

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



Sign In

Email Address

Password

Sign in

[Forgot your password?](#)

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

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.

MFA

1. DOWNLOAD A MFA APP IF YOU HAVEN'T ALREADY

There are several apps that provide Multi-factor Authentication, we've listed three suggested options here.



Authy

 Recommended

 Authy on iOS

 Authy on Android



LastPass Authenticator

 LastPass Authenticator on iOS

 LastPass Authenticator on Android



Google Authenticator

 Google Authenticator on iOS

 Google Authenticator on Android

2. SCAN THIS QR CODE IN YOUR MFA APP

After downloading the app, open it on your phone and click the  or "New" button and scan the QR code below.

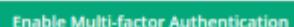


After scanning the QR code, the app will display a six-digit code that you need to enter below. Without a valid code from the application, your Multi-factor Authentication is not enabled.

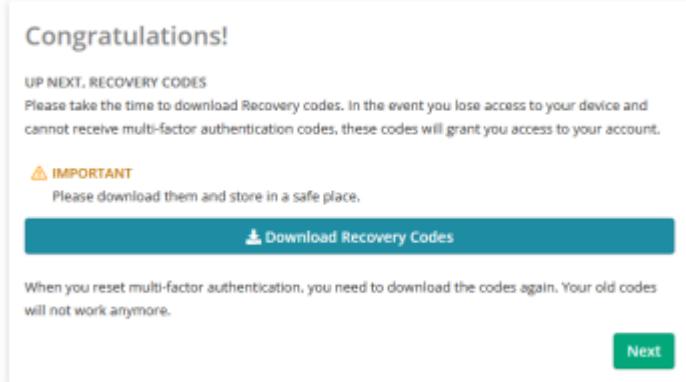
3. PLEASE ENTER THE CODE YOU SEE ON YOUR MOBILE PHONE

 Code

Code

 Enable Multi-factor Authentication

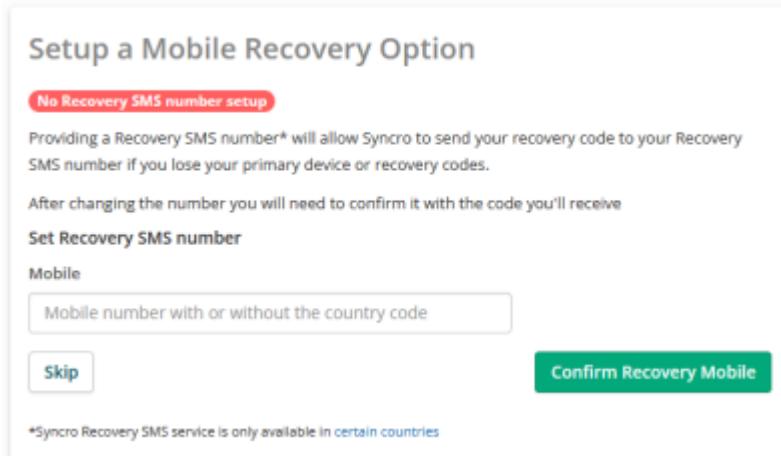
Click the **Download Recovery Codes** button and save this information is a safe and secure location. **DO NOT LOSE** as this will be the only way to recover your login if your LastPass account malfunctions.



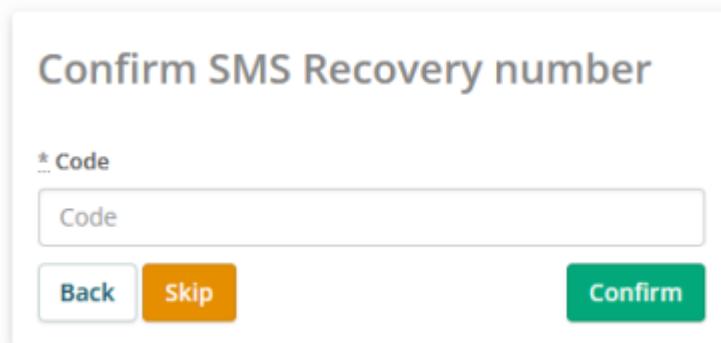
Go ahead and click the **Next** button.

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 Invoiced Balance:	\$0.00					
Credit Balance:	\$0.00					
View All						
New Ticket						
OPEN TICKETS	ASSIGNED CONTACT	OBJECT	CREATED	LAST UPDATE	ISSUE TYPE	STATUS
NUMBER						
View All						
OPEN INVOICES	CUSTOMER	Paid	Date	Invoice Name	Items	Total
NUMBER						
View All						
RECENT PAYMENTS	Amount	Date				
DATE	AMOUNT					
View All						
ESTIMATES	Number	Status	Date	Total		
NUMBER						
View All						
ATTACHMENTS	File	Created				
CREATED	FILE					
View All						
ESTIMATES	Name	Remote	Asset Serial Number	Date		
NAME						
View All						

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

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<http://wiki.computersdotcalm.com/doku.php?id=syncro:setup-account&rev=1713209911>

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