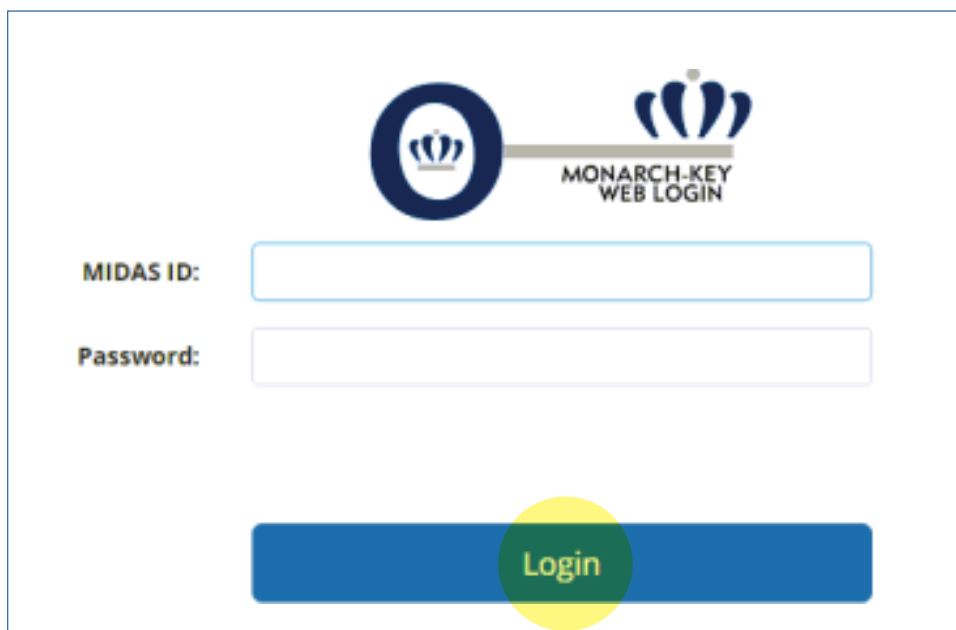


LogMeIn Resolve Customer Guide (Windows)

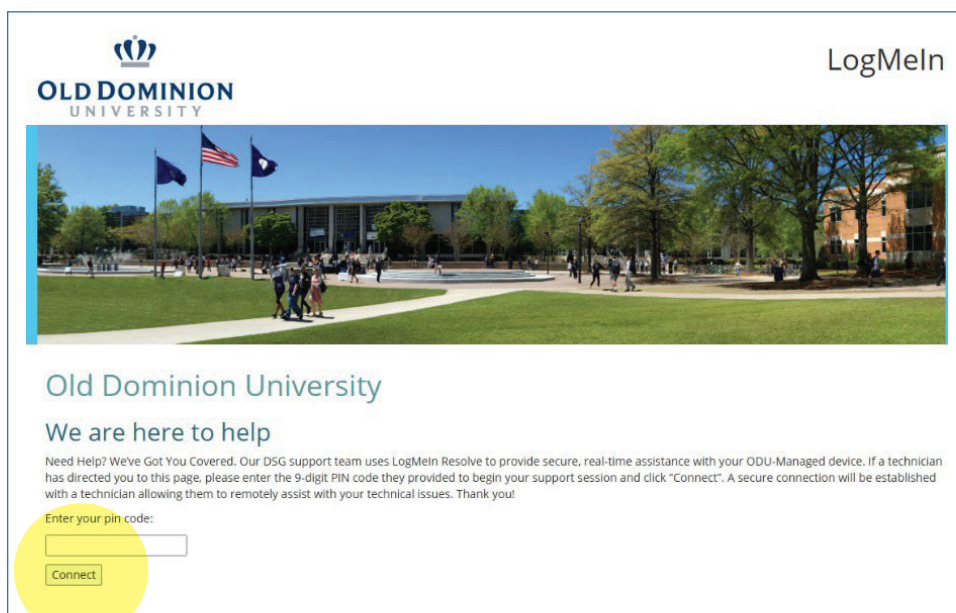
A technician will contact you with the support link and PIN to connect to LogMeIn Resolve.

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



The image shows a login form titled "MONARCH-KEY WEB LOGIN". It features the Old Dominion University logo on the left and a crown icon on the right. Below the title, there are two input fields: "MIDAS ID:" and "Password:". At the bottom, there is a large blue button with the word "Login" in yellow text.

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



The image shows the DSG Remote Support page. At the top, there is the Old Dominion University logo on the left and "LogMeIn" on the right. Below the logo is a large photograph of a campus scene. Under the photo, the text "Old Dominion University" is displayed, followed by "We are here to help". A paragraph of text explains the support process. At the bottom, there is a section titled "Enter your pin code:" with a text input field and a "Connect" button. A yellow circle highlights the "Connect" button.

IT Help Desk

odu.edu/helpdesk

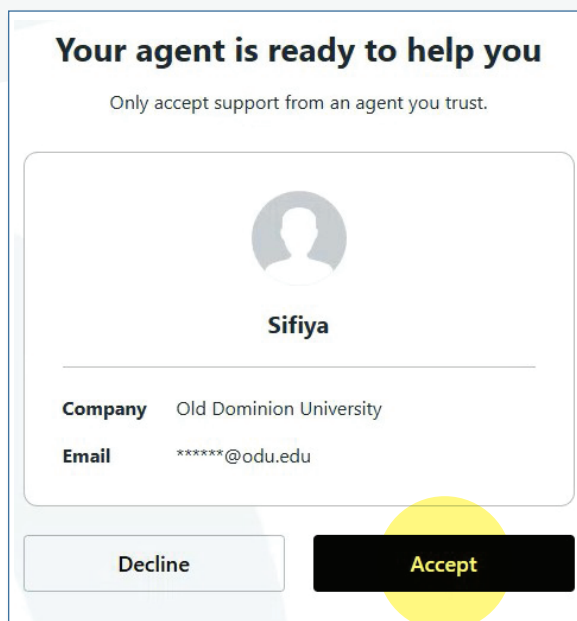
(757) 683-3192

itshelp@odu.edu

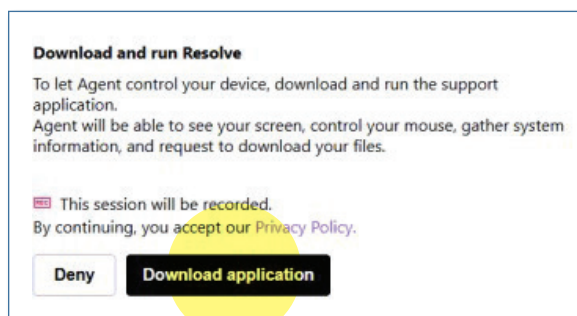
1100 Monarch Hall

[oduits](#) [odu_its](#)

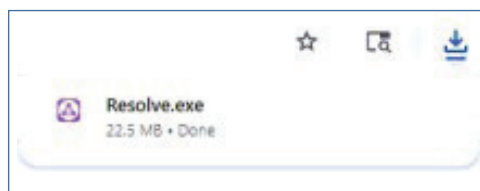
3. Click **Accept** to allow the technician access to your computer.



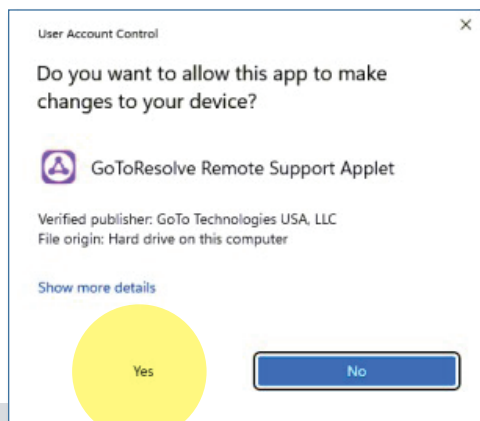
4. Your active session window will open. Click **Download application**.



5. Once the download is complete, open the file.



6. Click **Yes**.





7. Your technician should now be remotely connected to your computer.

