

GUIDE

MyCase Integration Guide v1.6

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TIMEKEEPING IS THE LIFEBLOOD. BILLING IS THE PULSE.

MIRA | WWW.MIRANOW.AI

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This guide walks MyCase administrators through the steps required to request API access from MyCase, configure it in the MIRA Admin Portal, and complete the authorization process.

1. MyCase Integration App

MyCase API access requires client credentials to be issued manually by MyCase Support. Please send the following email to: support@mycase.com

Email Template

Dear MyCase Support Team,

We are reviewing the MyCase API documentation and understand that API access requires client credentials to be issued by MyCase Support.

We are an existing MyCase customer and would like to request the creation of a new set of API client credentials (an app for integration) for our account to proceed with our integration work.

- **Email of an admin user on the MyCase Account:** {Your Admin Account}.
- **Desired Redirect URI:** <https://admin.miranow.ai/oauth/callback>
- **Desired Access** - Read and Write

Thank you very much for your support and assistance.

2. Receive MyCase Client ID and Client Secret

Once your request is approved:

- MyCase Support will send a message containing the Client ID and Client Secret.
- The message will be delivered via MyCase's **"Chat with Support"** module.

Steps to retrieve credentials:

🕒 Step 1: Log in to your MyCase account

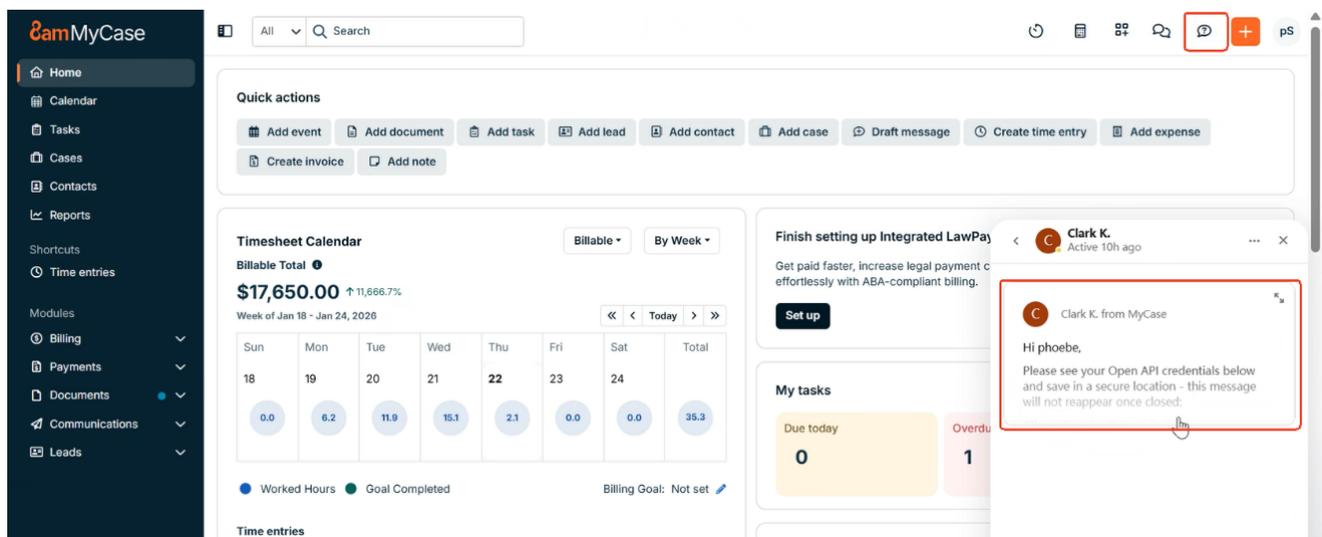
🕒 Step 2: Open *Chat with Support*

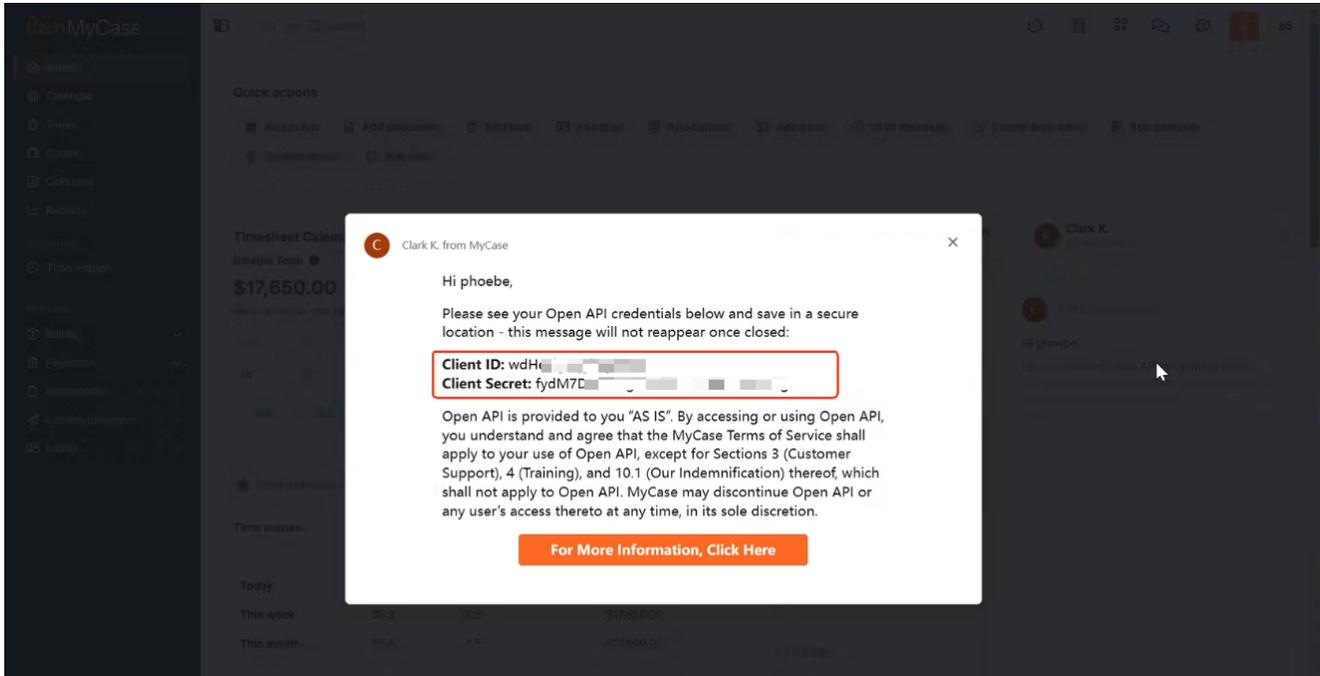
🕒 Step 3: Locate the message from MyCase Support

🕒 Step 4: Copy and securely store

- Client ID
- Client Secret

(Refer to the provided screenshot in your internal documentation for visual guidance.)

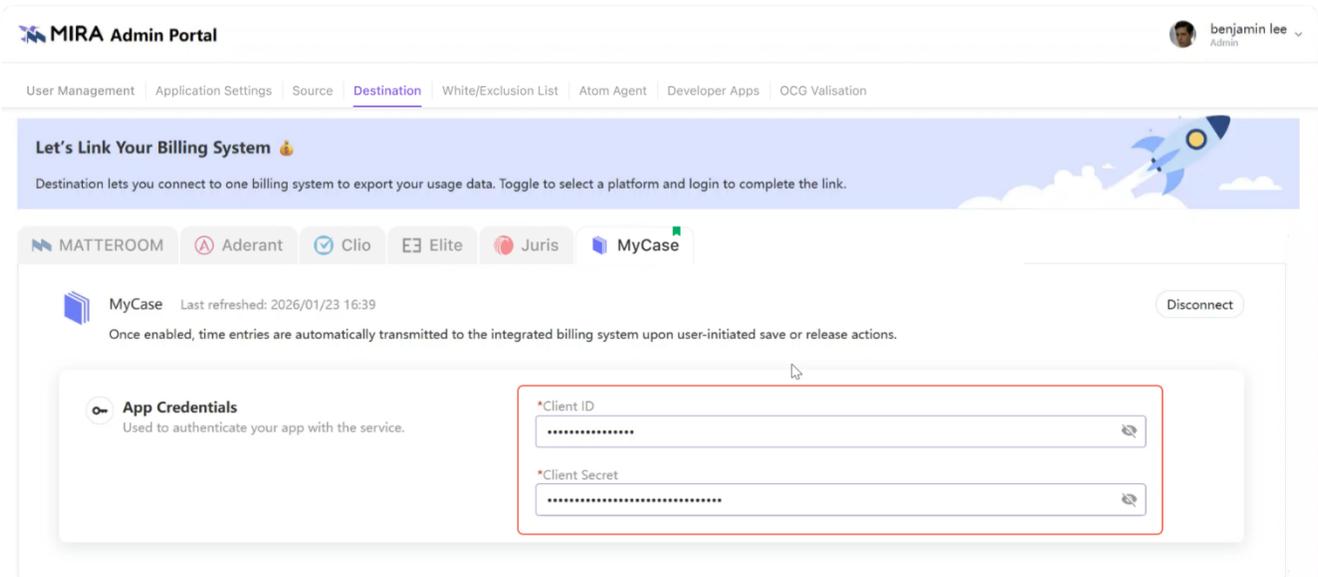




3. Configure MyCase Credentials in MIRA Admin Portal

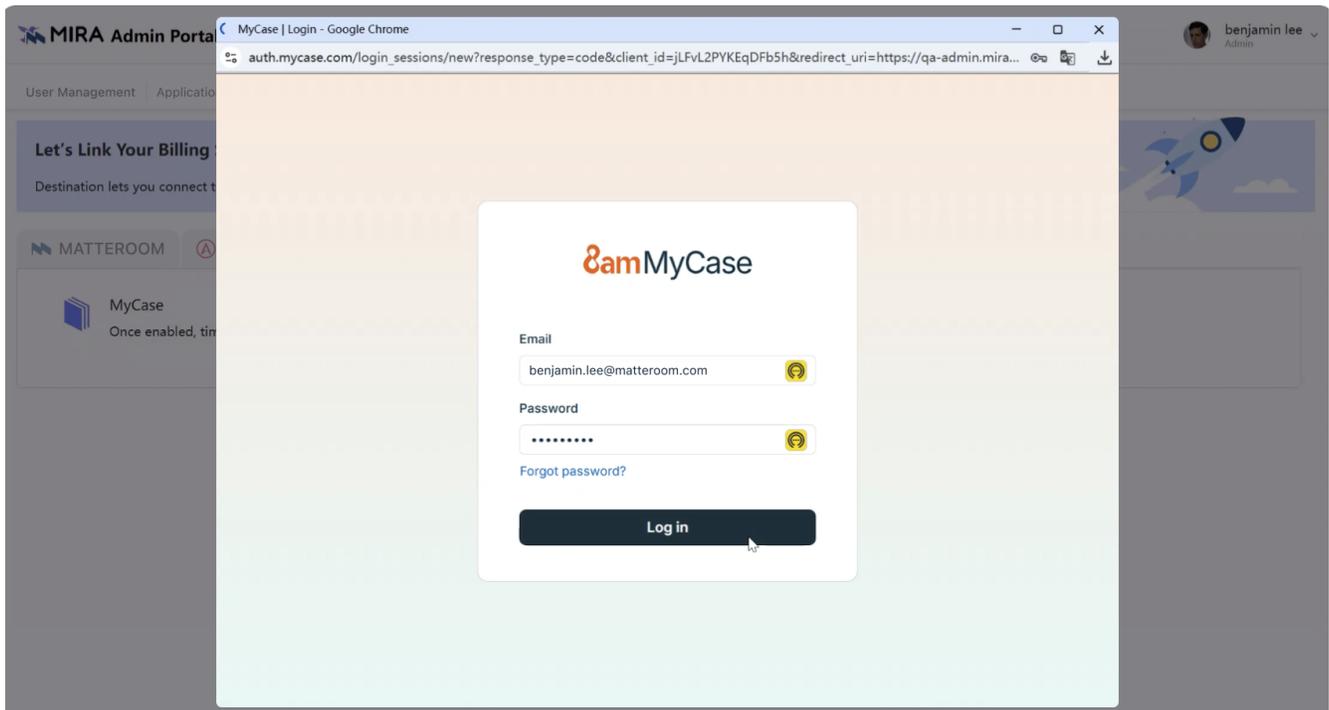
- 🕒 Step 1: Open the MIRA Admin Portal <https://admin.miranow.ai/>
- 🕒 Step 2: Navigate to the **Destination** tab
- 🕒 Step 3: Select the **MyCase** module
- 🕒 Step 4: Paste the following values obtained from MyCase Support:
 - Client ID
 - Client Secret
- 🕒 Step 5: Click **Connect**

(Refer to the provided screenshot for the exact field locations.)



4. Authorize MyCase Access

After clicking **Connect**, a pop-up window will prompt you to log in to MyCase. Log in using your MyCase admin account. and grant the requested permissions. This step completes the OAuth authorization process.

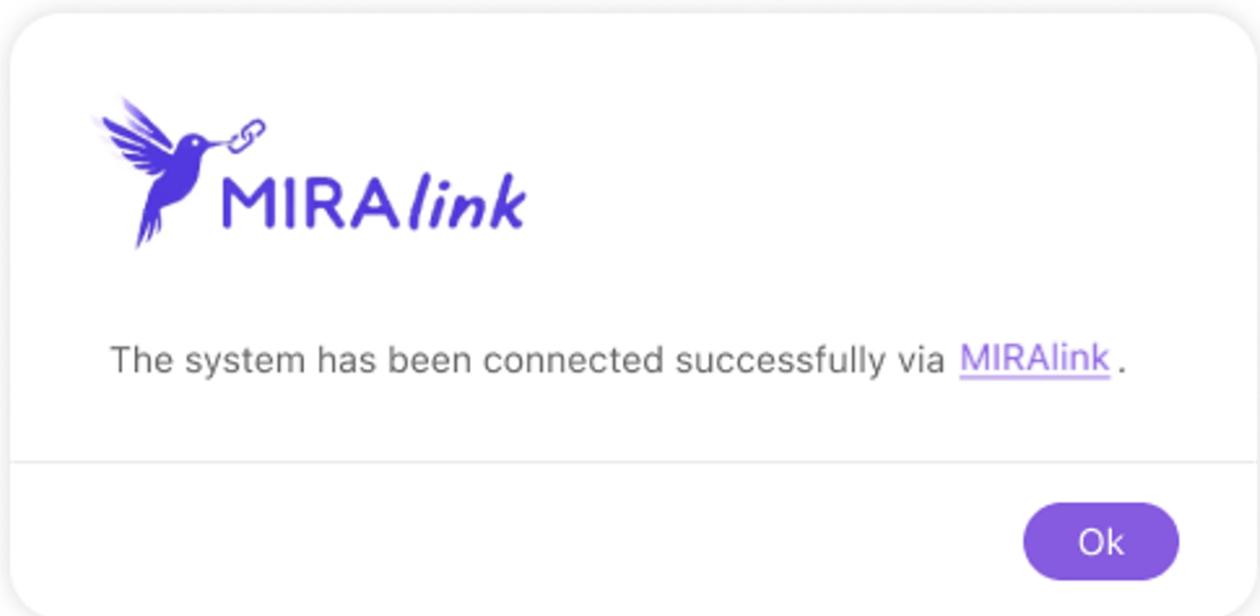


5. Confirm Successful MyCase Connection

Once authorization is successful:

- A pop-up message will confirm that the connection was successful (e.g., “Connection successful”)
- Click **Close** to exit the pop-up window.

At this point, MyCase is successfully connected to MIRA.



6. Notify MATTEROOM Customer Success to Go Live

After all steps above are completed, please notify the MATTEROOM Customer Success Team so the integration can be activated.

Send the following email to **customer.success@matteroom.com**

Email Template

MIRA Team,

Our Account ID is: (Insert Account ID xxx) & App Name for the MyCase integration is (Insert App name xxx). We have completed the MyCase connection and configuration in the MIRA Admin Portal. Please proceed with enabling the MIRA functionality for our environment.

Thank you.

7. Completion Checklist

	MyCase API credentials requested
	Client ID and Client Secret received
	Credentials configured in the MIRA Admin Portal.
	MyCase authorization completed
	MIRA Developer App Created
	MATTEROOM Customer Success notified