

Modifying Default Autotask Label for Specific Fields

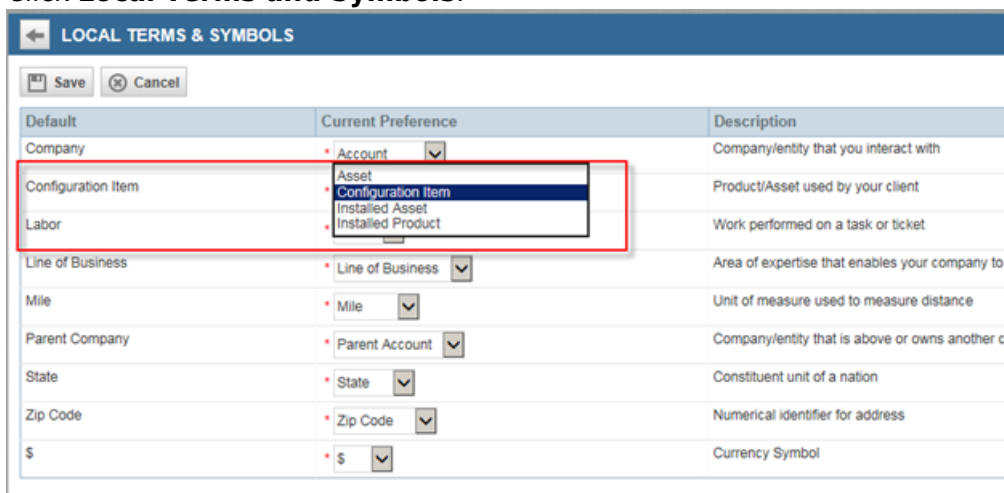
<https://campus.barracuda.com/doc/98217059/>

When integrating Autotask with Barracuda RMM, partners may not find certain tabs (Accounts, Configuration Items etc.) in a user-defined field in their Autotask that is mentioned in the **Integration Guide: Service Desks** in the latest version of [Barracuda RMM documentation](#).

This happens if partners configure their Autotask to use different labels than the default. Autotask allows the user to customize certain terminologies. For example, **Configuration Item** can also be set as **Asset**, **Installed Asset**, or **Installed Product**.

This can be changed from the Autotask to match with the integration guide by following the steps mentioned below:

1. Login to **Autotask** using an **Administrator** account.
2. Hover over the **Autotask** icon in the upper left corner, click **Admin**, and then click **Features and Settings**.
3. Click **Your Organization**.
4. Click **Local Terms and Symbols**.



Default	Current Preference	Description
Company	Account	Company/entity that you interact with
Configuration Item	Asset Configuration Item Installed Asset Installed Product	Product/Asset used by your client
Labor		Work performed on a task or ticket
Line of Business	Line of Business	Area of expertise that enables your company to
Mile	Mile	Unit of measure used to measure distance
Parent Company	Parent Account	Company/entity that is above or owns another c
State	State	Constituent unit of a nation
Zip Code	Zip Code	Numerical identifier for address
\$	\$	Currency Symbol

5. From the drop-down menu of each term select the appropriate one as defaults.

←

LOCAL TERMS & SYMBOLS

Save

Cancel

Default	Current Preference	Description
Company	* Account	Company/entity that you interact with
Configuration Item	Asset * Configuration Item Installed Asset Installed Product	Product/Asset used by your client
Labor		Work performed on a task or ticket
Line of Business	* Line of Business	Area of expertise that enables your company to
Mile	* Mile	Unit of measure used to measure distance
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6. Click **Save** from the top left corner to save the changes.

Figures

1. clipboard_eeeea4176d4b75ed7ec99472c76404cd8d.png
2. clipboard_eeeea4176d4b75ed7ec99472c76404cd8d (1).png

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