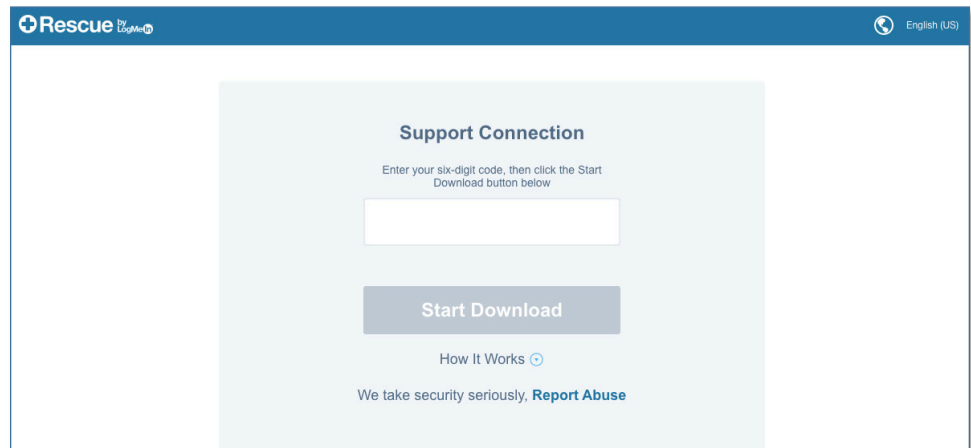


LogMeIn Rescue Customer Guide (Mac)

A technician will contact you with the website and PIN to connect to LogMeIn Rescue.

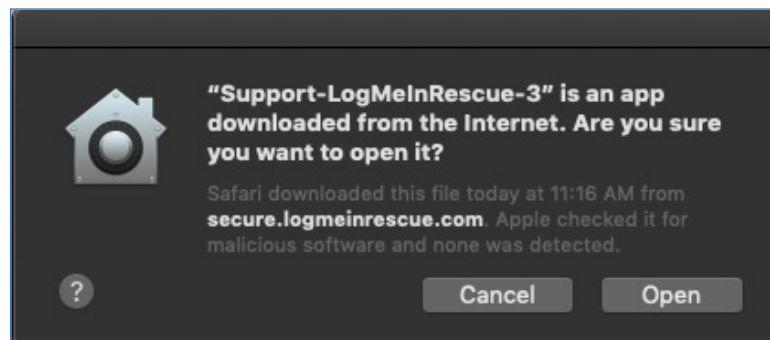
1. Go to <http://www.logmein123.com> and enter the PIN your technician gives you.



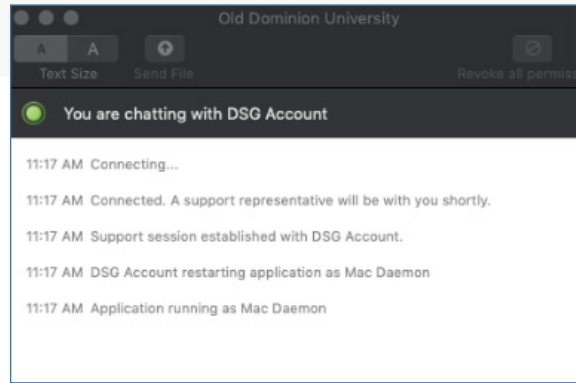
2. Download the program. This app icon will appear in your downloads folder.



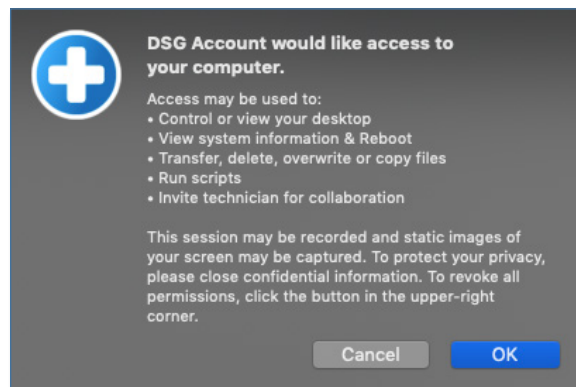
3. Open the program after it has finished downloading.



4. LogMeIn Rescue will open a chat box window.



5. Click **OK** to allow the DSG Account to have access.



6. The technician should now have control of your computer.

Note: You may need to allow access in your privacy settings. Open your **System Settings**, scroll down to **Accessibility**, click the **Privacy** tab, then check the box next to **Support-LogMeInRescue**.

