

Accessing A Remote Computer Using LogMeIn Remote Control Software



This document provides a step-by-step approach to accessing a remote computer using LogMeIn remote control software on a PC or Apple computer.

There are two documents relating to LogMeIn use. The first document describes the installation process for the target computer, whereas the second document (this one) describes the process for accessing the target computer from any remote computer with an active internet connection.



Log in to your LogMeIn account

Before connecting to the remote computer, you must log in to your LogMeIn account. This can be done via ANY internet browser (such as Internet Explorer, FireFox or Safari). The computer from which the target computer will be accessed MUST itself have an active internet connection.

Begin by visiting the LogMeIn web site www.logmein.com and entering the email address and password you used to set up your LogMeIn account, before clicking on the 'Log Me In' button in the top right hand corner of the site (see figure 2.1).

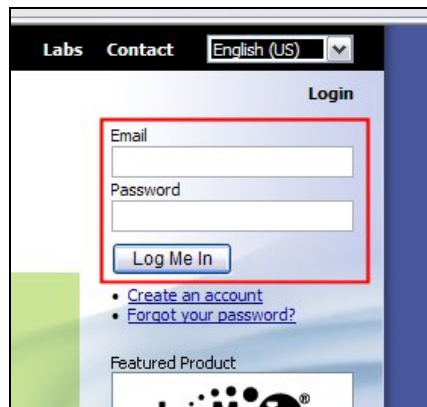


Figure 2.1

You will then see the 'My Computers' screen. If you are logging for the first time after adding a computer, the newly added computer MAY be using the 'Pro (Trial)' product instead of the 'Free' product. This is ok, but that product is a trial and will expire after a period of time. We will change the product to the 'Free' type. Click on the 'Edit' link under the 'Settings' heading (see figure 2.2).



Figure 2.2

The 'Edit Computer' screen should now be displayed. Click on the 'Subscriptions' tab and select 'LogMeIn Free – Available ...' from the 'Available subscriptions' drop-down list (see figure 2.3). Click on the 'Change subscription' button. The update will not be immediately displayed, but will be effective with immediate effect.



Figure 2.3

Connect to the remote computer

You should now be presented with the *'My Computer'* screen once more. Now, left-click on the computer that you wish to access remotely. The computer should be showing as online. If it does not show as online, it means that either the target computer is switched off or it has no active internet connection. In this case, it will not be possible to connect to the remote computer.

Once you left-click on the target computer name, you will be presented with the access screen (see figure 2.4). If the target computer has no account password, simply enter the *'Computer access code'* that you specified when the target computer was originally added to the LogMeIn account and left-click on the *'Login'* button.

If the target computer uses a username and password, left-click on the *'More >>'* button and enter the username and password exactly as it is on the target computer and left-click on the *'Login'* button.

If the computer access code or username/password is rejected, check that you have the correct one(s) for the target computer. If you believe that it is correct, but is still being rejected, visit the online LogMeIn help at <https://secure.logmein.com/products/free/faq.asp>.

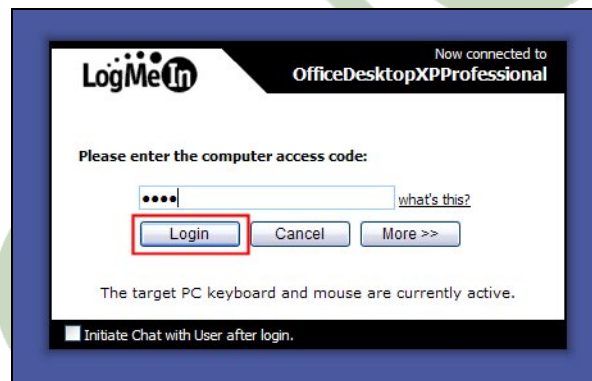


Figure 2.4

Upon successful connection, you should be presented with the *'Connected to: ...'* screen. Left-click on the *'Remote Control'* link to proceed (see figure 2.5).

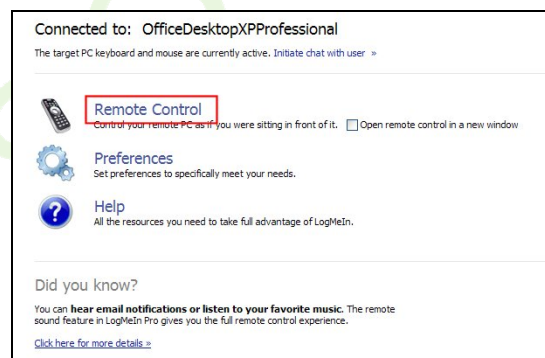


Figure 2.5

Connect to the remote computer - Continued

A message will appear asking you to confirm that you wish to connect to the target computer. Click 'OK' to continue (see figure 2.6).

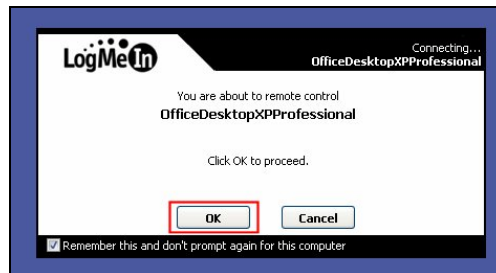


Figure 2.6

That's it! Now you can use the target computer as if you were sitting in front of it. Once you are done with the target computer, simply left-click on the 'Disconnect' link to the left of the page (see figure 2.7).

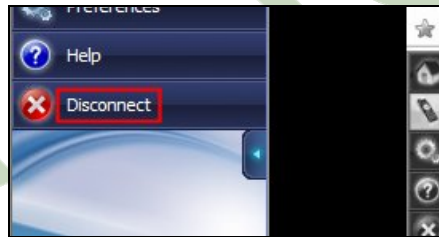


Figure 2.7

Important note regarding access to remote computers

Once remote access is achieved, it is important to remember a few points ...

1. Do not switch off the target computer. If you do, you will not be able to restart it again!
2. If you select to restart the target computer (as opposed to turning it off), you will need to refresh LogMeIn, as it will disconnect from the target computer whilst it is restarting.
3. Any printing you do on the target computer will NOT print to the computer you are controlling FROM. Likewise, the target computer cannot see the CD drive or any other drives of the computer you are controlling FROM. To enable these facilities, you will need to upgrade your subscription to one of the paid options, as discussed earlier in this document.
4. You can use LogMeIn to work with a user on the target computer. Just remember that only one person can control the keyboard/mouse at any one time.

