

WHMCS Information

Connect SupportPro with your WHMCS system(s) to fetch useful details about your users in tickets. WHMCS is a billing system designed for web hosts and other online businesses.

To activate the plugin, visit **Plugins** and click on 'activate' under the WHMCS Information plugin name. The plugin must not currently be activated.

Deactivating the plugin will stop it from functioning but keep your existing settings saved. To deactivate the plugin, visit **Plugins** and click on 'deactivate' under the WHMCS Information plugin name. The plugin must already be activated beforehand.

Uninstalling the plugin will remove the settings from your system and also delete the plugin completely. We recommend to use the **deactivate** option instead, unless you have absolutely no need for this plugin. To uninstall the plugin, visit **Plugins** and click on 'uninstall' under the WHMCS Information plugin name.

To configure the plugin, visit Plugins and click on 'Settings' under the WHMCS Information plugin name. The plugin must already be activated beforehand.

The following settings are available for configuration:

- **WHMCS System URL** - The base URL of your WHMCS system, including the trailing slash. For example,

'https://www.domain.com/billing/'.

- **WHMCS Admin URL** - The admin URL of your WHMCS system, including the trailing slash. This is used for linking the products, so you can easily open them in a new tab. For example, 'https://www.domain.com/billing/admin/'.
- **API Account Username** - Your API account username. An API user can be set-up by first going to **Setup -> Staff Management -> Administrator Roles** in WHMCS, adding a new role group that only has 'API Access' ticked. Following this, visit **Setup -> Staff Management -> Administrator Users** and add a new user with this role.
- **API Account Password** - Your API account password. For this plugin to function correctly, you must also have added your help desk server IP under **Setup -> General Settings -> Security -> API IP Access Restriction** in WHMCS.

The plugin may connect to multiple WHMCS systems, where one can be configured for each you have. If you have more than one brand, the default tab should contain the details of your main WHMCS installation, which will be used for any brands where authentication is not configured.

- **Client Information** - If you wish to view the user's profile, products, domains, invoices and quotes in the ticket view. It also enables the option to create an invoice for the user in the operator panel.
- **User Details Sync** - If when a user's profile is updated in SupportPro, it should be copied over to WHMCS. The WHMCS integration will perform this in reverse automatically.
- **Related Service Field** - If you wish to show a related product/service field to the user when they're opening a ticket, populated with a list of their product/services from WHMCS. It is

enabled automatically when the plugin is activated, and can be disabled by using the Delete button. The field can also be used in the WHMCS integration to perform the same on the WHMCS side.

For each permission listed, set the operator roles that can perform that action in the ticket view. By default, all operator roles will be able to perform all actions, but you may wish to limit those who can view client invoices for example. The main administrator role must be selected for each permission.

Online URL: <https://docs.supportpro.vn/article/whmcs-information-283.html>