Synergy Acc2026 - Forgot the Admin ID or Password

This guide is for when a new owner or staff member does not know the admin login because the previous person left, or a branch PC has lost its admin access. Try the checks in order. If you are still locked out, only Synergy can help, and the guide says what to have ready.

Before you start

- Which PC or branch cannot log in as admin.
- Whether any user ID has ever been set up on that PC.
- Who can confirm that you are the owner of the company.

Steps

1. Ask the previous admin or the owner

Ask the previous admin or the owner for the login first. Many lockouts end here, because the person who set it up still knows it.

2. Check whether any user ID was ever set up

If no user ID has been set up yet, just click OK on the log-in screen to enter the program.

3. Try the default ID and password

If the admin login was never changed, the default ID and password may still work.

4. Still locked out? Contact Synergy

Only Synergy can help with a lost admin login, through a remote session, with the owner's confirmation. An admin letter may be needed. Have ready: the owner's confirmation, the PC that is locked out switched on, and the remote access ID of that PC.

5. Change the admin ID and password at once

After you are in, go to Main > Application Security > User, select admin and change the ID and password. Write the new login down and keep it with the owner.

6. Repeat for each branch PC

Each branch PC has its own user setup, so a branch admin login is not controlled from head office. Check and change it on each branch PC that needs it.

Tips

- To create login IDs for staff, read the guide "Synergy Acc2026 - User Login Accounts".
- If the problem is not the admin login, read the guide "Synergy Acc2026 - What To Do When You Cannot Log In".
- After a PC change, check that you still know the admin login on that PC, especially at a branch.

Common problems

I want to change the admin password but I do not know the current one.

Try the default login, or ask the former staff member. Synergy cannot change the admin login without the owner's confirmation.

We lost admin access to the branch after changing the PC.

Each branch PC has its own user setup. Contact Synergy with the owner's confirmation and have the branch PC ready.

Draft: written from Synergy's support notes (checked by AI against the program), not yet reviewed by Synergy staff.