

PC Manager Remote Access Manual

RoyAl Technology Management, LLC

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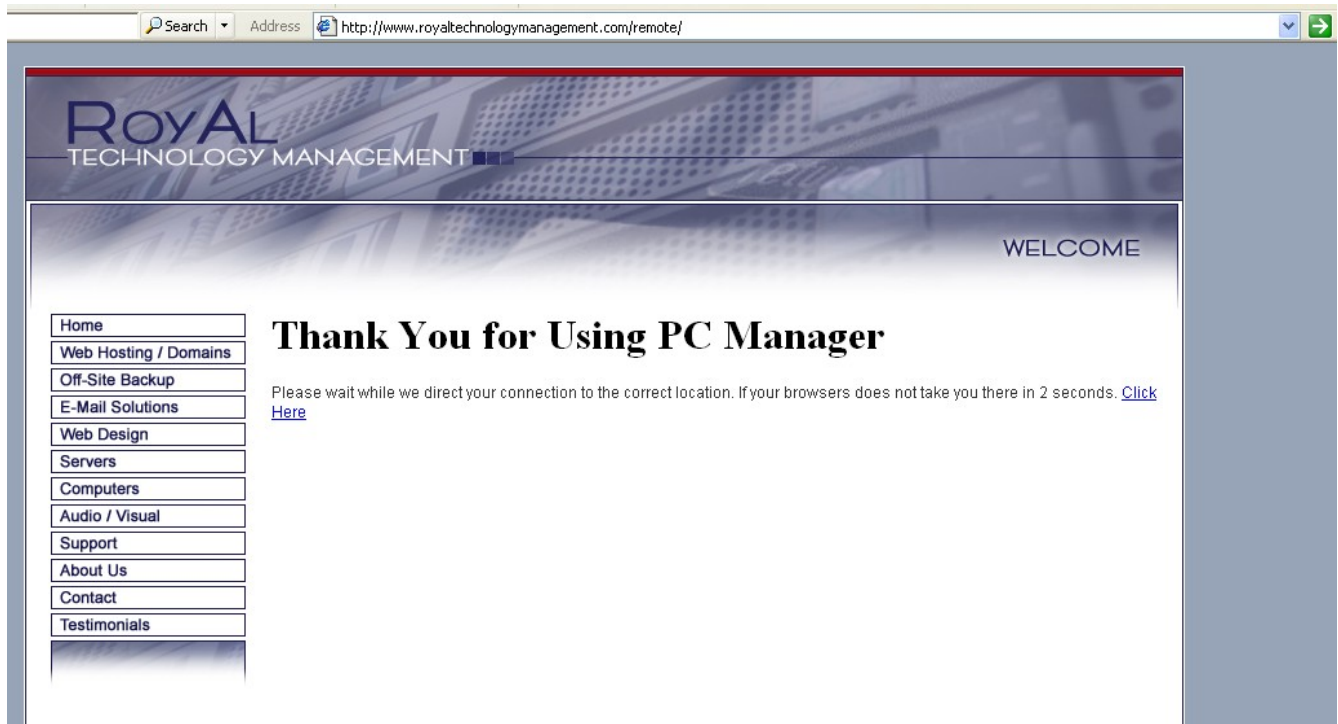
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www.GoRoyAlTech.com

1. Go to: <http://www.GoRoyAlTech.com/remote> with Microsoft Internet Explorer.



2. The page will automatically refresh to a new page. Put in your Login ID and Password, that was supplied to you.

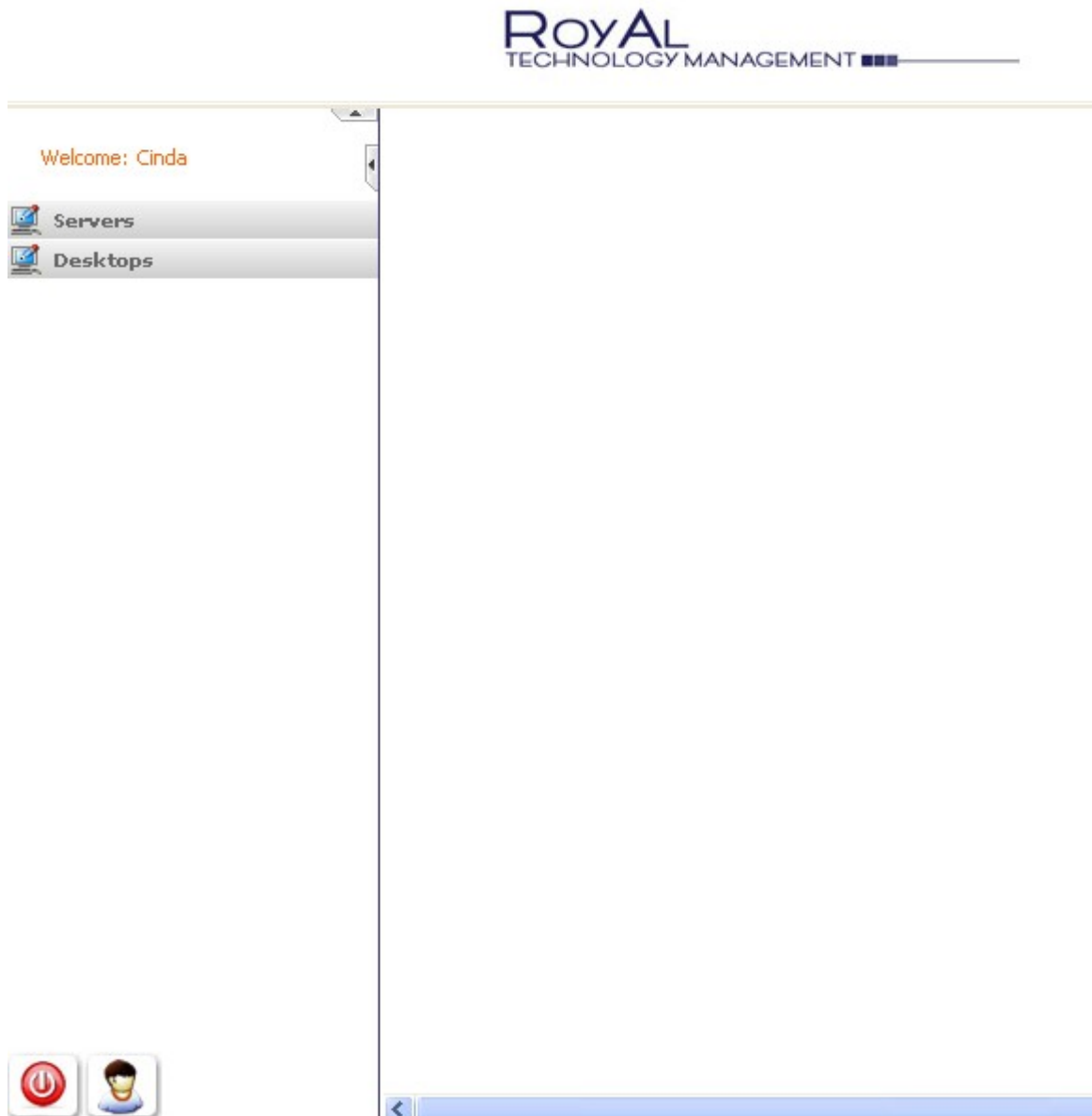


Address  <https://user.itsupport247.net/>   Go

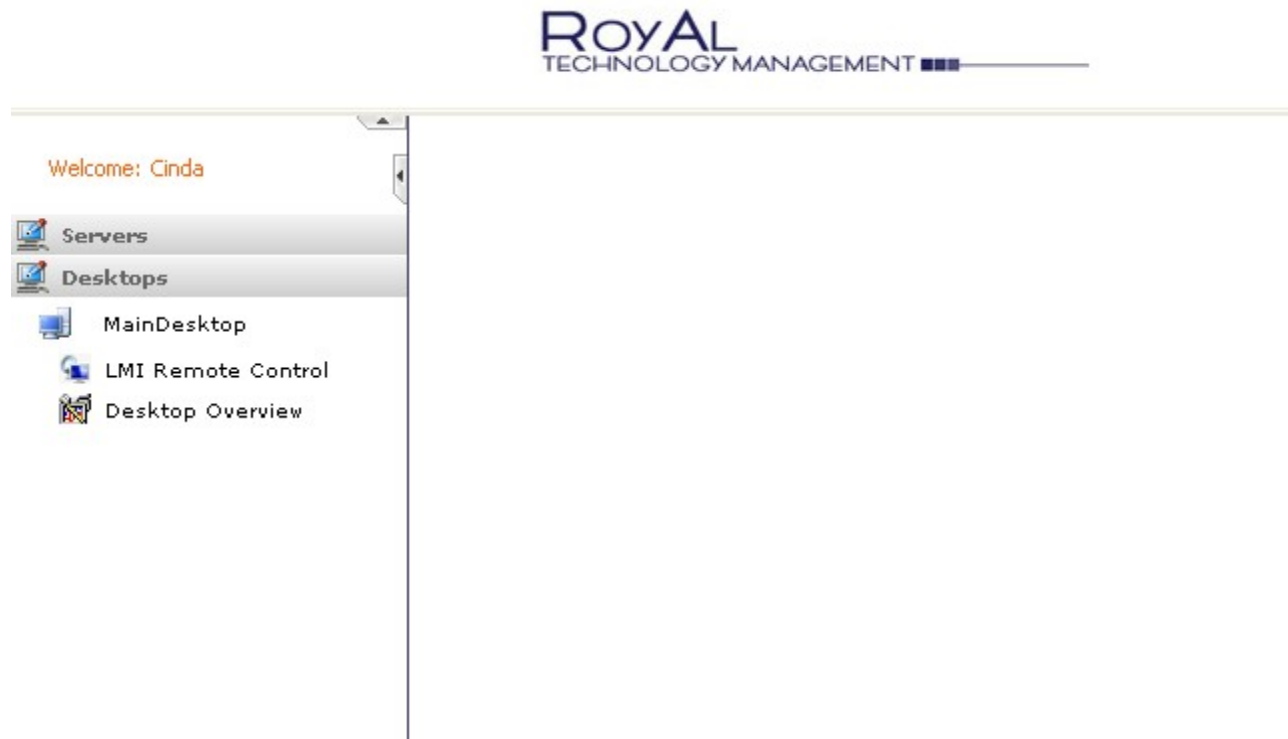
Login ID :

Password :

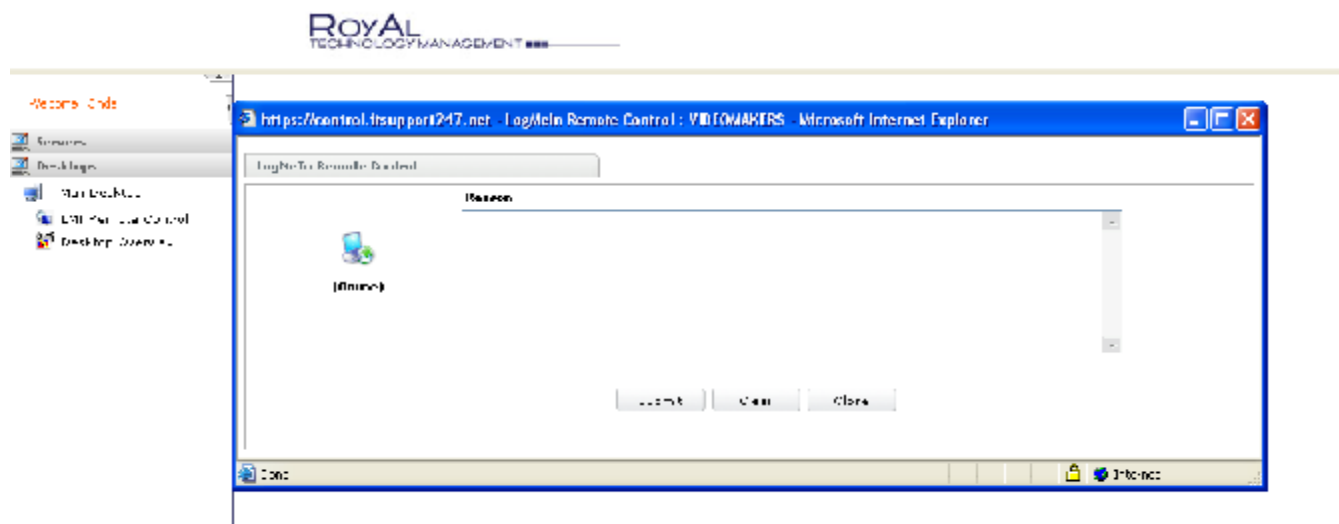
3. If you login correctly you will bring you to the following page.



4. If you want to login to a Desktop or Laptop Computer, click on Desktop. Then click on the name of the computer you would like to login into. Then click on LMI Remote Control.




5. A new window will then open up, it will ask for a reason for logging in. This is only for compliance purposes, you can just put anything you would like, and then click Submit.



6. A screen will then pop up about a security warning of installing software along with ActiveX. Click on yes and install. Note: You may need to click the bar that comes up at the top of the browser window and click on install.



7. A login window will open in the window, use the username and password you have on your PC. You must have a password protected account active on your PC in order to access it remotely. Note: If you get a message instead of the login screen that say the resource is unavailable, it means you PC is turned off.

A screenshot of a LogMeIn login window. The window has a black header bar with the LogMeIn logo on the left and the text "Now connected to" on the right. Below the header, the text "Please enter your Windows username and password." is displayed. There are two input fields: "User name" and "Password". The "Password" field has a "what's this?" link to its right. Below the input fields are two buttons: "Login" and "Cancel". At the bottom of the window, a message states: "The target PC keyboard and mouse have been inactive for 46 minutes". Below this message is a checkbox labeled "Initiate Chat with User after login." which is currently unchecked.

LogMeIn Now connected to

Please enter your Windows username and password.

User name

Password [what's this?](#)

The target PC keyboard and mouse have been inactive for 46 minutes

☐ Initiate Chat with User after login.

8. You will then be presented with several facts about your PC and many options. Since this is the IT version of Logmein, it show a lot of information about your computer. The bar on the left is the most used options. The top two are very commonly used, Remote Control and File Sharing. Click on Remote Control to continue to login to your PC Remotely. You will also see another window that opens with an OK, press OK to continue. Note: When you click on remote control, you may get a pop up from your firewall asking to block or unblock, Choose unblock.

The screenshot displays the PC Manager Remote Access Dashboard. On the left is a sidebar with navigation options: Remote Control, File Manager, Sharing, Mini Meeting, Chat, Computer Management, Computer Settings, Scheduling & Alerts, Performance Info, Security, Preferences, and Custom Pages. The main area is divided into several panels:

- System Information:** Shows Windows XP Professional 5.1 (build: 2600) Service Pack 2, CPU (Intel Pentium 4 at 3198 MHz), Physical memory (75% used), Commit memory (48% used), Last booted (15 days, 23 hours, 13 minutes ago), and Interactive User.
- Events:** A table showing the top 5 events. The first three are Application Errors (Event ID 1000) and one is a Warning (Event ID 27).
- Processes:** A table showing the top 5 processes. Firefox.exe is using 19% CPU and 996,400.00 KB memory. Thunderbird.exe is using 0% CPU and 147,104.00 KB memory. Windows Explorer is using 1% CPU and 64,780.00 KB memory.
- Network Traffic:** A graph showing network traffic over time. Below the graph, it shows the source as MS TCP Loopback interface, frequency as 0.00:00:02, and max inbound/outbound as 9765 kbit/s.
- Disk Drives:** A table showing disk drives. C:\ has a size of 76,308.71 MB, with 17,492.01 MB free, which is 78% in use.
- Scheduled Tasks:** A table showing scheduled tasks. It states "There are no scheduled tasks."
- Most Recent Accesses:** A table showing recent accesses with columns for User, Host Name, Access Started, and Access Finished.

9. You are now logged in remotely to your PC. If you click on the options at the top right of the screen, it gives you all the options of the remote access session including printing, sound and full screen.



10. When you are done, just click disconnect at the top left.

Please let us know if you have any questions, by emailing: support@royaltechnologymanagement.com or calling us at 207-221-5198

Thank You for your time and your business. Please let us know how we are doing.