

LogMeIn

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What is LogMeIn?

Consider this scenario:

You have a problem on your computer and you call us up.

We know what the problem is and if we were there we could fix it for you in a few moments. But we're not and so we try to guide you through the process, explaining in words the pictures you're seeing, and you try to understand what we're asking you to do.

The following is typical: *"click on the bluish-green button ... no, not the greenish-blue, the bluish-green ... at the top of the screen ... no, right at the top ... no, at the top but on the left ... hang on, what screen are you looking at?"*

And after some time we either manage to fix the problem or we both give up in frustration!

LogMeIn allows **us** to remotely access **your** PC from our office. But only if and only when you let us.

So we control your computer for a short time and fix the problem while you watch (or get yourself a cup of tea).

We can also use it to provide short training sessions, showing you how to do something and/or providing tips as you try it out yourself.

How does it work?

You install a small piece of software from our web site (instructions below).

Then whenever we need to access your computer:

- You make sure that your computer is on (no-one can access computers that are turned off)
- You enable LogMeIn (it can't be used if it's disabled)
- We connect to your computer

When we're finished:

- We disconnect
- You disable LogMeIn

That's it!



How do I install LogMeIn?

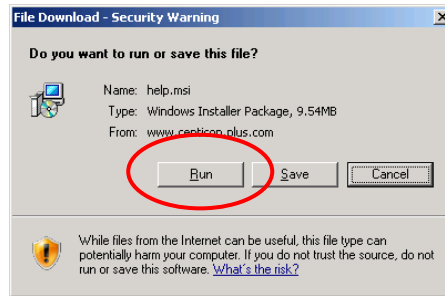
1

go to

<http://www.itsorted.org.uk/Documents/LogMeIn.msi>

2

Click on **Run**

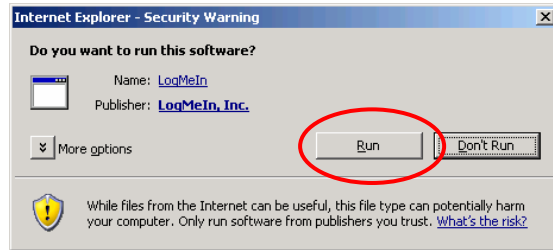


3

You may be asked to confirm a second time ...

Click on **Run** again

The file will now download and run ...



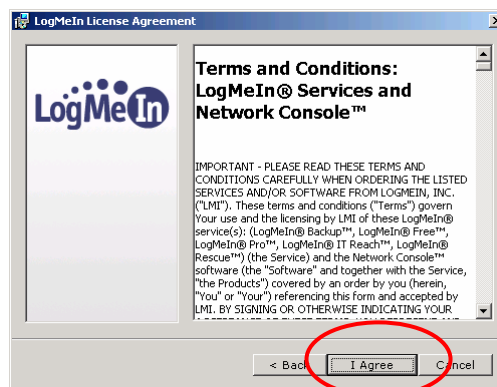
4

Click on **Next**



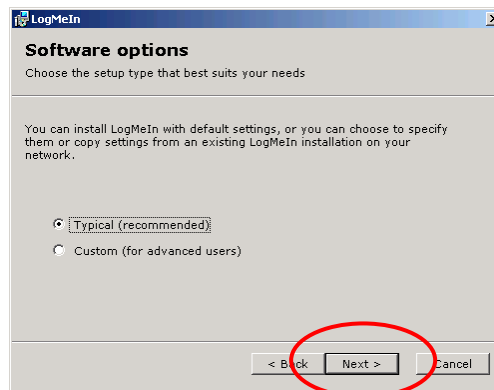
5

Click on **I Agree**



6

Click on **Next**



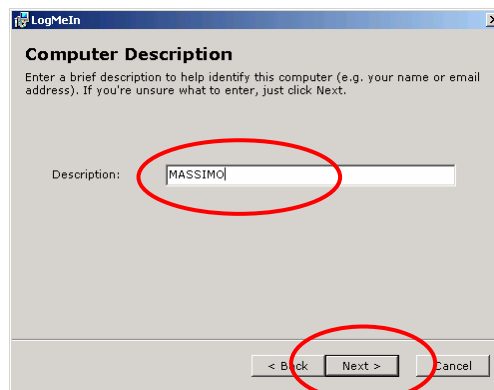
7

Type in a description for **your** computer. We suggest the following:

Your organisation name (or initials if it's long), followed by your own first name

e.g. ITS – Massimo
CLC – Anne
SPAEDA – Flora

Click on **Next**



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You may or may not see this screen.

If you do then enter a code with 8 or more characters (you can use letters and numbers)

Remember this! You will need to let us know it.

Click on **Next**



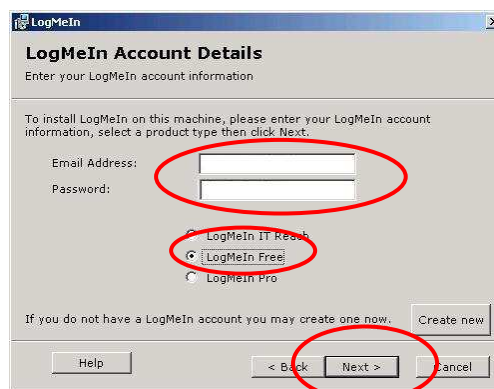
9

On this screen, ignore the 'Create new' button

Enter the Email Address and Password (we send these to you separately by email for security reasons)

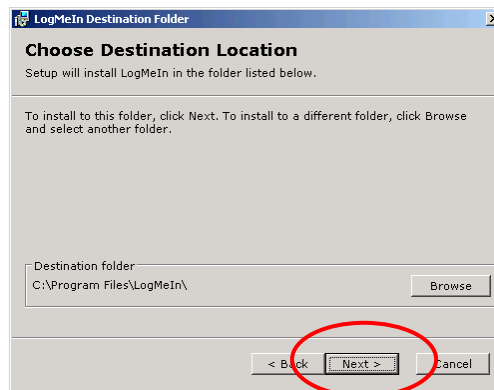
Click on **LogMeIn Free**

Click on **Next**



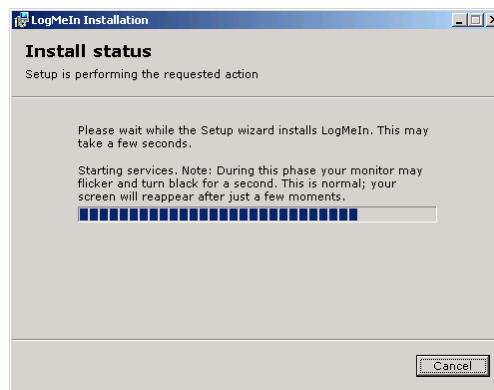
10

Click on **Next**



11

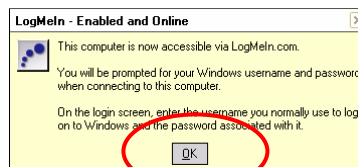
Warning: your screen may go black briefly during this stage



12

You *may* then see this ...

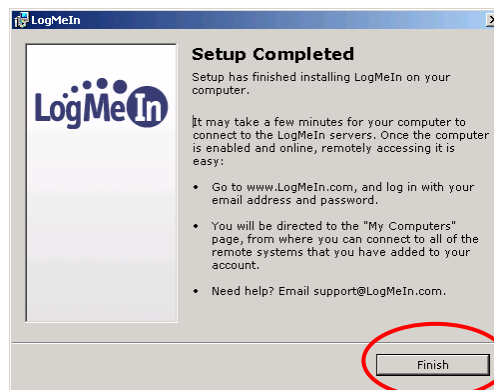
If so, click on **OK**



13

and finally you'll see this ...

Click on **Finish**

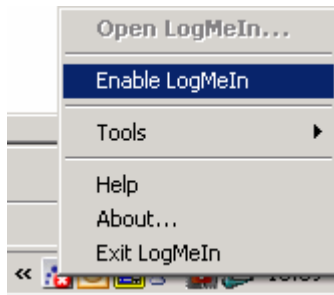


How do I enable LogMeIn?

Right click on the LogMeIn icon in the 'System Tray' (far bottom right of your screen)



and then click on **Enable LogMeIn**

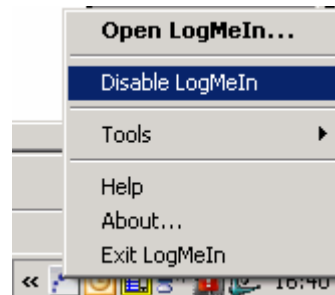


How do I disable LogMeIn?

Right click on the LogMeIn icon in the 'System Tray' (far bottom right of your screen)



and then click on **Disable LogMeIn**



How do I change my network password?

If your computer is connected to the office's network and if you use a password to log into the network in the morning when you switch on, then you will have had to tell us that password.

So you might want to change it afterwards:

- Click on the **Start** button (bottom left of screen)
- Click on **Settings**
- Click on **Control Panel**
- Click on **User Accounts**
- Click on the account you use to log in
- Click on **Change my password**
- Fill in the old and new passwords

Done!