

**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

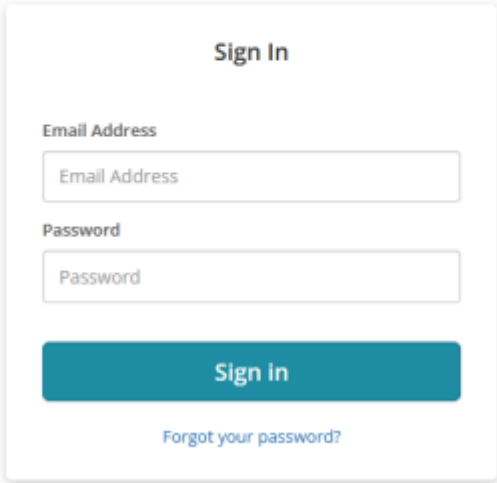
\* Desired Password

\* Desired Password (again please to confirm)

**Finish Registration**

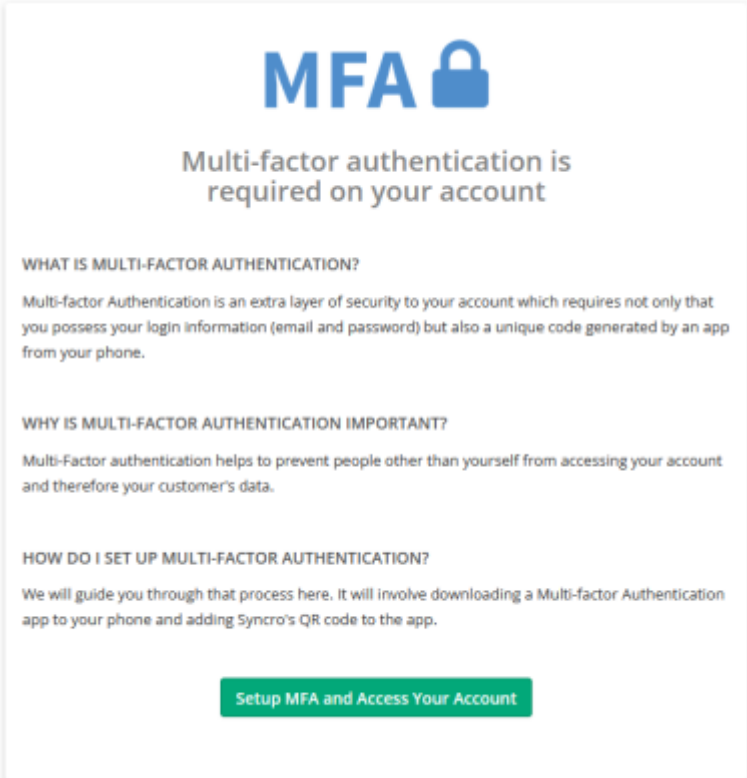
If successful, you can just close your browser or click the 'here' link to log into your account in Syncro.  
At any time, you can use the following link to login:

[https://computersdotcalm.syncromsp.com/my\\_profile/user\\_login](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 grey, with a red padlock icon over the 'dot'. Below the logo is a white box with a light blue border. Inside this box, the title 'Sign In' is centered at the top. Below the title are two input fields: 'Email Address' and 'Password'. Each field has a placeholder text of the same name. Below the input fields is a large 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'. The page is divided into three sections: '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'.

**MFA** 

Multi-factor authentication is required on your account

**WHAT IS MULTI-FACTOR AUTHENTICATION?**

Multi-factor Authentication is an extra layer of security to your account which requires not only that you possess your login information (email and password) but also a unique code generated by an app from your phone.

**WHY IS MULTI-FACTOR AUTHENTICATION IMPORTANT?**

Multi-Factor authentication helps to prevent people other than yourself from accessing your account and therefore your customer's data.

**HOW DO I SET UP MULTI-FACTOR AUTHENTICATION?**

We will guide you through that process here. It will involve downloading a Multi-factor Authentication app to your phone and adding Syncro's QR code to the app.

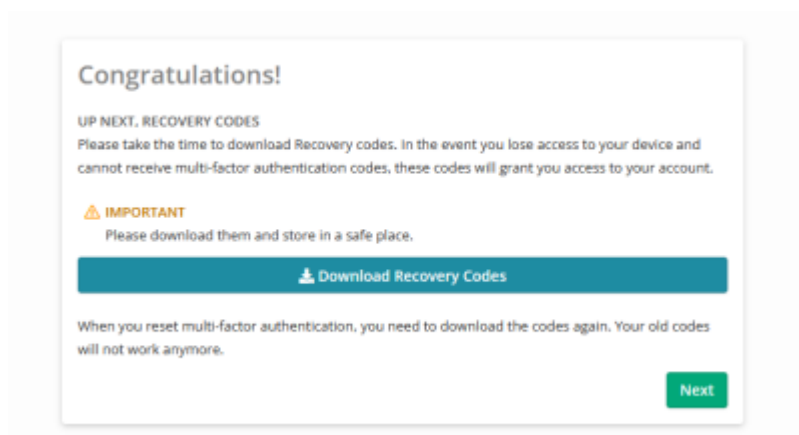
**Setup MFA and Access Your Account**

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.



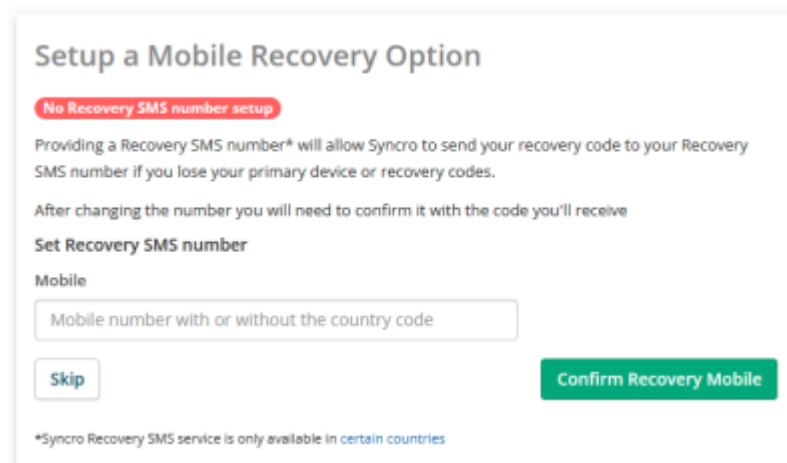
Click the **Download Recovery Codes** button and save this information in a safe and secure location. **DO NOT LOOSE** as this will be the only way to recover your login if your LastPass account malfunctions.



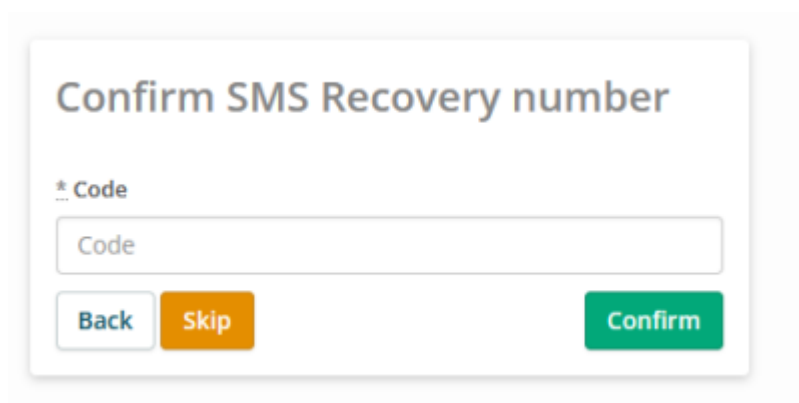
Go ahead and click the **Next** button.

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](#)

From:  
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Permanent link:  
<http://wiki.computersdotcalm.com/doku.php?id=syncro:setup-account&rev=1713209646>

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