



ConnectWise Manage Integration Guide

This guide provides information on . . .

- . . . Creating Public and Private Keys
- . . . Configuring the NotifyMDM server
 - . . . Configuring Organizations

Other guides with administrative guidelines . . .

- . . . [Organization Configuration Guide](#)
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Introduction

NotifyMDM is the first mobile RMM to be integrated with ConnectWise Manage.

By integrating ConnectWise Manage with NotifyMDM, managed service providers (MSPs) and IT service providers can finally offer a mobile remote management and monitoring (Mobile RMM) solution to their customers.

The integration will provide ConnectWise Manage users with up to date device configuration information as mobile devices are enrolled into the NotifyMDM platform. Providing configuration information will enable trouble tickets to be generated by the Manage platform. In addition, billing data in the product section of the Agreement will be updated to reflect an accurate count of users utilizing the mobile RMM solution.

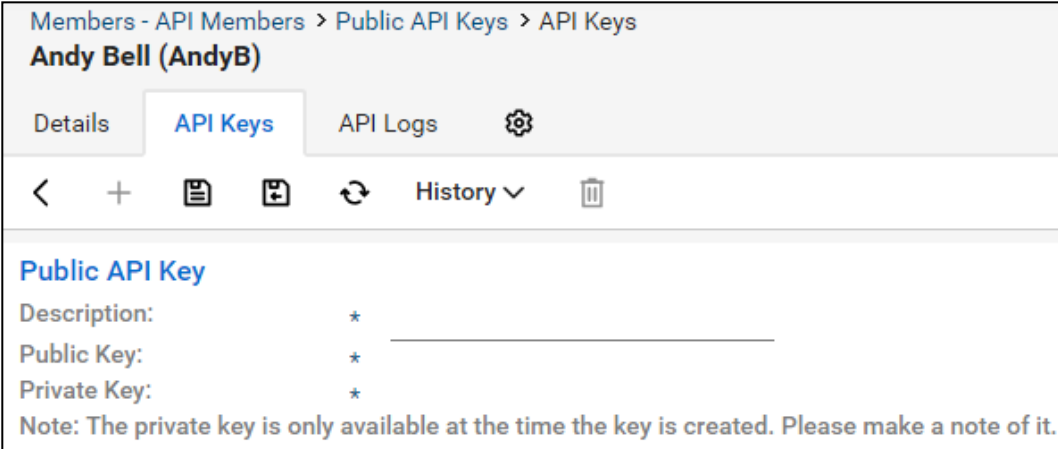
Creating Public & Private Keys

Creating public and private keys in ConnectWise Manage

Creating an integration between ConnectWise and NotifyMDM Integration with ConnectWise Manage requires that you provide API keys. API keys are public and private keys that are generated by ConnectWise Manage for an integration account.

To create API keys in ConnectWise Manage:

1. In ConnectWise Manage, click **System** -> **Members** and either select an existing member or create a new one. The member you select must have all the rights necessary to set up the integration. See [API Keys Tab - API Member](#) from ConnectWise.
2. On the **Member Maintenance** screen, click the **API Keys** tab and then click the **New Item** button.
3. In the Description field, type a description for the newly created keys (for example, NotifyMDM Integration).
4. Click the **Save** button to save the new item.
 - The two API keys are generated and displayed in the **Public Key** and **Private Key** fields. The private key is displayed only at the time it is created.
 - **There is no way to recover the private key after the API Keys tab is closed**, so make a note of both keys or copy them to the Clipboard.
 - You will have to specify these keys when you configure the integration with ConnectWise Manage.



The screenshot shows the 'API Keys' tab for member 'Andy Bell (AndyB)'. The breadcrumb path is 'Members - API Members > Public API Keys > API Keys'. The 'API Keys' tab is active, with other tabs being 'Details' and 'API Logs'. Below the tabs is a toolbar with icons for back, add, print, refresh, history, and delete. The main form area is titled 'Public API Key' and contains three fields: 'Description:', 'Public Key:', and 'Private Key:', each with an asterisk indicating it is required. A note at the bottom states: 'Note: The private key is only available at the time the key is created. Please make a note of it.'

For more information about API Keys see: [API Keys Tab - API Member](#) from ConnectWise.

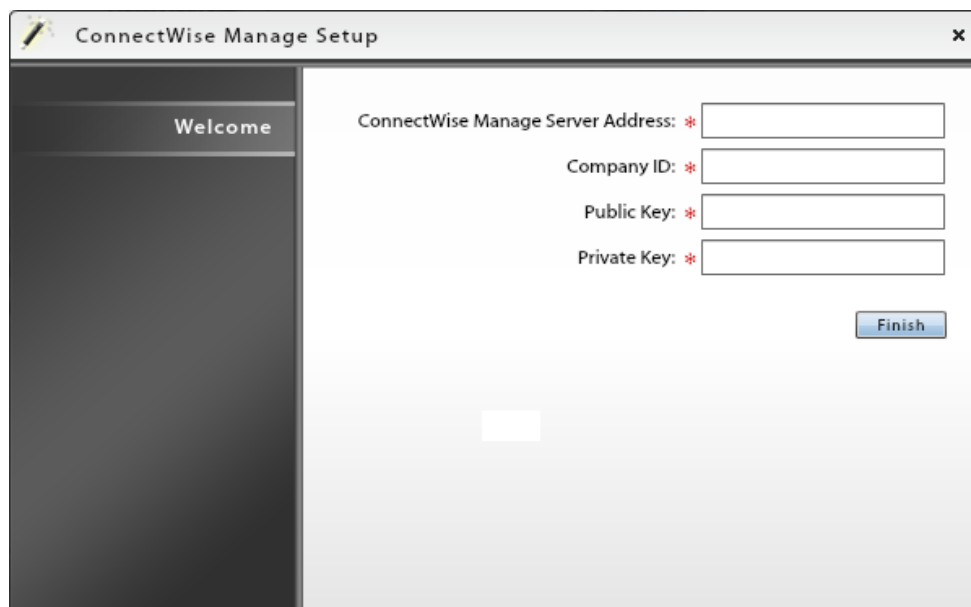
Configuring NotifyMDM

Configuring the NotifyMDM server

NotifyMDM integration requirements:

- ConnectWise Manage Server Address
- API Public Key
- API Private Key
- ConnectWise CompanyID

Once the API Keys have been created you will need to configure the NotifyMDM server to communicate with your ConnectWise Manage server. You will need to log into the NotifyMDM server as a System Administrator. From the dashboard, select **System Management**. From the menu panel, select **System Administration > System Settings**. Click the **ConnectWise Manage Setup** button and fill in the required information.



The screenshot shows a window titled "ConnectWise Manage Setup" with a close button (x) in the top right corner. On the left side, there is a dark sidebar with a "Welcome" label. The main content area contains four input fields, each with a red asterisk indicating a required field:

- ConnectWise Manage Server Address: *
- Company ID: *
- Public Key: *
- Private Key: *

At the bottom right of the main area, there is a blue "Finish" button.

Configuring Organizations

Configuring Organizations with Companies within ConnectWise Manage

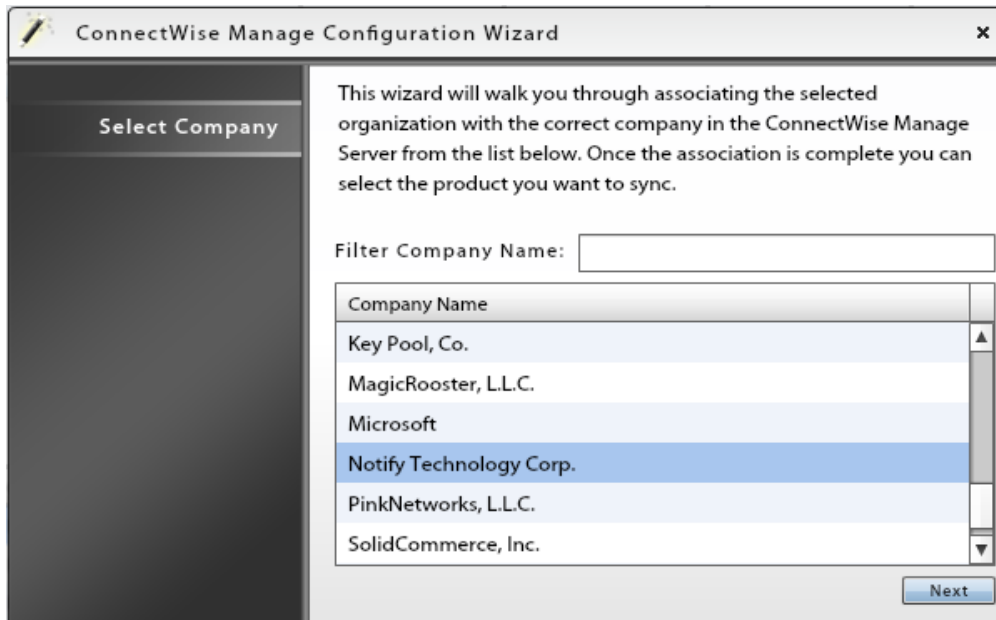
Once the communication with NoitfyMDM and ConnectWise Manage has been established you will need to configure each NoitfyMDM organization with the corresponding company in ConnectWise Manage.

From the NotifyMDM System Management page, select System Settings.

The screenshot shows the 'System Settings' page for ConnectWise Manage. The page includes a navigation menu on the left, a 'Save Changes' button, and a 'ConnectWise Manage Settings' section with input fields for server address, company ID, public key, and private key. Below this is a table listing organizations and their corresponding company names and product names.

OrganizationName	Company Name	Product Name
Notify Technology	N/A	N/A
BlueWeb, Company	N/A	N/A
DigitalTorch, Inc.	N/A	N/A
Endsight	N/A	N/A
Green Torch, Inc.	N/A	N/A
High Design, Co.	N/A	N/A

From the Organization table, select the organization that you want to configure and click the **Configure Organization** button. You will be taken to the ConnectWise Manage configuration wizard. Here you will select the matching company, from the list pulled from the ConnectWise Manage server, to associate with the Organization on the NotifyMDM server. Click **Next**.



Once the company association is complete you will select the Product you want to sync with and click **Finish**. For instructions on setting up Products in ConnectWise Manage, see the [Product Setup - Products](#) document from ConnectWise

