

LogMeIn Rescue Step-by-Step Connection Guide

Starting a PIN Code Session: Windows + Internet Explorer

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

LogMeIn Rescue is safe and secure. All communication between the customer and the technician is SSL-encrypted.

Follow these instructions to download and start the LogMeIn Rescue Applet.



Important: The applet is a small program that **must** be running on your computer for the technician to be able to help you. The applet is automatically removed from your PC or Mac at session end.



Note: Actual screens and procedures may vary slightly depending on your operating system and LogMeIn Rescue settings on the technician's side.

1. Go to www.LogMeIn123.com.
The **Support Connection** page is displayed.
2. The technician tells you a 6-digit code.
3. Type the code in the box labeled **Enter your 6-digit code**.



4. Click **Start Download**.
You are asked to download the `Support-LogMeInRescue.exe` applet.
5. Click **Run** to download the applet.
The applet download should take about 15 to 30 seconds.
6. Click **Run** to execute the applet.
7. Once the applet is running, wait for the technician to activate your session.



8. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

- Chat with the technician(s)
- View a detailed session log
- Allow or deny the technician the right to perform certain actions
- Send individual files to a technician
- Change the display font size
- Revoke permissions, such as remote control or file management, from the technician by clicking the large X in the upper-left corner
- End a session by clicking the small X in the upper-right corner

Starting a PIN Code Session: Windows + Firefox

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

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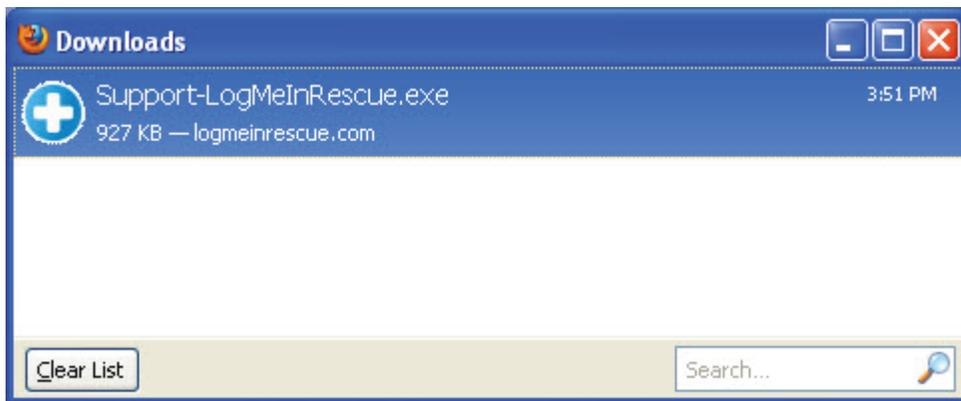
1. Go to www.LogMeIn123.com.
The **Support Connection** page is displayed.
2. The technician tells you a 6-digit code.
3. Type the code in the box labeled **Enter your 6-digit code**.



4. Click **Start Download**.
You are asked to download the `Support-LogMeInRescue.exe` applet.
5. Click **Save File** to download the applet.



6. In the Downloads box, double-click **Support-LogMeInRescue.exe**.



7. Click **OK** if prompted to Open Executable File.



You are asked Do you want to run this file?

8. Click **Run** to execute the applet.
9. Once the applet is running, wait for the technician to activate your session.



10. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

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Starting an Email Session on a Windows PC

LogMeIn Rescue is a tool that technicians use to access remote computers and mobile devices. While this guide speaks directly to the customer, Rescue technicians can use this section to understand the end-user experience during a remote support session. "You" in this document refers to the customer receiving remote support.

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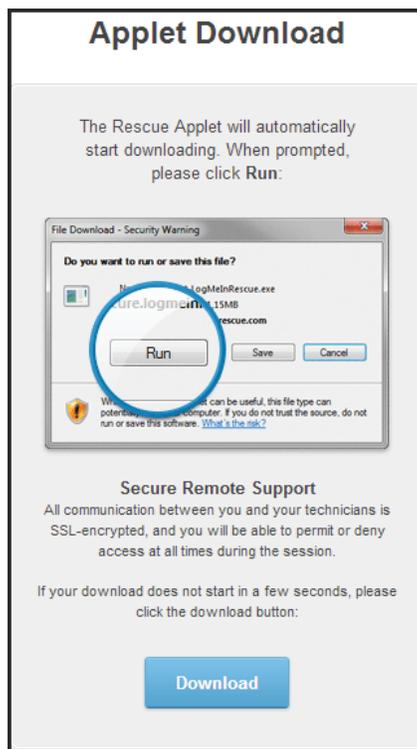


Important: The applet is a small program that **must** be running on your computer for the technician to be able to help you. The applet is automatically removed from your PC at session end.



Note: Actual screens and procedures may vary slightly depending on your operating system and LogMeIn Rescue settings on the technician's side.

1. You receive an email from the technician.
2. Click the link that you have received in the email.
The Applet Download page opens.



Download of the Support - LogMeInRescue .exe applet begins.

3. Execute the applet.



Tip: If you use a Mozilla Firefox browser, open the Downloads Library (**Ctrl + J**), then double-click **Support-LogMeInRescue.exe**.

4. Once the applet is running, wait for the technician to activate your session.



5. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions, or **No** to deny.

What can you do during a Rescue session?

Exact capabilities may vary according to LogMeIn Rescue settings on the technician's side.

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