Synergy Acc2026 - Your First Week: A Learning Path for New Staff

Welcome! This guide gives you a simple reading order for your first week with Synergy Acc2026, plus how to ask for training. Pick the guides that match your job (accounts clerk, cashier or manager). You do not need to read them all.

Before you start

- Find out if your company is under a maintenance contract, because online training by remote session is arranged for contract customers.
- Know which area you need training in (for example accounting, fixed asset, payroll, stock, back-dated POS entry or e-invoice) and how many staff need it.
- Decide if you prefer online or onsite training.
- Check whether the software is already installed on your PC.

Steps

1. Ask for training

Tell Synergy which area and how many staff need training, whether you want online or onsite, and whether the software is already installed. Online training can be arranged by remote session if your company is under a maintenance contract. Onsite training is chargeable, so ask your company's admin for the quote. Prices and contract terms are handled by admin. The support team schedules the sessions.

2. Day 1: Get set up and logged in

Read 'Synergy Acc2026 - Installing or Moving to a New PC' if the software is not on your PC yet. Then read 'Synergy Acc2026 - Logging In and Choosing a Company'. Managers can also read 'Synergy Acc2026 - Permission Groups and User Rights'.

3. Day 2: Learn the daily POS work (cashiers)

Read 'Synergy Acc2026 POS - Payment Types, QR and E-Wallet', then 'Synergy Acc2026 POS - Receipts and Printers', then 'Synergy Acc2026 POS - Returns, Voids and Corrections'.

4. Day 2 or 3: Learn the Synergy Order App (if your shop uses it)

Start with 'Synergy Order App - First Install and Staff Set-up', then 'Synergy Order App - Activating a Device (Basic Mode)' and 'Synergy Order App - Staff PIN Sign-in'. Restaurants then read 'Synergy Order App - Restaurant (F&B) Set-up' and 'Synergy Order App - Taking an Order in a Restaurant'. Retail shops read 'Synergy Order App - Retail Set-up' and 'Synergy Order App - Retail Till: Scan, Pay, Receipt'. Everyone can then read 'Synergy Order App - Taking Payment', 'Synergy Order App - Connecting a Network Receipt Printer' and 'Synergy Order App - Back Office Quick Start'.

5. Day 3 and 4: Learn e-invoice (accounts clerks and managers)

Read in this order: 'Synergy Acc2026 - Starting E-Invoice (MyInvois)', 'Synergy Acc2026 - Submitting E-Invoices (Step 1 and Step 2)', 'Synergy Acc2026 - A Customer Asks for an E-Invoice', 'Synergy

Acc2026 - Monthly Consolidated E-Invoice', and 'Synergy Acc2026 - Self-Billed E-Invoice for Suppliers'. Then read 'Synergy Acc2026 - Changing or Cancelling an E-Invoice'.

6. Day 5: Protect your data and close the month

Read 'Synergy Acc2026 - Backing Up Your Data', then 'Synergy Acc2026 - Month-End Checklist'. Managers can also read 'Synergy Acc2026 - Updating the Program', 'Synergy Acc2026 - Licence: Changes and Problems' and 'Synergy Acc2026 - Setting Up a Branch, Outlet or Second Counter'.

Tips

- For purchase training, a video tutorial is available that starts from a PO converted to Invoice Received.
- For payroll, assign each worker's SOCSO rate first. The system then calculates EPF and SOCSO automatically. A payroll session takes about one hour (to be reconfirmed when you book).
- For fixed asset training, you are guided through Add Items and adding a financial year. Maximising the window is advised.
- For stock entry and back-dated POS sales, you can be taught stock entry first, sent a video, then called again for back-dating.
- Training is often needed when staff change and there was no hand-over, so ask early.

Common problems

Cannot connect or cannot log in

Read 'Synergy Acc2026 - Cannot Connect or Cannot Log In: What to Check'.

Need to get data back

Read 'Synergy Acc2026 - Restoring a Backup'.

An e-invoice was rejected or is invalid

Read 'Synergy Acc2026 - E-Invoice Rejected or Invalid: What to Check'.

Forgot the Back Office PIN

Read 'Synergy Order App - Forgot the Back Office PIN'.

Need help from Synergy that you cannot solve yourself

Read 'Synergy Acc2026 - Getting Remote Help from Synergy Support'.

Need to know the price of training or whether it is covered by your contract

Ask your company's admin.

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