

Using a Service Account for Wrike Integrate

What is a Wrike Integrate Service Account?

A Wrike Integrate Service Account is a general term, which refers to a user account that is not associated with any human user. Rather, it is dedicated to a specific Platform Account (which could be Wrike or any other system), and is used by Integrations to access the Platforms / Systems being integrated. Such an account is sometimes called a 'machine account'.

Why use a Wrike Integrate Service Account?

If you choose to simply use a user account, if this user leaves the company, or changes their password, or has its permissions altered, it will break any integration flows that use this account. If this is detected immediately, damage can be minimized, but if not, it can take days, weeks, or even months before someone realizes the integration is broken.

An integration service account allows for better organization and collaboration when building, maintaining, or updating integrations. Having a single account reduces the need for individuals to use their own accounts during development, which will necessitate extra time for testing when deploying integration flows to production.

An integration service account provides a better audit trail as changes can be more easily traced back to the account that made the changes.

Lastly, using a service account is more secure. You can assign very complex passwords, which under normal circumstances will be impossible for a human user to remember and use on a regular basis. It also allows you to give the service account a custom profile and elevated permissions that you may not wish to provide to a human user.

How many Wrike Integrate Service Accounts should I create?

You should create one such account per system you are integrating.

How do I create a Wrike Integrate Service Account?

Creating a Wrike Integrate Service Account to access Wrike is just like creating any user in Wrike.

1. Ensure you have a valid email address, as you will need to access its mailbox to accept the invitation to join Wrike
2. Invite the user to Wrike using the email address from #1
3. Accept the invite. Make sure you set a complex password.
4. Grant the user the necessary permissions in Wrike and share with it any content that can potentially be needed for any integration flows.

