

FAQ: 31080 SETUP LOGMEIN ACCOUNT FOR REMOTE ACCESS

The information in this article applies to:

Remote Access for Comm One Call Accounting Software.

LOGMEIN PROGRAM DESCRIPTION

Comm One uses LogMeIn for Remote Support and Installation. If you already have remote access set-up using another program or service, then you do not need to load the LogMeIn Utility on your computer. LogMeIn lets you access your Windows PC from anywhere in the world. All you need is a computer connected to the Internet. You see your Target PC's full desktop and control everything on it—applications, network files, email, printing—without the hassle of further downloads or installations. You can even share files that are too large for email. There's no need to lug around a laptop, because LogMeIn lets you access your PC from an internet cafe, an airport, or a hotel business center. You can even print documents you've accessed remotely.

LOGMEIN HARDWARE REQUIREMENTS

1. Windows 98, 2000, XP, and Server 2003. Internet Explorer or Netscape Navigator 4.0 or later.
2. A computer always connected to the Internet via cable modem, ISDN, or DSL.
3. On Windows NT/2000/XP/Server 2003 you must be a user with administrative privileges to install the software. You can check your current username or add new users to your PC by opening the Control Panel on your PC and clicking on User Accounts.

LOGMEIN INSTALLATION INSTRUCTIONS

1. Start your Web Browser and go to <http://www.logmein.com>
2. From the Main Screen, Click on the option called "Home & Personal". It is the 2nd option down on the top left of the screen.
3. You will be taken to the Products screen. You will see two versions, FREE and PRO. Under the FREE option select the "GET IT NOW" option.
4. On the right of the GETTING STARTED SCREEN, you will see the option NEW USER, CREATE AN ACCOUNT. You will put in a user name and password to use for your LogMeIn account. The User name needs to be in the format of an email account. Remember these settings. They will be needed to login to your machine later.
5. Follow the prompts and your LogMeIn will be created.
6. You will see the option ADD COMPUTER. Select it. This will add your computer into your LogMeIn Account. Follow the instructions to load the program on your machine. If asked what type of setup to do, select the default option called TYPICAL. If asked to accept a certificate or to run a program, say YES.
7. Your screen may go blank temporarily during installation. This is normal.
8. When the installation is complete, you will receive confirmation on the screen that your computer has been added.

CONTACT COMM ONE WITH THE REMOTE LOGIN INFORMATION

1. LogMeIn User Name
2. LogMeIn Password
3. Local PC User Name for the PC we will connect to
4. Local PC Password for the PC we will connect to.

Comm One Technical Support
12723 Whisper Creek Cove
Draper, UT 84020
801-523-9797
support@commone.com

Last Reviewed: 02/12/2006
FAQ: 31080

Keywords: LogMeIn Installation Instructions
File: <\\orders\faq\faq31080.doc>