## **OLD DOMINION**

## LogMeln Rescue Customer Guide (Mac)

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

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

	S English (US)
Support Connection Enter your six-digit code, then click the Start Download button below	
Start Download How It Works ⊙ We take security seriously, <b>Report Abuse</b>	

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



3. Open the program after it has finished downloading.



## Information Technology Services



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**.



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