

## Integrating Autotask

<https://campus.barracuda.com/doc/98227381/>

To complete an Autotask integration, you must:

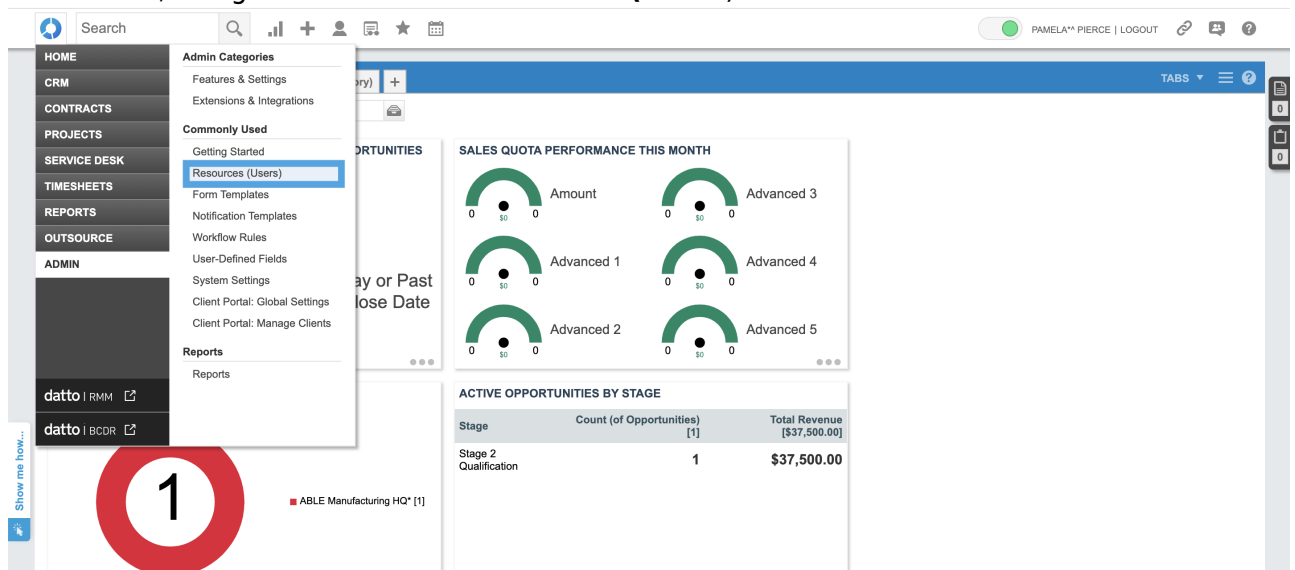
- Set up Autotask
- Follow the **Autotask integration Wizard**
- Set up your site mappings
- Test the integration settings

If you have issues with your integration, you can [check the settings](#) and [delete the integration if necessary](#).

### Step One: Set up Autotask

In this procedure, you set up a new API user.

1. In Autotask, navigate to **Admin > Resources (Users)**.



2. Click the dropdown error next to **New** and select **New API User**.

3. Fill out the settings for the user.
4. Generate a username and password.
5. Take note of the username and password.

ww2.autotask.net/Mvc/Administra

ADI View site information

Save & Close Cancel

**GENERAL**

**First Name \***  
SKOUT

**Last Name \***  
CYBERSECURITY

**Email Address \***  
oxsticket@oxfordsolutions.com

☒ Active  
☐ Locked

**Security Level \***  
API User (system)

**Date Format**  
MM/dd/yyyy

**Time Format**  
hh:mm tt

**Number Format**  
X,XXX.XX

**GENERAL**

Generate Key Generate Secret

**Username (Key) \***  
dpsmmbq3y6hleay@skoutsecuresandbox.com

**Password (Secret) \***  
kC\*2R9z\$j~3K8L#rFa4@@@Zn5c

**API TRACKING IDENTIFIER**

API version 1.6 & later require the user of an API tracking identifier. Once assigned, this cannot be changed.

☒ Integration Vendor  
☐ Custom (Internal Integration)  
☐ None

**Integration Vendor \***  
SkOUT - security

6. Click **Save and Close**.

### Step Two: Follow the Autotask Integration Wizard

1. Sign in to the **Barracuda XDR Dashboard**.
2. Click **Administration > Integrations**.
3. On the **Autotask** card, click **Setup**.
4. Click **Edit Settings** and enter your credentials.
5. In the **Ticket Integration | AutoTask - API Setup** area, type your **Username** and **Secret** and click **Next**.
6. Follow the **Autotask Integration Wizard**.

### Step Three: Map your Autotask sites

1. Sign in to the **Barracuda XDR Dashboard**.
2. Click **Administration > Integrations**.

3. On the **Autotask** card, click **Setup**.
4. Click **Edit Settings**.
5. Click **Next** several times until you get to the **Ticket Integration** page.
6. On the **Ticket Integration** page, in the row of company you want to map, click **Edit**.
7. In the **Step 1: search Autotask companies by keyword** box, type the name of the company you want or part of the company name and click **Search**.
8. In the **Step 2: select from the below search results** box, select a company.
9. Click **Done**.
10. Repeat steps 6-9 until you have mapped all the companies you want to map.
11. Click **Next**.
12. Click **Submit**.

#### To test integration settings

1. Sign in to the Barracuda XDR Dashboard.
2. Click **Administration > Integrations**.
3. On the **Autotask** card, click **Update**.
4. Click **Edit Settings**.
5. Click **Test**.

#### To test the ticket sync

You can test your ticket settings by sending a test email that uses your saved settings.

1. Sign in to the Barracuda XDR Dashboard.
2. Click **Administration > Integrations**.
3. On the **Autotask** card, click **Update**.
4. Click **Edit Settings**.
5. Click **Send Test**.

## Figures

1. 1.png
2. 2.png
3. 3.png

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