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.

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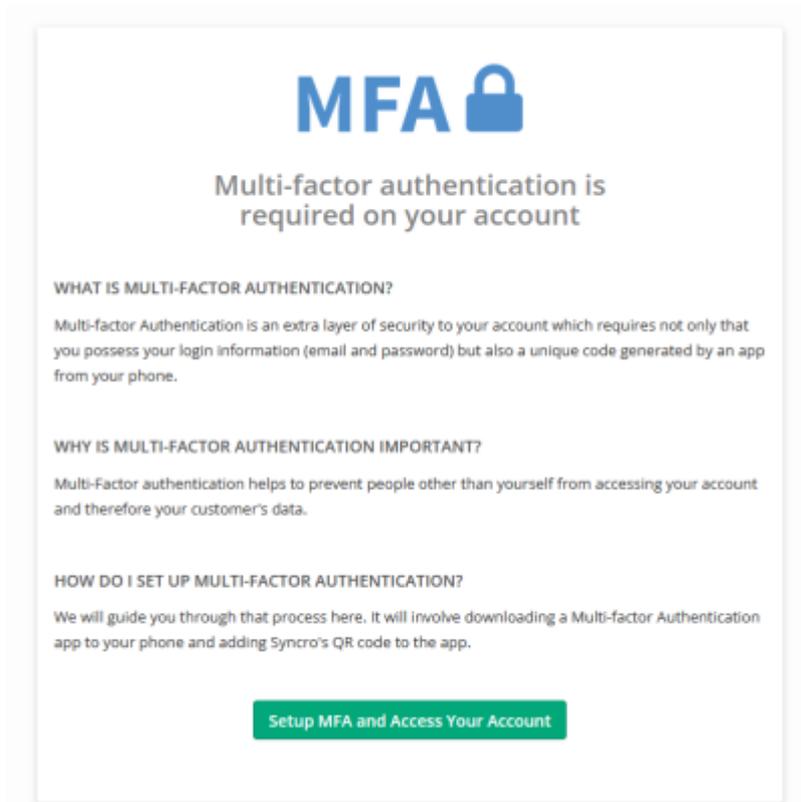

If successful, you can just close your browser or click the 'here' link to log into your account in Syncro. At any time, you can use the following link to login:
https://computersdotcalm.syncromsp.com/my_profile/user_login
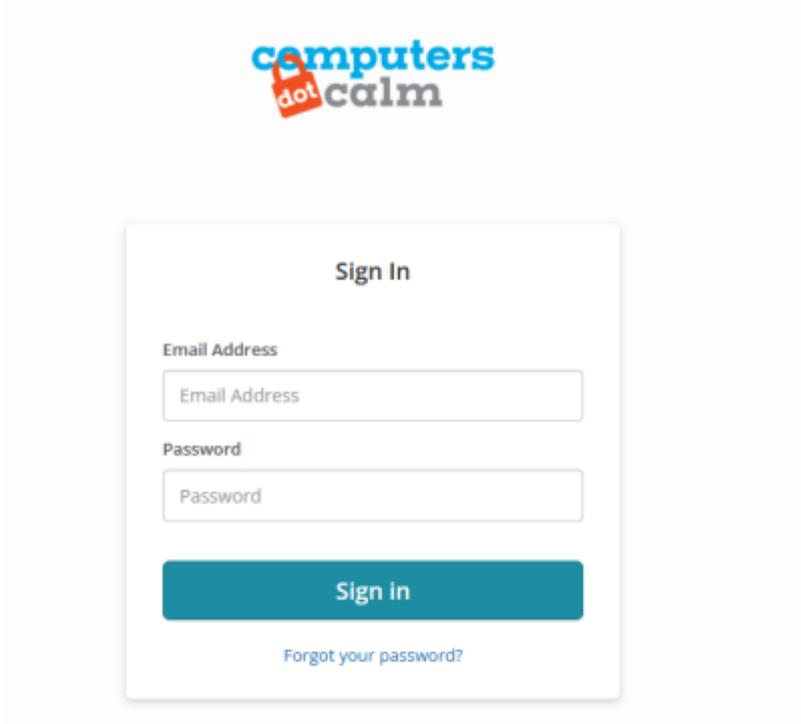
Enter in your email and password and then click the **Sign in** button.

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.

Click the **Download Recovery Codes** button and safe this information is a safe and secure location. **DO NOT LOOSE** as this will be the only way to recover your login if your LastPass account malfunctions.
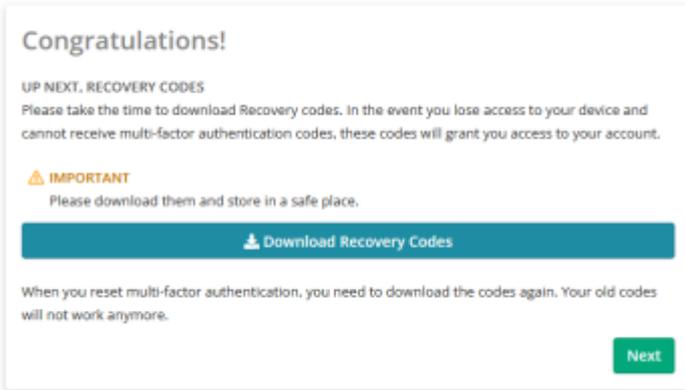
Go ahead and click the **Next** button.
It is highly suggested that you setup a recovery SMS number.
Enter in your SMS phone number and then click the **Confirm Recovery Mobile** button to continue.
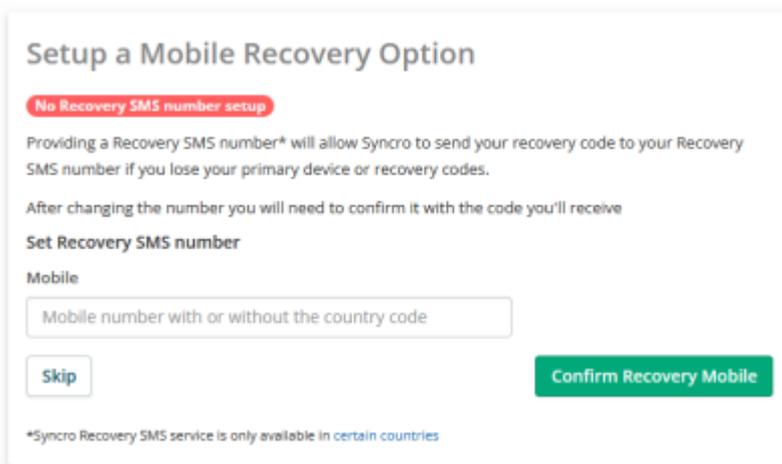
Enter in the Recovery Code and then click the **Confirm** button.

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

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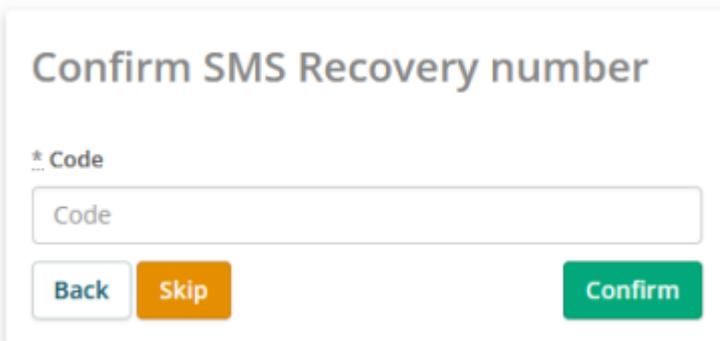
Open the multi-factor authentication app on your device to view your authentication code and verify your identity

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		Stored Payment Options	Manage
Prepay Hours Balance:				
Credit Balance:	$0.00			

OPEN TICKETS   + New Ticket   View All

NUMBER	ASSIGNED CONTACT	SUBJECT	CREATED	LAST UPDATE	ISSUE TYPE	STATUS

OPEN INVOICES   View All

NUMBER	CUSTOMER	PAID	DATE	INVOICE NAME	ITEMS	TOTAL	BALANCE DUE

RECENT PAYMENTS   View All

DATE	AMOUNT

ESTIMATES   View All

NUMBER	STATUS	DATE	TOTAL

ATTACHMENTS   View All

CREATED	FILE

ASSETS   View All

NAME	REMOTE	ASSET SERIAL NUMBER	TYPE

When you are done, click the **Sign Out** button in the top right hand corner.

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