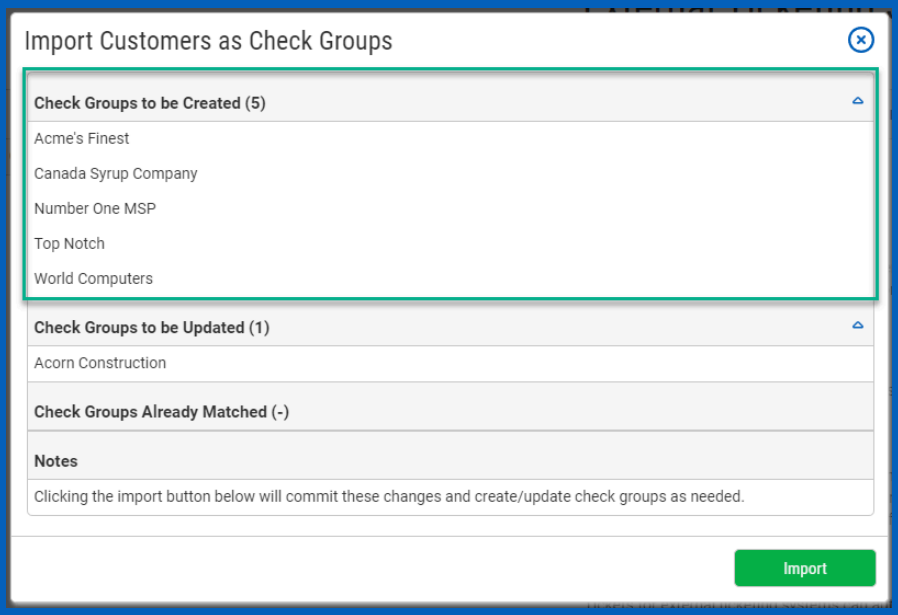
CheckCentral

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

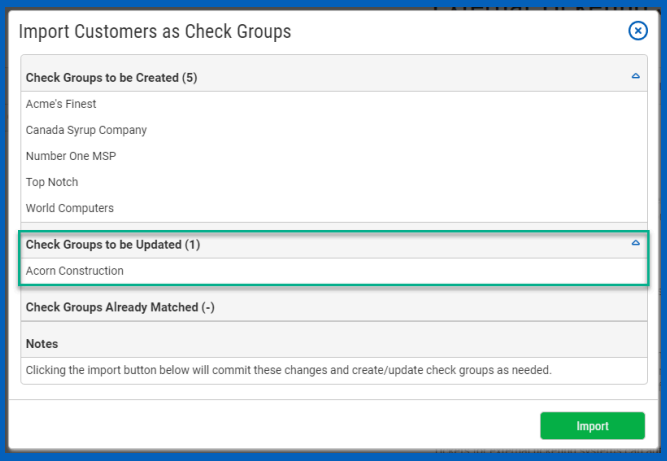


From the External Ticketing Systems page, click on the Customer Import icon above your newly-created channel.

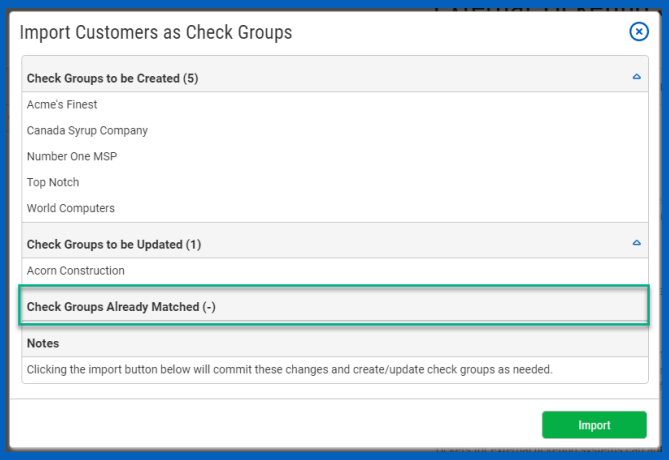
If no similar check groups exist, your customers will be listed under Check Groups to be Created.



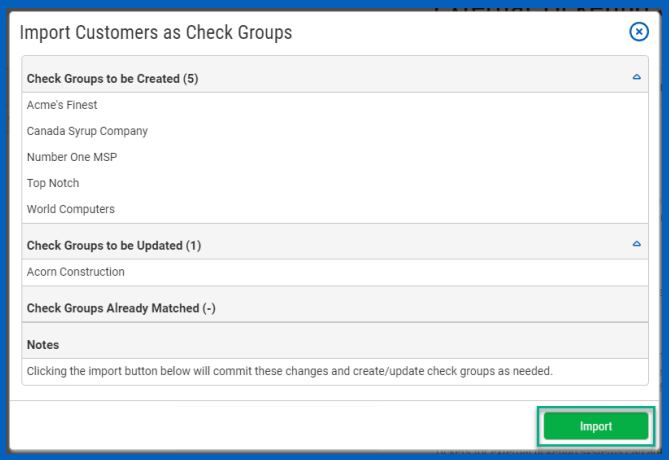
If you've already created Check Groups using customer names, they will display in the Check Groups to be Updated section, ensuring they match with Syncro.



Existing Groups Already Matched with Syncro will be skipped.



Now click Import to complete the 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 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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