



IN-SYNC

Remote Access Guide v3.2

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Initial Requirements

If you have a work laptop you can skip this step

To be able to access the network externally, please ensure you have the following:

- Sonicwall SMA Agent
 - This can be downloaded here: <http://itsupport.in-syncgroup.com/hc/en-us/articles/360024337932-Sonicwall-SMA-Agent>

Connecting for the first time

The first step is to open Chrome and go to the following site: <https://login.in-syncgroup.services>

Welcome to the IN-SYNC Group Remote login system

Domain

IN-SYNC

NEXT

You then need to ensure the “Domain” is set to “IN-SYNC” before pressing Next

You will then need to put in your Username (firstname.lastname) and your password:

Login Domain: **IN-SYNC**

UserID

Enter username

Password

Enter password

LOGIN

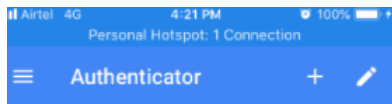
The first time you log in will require bind with the authentication app (required to be installed in mobile device).

Go to App store for iOS users or Play store for Android. Download Authy (if not already installed) or other equivalent 2FA solution (Google/Microsoft Authenticator). Once installed open the app and scan the code.



Scan bar code, once complete bind is done. The app will show a 6-digit code which expires every 30 seconds. *You will be required to use the authentication app each time you login to the Remote Access Portal.*

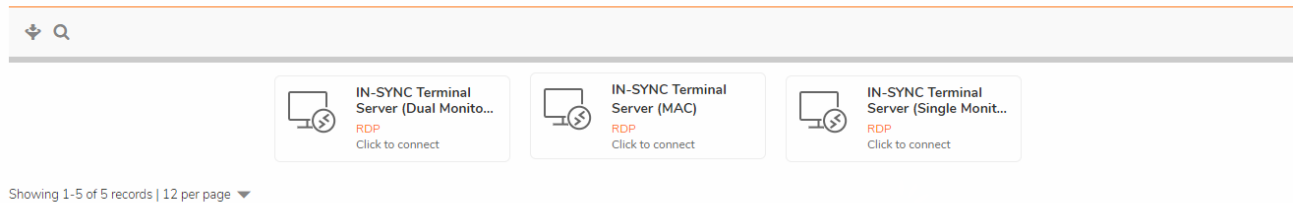
Enter this code in the code field



872 782

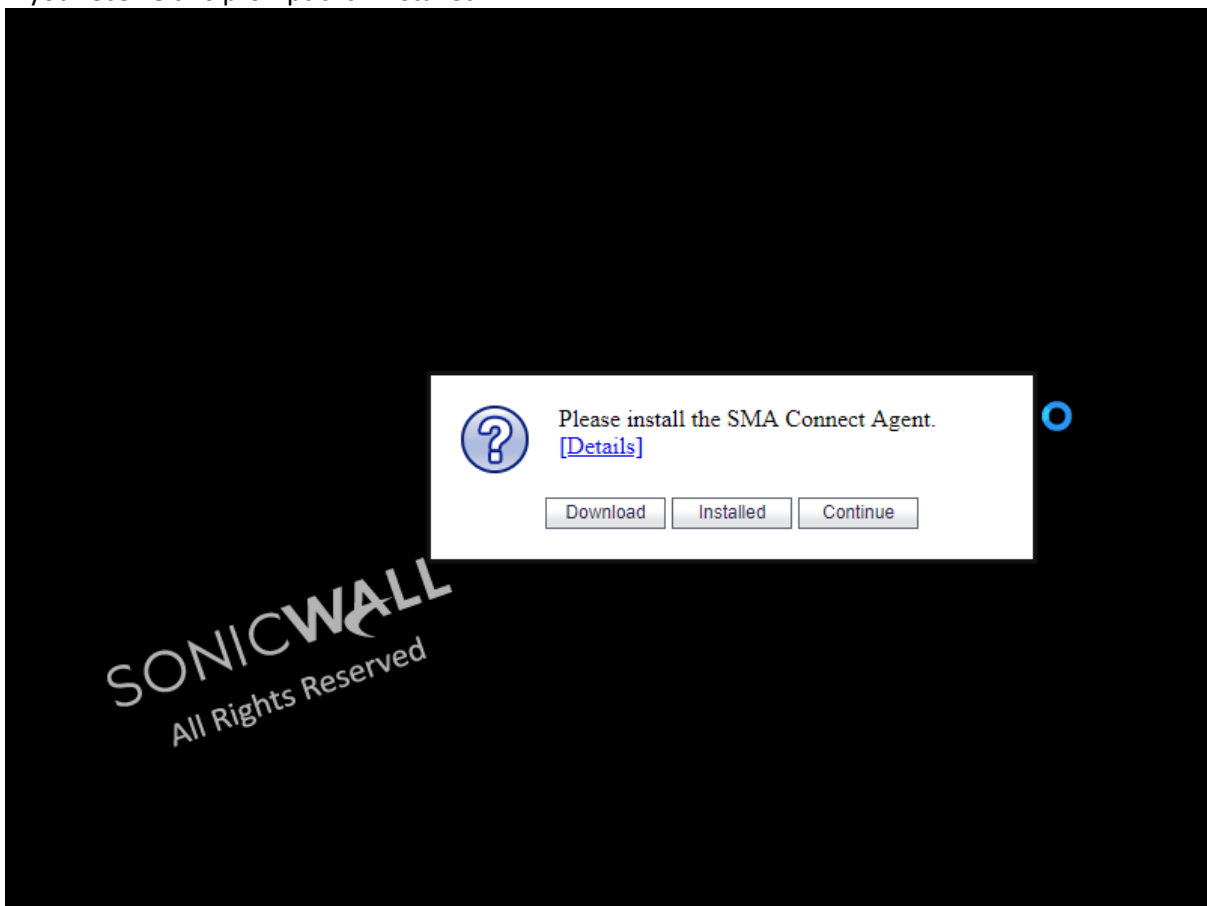
Once logged in you will be shown the following screen.

Welcome to the IN-SYNC Group Remote login system

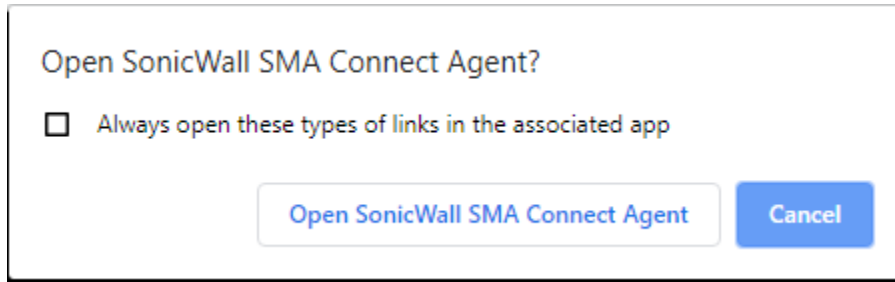


You can select from the Dual Monitor or single monitor option depending on your monitor configuration at home.

If you receive this prompt click Installed

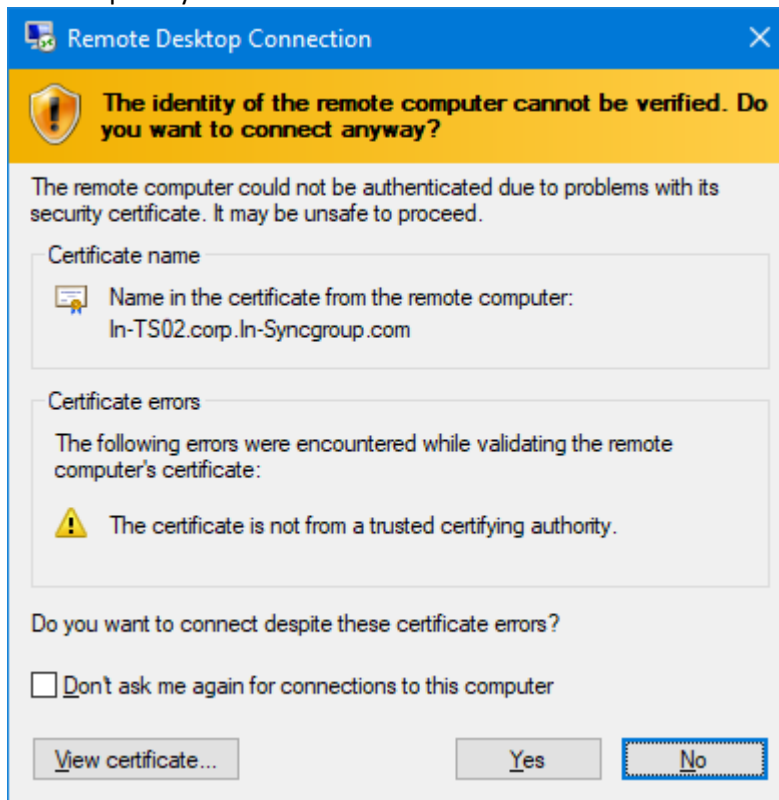


Another prompt may come up as below:

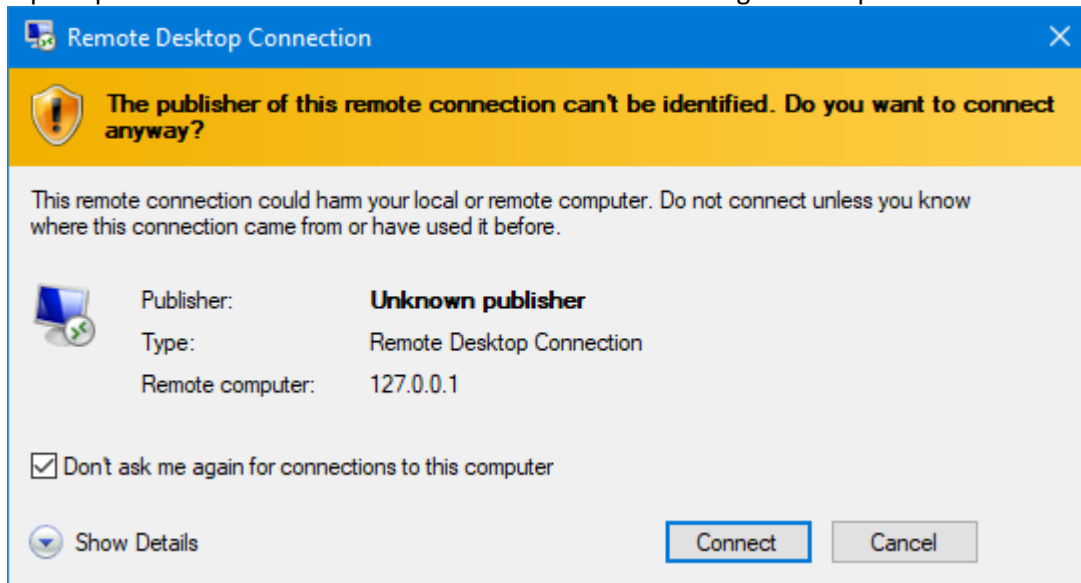


Tick the box for “always open these types of links” and press open

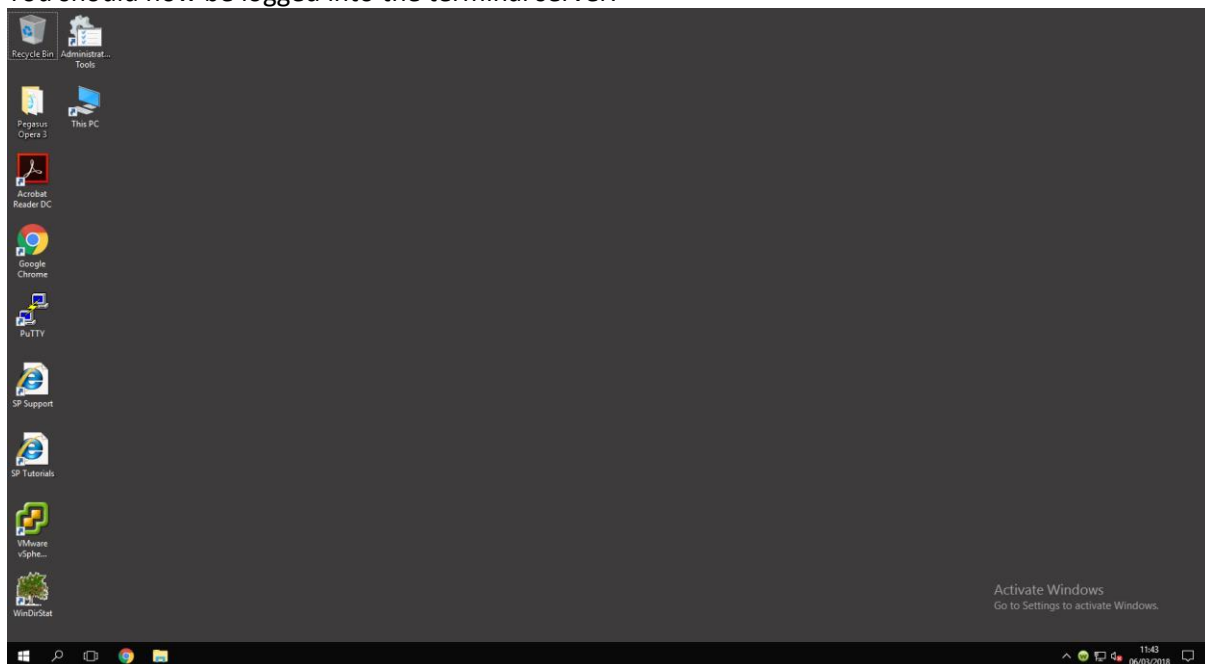
You may see one of the following few pop-ups, if one of these appears tick the don't ask me again box and press yes



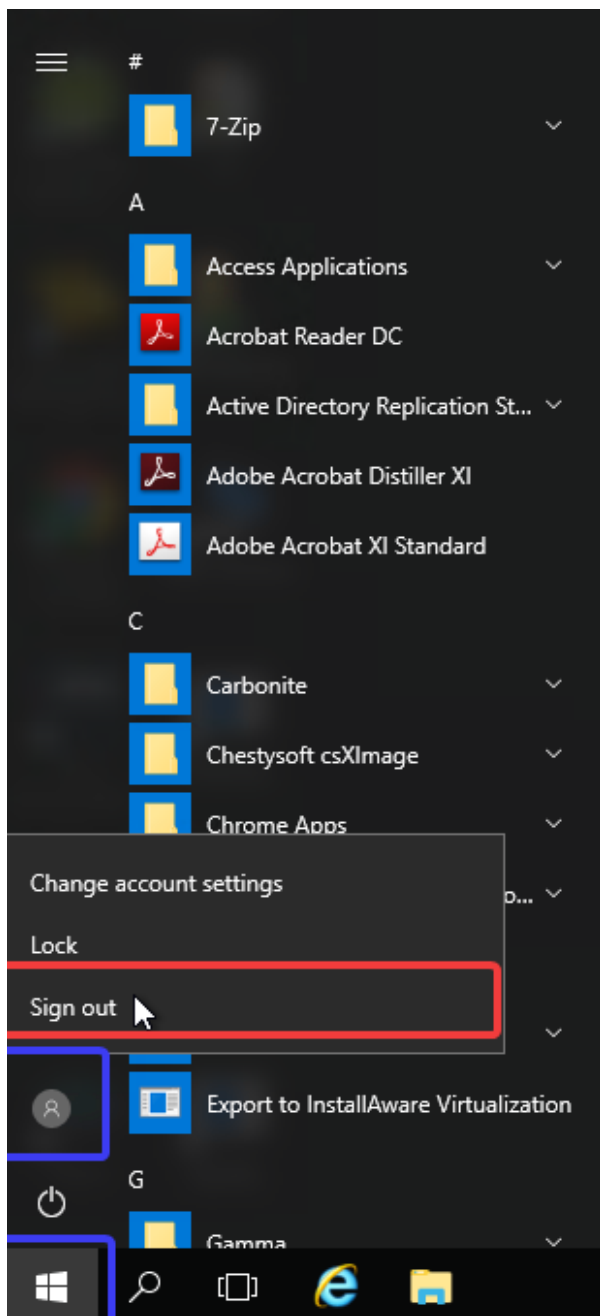
If prompted with the below then tick the box “don’t ask me again” and press connect



You should now be logged into the terminal server.



Please ensure when you finish your remote session that you log off by clicking start then clicking on the user icon (in blue), followed by sign out (in red).



This ensures that you are not left logged on to the server with any work left open.