

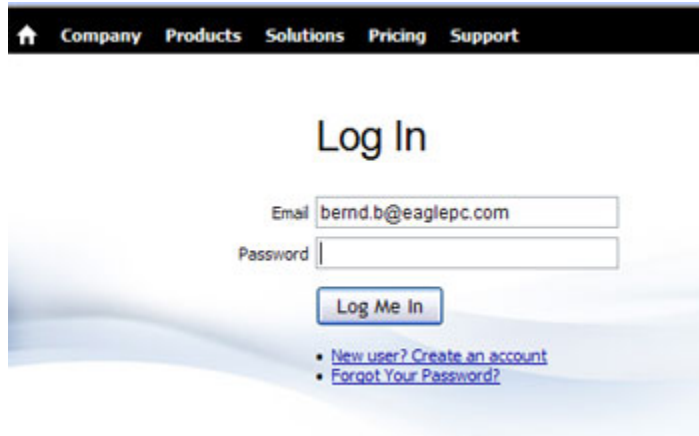
Remote Support Setup

Setup for remote support

Go to the following website: <https://secure.logmein.com/login.asp?lang=en>

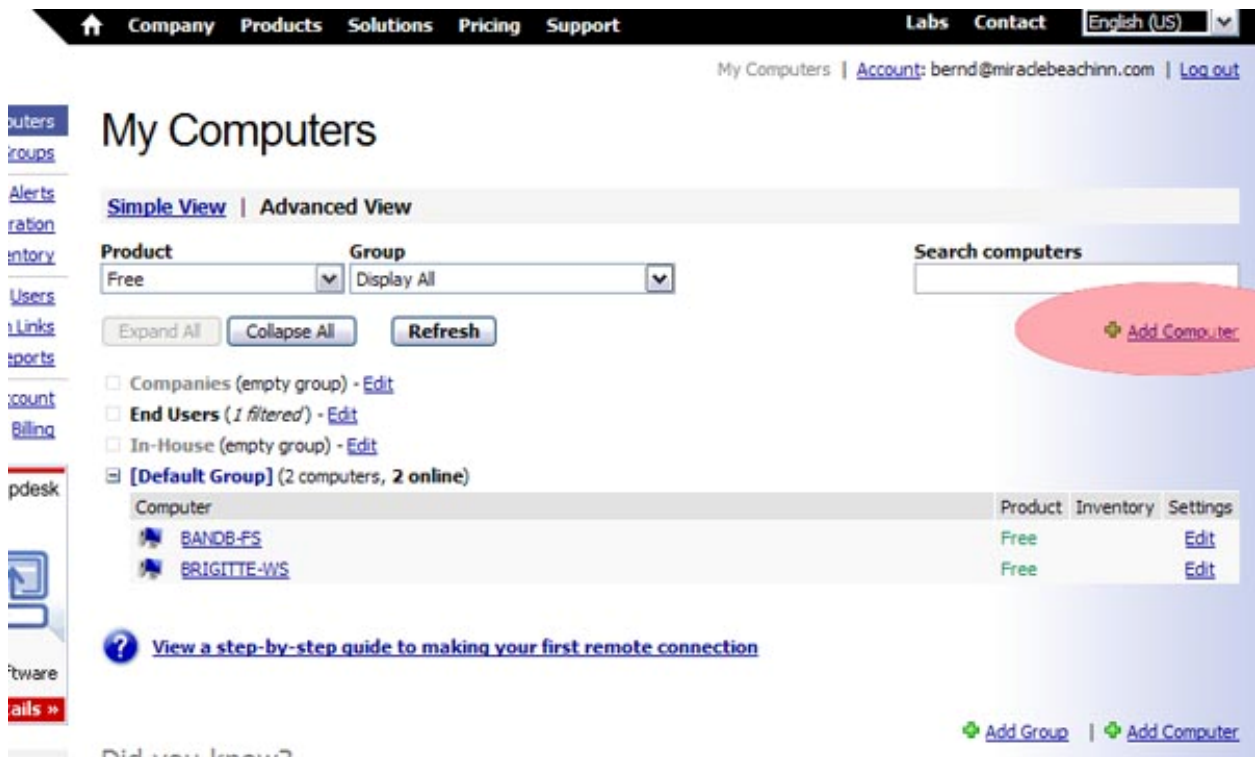
you will come to this form – please fill in as the user name bernd.b@ealepc.com

Password: (please call 250 337-8502) (password is case-sensitive)



The screenshot shows the Log In page of the LogMeIn website. At the top, there is a navigation bar with links for Company, Products, Solutions, Pricing, and Support. The main heading is "Log In". Below the heading, there are two input fields: "Email" with the value "bernd.b@eaglepc.com" and "Password" which is empty. A "Log Me In" button is positioned below the password field. Underneath the button, there are two links: "New user? Create an account" and "Forgot Your Password?".

You will come now to the administration page. On the right you will see “add computer” (pink highlighted) - click on it



The screenshot shows the "My Computers" administration page. The top navigation bar includes links for Company, Products, Solutions, Pricing, Support, Labs, and Contact, along with a language dropdown set to "English (US)". The page title is "My Computers" and the user is logged in as "bernd@miradebeachinn.com". The page is in "Simple View" mode. There are filters for "Product" (set to "Free") and "Group" (set to "Display All"). A search bar is labeled "Search computers". A pink oval highlights the "Add Computer" button. Below the filters, there are options to "Expand All", "Collapse All", and "Refresh". A list of groups is shown, including "Companies (empty group)", "End Users (1 filtered)", "In-House (empty group)", and "[Default Group] (2 computers, 2 online)". The "Default Group" contains two computers: "BAND8-FS" and "BRIGITTE-WS", both with a "Free" product and an "Edit" link. A link to "View a step-by-step guide to making your first remote connection" is visible. At the bottom right, there are buttons for "Add Group" and "Add Computer".



| Computer | Product | Inventory | Settings |
|-------------|---------|-----------|----------|
| BAND8-FS | Free | | Edit |
| BRIGITTE-WS | Free | | Edit |

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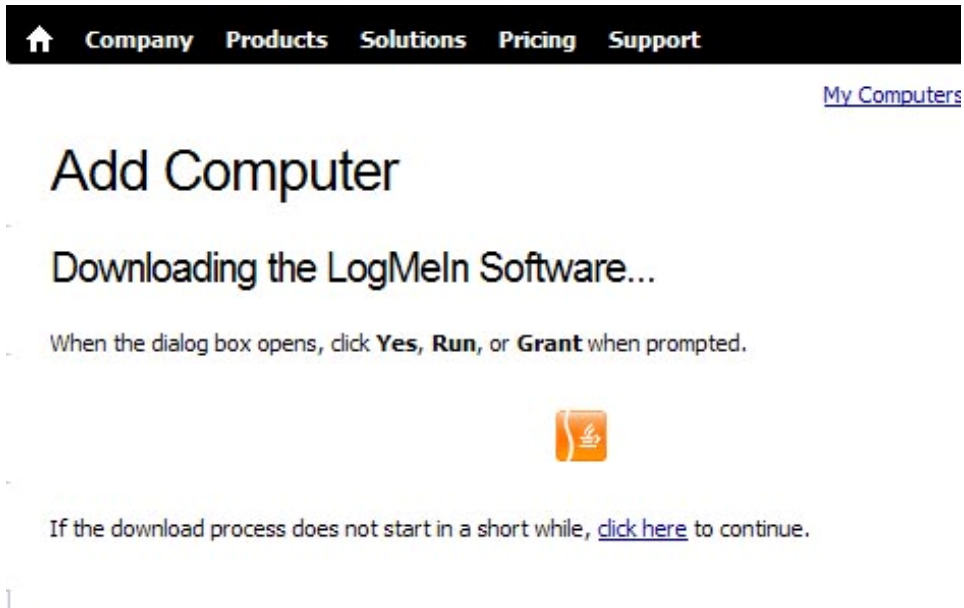
You will get to this screen – click on FREE and then continue

Add Computer

Select a LogMeIn Product

| | |
|---|---|
|  | <input type="radio"/> Install LogMeIn IT Reach on this computer (Learn more) |
| | <input type="radio"/> Deploy LogMeIn IT Reach to remote computer(s) (Learn more) |
|  | <input type="radio"/> Install LogMeIn Backup on this computer (Learn more) |
| | <input type="radio"/> Deploy LogMeIn Backup to remote computer(s) (Learn more) |
| FREE | <input checked="" type="radio"/> Install LogMeIn Free on this computer (Learn more) |
| PRO | <input type="radio"/> Install LogMeIn Pro on this computer (Learn more) |

The next screen shows:



It will start downloading the program and all you have to do is click on >>RUN<< .. your machine will show up on our account. If you want support of any kind – please call first: 250 337-8502. We will also need your logon name: You can find it at the very top if you click on the START button.