

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

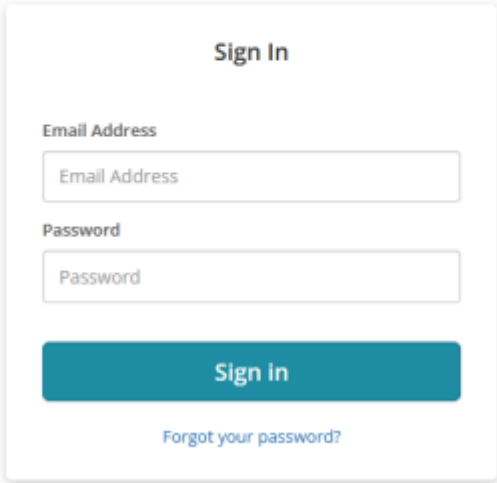
* Desired Password

* Desired Password (again please to confirm)

Finish Registration

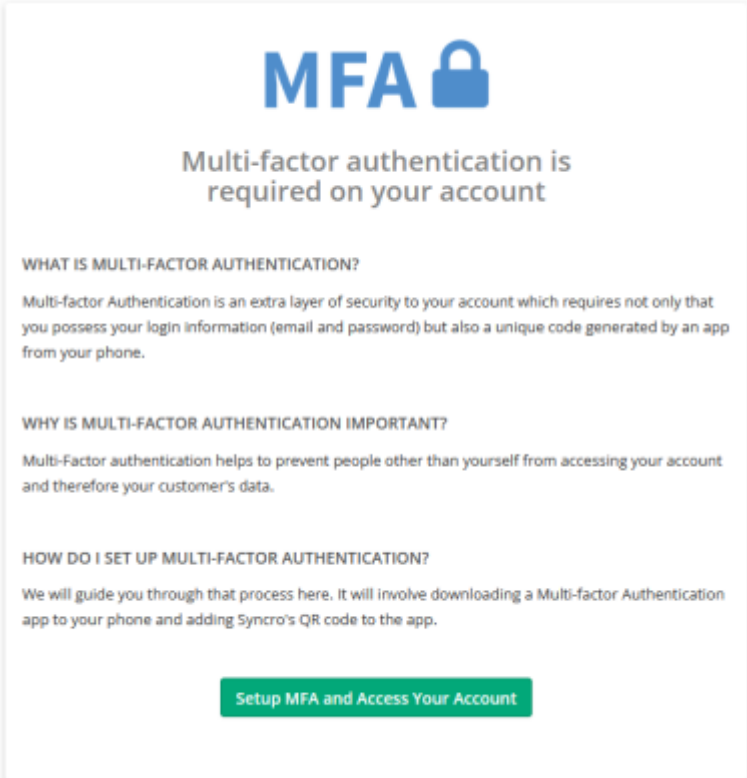
If successful, you can just close your browser or click the 'here' link to log into your account in Syncro.
At any time, you can use the following link to login:

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




The image shows a 'Sign In' form for 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 another 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 'Multi-factor authentication is required on your account' screen. It features a large 'MFA' title with a padlock icon. Below the title, it explains what MFA is, why it is important, and how to set it up. At the bottom, there is a green button labeled '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.

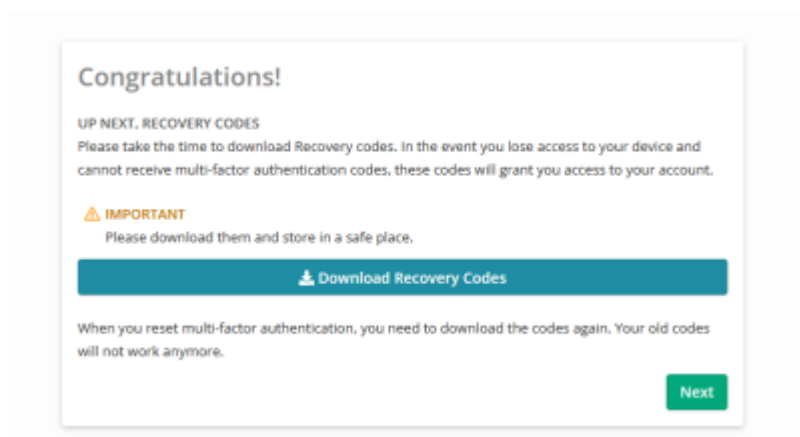
Setup MFA and Access Your Account

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.



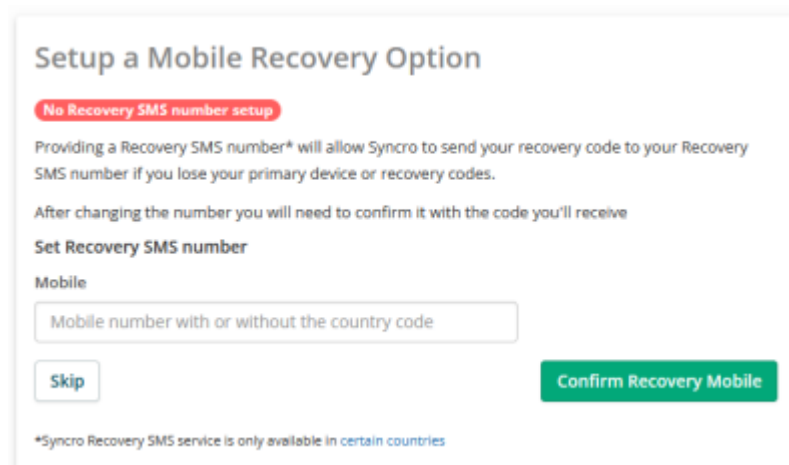
Click the **Download Recovery Codes** button and save this information in a safe and secure location. **DO NOT LOOSE** as this will be the only way to recover your login if your LastPass account malfunctions.



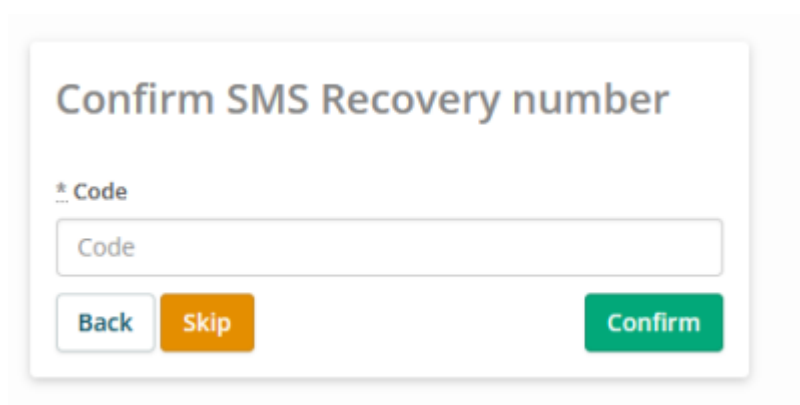
Go ahead and click the **Next** button.

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

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

ACCOUNT OVERVIEW

Invoice Balance:

\$0.00

Prepay Hours Balance:

Credit Balance:

\$0.00

View of Payment Options

Manage

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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