Syncro MSP Integration

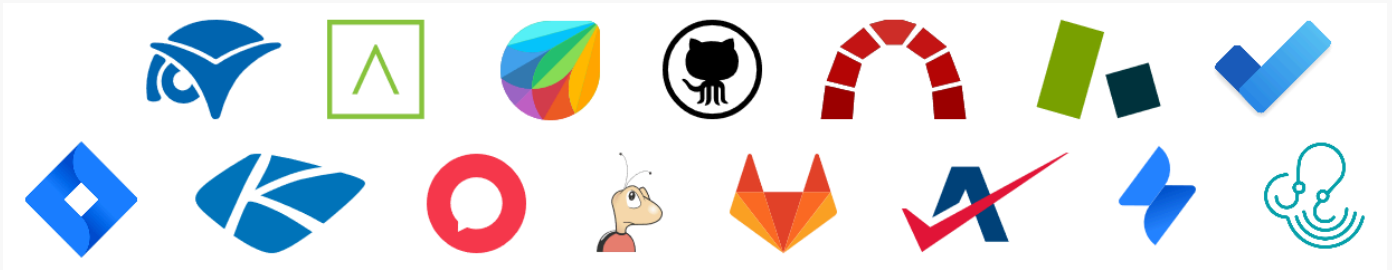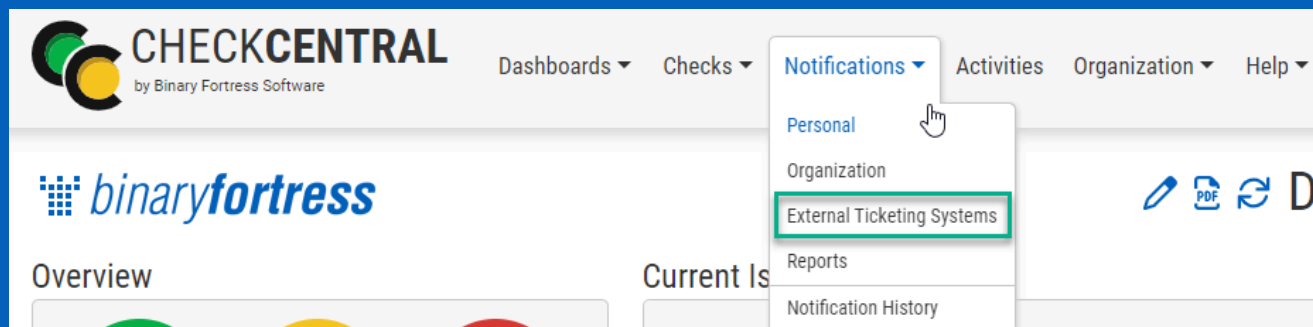# Syncro MSP Integration

CheckCentral integrates with several RMMs, PSAs, and ticketing software, including Syncro MSP, helping you consolidate service ticket issues.
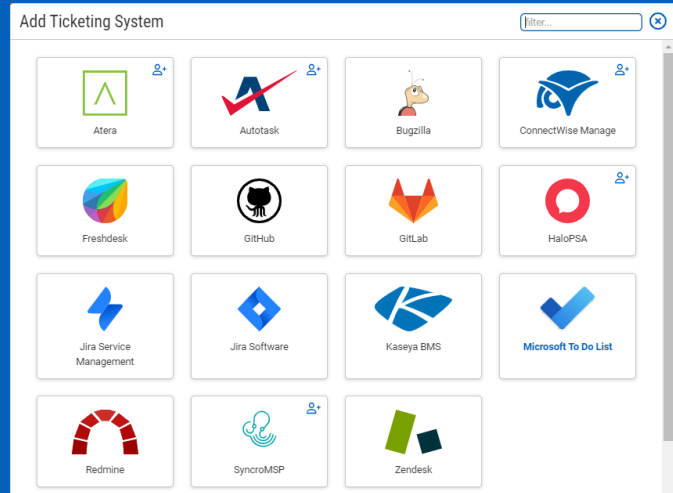
To integrate Syncro with CheckCentral, begin by logging into your CheckCentral account.

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.

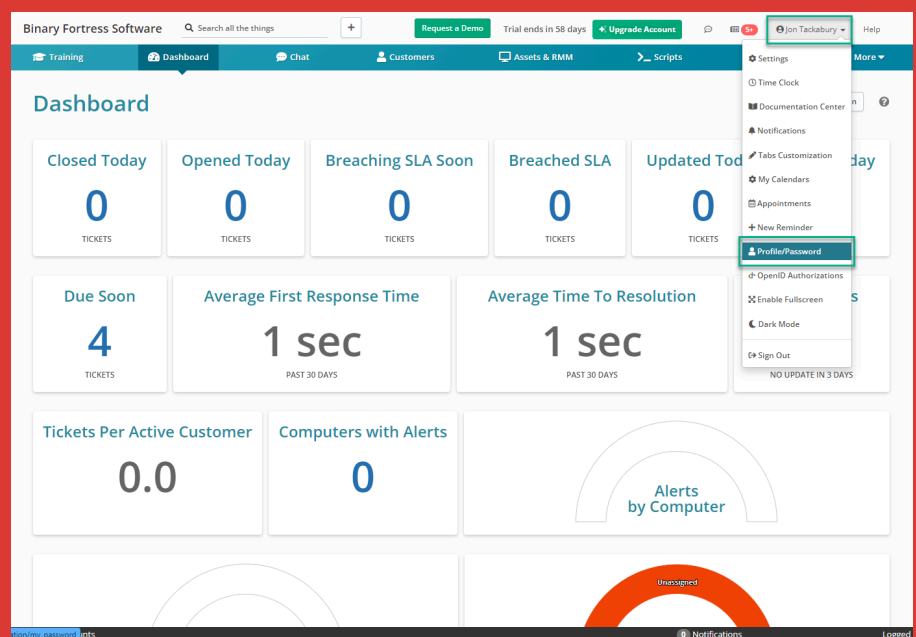The other details require you to log into your Syncro account.

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.
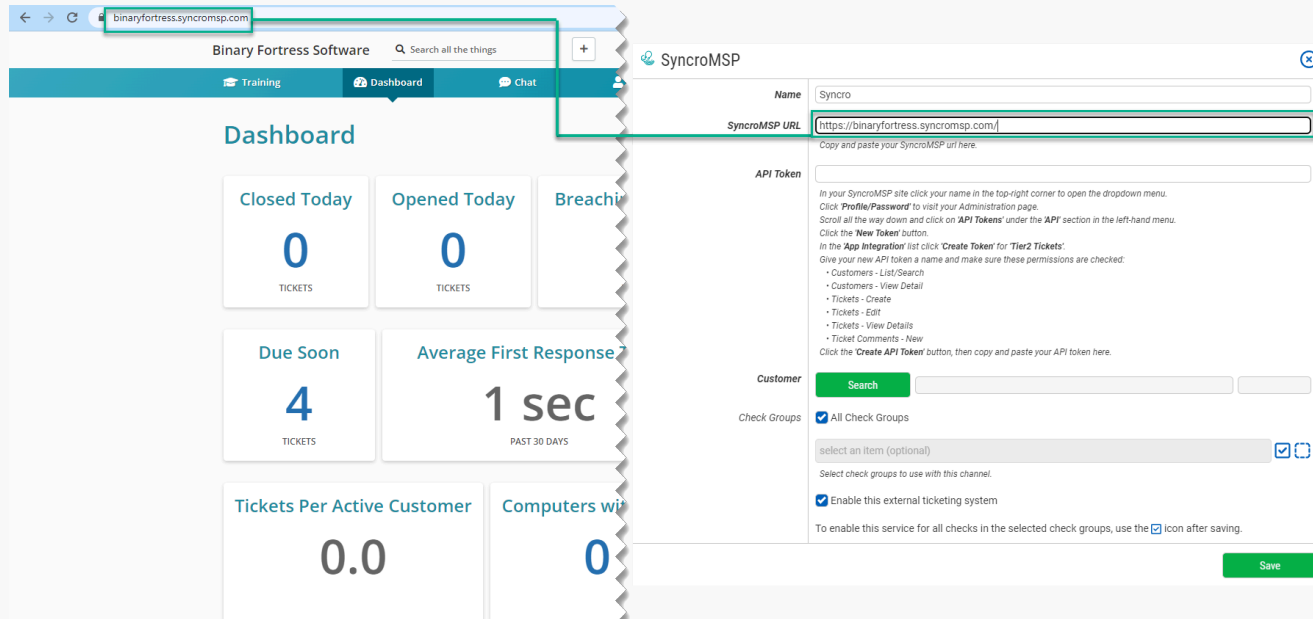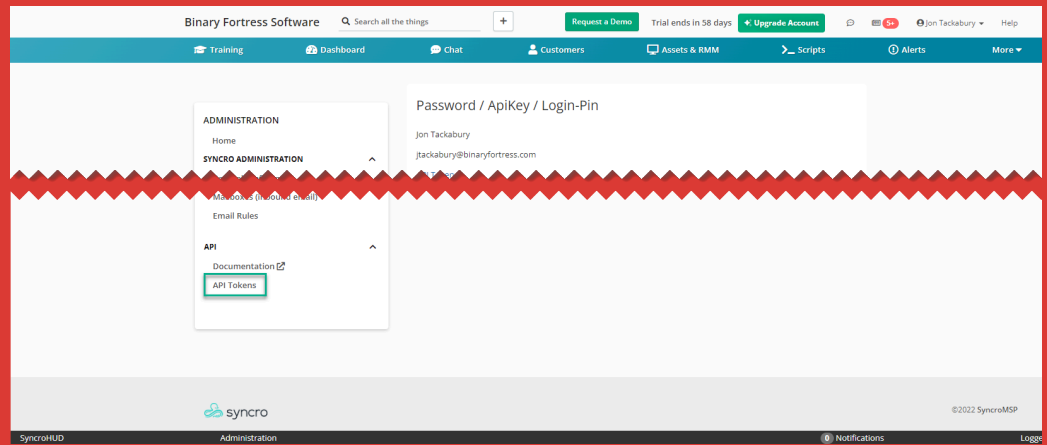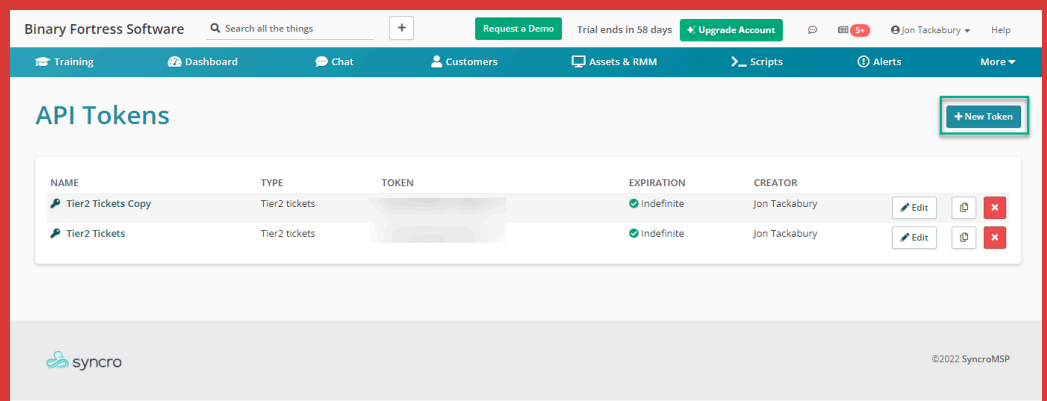

SyncroMSP

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.

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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

⚙ Edit API Permissions **Show all 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

⚙ Edit API Permissions **Show all 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.

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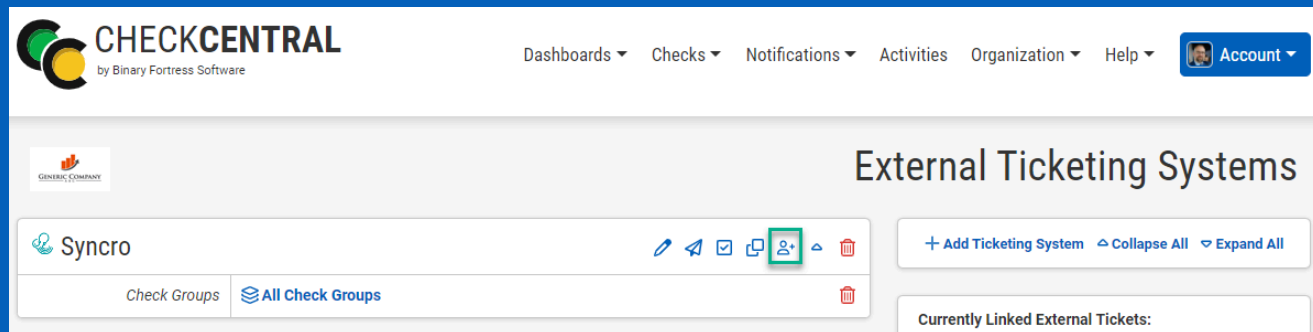
From the External Ticketing Systems page, click on the Customer Import icon above your newly-created channel.

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.

Import Customers as Check Groups

Check Groups to be Created (5)

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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.
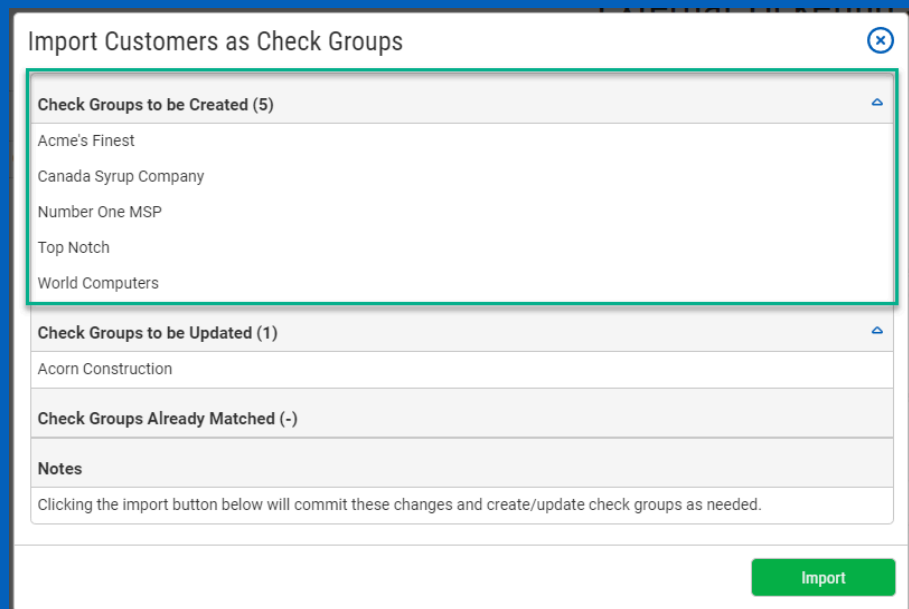
Import Customers as Check Groups

Check Groups to be Created (5)

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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)

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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.com**

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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