How to start a LogMeIn Rescue support session.

Admins enter a PIN Code at: <http://www.logmein123.com>

Internet Explorer:

1. Go to [www.LogMeIn123.com](http://www.LogMeIn123.com).

The **Support Connection** page is displayed.

2. The technician tells you a 6-digit code.

3. Type the code in the box labeled **Enter your 6-digit code**.

4. Click **Start Download**.

You are asked to download the Support-LogMeInRescue.exe applet.

5. Click **Run** to download the applet.

The applet download should take about 15 to 30 seconds.

6. Click **Run** to execute the applet.

7. Once the applet is running, wait for the technician to activate your session.

8. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant

permissions.

Firefox:

1. Go to [www.LogMeIn123.com](http://www.LogMeIn123.com).

The **Support Connection** page is displayed.

2. The technician tells you a 6-digit code.

3. Type the code in the box labeled **Enter your 6-digit code**.

4. Click **Start Download**.

You are asked to download the Support-LogMeInRescue.exe applet.

5. Click **Save File** to download the applet.

6. In the Downloads box, double-click **Support-LogMeInRescue.exe**.

7. Click **OK** if prompted to Open Executable File.

You are asked Do you want to run this file?

8. Click **Run** to execute the applet.

9. Once the applet is running, wait for the technician to activate your session.

10. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant permissions.

MAC OS X 10.8 or above

1. Go to [www.LogMeIn123.com](http://www.LogMeIn123.com).

The **Support Connection** page is displayed.

2. The technician tells you a 6-digit code.

3. Type the code in the box labelled **Enter your 6-digit code**.

4. Click **Start Download**.

The applet installer is downloaded.

5. Click **Downloads** on your **Dock** and run the Rescue applet.

6. Click **Open** to confirm that you want to run the applet.

7. Once the applet is running, wait for the technician to activate your session.

8. You may be asked to give the technician permission to perform certain actions. Click **Yes** to grant

permissions.