

Remote Control Instructions


Go to this website using Internet Explorer. Some browsers do not work well with Logmein software.

<httpS://user.itsupport247.net>

Login: (Your Email Address)

Password: *****

Click SUBMIT.

Then click on the  icon

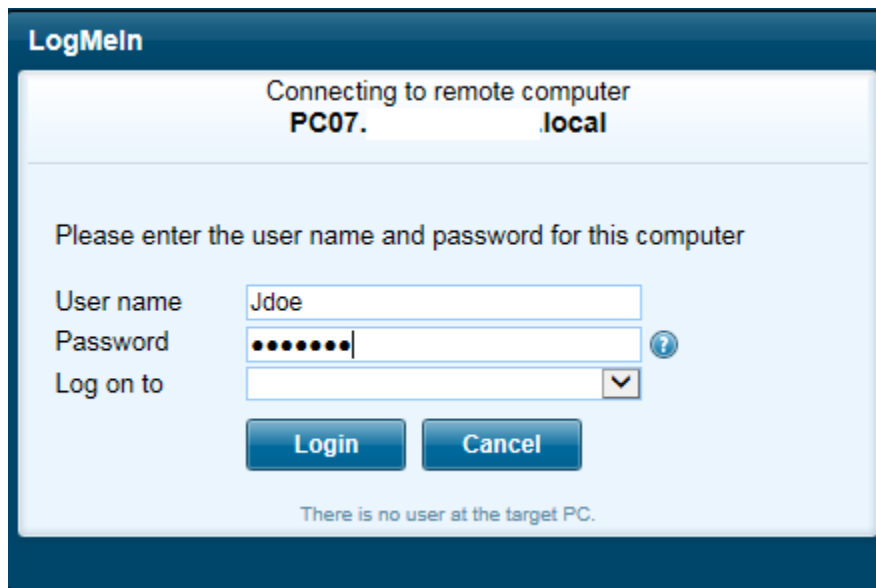
If it prompts you to install anything, choose Yes, Run or Allow


It will now ask you to type in your usual computer login, which is

(First Initial, Last Name)

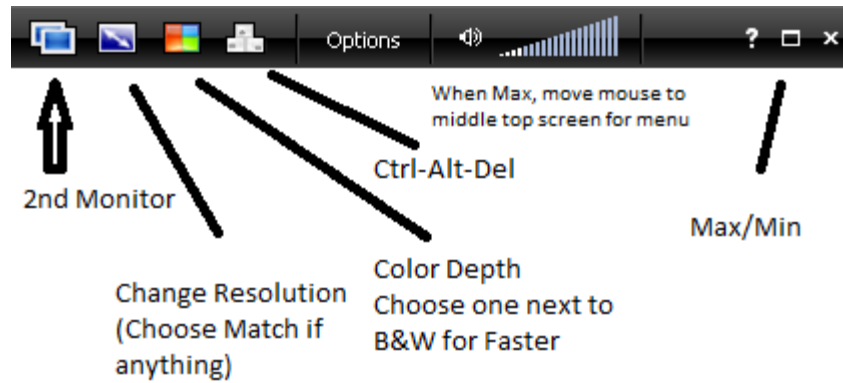
Your computer password when you turn on your PC in the morning

Log on to: Domain of your company, **NOT** your PC#

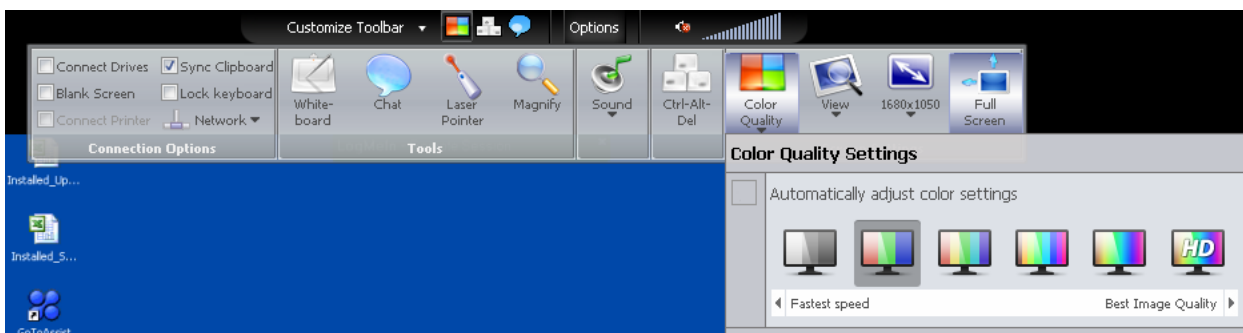


And type in your password and click OK. You should now have remote control of your PC. Click on the Maximize or Restore button  (Next to the X to close the window) if you do not have a full screen of your PC. *** We suggest you test this process for the first time from another computer in the office before you go home or travel so that you are familiar with the process. ***



You should now have a small strip in the Top-Middle of your screen. If you move your mouse to that area, it should pull down a Full Menu for Logmein Remote Control.



It is recommended that you reduce the quality of the video color down to the setting below, in order to have the best viewing experience. If you click on Options, Color Quality, and choose the one immediately to the right of the Black & White Monitor.



If the text on the screen is really small or fuzzy, you can match the resolution of your monitor and the remote monitor. Go to Options, Click on the Monitor with the Diagonal Arrow and numbers below it, and choose Match Resolution.

When you are done with your remote control session, go to the dropdown menu in the Top-Middle of the screen and click on the X (See below). If you want to just go back to your own computer and not disconnect, click on the Restore button  that is next to the .

