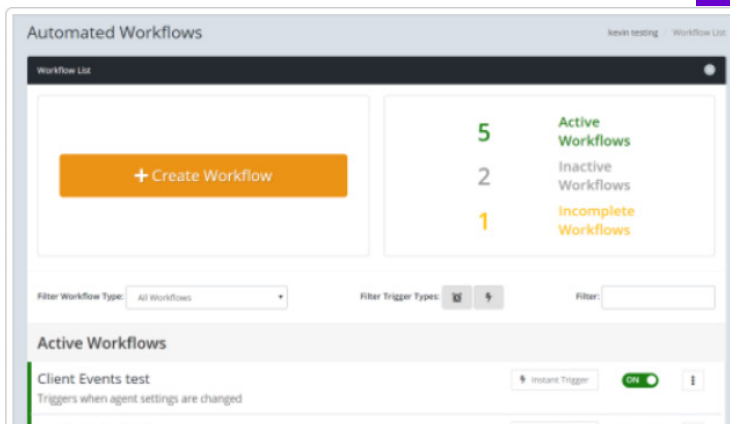# Automated Workflows

A feature available with N-able Passportal

As your MSP scales, monitoring and executing periodic maintenance tasks—like license updates, renewals, extensions, and backups—can result in inefficient use of your technicians' time. The key to boosting productivity is automation. The automated workflows feature lets N-able™ Passportal™ users create customizable workflows while helping ensure certain actions happen when events trigger them, or when specific thresholds exceed a predetermined amount. Creating workflows can help your team keep track of important dates that affect your customers' ability to smoothly conduct business.

Save technicians time and keep work on track with recurring reminders

- **Set up notifications relevant to your business** to streamline actions and responses.

- **Automate notifications for upcoming expirations (domains, SSL certificates, licenses, assets)** to quickly and efficiently renew them on time.

Simplify tracking by choosing the action/ notification that fits your business

- **Create a ticket**—The system lets you create a ticket using the integration with your PSA platform of choice and sets up its severity level.

- **Send a notification on Slack® or Teams®**—You can configure this action via a webhook posted on the company's workspace of choice.

- **Send an email**—Passportal will send an email to defined recipients once the trigger conditions are met.

Get instant visibility and stay in control for business continuity

- **Set triggers on users' logins** (e.g., logins within a specified time period, number of failed attempts, and user logouts or logins from outside of the trusted IP addresses) to get useful insights into your organization's activity.

- **Monitor password expiration or rotation** with automated alerts. The password rotation feature also performs an auto-discovery on the local Windows® network for places where the password is used and updates them.

- **Keep track of changes with documentation** by setting and sending notifications any time an article is added, edited, rolled back to a previous version, expired, viewed, published, or disabled. It also enables notifications when articles are moved or templates are added, updated, or disabled.