

NEAT Pulse Integration – Set up Guide



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Overview

The pivot Neat Integration integrates Neat devices into the pivot to gain access to 24/7 monitoring from the Neat Platform and combines them with the real-time alerts and advanced analytics to improve service with pivot. With this integration, you can connect an existing Neat account and map the devices into pivot.

Prerequisite

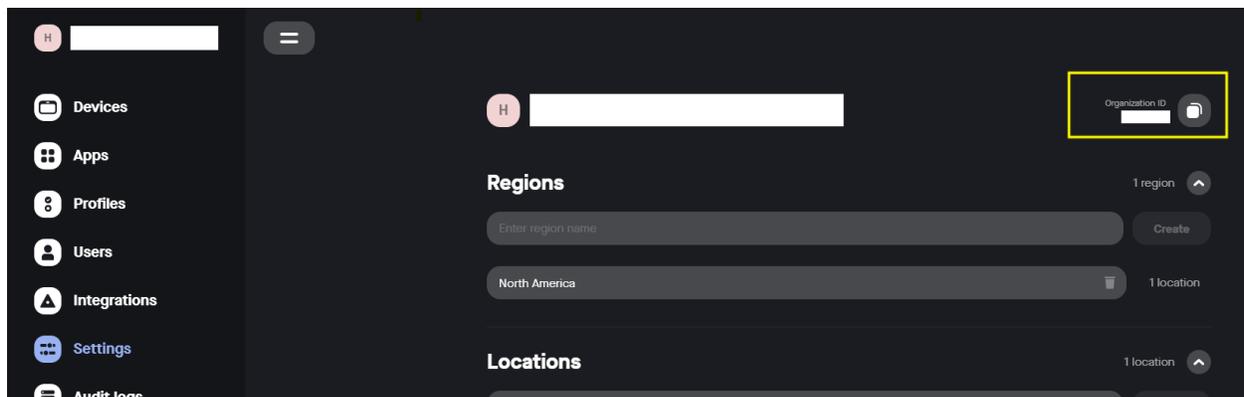
- Neat Pulse Plus or Pro License
- Neat Organization ID
- Neat API Key
- At least one serial key of a device on the Neat Pro Portal

Gathering Neat Credentials

The first step is to gather all credentials needed for the integration. Please note that a Neat Pulse Plus or Pro License will be needed with Neat to gain access to the API.

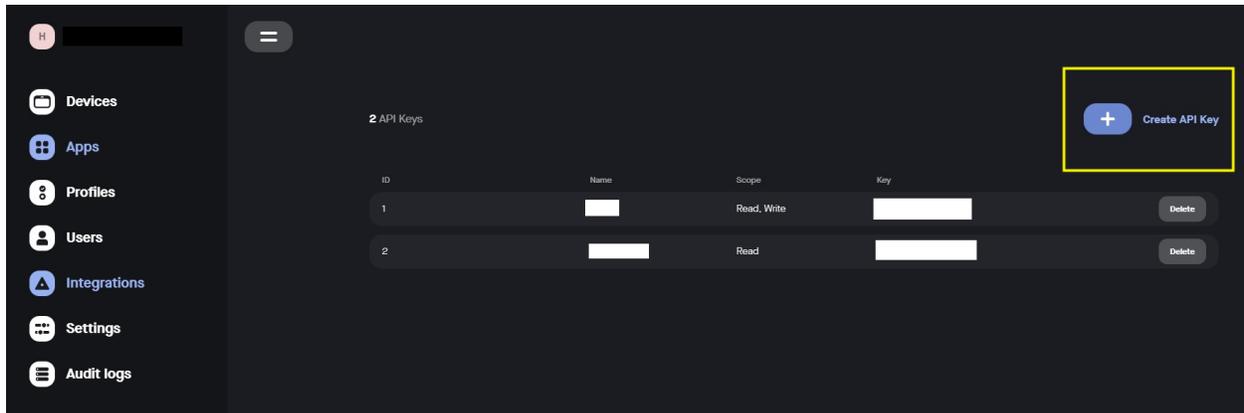
Organization ID

- Login into Neat Pulse Pro Portal and click the menu icon located at the top left corner if the menu is not displayed by default.
- In the menu, click Settings to navigate to the page.
- Find Organization ID at the top right corner as the screenshot below.



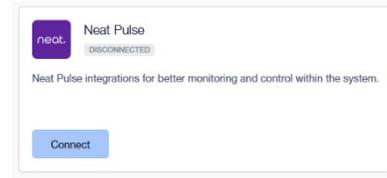
API Key (Token)

- From the menu, navigate to the Integrations Page.
- Create an API Key with Read Permission for pivot integration and copy the key as it is accessible only one time when it is created as the screenshot below.
 - Please note, if the "Create API Key" is greyed out, please reach out to your Neat Account Manager to get this enabled, or reach out to support@pivotnow.io with your Organization ID from Step 3.1.



Add your Credentials

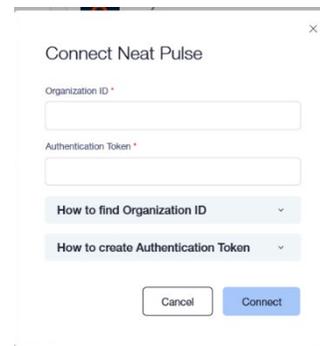
Login pivot platform and navigate to Integrations page to find the Neat Integration card as the screenshot shown.



Click on the Connect button to get Neat Integration configuration screen as below.



Enter the Organization ID and put the API Key as the Authentication Token that were acquired from the Neat Pulse Portal and click on the Connect button.



After pivot and Neat integrated successfully, the Neat Integration card will show CONNECTED as below.

