

**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

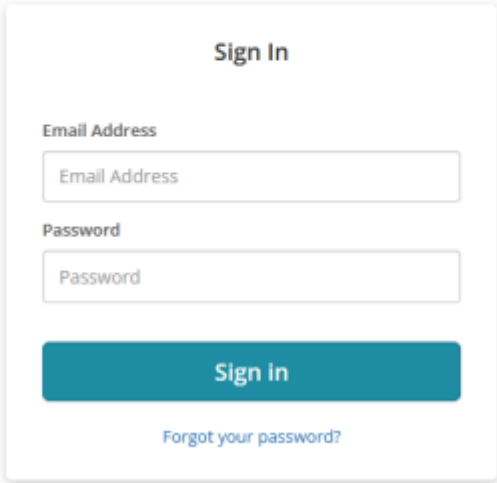
\* Desired Password

\* Desired Password (again please to confirm)

**Finish Registration**

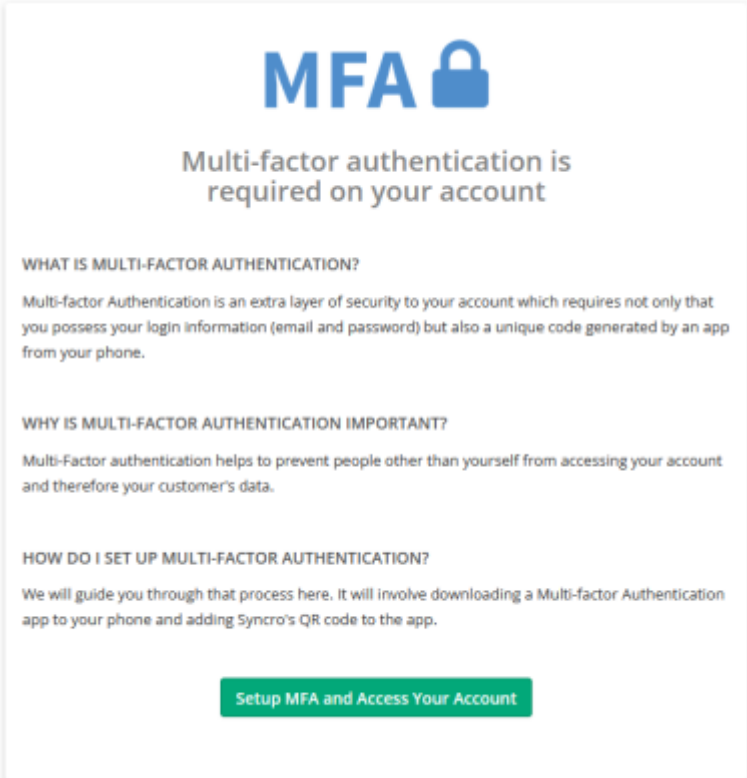
If successful, you can just close your browser or click the 'here' link to log into your account in Syncro.  
At any time, you can use the following link to login:

[https://computersdotcalm.syncromsp.com/my\\_profile/user\\_login](https://computersdotcalm.syncromsp.com/my_profile/user_login)



The image shows a 'Sign In' form for the website 'computersdotcalm'. The logo is at the top left. The form is centered and contains the following elements: a title 'Sign In', an 'Email Address' label above a text input field, a 'Password' label above a text input field, a large blue 'Sign in' button, and a link 'Forgot your password?' below the button.

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



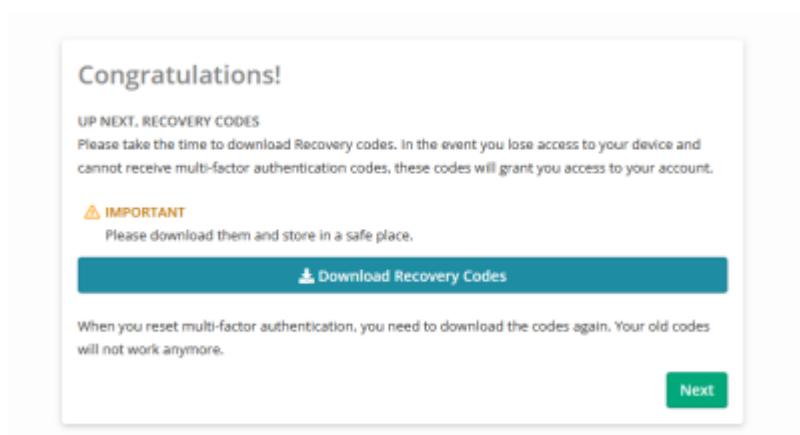
The image shows a page titled 'MFA' with a padlock icon. The main heading is 'Multi-factor authentication is required on your account'. Below this, there are three sections: 'WHAT IS MULTI-FACTOR AUTHENTICATION?' explaining it as an extra security layer, 'WHY IS MULTI-FACTOR AUTHENTICATION IMPORTANT?' stating it helps prevent unauthorized access, and 'HOW DO I SET UP MULTI-FACTOR AUTHENTICATION?' mentioning the use of a QR code and an app. At the bottom is a green button labeled '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.



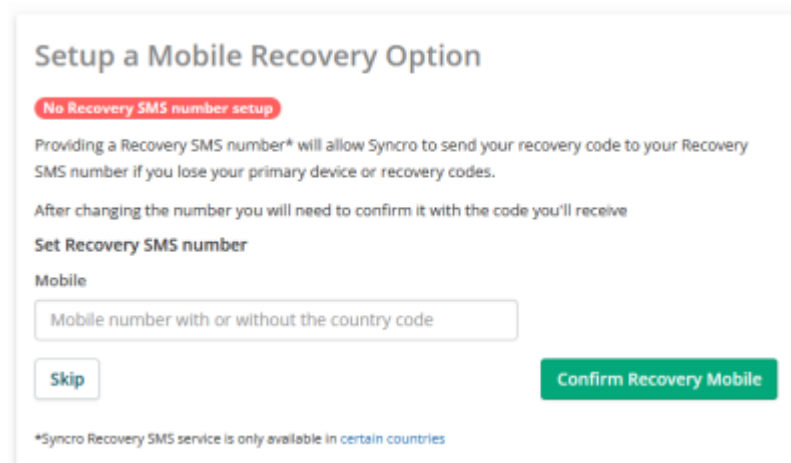
Click the **Download Recovery Codes** button and save this information in a safe and secure location. **DO NOT LOOSE** as this will be the only way to recover your login if your LastPass account malfunctions.



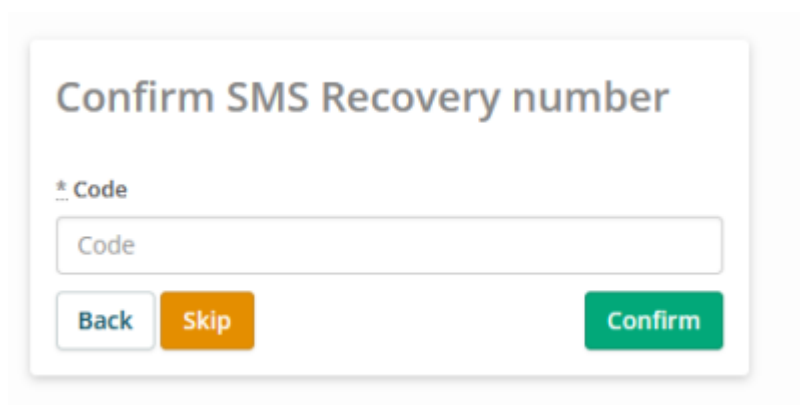
Go ahead and click the **Next** button.

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](#)

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

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