

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

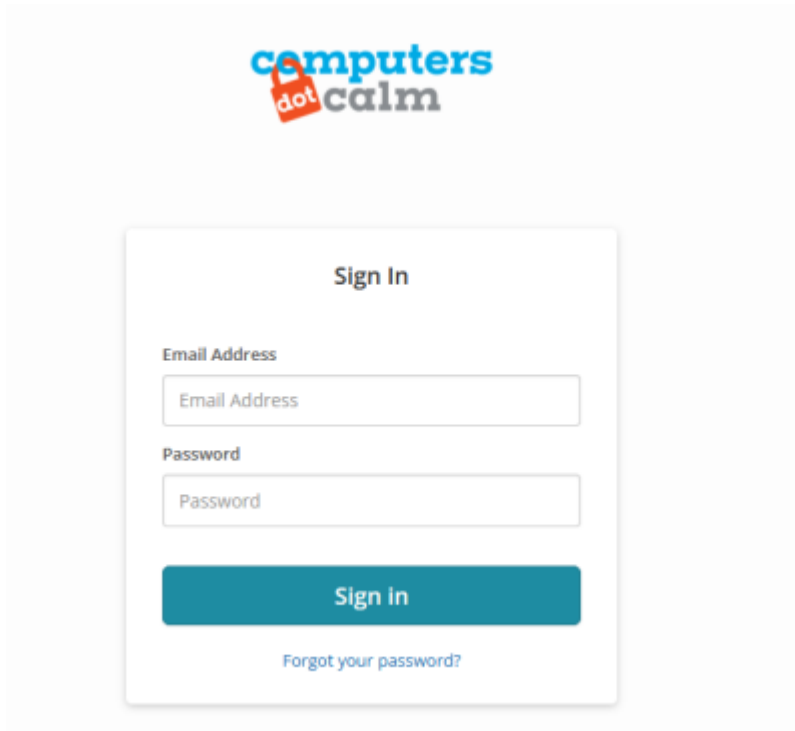
* Desired Password

* Desired Password (again please to confirm)

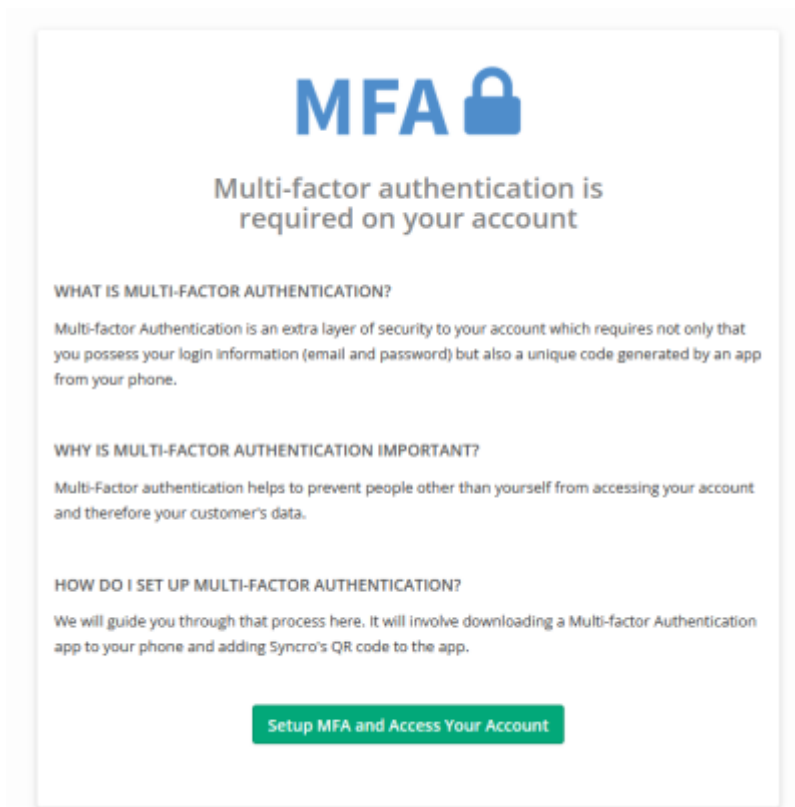
Finish Registration

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



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.

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.



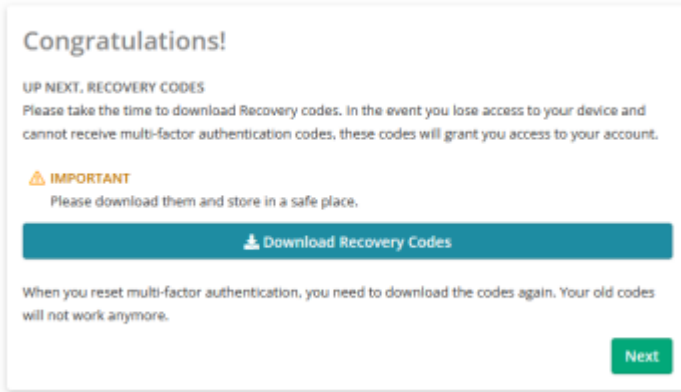
After scanning the QR code, the app will display a six-digit code that you need to enter below. Without a valid code from the application, your Multi-factor Authentication is not enabled.

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

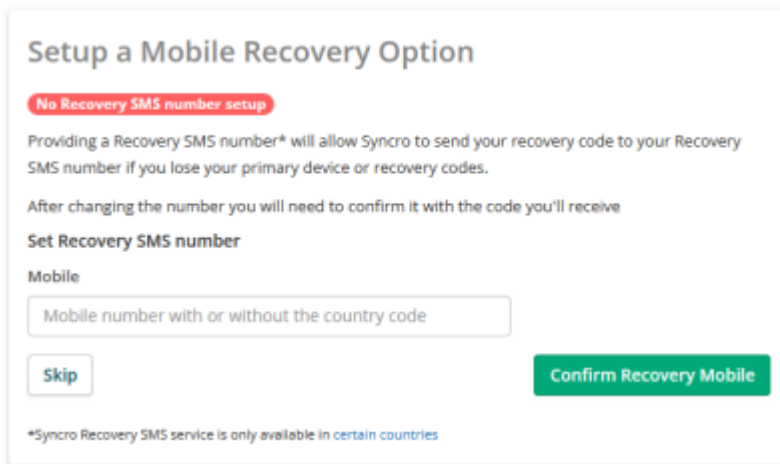
 Code

[Enable Multi-factor Authentication](#)

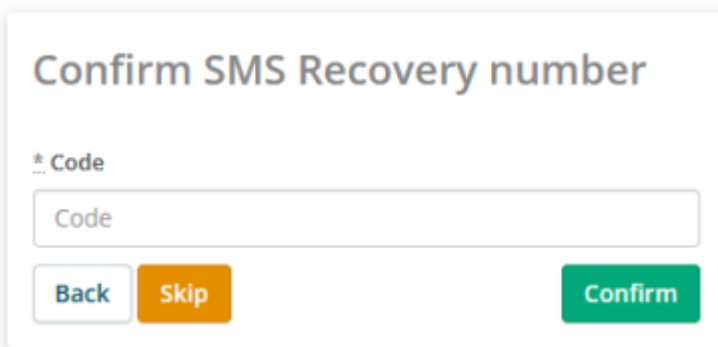
Click the **Download Recovery Codes** button and save this information in a safe and secure location. **DO NOT LOOSE** as this will be the only way to recover your login if your LastPass account malfunctions.



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	Shared Payment Options		Manage				
Prepay Hours Balance:	\$0.00							
Credit Balance:	\$0.00							
OPEN TICKETS							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	ESTIMATES			View All
DATE	AMOUNT			NUMBER	STATUS	DATE	TOTAL	
ATTACHMENTS				View All	ASSETS			View All
CREATED	FILE			NAME	REMARKS	ASSET SERIAL NUMBER	TYPE	

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

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