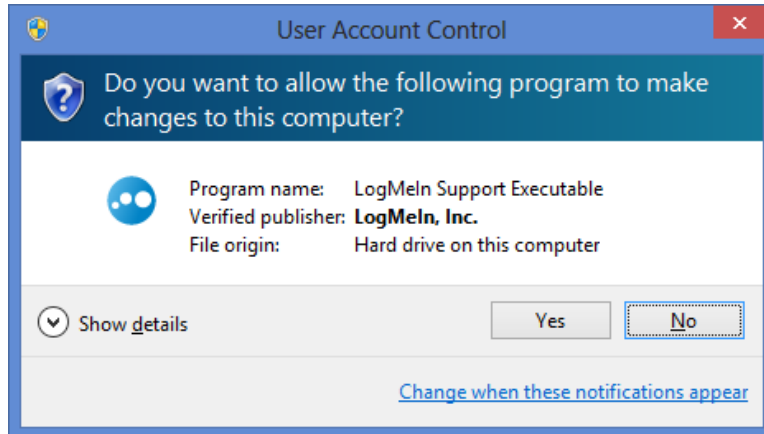


LogMeIn Remote Desktop Software Installation

The PC Whisperer, Inc. uses LogMeIn remote desktop software to help monitor, manage, and support our clients. LogMeIn allows our staff to connect to your computer through a working Internet connection to your computer. Once connected we can access and control all aspects of your PC/MAC.

Upon completion of the necessary repairs or training we will request that you disable LogMeIn until the next time you are in need of support. We will supply you instructions below.

1. Open **Internet Explorer** or your favorite Internet browser and navigate to <http://www.thepcwhisperer.net/redirects/logmein.htm>. You will be prompted to Run or Save a file. Choose to **'Run'**.
2. After it downloads LogMeIn it will start the installation process. Depending on the version of Windows you have you may receive this prompt.



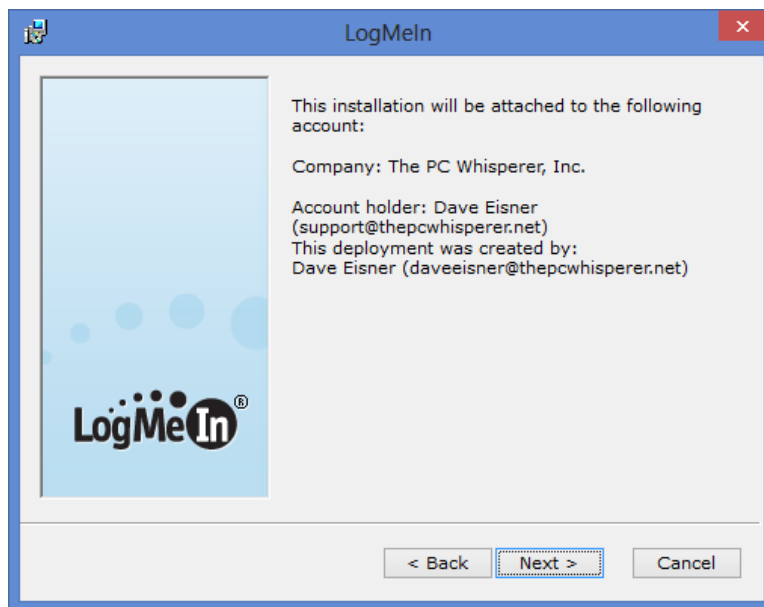
Click **'Yes'**

3. The first page of the installation screen looks like this:



Click 'Next'

4. You will be asked if you understand that this installation is associated with The PC Whisperer, Inc.



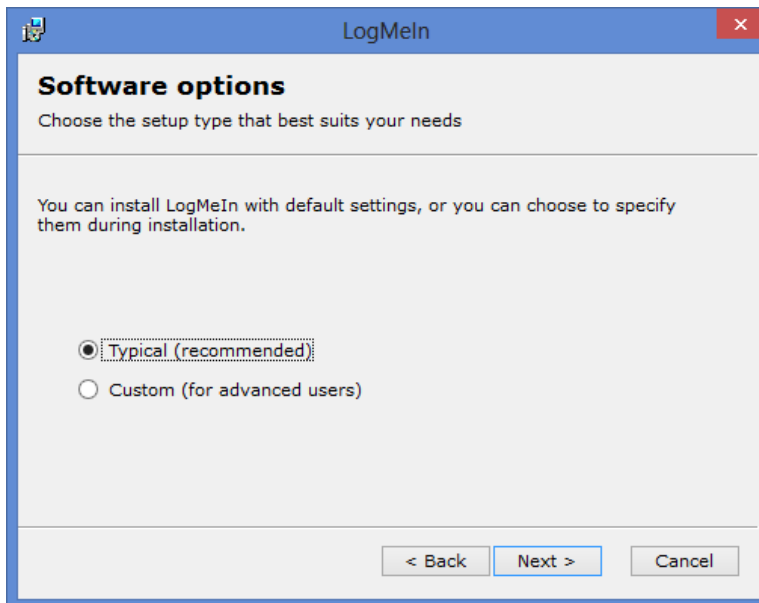
Click 'Next'

5. On the LogMeIn License Agreement screen,



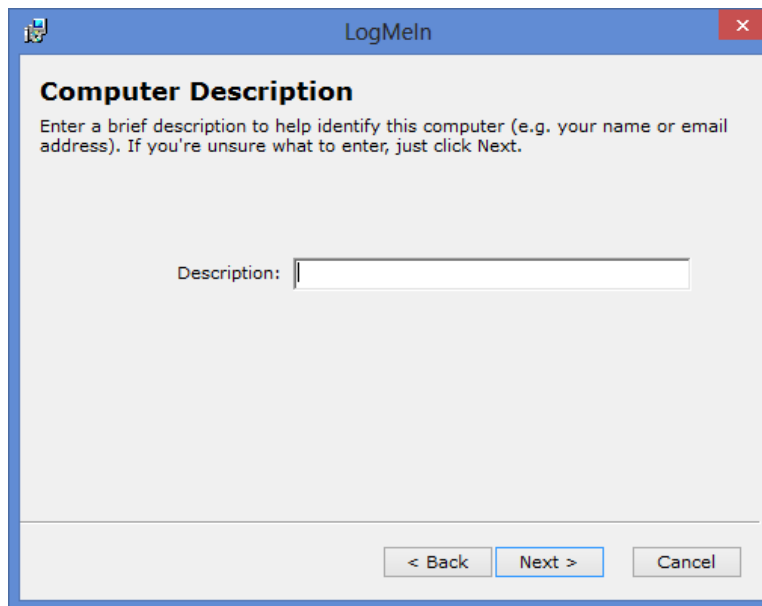
Click 'I Agree'

6. You will be asked to decide on an Typical or Custom installation



Leave it on the 'Typical (recommended)' setting and click 'Next'

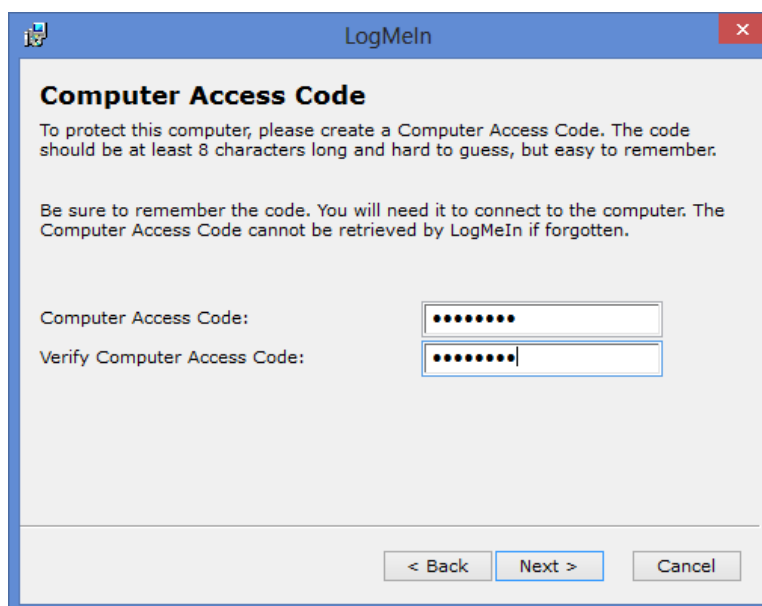
7. You will be asked to give a brief description of your computer. Please use your first and last name as well as the type of computer.



The screenshot shows a dialog box titled "LogMeIn" with a close button (X) in the top right corner. The main heading is "Computer Description". Below the heading is a paragraph of text: "Enter a brief description to help identify this computer (e.g. your name or email address). If you're unsure what to enter, just click Next." Below this text is a text input field with the label "Description:" to its left. At the bottom of the dialog box are three buttons: "< Back", "Next >", and "Cancel".

For example *'John Doe's Laptop'*. We have over 500 clients using this program, personalizing it would be a good way for us to find your computer on that list.

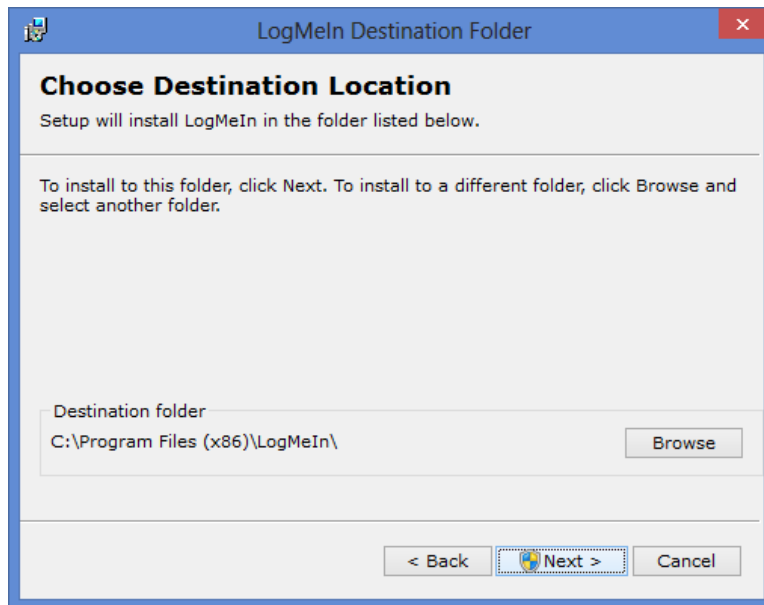
8. If your computer does not already have a password when you log in you will be asked to enter a Computer Access Code. This code is controlled exclusively by The PC Whisperer and is not shared with anyone outside the company.



The screenshot shows a dialog box titled "LogMeIn" with a close button (X) in the top right corner. The main heading is "Computer Access Code". Below the heading is a paragraph of text: "To protect this computer, please create a Computer Access Code. The code should be at least 8 characters long and hard to guess, but easy to remember." Below this text is another paragraph: "Be sure to remember the code. You will need it to connect to the computer. The Computer Access Code cannot be retrieved by LogMeIn if forgotten." Below the text are two text input fields. The first is labeled "Computer Access Code:" and the second is labeled "Verify Computer Access Code:". Both input fields contain seven dots, indicating a masked password. At the bottom of the dialog box are three buttons: "< Back", "Next >", and "Cancel".

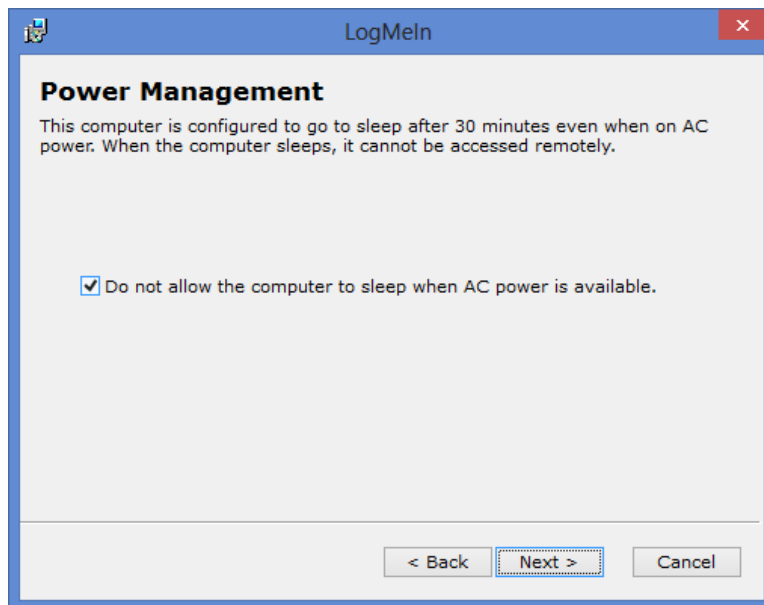
Please ask your PC Whisperer support agent for the Computer Access Code.

9. You will be asked where to install the program



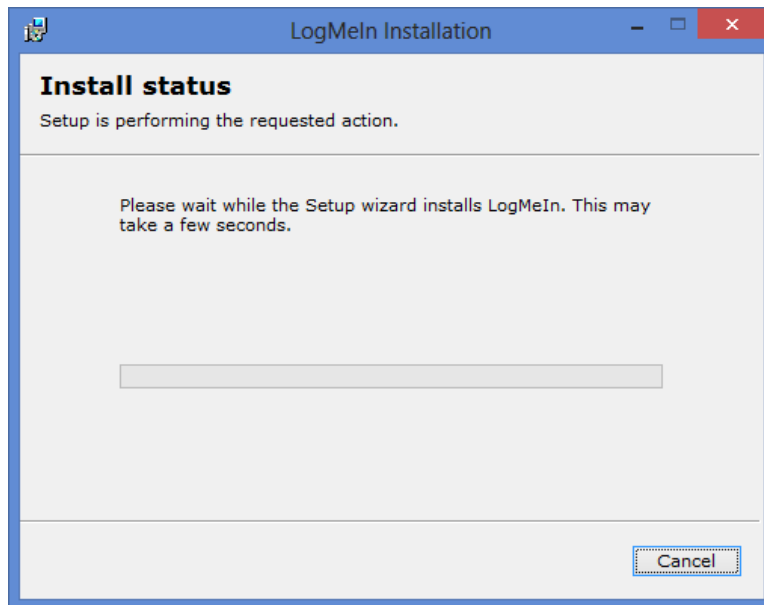
Click 'Next'

10. You will also be asked if you would like to leave your computer on if plugged into an AC power source. If you intend on receiving help afterhours or on the weekend please leave this box checked.

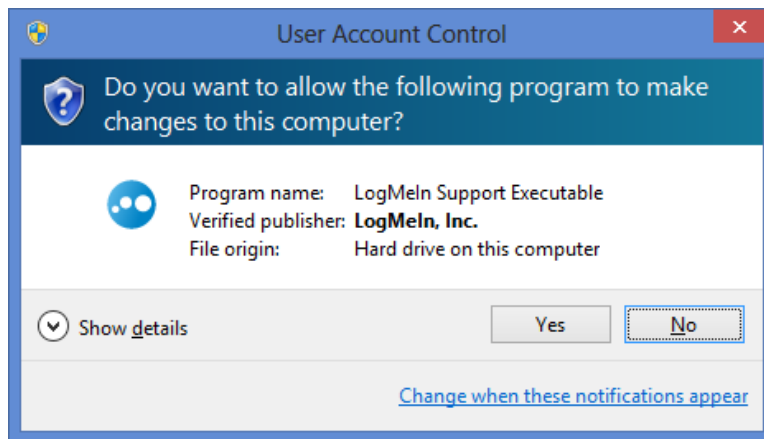


Click 'Next'

11. During the installation you will see the screen flash, this is normal.

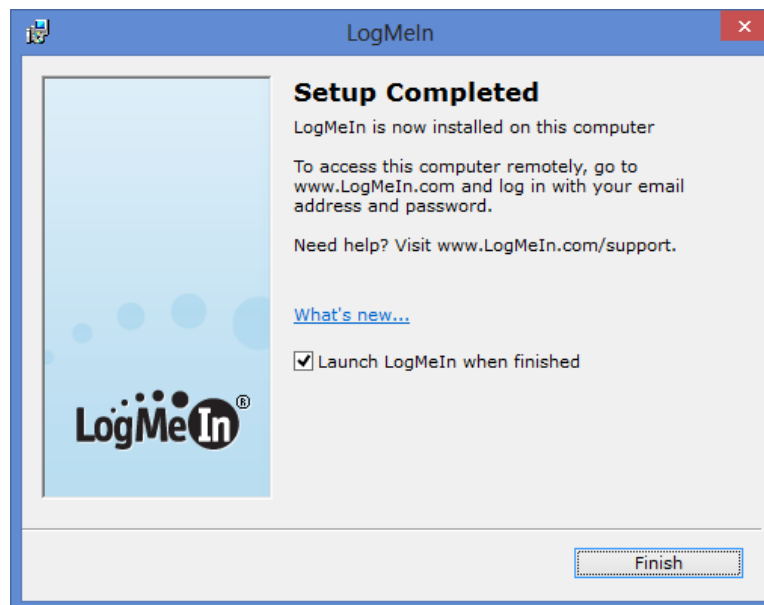


12. You may also see another confirmation screen like below.



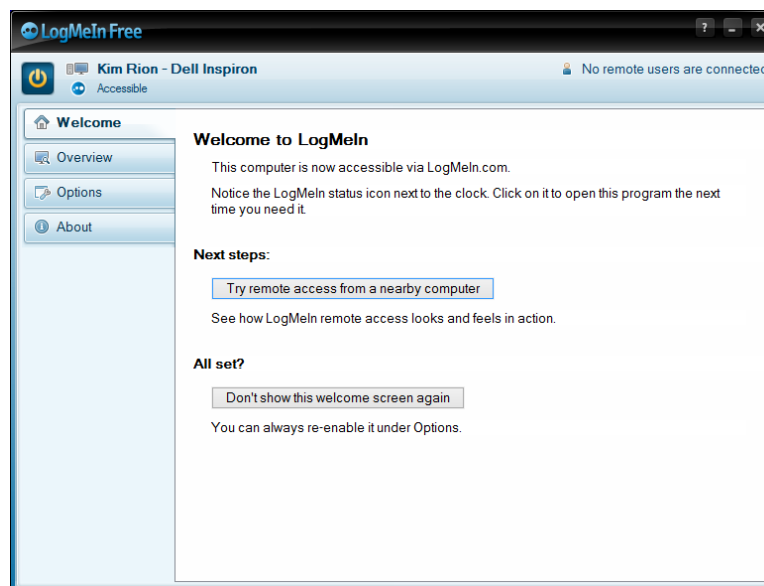
Click 'Yes'

13. When the installation is complete you will get a 'Setup Completed' screen.



Leave the check box checked and click 'Finish'

14. The final page will be the same screen you will see going forward if you click on the LogMeIn icon located in the Start Menu or in the System Tray down by the clock.



From here you can Update, Disable, Re-Subscribe, and Uninstall. I like to click the 'Don't show this welcome screen again' And then click the 'X' to close the program