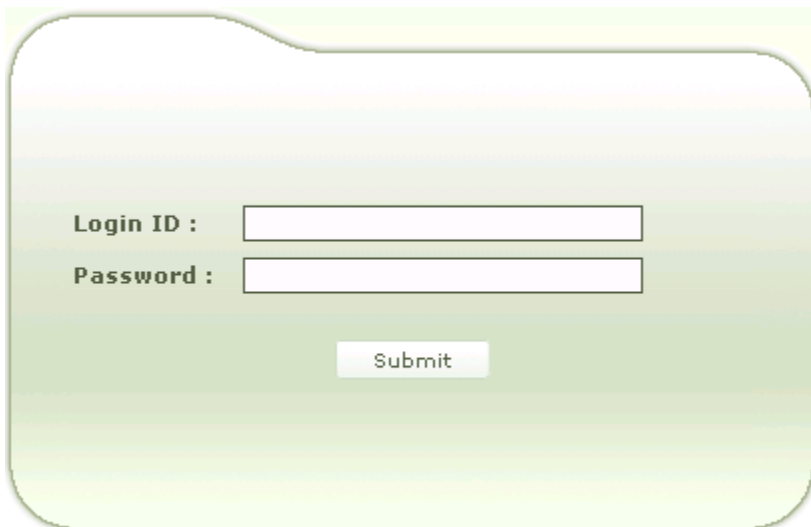

Log Me In Remote Access Guide



1. To use LogMeIn for remote access to your machine, open up Internet Explorer and browse to the following URL: <https://user.itsupport247.net/>
2. This will bring you to a page requesting Login ID and Password:



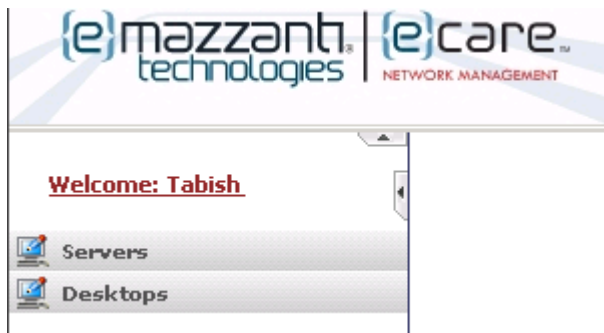
A screenshot of a login form with a light green gradient background. The form contains two input fields: "Login ID :" and "Password :". Both fields are currently empty. Below the fields is a "Submit" button.

3. To receive you're "Login ID:" and "Password" please contact eMazzanti Technologies Support.
4. After receiving your credentials, fill out the required fields and click on **Submit:**



A screenshot of the same login form as above, but now the "Login ID :" field contains the text "user@domain.com" and the "Password :" field is filled with eight black dots. The "Submit" button remains below the fields.

5. You will be redirected to the following page:



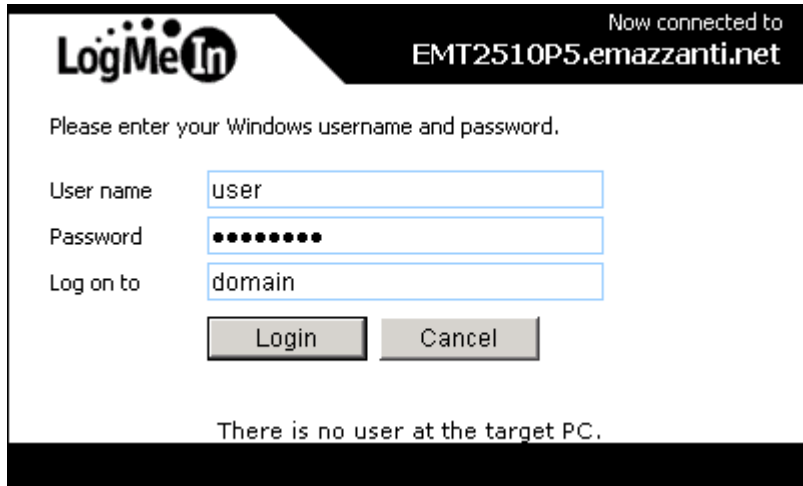
6. Click on the **Desktops** icon on the left to expand it. It will list all the desktops the user has access to:



7. Click on the machine name you want to access and it will provide you with two options:
 - a) LMI Remote Control
 - b) Desktop Overview.

Click on the **LMI Remote Control** for remote access, which brings up a page asking for a reason as to why you want to remotely access your machine. Type in the reason and click on **Submit**.

- After clicking on **Submit**, you will be redirected to another login page asking for your Windows username and password which will authenticate you to your Windows machine, enter your credentials and click on **Login**:



Now connected to EMT2510P5.emazzanti.net

Please enter your Windows username and password.

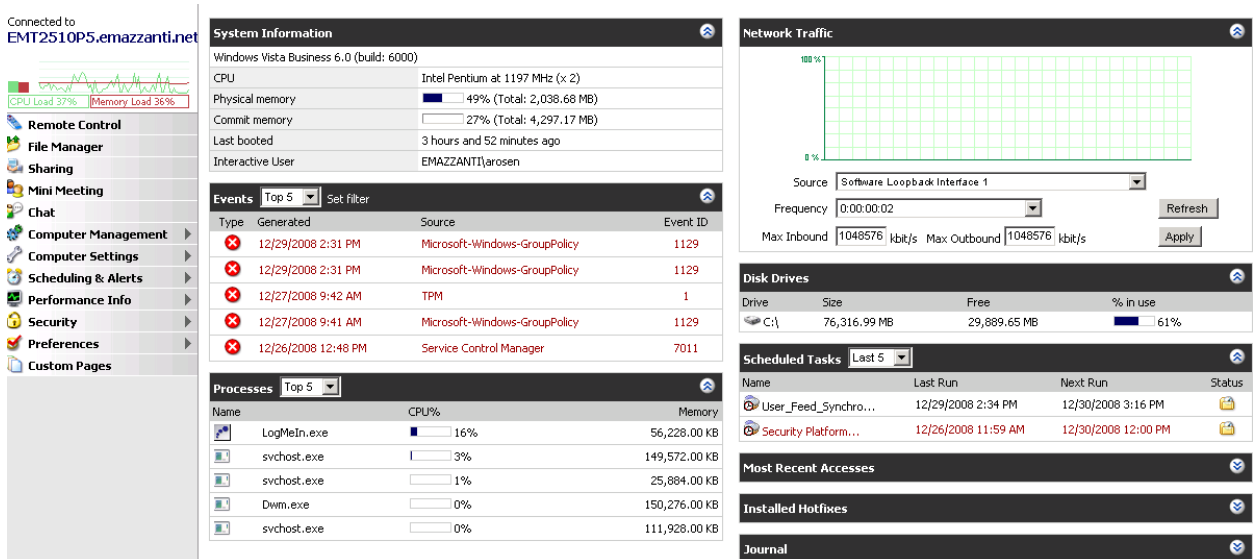
User name:

Password:

Log on to:

There is no user at the target PC.

- You will be redirected to the following page where you will click on **Remote Control** on the left hand side of the screen to remotely access your machine:



Connected to EMT2510P5.emazzanti.net

CPU Load 37% Memory Load 36%

System Information

Windows Vista Business 6.0 (build: 6000)

CPU: Intel Pentium at 1197 MHz (x 2)

Physical memory: 49% (Total: 2,038.68 MB)

Commit memory: 27% (Total: 4,297.17 MB)

Last booted: 3 hours and 52 minutes ago

Interactive User: EMAZZANTI\arosen

Events (Top 5)

Type	Generated	Source	Event ID
✘	12/29/2008 2:31 PM	Microsoft-Windows-GroupPolicy	1129
✘	12/29/2008 2:31 PM	Microsoft-Windows-GroupPolicy	1129
✘	12/27/2008 9:42 AM	TPM	1
✘	12/27/2008 9:41 AM	Microsoft-Windows-GroupPolicy	1129
✘	12/26/2008 12:48 PM	Service Control Manager	7011

Processes (Top 5)

Name	CPU%	Memory
LogMeIn.exe	16%	56,228.00 KB
svchost.exe	3%	149,572.00 KB
svchost.exe	1%	25,884.00 KB
Dwm.exe	0%	150,276.00 KB
svchost.exe	0%	111,928.00 KB

Network Traffic

Source: Software Loopback Interface 1

Frequency: 0:00:00.02

Max Inbound: 1048576 kbit/s Max Outbound: 1048576 kbit/s

Disk Drives

Drive	Size	Free	% in use
C:\	76,316.99 MB	29,889.65 MB	61%

Scheduled Tasks (Last 5)

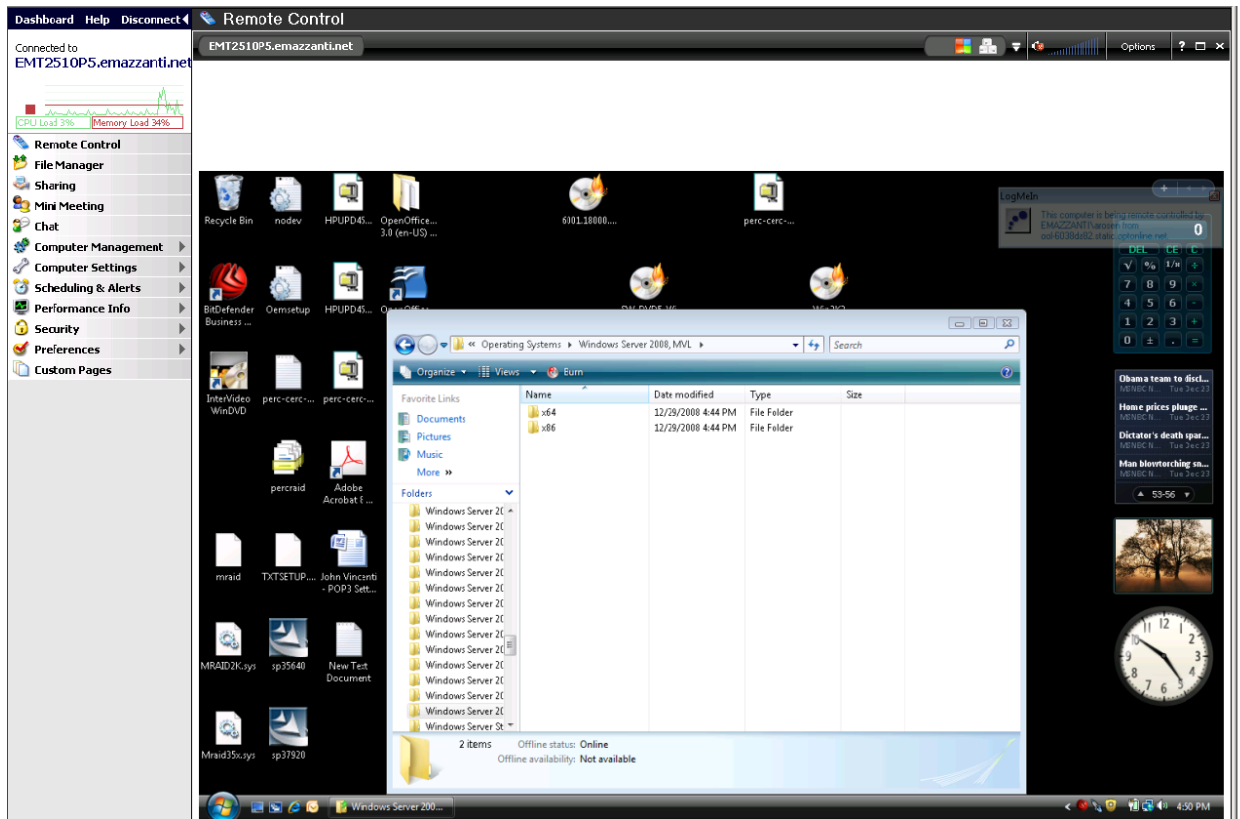
Name	Last Run	Next Run	Status
User_Feed_Synchro...	12/29/2008 2:34 PM	12/30/2008 3:16 PM	🔒
Security Platform...	12/26/2008 11:59 AM	12/30/2008 12:00 PM	🔒

Most Recent Accesses

Installed Hotfixes

Journal

10. LogMeIn will connect to the machine and you will see your desktop in the center:



11. Once connected remotely a user can also transfer files between the local and the remote machine by using the **File Manager** feature located below **Remote Control**. When a user clicks on it the following windows pulls up showing the drive on the local machine on the left side and the drive for the remote machine on the right side:

The screenshot displays the LogMeIn File Manager interface within a Microsoft Internet Explorer browser window. The address bar shows the URL: <https://emt2510p5-emazzanti-net-hvkrityy.app04.logmein.com/>. The interface is titled "File Manager" and shows a connection to "EMT2510P5.emazzanti.net".

On the left side, there is a sidebar with various management tools: Remote Control, File Manager (selected), Sharing, Mini Meeting, Chat, Computer Management, Computer Settings, Scheduling & Alerts, Performance Info, Security, Preferences, and Custom Pages. Below the sidebar, there are system status indicators for CPU Load (0%) and Memory Load (30%).

The main area is split into two panes:

- Local - EMTT53:** Shows the local drive C:\ with a list of folders and files. The list includes folders like "4426F9401aaa99346af3c79686", "931e9dc5eba9f911959f4a31", "ADFS", "Backups", "c52f9010c1e5ec2a4095014d6ed0", "compaq", "CPQSYSTEM", "DEV", "Documents and Settings", "Forms", "hp", "Program Files", "WatchGuard", "websymbols", "WINDOWS", "wmpub", and files like ".rnd", "20070621-017-x86.exe", "AUTOEXEC.BAT", "CONFIG.SYS", "msizap.exe", "MSXML3.bat", "PCName.txt", and "USMMW508Nomination.xsn".
- Remote - EMT2510P5:** Shows the remote drive C:\ with a list of folders and files. The list includes folders like "Backup", "HP-UPD4_5-PCL6-32", "Intel", "perflogs", "Program Files", "SWSetup", "SymNoNav", "Users", "Windows", "WSM and Firewall 10.1", and "WSM and Firewall 10.2", and files like ".rnd", "asdict.dat", "autoexec.bat", "Ciam_LogFile.log", "config.sys", "latitude.exe", "NONAME.LOG", and "O2K7CAMELOT.MSP".

At the bottom of the interface, there is a status bar with the LogMeIn logo and "IT-reach" text. It also displays "parent: drive list", "0 of 25 files selected; size: 0 of 18 MB; free 43 GB", "Ready.", "0 of 20 files selected; size: 0 of 4,343 KB; free 28 GB", and "Encryption: 256 bits".