# Synergy Web - Setting the E-mail Address on a Synergy User for Sign-in Codes

The first time a browser opens your Synergy Web address (for example https://yourcompany.softonline.org), it asks for an e-mail address and sends a code to it. The code is sent only to an e-mail address that is saved on an **active Synergy user** of that company. This guide shows where to type the address in Synergy, and how the code is then used to sign in.

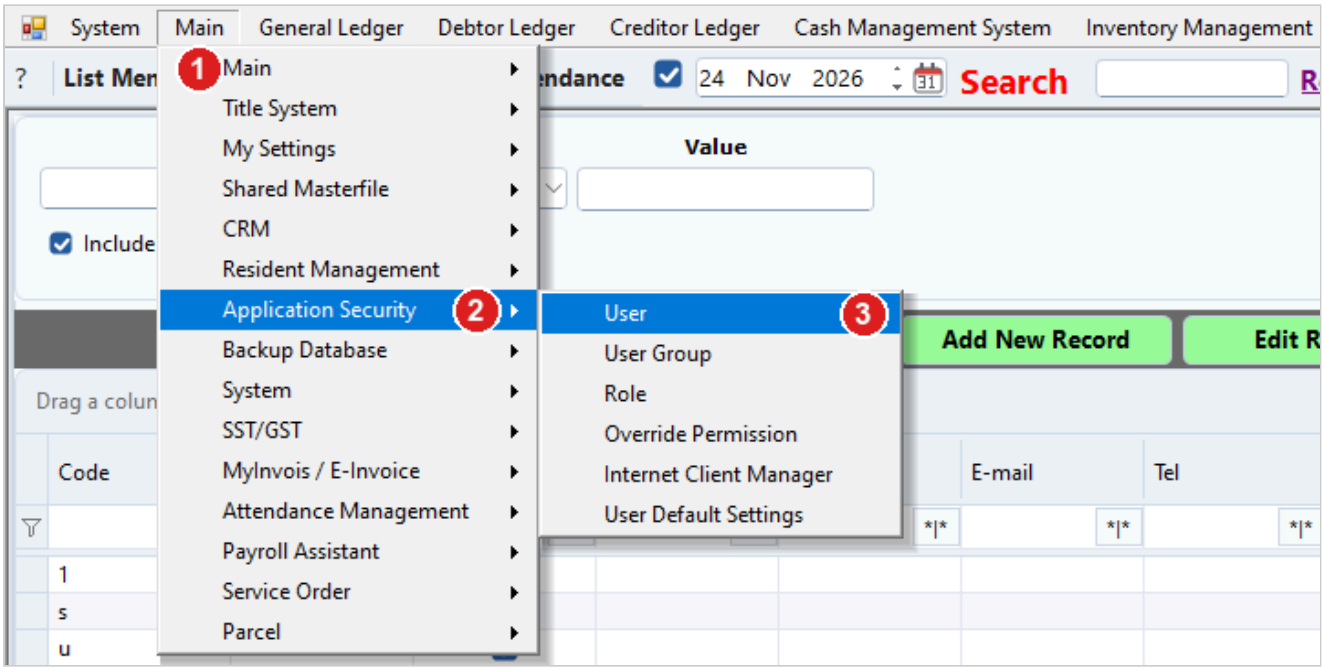
## Before you start

- Sign in to Synergy (the desktop program) as an administrator, in the company the user belongs to.
- When you have more than one company, and each company has its own web address, save the e-mail on a user in **that** company. Each address checks only its own company's users.
- An e-mail address the user can open now.

## Part 1 - Save the e-mail on the user in Synergy

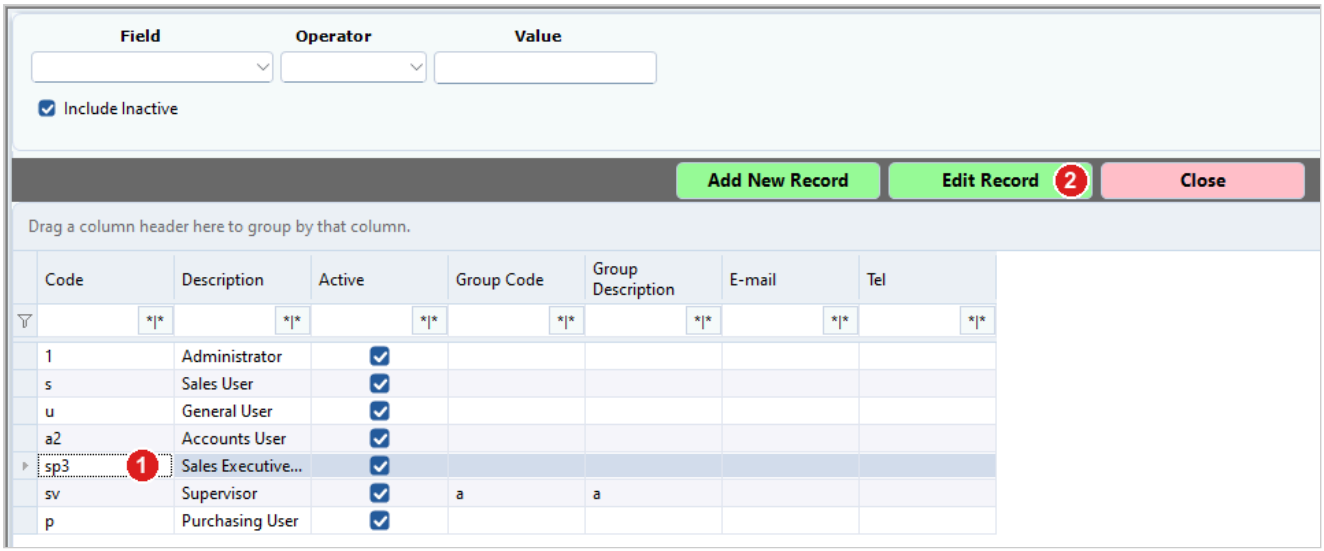
### 1. Open the User list

On the menu bar click **Main** (1), then **Application Security** (2), then **User** (3).



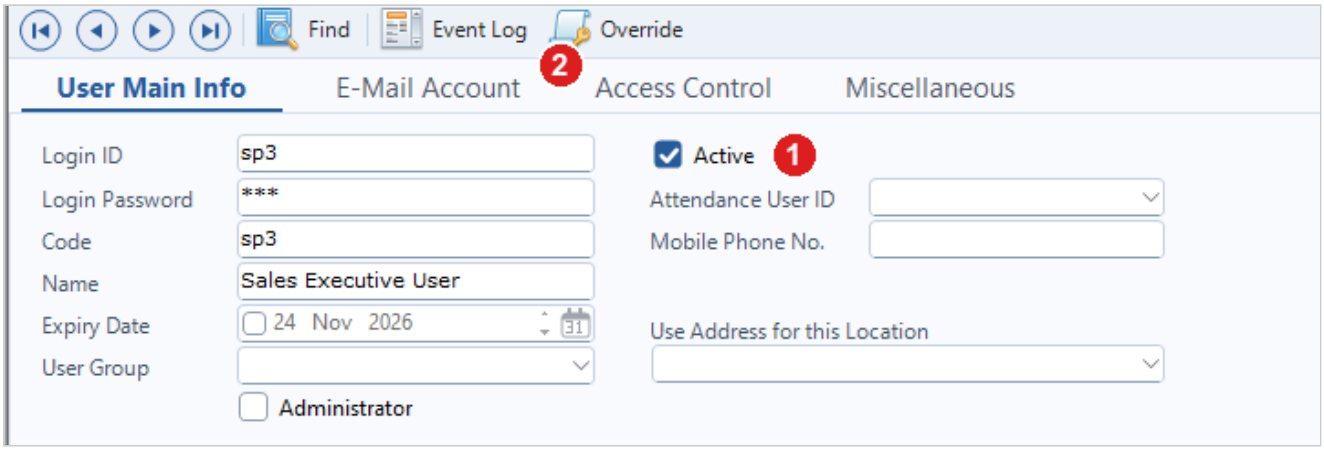

### 2. Open the user

Click the user in the list (1) and click **Edit Record** (2). You can also double-click the user. The list has an E-mail column, so you can see which users already have one.



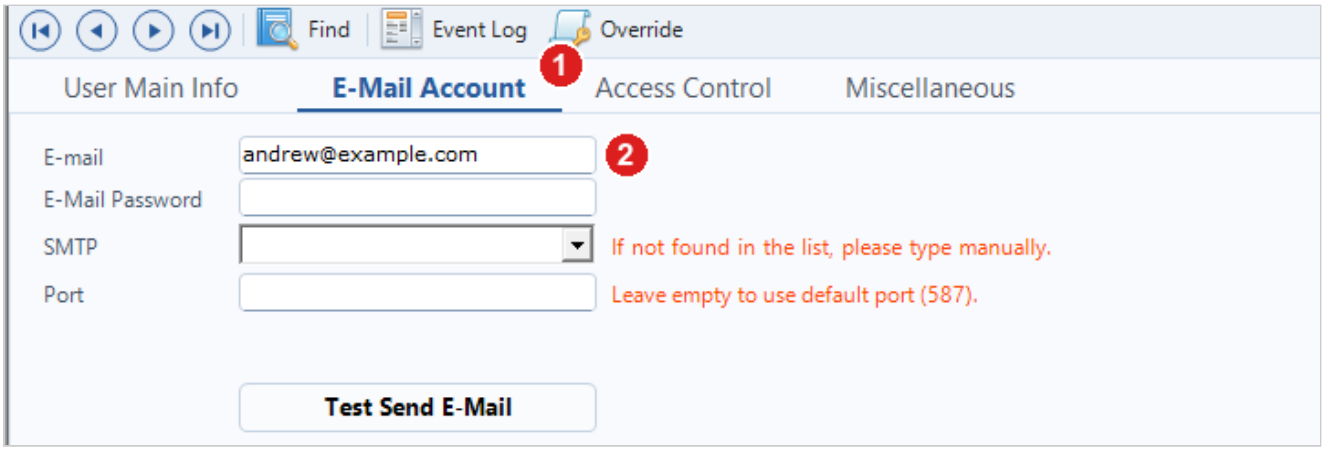

## 3. Check that the user is active

On the **User Main Info** tab, **Active** must be ticked (1). Inactive users never get a code. Then click the **E-Mail Account** tab (2).




## 4. Type the e-mail address

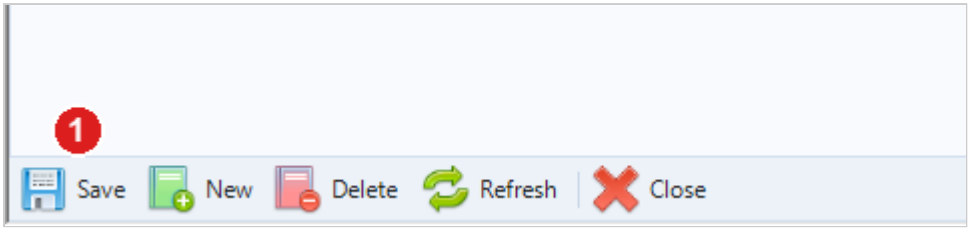
On the **E-Mail Account** tab (1), type the user's address in **E-mail** (2), for example `andrew@yourcompany.com`.




E-Mail Password, SMTP and Port on this tab are only for sending documents by e-mail from the desktop program. Sign-in codes don't need them: leave them as they are.

### 5. Save

Click **Save** (1) at the bottom of the screen.

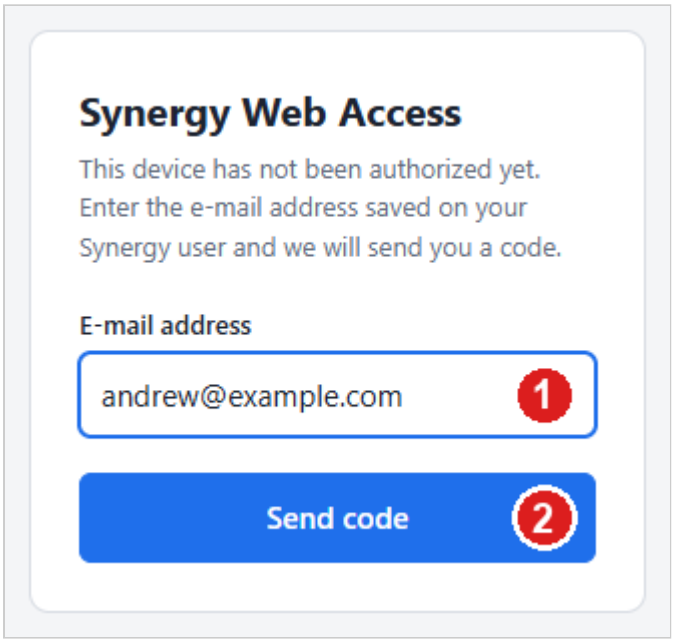



The website reads the address straight from Synergy: there is nothing to restart. Do the same for every user who will sign in to Synergy Web from outside the office.

## Part 2 - Authorize the browser with the code

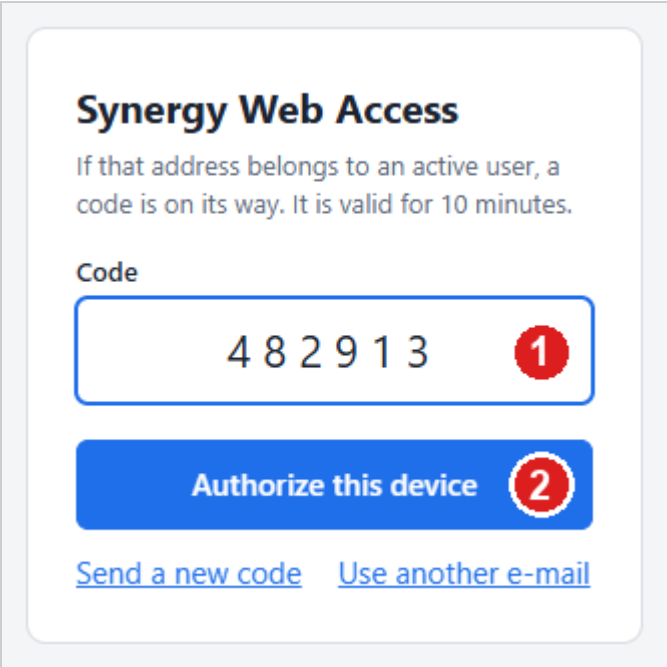
### 6. Ask for the code

Open your Synergy Web address. If the page says this device has not been authorized yet, type the e-mail address you saved in step 4 (1) and click **Send code** (2).



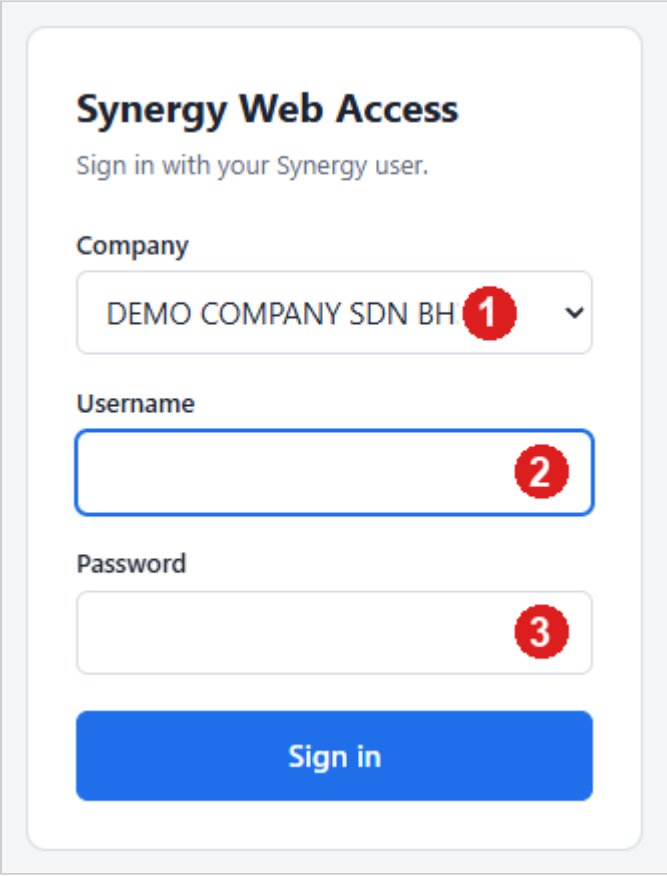

### 7. Type the code

Open the e-mail "Your Synergy Web Access code", type the code in **Code** (1) and click **Authorize this device** (2). The page says how many minutes the code is valid.




## 8. Sign in

Choose the **Company** (1), type your Synergy **Username** (2) and **Password** (3) and click **Sign in**. This browser stays authorized, so next time only this step is needed.




## Tips

- Once a browser is authorized, any Synergy user can sign in on it. The e-mail only proves the browser belongs to someone in your company.
- The codes come from Synergy's mailbox unless your website has its own mail account. To send them from your own Gmail, see the guide "Sending Sign-in Codes From Your Own Gmail (Google

App Password)".

## Common problems

### "Send code" works but no e-mail arrives.

The page gives the same answer for every address, so it does not tell you when the address is unknown. Check:

- The address is typed exactly the same in Synergy (step 4) and on the web page.
- The user is **Active** (step 3).
- The user is in the company of the web address you opened. With two companies on two addresses, a user in company A does not get codes for company B's address.
- Look in the spam or junk folder.

### The code is refused.

Codes expire after a few minutes. Click **Send a new code** and type the code from the newest e-mail.

### Several users share one office e-mail.

That works: save it on one active user, and whoever opens that mailbox can authorize the office browsers.

*Synergy Web Access (customer website) - Guide date 2026-11-24.*