

# LogMeIn Rescue

Connect. Diagnose. Solve™

Getting Started Guide



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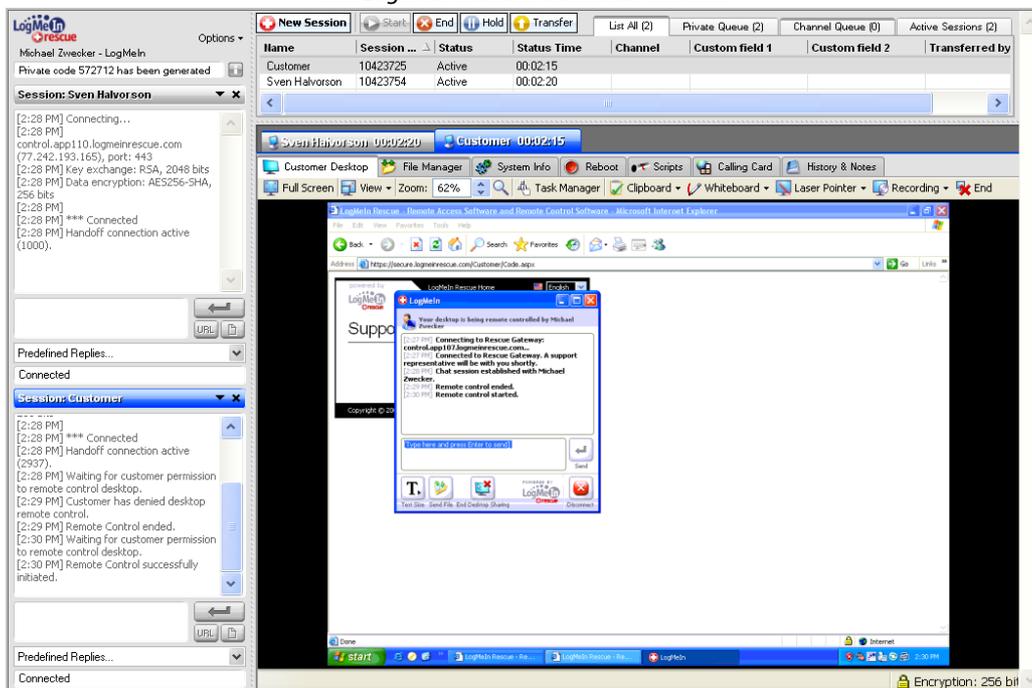
# What is LogMeIn Rescue?

LogMeIn Rescue is used by IT helpdesks to provide instant remote support to customers and employees. Use it to gain control of a remote PC, Mac, or smartphone<sup>1</sup> over the web in seconds, without the need to pre-install software.

LogMeIn Rescue is a web-based solution for attended remote support. Once the technician is connected to the customer's device he has a set of reporting and incident resolution tools at his disposal, giving him just about the same capabilities as if he was sitting in front of the customer's device. As long as both the technician and the customer have a working connection to the Internet, the physical distance between them is irrelevant.

By attended remote support we mean that the technician can only take actions with the explicit consent of the customer. Each time the technician needs to take a new action; for example, seeing which processes are currently running on the customer's device, a dialog box is displayed on the customer's screen explicitly asking him to allow this action at this time. Alternatively, the system can be configured to present a single prompt to the customer, who can then grant the technician all permissions.

*The LogMeIn Rescue Technician Console*



**Technicians** provide remote support using the **LogMeIn Rescue Technician Console**. When a technician logs in to LogMeIn Rescue, he will automatically be taken to the Technician Console. The first time a technician logs on from a particular PC, a small software client is offered for downloading. By accepting the offer, the Technician Console is started.

**Administrators** use the **LogMeIn Rescue Administration Center** to configure LogMeIn Rescue to reflect any support organization; from one support technician, to teams of support technicians with different responsibilities and capabilities.

<sup>1</sup> LogMeIn Rescue+Mobile is a premium add-on feature to LogMeIn Rescue.

## About this Guide

After reading this Getting Started Guide, you should be able to do the following:

- Understand how and why LogMeIn Rescue can help you
- Know if Rescue will work for you and your customers
- Identify the two main components of LogMeIn Rescue: the Technician Console and Administration Center
- Make a connection to a customer's computer using the Technician Console
- Understand when and how to use the Administration Center
- Know where to look for more detailed information and support

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**Note:** Visit the LogMeIn Rescue [Customer Support site](#) to find more LogMeIn Rescue documentation and resources.

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## System Requirements

### Technician PC

- Windows Vista, XP or Server 2003 (all including 64-bit); Windows 2000
- Internet Explorer or Mozilla Firefox
- Broadband Internet connection (T1, cable modem, ISDN, DSL)

### Customer (Remote) Device

- Windows Vista, XP & Server 2003 (all including 64-bit); ME & 2000
- Apple Macintosh OS X 10.4 (Tiger) & 10.5 (Leopard)
- Optimal performance over broadband Internet connection (T1, cable modem, ISDN, or DSL); 28K dial-up supported

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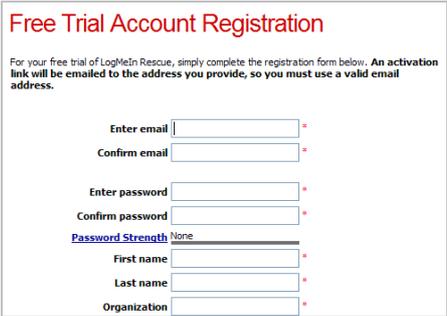
**Note:** As a premium add-on feature, LogMeIn Rescue+Mobile gives you the ability to take control of devices running Windows Mobile 5 & 6, Symbian OS v9.0 and later (UIQ), or Symbian OS v7.0 and later (Series 60). Visit the [LogMeIn Rescue+Mobile site](#) for the latest information.

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# Your LogMeIn Rescue Account

If you have a LogMeIn Rescue account, go to [www.logmeinrescue.com](http://www.logmeinrescue.com) to log in to your account and click **Launch Technician Console**.

If you are new to LogMeIn Rescue, follow these instructions to get a LogMeIn Rescue account.

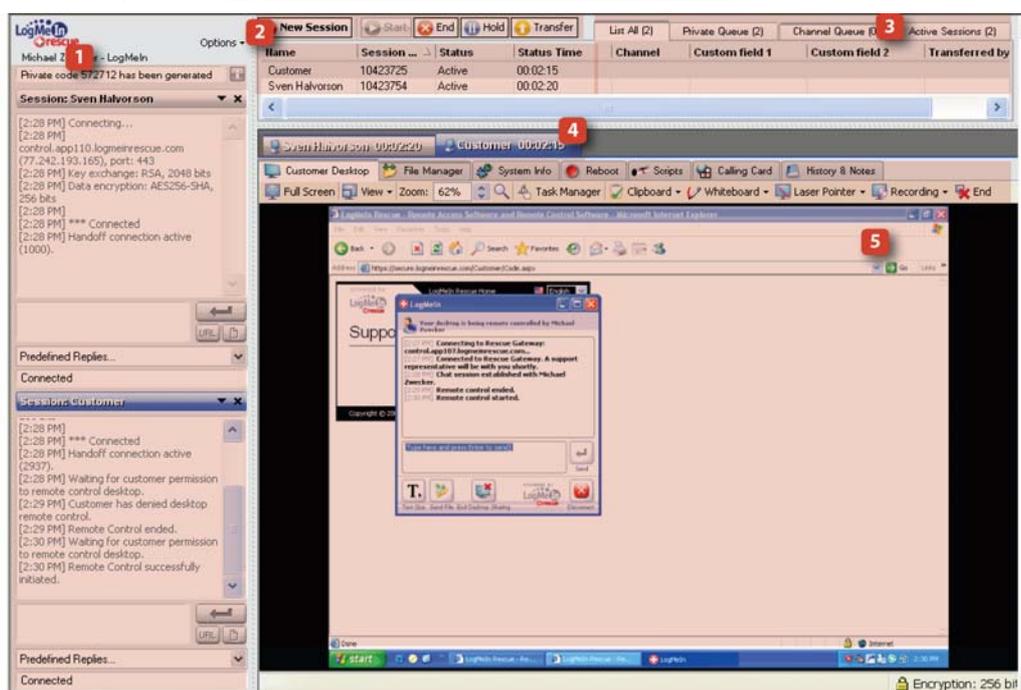
<p>1 Go to <a href="http://www.logmeinrescue.com">www.logmeinrescue.com</a> and click <b>Get Free Trial</b>.</p>	
<p>2 Complete the form, select your notification preferences, check the terms and conditions box, then click <b>Create Account</b>.</p> <hr/> <p><b>Note:</b> Use a password that you will be able to remember. This is the password you will use to access your LogMeIn Rescue account.</p>	 <p>Free Trial Account Registration</p> <p>For your free trial of LogMeIn Rescue, simply complete the registration form below. An activation link will be emailed to the address you provide, so you must use a valid email address.</p> <p>Enter email <input type="text"/> *</p> <p>Confirm email <input type="text"/> *</p> <p>Enter password <input type="password"/> *</p> <p>Confirm password <input type="password"/> *</p> <p>Password Strength None</p> <p>First name <input type="text"/> *</p> <p>Last name <input type="text"/> *</p> <p>Organization <input type="text"/> *</p>
<p>3 After you click <b>Create Account</b> you will be advised that an email has been sent to the address you specified when you created your LogMeIn Rescue+Mobile account.</p> <p>4 The follow-up email will contain an activation link, which you should click.</p>	 <p>Your activation link has just been sent</p> <p>Please check your email and click on the activation link in it to start using LogMeIn Rescue.</p>
<p>5 This will take you to the page acknowledging the successful activation of your account.</p> <p>6 The next step is to download the Technician Console browser extension. Click <b>Install Technician Console</b>.</p>	 <p>LogMeIn Rescue</p> <p>Company Products Pricing Support</p> <p>You have successfully set up and activated your account</p> <p>Your next steps to experience the power of LogMeIn Rescue:</p> <ul style="list-style-type: none"><li>As a technician, use the Technician Console browser extension to initiate a Support Session.</li><li>As a customer, use the Rescuer applet to communicate with the technician.</li><li>Try out any technician's remote access tools of your choice.</li></ul> <p>To continue, please enter your email and password and click the button below:</p> <p>Email <input type="text"/> <small>luser@company.com</small></p> <p>Password <input type="password"/> <small>*****</small></p> <p><input type="button" value="Install Technician Console"/></p> <p><small>* To access your account in the future, you will need to enter the email and password you specified using the LogMeIn Rescue product homepage.</small></p>
<p>7 A progress bar will appear on the web page and once download is complete, you should click <b>Install</b>.</p>	 <p>Internet Explorer - Security Warning</p> <p>Do you want to install this software?</p> <p>Name: LogMeIn Rescue Technician Console</p> <p>Publisher: LogMeIn, Inc.</p> <p><input checked="" type="checkbox"/> More options <input type="button" value="Install"/> <input type="button" value="Don't Install"/></p> <p> While files from the Internet can be useful, this file type can potentially harm your computer. Only install software from publishers you trust. <a href="#">What's the risk?</a></p>
<p>8 After a short while, the Technician Console will appear on your desktop in your default Internet browser.</p> <p>9 Click <b>OK</b> and you can start using the Technician Console immediately</p>	<p>See <a href="#">Using the Technician Console</a>, below.</p>

# Using the Technician Console

Technicians provide remote support using the LogMeIn Rescue Technician Console. In this guide, we will look at the Technician Console User Interface and describe the procedure for Starting a Remote Support Session.

## The Technician Console Interface

Technicians provide remote support using the LogMeIn Rescue Technician Console. In this guide, we take a brief look at the Technician Console user interface and describe the procedure for starting a remote support session. For more complete information on Technician Console functionality, see the [LogMeIn Rescue Technician Console User Guide](#).



Take a minute to get to know the Technician Console.

1 Console Status Area and Chat	The Console Status Area shows the name and organization of the logged-in technician. Use the <b>Options</b> menu to access certain Technician Console functionality. Use the Chat area to view the status and history of any active chat sessions. Chat text entry, predefined replies, quick file transfer, and URL Push are available here.
2 Session Controls	Use the Session Controls to create, end, transfer, and place sessions on hold.

3 Queue Manager	Sessions appear in the queue here. Their status is displayed, along with other session information. New sessions are picked up from this queue.  Use the Queue Manager tabs to switch between private and public (Channel) queues.
4 Active Session tabs	Use the Active Session tabs to switch between up to ten concurrent sessions (here two sessions are shown).
5 Tech Console Workspace	Use the tabs here to access Technician Console functionality: <ul style="list-style-type: none"> <li>• File Manager tab</li> <li>• System Info</li> <li>• Reboot</li> <li>• Scripts</li> <li>• Calling Card</li> <li>• History &amp; Notes</li> </ul>

## Start a Remote Support Session

LogMeIn Rescue provides three ways to activate a remote support session. This guide discusses just one of them: the PIN Code method.

1 Click <b>New Session</b> from the session toolbar at the top of the Technician Console.	
2 Enter the <b>Name</b> of the Customer you will be supporting.  <i><b>Note:</b> If you do not enter a name or other identifier then the customer is labeled "Customer" on the Session tab. This could create confusion when managing multiple sessions.</i>	
3 Click <b>PIN Code</b> .	
4 This automatically generates a 6-digit PIN code. Ask your Customer to go to <a href="http://www.LogMeIn123.com">www.LogMeIn123.com</a> and enter the code into the Support Connection box.	

- 5 The Customer will enter the PIN and click **Connect to technician**.



The **Customer** sees this dialog box

- 6 The Customer will see a dialog box asking him to download the Support-LogMeInRescue.exe applet.
- Tell the Customer to click **Run** to download the applet. The download should take about 15 to 30 seconds.



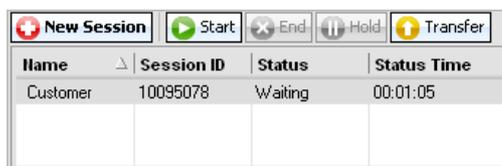
The **Customer** sees this dialog box

- 7 Once the download is complete, ask the Customer to click **Run** to execute the LogMeIn Rescue Applet.

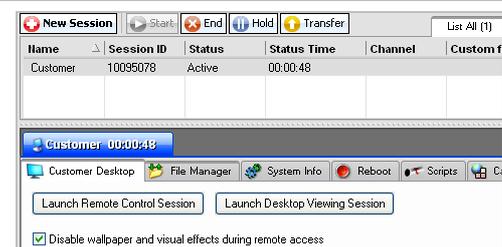


The **Customer** sees this dialog box

- 8 Once the Applet is installed, Customer Status will change to Waiting. Pick up the session by selecting it in the Queue, then clicking **Start**.



- 9 Customer Status will change to Active.
- You can now communicate with the Customer and conduct remote support.**



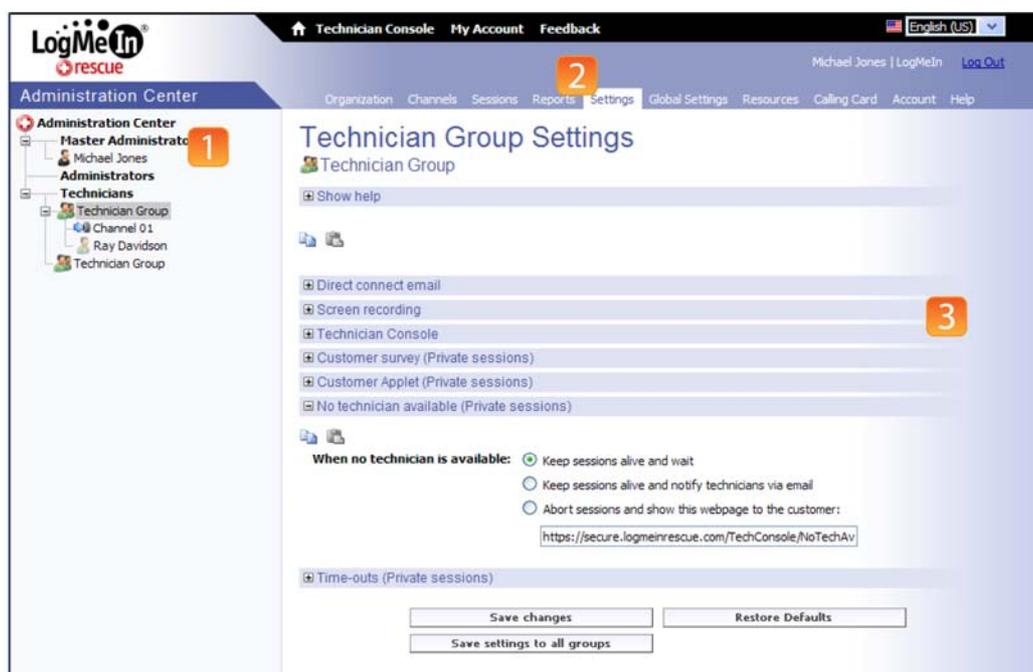
# Administration Center Overview

LogMeIn Rescue can accommodate virtually every remote support environment. You choose the setup that best meets your needs, and configure it using the Administration Center. This is where you create administrators, technicians, Groups and Support Channels, and define the rights and permissions of each. You can also view reports and customize settings.

## Log in to the Administration Center

- 1 Log into your account at [www.logmeinrescue.com](http://www.logmeinrescue.com)
- 2 Click **Launch Admin Center** on the My Account page or from within the Technician Console, click **Options > Launch Admin Center**.

## The Administration Center Interface



Take a minute to get to know the Administration Center. A complete [User Guide](#) is also available.

1	Organization Tree	Use the Organization Tree to add Technicians, set permissions, arrange Technicians in groups, and work with Channels.
2	Administration Tabs	Click on these tabs to access the “heart” of LogMeIn Rescue functionality. This is where you can customize and configure your implementation of the product.
3	Administration Workspace	This is where you actually work. When you click a tab, the fields and functionality are available in the workspace. There is a dynamic connection between your selection in the Organization Tree and the information displayed on the tabs.

## For More Information...

Customer Support and User Guides	You can find complete documentation on the LogMeIn Rescue <a href="#">Customer Support Site</a> .
Forum	You can also check the <a href="#">User Forums</a> for useful information.
www.LogMeIn.com	For more information about LogMeIn Rescue and other LogMeIn products, visit <a href="#">www.LogMeIn.com</a>
LogMeIn Rescue+Mobile	Visit the <a href="#">LogMeIn Rescue+Mobile page</a> for more information on LogMeIn's easy and secure solution for remote troubleshooting of smartphones.
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