



*Do What You Do Best from Anywhere Anytime*

IG Tool for LogMeIn

USER GUIDE

April 2019

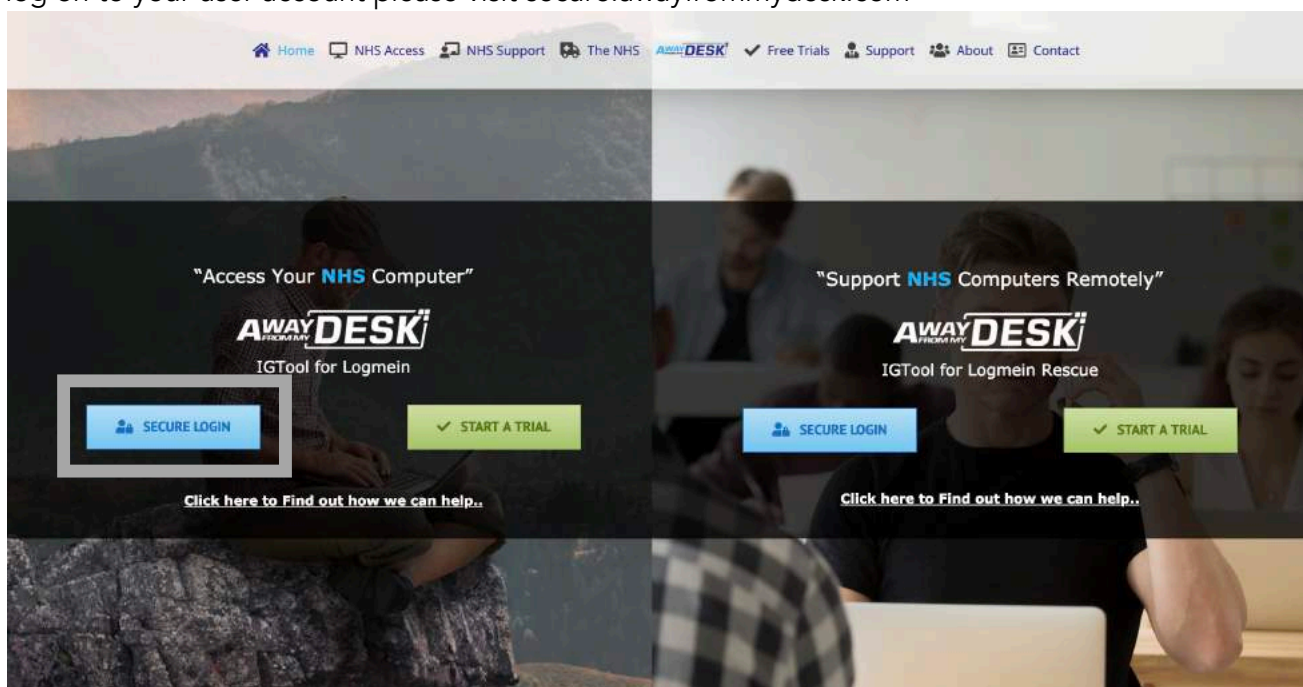
# Table of Contents

<b>1</b>	<b>HOW TO LOGIN .....</b>	<b>2</b>
1.1	VISIT OUR WEBSITE.....	2
1.2	ENTER YOUR USER DETAILS .....	2
1.3	ENTER MEMORABLE WORD .....	3
1.4	CLICK IN TOKEN BOX.....	3
1.5	INSERT YOUR TOKEN.....	4
1.6	PRESS THE GOLD CIRCLE .....	4
1.7	PRESS SECURE LOGIN.....	4
1.8	CHOOSE YOUR COMPUTER.....	5
1.9	WINDOWS LOGIN PAGE .....	7
<b>2</b>	<b>REMOTE CONTROL YOUR MACHINE .....</b>	<b>9</b>
2.1	CLICK TO REMOTE CONTROL .....	9
2.2	DESKTOP DISPLAY .....	11
2.3	FULL SCREEN.....	12
2.4	DISCONNECT .....	12
<b>3</b>	<b>ADVANCED OPTIONS.....</b>	<b>13</b>
3.1	HOW TO ACCESS THE ADVANCED OPTIONS.....	13
3.2	CONNECTION OPTIONS .....	13
3.3	USEFUL TOOLS .....	13
3.4	WHITEBOARD .....	13
3.5	CHAT .....	14
3.6	LASER POINTER .....	14
3.7	MAGNIFY.....	14
3.8	CTRL-ALT-DEL.....	14
3.9	SCREEN SETTINGS.....	14
3.10	COLOUR QUALITY .....	15
3.11	VIEW OPTIONS .....	15
3.12	RESOLUTION OPTIONS .....	16
3.13	FULL SCREEN.....	16
<b>4</b>	<b>TECHNICAL SUPPORT .....</b>	<b>16</b>
<b>5</b>	<b>ADMIN SUPPORT .....</b>	<b>16</b>
<b>6</b>	<b>RECOMMEND AWAY FROM MY DESK!.....</b>	<b>16</b>

# 1 How to Login

## 1.1 Visit Our Website

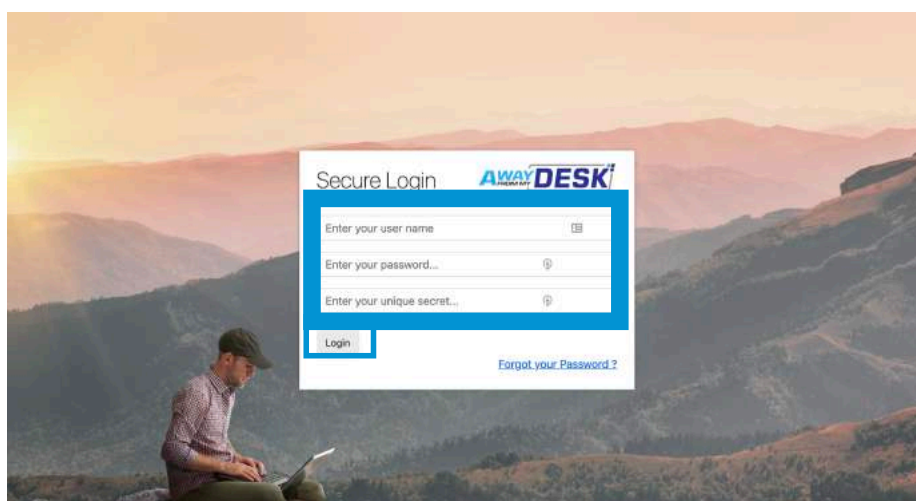
To log on to your user account please visit [secure.awayfrommydesk.com](https://secure.awayfrommydesk.com)



Click on Secure Login and you will be taken to our login page

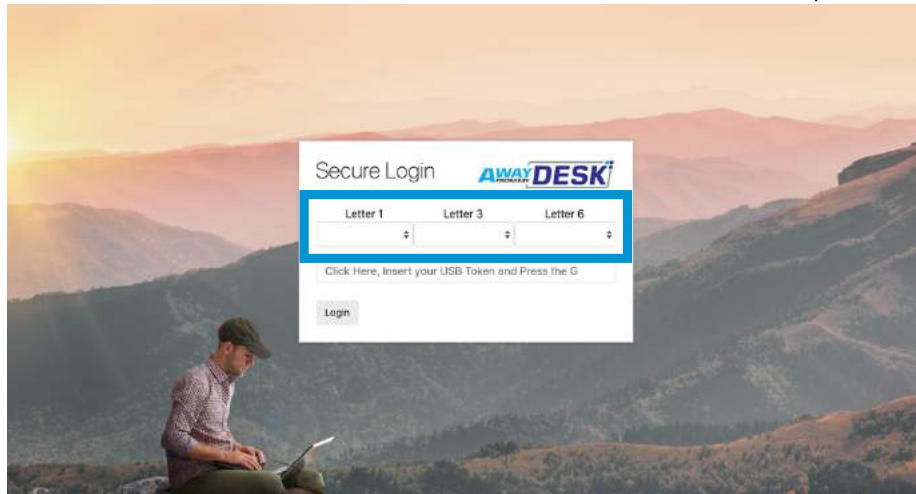
## 1.2 Enter Your User Details

Enter your User Name, Password and Unique secret into the boxes provided, then press the 'Login' button.



### 1.3 Enter Memorable Word

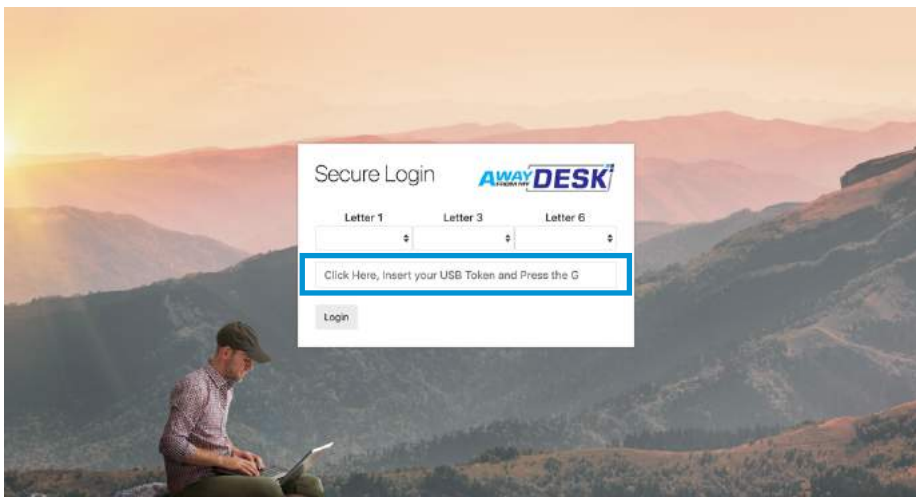
Enter the requested characters from your memorable word into the relevant drop-down boxes



**Note:** If you do not use a token please skip steps 1.4 to 1.6 and go directly to 1.7

### 1.4 Click In Token Box

Click inside the token box on the screen



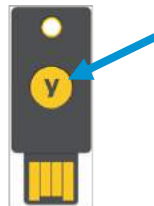
## 1.5 Insert Your Token

Insert your token into your USB port on your home computer

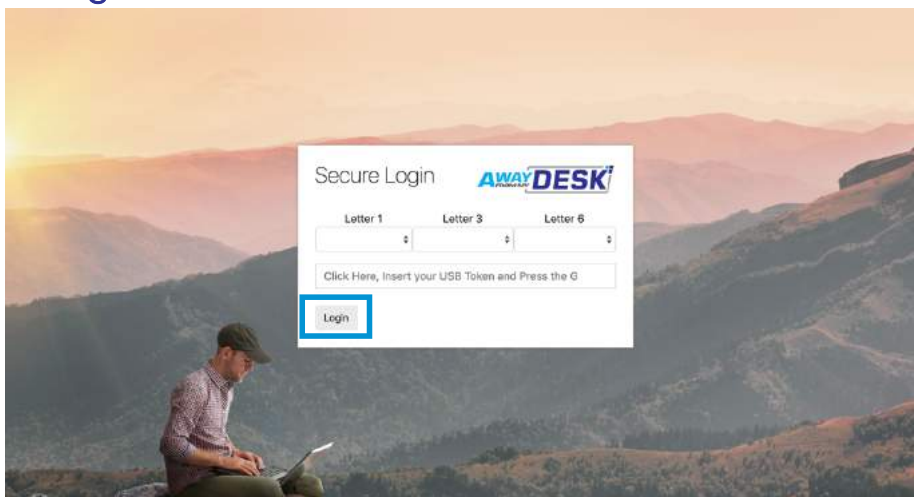


## 1.6 Press the Gold Circle

Press the gold circle on the physical token. This will insert a code into the token box on the screen

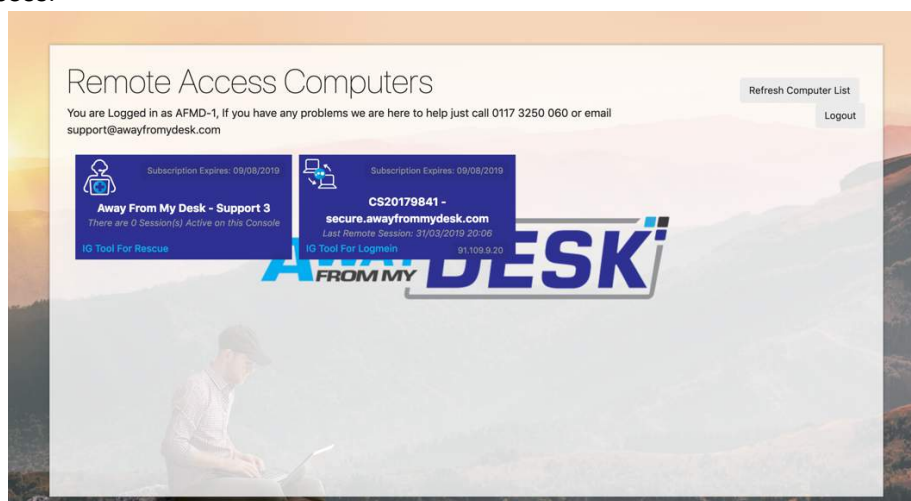


## 1.7 Press Secure Login



## 1.8 Choose your computer

Once you have logged in you will see a page which looks similar to this one, showing the computers you have setup for access.



When you hover over the computer you would like to access you will see the box changes colour. Select the computer you wish to connect to and just click on that box to connect.



## 1.9 Computer Colour Coding

Computer ready to use = Dark Blue





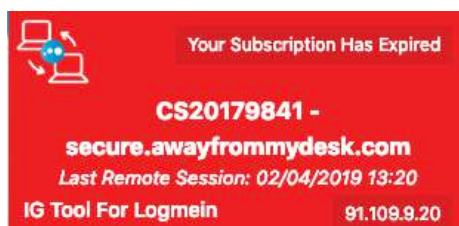
Computer in Use = Light Blue



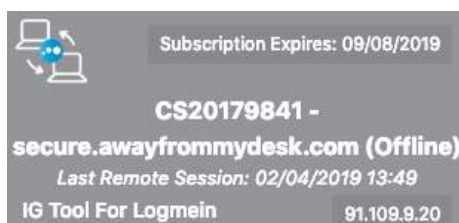
License expiring soon = Amber



License Expired = Red

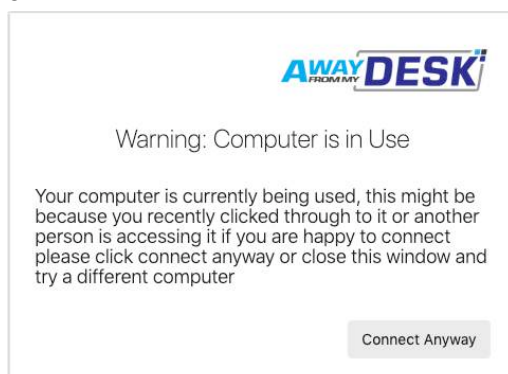


Computer Offline = Grey – in this instance please contact us to arrange reinstallation of the software on 0117 325 0060



### 1.10 Troubleshooting: Computer in Use

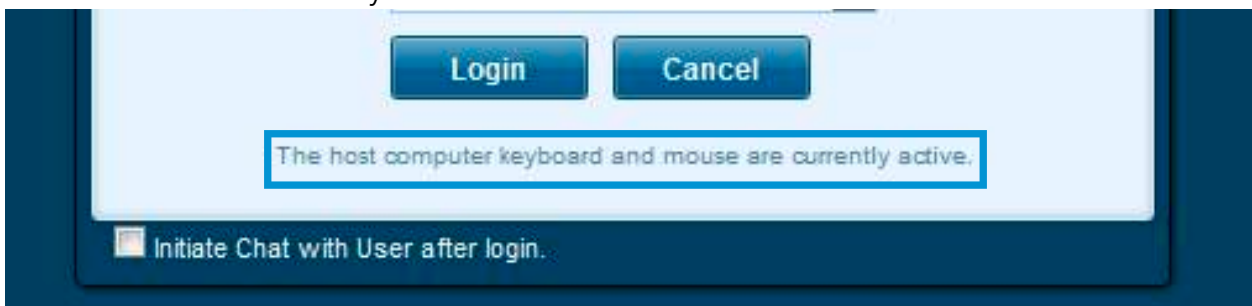
On occasion when you try to log into your work PC someone else may be using the machine, in which case you will see the message below:



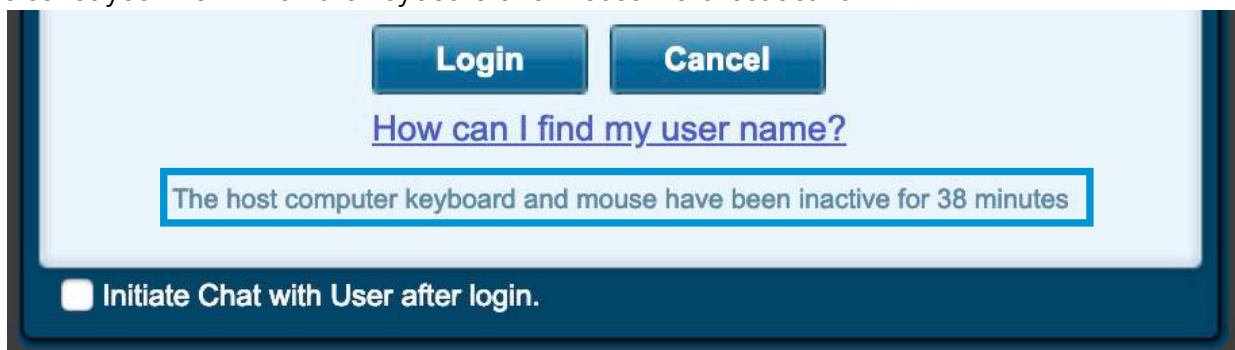
This can mean that someone else is using the machine and you will need to choose another machine to use or try again later. However, sometimes this will mean that the machine was recently accessed.

If you have accessed this machine and logged out for a short while before trying to log back in again then it will usually be you that the system thinks are still logged in and so it would be fine to click 'Connect Anyway' to access the machine.

If someone else is on the machine or sat at the machine in the practice you will be able to connect anyway, once you get to the windows login screen you will see a message letting you know when that the keyboard and mouse are currently active:



It will also let you know when the keyboard and mouse were last active:



At this point you can choose to 'Initiate Chat with User after login' by ticking the box which will open a chat screen once you have logged in so you can write them a message, perhaps to find out when they will be finished for you to access.

The user sat at the surgery end will see a message letting them know you are connected, and they can deny this and will also have priority control over the Keyboard and mouse.

**Note: Please be aware that if they are in a consultation you will be able to see their screen.**

### 1.11 Windows Login Page

After a loading screen you will see the following login page... this is asking for your **WINDOWS** username and password, Away From My Desk do not and should not know this username and password!

In the third box down, labelled 'Log In To' you will need to ensure your work domain is selected. Away From My Desk would not know which domain this is but it is often the second option down and never the option which says [This Computer].



If you are unsure what your windows login details are, please ask your Practice Manager. If you are unable to find your username, please call us for technical support from the work PC as we will need to access that machine to find the username for you.



The image shows a LogMeIn login window. At the top, it says "LogMeIn" in a blue header. Below that, a status bar indicates "Now connected to GOOSEBERRY". The main area has a light blue background and contains the text "Please enter your Windows username and password." There are three input fields: "Username" (a text box), "Password" (a text box with a blue eye icon to its right), and "Log on to" (a dropdown menu showing "BS-IT"). Below these fields are two buttons: "Login" and "Cancel". At the bottom of the main area, it says "The host computer keyboard and mouse are currently active." At the very bottom of the window, there is a checkbox labeled "Initiate Chat with User after login." which is currently unchecked.

## 2 Remote Control Your Machine

This section details how to remote control your work PC

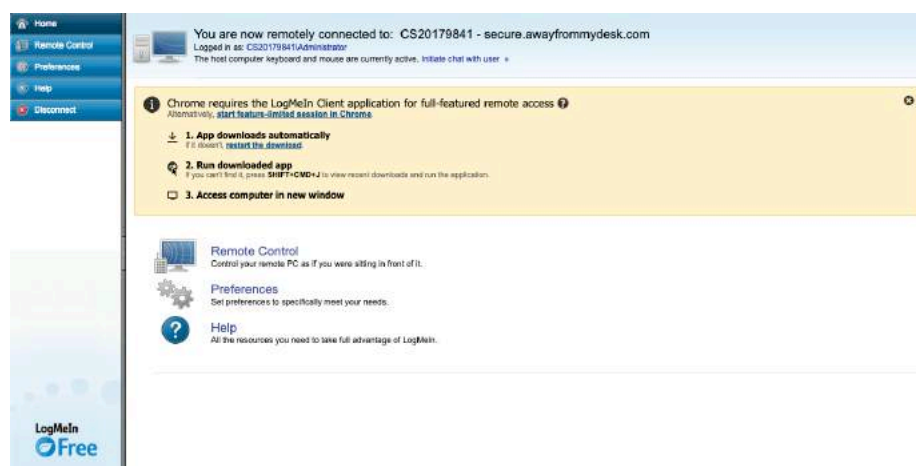
### 2.1 Click to Remote Control

Click on the remote-control option

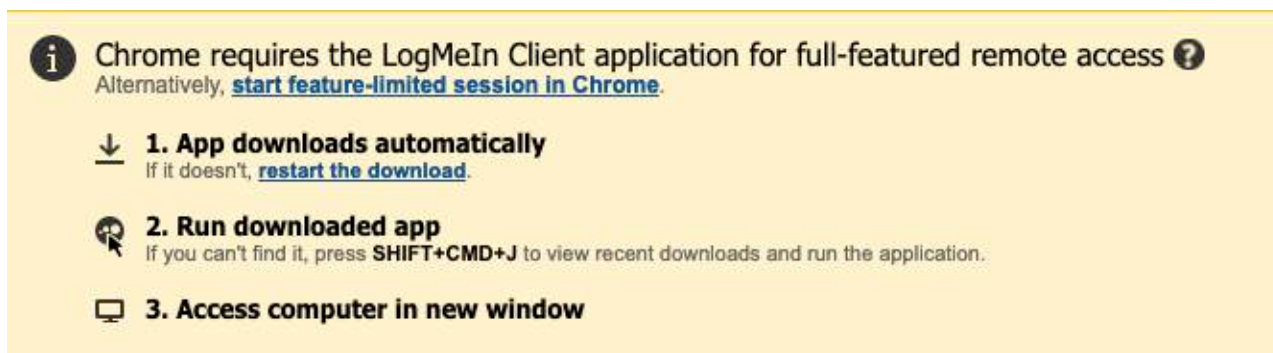


### 2.2 Troubleshooting: LogMeIn Client App

This will appear on your first login. In the Google Chrome browser, you will see a message in an orange box as below.



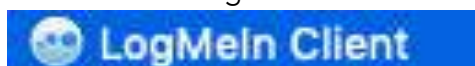
This states that 'Chrome requires the LogMeIn Client application for full-featured remote access' there will be a similar message on all browsers. You will need to download this application to access all of the features available.



The app will download automatically, if not click on the 'restart the download' button and it will download. Once downloaded you will see a box similar to this one at the bottom of your browser window:



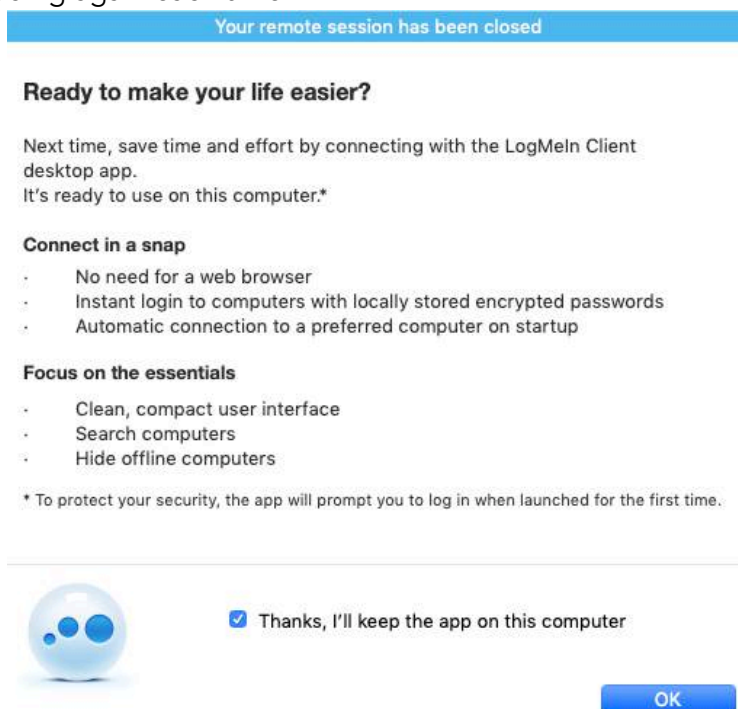
You may also find it in your downloads folder looking like this:



Double click on the icon and it will start up the LogMeIn Client Application. This usually has an icon like this one in your toolbar at the bottom of your screen:



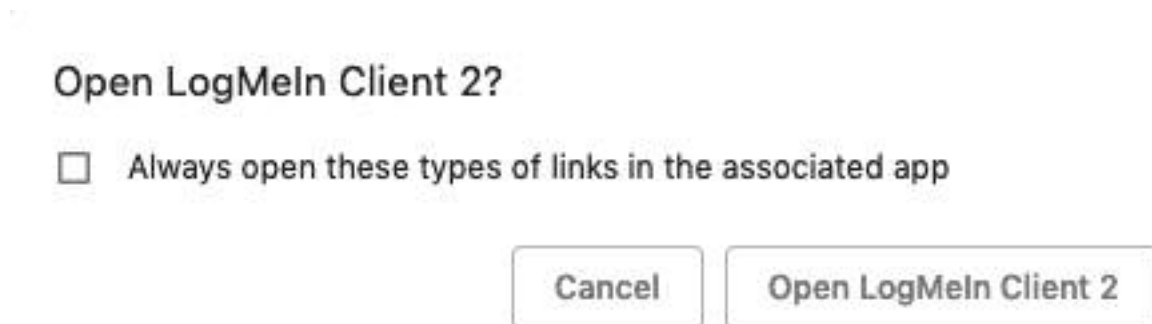
Once you have finished your remote-control session you can choose to keep this application installed ready for next time (so you don't have to download it again) or you can remove it from your computer which will mean downloading again each time.



**To Keep Installed:** Just click on OK with the 'Thanks, I'll keep the app on this computer' box ticked

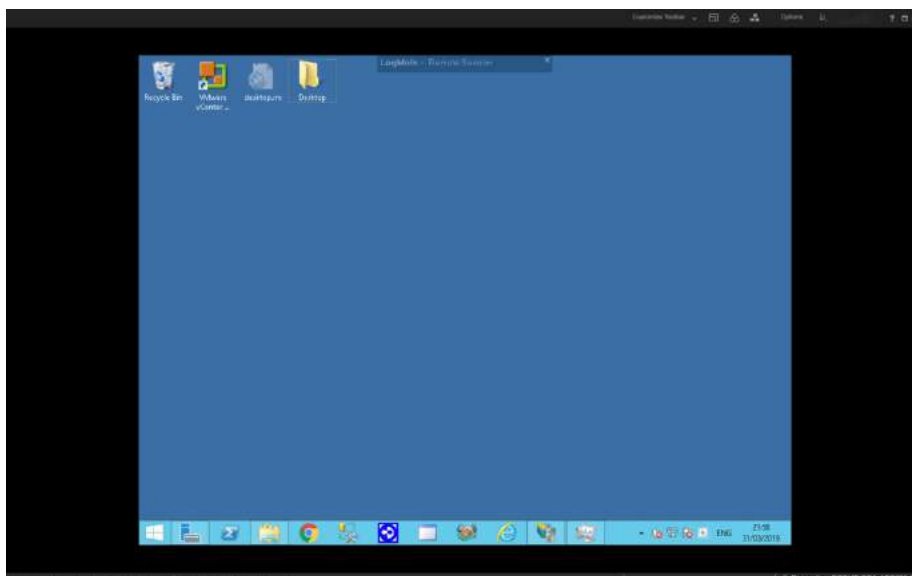
**To Remove:** Untick the 'Thanks, I'll keep the app on this computer' box and then click OK

If you click to keep installed the next time you access you should see a box pop up asking if you would like to open the LogMeIn Client (in this example it says the number 2 as it has been downloaded twice) tick the box 'always open these types of links in the associated app' to ensure the box does not pop up again then click on 'Open LogMeIn Client' to avoid downloading the app again.



## 2.3 Desktop display

You will then see your work desktop displayed and can use it exactly as if you were physically sat in front of it.



## 2.4 Troubleshooting: Ctrl-Alt-Del

On occasion when you reach the desktop screen it will ask you to press Ctrl-Alt-Del to continue. At this stage you can either press the Ctrl-Alt and Insert keys on your keyboard or you can click on the building block icon at the top of the screen.



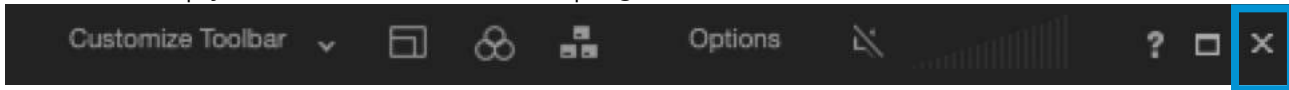
## 2.5 Full Screen

To view your screen in full screen mode, click on the square box in the top right corner



## 2.6 Disconnect

To disconnect simply click on the cross in the top right corner



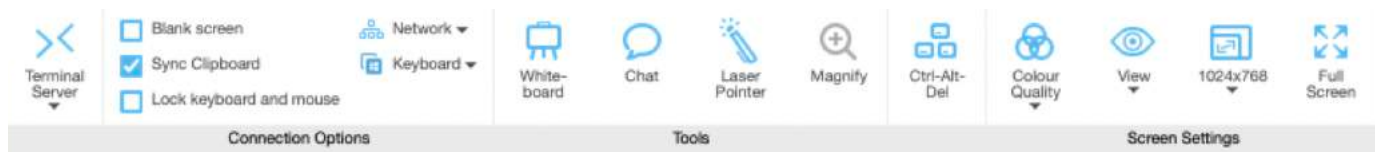
## 3 Advanced Options

### 3.1 How to access the advanced options

To Access the advanced options, click on options on the menu bar



You will see this list appear



### 3.2 Connection Options

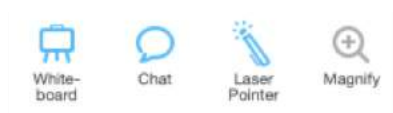


**Blank Screen** – Click here to blank the screen on the work PC (Note: the screen will be off during remote control)

**Sync Clipboard** – Click here to copy the contents of your local clipboard to your work PC.

**Lock keyboard and mouse** – Click here to lock the work PC's keyboard and mouse (Note: this will mean the keyboard and mouse will not work on the work PC during Remote Control)

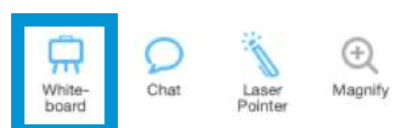
### 3.3 Useful Tools



There are a range of useful tools, each of these functions are labelled as below and are useful for training using your remote connection. Just click on the tool you would like to use to activate.

### 3.4 Whiteboard

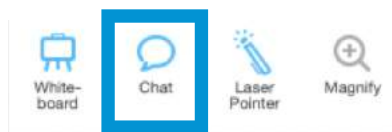
This will allow you to draw on the remote screen





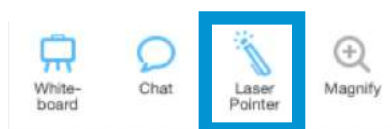
### 3.5 Chat

This will allow you to chat to the user on the work PC



### 3.6 Laser Pointer

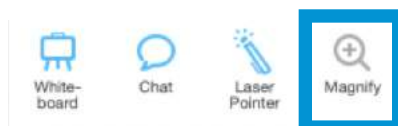
This will allow you to point to items on the work PC



### 3.7 Magnify

This will allow you to magnify parts of the screen

This tool may be useful for training or any other application where you need to see more closely.



### 3.8 Ctrl-Alt-Del

To send the Ctrl-Alt-Del command click on the Ctrl-Alt-Del Button or the icon on the tool bar. If you prefer you can use Ctrl-Alt-Insert on your keyboard for the same function.

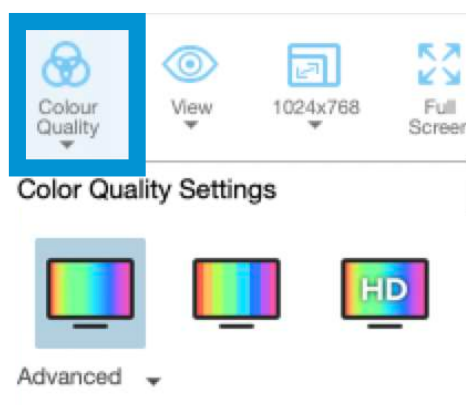


### 3.9 Screen Settings

This section shows a range of options for viewing your screen to make things easier to see or to change to your preferences:

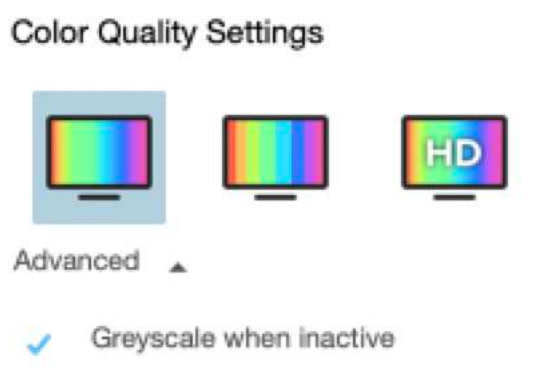


### 3.10 Colour Quality



When clicking on the Colour Quality button you will see a dropdown list, you can change the colours to enhance your experience.

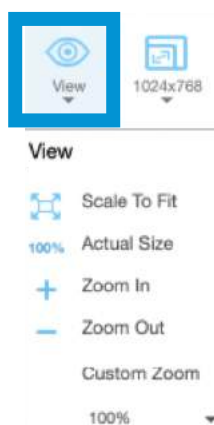
Note: The higher the colour resolution you choose (up to HD) the slower the screen refresh will be so choosing the options to the left side will enhance the speed!



You can also click on advanced and choose the option to 'greyscale' when inactive.

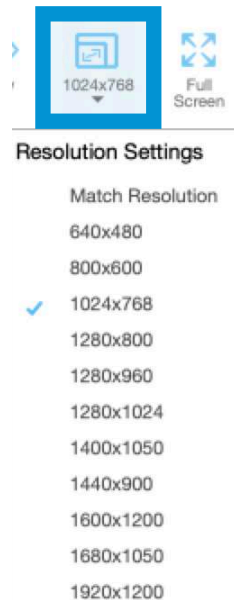
### 3.11 View Options

This is a zoom option, you can choose to zoom in or out to fit more or less on your screen or to see better.



### 3.12 Resolution Options

You can play around with these to get the best fit for your home screen, its often a personal preference. Match resolution will match the resolution with your work computer otherwise you can choose any from the list.



### 3.13 Full Screen

This is a nice, simple option and will fit your display to fill your window quickly and easily!



## 4 Technical Support

Please contact us on 0117 325 0060 or [support@awayfrommydesk.com](mailto:support@awayfrommydesk.com) for technical support. We are open for technical support from 8.30am to 8pm 7 days a week, excluding bank holidays.

## 5 Admin Support

Please contact us on 0117 325 0060 or [support@awayfrommydesk.com](mailto:support@awayfrommydesk.com) for admin support. This may be to add an additional account to your subscription, amend your contact details, add a secure token or amend your account in any way.

We are open for admin support from 8.30am to 5pm, Monday to Friday, excluding bank holidays.

## 6 Recommend Away From My Desk!

We love supporting our customers and having their support too! If you would like to supply a testimonial for use on our website or take part in a case study to display how you make fantastic use of our service please contact and let us know on [support@awayfrommydesk.com](mailto:support@awayfrommydesk.com)

If you would like to recommend us to a friend please ask them to take a Free Trial by visiting <https://secure.awayfrommydesk.com/nhs-remote-access-free-trial/>