Associate Your ConnectBooster and KaseyaOne Accounts

Last Modified on 01/31/2024 3:53 pm CST

> Exciting news! Our ConnectBooster Support documentation is moving to a new location. Be sure to bookmark the new link below.
>
> https://help.cb.kaseya.com/help/Content/0-HOME/Home.htm

Introduction

Follow this article to configure unified login in your **ConnectBooster** tenant using your **KaseyaOne** account and successfully log in with **IT Complete**.
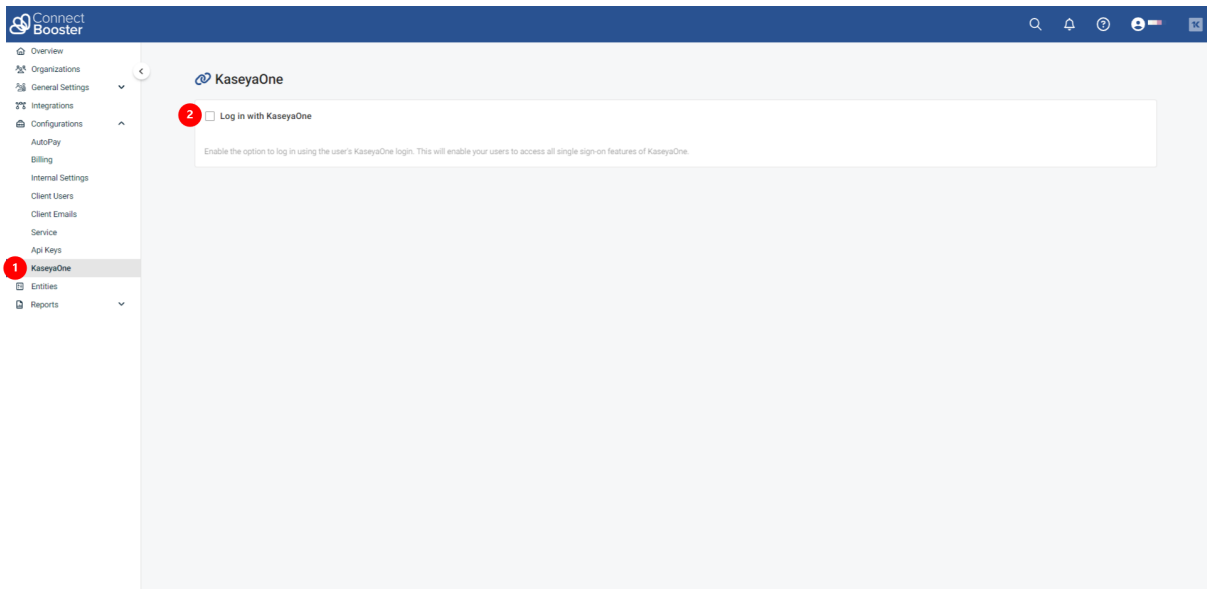
Prerequisites

- You must have a **KaseyaOne** account set up before you can set up with **IT Complete**. The primary Master User must be an administrator in both **KaseyaOne** and **ConnectBooster**.
- You must invite your users to **KaseyaOne** before they can associate their **ConnectBooster** account with **KaseyaOne**.
- A Master Administrator (who must be both a **ConnectBooster** <u>and</u> **KaseyaOne** administrator-level user) will need to enable tenant association before any other user can proceed with associating their individual accounts per the instructions below
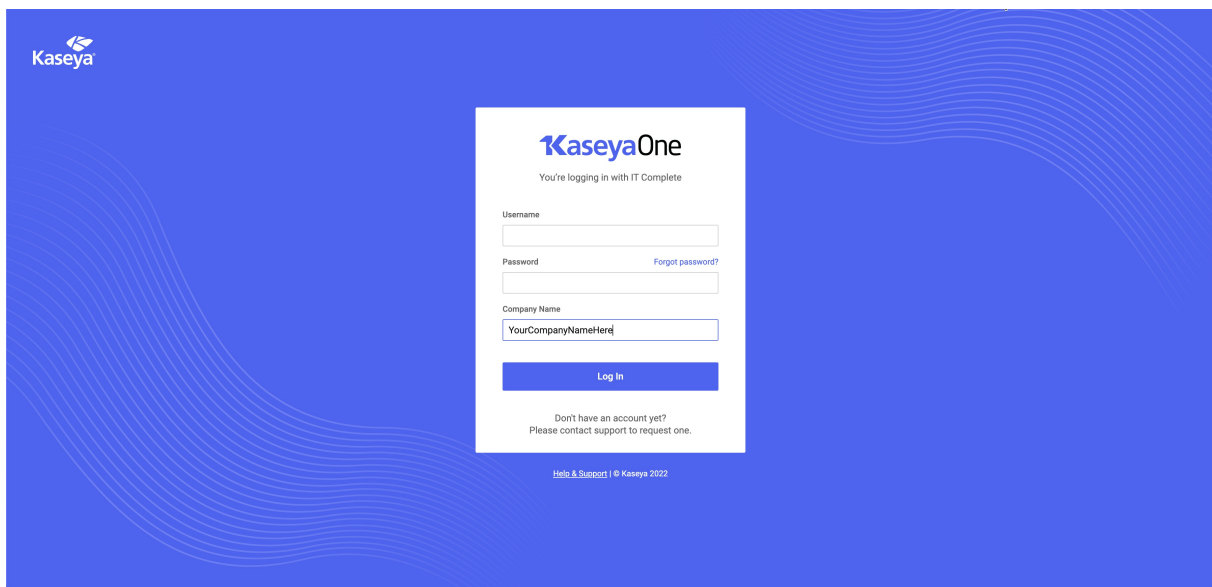
Tenant Association (Master Administrator Only on the First Login)

Prior to any user account association, a Master Administrator (who must be both a **ConnectBooster** <u>and</u> **KaseyaOne** administrator-level user) must enable association between **ConnectBooster** and **KaseyaOne** at the tenant level:

1. Log into **ConnectBooster** using your **ConnectBooster** credentials
2. Enable **Log In with IT Complete** under Settings -> Configurations -> **IT Complete**

3. Checking the **Log In with IT Complete** box will direct the admin user to log in with **KaseyaOne** using their **KaseyaOne** _Master Administrator_ credentials. (**NOTE:** If you are already logged in to KaseyaOne, you will not be shown this screen and your account association will be completed automatically. Please be patient to allow the serial redirects to process and load. You will be then be redirected to Step 4 below)

4. The Master Administrator will then be redirected back to **ConnectBooster**.

5. Once association has been established between your **ConnectBooster** and **KaseyaOne** accounts by the Master Administrator, additional users will be able to access **ConnectBooster** using their **KaseyaOne** credentials automatically provided both email addresses are the same. _Note: if you have more than one ConnectBooster account with different email addresses, you will only be logged into the account with an email account matching the email account on the KaseyaOne account._

If you experience any errors or have questions please contact support@connectbooster.com