

WHMCS Integration

Replace WHMCS support components (tickets, announcements, knowledgebase, downloads) with those of SupportPro. The integration also mirrors user information between the two systems.

- WHMCS 8.1.0 or later is required.
- SupportPro 3.0.0 or later is required.

Please find the latest version of the integration at the [SupportPro Downloads](#) (under Other Downloads, click the Integrations section), account login required.

1. Take a backup of your WHMCS installation (we recommend both files and database).
2. Copy all files under the modules and templates folders included to your WHMCS installation root folder.
3. Visit **Setup -> Addon Modules** in your WHMCS admin area. Locate the **SupportPro** module and click **Activate**. This will reload the page, now click the **Configure** button and tick the access control option for your admin group and save.
4. Now visit **Addons -> SupportPro Integration**, and fill in the values for the configuration options. Each option should have a description that will explain the option further. Only the 'Help Desk URL' and 'API Token' are required options, and you can use the 'Validate Authentication' button to confirm the details are correct.
5. Once you have saved the configuration, the page should reload with the status showing as Active - this is when you know that the integration is working.

6. If you wish to use the Presales form for guests to contact you, go to **Setup -> General Settings -> Mail** in WHMCS and set 'Presales Form Destination' to 'Choose a Department - OR - Send to email address below' and 'Presales Contact Form Email' to an email address that is linked with a department used in SupportPro. Also enable the 'Prioritise Reply-To' setting in SupportPro (**Settings -> Ticket -> Channels -> Email Settings**).
7. If you are using any custom fields for users within WHMCS, please set up the same fields within SupportPro using the same name. These will be used for mirroring user information between WHMCS and SupportPro.
8. Optionally, unpublish/hide all your existing WHMCS announcements so they do not show in the client area.

Please note that the SupportPro template for WHMCS has been created to be compatible with the 'six' WHMCS template. You may need to adjust the template files if you are using another template.

1. Take a backup of your WHMCS installation (we recommend both files and database).
2. Copy all files under the modules and templates folders included to your WHMCS installation root folder.
3. Visit **Addons -> SupportPro Integration**, and verify that the status is showing as Active. We recommend to check for any new configuration options that may be included in the new version of the integration.

Online URL: <https://docs.supportpro.vn/article/whmcs-integration-289.html>