

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

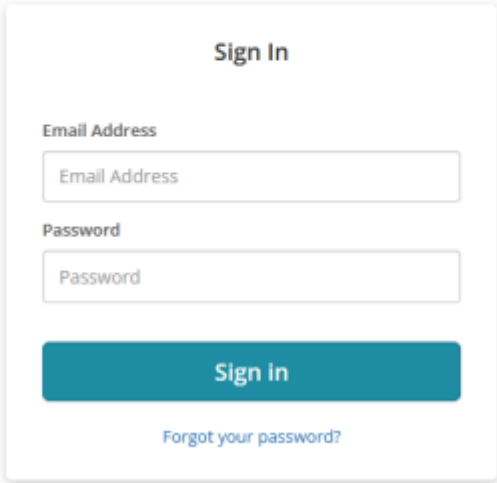
* Desired Password

* Desired Password (again please to confirm)

Finish Registration

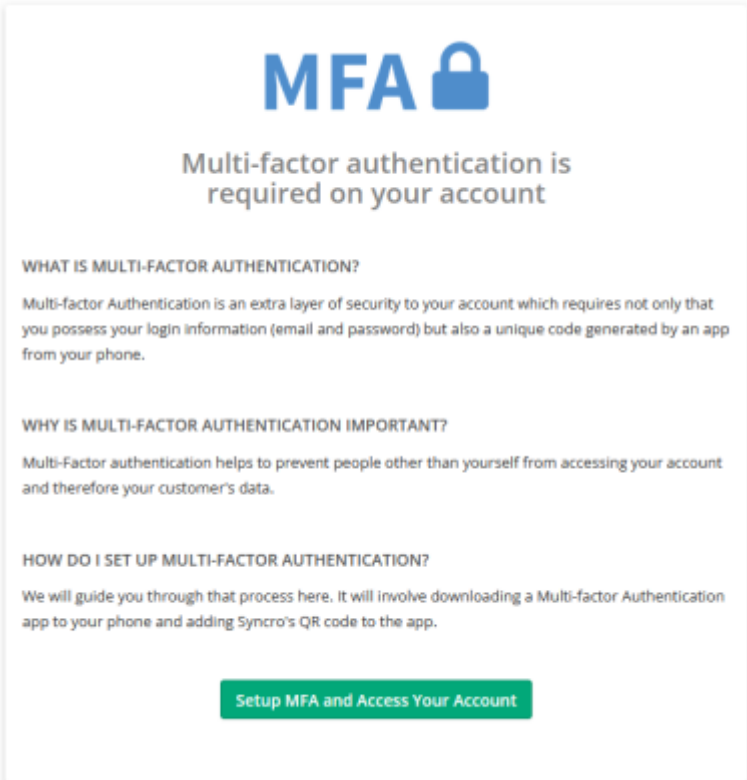
If successful, you can just close your browser or click the 'here' link to log into your account in Syncro.
At any time, you can use the following link to login:

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 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?' with a paragraph explaining it as an extra layer of security; 'WHY IS MULTI-FACTOR AUTHENTICATION IMPORTANT?' with a paragraph explaining it helps prevent unauthorized access; and 'HOW DO I SET UP MULTI-FACTOR AUTHENTICATION?' with a paragraph explaining the process of downloading an app and scanning a QR code. At the bottom, there 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.

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.



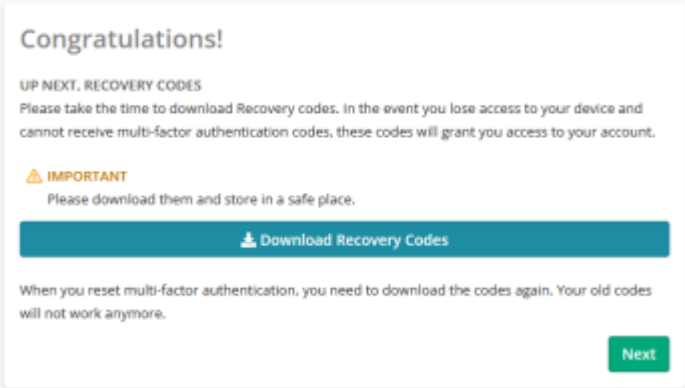
After scanning the QR code, the app will display a six-digit code that you need to enter below. Without a valid code from the application, your Multi-factor Authentication is not enabled.

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.



Congratulations!

UP NEXT, RECOVERY CODES

Please take the time to download Recovery codes. In the event you lose access to your device and cannot receive multi-factor authentication codes, these codes will grant you access to your account.

IMPORTANT

Please download them and store in a safe place.

[Download Recovery Codes](#)

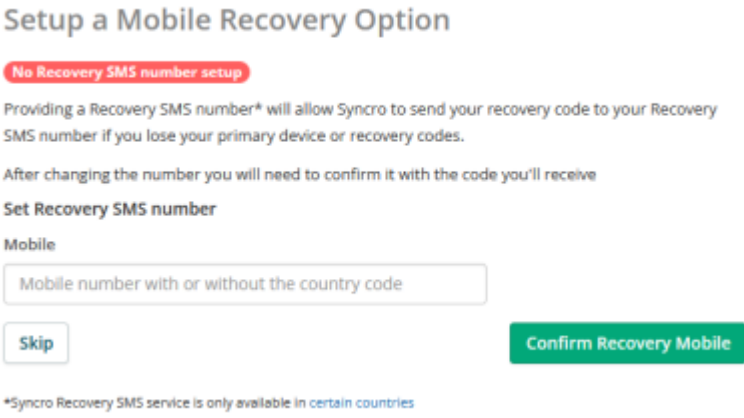
When you reset multi-factor authentication, you need to download the codes again. Your old codes will not work anymore.

[Next](#)

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.



Setup a Mobile Recovery Option

No Recovery SMS number setup

Providing a Recovery SMS number* will allow Syncro to send your recovery code to your Recovery SMS number if you lose your primary device or recovery codes.

After changing the number you will need to confirm it with the code you'll receive

Set Recovery SMS number

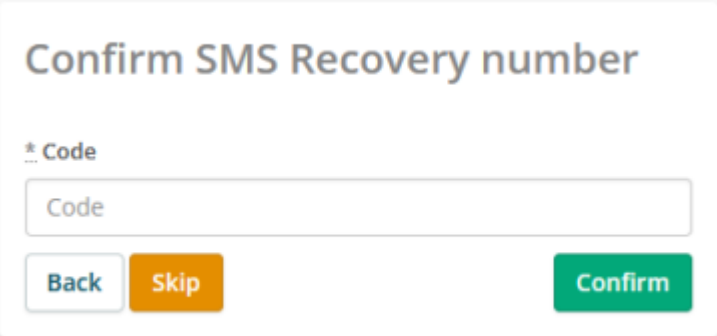
Mobile

Mobile number with or without the country code

[Skip](#) [Confirm Recovery Mobile](#)

*Syncro Recovery SMS service is only available in certain countries

Enter in the Recovery Code and then click the **Confirm** button.



Confirm SMS Recovery number

* Code

Code

[Back](#) [Skip](#) [Confirm](#)

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

View of Payment Options

Manage

Prepay Hours Balance:

\$0.00

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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