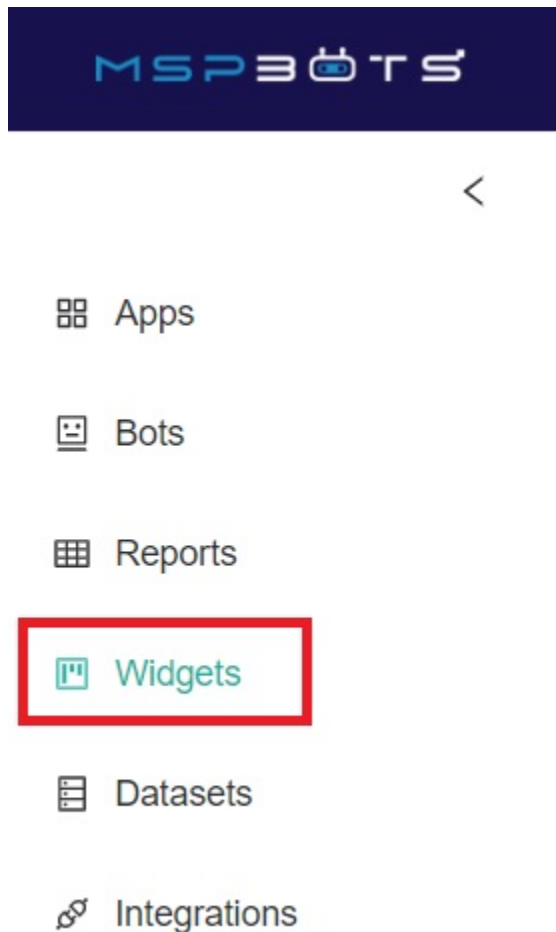# How to Add PSA Hyperlinks to Ticket Numbers in MSPbots - Autotask

You can hyperlink the tickets on the MSPbots widgets to the corresponding tickets. This is done by editing the columns in the data source settings.
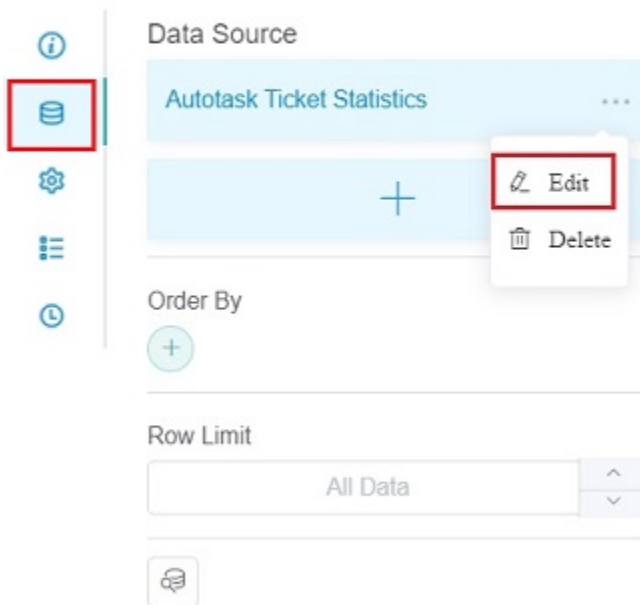
This procedure is for Autotask users.

To hyperlink tickets

1. Log in to the MSPbots dashboard and navigate to **Widgets** on the menu.

2. Search for the widget that you want to modify and open it.

3. On the Widget Builder window, click the **Dataset.**

Widget Builder

Data Source

Autotask Ticket Statistics · · ·

        ✎   Edit

        🗑   Delete

     +

Order By

  (+)

Row Limit

     All Data

4. Click the **ellipsis** button, then click **Edit**.

5. Add the ticket ID to the dataset settings.

Columns Display:

Select All   Clear All

Column Name			Alias	Business Type		
ticket_number	∨	*fx*	Ticket #	Text	∨	🖥
client	∨	*fx*	Client	Text	∨	🖥
ticket_id	∨	*fx*	ticket_id	Hyperlinks	∨	🖥
create_date	∨	*fx*	Date Created	Date Time	∨	🖥

Format

AutoTask Ticket URL

☐ Open on current page

Select the display format of the business type (Each business type
multiple display formats).

     Close   Save

     ⊕   🗑

Row Limit

     All Data
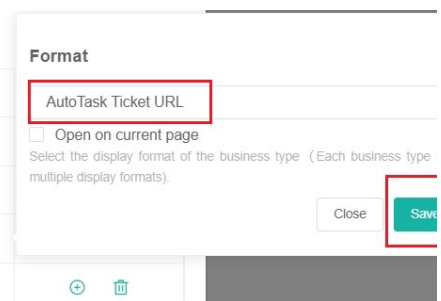
a. Add a new column by clicking ⊕ .

b. Select **ticket_id** from Column Name and Alias dropdown lists.

c. Select **Hyperlinks** for Business Type.

d. Click the **paintbrush** icon and select **Autotask Ticket URL** from the **Format** dropdown list.

e. Click **Save**.

6. Add the ticket number to the dataset settings.

a. Click ➕ to add a new column.

b. Select **ticket number** for Column Name and **Ticket #** for Alias.

c. Select **Hyperlinks** for Business Type.

d. Click the **paintbrush** icon and select **Autotask Ticket URL** from the **Format** dropdown list.

e. Click **Save**.

7. Click **Save** to apply the new settings. When you drill down on a widget, you will see that the entries on the **Ticket #** column are now hyperlinked.