Setup guide

PowerDMARC ConnectWise PSA™ API Integration

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The purpose of this guide is to provide you with the steps needed to integrate PowerDMARC with ConnectWise.

You'll need both the Public and Private API Keys for this integration. These keys can be configured within the ConnectWise Internet Client. The following sections will walk you through the integration process.

Step 1: Custom Security Role Set Up

Create a security role with specific permissions tailored to meet the integration requirements. Altering the permissions outlined below could lead to API key issues.

1. Go to **System** > **Security Roles**.
2. Click on **+ New Item** in the Security Roles section
3. Provide a name for the Role ID and click on **Save**.

4 Adjust the role permissions in the **Security Modules for Role** - **"New Role Name"** section.

The permissions will need to be set as follows:

Module	Action	Permission
Companies	Company Maintenance	Inquire Level: All
Procurement	Product Catalog	Inquire Level: All
Service Desk	Service Tickets	Inquire Level: All
Service Desk	Service Tickets	Edit Level: All
Service Desk	Service Tickets	Add Level: All
Service Desk	Close Service Tickets	Inquire Level: All
Service Desk	Close Service Tickets	Edit Level: All
Service Desk	Close Service Tickets	Add Level: All
Finance	Agreements	Inquire Level: All
Finance	Agreements	Edit Level: All
Finance	Agreements	Add Level: All
Finance	Agreements	Delete Level: All
Finance	Invoicing	Inquire Level: All
System	Table Setup	Inquire Level: All

Step 2: API Member Creation

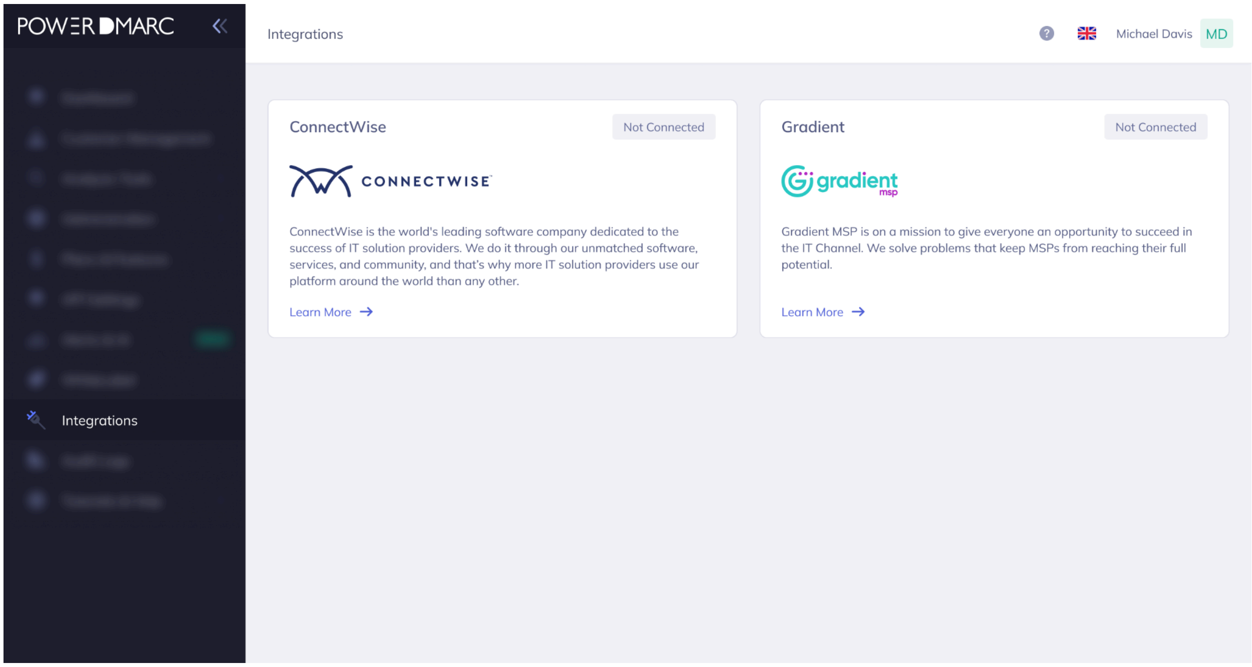
1. Navigate to **System** > **Members**.
2. Open the **API Members** tab.
3. Click on **+ New Item** under the API Members tab.
4. Fill out the details in the **New Member** form.
5. Assign the custom security role you created earlier to the **Role ID**.
6. Click **Save and Close** to apply the changes.

Step 3: API Keys Generation

1. Access the API Member you just created
2. Navigate to the **API Keys** tab.
3. Click the **+ New Item** button.
4. Provide a description for the API Key and click **Save.**
5. The Public and Private Keys will be displayed. Make sure to store them securely, as they are required for the PowerDMARC integration.

Step 4: Connect

1. Log into your PowerDMARC MSSP Admin Portal and click on the "Integration" option in the left navigation panel.
2. On the Integrations page, click "Learn More" on the "ConnectWise" card.



ConnectWise — Not Connected

ConnectWise is the world's leading software company dedicated to the success of IT solution providers. We do it through our unmatched software, services, and community, and that's why more IT solution providers use our platform around the world than any other.

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Gradient — Not Connected

Gradient MSP is on a mission to give everyone an opportunity to succeed in the IT Channel. We solve problems that keep MSPs from reaching their full potential.

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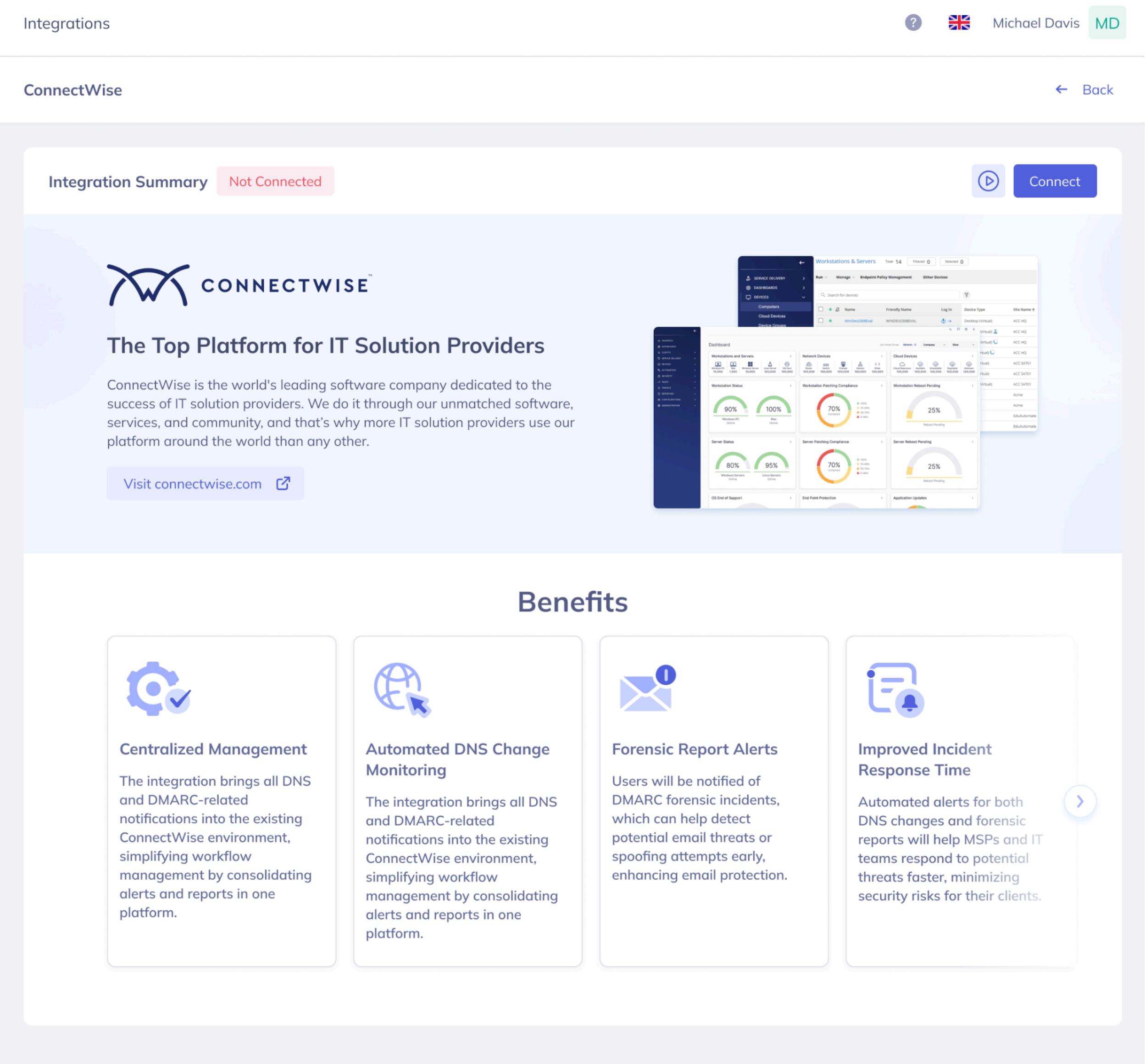
3. In the top right corner of the page, click the "Connect" button to configure the integration



ConnectWise

Integration Summary Not Connected

The Top Platform for IT Solution Providers

ConnectWise is the world's leading software company dedicated to the success of IT solution providers. We do it through our unmatched software, services, and community, and that's why more IT solution providers use our platform around the world than any other.

Benefits

Centralized Management

The integration brings all DNS and DMARC-related notifications into the existing ConnectWise environment, simplifying workflow management by consolidating alerts and reports in one platform.

Automated DNS Change Monitoring

The integration brings all DNS and DMARC-related notifications into the existing ConnectWise environment, simplifying workflow management by consolidating alerts and reports in one platform.

Forensic Report Alerts

Users will be notified of DMARC forensic incidents, which can help detect potential email threats or spoofing attempts early, enhancing email protection.

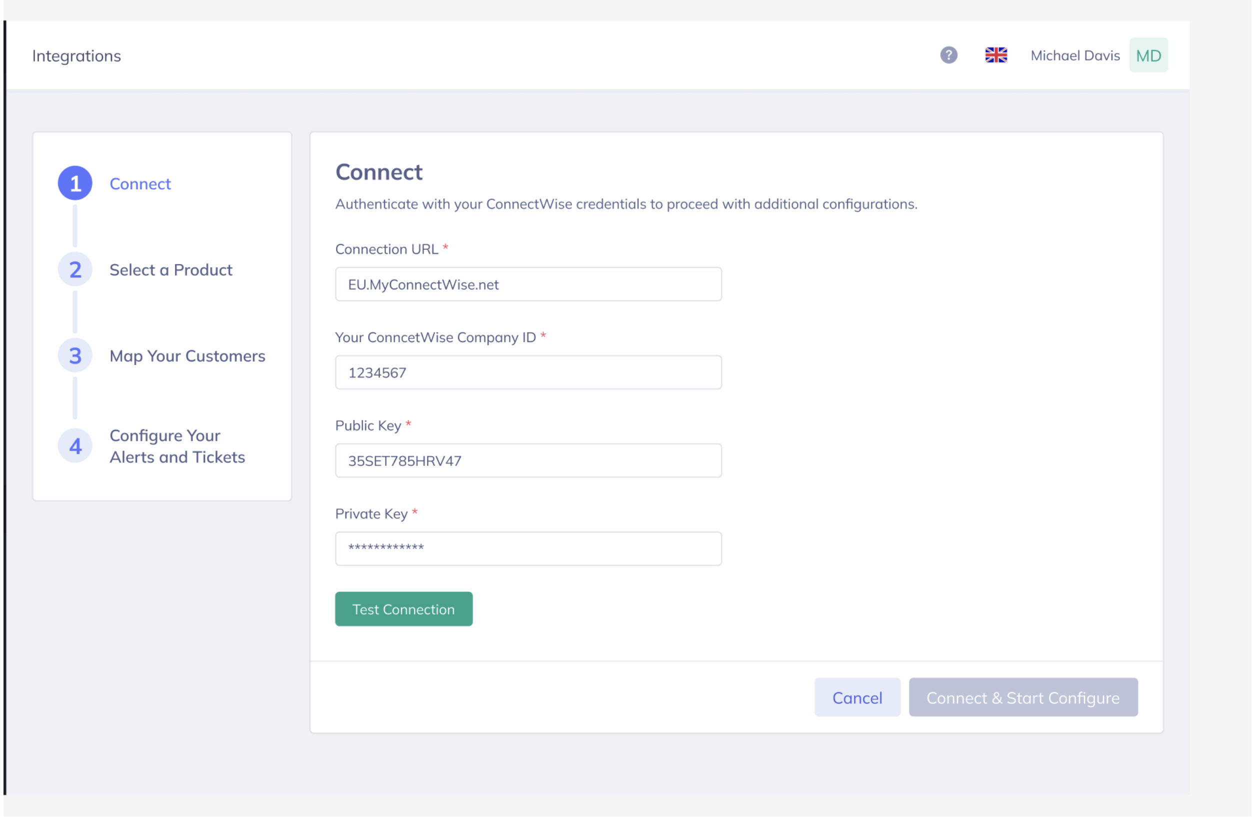
Improved Incident Response Time

Automated alerts for both DNS changes and forensic reports will help MSPs and IT teams respond to potential threats faster, minimizing security risks for their clients.

Integration Wizard

In the first step, provide the following information to establish the connection between PowerDMARC and ConnectWise:

- Connection URL.
- Your ConnectWise Company ID.
- Public and Private API Keys generated earlier.



Connect

Authenticate with your ConnectWise credentials to proceed with additional configurations.

Connection URL *: EU.MyConnectWise.net

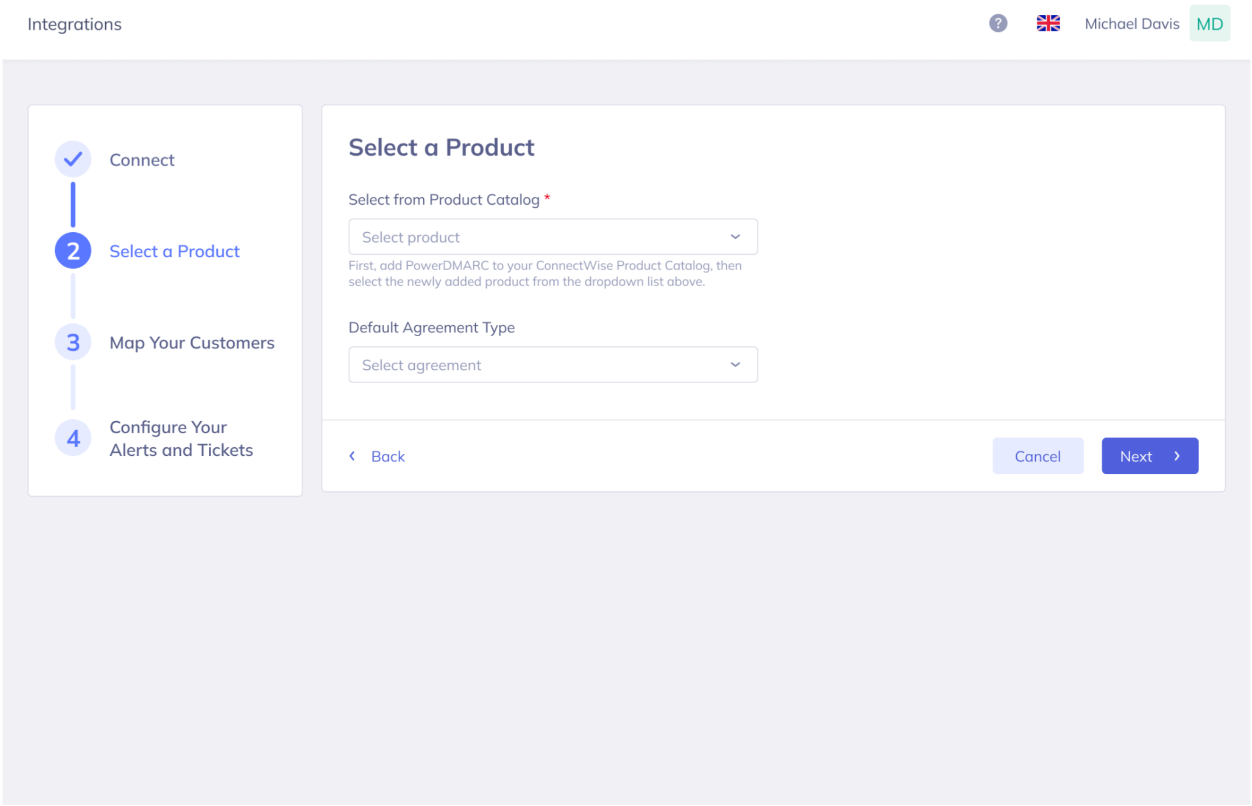
Your ConncetWise Company ID *: 1234567

Public Key *: 35SET785HRV47

Private Key *: ************

Product setup

The following step is to map the PowerDMARC product from the Product Catalog. Make sure PowerDMARC is added to your ConnectWise PSA™ product catalog; otherwise, it won't appear in the dropdown menu.



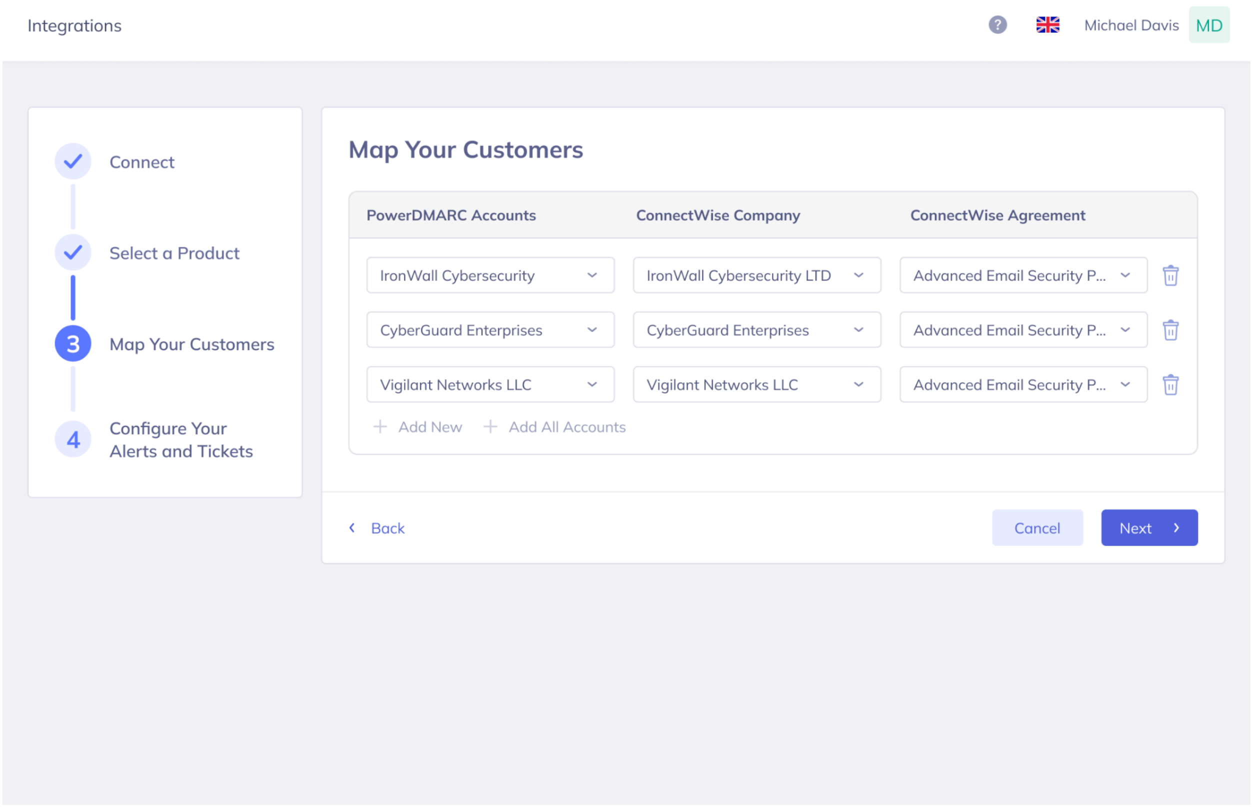
First, add PowerDMARC to your ConnectWise Product Catalog, then select the newly added product from the dropdown list above.

1. Add PowerDMARC to your ConnectWise Product Catalog for it to be available in the integration.
2. Select the PowerDMARC product from the dropdown.
3. Choose a "Default Agreement" for all customers, which can be adjusted individually for each customer in the next step.

Map Your Customer Accounts

The integration enables you to link your companies in ConnectWise with PowerDMARC customer accounts. This mapping allows PowerDMARC alerts to be converted into tickets and assigned to a designated Service Board.

1. In the Customer mapping step, the first column allows you to select PowerDMARC account names, as represented in the PowerDMARC dashboard.
2. In the second column, you can choose which ConnectWise company you want to associate with each PowerDMARC account.
3. For each mapping, you can specify an Agreement for the company if the default Agreement does not apply.
4. To map all accounts at once, simply click the "Add All Accounts" button, and all available accounts will be added to the list.



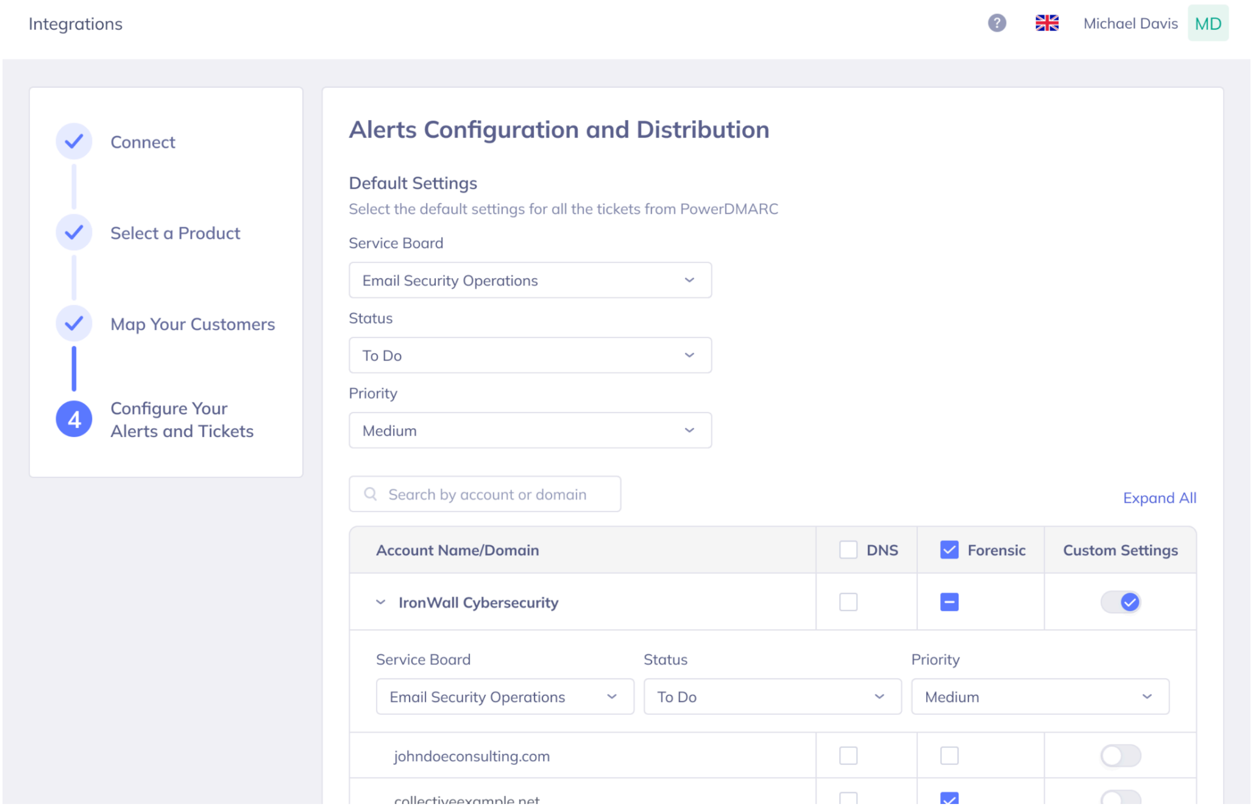
Map Your Customers

PowerDMARC Accounts	ConnectWise Company	ConnectWise Agreement
IronWall Cybersecurity	IronWall Cybersecurity LTD	Advanced Email Security P...
CyberGuard Enterprises	CyberGuard Enterprises	Advanced Email Security P...
Vigilant Networks LLC	Vigilant Networks LLC	Advanced Email Security P...

Configure Your Alerts and Tickets

The integration between PowerDMARC and ConnectWise allows you to configure which PowerDMARC alerts should be forwarded to ConnectWise as tickets and assign them to a specific Service Board.

- When mapping PowerDMARC alerts to ConnectWise tickets, you can set default settings, including:
  - Service Board
  - Ticket status
  - Ticket priority



Alerts Configuration and Distribution

Default Settings

Select the default settings for all the tickets from PowerDMARC

Service Board: Email Security Operations

Status: To Do

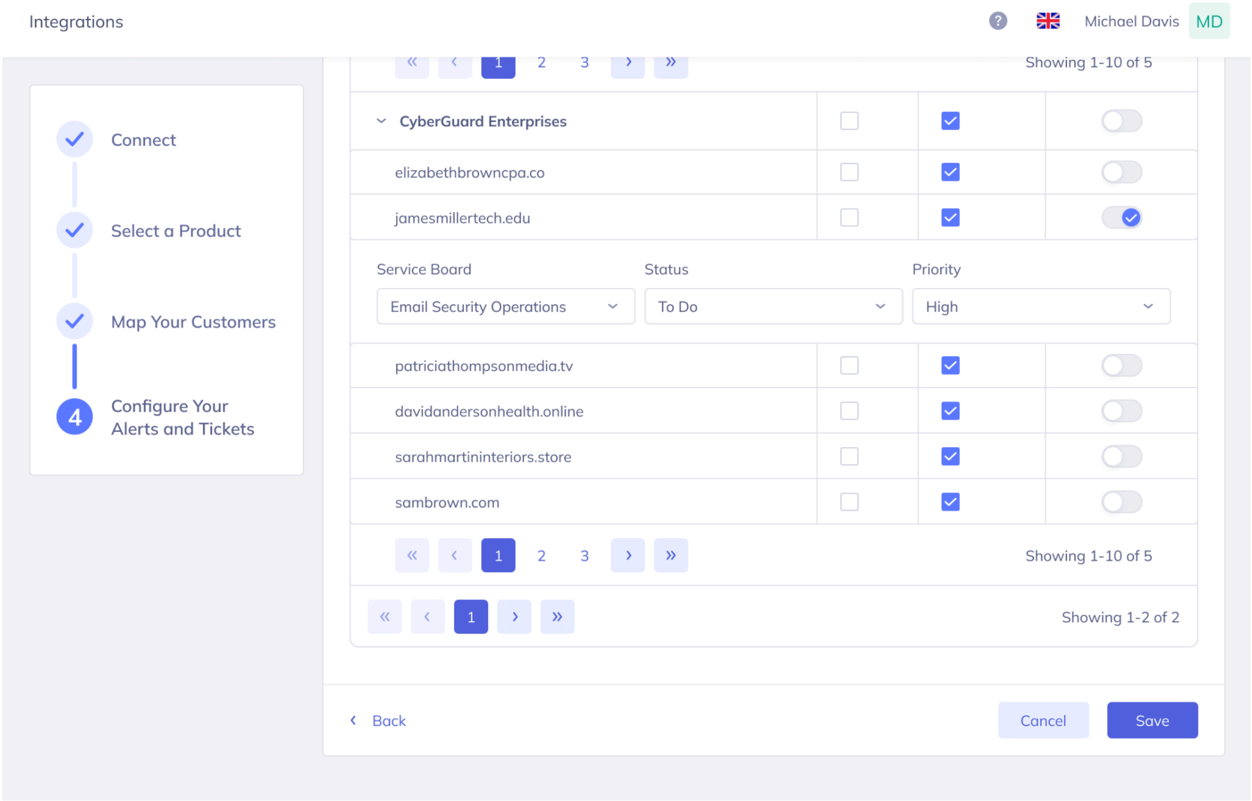
Priority: Medium

Search by account or domain

Account Name/Domain	□ DNS	☑ Forensic	Custom Settings
IronWall Cybersecurity	□	▬	●
Service Board: Email Security Operations	Status: To Do	Priority: Medium	
johndoeconsulting.com	□	□	○
collectiveexample.net	□	☑	○

- On this page, you will have the option to individually enable or disable "DNS" and "Forensic" alert types for each domain. This allows you to customize the alerts you receive based on your needs.

- You can also override the default Service Board settings for each mapped Company and specific domain, if necessary.



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CyberGuard Enterprises	□	☑	○
elizabethbrowncpa.co	□	☑	○
jamesmillertech.edu	□	☑	●

Service Board: Email Security Operations
Status: To Do
Priority: High

patriciathompsonmedia.tv	□	☑	○
davidandersonhealth.online	□	☑	○
sarahmartininteriors.store	□	☑	○
sambrown.com	□	☑	○

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When an event, such as a DNS alert, is triggered, a ticket will be created in ConnectWise under the designated Service Board. This ticket will include a detailed description of the alert, providing all relevant information to help you address the issue promptly.

After making your selections, click the "Save" button to complete your configuration.