

Autotask PSA - Permissions for API User Security Level

Permissions by Section

Contracts

- No Permission

CRM

- Account & Contact Access
 - Customer & Cancelation
 - **All**
- Object Permissions
 - Configuration Items & Subscriptions
 - View = **All**

Projects

- No Permission

Service Desk

- Object Permissions
 - Tickets
 - View = **All**
 - Add = **Yes**
 - Edit = **Yes**

Timesheets

- No Permission

Reports

- No Permission

Admin

- Feature Access
 - Resources/Users (HR)
 - **Enabled**
 - Service Desk (Tickets)
 - **Enabled**

Other

- No Permission

Web Services API

- Feature Access
 - Can login to Web Services API
 - **Enabled**