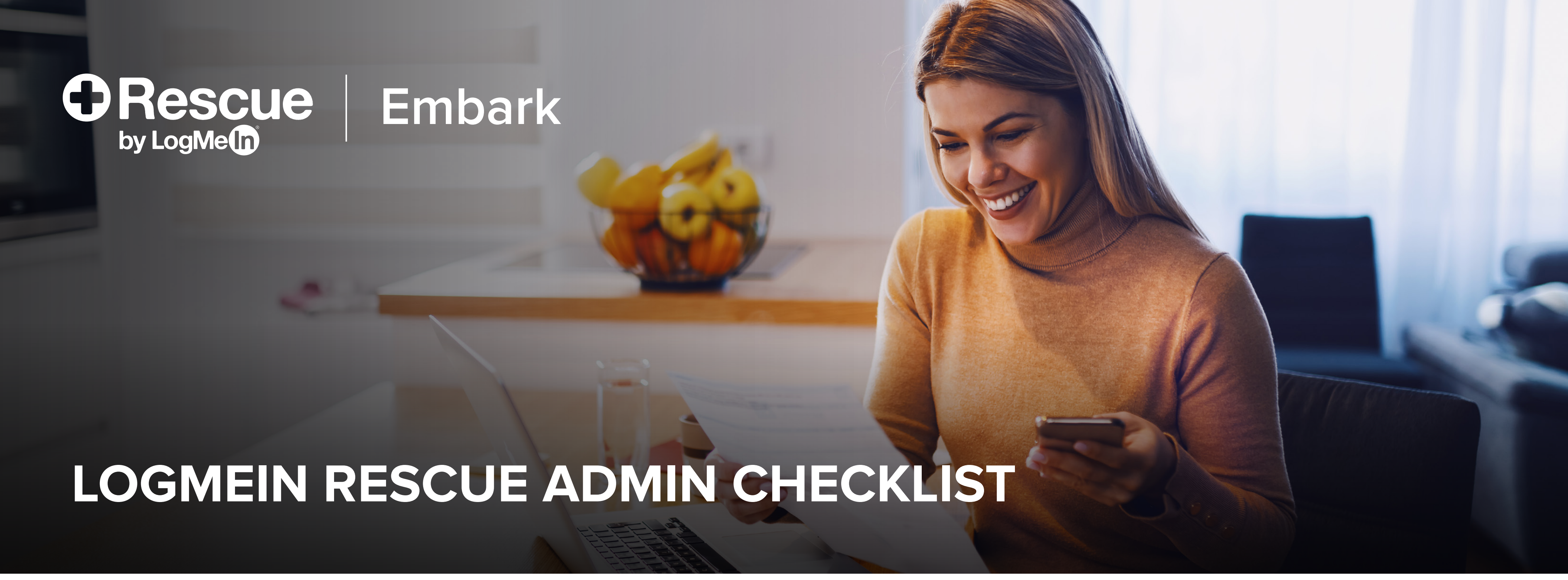

LOGMEIN RESCUE ADMIN CHECKLIST

Welcome to LogMeIn Rescue!

This guide is designed to help you get started quickly and efficiently with your LogMeIn Rescue account. Below you will find questions to consider, a checklist for account setup, and additional resources for learning more and training your team.

What is your goal with Rescue?

Consider your goals and the “challenge” you want to solve for when implementing Rescue.

Questions to consider during implementation:

- Are you supporting internal or external users?
- How many sessions, on average, will a technician be launching per day?
- Will the sessions be initiated by the technician (via the PIN code, email, or link) or the end user (via a channel link or the calling card)? Both?

Step One: Log in to your Rescue account

Login here and navigate to the Admin Center.

- How to navigate to the Admin Center

About the Admin Center

- The Admin Center is where you set up users and manage settings & permissions for your organization‘s account.

Step Two: Add Users

- New users might include master administrators, administrators, and technicians to your account.
- Technicians and admins will not receive their login credentials until you are ready to launch (see Step 6).

About Users

- Creating users is an essential element of developing your account framework.
- Think of administrators as *managers* – they will be managing the various technicians and Technician Groups within your account.
  - Administrators do not use a technician license, so you can add as many as you need.
- Technicians will be the users who are getting into session with your end-users.
  - The number of technicians is determined by your license type and provisioning.
- Learn more about the user types & how they are added.

Step Three: Create Technician Groups & Assign Permissions

Create groups and assign permissions based on the support framework you develop for your organization.

About Technician Groups

- Technician Groups allow you to organize technicians into groups and assign specific permissions to each groups.
- Group administrators can manage the Technician Groups and edit their permissions.
- Learn more about setting up Technician groups.

Step Four: Review Settings

Technician Groups

Global Settings

About Settings

- Global Settings & Settings allow you to customize the end user’s experience, as well as what your technicians can do in a session.
- Not sure where to start? We’ve highlighted a few important Settings & Global Settings later in this document.
- Watch a video on Embark to learn best practices for account set up here.

Step Five: Technician Process

Determine the steps your technicians will use to initiate and deliver a session with end users.

More About the Technician Process

- These steps will form the basis of your internal process and is a key element of your implementation.
- Rescue offers multiple options to get into session with an end user, such as the PIN code, channel sessions, or direct link.
- This video guides you through creating a technician process.

Step Six: Provide Logins

- When providing their unique login information, ask the team to download the Technician Console and encourage them to attend a training session.
- Rescue does not send login credentials to new users. Instead, the admin shares the login information when they are ready to go live with the implementation.

Inviting Technicians

- You can find a suggested email template to use when inviting Technicians here.

Step Seven: Train Your Team

Provide your team with training resources including links to Embark.

Embark is LogMeIn's training portal and provides free and convenient training.

More on Training

- Schedule a kickoff meeting with your team to get started.
- Items to review:
  - Confirm users can log in and have the correct permissions.
  - Discuss the technician process you created in Step 5.
  - The training timeline and live date.
  - Share links to Embark for training: Technician and Admin basics.
  - Encourage technicians to run test sessions.

Settings & Global Settings

Rescue allows you to fully customize the technician and end-user experience on a granular level:

Technician Group > Settings

Connection Method	Determines which connection methods the technician will see in the New Session button in the console.
Custom Fields (Private Sessions)	Allows the Administrator to set which fields the technicians can fill out prior to getting into session.
Customer Applet (Private Sessions)	Set up branding and terms & conditions for the customer applet, as well as consolidate prompts and auto restart as System Service.
Technician & Customer Surveys	Set up surveys to be completed by the technician and/or the customer after a session – or link to your own external survey.
Time-Outs (Private Session)	Set the validity period of the PIN code and time outs for hanging sessions.

Global Settings

Centralized Scripts	Click on *Manage Centralized Scripts* to upload .bat files and resources to be able to Technicians.
Password Policies	Set account-wide password strength requirements and force password reset and expirations.
Custom Fields	Set up the account wide Custom Field Names.

Quick Tip: Want to learn more about a setting or permission? Hover over the ? icon to the left of each setting.

Helpful Resources

- Embark Training Portal
  Geared towards both Admins and Technicians, this is your primary training resource. Embark is free, convenient, and easy to use.
- Top Ten Things to Try in Rescue
  A handy guide that has some great tips for getting started with the Technician Console.
- Rescue Reports Reference Guide
  Take a deep dive into the reporting capabilities of Rescue and how you can use it to drive the metrics of your technician team.
- LogMeIn Rescue Support
  Tons of articles and resources to answer any question you might have, as well as a direct link to our support team.
- Technician Console User Guide
  An in-depth resource that goes over every detail of using the Technician Console.
- Rescue Community Board
  Join other admins and technicians in sharing hints, tricks, and best practices in this interactive community.

Advanced Features

Ready to explore all the options available in LogMeIn Rescue? These advanced features will help make supporting users even easier.

- Set Up the Calling Card
- Add External Technicians
  Add so external vendors or other users can join your technicians in session, without an additional license.
- Integrate Your CRM or Ticketing System
- Launch Unattended Access on Multiple Devices
- Bulk Import Technicians