Synergy Acc2026 - Getting Remote Help from Synergy Support

Sometimes Synergy support needs to work on your PC remotely, or you may work on the main PC from a laptop through remote desktop. This guide covers what to prepare, how a session works, the remote user limit, where your saved or exported files go, the Windows 11 warning, and what to do if the problem is not Synergy.

Before you start

- Make sure the main PC at head office is switched on and connected to the internet.
- Have the remote access ID of the main PC ready. Read it from the main PC itself, not from a remote session you are already in.
- For a new or reformatted laptop, have the remote IDs of both the main PC and the laptop ready. Keep both PCs on and the laptop on its charger.
- If you see an error, have a screenshot of it ready. For a slow or hard-to-repeat problem, a short video also helps.
- Be ready for a remote session on the affected PC.

Steps

1. Check the main PC is on

Make sure the main PC at head office (not a client PC) is switched on and online. Restart it if the connection fails.

2. Give the remote ID from the main PC

Read the remote ID from the main PC itself, not from a remote session you are already in, and give it to support.

3. Accept the connection

When support connects, accept the connection and approve the "Request elevation".

4. Expect the Windows 11 warning

On Windows 11 a security warning can appear each time a session starts. This is how Windows 11 works and it cannot be removed. In the remote options, tick only the Printer option. The other four are optional.

5. Printing from a remote session

To print from the remote session, tick only the Printer option and choose the printer marked (redirect).

6. Check the remote user limit

Only a limited number of remote users can connect at the same time. One remote licence means one remote user at a time. If the error says remote users are full, close the other PCs connected remotely. If you are still stuck, restart the main PC.

7. Log in as a remote user

Use the remote user ID to log in. The password is the same as the user ID. Tick Remember me before you click OK.

8. Find files saved by the software

Over remote desktop, files saved by the software are stored on the main PC, not on your laptop. In the remote window, look in the C drive of the main PC.

9. Find exported files on your own PC

Save or export the file into the designated export folder in the remote session. On your own PC, open the C drive and then the folder "Synergy Files" to find it.

10. Save to your own laptop

When exporting, you can choose 'C on DESKTOP' (your own PC) as the save location.

11. If you cannot copy a file to your own PC

Save the file into a folder on the remote PC's C drive, then move the file from that folder.

12. Save a report from a remote PC

Click Print, keep the form open, then click Preview and then Export. Save to a folder and transfer it, or save to a cloud drive.

Tips

- Only one remote user can connect at a time on one remote licence. To allow more users at the same time, add user licences by quotation through sales.
- The remote licence stays activated unless the computer is changed. A trial licence can expire.
- Scanning from a printer is set up in the printer itself. Ask your IT person or the printer vendor.
- A far client PC connecting to another branch's main PC over ZeroTier is not recommended. It can be unstable, slow or hang.
- If the exported Excel file does not work properly over remote desktop, ask support.
- If the problem is not Synergy: if letters trigger shortcuts (J starts a download, P prints), a Ctrl key may be stuck, so press the left and right Ctrl keys a few times.
- If Excel will not insert rows or is slow, copy only the real data range (not Ctrl+A) into a new blank workbook. If the PC still lags, check the RAM; 16GB was recommended.
- A window that seems gone may only be minimised. Click it in the taskbar to restore it.
- A Microsoft Access file that will not open may simply be incompatible.

Common problems

Cannot connect remotely to the main PC

Check the main PC is on and online, and restart it if needed. Check that the ID came from the main PC and that no one else is already connected remotely. Look at System Audit in the remote tool (ServerLink) and read the error shown.

ZeroTier is connected but the main PC cannot be reached

Check ZeroTier shows connected and the device is authorised. Check the adapter has a proper IP (not 169.254). Update ZeroTier to the latest version, and make sure the firewall or antivirus is not blocking it.

The software says the user limit is exceeded, or remote users are full

Make sure other remote users have logged out and close the other PCs connected remotely. If the count looks wrong, a stuck session may be counted as a user. Contact Synergy support and have the remote access IDs of the main PC and the client PC ready, then reopen the software afterwards.

A branch main PC cannot sync

Check the head office ZeroTier is running, then close and reopen the software.

Saved PDFs or the Synergy folder seem to be gone

Over remote desktop, files are stored on the main PC. Look in the C drive of the main PC, or look in the "Synergy Files" folder on the C drive of your own PC.

New or reformatted laptop cannot connect

Contact Synergy support. They reinstall the remote app and client by remote session. Have the main PC and laptop remote IDs ready, keep both PCs on, and keep the laptop on its charger.

An error pop-up keeps appearing or the program freezes

Note the exact error text or take a screenshot. Close the software, open it again and log in again. If a pop-up keeps coming after a wrong click on Kitchen Display, click OK until it stops, then close and reopen the software. If it still appears, contact Synergy support and be ready for a remote session on that PC. If the problem comes back, tell support.

The whole outlet or several PCs cannot open the system

Contact Synergy support.

The Windows 11 security warning appears every time

This cannot be removed. Tick only the Printer option in the remote options. If you are unsure, send support a screenshot of the warning.

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