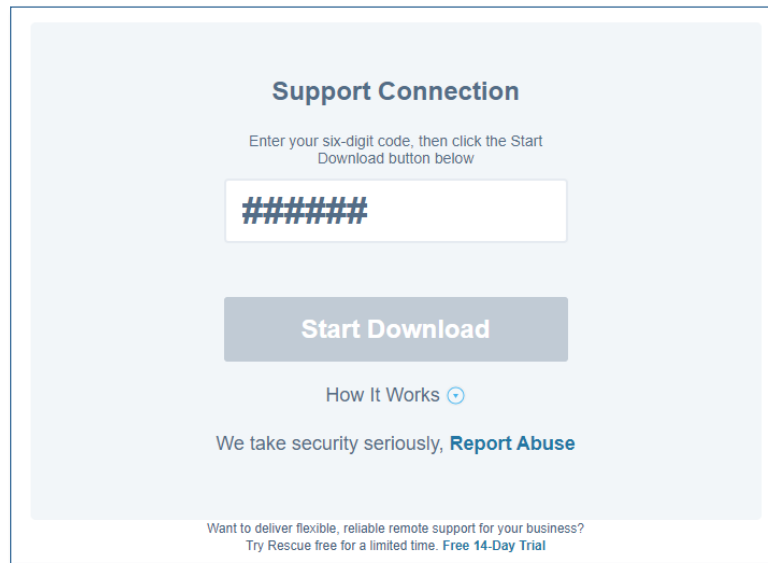


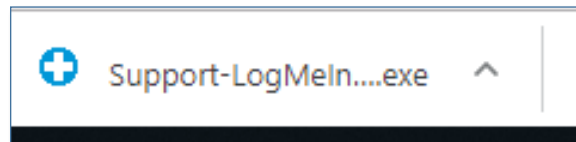
LogMeIn Rescue Customer Guide (Windows)

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

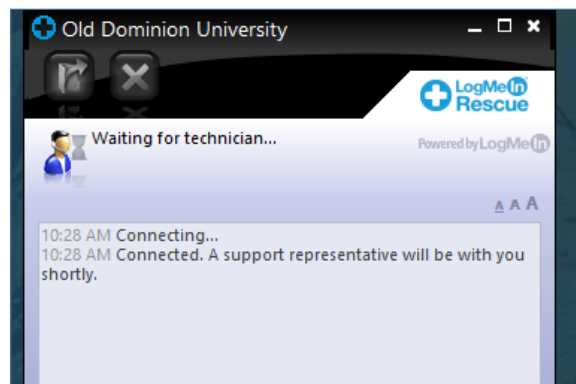
1. Go to <http://www.logmein123.com>, enter the PIN your technician gives you, and click **Start Download**.



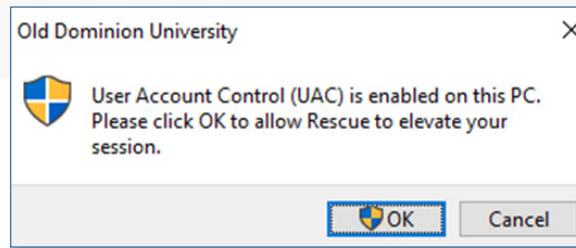
2. When it has finished downloading, click the downloaded file to open the program.



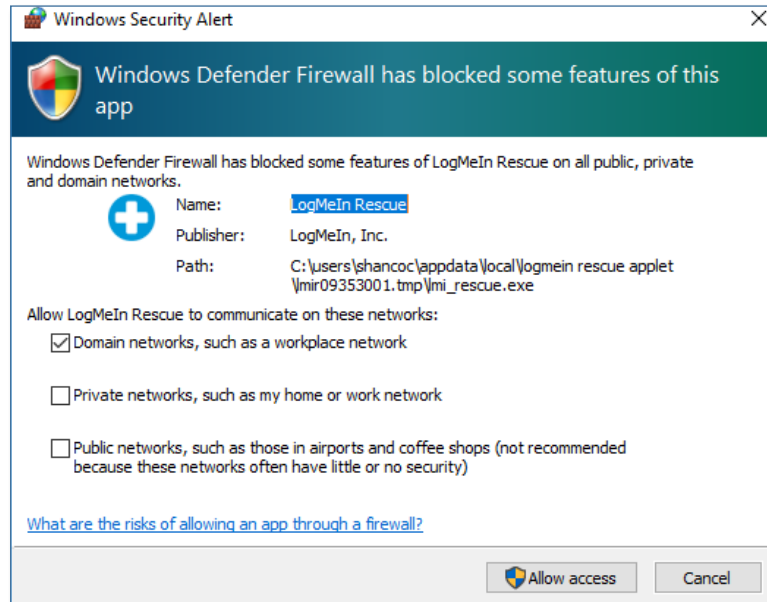
3. LogMeIn Rescue will open a chat box window.



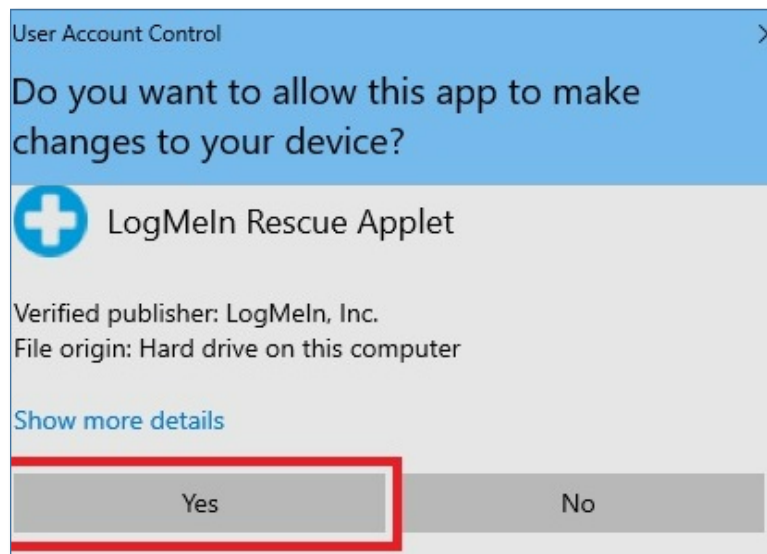
4. Click **OK** when you see this screen.



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

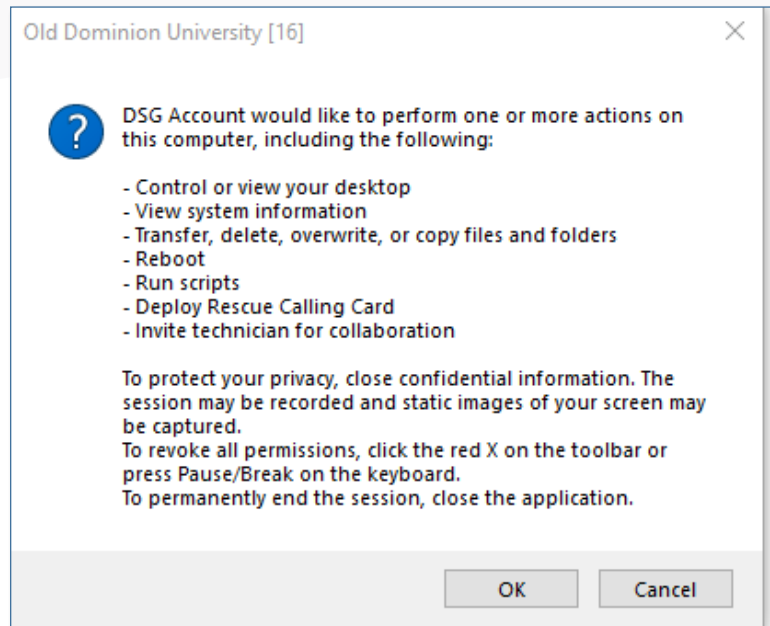


6. Allow the app to make changes to your device; click **Yes**.





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



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