

## How to Install the Autotask 2 Reckon invoice Sync App.

### Prerequisites

- You must install this on a Microsoft Windows Computer or Terminal Server
- It is not compatible with Linux or Apple OS.
- It has been tested with Windows 10 and 2019 Server with Terminal Servers enabled.
- Reckon Accounts 2020 needs to be installed on the same computer
- You must have a valid Autotask API code/Key set.

### Installation Instructions

1. Download the Latest Autotask to Reckon Desktop Sync Installer from the website [www.at2r.co.nz](http://www.at2r.co.nz)



2. Run or double click the Autotask Reckon Desktop Sync Setup exe file

You may get a Microsoft Windows Protected your PC popup. This is ok.

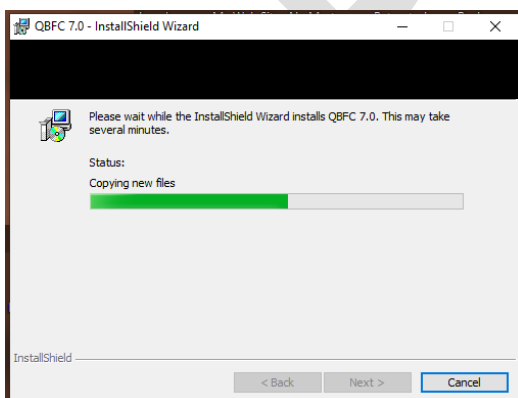
3. Click on "More Info".

Then a Run Anyway button will show at the bottom.



4. Click on this. "Run Anyway" Button

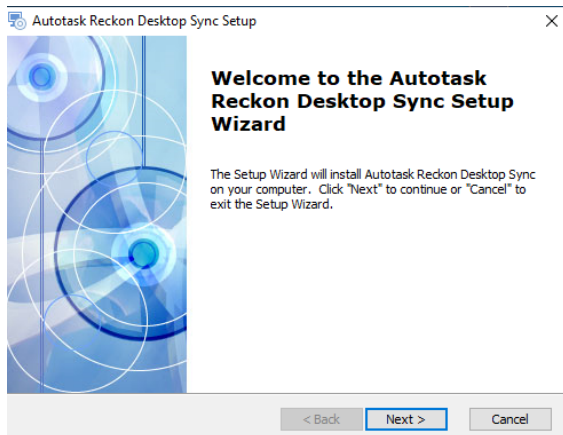
It will start to extract the installation files from the installer



5. Click on Finish

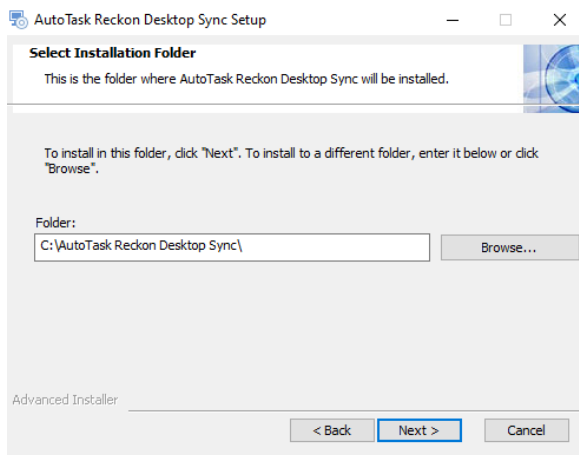
The software will have unpacked and be ready for installation

6. Click on "Next".

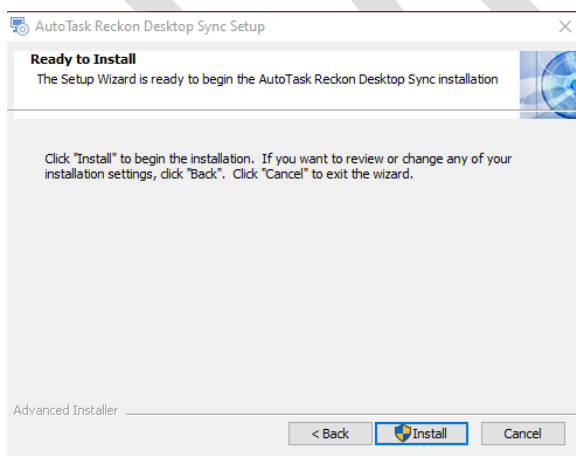


7. Select the folder you would like to install the Sync app into here:

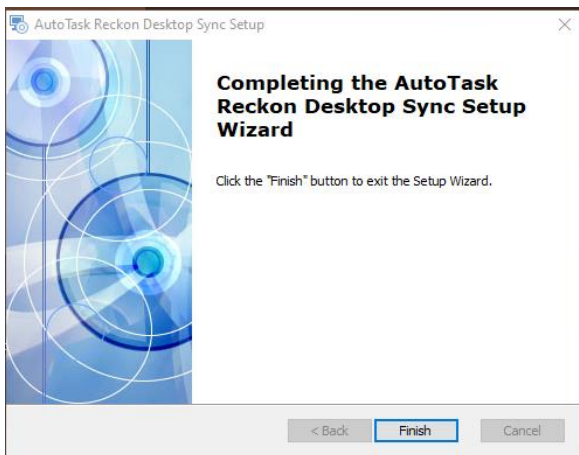
Note: The default is on the local C:\ Drive of the computer



8. Click on "Next".

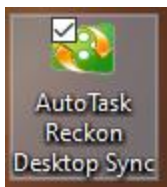


9. Click on "Install".



Once installation has finished click on “Finish”

The install process will create an app shortcut on your desktop

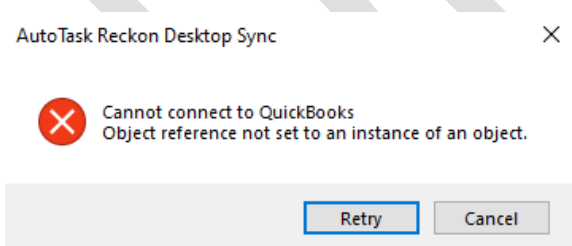


**Congratulations !!!!** The Autotask to Reckon Account Desktop Sync app has been installed.

The next step is to customise the settings inside the App.

Open QuickBooks first .

Note: In order for the app to run you need to first open QuickBooks and login or you will get the following error:



We have a found a bug which may occur if you do not do a fresh install of the app.

- The settings may not save after exiting the app.
- A workaround is: Please go to the install folder C:\Autotask Reckon Desktop Sync\Settings
- Give all users full permissions to this folder and the files inside it.

Once QuickBooks is open and logged in then run the Sync App.

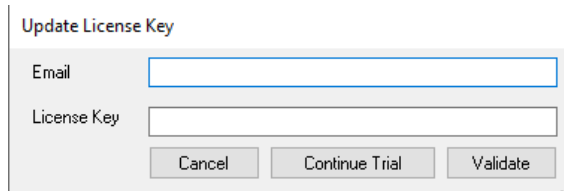
## Customising the App

Open Reckon Accounts and login as Admin (Admin is required for the first time) to link the Sync to Reckon.

Once you are logged in as Admin.

Run the Autotask “Autotask Reckon Desktop Sync” app shortcut on your desktop.

You will get this window showup



Update License Key

Email

License Key

Enter in your email and license code.

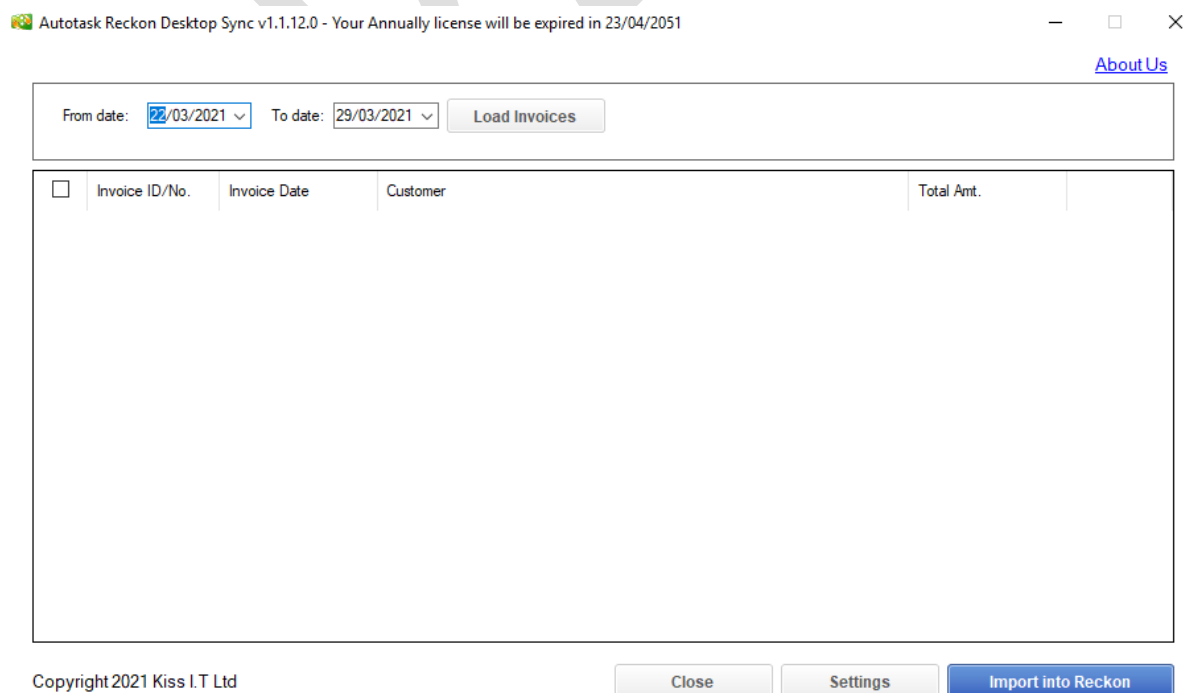
OR

Enter in your email and click Continue Trail to get a free 30 day trail. Note this needs to be pre-registered. So apply on the [www.at2r.co.nz](http://www.at2r.co.nz) website please.

After this.

For the first time when the user starts using the app, they will see this screen:

They need to enter the correct email (which exists in our system) and click on Continue Trial if they wish to use it for 30 days. This may take a minute to register. Please wait...



Autotask Reckon Desktop Sync v1.1.12.0 - Your Annually license will be expired in 23/04/2051

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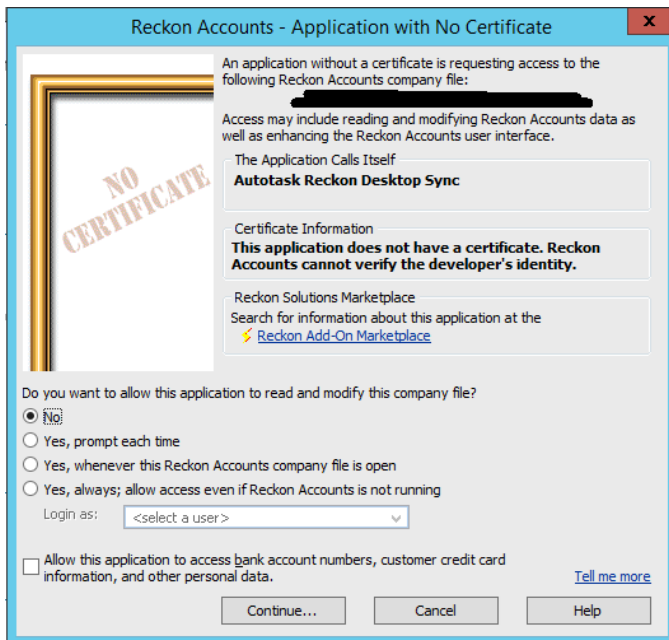
From date:  To date:

<input type="checkbox"/>	Invoice ID/No.	Invoice Date	Customer	Total Amt.

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In Reckon Accounts you will get a popup which will want to authorise access

It looks like this.



We recommend you select “Yes, whenever this Reckon Accounts Company file is open.”

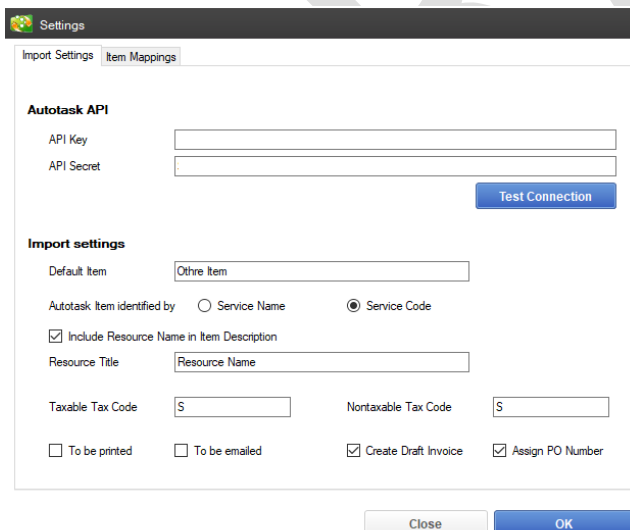
Click on Continue.

This will allow AT2R to access Reckon Account to import settings and retrieve invoice numbers to copy back into Autotask.

Now, Go back to AT2R.

Click on “Settings”.

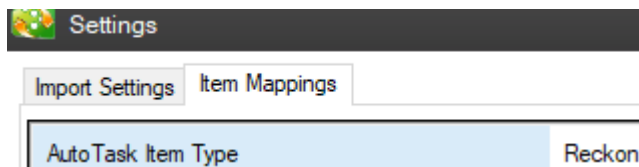
This is the main settings screen.



You will first need to enter in your Autotask API details and click on test Connection.

Otherwise, nothing will work. If you do not have these details, please contact Autotask Support.

Once it is successfully tested. The Items Mapping Tab will appear.



### Basically, how it works is:

- This App will import any waiting invoices that have been processed inside Autotask.
- If the invoices or closed tickets are not completed and not posted it will not work.
- This app will make a new Reckon Accounts customer if it does not already exist. (It checks for exact naming matching. Even a "." different will create a new contact.
- After import for new clients you add more details like their name and billing email into Reckon Accounts.
- The invoice number from Reckon Accounts will be matched inside Autotask.
- It will import an item and use the items categories such as Labour Type, Hardware, Software or contract type etc.
- If this name of the item for labour, contract type does not exist this app will first try to use anything on the mappings tab screen.
- And then secondly the default item code you enter on this screen above. In my example we use "Other Item". This item exists in our Reckon Accounts. So anything will be imported and put to this for you to create categories later.

Default Item

- Selecting one of these options will import your items either by service ID or by Service Name. Generally Service ID is the contract ID and Name is the Contract category depending on how you have it setup.. this is important to note that currently you need to toggle between Service Code and Service Name depending on if you are importing Contracts or Labour/parts.

Most companies Import recurring contracts with Service Name

Most companies Import Labour/Costs with Service Code

Autotask Item identified by  Service Name  Service Code

- By default the engineers resource name is Not transferred into the Description of your labour entry. Ticking this box will import it and you can prefix their name with whatever you want. Resource Name was used in this example.

Include Resource Name in Item Description

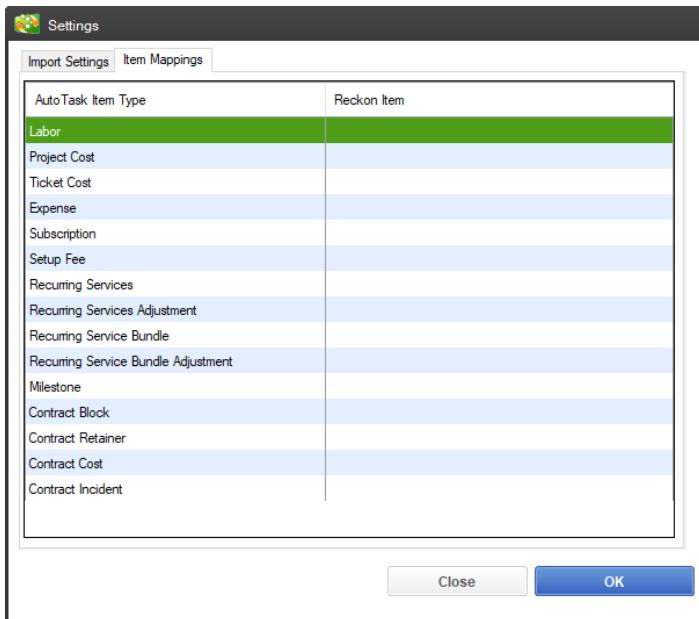
Resource Title

- For Tax. IN New Zealand we use S so we have put in S in both Sections.
  - In Australia GST or PRE
  - To find out your tax codes in reckon Accounts go to Lists in the top menu and then tax code lists. This is the one we use.

Code	Description	Taxable
E	Tax Exempt	✓
I	Imported	✓
N	Not Registered	✓
S	Standard	✓
Z	Zero Rated	✓

- If any of these options are ticked they will be tickets on the invoice after import.

To be printed       To be emailed



This items mappings screen will overwrite anything that is transferred and change the defaults. This is useful for example to make sure Milestones get mapped to your reckon Accounts category for Milestones.

**Note: We have not tested every category here as we do not use this feature.**

Just for a reference. An example of how labour looks when it is imported is.

Qty	Item	Serviced	Description
0.75	Remote Support	25/01/2021	Task/Ticket: Email setup for Tim and Adjustment for Angela. T20210125.0010 Summary Notes: - Logged into Office 365 admin portal using Angela's account - Created admin user - Created new user - Changed Angela's password - Assigned the roles for the new user - Updated the customer - Updated notes Resource Name: [REDACTED]

This is an example of a cost coming through. In this case a hardware item.

Qty	Item	Serviced	Description
1	Hardware	04/02/2021	Cost Name: Hardware T20210125.0001 [REDACTED] Contracted Rates Cost Description: Power supply Unit Cooler Master MWE Gold 650W Resource Name: [REDACTED]

In this example contracts are imported as follows:

Qty	Item	Serviced	Description
1	Service Contracts	16/02/2021	Service: MAV-WKS-DY [16.02.2021 - 15.02.2022] Contract Name: ██████████ Annual Antivirus Subscription Annual Managed Antivirus Workstation Module

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