Updating ServiceTitan Integration

Use the instructions provided below to update your ServiceTitan integration (if applicable) as Service Titan is shutting down its v1 API.

> 📝 **Note.** This update must be completed by the end of July 2022.

The update to this integration is done in two parts:

1. Setting up the GPS Provider

2. Enabling the API Access

1. Setting up the GPS Provider

1. Log into your ServiceTitan account and navigate to Settings by clicking the gear in the top-right corner of the page.

2. From the menu on the left, click **Integrations**, then **GPS**.

3. On the GPS Providers screen, a line entry for GPS Insight should exist, click **Edit** under "Actions". If not, click **Add** and select "GPS Insight" from the list on the first line.

   The Edit GPS Provider – GPS Insight page appears. You do **not** need to enter your account_id, or username and password.

4. Click the Devices tab and match your VINs (first column) and technician name (second column) from vehicles tracked by GPS Insight with technicians defined in ServiceTitan. Entering Memos (third column) is optional.

   > 📝 **Tip!** In the GPS Insight Portal, you can click on a vehicle from the Vehicle List to get the VINs you need to align each vehicle with their technician in ServiceTitan. To see/copy the VIN for a vehicle, click on the vehicle then click **Edit**. Click the VIN field to highlight the VIN and copy using your keyboard command.

   > 📝 **Note.** If you need to add a device, click **Add Device**, enter VIN (first column) and select technician name (second column) from the drop-down.

5. Click **Save** if any changes or additions were made.

2. Enabling the API Access

1. From your ServiceTitan account and navigate to Settings by clicking the gear in the top-right corner of the page.

2. From the menu on the left, click **Integrations**, then **API Application Access**.

The Manage API Application Access page appears.

3. Click **Connect New App**.

4. From the list, click **GPS Insight Location Updates**, then click **Connect**.
   The Connect New App pop-up appears.

5. Use the drop-down under "Restriction by "gps_provider" for GPS Pings," select "GPS Insight (gps_provider = GPS Insight)."

   > **Note.** The "GPS Insight (gps_provider = GPS Insight)" option is available when successfully set up during Part 1. Setting up the GPS Provider.

6. Click **Allow Access**.

   An "App Connected!" message appears in a green box if successful.

7. Under "Application Details," click **Generate** next to "Client Secret".

   A pop-up appears for Generate Client Secret, click **Yes, Continue**.

   The Client Secret pop-up appears.

8. Click **Copy** next to Client Secret and leave this browser tab open.

9. Open a different tab in your browser and sign in to the tracking Portal.

10. Click **More**, then **Integrations**.

    Integrations are listed and you'll see your existing ServiceTitan integration, now labeled "old".

11. Click **Add Integration**.

    Available integrations are listed.

12. Click **ServiceTitan**.

    The "Edit Integration" section appears and asks you for the three values that we saw on the API Access page on the ServiceTitan site. You'll go back and forth between tabs to copy each one to set up the integration.

13. Paste the Client Secret in the "Client Secret" field that you copied from the ServiceTitan site.

14. Return to the ServiceTitan site and click **Close** from the Client Secret pop-up.

15. Copy the Tenant ID from the ServiceTitan site, and toggle back to the Portal browser tab to paste the tenant ID into the "Tenant ID" field.

16. Toggle to the ServiceTitan site, copy the Client ID and toggle back to the Portal browser tab to paste the client ID into the "Client ID" field.

17. Click **Save**.

A green pop-up appears stating "Integration created" to confirm the integration has been successfully set up.

Verifying Functionality

You can verify the API is functioning by checking the following items: Recent Pings and Dispatch Map.

▶ **How to verify functionality via recent pings:**

1. Returning to the ServiceTitan tab, click **GPS** under Integrations in the left-hand menu.

2. Click **Edit** from the "GPS Insight" line entry.

3. Click **Pings**.

   You should see the dates for your technicians listed under "Recent Ping History."

▶ **How to verify functionality via dispatch map:**

1. Returning to the ServiceTitan tab, click "Dispatch" from the top navigation.

2. Scroll down until you see the map.

   You should see your technicians' locations on the map.