

Customizing a Custom Integration Set Up by a Hosting Provider

<https://campus.barracuda.com/doc/84313839/>

If you are using Barracuda Managed Workplace in a hosted environment, and a hosting provider has set up a custom integration, you can modify it in Barracuda Managed Workplace.

1. In Service Center, click **Configuration > Service Desks**.
2. Click the **Custom Integration** link.
3. If required, type the **Company ID**, **User Name**, and **Password**.
4. In the **Ticketing Options** section, click one of the following buttons:
 - **All Trouble Tickets Generated from any Alert Action**
 - **All Trouble Tickets Generated from the Alert Actions Defined in these Specific Policy Modules**
5. If you selected the **All Trouble Tickets Generated from the Alert Actions Defined in These Specific Policy Modules option** button, then do the following:
 - Check **Include manual tickets for the associated Site(s)** to also include user-created tickets created in the Service Center or those generated by Support Assistants.
 - Check Include **Site Not Communicating tickets for the associated Site(s)** to handle these alerts.
 - Click Add Policy Module.
 - Select the check box that corresponds with each policy module you want to add.
 - Click **Apply**.

Tip: To remove a policy module, select the check box that corresponds to the policy module you want to remove and click Remove Policy Module.
6. Click **Save**.

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