

# FASTNET SECURITY

## Remote Monitoring and Management + LogMeIn Access How-To

Log on to: <https://control.itsupport247.net>

Enter your email address and password associated with your account

Access ITSupport247 Account

Email ID

Password

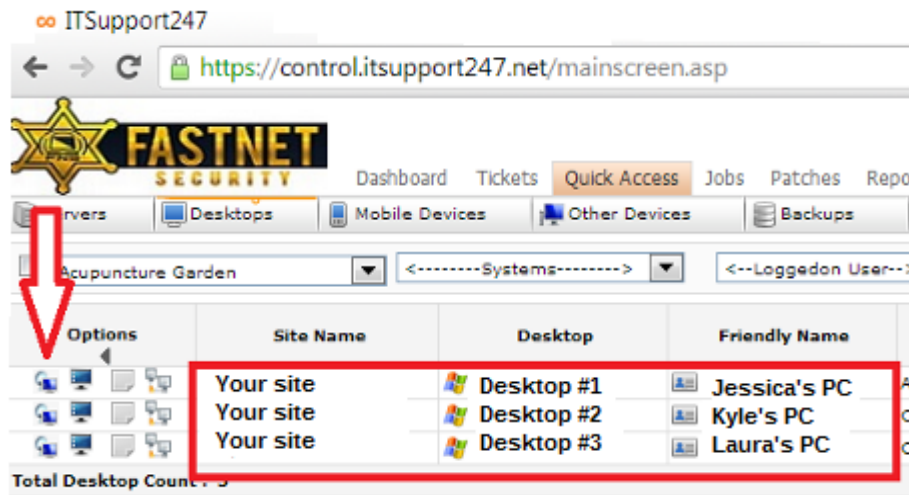
Remember me

[Forgot Your Password?](#)

Once logged in, at the top menu bar, choose “Quick Access”, followed by “Desktops”, and your business name

The screenshot shows the ITSupport247 dashboard interface. At the top, there is a navigation bar with the following items: Dashboard, Quick Access, Jobs, Patches, and Reports. The 'Quick Access' item is highlighted with a red box and a red arrow pointing to it. Below the navigation bar, there is a dropdown menu for 'Quick Access' with the following items: Servers, Desktops, Mobile Devices, Other Devices, Security Information Store, and Configuration Vault. The 'Desktops' item is highlighted with a red box and a red arrow pointing to it. Below the 'Desktops' item, there is a sub-menu with the item 'Your Computer' highlighted with a red box and a red arrow pointing to it. The main content area of the dashboard shows a section titled 'Desktop : Malwarebytes Definition Status' with the text 'No data to display.' and a link to 'Click on an area of the bar graph to view details'.

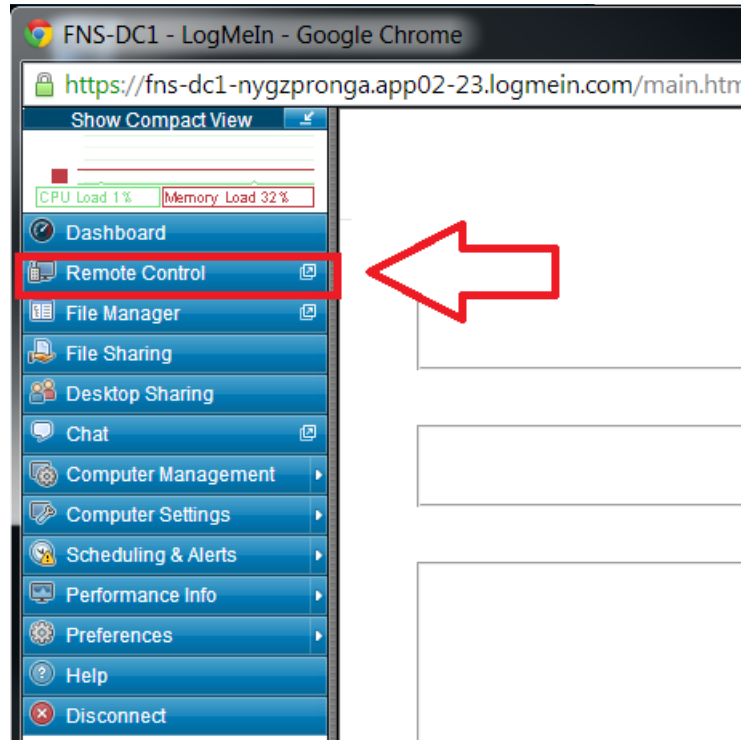
To remotely access any PC's you've registered, choose the small computer icon to the far left of the specific machine you'd like to control.



After you select the icon listed above, you'll need to authenticate on the machine you've chosen. This is your typical login as if you were sitting in front of the computer and had just powered it on.



After you've entered your user name and password listed above, choose the “Remote Control” option in the upper left corner of the LogMeIn dashboard.



You should now be connected to the remote LogMeIn session of the machine you've chosen. Once you're finished, you can close the windows and the remote session will end.