



User Guide

Your guide to getting started on Synco





User Guide

Need Help?

support@teamsynco.com

(866) 921-4517

USER GUIDE

Logging In

Getting started with the mobile and web app



- Download the app via the iPhone App Store or the Google Play Store by searching “Synco”
- Navigate to app.teamsynco.com to log in on your computer



1

Get Access Code
Enter your phone number or work email address

2

Enter Code to Login
Enter the 6-digit two-factor authentication code sent to you via text or email

3

Turn Notifications On
You'll want to receive notifications of incoming messages and messages you are mentioned in.



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Guide to Your Synco Inbox

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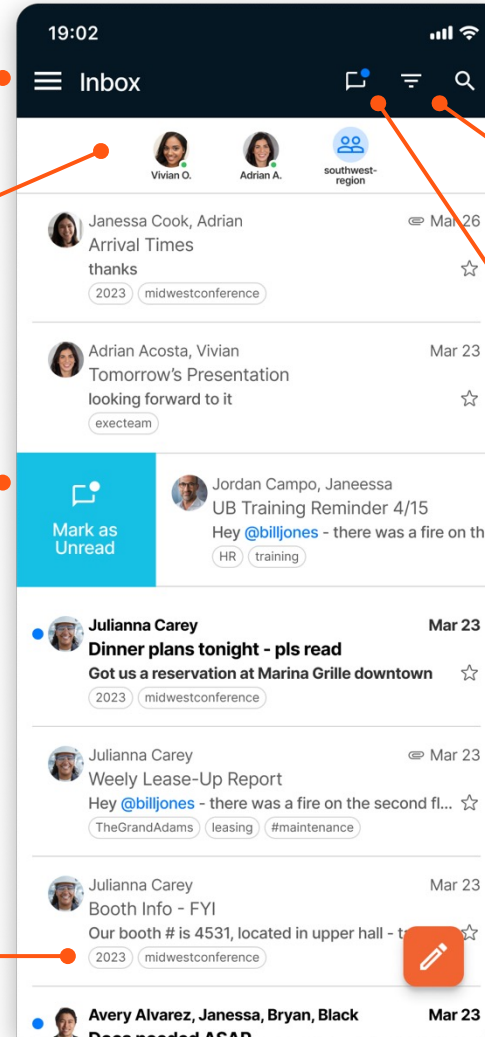
Menu Button
Use the top left Menu Button to expand the Navigation Bar

Starred Contacts
Your Starred Contacts & Groups appear at the top of your Inbox

Mark as Unread
Swipe right to toggle a conversation to "read" or "unread"

Unread conversations
Unread conversations are shown bolded until read

Tags
Each conversation shows the Tags used



Search
Click to search conversations by any text string, Tag, Group, or user

Filter
Click to filter conversations and messages by date, Tag, sender, etc.

View Unread
Click to show only unread messages

Star a Conversation
Click the star to bookmark a conversation, and access it via Starred on the navigation bar

Compose Message
Use the orange button to compose a new message



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Guide to Your Navigation Bar

Starred Conversations

Conversations that have been starred

Sent

View a list of messages sent by you

All Conversations

View All Conversations, even those you've removed from Inbox

Contacts

View your organization's Contact directory of individuals & Groups

My Groups

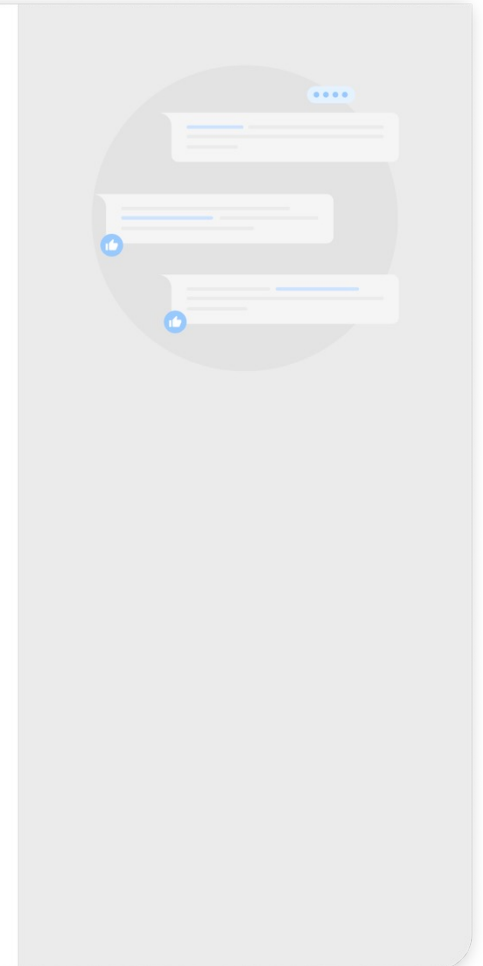
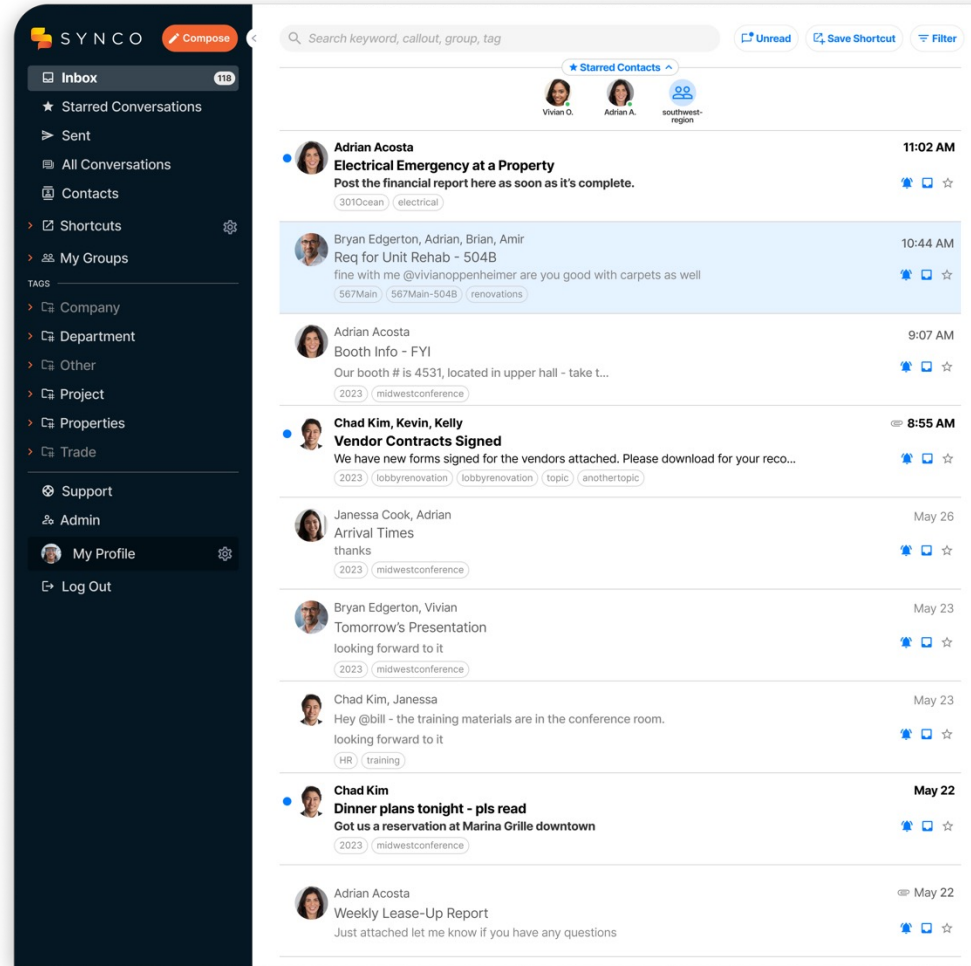
See the Groups you're a member of

Tags

View and expand Tag folders and tagged conversations

My Profile

View your Synco profile and set notification preferences for Groups





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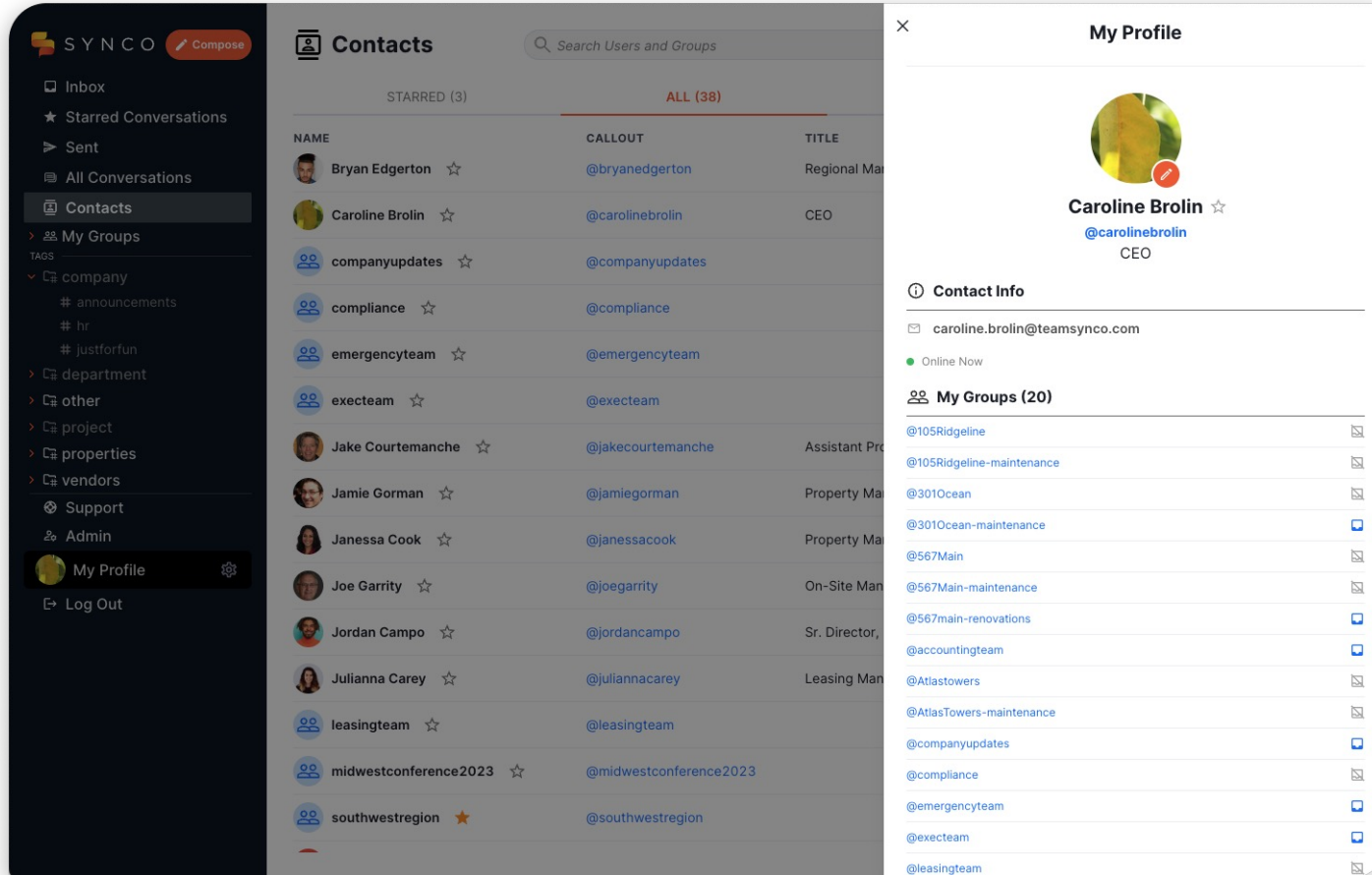
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Delivery vs. Drop-In Access: Groups

View the Groups you're a member of and update notification settings





My Groups

See a list of Groups that you are a member of

Notifications

Turn the "inbox toggle" on or off for your Groups

 New conversations for this Group sent to your Inbox/ you receive push notifications

 Conversations not sent to Inbox and no push notifications are sent



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Delivery vs. Drop-In Access: Conversations

You can also customize settings at the conversation level



Mute:

- To mute a conversation that you're a part of, toggle off the bell icon at the top of the conversation.
- When the bell is toggled off, you will not receive notifications for that conversation.



Remove from Inbox:

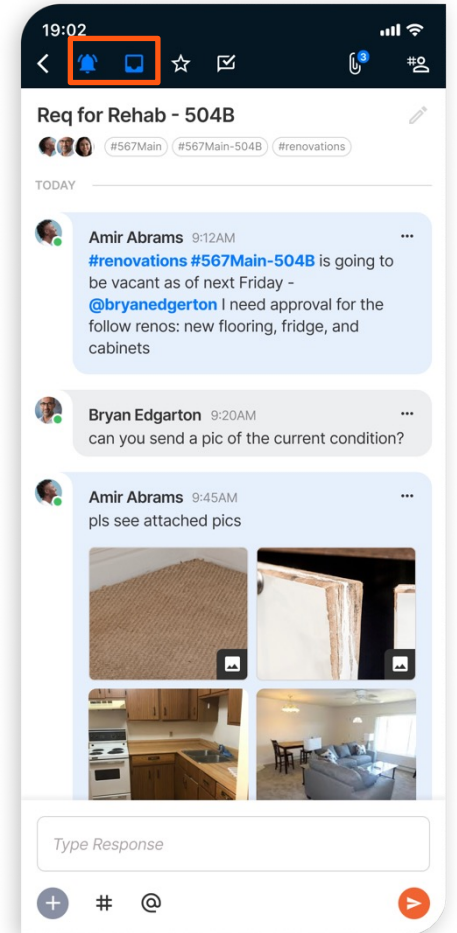
- To remove a conversation from your Inbox, toggle off the Inbox icon.
- The conversation is still searchable and will appear in All Messages.
- To bring a conversation into your Inbox, toggle on the Inbox icon.

Note: If you are called out via the @ symbol in a conversation you have muted or removed from your inbox, the new message you are called out in will appear in inbox and push notification is sent.

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Viewing Conversations: Mobile

How to start and participate in conversations in Synco

Preview

View people called out on the conversation and any Groups/Tags included

Tags

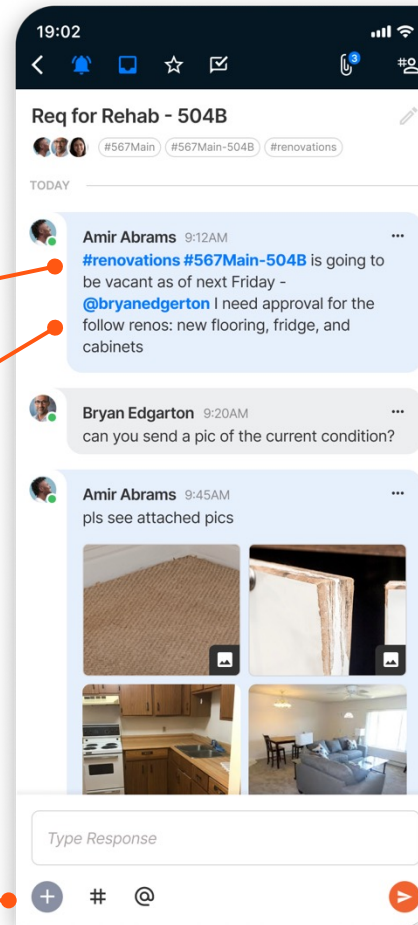
See tags that the conversation has been tagged with

Callout

Use the @ symbol to call out a Group or individual team member

Add to Reply

- + Attach images, GIFs, videos and files
- # Add Tags
- @ Add a callout of a team member



Conversation Actions

- 🔔 Mute On/Off
- 📁 Inbox/Not in Inbox
- ★ Star
- 📧 Mark Read/Unread
- 📎 Files & Attachments
- 👤 Conversation Info

Edit Subject

Edit the conversation subject

Message Options

- Click the three horizontal dots to:
- Add a reaction
 - View who's seen and not seen message
 - If you're the sender, edit or delete message

Reply to Conversation

Enter a reply here to respond in the conversation

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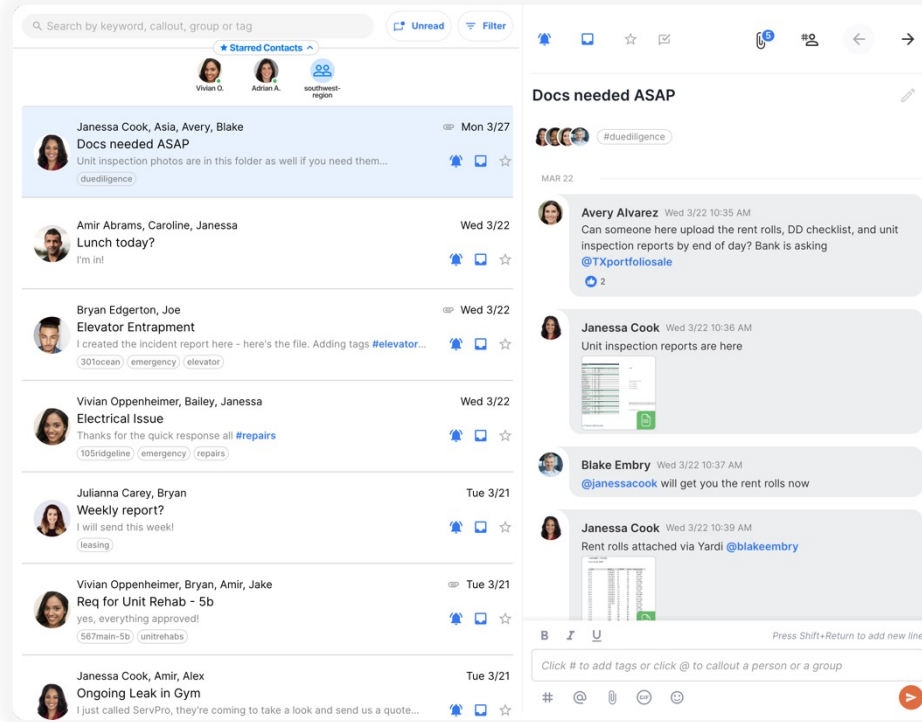


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Viewing Conversations: Web

How to start and participate in conversations in Synco

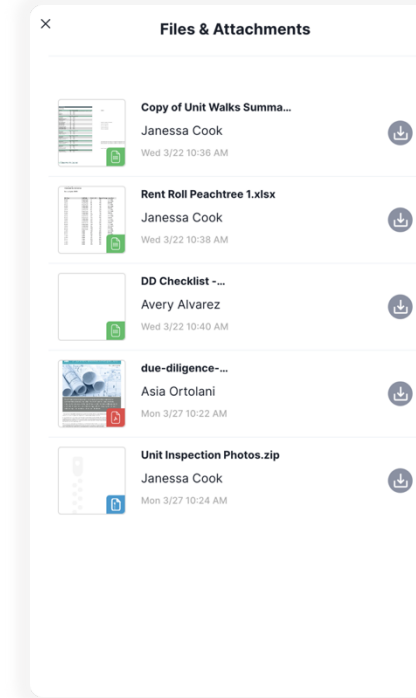


Inbox Conversation List

Select a conversation to view messages and details

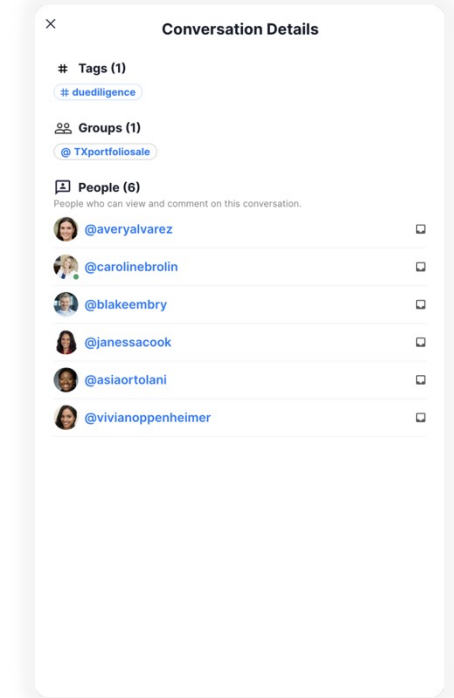
Conversation Actions

- Mute On/Off
- Inbox/Not in Inbox
- Star
- Mark Unread/read
- Files & Attachments
- Conversation Info



Files & Attachments

View a list of all file attachments in the conversation



Conversation Info

View all Groups and people who can view the conversation and if they have notifications on/off

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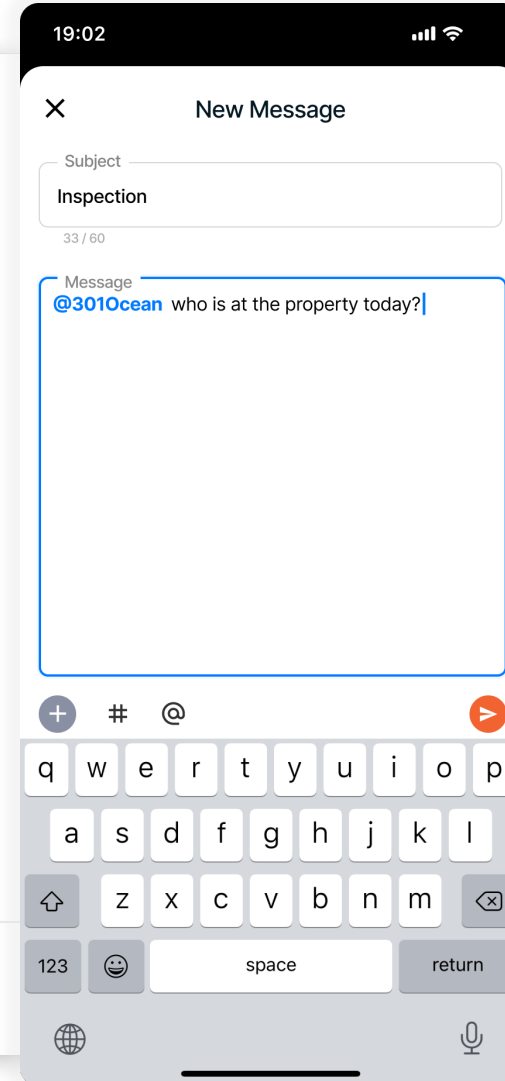
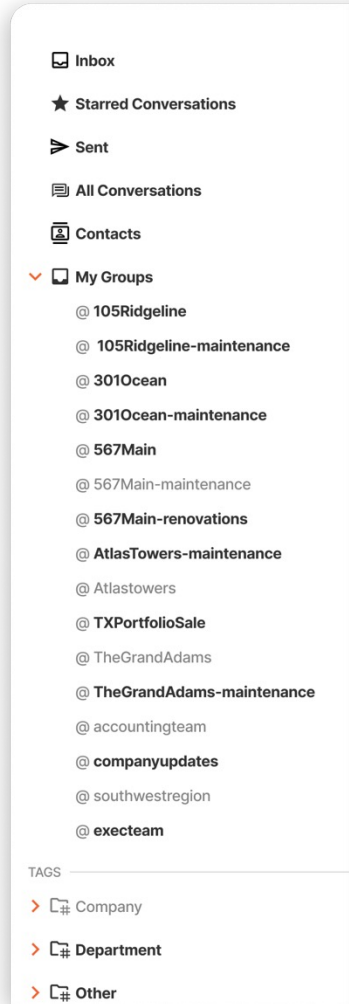
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Using Groups & Tags

My Groups

- Groups will appear bold when there are conversations that you haven't read yet
- Click on a Group to filter the Inbox to all conversations including that Group



Composing a message to a Group

Use the @ symbol to callout a Group and start a conversation with its members



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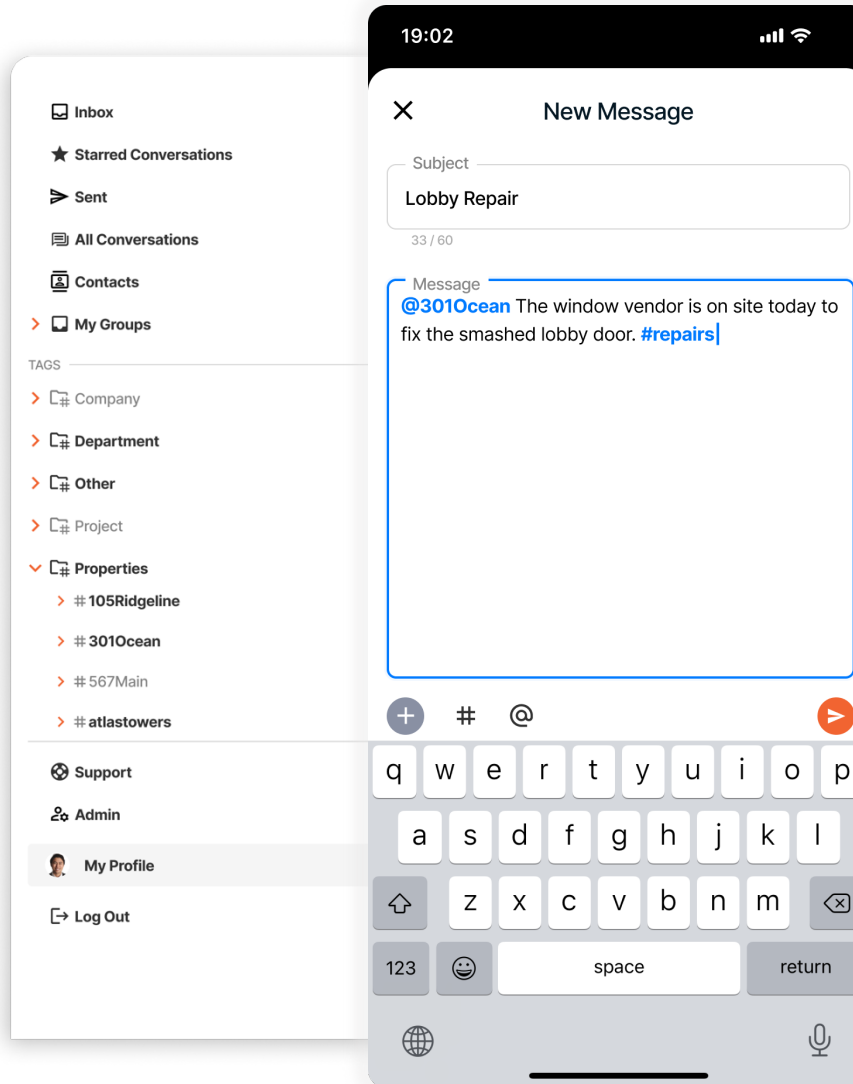
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Using Groups & Tags

Tags

- Expand the folders to view Tags in each category
- Click on a Tag to filter the Inbox to all conversations including that Tag



Tagging a message

- Use the # symbol to bring up the Tag picklist, and add a Tag to a message
- Once one team member has tagged a conversation, it will be tagged for everyone



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Starring Groups & Contacts

The top screenshot shows the 'Contacts' section with a search bar and tabs for 'STARRED (0)', 'ALL (38)', 'USERS (18)', and 'GROUPS (20)'. Below the tabs is a circular graphic with stars and a call to action: 'Star Your Favorites! Starred users and groups are listed here and appear at the top of the Inbox.'

The bottom screenshot shows a detailed list of starred contacts. A red dashed arrow points from the 'southwestregion' group in this list to the mobile app inbox screenshot on the right.

NAME	CALLOUT	TITLE	LOCATION	LAST ACTIVE
execteam	@execteam			
Jake Courtemanche	@jakecourtemanche	Assistant Property Manager		Thu 5/18 4:29 PM
Jamie Gorman	@jamiegorman	Property Manager		Mon 3/27 12:17 PM
Janessa Cook	@janessacook	Property Manager		Sun 2:35 PM
Joe Garrity	@joegarrity	On-Site Manager		Tue 3/28 10:04 AM
Jordan Campo	@jordancampo	Sr. Director, Leasing		Mon 3/27 3:04 PM
Juliana Carey	@julianacarey	Leasing Manager		Thu 5/18 4:36 PM
leasingteam	@leasingteam			
midwestconference2023	@midwestconference2023			
southwestregion	@southwestregion			
Test tester	@test	CEO	At Home	
TheGrandAdams	@TheGrandAdams			
TheGrandAdams-maintenance	@TheGrandAdams-maintenance			
TXportfoliosale	@TXportfoliosale			
Vivian Oppenheimer	@vivianoppenheimer	VP of Operations		Thu 5/18 4:31 PM

Editing Starred Contacts

- To star a contact, click Contacts on the left-hand nav and highlight the star on a Group or individual
- To remove a starred contact, simply un-highlight the star

The mobile app inbox shows a list of messages. At the top, there is an expandable bar for 'Inbox' containing three items: 'Jenessa Cook, Adrian Arrival Times thanks', 'Adrian Acosta, Vivian Tomorrow's Presentation looking forward to it', and 'Jordan Campo, Janeessa UB Training Reminder 4/15 Hey @billjones - there was a fire on the second fl...'. Below this bar are several other messages, including one from 'Juliana Carey' about dinner plans and another about a booth info. A red dashed arrow points from the 'southwestregion' group in the desktop screenshot to the top of the mobile app inbox.

Starred Contacts in Inbox

Your Starred Contacts will appear in an expandable bar at the top of your inbox on web and mobile app

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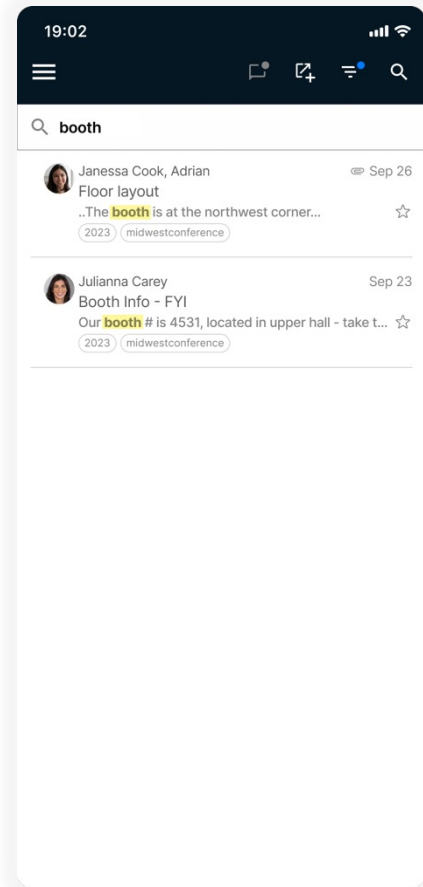


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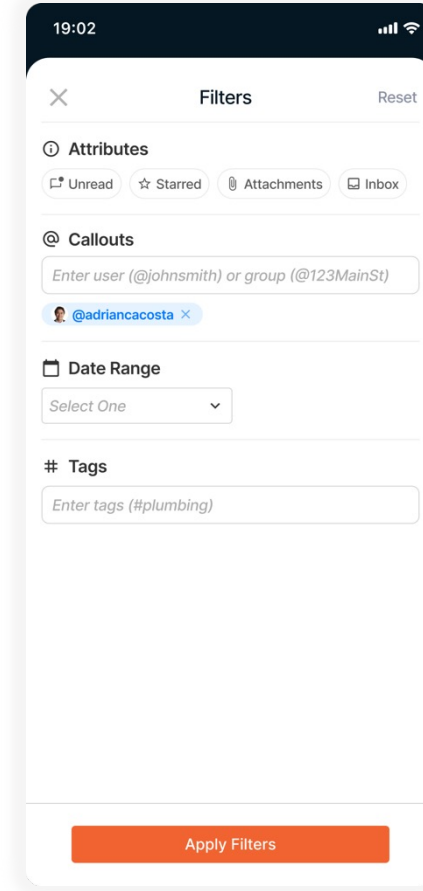
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Searching & Filtering Conversations & Content

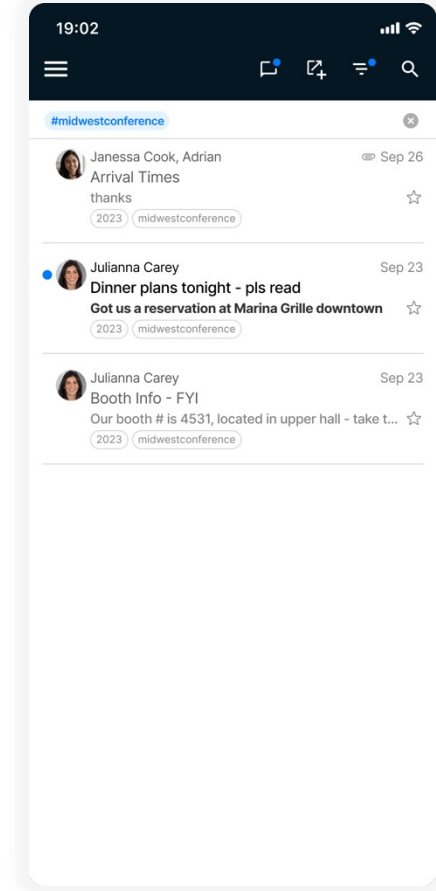
Finding what you need in Synco



Search
Use the Search bar to search conversations by any text string, Group, Tag, or user



Filtering
Select filters to apply to all conversations you've received



Filters Applied
View the filters applied to the view at the top of the screen

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