

LogMeIn.Com: Instructions for Free Remote Control Computer Setup

(For questions about or corrections to these instructions, contact CEdwards@EC.edu.)

Before You Start:

1. You need to be willing to leave your office computer on 24/7 during those periods when you expect to access your computer from home.
2. You need to have high-speed internet access at home (or wherever you plan to remotely access your computer from). This remote access is so handy it may be worth paying for access if you don't have it yet ☺.

Basic Set Up:

1. **From Your Office Computer:** Go to <https://secure.logmein.com/products/free/register.asp> and follow the on-screen instructions to create a free LogMeIn.Com user account. (If this url does not work, go to www.logmein.com, click on the "Create an account" link, click on the "Sign up" link next to the "LogMeIn Free" option in the "Personal Remote Access" section. It is NOT advisable to try a "free trial" of one of the pay versions of LogMeIn.)
2. **From Your Home Computer:**
 - a. Go to www.logmein.com.
 - b. Log in (usually in upper-right-hand corner) by typing in the email address and password you entered when you created your LogMeIn account at work.
 - c. (Occasionally you will get a promotional page at this point. Just look for a button/link that allows you to "Proceed to My Computers.")
 - d. You should see your office computer show up in the list of My Computers. Click on the link to your office computer.
 - e. You will probably get a warning message about installing Active X and a yellow bar at the top of your browser (in MS Internet Explorer). Click on the bar and accept download/installation of Active X and of any other software which LogMeIn asks to install. (It will not install extraneous, irritating software.)
 - f. (If you get a message at this point that you do not have the authority to install this software on your computer, you will need to contact the IS Department for assistance.)
 - g. Once you are prompted for a username and password, use your regular Emmanuel College username and password (as you would to log on to your computer if on campus).
 - h. Next, click on the "Remote Control" icon (either in main part of page or on navigation bar on the left).
 - i. (If you are prompted on whether or not you want to "Run Java," accept this prompt.)
 - j. As the remote connection is being made, you should see a Remote dialog box appear. As soon as a "Close" button appears in this box, click it.
 - k. You now have remote control access to your office computer from home. Please note the following recommendations:
 - i. Use the full-screen option by clicking on the full-screen button (usually in upper-left hand of screen).

- ii. If you cannot see your entire office screen from home, you can navigate by trying to drag your mouse off the edge of the screen which is hidden, but it is highly recommended to set the resolution for your display at work to match the resolution you are using at home. (See trouble-shooting below for instructions).
 - iii. Typically, the default program used to create the remote display connection is Active X. Many users find this software unstable for this application. You can experiment to see how your connection works, but it is recommended to use the troubleshooting guide below (“Getting thrown off your remote connection?”) to switch to Java from day one.
 - iv. The one type of viewing which does not work terribly well via this remote connection is graphic rich screens. You will notice that any image wallpaper you have on your desktop does not appear on the remote connection, and it is recommended that you don’t try to do much websurfing via this connection, especially of graphic-rich sites.
 - v. If you are not going to be actively using your remote connection for more than ten minutes, you should click the “disconnect” button. (If you do not, sometimes the site will lock up on you. If you do experience such a lock up, control+alt+delete is usually the only way to fix it. You then need to choose “task manager” and force logmein and/or java to shut down manually from the task manager.)
3. **From Anywhere in the World:** Once you have set up your office computer, you can actually access it from anywhere in the world where you can get a high-speed internet access connection and access to a computer which will allow you to install Java or Active X on that remote computer. You can also add your home desktop, home laptop, or spouse’s work computer to your “My Computers” in LogMeIn by using the “add computer” link on the “My computers” page of the LogMeIn site. This can allow you to check any one of the computers you add from anywhere in the world where you can get high-speed internet access and the rights to install Java or Active X.

Using LogMeIn to Remotely Access Work Computer:

(These instructions are almost identical to the set up process.)

- a. After having completed the “Basic Set Up” steps, Go to www.logmein.com.
- b. Log in (usually in upper-right-hand corner) by typing in the email address and password you entered when you created your account.
- c. (Occasionally, you will get a promotional page at this point. Just look for a button/link that allows you to “Proceed to My Computers.”)
- d. You should see your office computer show up in the list of My Computers. Click on the link to your office computer.
- e. Once you are prompted for a username and password, use your regular Emmanuel College username and password (as you would to log on to your computer if on campus).
- f. Next, click on the “Remote Control” icon (either in main part of page or on navigation bar on the left).
- g. As the remote connection is being made, you should see a Remote dialog box appear. As soon as a “Close” button appears in this box, click it.
- h. You now have remote control access to your office computer from home. Please note the set up recommendations above and the troubleshooting guide below.

Troubleshooting:

- **Confusion about two sets of log-in information?** Just remember that when you first log into the LogMeIn website, you need to use the LogMeIn email and password you used when you created your account. Once logged onto the site, you use your normal EC log in username and password to log onto your computer.
- **Getting thrown off your remote connection?** If your remote connection locks up every 5-10 minutes, you are probably using Active X rather than Java software to make your remote connection. To correct this problem, you should first check to see if you have Java installed on your home computer.
 - a. Checking for Java AT HOME: (These instructions are for Windows XP. If you have other versions of Windows you should be able to perform a similar check by finding access to the “control panel.”)
 - Click the Start button. Then, Settings/Control Panel.
 - Click the Add/Remove Software option in the Control Panel.
 - (You may have to wait a bit while the “Currently Installed Programs List” populates.)
 - Check the list to see if Java is installed.
 - If it is, proceed to Selecting Java as Preferred Software below.
 - If it is not, proceed to Downloading Java below.
 - b. Downloading Java AT HOME:
 - Go to www.java.com.
 - Follow on-screen instructions for downloading a **free** version of Java.
 - Once download and installation is complete, proceed to Selecting Java as Preferred Software below.
 - c. Selecting Java as Preferred Remote Software:
 - Log in to your LogMeIn.com account.
 - From the “My Computers” page, click on the link to your office computer.
 - After logging in to your office computer, you should arrive at a “Connected to: [+whatever you named your office computer]” page.
 - On the “Connected to” page, click the “Preferences” icon.
 - On the “Preferences” page, click the Remote Control Settings option.
 - In the “General Settings” box, use the drop down menu to change the “Default Remote Control” to “Java.”
 - Click the “apply” button at the bottom of this screen.
 - You are now ready to click the “Remote Control” button/icon to remotely connect to your office computer using Java. (Although Java takes a little longer to load at the beginning of each session—than does Active X, Java is a lot more stable once connected.)
- **Can’t see your entire work screen from home? Or, display does not fill entire screen at home?** Both problems can be solved using the following steps. (Note: if you forget to take these steps in the recommended order you can always reset the resolution on your work computer remotely from home by trial and error.)
 - a. Check Screen Resolution at Home: (Instructions are for Windows XP)
 - i. Go to your desktop on your home computer screen
 - ii. Right click and choose “Properties.”
 - iii. Click on the “Settings” tab.
 - iv. Write down (or email to yourself) the numbers that appear in the “Screen Resolution” box (e.g., 1400 by 900). (Take these numbers with you to work.)

- b. Adjust Screen Resolution at Work:** (Instructions are for Windows XP)
- i.** If you expect to access your computer remotely before you leave work for the day, go to your desktop on your work computer screen.
 - ii.** Right click and choose “Properties.”
 - iii.** Click on the “Settings” tab.
 - iv.** Slide the bar in the “Screen Resolution” box until the resolution numbers match the numbers you recorded for yourself for your home screen resolution.
 - v.** Click the “apply” button.
 - vi.** If you see a dialog box appear that asks you if you wish to keep these settings, click “Yes.” (Otherwise screen will automatically revert back to previous settings in less than 10 seconds.)
 - vii.** (If you leave your work computer set with your home resolution as you leave work, when you log on from home, your screen display size should perfectly match your home screen resolution (and you should not experience problems with your remotely-controlled work screen being too large or too small for your home computer screen).)