



# B3 TECHNOLOGY

Remote Access Guide: Account Setup

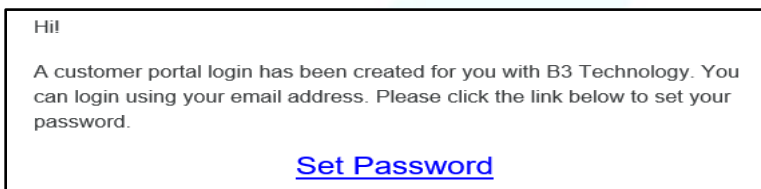


Thank you for trusting B3 Technology with your IT support needs!

Here is your step-by-step guide to creating an account and starting a remote session.  
If you have any questions along the way, give us a call at 641-236-9296.

## Set-Up Your Account: Part 1

1. Request this service activation by contacting the B3 Team. This is a chargeable service.
  - a. To activate your account, B3 will need the following information:
    - i. First and Last Names
    - ii. Full Job Title
    - iii. Direct email address
    - iv. Contact phone number
    - v. Full mailing address
    - vi. Computer name you will be accessing remotely
2. Once B3 has activated your account, you'll receive an email from [account@b3tech.com](mailto:account@b3tech.com) that looks like this:




3. Click "Set Password" and it will take you to this screen:

4. Create a 12-character password that contains lower case, upper case, numbers, and special characters. Click "Finish Registration" when done.

## Set-Up Your Account: Part 2

1. Go to [www.b3tech.com/remote](http://www.b3tech.com/remote)
2. Enter your registered email address and your password. Click “Sign In”



Sign In


Email Address

Password

Sign in

[Forgot your password?](#)

3. The first time you log in, you will be required to setup multi-factor authentication (MFA). This will require that you have an “Authenticator” app on your cell phone.
4. After you have your authenticator app installed on your cell phone, click the “Setup MFA and Access Your Account” and then follow instructions.

**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 Synco's QR code to the app.

Setup MFA and Access Your Account

5. Once you have completed the initial MFA setup, you'll land on this page.

### 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](#)

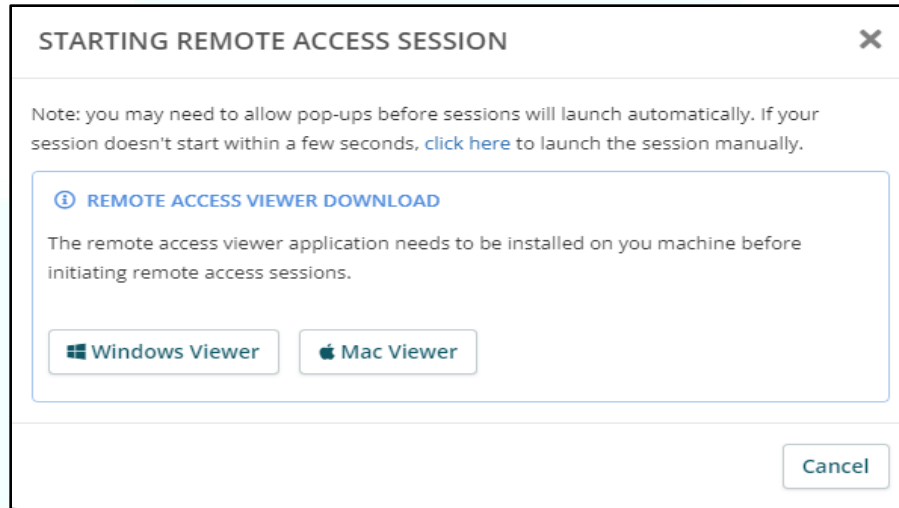
6. Go to your authenticator app to locate your personal MFA code. Type in your code and click “Verify”.
7. After completely logging in, you will be presented with a list of computers that you are authorized to access.

ASSETS <span>View All</span>			
NAME	REMOTE	ASSET SERIAL NUMBER	TYPE
			Syncro Device

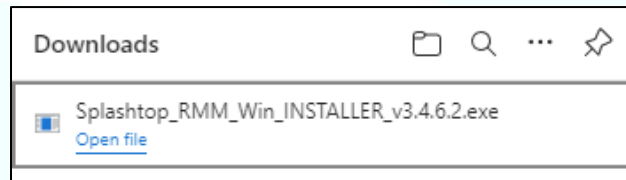
**NOTE:**

If your system is not listed, please contact the B3 Team at either [support@b3tech.com](mailto:support@b3tech.com) or 641-236-9296.

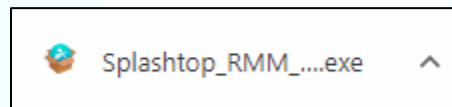
8. To begin your remote session, click on the  icon next to the system you wish to access. The following screen will appear. If you have not already installed the remote viewer, click on the appropriate link related to the operating system you are running on your local computer. If you have already installed the remote viewer, skip to Step 11




9. If your install does not automatically start, go to your downloads and click “Splashtop\_RMM\_Win\_INSTALLER” to manually start the install. Below is what your download will look like depending on which browser you use:
- Microsoft Edge – downloads located at the top right corner

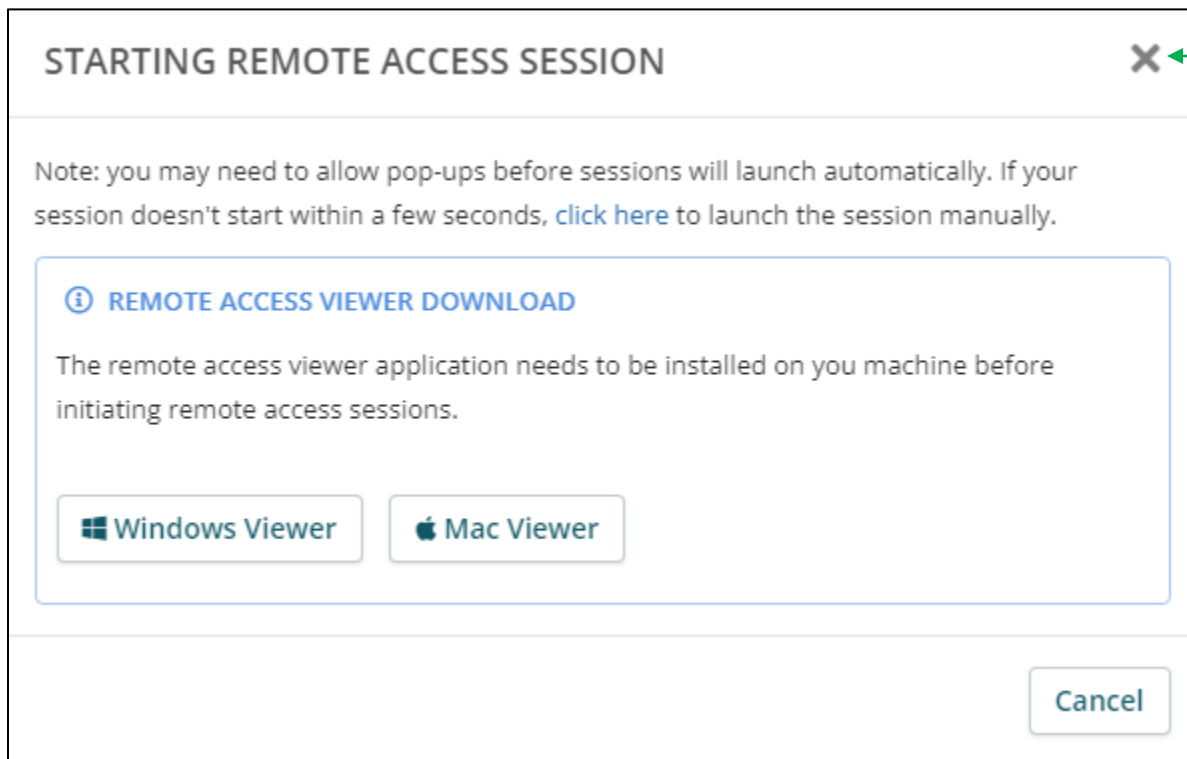



- Google Chrome or Firefox – downloads located at the bottom left corner

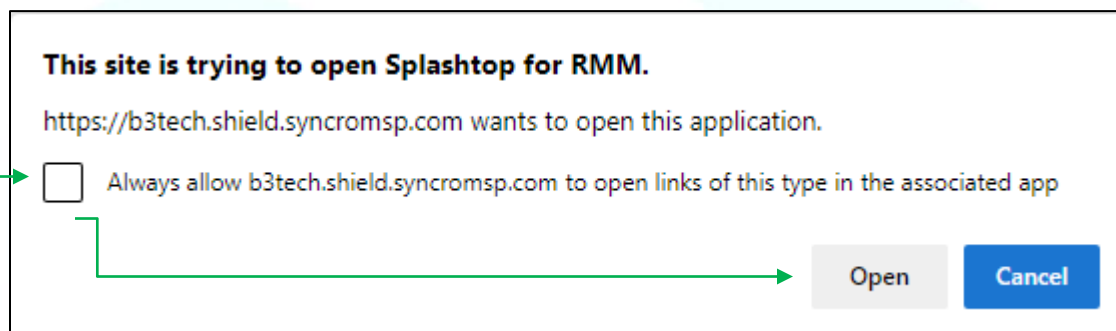


10. Important! You may need to allow pop-ups before sessions will launch automatically.
- To do this, click this icon  in the upper right-hand corner of your browser and follow the prompts to “allow” the pop-ups for this site.

11. After you have installed the remote viewer and allowed pop-ups, close this window:



12. Click  and wait a couple seconds. Your session will either automatically begin OR this window may pop up. If it does, check the box and click open. Your remote session will begin!



**NOTE:**

If you receive any error messages along the way or need any assistance, give us a call at 641-236-9296.