

Portal Address:

https://computersdotcalm.syncromsp.com/my_profile/user_login

MAKE SURE your LastPass account has been setup as you will need to setup MFA for your Syncro account.

Once you receive the Welcome Email, click on the **Set Password** link.



Hi!

A customer portal login has been created for you with ComputersDOTCalm
You can login using your email address. Please click the link below to set your password.

[Set Password](#)

Follow the instructions for the complexity options for a proper password. Click the **Finish Registration** button when done.

Welcome!

You've been invited to register for your Portal User.

Username: support@computersdotcalm.solutions

At least 12 characters in length

Should contain:

lower case letters (a-z)

upper case letters (A-Z)

numbers (i.e. 0-9)

special characters (e.g. !@#\$%^&*)

Password matches

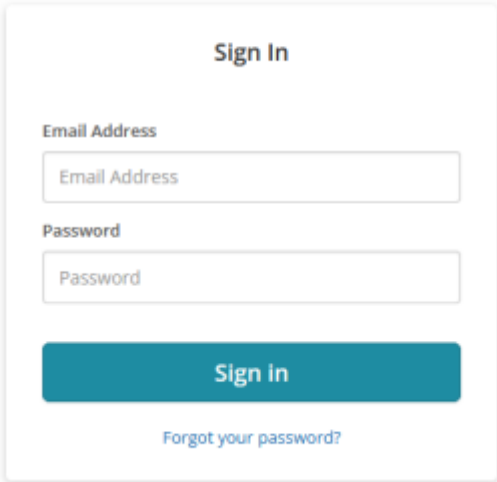
* Desired Password

* Desired Password (again please to confirm)

Finish Registration

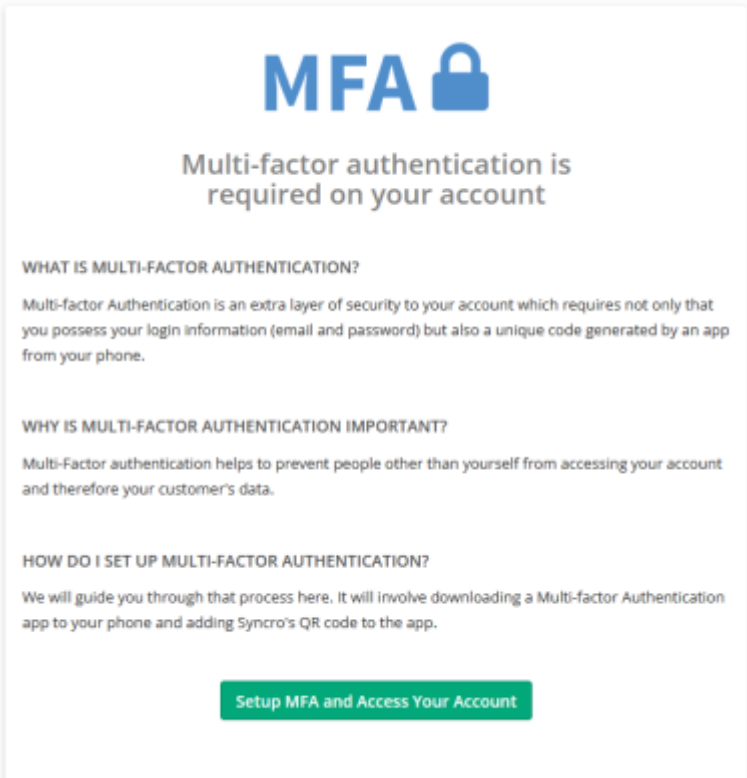
If successful, you can just close your browser or click the 'here' link to log into your account in Syncro.
At any time, you can use the following link to login:

https://computersdotcalm.syncromsp.com/my_profile/user_login



The image shows a 'Sign In' form for 'computersdotcalm'. At the top is the logo, which consists of the word 'computers' in blue and 'dotcalm' in orange with a red padlock icon. Below the logo is a white box with a grey border. Inside this box, the title 'Sign In' is centered at the top. Below the title, there are two input fields: 'Email Address' and 'Password'. Each field has a placeholder text of the same name. Below the 'Password' field is a blue button with the text 'Sign in' in white. At the bottom of the box, there is a link that says 'Forgot your password?' in blue text.

Enter in your email and password and then click the **Sign in** button.



The image shows a page titled 'MFA' with a blue padlock icon. Below the title, it says 'Multi-factor authentication is required on your account'. There are three sections of text: 'WHAT IS MULTI-FACTOR AUTHENTICATION?', 'WHY IS MULTI-FACTOR AUTHENTICATION IMPORTANT?', and 'HOW DO I SET UP MULTI-FACTOR AUTHENTICATION?'. Each section has a brief explanation. At the bottom, there is a green button with the text 'Setup MFA and Access Your Account'.

Click the **Setup MFA and Access Your Account** button.

You will see the options to download the MFA app if you haven't already.

Go ahead and scan the QR Code with LastPass to setup your MFA and then enter the OTP presented in the LastPass app and then click the **Enable Multi-factor Authentication** button.

MFA


1. DOWNLOAD A MFA APP IF YOU HAVEN'T ALREADY


There are several apps that provide Multi-factor Authentication, we've listed three suggested options here.



Authy


★ Recommended


 Authy on iOS

 Authy on Android



LastPass Authenticator

 LastPass Authenticator on iOS

 LastPass Authenticator on Android




Google Authenticator

 Google Authenticator on iOS

 Google Authenticator on Android

2. SCAN THIS QR CODE IN YOUR MFA APP

After downloading the app, open it on your phone and click the  or "New" button and scan the QR code below.



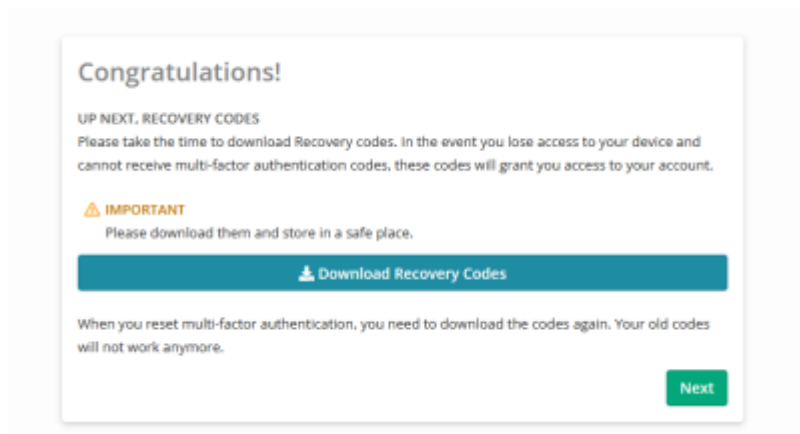
After scanning the QR code, the app will display a six-digit code that you need to enter below. Without a valid code from the application, your Multi-factor Authentication is not enabled.

3. PLEASE ENTER THE CODE YOU SEE ON YOUR MOBILE PHONE

🔑 Code

Enable Multi-factor Authentication

Click the **Download Recovery Codes** button and save this information in a safe and secure location. **DO NOT LOOSE** as this will be the only way to recover your login if your LastPass account malfunctions.



Congratulations!

UP NEXT, RECOVERY CODES

Please take the time to download Recovery codes. In the event you lose access to your device and cannot receive multi-factor authentication codes, these codes will grant you access to your account.

IMPORTANT

Please download them and store in a safe place.

[Download Recovery Codes](#)

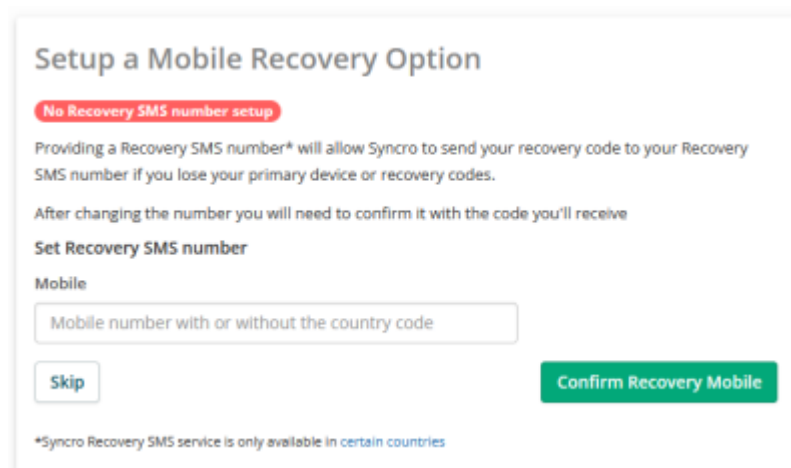
When you reset multi-factor authentication, you need to download the codes again. Your old codes will not work anymore.

[Next](#)

Go ahead and click the **Next** button.

It is highly suggested that you setup a recovery SMS number.

Enter in your SMS phone number and then click the **Confirm Recovery Mobile** button to continue.



Setup a Mobile Recovery Option

No Recovery SMS number setup

Providing a Recovery SMS number* will allow Syncro to send your recovery code to your Recovery SMS number if you lose your primary device or recovery codes.

After changing the number you will need to confirm it with the code you'll receive

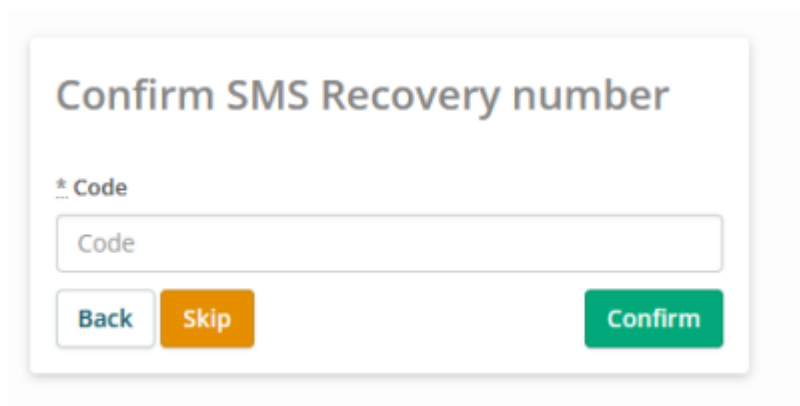
Set Recovery SMS number

Mobile

[Skip](#) [Confirm Recovery Mobile](#)

*Syncro Recovery SMS service is only available in [certain countries](#)

Enter in the Recovery Code and then click the **Confirm** button.



Confirm SMS Recovery number

* Code

[Back](#) [Skip](#) [Confirm](#)

Once again, enter in the MFA Code from LastPass one more time and then click the **Verify** button to continue.

Multi-factor Authentication

Open the multi-factor authentication app on your device to view your authentication code and verify your identity

Multi-factor Code

Verify

[Sign out](#)

Having trouble accessing your account?

[Start Recovery](#)

You will now be presented with your portal for your company in Syncro.

ACCOUNT OVERVIEW

Invoice Balance:

\$0.00

Prepay Hours Balance:

\$0.00

Credit Balance:

\$0.00

Stored Payment Options

Manage

OPEN TICKETS

+ New Ticket

View All

NUMBER	ASSIGNED CONTACT	SUBJECT	CREATED	LAST UPDATE	ISSUE TYPE	STATUS
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OPEN INVOICES

View All

NUMBER	CUSTOMER	PAID	DATE	INVOICE NAME	ITEMS	TOTAL	BALANCE DUE
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RECENT PAYMENTS

View All

DATE	AMOUNT
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ESTIMATES

View All

NUMBER	STATUS	DATE	TOTAL
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ATTACHMENTS

View All

CREATED	FILE
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ASSETS

View All

NAME	REMOTE	ASSET SERIAL NUMBER	TYPE
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When you are done, click the **Sign Out** button in the top right hand corner.

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