

Dropsuite

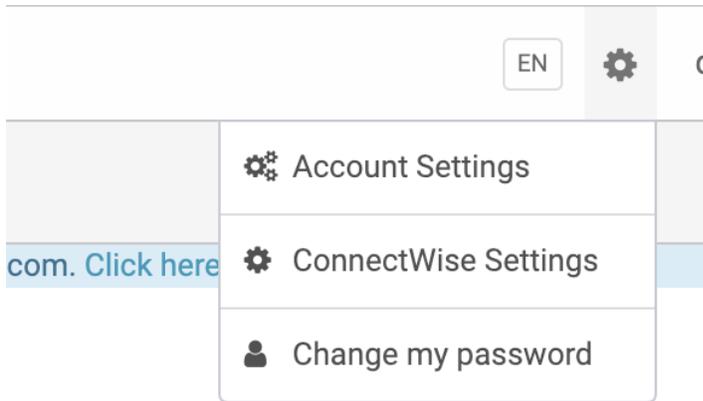
Dropsuite Email Backup and Archiving
ConnectWise end user configuration
V1

Contents

CONNECTWISE END USER CONFIGURATION 3

CONNECTWISE END USER CONFIGURATION

1. ConnectWise integration on the end user level is disabled by default and Dropsuite should enable it upon the request from the resellers. Integration via end user dashboard should be allowed for the MSPs who does not have a reseller account with Dropsuite.
2. Once Dropsuite allows the integration login to the end user dashboard from the SSO link if the user.
3. Go to Settings > ConnectWise Settings



4. Enter the ConnectWise credentials and click Next.

ConnectWise Settings

ConnectWise MSPs Only

Site URL	<input type="text" value="api-au.myconnectwise.net"/>
Company Identifier	<input type="text"/>
Public Key	<input type="text"/>
Private Key	<input type="text"/>

- Once the credentials are validated, select the mapping ConnectWise company for the user, select the agreement and other required values and click Submit.

ConnectWise Settings

ConnectWise MSPs Only

Company	<input type="text" value="Search for company"/> 
Agreement	<input type="text" value=""/>
Product Category	<input type="text" value="- Select -"/>
Product Sub Category	<input type="text" value=""/>
Product Type	<input type="text" value="Miscellaneous"/>
Service Board	<input type="text" value="Professional Services"/>
New Service Ticket Status	<input type="text" value="In Progress (plan of action)"/>
Closed Service Ticket Status	<input type="text" value="In Progress (plan of action)"/>
Cancelled Service Ticket Status	<input type="text" value="In Progress (plan of action)"/>

- Catalog item and agreement addition will be created on ConnectWise for the selected company.
- Once the ConnectWise settings are configured subscription changes and service tickets will be reflected in the ConnectWise platform.