OLD DOMINION

LogMeIn Rescue Customer Guide (Windows)

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

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



2. When it has finished downloading, click the downloaded file to open the program.



3. LogMeIn Rescue will open a chat box window.



Information Technology Services

www.odu.edu/its J (757) 683-3192 itshelp@odu.edu 1100 Monarch Hall G oduits ∑ odu_its



4. Click **OK** when you see this screen.



5. A Windows Security Alert will pop up; click Cancel or X.



6. Allow the app to make changes to your device; click Yes.



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7. Allow the technician to take over the computer; click **OK**.

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?	DSG Account would like to perform one or more actions on this computer, including the following: - Control or view your desktop - View system information - Transfer, delete, overwrite, or copy files and folders - Reboot - Run scripts - Deploy Rescue Calling Card - Invite technician for collaboration To protect your privacy, close confidential information. The session may be recorded and static images of your screen may be captured. To revoke all permissions, click the red X on the toolbar or press Pause/Break on the keyboard. To permanently end the session, close the application.	
	OK Cancel	

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

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