REQUESTING REMOTE ACCESS TO YOUR WORK COMPUTER

Step One – Logging In

1. Open any browser and enter logmein.com
2. Click the Log In button located on the upper right portion of the page

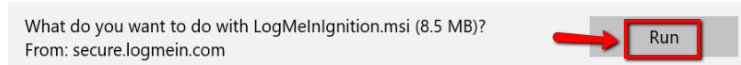3. Enter your campus email address then click "Log in." Then use your campus information to log in.

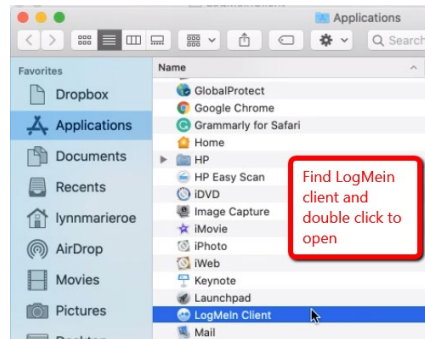**Step Two - Downloading the software**
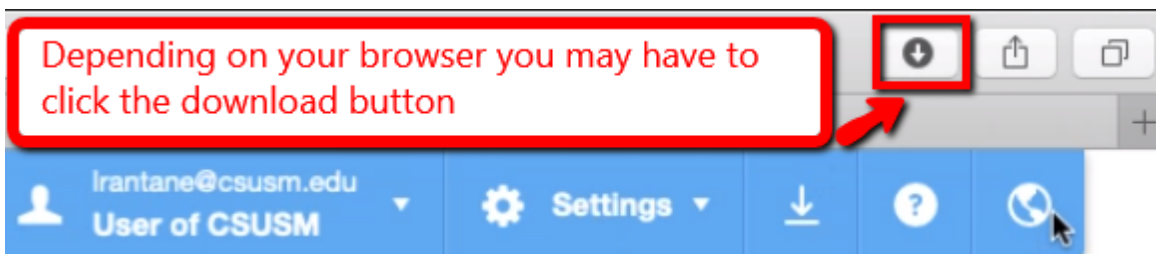
Step Three – Running the Program

1. On a Windows computer, either click RUN or search for the program in your application folder

2. Instructions for Macs

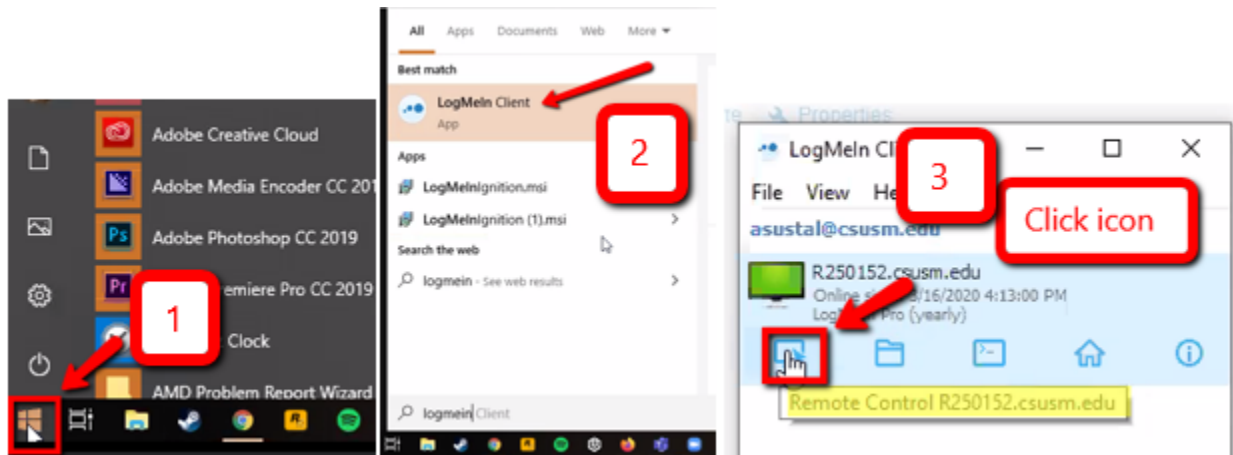3. Depending on your browser, you may be asked to ALLOW the download, so click ALLOW.

Step Four – Submitting your remote access request (<u>requests are processed M-F 8-5pm</u>)

1. <u>AFTER completing Step One</u>, send an email to helpspot@csusm.edu with the following:

    -   SUBJECT LINE: logmein access
    -   MESSAGE: Indicate you've already logged into logmein.com

2. IITS will make the necessary changes to your account and notify you when your request is complete.
3. **Due to the amount of requests, this may take up to an hour, so please be patient.**
4. **Do not attempt to log in until you receive IITS email response**

USING LOGMEIN TO ACCESS YOUR CSUSM COMPUTER

Step One: Locating and Running logmein

1. On Windows/PC click Start then type "logmein" anywhere on the page
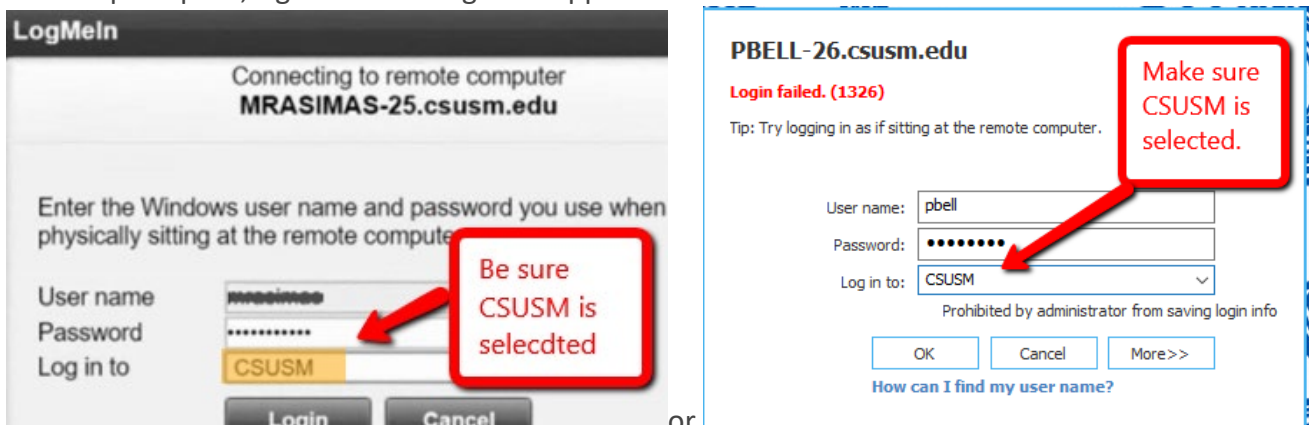

2. On Mac computers, press Command + Space Bar, and search for logmein.
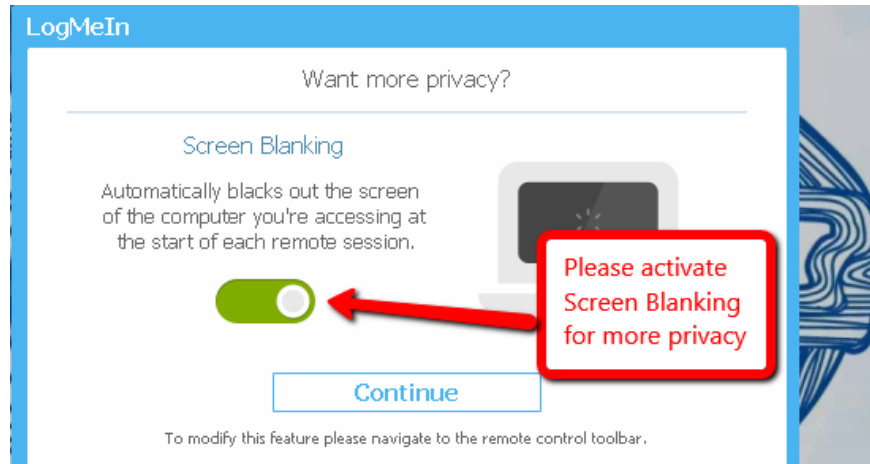
Step Two: Accessing your Work Machine

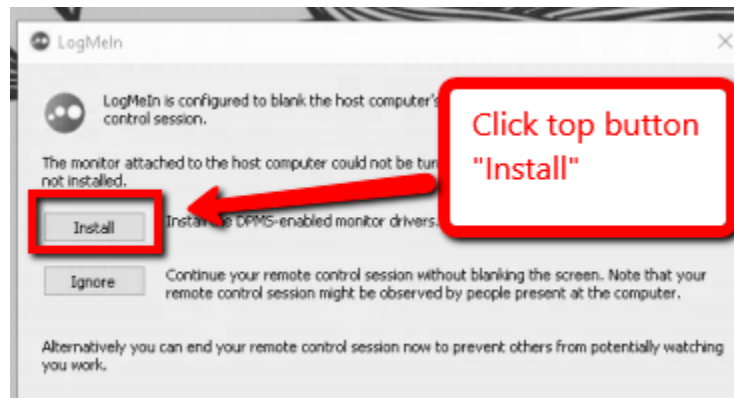1. Click your monitor then the monitor icon (shown below) to see your work machine.

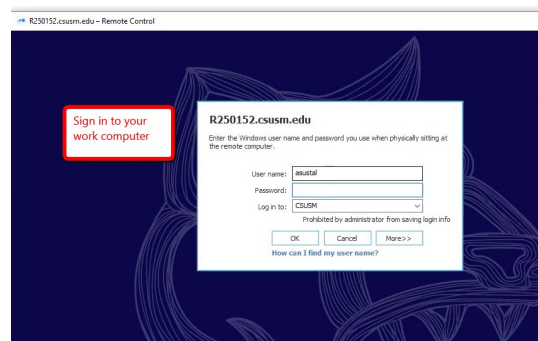2. Once prompted, sign in to the LogMeIn application.

or

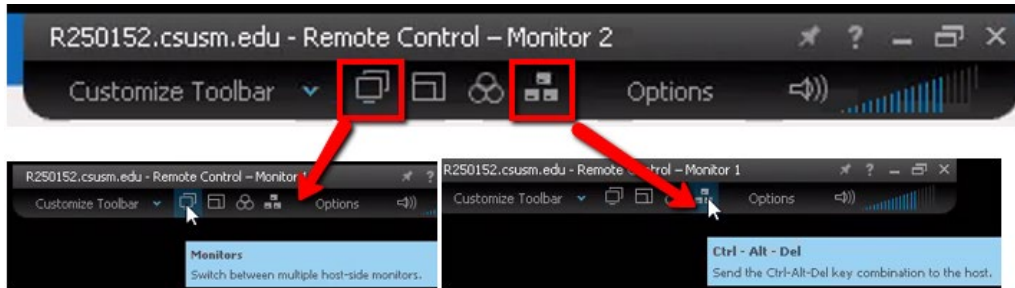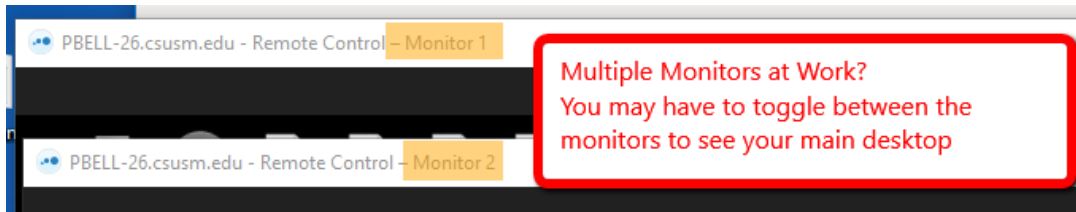3. If prompted, be sure to activate Screen Blanking

4. Then click the Install button

5. Once LogMeIn has connected to your CSUSM computer you need to log in again

6. If you have multiple monitors

CONGRATULATIONS! YOU ARE NOW CONNECTED TO YOUR WORK COMPUTER!

For any questions or support, please email helpspot@csusm.edu