# Migrate your Service Desk data to MSP Manager

The Service Desk data migration populates your MSP Manager account with usable data like customers/sites, contacts, users, assets, queues and tickets. Select each import section to view a list of all available data from your Service Desk account. Choose which items to import, or select everything at once.

During the import process, use the Import History section at the bottom of the page to view a running count of all imported data as it moves from Service Desk to MSP Manager.

Track the status and progress of each data type and click  to view the log files for any items that fail to import.

Reference this table for terminology differences between Service Desk and MSP Manager:

| Service Desk Term | MSP Manager Term |
|---|---|
| Staff Agents | Users |
| Users/Contacts | Contacts |
| Sites | Locations |
| Asset Type | Asset Class |
| Manage Attributes | Configure Asset Mapping |
| Email Retrieval | Ticket Mailboxes |
| Site Visit | Appointment |

1. Navigate to Settings > Integrations and select MSP Service Desk > Configure > Add Service Desk Credentials.
2. Enter the Admin credentials and URL for your Service Desk portal, and click Save Credentials to connect to Service Desk.

   > ⓘ A confirmation message is displayed at the bottom of the page. If you are unsure, use the Test Connection button ⇆ to confirm that the connection was successful.

3. Navigate to Import Users to view a list of Staff Agents from Service Desk. Select which Staff Agents to import as MSP Manager Users, and click Import Users.

   > 💡 All imported Users are sent an activation email with instructions on how to log in to MSP Manager.

4. Select Import Customers/Sites, choose the Service Desk Customers/Sites to import, and click Import Customer/Sites.

5. Navigate to Import Contacts, select the Service Desk Users/Contacts to bring into MSP Manager and click Import Contacts.

> ⚠️ All Service Desk Users/Contacts are sent an email with instructions on how to log in to the MSP Manager Customer Portal.

6. Select Import Task Templates, choose the Service Desk templates to import and click Import Task Templates.
7. Navigate to Import Assets, select the Assets from Service Desk to bring into MSP Manager and click Import Assets.
8. Select Configure Asset Mapping to import Asset Classes and Custom Fields from Service Desk.

> ⓘ The device name and custom fields of the asset are imported first, and the rest of the asset details are populated when the RMM integration is set up.

9. Choose an Asset Class and map the Service Desk Custom Fields for that Asset Class to an MSP Manager Property. Click Save.
10. Select Import Queues, choose the Service Desk Queues to import, and click Import Queues.
11. Navigate to Import Tickets, select the Service Desk customers for whom you would like to import tickets and click Import Tickets.

Your MSP Manager account is now populated with all the imported data from Service Desk.

You can uninstall Service Desk and install MSP Manager as an integrated account at any time.

> 💡 In order to start creating tickets in MSP Manager, you need to assign Service Items to your customers. You can assign Service Items on a per customer basis, or use Program Levels to apply multiple Service Plans to all your customers.

# Uninstall Service Desk and install MSP Manager as an integrated account

1. Navigate to your SolarWinds Remote Management dashboard and select Settings > PSA Integration > Uninstall.
2. Choose from the following options:
   a. Check the box next to Delete Service Desk to ensure your account is deleted. Failure to do so will result in the conversion of your account to a standalone product, and you will continue to be billed accordingly.
   b. Do not check the Delete Service Desk box if you want to migrate your Service Desk data over to MSP Manager. This option keeps Service Desk as a standalone instance and the account can be deleted after the migration is complete.

   ⚠️ Standalone Service Desk instances are considered billable accounts.

3. Click on Settings > PSA Integration > Setup.
4. Select MSP Manager from the list and click Next.
5. Click Finish to open the MSP Manager Integration Out of Box wizard and setup your new account.

ⓘ If you already have an MSP Manager instance, you must authenticate with the existing MSP Manager Owner account credentials in order to join the two systems.

💡 To cancel your Service Desk subscription, submit a support case and request that your Service Desk account be deleted.