



# **LogMeIn Central Getting Started**

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# Welcome to LogMeIn Central

LogMeIn Central is LogMeIn's subscription-based Essential Remote Management solution.

Foremost, LogMeIn Central is a powerful toolkit for managing computers that are running a LogMeIn host (either LogMeIn Pro<sup>2</sup> or LogMeIn Free).

LogMeIn Central also lets you deploy and configure LogMeIn Hamachi<sup>2</sup> networks and clients.

## About this Document

LogMeIn Central documentation covers features found only in LogMeIn Central.

See the [LogMeIn Pro<sup>2</sup> User Guide](#) or [LogMeIn Free User Guide](#) for more information about LogMeIn host software.

## Other Resources

[LogMeIn Central User Guide](#)

[LogMeIn Central Product Page](#)

[LogMeIn Central Knowledge Base](#)

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# How to Create a LogMeIn Account

You must have a LogMeIn account to use LogMeIn software and services.

Once you have created your account, you will be able to add computers to your account.

1. Go to [www.LogMeInCentral.com](http://www.LogMeInCentral.com).
2. Click **Create an account** in the upper-right corner.  
The registration form is displayed.
3. Fill in the registration form and follow all on-screen instructions.  
Upon completing the account form you will be sent a confirmation email.
4. Carefully follow all instructions in the email you receive from LogMeIn regarding account activation.

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# Installing LogMeIn Host Software

LogMeIn Central works with computers that are running LogMeIn host software or LogMeIn Hamachi<sup>2</sup>. Review this section to learn how to install host software to computers that you want to access using LogMeIn Central.

## Which Computers Need the LogMeIn Host Software?

You must install LogMeIn host software on any computer you want to be able to access remotely using LogMeIn Central. You do not need to install LogMeIn host software to the device used to access another computer.

## System Requirements – Host Computer

Before installing LogMeIn host software on the computer you want to access remotely, make sure the device meets the following requirements.

### Supported Operating Systems

## Downloading and Installing LogMeIn Host Software

Install LogMeIn host software on any computer you want to access remotely. Installation is a simple process aided by Wizards.

- You must have a LogMeIn account
- You must be physically present at a computer that you want to be able to access remotely

Follow this procedure:

1. Go to [www.LogMeIn.com](http://www.LogMeIn.com).
2. Log in to your account using your LogMeIn account ID (email address and LogMeIn password). The LogMeIn Central **Home** tab is displayed.
3. On the My Computers page, click the **Add Computer** link.
4. Select the product to install and click **Continue**.
5. Select a subscription to apply and click **Continue**.
6. Follow all on-screen instructions.



**Important:** If asked to create a **Computer Access Code** during the download process, be sure to remember the code! You will need it when connecting to the computer. The Computer Access Code **cannot be retrieved**, but it can be changed directly on the host. See [How to Change Your Computer Access Code](#) on page 12.

For troubleshooting assistance, visit the [Knowledge Base](#).

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## LogMeIn and Firewalls

LogMeIn is compatible with all major security suites. Some configuration may be required to make LogMeIn work when the host is behind a firewall.



**Important:** If prompted, you must allow the `LogMeIn.exe` program file to communicate over the Internet.

For troubleshooting assistance, visit the [Knowledge Base](#).



**Tip:** The [LogMeIn Community](#) is an excellent source of information from other LogMeIn users.

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# Working with Computers in Your LogMeIn Account

## Viewing Your LogMeIn Computers

### The Home Tab

While logged in to your account, use the LogMeIn Central Home tab to access and manage your LogMeIn host computers.

### Computer Listing Options

Use the **List** buttons to change how computers are displayed.

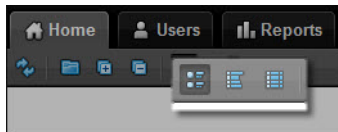


Figure 1: List buttons: Tile View, List View, Detail View

### Hide Groups on the Computer list

Click the **Groups** button to view your computers in a simple list, without showing groups.

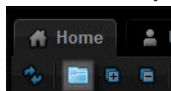
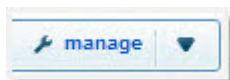


Figure 2: The Groups button

### Manage Groups

Click **Manage** to work with groups.



- Add a new group
- Edit a group name
- Delete a group
- Change the computers in a group

### Right-Click for Available Controls

Right-click any computer name to view a menu of available controls.

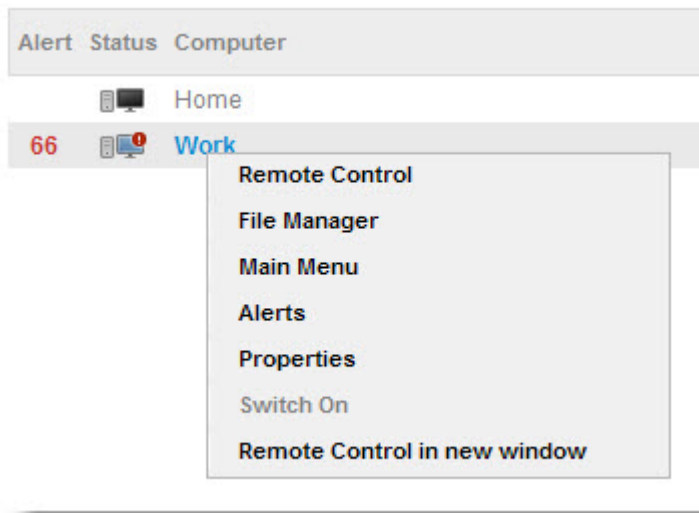


Figure 3: Right-click any computer name to view a menu of available controls.

## Tile View

Try **Tile view** for a graphic view of computers in your account. Tile view is ideal if you have only a few computers in your account.



## High Visibility Controls

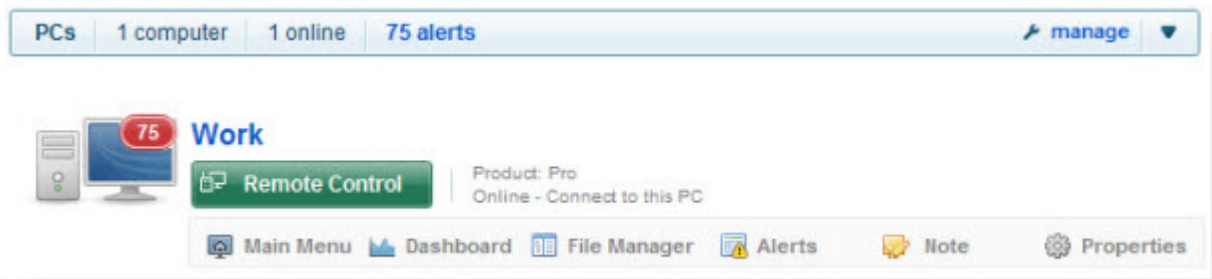


Figure 4: Tile view

## List View

Try **List view** for a clean, simple view of computers in your account. List view shows the most computers at one time, making it an excellent choice if you have many computers in your account.





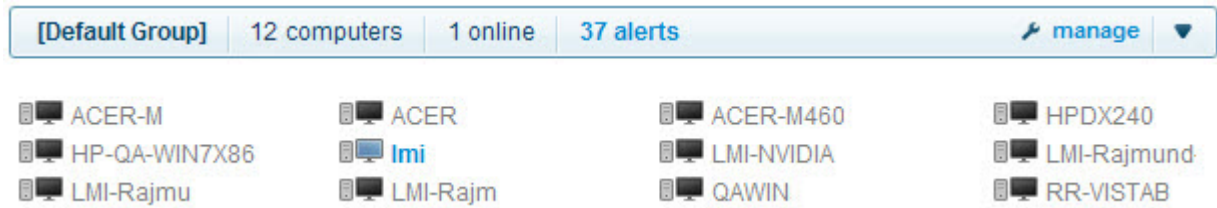


Figure 5: List view

### Direct to Remote Control

Click a computer name to go directly to remote control. Control-click or middle-click to open the session in a new browser tab.



### Detail View

Try Detail view for a good balance between the graphic quality of Tile view and practicality of List view.

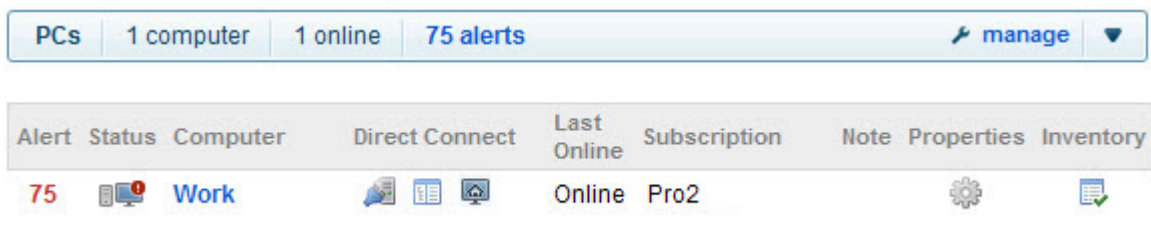


Figure 6: Detail view

### Customize the List of Controls

Right-click the gray bar to view a list of available columns.

### Direct to Remote Control

Click a computer name to go directly to remote control. Control-click or middle-click to open the session in a new browser tab.



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# Connecting to a Host Computer

## Connection Prerequisites

Use LogMeIn to access any host computer that meets the following conditions:

- The host must be turned on
- The host must not be in Sleep mode or Hibernation mode



**Tip:** You can wake a remote computer using LogMeIn's Wake On LAN feature. See [How to Wake a Computer that is in Sleep Mode or Powered Off](#) on page 12 .

- The host must be connected to the Internet
- The LogMeIn service must be running on the host

## How to Connect to a Computer in Your LogMeIn Account

1. Go to [www.LogMeIn.com](http://www.LogMeIn.com).
2. Log in to your account using your LogMeIn account ID (email address and LogMeIn password). The LogMeIn Central **Home** tab is displayed.
3. On the **Home** tab, click a connection option for the computer you want to access.



**Tip:** Control-click or middle-click to open the session in a new browser tab. On a Mac, use Command-click.

- Click the computer name or **Main Menu** link to connect to the host Main Menu (also known as Compact View) for basic remote access functionality.
- Click **Remote Control** to start controlling the host's desktop.
- Click **File Manager** to go directly to the host File Manager.
- Right-click the computer name and click **Remote Control in new window** to open the session in a new window or browser tab.

LogMeIn will attempt to make a connection to the host. You will be prompted to authenticate to the host.



**Tip:** You can set LogMeIn to securely save your host username and password to the client computer from which you are connecting. This will allow you to automatically authenticate when you next connect from the same computer. .

4. Log in to the computer using the appropriate authentication method:
  - If prompted, enter the username and password you would enter if you were sitting in front of the host computer.
  - If prompted, enter the Computer Access Code you created when you installed LogMeIn to the host computer.

Your session begins upon successful authentication.



**Important:** The first time you start a remote control session you will be asked to install a browser plug-in to the client computer, which is the computer you are using to initiate the remote session.

## How to Connect to a Computer Using a Desktop Shortcut

Save time by connecting directly to a host computer using a secure shortcut on a client computer.

**Who can use this feature?** This feature is available to LogMeIn Central Account Holders and users with the **Create Desktop shortcut** permission.

1. Create a LogMeIn desktop shortcut on the client computer:

- Go to **LogMeIn Central > Home tab > Properties > Desktop Shortcut**.

Follow the on-screen instructions.

2. Use the newly created shortcut to connect to the host:

- Double-click the shortcut on the client desktop. You do not need to log in to your LogMeIn account.
- Log on to the host using the appropriate authentication method.

Your session begins upon successful authentication.



**Tip:** For maximum security, you should not use a LogMeIn desktop shortcut on a public or shared computer.

## How to Connect to a Computer Using LogMeIn Ignition or Ignition for iPhone

LogMeIn Ignition is the fastest way to connect to your LogMeIn host computers.



**Tip:** Ignition is the best option when working on a public computer (some public computers limit your ability to run ActiveX, Java, or Flash; at least one of which is required for a rich remote control experience).

- Install LogMeIn Ignition on your desktop, USB drive or U3 smart drive
- Install LogMeIn Ignition for iPhone to your iPhone or iPod touch



**Note:** LogMeIn Ignition and LogMeIn Ignition for iPhone are distinct products and must be purchased separately. Both are priced per LogMeIn account. Visit the [LogMeIn Ignition](#) and [LogMeIn Ignition for iPhone](#) product pages for more information.

## About Authenticating to LogMeIn Host Computers

Whenever you connect to a host computer running LogMeIn, you must authenticate yourself to the host computer.

### Computers Requiring Authentication

You must enter a **Windows or Mac user name and password** to access a host computer that is configured to require authentication. Most computers on a corporate network require you to authenticate (for example, upon start-up you must press **Ctrl-Alt-Delete** and then enter your user name and password).

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## Computers Not Requiring Authentication

You must enter a **Computer Access Code** to access a host computer that is *not* configured to require authentication. For example, your home computer may not be configured to require authentication (when you start your computer, you go straight to Windows without entering a user name and password).



**Important:** Do not lose your Computer Access Code. It cannot be retrieved!

## How to Change Your Computer Access Code

LogMeIn users commonly forget the Computer Access Code that must be entered to gain remote access to a host computer. LogMeIn is unable to retrieve a lost Computer Access Code, but you can change the access code directly on the host computer.



**Important:** This procedure is only valid on host computers already set to use a Computer Access Code.

1. From the host, open LogMeIn (the host software, not the website) and click the **Options** tab.



**Remember:** You must be sitting at the computer that you want to be able to access remotely.

2. Under **Password**, click **Change Computer Access Code**.  
The Computer Access Code dialog box is displayed.
3. Enter your new Computer Access Code.
4. Click **OK** to save your change.

## How to Wake a Computer that is in Sleep Mode or Powered Off

Use Wake On LAN to switch on a computer that is in sleep mode (PC and Mac) or powered off (PC).

Review this checklist to ensure that you will be able to use the Wake On LAN feature.

- Make sure that Wake On LAN has been enabled on the host.
  - From the host, open LogMeIn and follow this path: **Options > Preferences > Advanced Settings**. Under **Wake On LAN**, make sure that **Enable 'Wake On LAN' from sleep and power off** is selected.
  - From the client, connect to the host Main Menu and follow this path: **Preferences > Advanced Settings**. Under **Wake On LAN**, make sure that **Enable 'Wake On LAN' from sleep and power off** is selected.
- For a Mac host, enable the following setting: **System preferences > Energy saver > Options tab > Wake for Ethernet network administrator access**.
- For a Mac host, confirm that the computer is on a wired network. Wake On LAN is not supported for Mac hosts on a wireless network.
- Confirm that the host is in a supported sleep mode (stand-by, sleep, or hibernation mode: ACPI specification S3 or S4).
- For a Windows host that is powered off (but still plugged in), confirm that Wake on LAN is enabled in the computer's BIOS.



**Tip:** Consult the user guide of your computer or motherboard to locate the appropriate BIOS switch, usually **Wake On LAN from S5**.

- Confirm that at least one other LogMeIn host on the same LAN is online and available.

When these conditions are met, any computer in your account that is ready to be woken up will show the **Switch on this computer** button. Click the button to wake the computer. It may take several minutes for the computer to wake.

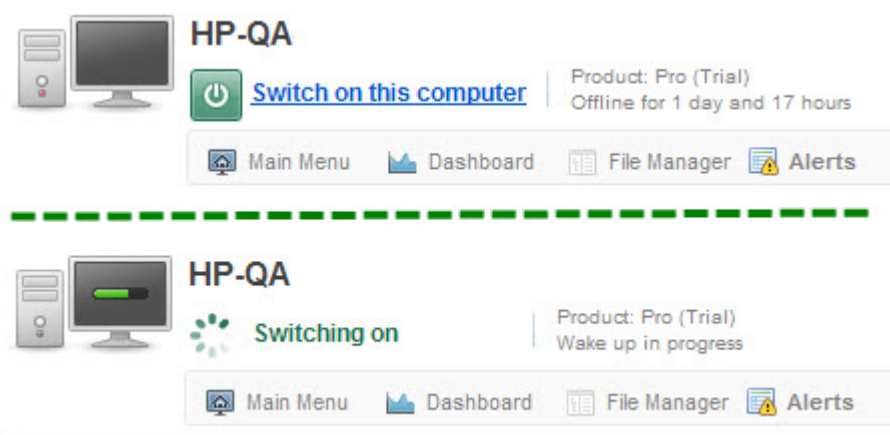


Figure 7: Wake On LAN in Tile view

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## For More Information...

See the [LogMeIn Central User Guide](#) for complete details on user management, reporting, alerts, host configuration management, and virtual network management via LogMeIn Hamachi<sup>2</sup>.

See the [LogMeIn Pro<sup>2</sup> User Guide](#) or [LogMeIn Free User Guide](#) for more information about LogMeIn host software.

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# Legal Notice

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