MAKE SURE your Syncro account has been setup and configured as well as you have asked for Remote Access to your personal Computer.

Log into your Syncro account using your email and Syncro password as well as your MFA code: https://computersdotcalm.syncromsp.com/my_profile/user_login

Once logged into your Syncro Portal, locate the ASSETS table.

Click the Computer icon beside the computer that you have been given access to.

The first time that you try the remote connection, you will need to install the SplashTop Program.
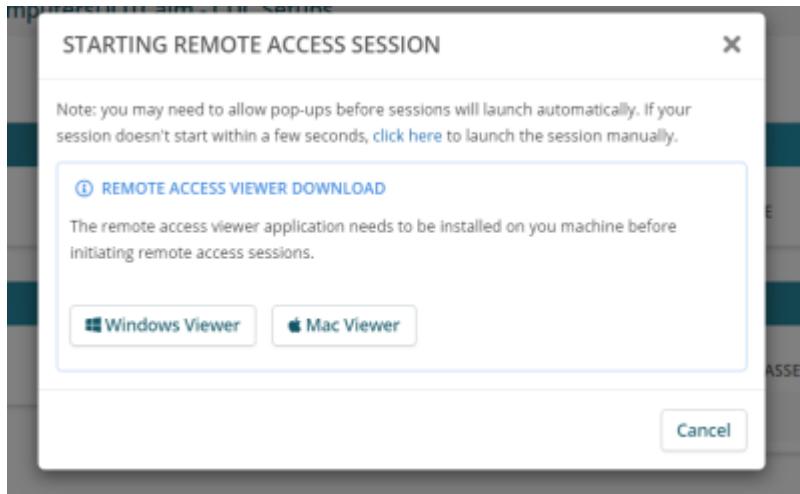
Click on either the **Windows Viewer** button or the **Mac Viewer** button depending on the platform you are using.

This will download the appropriate file - go ahead and run the install. You will receive a successful installation message when done.
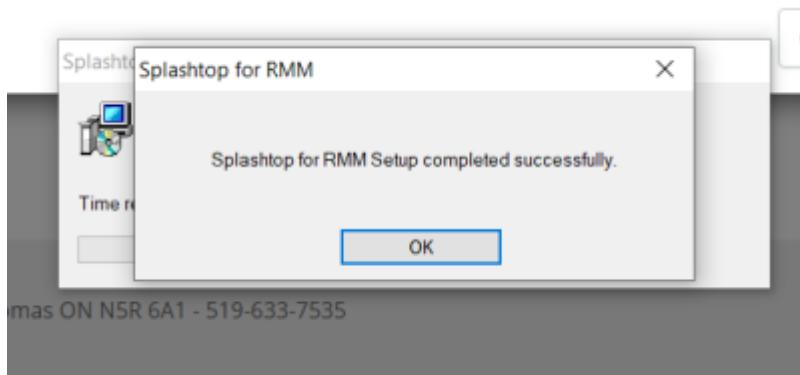
Click the **OK** button to continue.

You will need to return to the portal again and click on the Asset one more time to start the Remote Connection. This time, when you do, you will be asked to confirm that you want to open Splashtop.

Place a check mark in the option presented and then click the **Open** button. Splashtop will now start and you will shortly see the remote desktop of the Asset your are connecting to.

Also be aware that your browser may block pop ups - if so, allow pop ups from
https://computersdotcalm.syncromsp.com
Depending on the orientation of you screen, Splashtop may open in behind all your currently opened windows if you don't see it right away. Splashtop will also create na icon on your task bar that you can click on to bring the Splashtop application to the forefront.

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