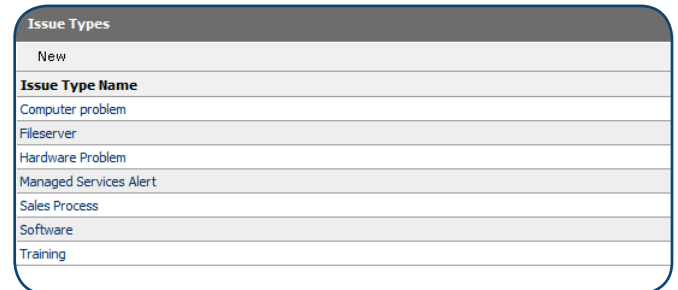# How to Integrate Datto Alerts into Autotask

datto

Datto's integration with Autotask provides a more efficient and robust experience within Autotask for our partners using both solutions. Easily monitor and manage your Datto device alerts directly through the Autotask interface. Follow the steps below to enable this integration.
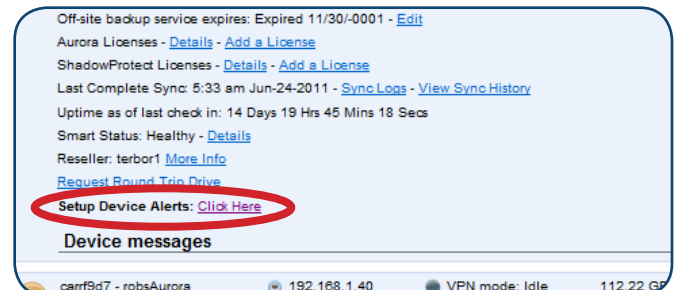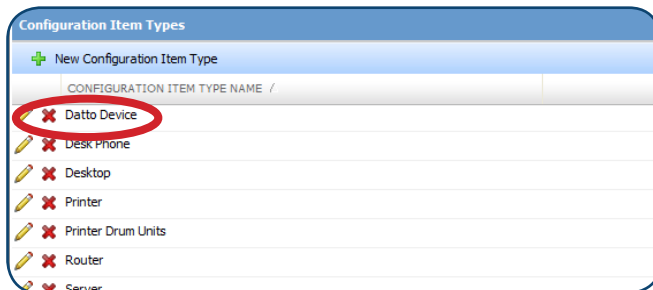
Before Getting Started

Ensure the settings below are correct in your Autotask account and Datto Partner Portal before implementing the integration.

1. Check that the list of **Accounts** in your Autotask Directory is up-to-date and complete. Datto pulls this list so you can associate each Datto device with one of these Accounts.

2. Make sure you have a **Configuration Item Type** to associate with each Datto device. We recommend creating a new Item Type specifically for them, such as "Datto Device".

3. Set up a **Queue** in Autotask that will receive Datto alerts. Use an existing Queue or create one specifically for Datto devices.
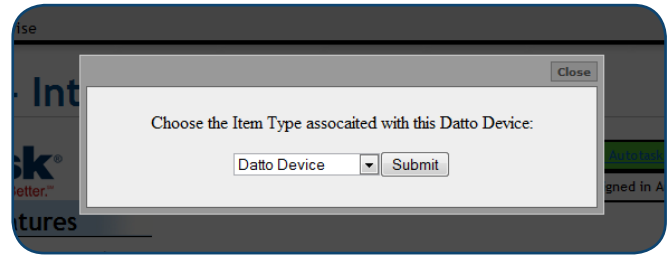

4. Set up an **Issue Type** to use for Datto alerts. Also specify the **SubIssue Types** for that Issue. Use an existing Issue Type or create one specifically for Datto alerts.

5. **Enable Alerts** for each Datto device directly from the Partner Portal. Log into your Datto account at **https://resale.dattobackup.com**. Click on the Device Status tab and click on each device.
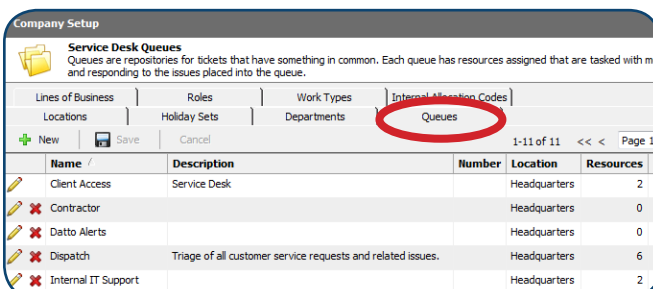
Follow the '**Setup Device Alerts**' link and enable each of the alerts you would like to receive for this device.
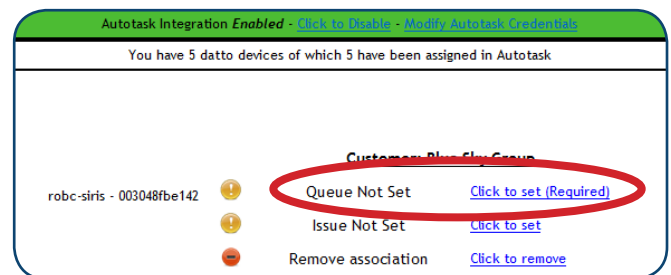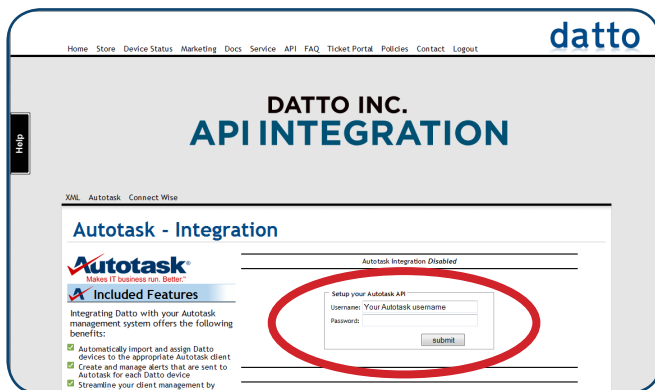
Enabling the Autotask Integration

The initial setup for the integration with Autotask is done through Datto's Partner Portal. Log into your account at **https://resale.dattobackup.com** to get started.

1. Go to the **API** tab on the Datto Partner Portal and click on **Autotask**.

2. Use the **Login** at the top of the page to access your Autotask account information.

   Note: Once you have logged into your Autotask account here, Datto will be automatically added to your **Vendor** list within Autotask, along with Datto's full line of products.

3. A list of your devices will appear at the bottom of the page. Assign each to an Autotask account using the **Live Search** textbox to the right of each device. Start typing the client name and click on the name once it appears below the textbox.

4. This will prompt you to select the **Configuration Item Type** for each device. Select the item type from the dropdown and click **Submit**.
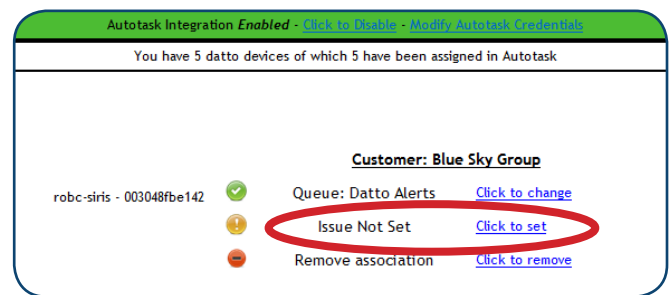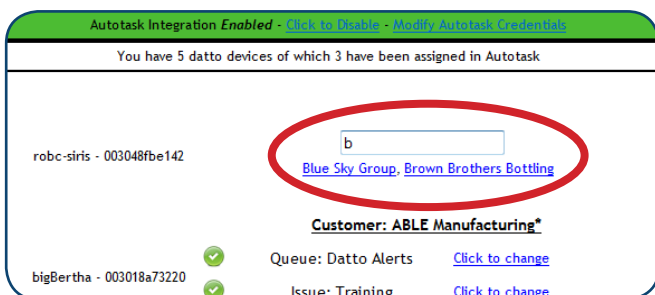

5. After selecting an item type, specify the **Queue** where you want alerts to go. Press '**Click to set (Required)**' and select it from the dropdown.
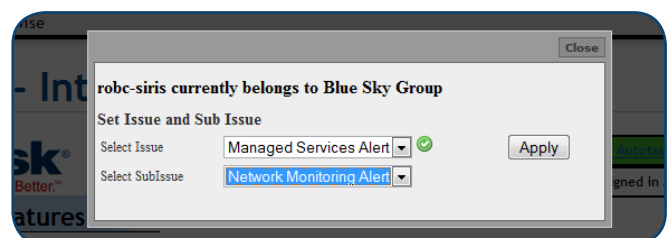

6. If this queue requires an **Issue** and **SubIssue**, use the '**Click to set**' link to specify both.

7. Select the **Issue**, followed by **SubIssue**, then click **Apply**.

Assign each of your devices as outlined above. After setting up each device, log into your Autotask account and verify all of your settings came through.