

Create user defined fields

To correlate your **Autotask** tickets with another ITSM app, you will need to create a **Correlation ID** field in the table whose data you are sharing out.

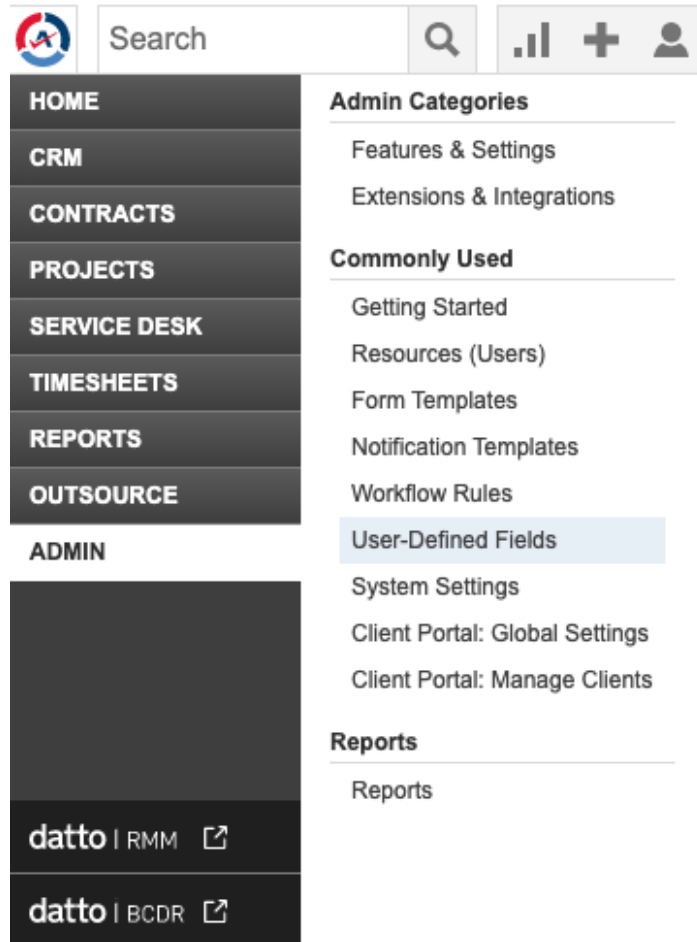
Procedure

To create user defined fields in the table whose data you want to share out of Autotask, follow these steps:

1

Access Autotask

In your Autotask instance, navigate to **Admin > User Defined Fields**.



2

Create correlation ID field

In User-Defined Fields, set **Name** field as **CorrelationId**. Then, check the **Active** box and set the **Field Type** to **Text(Single Line)**.

(Optional) Set the **Description** as: ID of the record this ticket is correlated with.

Click **Save & Close** when you are done.

USER-DEFINED FIELDS



Save & Close



Save & New



Cancel

Name *

CorrelationId

☒ Active

Description

Id of the record this ticket is correlated with

Sort Order

1

Field Type

Text (Single Line)



Variable Name

This is for use in Microsoft Word Merge. The variable can only include alpha characters and must be unique also begin with 'var' (for example: varMyTestVariable).

☐ Appears in Client Portal

Next steps

[Bond Autotask with another app](#)