# **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.

Log in	California State University
LogMeIn ID:	SAN MARCOS
pbell@csusm.edu	
You will be redirected to your <mark>organization's sign-in service</mark> for authentication. Click <b>Log in</b> to continue.	Sign in with your CSUSM Username and Password
_	csusm\krrobert
Log in Back	

#### 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





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



## Step Four – Submitting your remote access request (requests are processed M-F 8-5pm)

- 1. <u>AFTER completing Step One</u>, send an email to <u>helpspot@csusm.edu</u> 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.

	Connecting to MRASIMAS	remote computer -25.csusm.edu	Login failed. (1326) Tip: Try logging in as if sitting at the remote computer. Selected.
Enter the Wind physically sitti	dows user name a ng at the remote co	nd password you use when ompute Be sure	n User name: pbell Password:
Enter the Win hysically sitti Jser name	dows user name all ng at the remote co	Be sure	User name: pbell   Password: ••••••••   Log in to: CSUSM
Enter the Wind physically sittin User name Password	dows user name all ng at the remote co	Be sure CSUSM is	User name: pbell Password: ••••••• Log in to: CSUSM  v Prohibited by administrator from saving login

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 <u>helpspot@csusm.edu</u>