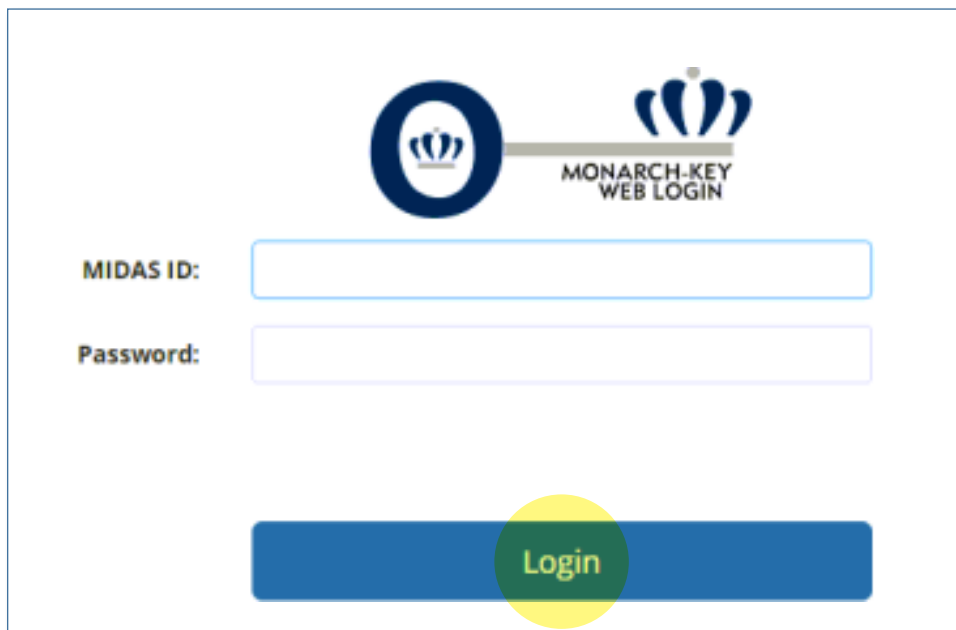


# LogMeIn Resolve Customer Guide (Mac)

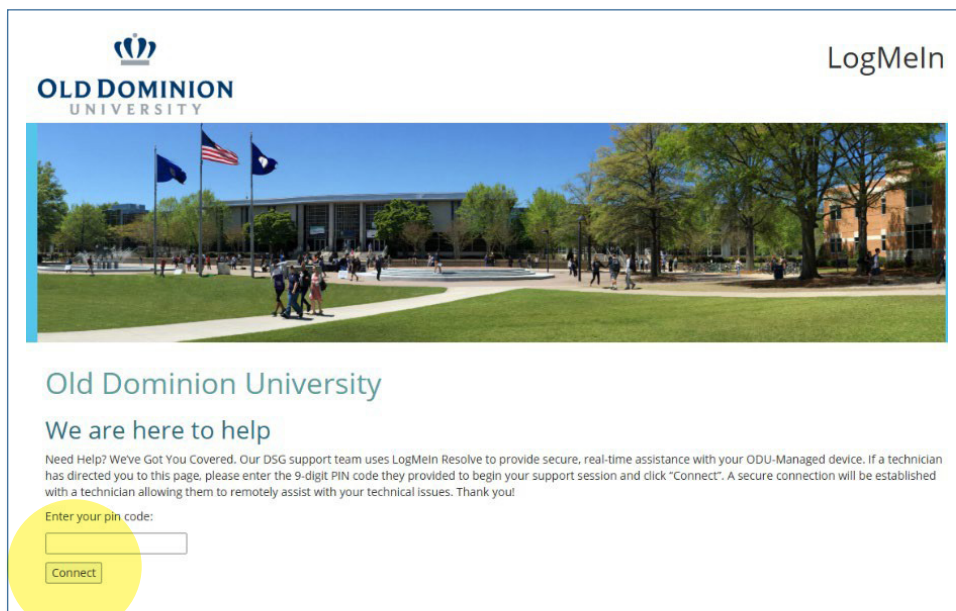
A technician will contact you with the support link and PIN to connect to LogMeIn Resolve.

1. Go to <https://odu.edu/dsg-remote-support>.  
Login with your MIDAS ID and password.



The login form features the Old Dominion University logo and the text "MONARCH-KEY WEB LOGIN". It includes two input fields: "MIDAS ID:" and "Password:". Below these fields is a large blue button with a yellow circle and the word "Login" in green.

2. On the DSG Remote Support page, enter your PIN and click **Connect**.



The DSG Remote Support page features the Old Dominion University logo and the text "LogMeIn". It includes a large photograph of the university campus. Below the photo is the text "Old Dominion University" and "We are here to help". A small text block explains the support process: "Need Help? We've Got You Covered. Our DSG support team uses LogMeIn Resolve to provide secure, real-time assistance with your ODU-Managed device. If a technician has directed you to this page, please enter the 9-digit PIN code they provided to begin your support session and click 'Connect'. A secure connection will be established with a technician allowing them to remotely assist with your technical issues. Thank you!". Below this text is a form with the label "Enter your pin code:" and a "Connect" button.

## IT Help Desk

[odu.edu/helpdesk](https://odu.edu/helpdesk)

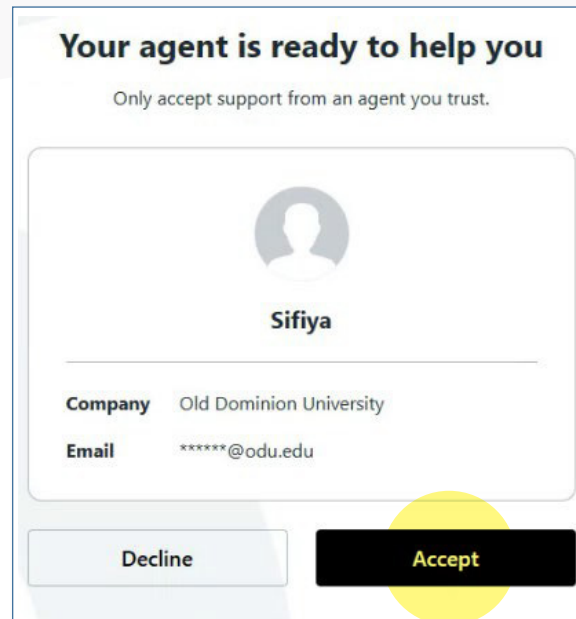
(757) 683-3192

[itshelp@odu.edu](mailto:itshelp@odu.edu)

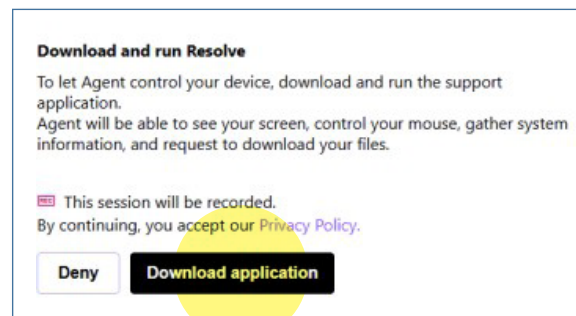
1100 Monarch Hall

[oduits](#) [odu\\_its](#)

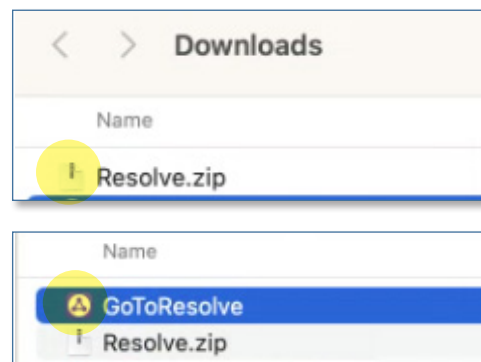
3. Click **Accept** to allow the technician access to your computer.



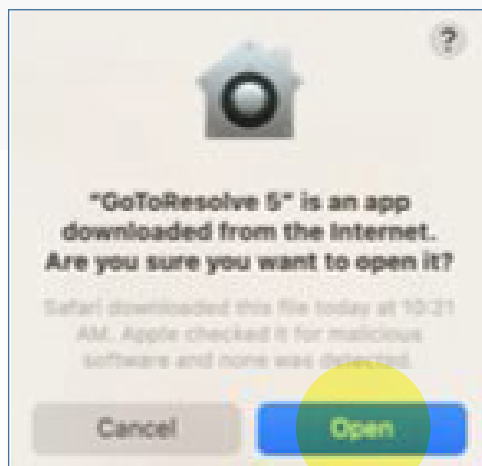
4. Your active session window will open. Click **Download application**.



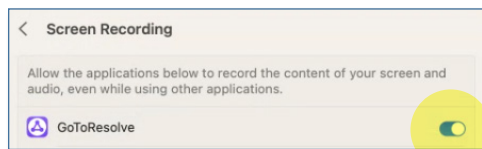
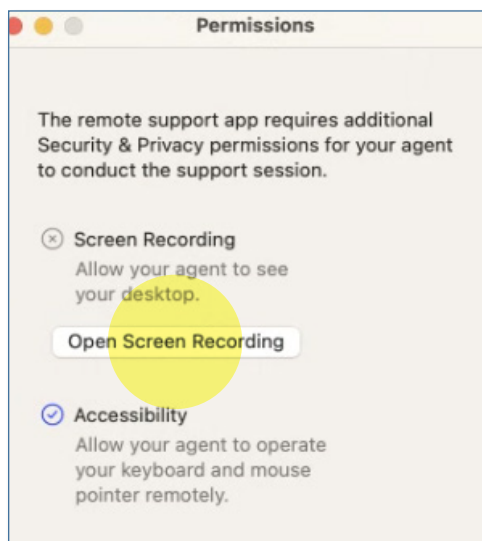
5. Once the download is complete, go to your Downloads folder (or wherever your computer saves downloaded files), double click **Resolve.zip**, then open **GoToResolve**.



6. Click **Open**.



7. Permissions window will open. Click **Open Screen Recording**, and allow access to GoToResolve.



8. Click **Open System Settings** for Accessibility Access, and allow access to GoToResolve and GoToResolveUnattended.

