Power Sync Portal User Access Instructions

How to sign in with an existing account or register as a new portal user

Important for existing portal users

If you already had an account on the previous JT Portal, use your same password for the new Power Sync Portal. However, the new portal requires your full email address for sign-in. The previous portal allowed users to log in with only a username, but the Power Sync Portal requires the complete email address associated with the account.

Example: Old portal username: jdoe | New portal sign-in: jdoe@company.com

Do not create a new account simply because the old username does not work. First try signing in with the full email address and existing password.

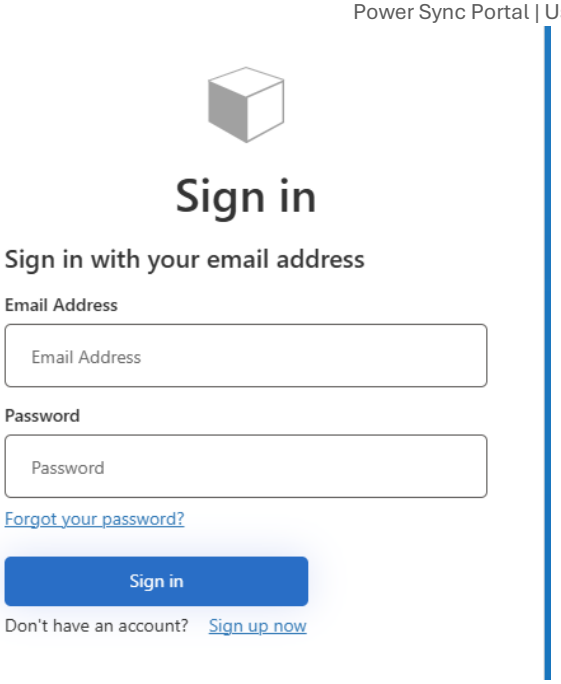
Start here

User type	What to do	When to use this path
Existing user	Sign in with your full email address and current password.	Use this if you had access to the old portal. The old portal used a username only; the new portal requires the full email address.
New user	Select Sign up now and complete the registration process.	Use this if you have never had portal access.
Forgot password	Select Forgot your password? on the sign-in page.	Use this if your existing password does not work or needs to be reset.

A. Existing users: Sign in to the new portal

Step A1: Open the portal sign-in page

Go to the Power Sync Portal sign-in page. The sign-in screen will ask for your email address and password.



Screenshot reference: Open the portal sign-in page

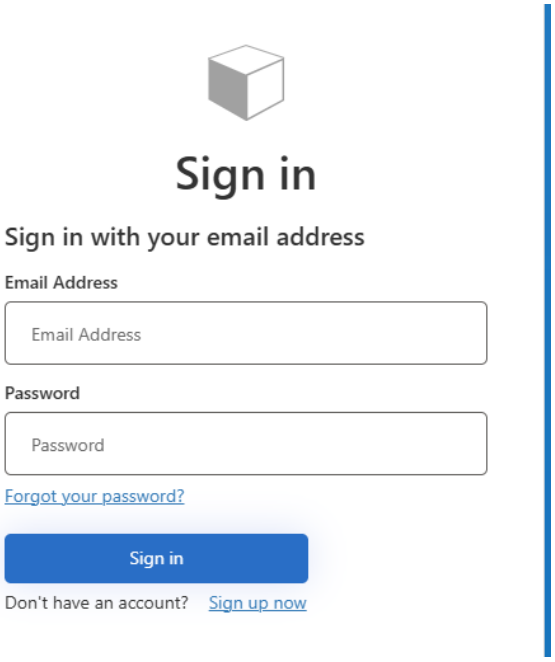
Step A2: Enter your existing credentials

Enter the full email address associated with your existing portal account and your current password, then select Sign in. The previous JT Portal only required a username, but the new Power Sync Portal requires the complete email address. If the password is not accepted, use Forgot your password? instead of creating a duplicate account.

B. New users: Register for portal access

Step B1: Select Sign up now

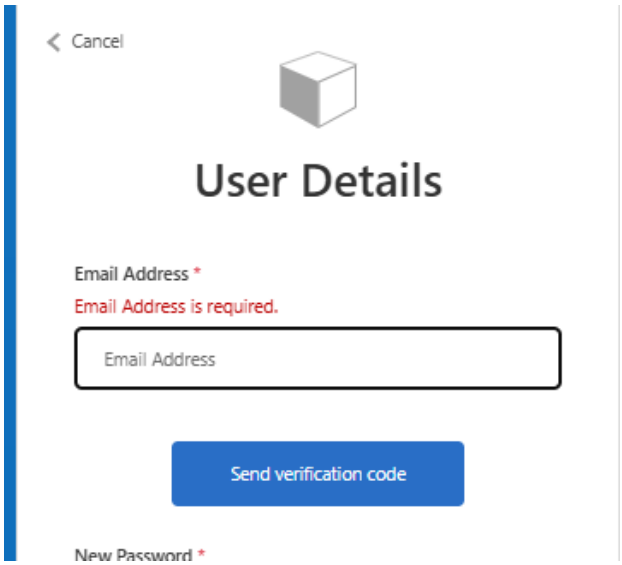
On the sign-in page, select Sign up now under “Don’t have an account?” to begin registration.



Screenshot reference: Select Sign up now

Step B2: Enter your email address

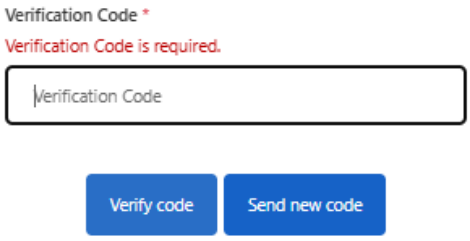
On the User Details screen, enter the email address you will use for portal access. Then select Send verification code.



Screenshot reference: Enter your email address

Step B3: Verify your email address

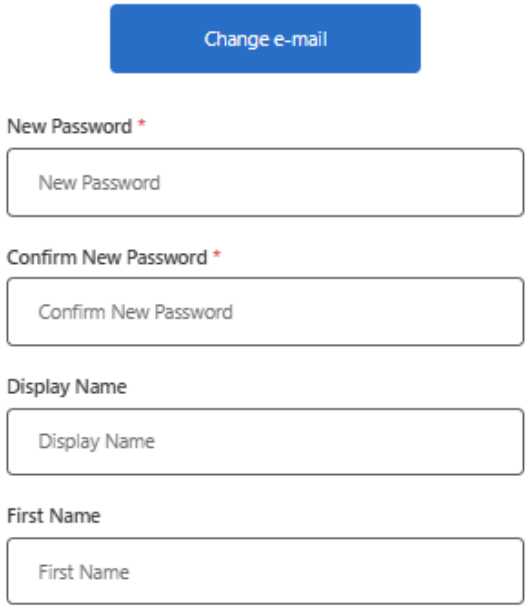
Check your email for the verification code. Enter the code in the Verification Code field and select Verify code. If needed, select Send new code to receive another code.



Screenshot reference: Verify your email address

Step B4: Complete the required profile fields

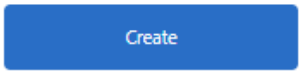
After the verification code is accepted, complete the required profile fields. Enter and confirm your new password, then complete the remaining required user details.



Screenshot reference: Complete the required profile fields

Step B5: Create the account

Scroll to the bottom of the form and select Create. After registration is complete, the portal will direct you to the Power Sync Portal home page.



Screenshot reference: Create the account

C. Common sign-in and registration issues

Issue	Recommended action
I had access to the old portal.	Use your full email address and same password. Do not use only the old username and do not register a new account unless instructed.
I cannot remember my password.	Select Forgot your password? from the sign-in page.
I did not receive the verification code.	Confirm that the email address was entered correctly, check junk/spam folders, then select Send new code.
The form will not let me continue.	Review the page for required fields marked with an asterisk (*) and complete any missing information.

My old username is not working.	The new Power Sync Portal requires your full email address. Enter your complete email address and existing password instead of the username used in the old portal.

User reminder

Keep your username and password secure. Do not share login credentials with other users.