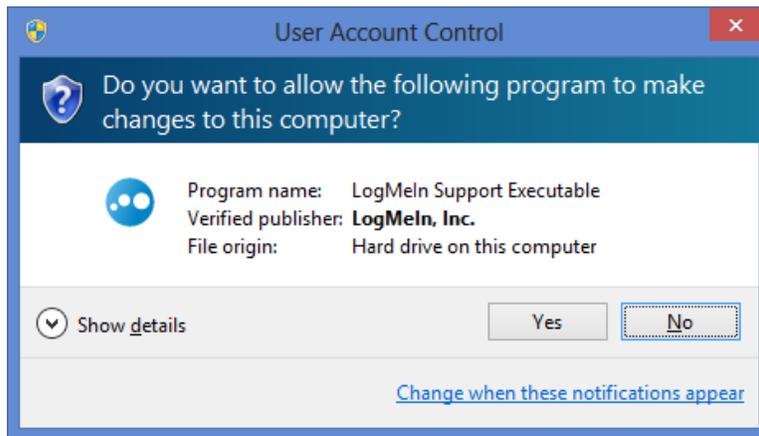


## LogMeIn Remote Desktop Software Installation

FESCO 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 use your computer as if we were standing there .

1. Open **Internet Explorer** or your favorite Internet browser and navigate to or click here <http://www.flequipment.com/1.msi>. 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.



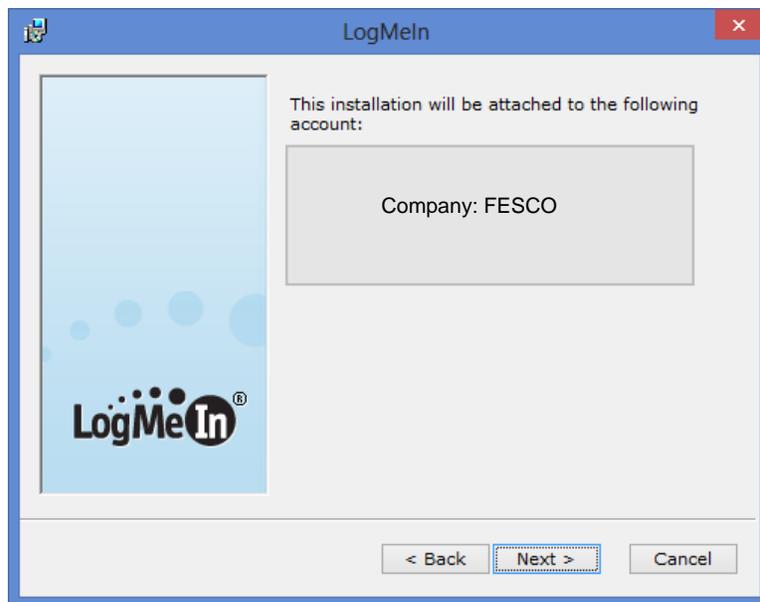
Click **'Yes'**

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 FESCO



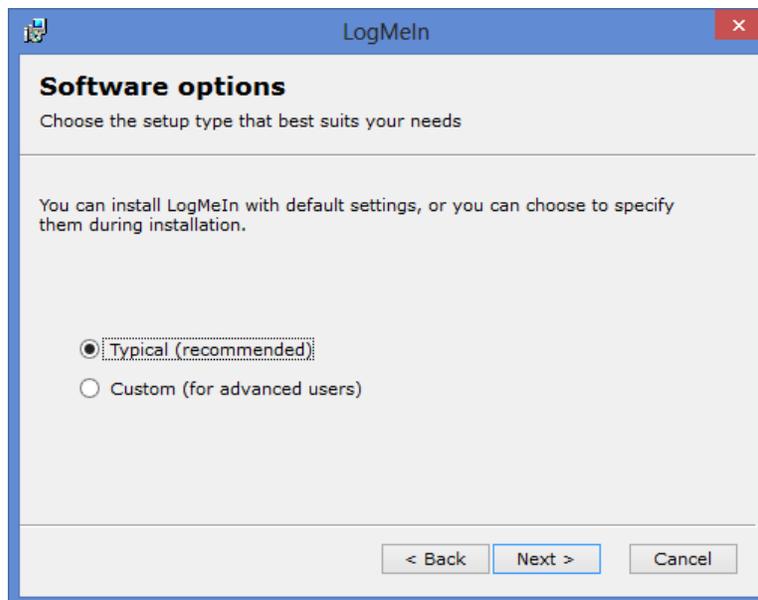
Click 'Next'

5. On the LogMeIn License Agreement screen,



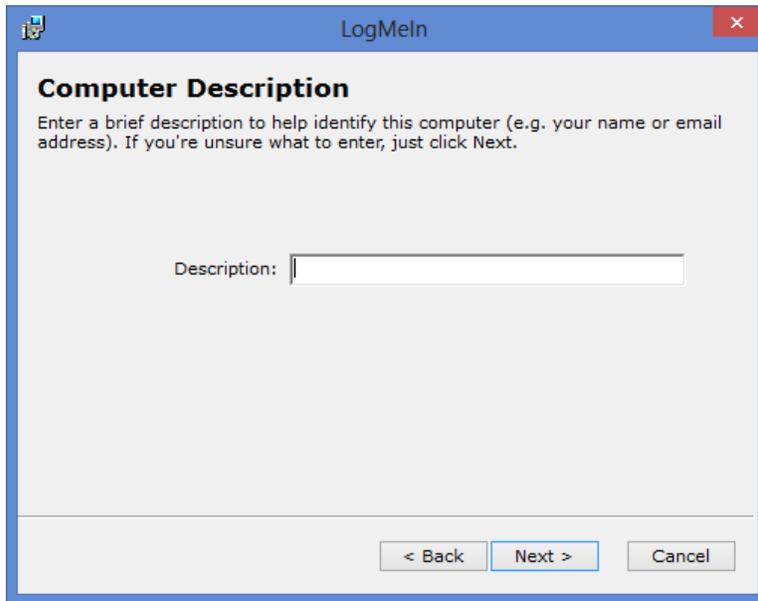
Click 'I Agree'

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



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

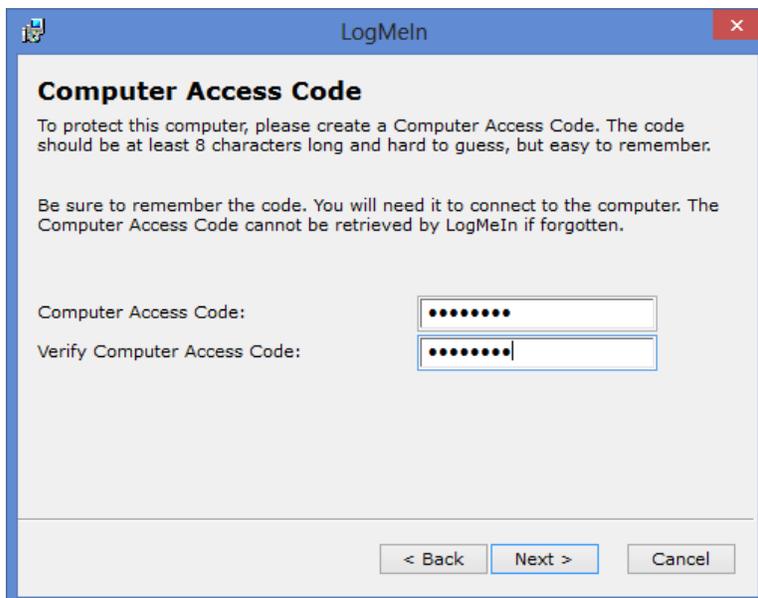
7. You will be asked to give a brief description of your computer.



The screenshot shows a window titled "LogMeIn" with a red close button in the top right corner. The main content area has a title "Computer Description" and a paragraph of instructions: "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 is a text input field labeled "Description:". At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

For example *'John Doe's Laptop'*. We have 100's of clients using this program, personalizing it would be a good way for us to find your computer on that list.

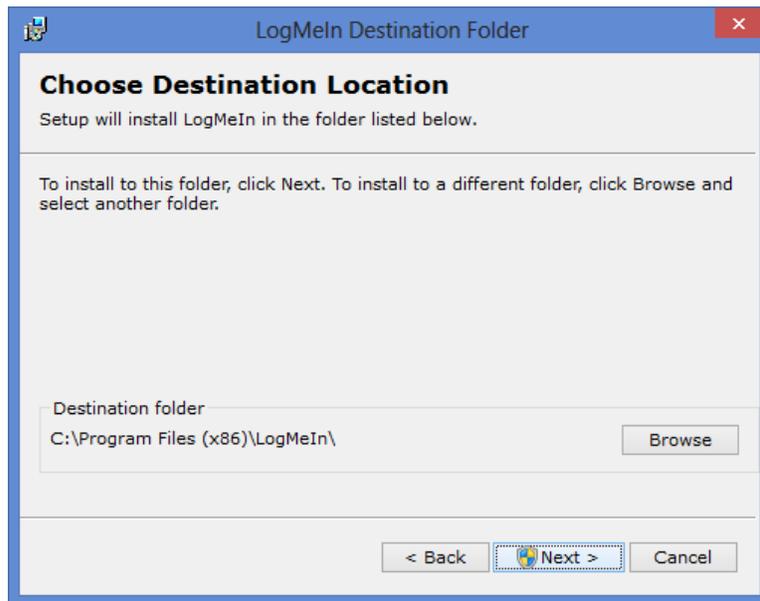
8. If your computer does not already have a password when you log in you will be asked to enter a Computer Access Code. This code is controlled exclusively by FESCO and is not shared with anyone outside the company.



The screenshot shows a window titled "LogMeIn" with a red close button in the top right corner. The main content area has a title "Computer Access Code" and two paragraphs of instructions: "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." and "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 this are two text input fields, both masked with dots. The first is labeled "Computer Access Code:" and the second is labeled "Verify Computer Access Code:". At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

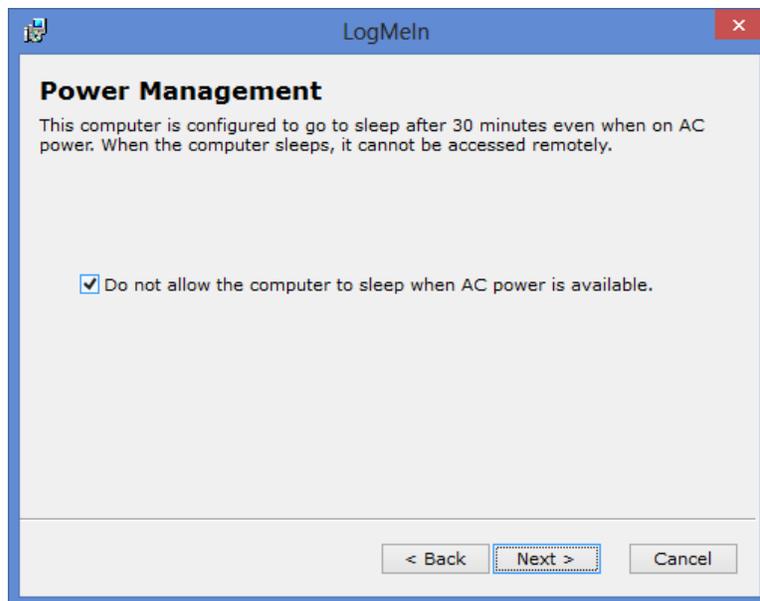
Please contact us at **800.488.5816** and ask your FESCO support agent for the Computer **Access Code**. If you do not see this screen skip to step 9.

9. You will be asked where to install the program



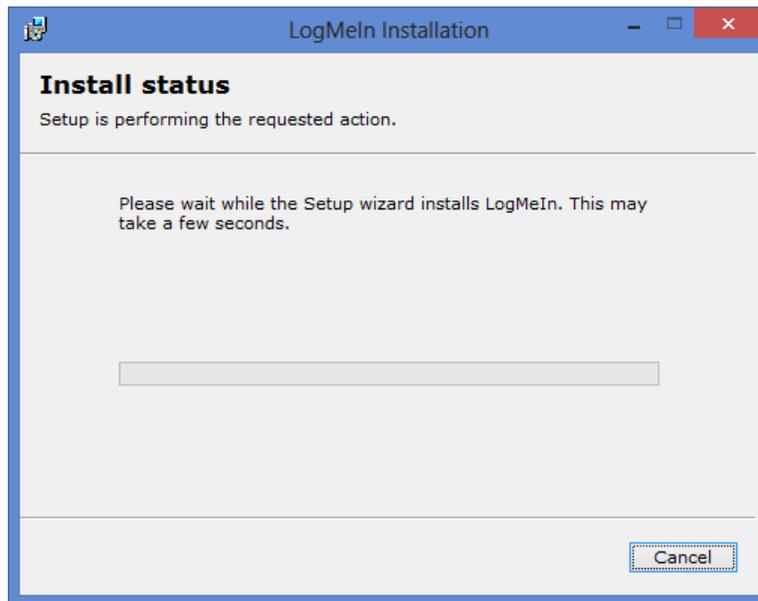
Click 'Next'

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.

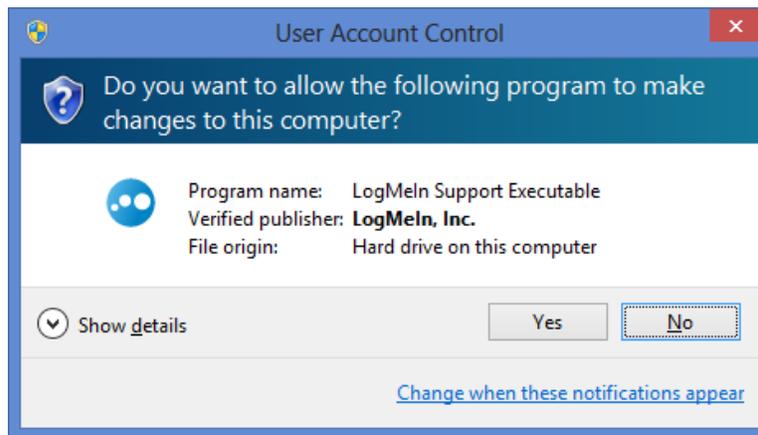


Click 'Next'

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



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



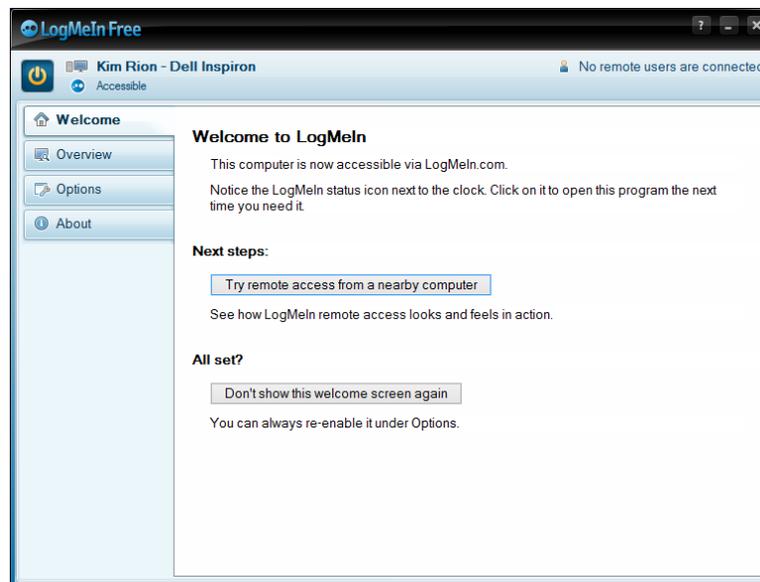
Click 'Yes'

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 I like to click the 'Don't show this welcome screen again' And then click the 'X' to close the program