

**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

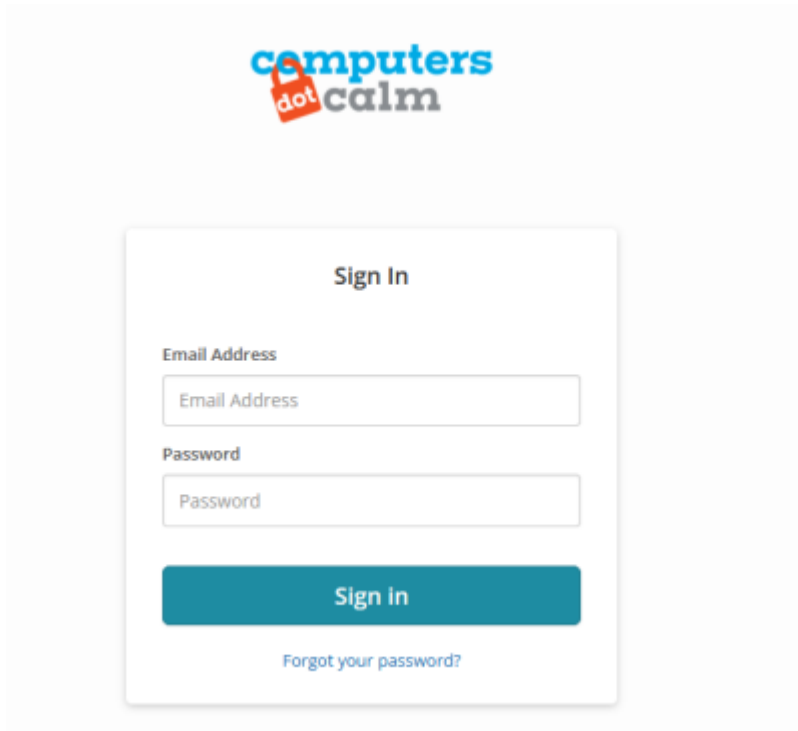
\* Desired Password

\* Desired Password (again please to confirm)

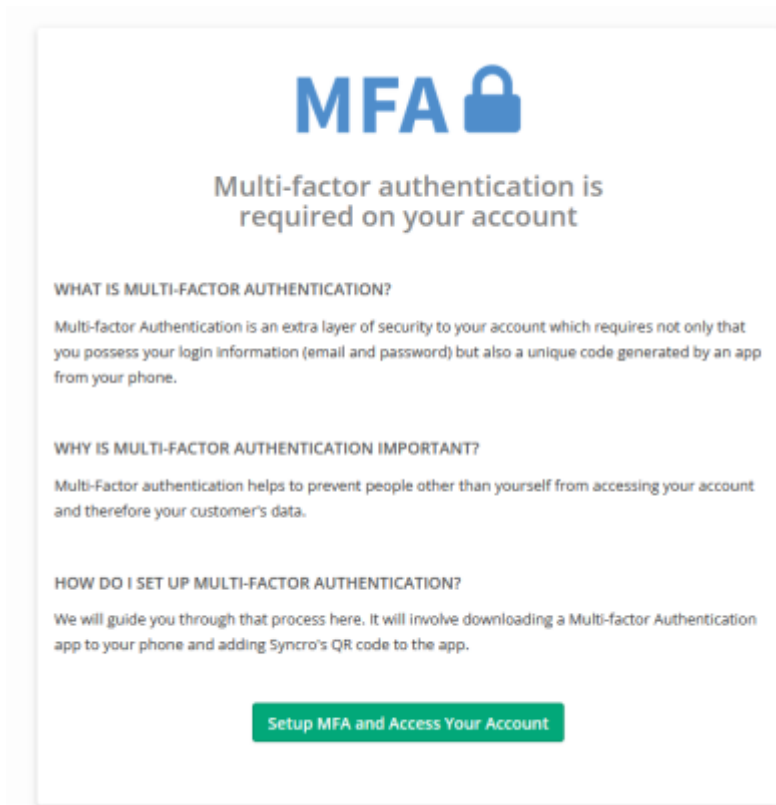
**Finish Registration**

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



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

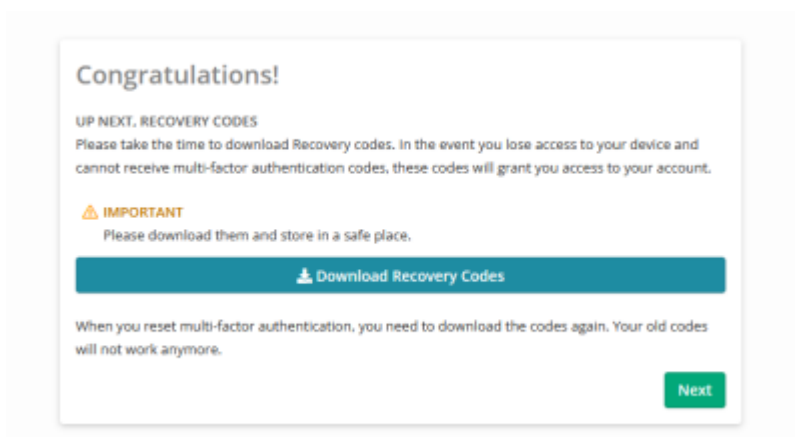


Click the **Setup MFA and Access Your Account** button.

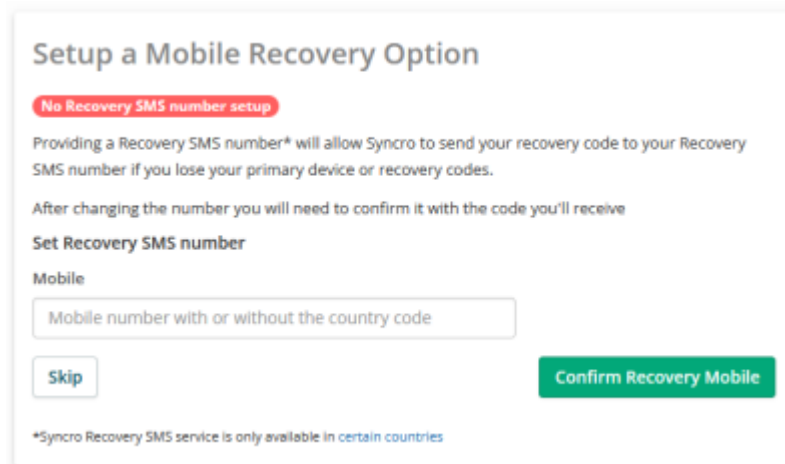
You will see the options to download the MFA app if you haven't already. Go ahead and scan the QR Code with LastPass to setup your MFA and then enter the OTP presented in the LastPass app and then click the **Enable Multi-factor Authentication** button.



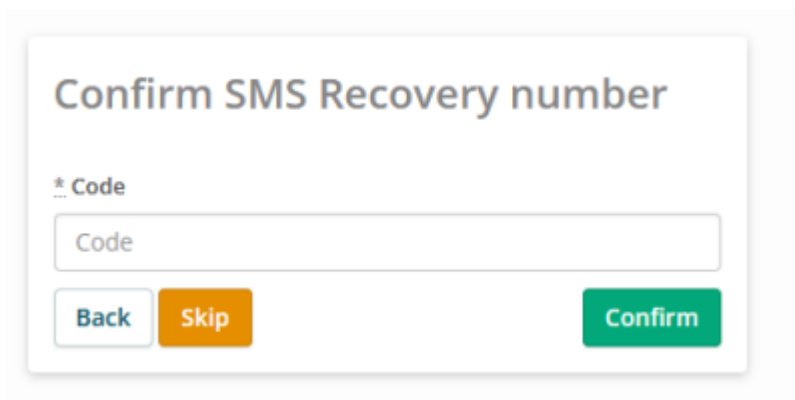
Click the **Download Recovery Codes** button and save this information in a safe and secure location. **DO NOT LOOSE** as this will be the only way to recover your login if your LastPass account malfunctions.



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](#)

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**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	Shared Payment Options	Manage
Prepay Hours Balance			
Credit Balance	\$0.00		

#### OPEN TICKETS

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

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

DATE	AMOUNT
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#### ESTIMATES

NUMBER	STATUS	DATE	TOTAL
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#### ATTACHMENTS

CREATED	FILE
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#### ASSETS

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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